



## Parent & Guardian FAQ



### Your Child's School Transport App


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#### Important Notice for Parents/Guardians

To access the app, we must have a parent or guardian's **mobile number recorded against the passenger**. Without this, you will not be able to log in.

You can provide your contact details in one of the following ways:

-  **Via your Driver or Passenger Assistant** – ask them to update your details on the Meet & Greet form (recommended).
-  **Call your local office** – please note that phone lines are extremely busy, so using the driver or passenger assistant is the quickest option.

 Contact details for your local office can be found here: [Find Your Local Office](#)

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#### Step-by-Step Guide: Downloading the App & Logging In

##### 1. Register Your Mobile Number

- Your mobile number must be linked to your child's passenger record.
- Best way: ask your driver to update it via their Meet & Greet App.

##### 2. Download the Latest Version of the App

- Updates are released regularly (especially in September).
- Ensure you have the most up-to-date version installed.

##### 3. Account Validation

- Once your mobile number is added, it may take up to **48 hours** for your account to activate.
- In some cases, activation can much quicker.

##### 4. Login & Identity Verification

- Enter your mobile number in the app.
- You'll receive a **one-time code via SMS**.
- The code will only be sent to the registered mobile number. If your number isn't registered, you won't be able to log in.



## 5. Passenger Profile Setup

- Once logged in, go to the **Profile** section.
- You'll see the **initials of any passengers** linked to your account.
- Tap on the initials and enter the passenger's **home postcode** to confirm identity.
- You will need to do this for all passengers associated with your account.

 **You are now set up and ready to use the app.**

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## ★ Top Tips for Parents

### 1. Complete Your Profile

Confirm your emergency contacts, check the medical details, and any special requirements.

### 2. Keep Notifications Turned On

Stay updated on pick-ups, drop-offs, and crew changes in real time.

### 3. Use In-App Messaging (When Available – New Feature Coming Soon)

Contact the driver or office support teams quickly and securely.

### 4. Update Information Promptly

If your passengers schedule changes and they do not need transport at any time, please share by advising via the bookings within the app that they are not travelling. This will be shared to drivers and office support teams.

### 5. Be Patient During Rollout

The app is new for drivers and assistants too. Working together will help everyone get the most from it.

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 **This guide is designed to help you get set up smoothly and stay connected with your child's school transport service.**