# Introducing Versatrans My Stop



Northwest Local Schools Transportation is working with Versatrans My Stop™ which provides mobile access to bus information. This app displays real time updates with the location of the user's assigned school bus, as well as push notifications for users and the estimated time of arrival to their stop. Families can plan for late or on-time arrival, and prevent missed pick-ups or being left outside in inclement weather.

**This is currently a PILOT (in the TESTING phase) for our district.** We would like feedback on any issues/problems that may be experiencing with the app.

**Your feedback is very important to us!**
Please complete our quick survey: https://forms.gle/RSEq6DNiGUqtNmjR8

## Getting Started

Download the free Versatrans MyStop app in the **Apple App Store, Google Play Store** or visit the **My Stop website.**

**Download the FREE App**



Link to store



Link to store

**Or access the Website**
https://trans2.nwlsd.org/onscreen/mystop/loginmobile.aspx

**To use the app or website, you will need to provide your district name and login information (below).**

Your username is your student (primary) home phone #  (**10-digits, example: 5139231000**)
Your password is your  student (primary) home phone # (**10-digits, example: 5139231000**)

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*Thank you, The NWLSD Transportation Team*

# Frequently Asked Questions (FAQ)

**Q: What is Versatrans My Stop™?**
Versatrans My Stop™ is a mobile app which provides access to bus information and student ridership data. It accesses GPS data and gives parents and guardians secure access to information on where their child's school bus is and what time it is expected to be at their stop.

**Q: Is the My Stop™ service and app FREE?**
The My Stop app and service is free to parents/guardians of children in the district. The app works with the existing GPS equipment and software already being utilized by the District for bus tracking information. Download the free app from the Apple App Store or Google Play Store to begin using it.

**Q:  How do I Log into Versatrans My Stop™?**
Parents and guardians can access the information by entering the student/guardian's 10-digit primary home phone number (*example 5139231000*) for both the username and password.

**Q:  What if I have multiple students in my household? How do I access them?**
Siblings are now automatically linked by their home phone number (your login user ID). After logging in, to toggle between students, select the student's name drop down in the top left corner of the Map screen.

**Q:  What if I do not see all my students?**
If you do not see all your students under your login, it is likely they are not linked correctly because they are associated with a different home phone number in the household. Please contact the Transportation Office at **(513) 825-4600** to have this resolved.

**Q: Can I change my password?**
To change your password, go to the SETUP menu, click "Change Password"

**Q:  How early can I begin to track my student's bus?**
Information for your student's bus route is available beginning 30 minutes prior to the start of the route. In most cases, this would be approximately 1 hour prior to the beginning of school. Information on the bus location can also be tracked for up to 30 minutes after the bus drops off at your child's school.

**Q:  How often is the information updated?**
Bus location is automatically updated every 5 seconds and the ETA is recalculated to accommodate any delays due to traffic along the route. The location data is sent to the app which is based on the GPS logging algorithm that senses all vehicle activity (every start, stop, turn, brake, idle).

**Q:  Is there any personal information on my student displayed?**
No. Only student bus stop information is visible. No personal data of any kind is accessible. Ridership information is encrypted and stored on a secure server and maintained by District Technology office. Although you can view the path of the bus, only information for your student's stop is visible to you.

**Q: Can I use My Stop™ when buses are on 2-hour delay?**
Yes. The Transportation department will make adjustments to reflect the new estimated arrival times and route information for various delays and early dismissals.

**Q: Who do I contact if I need help using the app?**
You can contact the Transportation department at **(513) 825-4600 between 6:00 a.m. and 4:30 p.m.** each school day.

**TIPS TO KNOW**

- If the application states "Bus is not running scheduled route" or "Bus is not active", it does not mean there is a problem with the bus. All of our buses run multiple routes each morning and afternoon. These messages may occur when a bus is in between routes or when the bus is parked and not running.

- There may be times when the system is not showing an estimated time of arrival. This does not affect the actual location of the bus on the map. The most common reason for this message is that the bus has completed your student's bus stop and is proceeding with its route.