

Parent & Guardian FAQ: Your Child's School Transport App

Important Notice for Parents/Guardians

To access the system, we need to have a parent or guardian's mobile number recorded against the passenger. If this information is missing, you will not be able to log in.

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

- Ask the Driver or Passenger Assistant to update your details on the Meet & Greet form, or
- Call your local office to update your information.

Contact details for your local office can be found here: https://24x7group.co.uk/#areas

- ✓ 1. What is the purpose of this app?
- The app makes school transport safer, more transparent, and less stressful. You'll receive real-time updates, can communicate directly with the crew, and see all trip details in one place.
- 2. How does this app ensure transparency?
 - Real-time notifications when your child is collected or dropped off.
 - All booking details in one place for easy reference.
 - Alerts if there is a change of driver or passenger assistant.



- 3. How is my child's data kept secure?
 - Data is encrypted and stored in compliance with GDPR.
 - Industry-standard security controls prevent unauthorised access.

4. Will my child's information be sold to third parties? No. We never sell, share, or trade your data. Your trust is our top priority.

5. Who has access to my child's information? Only authorised staff who are directly responsible for your child's safety:

- Drivers and Passenger Assistants
- Transport Support Team

Access is strictly limited to what is needed to keep your child safe and comfortable.

6. Why does the crew need access to some information? To ensure your child's journey is safe and comfortable. For example, they may need to know about medical requirements, special needs, or who to contact in an emergency.

7. How can I contact someone if I have concerns?



- Use the in-app Two-Way Messaging feature for direct communication.
- In an emergency, use the quick-dial button in the app.
- Make sure notifications are enabled so you don't miss important updates.

② 8. Can I opt out of certain notifications?

Yes. You can manage notification preferences in your device settings. We recommend keeping key alerts switched on so you never miss an important update.

9. Is this new for drivers and passenger assistants too?
Yes. This app is new for our crew as well, and they are learning alongside you. Please be patient in the early stages—by working together, parents, guardians, and staff will quickly see the benefits of smoother communication, improved safety, and greater transparency.

★ Top Tips for Parents

- 1. Complete Your Profile: Add emergency contacts, medical information, and any special requirements.
- 2. Keep Notifications On: Stay informed about pickups, drop-offs, and crew changes.
- 3. Use In-App Messaging: Reach out easily to the driver or support team.



- 4. Update Information Promptly: If your child's schedule or needs change, update the app right away.
- 5. Be Patient During Rollout: This app is new for drivers and assistants too—working together will help everyone get the most from it.

✓ Your child's safety, your peace of mind, and our commitment to transparency are at the heart of everything we do.