MyStop Q&A

What is MyStop:

Versatrans MyStop is a feature that allows parents to view the current location and estimated time of arrival of a child's bus. Parents can use a mobile device, tablet or desktop to view this information through a web browser. MyStop also has an option to reflect what time the bus would be at the student's bus stop when there is an early dismissal scheduled or a weather delay.

Downloading the Versatrans MyStop App:

- Type "Versatrans MyStop" into the search field in the App Store (for Apple users) or Play Store (for Android Users)
- Select Versatrans MyStop and download
- After downloading MyStop navigate to the application and tap on it to open it.
- Your username and password are the same as your Versatrans e-Link username and password. (The username is your student's ID and the password is your student's date of birth. Please enter in the following format: mmddyyyy).
- If the Transportation Department has set up notifications they will "pop up" immediately if you are in the application; if you do not have the application open, yet you are logged in, you will see the notification show up similar to how other notifications show up on your smartphone.

How to Access MyStop:

- You can access MyStop from a web browser by using a URL or on your mobile device that directs you to MyStop App.
- After logging in you will arrive at the Map section. Here you will see your student's bus location and the estimated time of arrival. *Remember if the bus is not in route you will not able to see its location, nor will you receive estimated arrival times*
- The Setup page allows different notifications to be turned to on or off. We recommend all notifications be turned on, as this will allow you to receive the most up-to-date information from the bus and the transportation department.
- You can also log out from the Setup page. Please note, if you are not logged into the application you will not receive notifications to your smartphone.

MyStop Map Controls:

- Tablet or Computer: to enlarge or shrink map
- Mobile Device: Use fingers to enlarge or shrink map

Special Situations:

- Within MyStop there are some special situations that you should be aware of.   It is possible that the planned bus for a route has been substituted.
- MyStop will display only the routes that service the student's bus stop. The App will choose the inbound or outbound route and bus location based on the route that is closest in time AND within the Route Match Buffer.   For example, if the Route Match Buffer is set to 60 minutes, and your inbound route runs from 7:00 to 8:00 and the outbound route runs from 2:00 to 3:15, there will be blocks of time where no route or bus data will be displayed. If a vehicle's GPS path passes the stop and stays on the planned route, MyStop will display: *"Bus # XYZ is near MAIN ST " "Estimated Time of Arrival is Unavailable (bus passed stop)"*

FAQ's:

Why do users get a black screen asking them to put in their Username and Password?
- It is important to make sure users download the correct app: Versatrans MyStop. There are many applications with similar names in the application store and downloading the incorrect application will create confusion.

Why does the screen say "Your username or password is incorrect. Please try again."?
- (Mobile Device) Select the proper school district from the menu. Click on "Not your school" from the login screen to go back to a list of districts.
- Second, make sure users are using the district-assigned credentials.

Why does the screen say "No Active Route Found"?
- If their student's bus is not running at that time, the message will be "No Active Route Found". As soon as the bus is running and is within 2 km of the Anchor Location, the route information will be visible.

Why does the app say "Bus is running on time" when it is already late/past the time?
- The bus must have started the particular route, for the app to recalculate arrival times.

How do users switch to look at another student's bus information?
- At this time there is no Family Student Views in the Versatrans MyStop App

Why are users not getting any notifications in the application?
- Notifications must be turned on. Users need to click on the Setup tab and ensure notifications are turned on.

Why did the student's bus number change?
- Transportation staff can change the bus number before or during a route. For accurate information to be transmitted, the correct bus must be selected in the transportation software. It is at the discretion of the transportation department to decide how they communicate temporary and permanent bus changes.

Will the pickup and drop-off times still be accurate during early release or late start days?
- Yes, the transportation department has access to all the routes' pickup and drop-off times in the system by hour increments and the schedule is adjusted accordingly.

Why are users no longer receiving notifications?
- Users must be logged in to MyStop to receive notifications. Users should close the app when not using it rather than logging out.

Why does the App seem sporadic at times?
- There are often delays in the cell carriers signal that can affect the buffer, which may cause latency in reloading a page. When this occurs, environmental issues are generally the cause of the issue.

Other:

- MyStop can broadcast notifications to the MyStop App (Everyone or Filtered)
- Bus overrides will display on the MyStop App.