



SPRINGFIELD PUBLIC SCHOOLS - SPRINGFIELD, MASSACHUSETTS

Versatrans My Stop™ GPS Bus Tracking Set Up Guide

What is Versatrans My Stop™?

- Versatrans My Stop™ is a Mobile app available for your Android or Apple device
- It allows parents and guardians to log in easily, with minimal setup
- Authorized individuals can view when a bus should get to a student's bus stop
- Users can view the current location of the school bus while actively in route to a student's stop
- Users can access each student's transportation information instantly in a multiple student household

Step #1: Before you Begin

You **must** have a PowerSchool Parent Portal account set up for each child who's bus you would like to track. If you do not already have a Parent Portal account, please contact your student's school. Once you have created the account, you will receive an email with access keys and instructions for completing this initial set up.

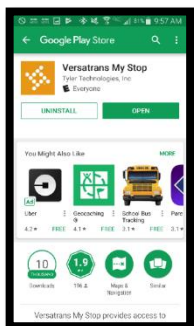
Note: *This is a pre-requisite!* "Versatrans My Stop™" setup cannot be completed without a Parent Portal Account on record. Once you have a Parent Portal account, you will be able to successfully complete the setup of the Versatrans My Stop™ App.

Step #2: Downloading the App

The application is available for both Android and Apple devices and can be downloaded for free from the appropriate app store.



Go to your APP STORE and install "Versatrans My Stop".



Once installation is complete, open the “Vst My Stop” App.



Once you have located and opened that application on your mobile device, you can begin the initial set up process.

Step# 3: Logging In

When you open the application, you will be presented with a District Selection Screen (Figure 1 and 2), followed by the Login Screen (Figure 3)

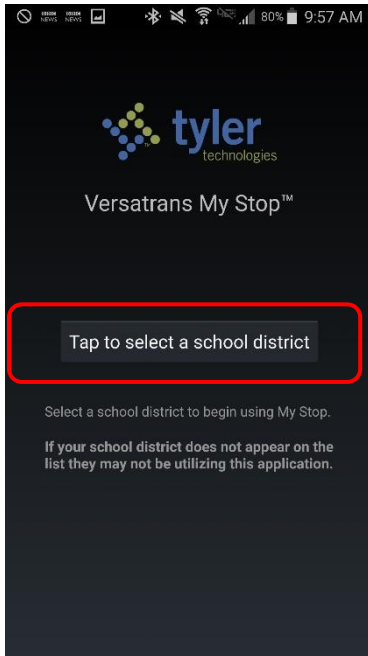


Figure 1: Select School District
Tap to display a list of school districts

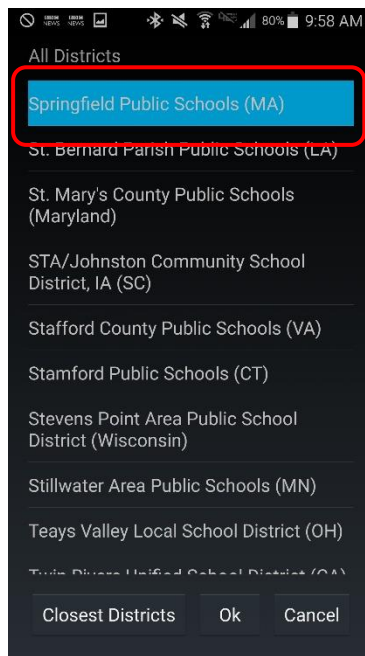


Figure 2: Choose your District
Locate Springfield Public Schools (MA) and tap OK

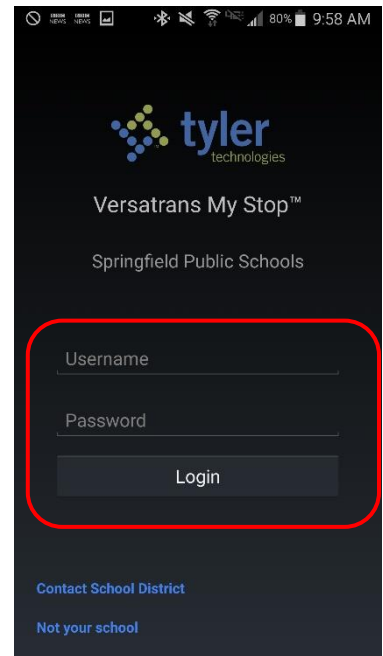


Figure 3: Login screen
Enter credentials granted by SPS

USERNAME- This application integrates with the PowerSchool Parent Portal and uses the email address you provided there as your Username for Versatrans My Stop™.

PASSWORD – A password will be randomly generated and provided to you in the email which invites you to sign up for the Versatrans My Stop™ application. You will be able to change this, if you wish, once set up is complete.

Once you are logged in, a generic map will display and your student(s) names will display at the top of the screen. (Figure 4). Select the student's name you want to display.

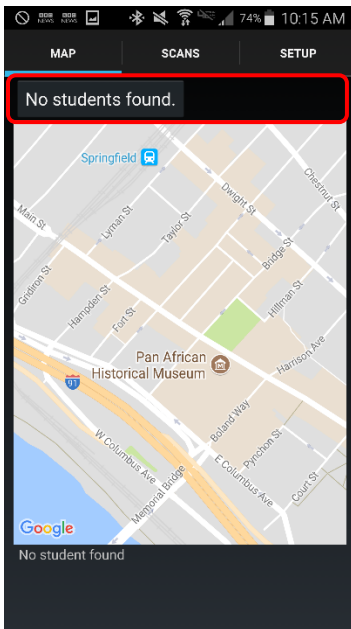


Figure 4: Select Child to Monitor
Tap name for other students

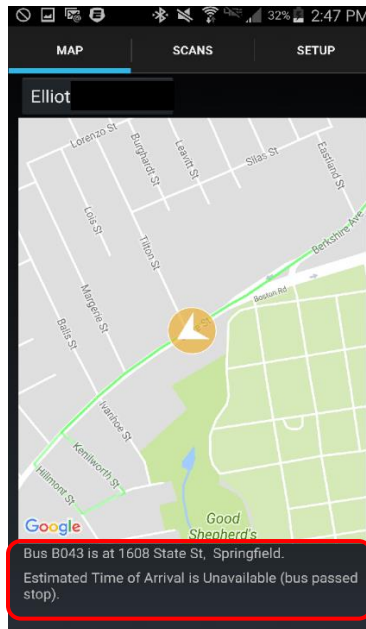


Figure 5: In Route Details
Data displays when route/GPS is active

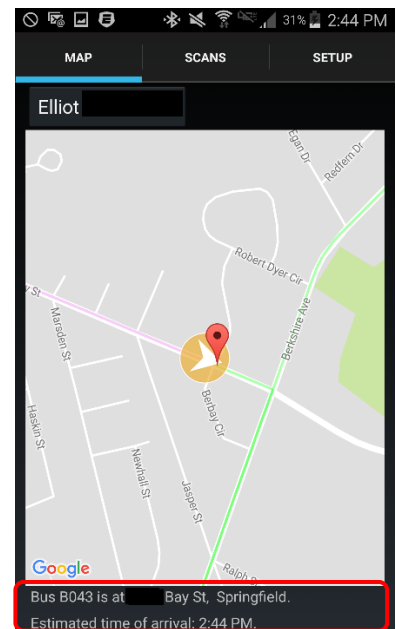


Figure 6: Bus Arrives at Stop

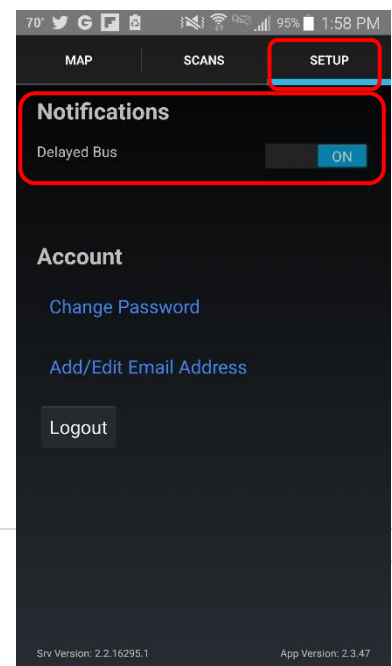
The screen will display a map with the corresponding bus route. Below the map, information relative to your student's bus location including bus #, current location, and estimated time of arrival will display (Figure 5) until it has reached your students assigned stop (Figure 6). After the bus has passed your assigned stop, the route will show as "Unavailable".

Step #4: Set Up

Notifications:

If you wish to receive a notification when your student's bus will be more than 20 minutes late, select the SETUP tab and tap on "OFF" next to *Delayed Bus*.

This action will allow you to receive a notification on your device. **Please note:** You must have the application open and be signed in for this notification to be received.



Account Maintenance

To **change your password**, navigate to the “SETUP” tab and Select “Change Password” (Figure 7) enter “Current Password”, “New Password” Then Click “Submit” (Figure 8).

To **retrieve a forgotten password**, navigate to the “SETUP” tab and Select “Change Password” (Figure 7). Select “Forgot Password” (Figure 9) You will need to enter your Username and Email address (Figure 10 below) which should be the same unless previously changed. Then click “Submit”. This action will deliver an email with your current password to your email address of record. You will be able to log in with your current password and you will be required to enter a new password.

If you have forgotten your Username, you will need to contact the Transportation Department at 413-787-7150 during the hours of 8:00am – 4:30pm Monday through Friday.

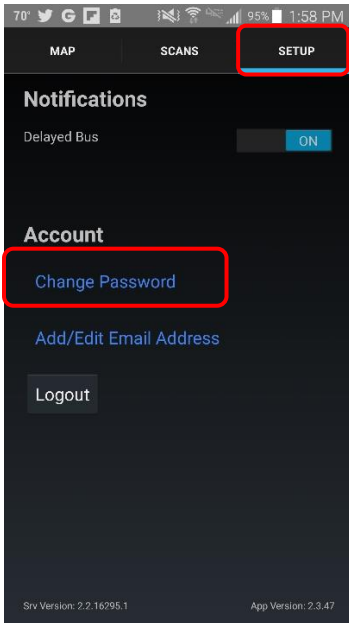


Figure 7: SETUP / Change Password
Go to SETUP and “Change Password”

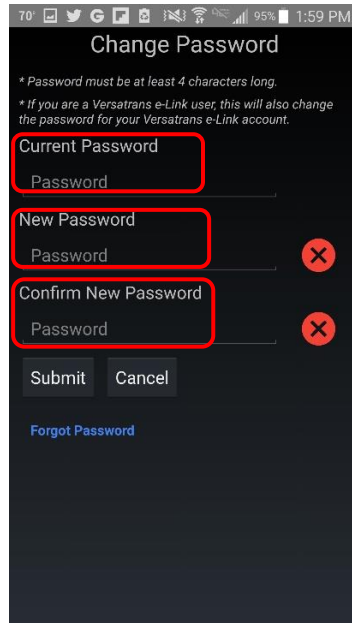


Figure 8: Change Password
Change Password

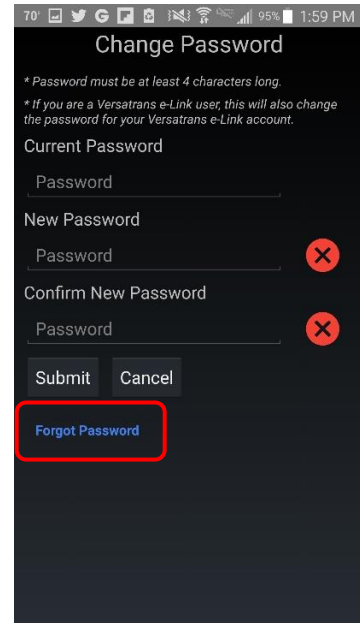


Figure 9: Forgot Password
Click Forgot Password

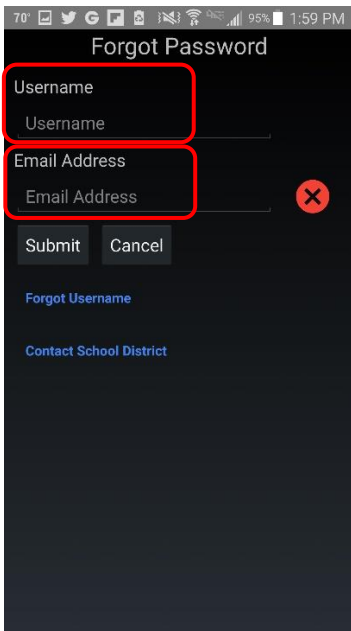
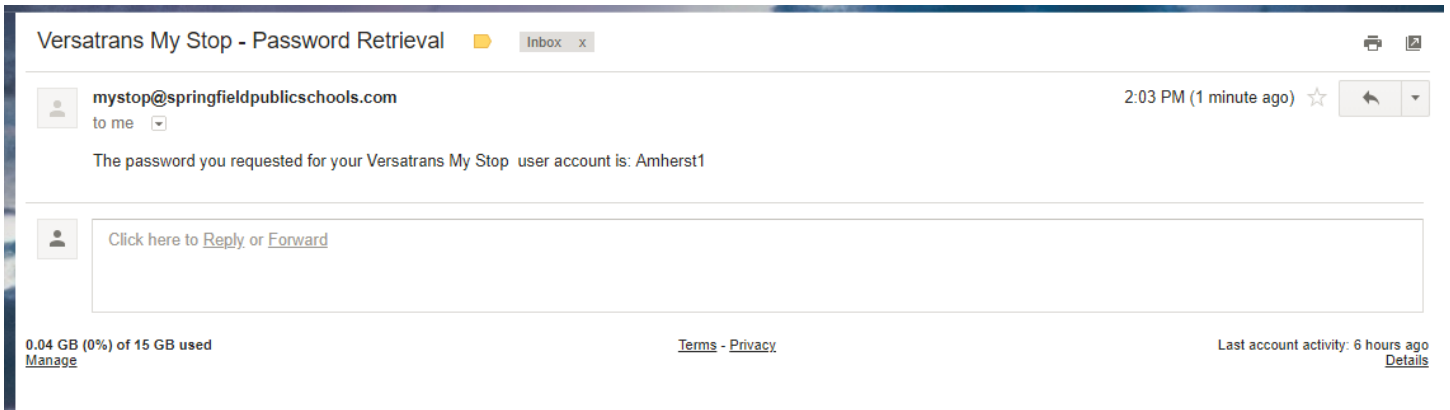


Figure 10: Forgot Password

Enter Username / Email and "Submit"

Below is a sample of the email which will be sent when requesting forgotten password. It will be sent to the email on file for your account.



Frequently Asked Questions

What is Versatrans My Stop™?

Versatrans My Stop™ is a mobile app which gives families secure access to information on where their student's school bus is located and what time it is expected at their assigned stop.

How reliable is the information?

The system is dependent on GPS signals from each bus being associated with each bus route in our routing and planning software. Any damaged or inoperable GPS units, and vehicle swaps due to breakdowns or accidents can affect the credibility of that association. Our transportation team works closely with the bus company to keep this information current to minimize any impacts.

Who can use Versatrans My Stop™?

Versatrans My Stop™ can be set up by anyone in the district who has a PowerSchool Parent Portal account associated with an active student who receives transportation through the Springfield Public Schools District.

Are there any costs associated with the use of this application?

No. It is a free app and can be downloaded to a smart phone or similar mobile device. To download the app, go to the Apple Store or Google Play and search for "Vst My Stop" by Tyler Technologies. Carrier data charges may apply if using the app without a Wi-Fi connection.

What if I have a multi-student household?

Once logged into the app, users can switch between students in the same family household by tapping or clicking on the student's name in the upper left corner of the app and selecting the appropriate alternate student.

What is the "Scans Screen" used for?

Our students are not required to scan when boarding or exiting a bus. Therefore, our district does not utilize this functionality within the app.

Who can see my child's transportation information?

The only people who will be able to access and view your child's transportation information are those who have a PowerSchool Parent Portal account linked with your child. Your child's school will provide you with the access keys that are required to use this application.

Can both parents use this application?

Yes, anyone you want authorized to monitor your child's transportation can be set up. They will need to have a PowerSchool Parent Portal account. They would then follow the same steps outlined in this document to set the application up for monitoring.

Can I change my password if it becomes compromised?

Yes, to update your password, navigate to the set-up tab. Select "Change Password" and follow instructions above (See Step 4) to complete. You will need your current password and you will be required to create a new password.

If you have forgotten your Username you will need to contact the Transportation Department at 413-787-7150 during the hours of 8:00am – 4:30pm

Can I change my Email Account?

Yes, to update your email address, navigate to the set-up tab. Select "Add/Edit Email Address" enter a valid email address and submit. **This will not change your original UserName.** Your UserName will remain the same email as when you initially set up your mobile application.

Can I use this app if my child rides a PVTa bus to and from school?

No, the GPS tracking devices are only installed on yellow SPS school busses.

What does the message "Bus is not on its scheduled route" mean?

You will see this message if the bus has been diverted from its predefined course or if it is in an area where the GPS signal is weak.

What does the message “Bus [#] is not active” mean?

This means that the designated bus has not started, or has already completed, their defined route.

Please note: In the event of unforeseen circumstances, alternate busses may be used and could affect the ability to provide Real time GPS tracking.

Who do I contact if I have a problem?

You can call the Transportation Department at 413-787-7150 during the hours of 8:00am – 4:30pm Monday-Friday