

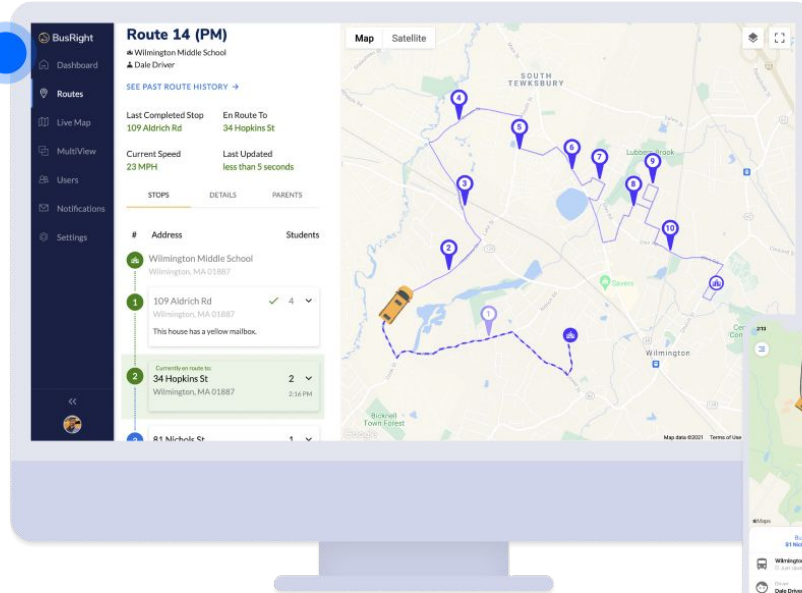


Transforming the largest
mass transit system in the U.S.

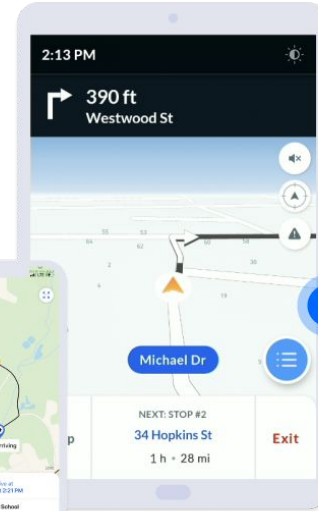
Parent App Launch Guide

The **modern, all-in-one** school transportation solution for a safer & more efficient operation.

Admin
Web App



Driver
App



Parent App

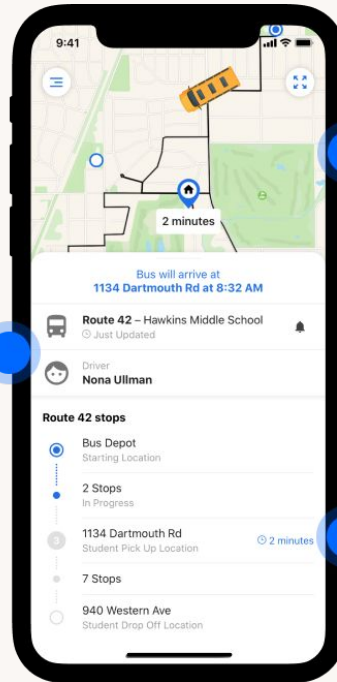


Parents

"We've eliminated over 80% of phone calls from parents by using the parent app."

– Kurtis, Transportation Director (Reading, MA)


Building relationships
between parents & drivers



View the progress of your
child's bus route



Real-time ETAs

Parent App Launch

**BusRight** Keep track of your child's journey to and from school right from your smartphone.

1. Download the BusRight App

Find BusRight on the Google Play or Apple App Store by clicking below.



2. Sign Up for an Account


Sign up for an account in the app using the email you were invited with. Then, verify your email.

3. Log In to Your Account

Log in to your account using the credentials you just created.

4. View Your Child's Routes

Start viewing your child's routes & track their bus. Get ETAs in real time as they go to and from school.



- Switch routes to view morning and afternoon runs or routes for multiple students.
- View the real-time ETA to your child's stop.
- Manage notification settings to receive alerts when your child's bus starts its trip and arrives at their stop.

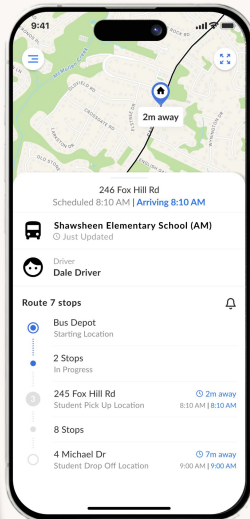
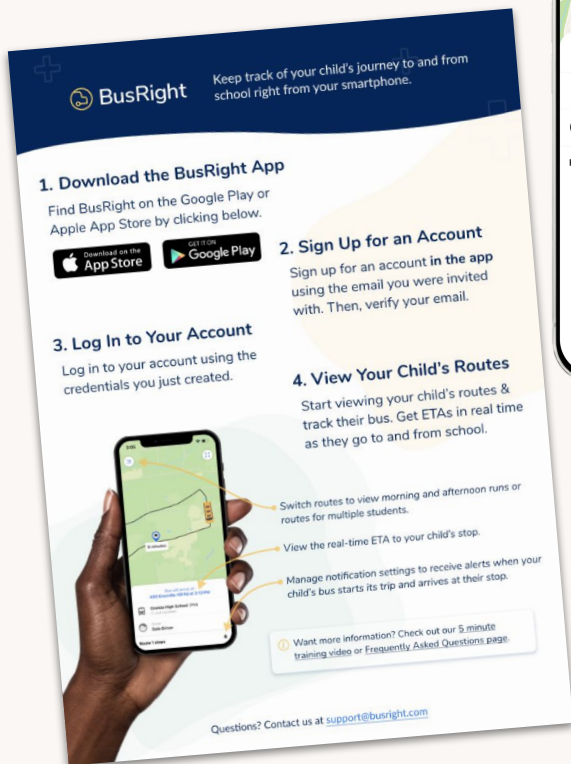
Want more information? Check out our 5 minute training video or [Frequently Asked Questions page](#).

Questions? Contact us at support@busright.com

Step by Step Rollout

- [] Make parent data (emails) are in BusRight.
- [] Ensure that students are assigned to their relevant routes. If students are not assigned to routes, parents will not see routes. Also parents who do not have students assigned to routes, do not receive the invitation to the app.
- [] Review driver route performance and ensure that routes are working as intended
- [] Set a date to launch. Can be rolled out: school by school, route by route, or everyone at once.
- [] Prior to (at least 36 hours) the invitation being sent by BusRight, you will need to send an email to all parents (or all relevant parents) that outlines the upcoming BusRight launch.
 - [] [Informative Parent Letter Template](#) in English and Spanish
 - [] [Parent App Guide](#) in English and Spanish
 - [] [Parent Pre Launch Flyer](#). Available in English and Spanish
 - [] [Driver Pre Launch Flyer](#)
- [] Confirm with your concierge the day before launch

Parent App Launch



Troubleshooting

A few troubleshooting tips and tricks for the launch:

1. If a parent is unable to log in to BusRight, first check they have been invited by going to Users -> Parents. If they weren't invited, [you can manually invite them using these instructions](#).
2. If a parent did not receive an invitation and does not exist in the system because they did not have an email in the SIS, you can manually add them to BusRight and invite them. [Here are the instructions to manually create the parent](#).
3. If a parent is not seeing any routes when they log in, check whether they are assigned to the correct student. If not, you can [link them to the student manually](#). If they are assigned to their student, check whether the student is assigned to the correct routes/stops.
4. If people are having issues logging in or signing up, send them our way at support@busright.com