

## IPSD204 MyStop App FAQ

### **I am unable to find the MyStop App or the correct App listed in the instructions in the App Store?**

Please make sure you are searching for the App called "[Versatrans My Stop](#)" by Tyler Technologies, Inc. in the App Store. Once downloaded, open the My Stop App, and Select "Indian Prairie School District 204"

Download the My Stop App:

[APPLE APP STORE](#)

[GOOGLE PLAY STORE](#)

### **How do I Log into MyStop?**

User name: Your student's ID number

Password: Your student's Date of Birth-(2 digit month, 2 digit day and 4 digit year) No dashes.Ex. 01022000

*NOTE: We recommend keeping the default password at this time*

*If you have multiple children transported by our district, you can request to have their accounts joined for one login, please submit the MyStop Feedback form to have this done [MyStop Feedback Form](#) - please allow up to 7 days for these settings to take place as there is an additional security step the district needs to take to ensure the safety of the students.*

From your Computer:

Please click here <https://vtrans.ipsd.org/onscreen/MyStop/LoginMobile.aspx>

To access Versatrans Mystop from a computer. You can bookmark it for easier access in the future.

You will use the same login information described above

### **How do I know my student's ID?**

The student ID can be found by logging into ParentVUE or by contacting the school's main office.

### **How does the Versatrans My Stop App Work?**

The free app uses GPS (Global Positioning System) data and our transportation routing system to provide ETA (estimated time of arrival) information to families.

### **Does MyStop Replace Existing Bus Stop and Route Procedures?**

No, this new technology does not replace District 204's existing bus regulations and procedures. Please continue to observe the following safety measures:

- Always plan to arrive at your bus stop location a minimum of five minutes prior to the arrival time.
- If you arrive late, never attempt to chase, flag down, or chase a bus.
- If a student has missed their bus, he or she should never attempt to travel to another scheduled stop location. Parents/guardians should never follow a bus or attempt to drive their child to another stop location.
- If a student misses the bus, they should immediately return home and call their parent/guardian and the student's school.

### **How often is the information updated?**

The bus location and ETA is automatically updated every 60 seconds to reflect delays along the route.

### **On the MyStop App, the ETA is not accurate, why?**

This could be due to the location settings within your Smartphone. If you turn off permissions for MyStop accessing your location this could resolve the issue. Using the MyStop Website has shown to be more accurate - <https://vtrans.ipisd.org/onscreen/MyStop/LoginMobile.aspx>

### **Can anyone else see my child's bus information?**

Only people you've shared the username and password with can see your child's information. You will be able to view the path of the bus, the information about your child's stop will be visible only to you. Multiple (e.g. mom, dad, student ) people can be logged in at the same time from different devices.

### **Is any personal information about my child displayed?**

No personal data of any kind is accessible.

### **What if I have multiple children attending different schools?**

If you have multiple children transported by our district, you can request to have their accounts joined for one login, please submit the MyStop Feedback form to have this done [MyStop Feedback Form:](#)

### **How early can I begin to track my child's transportation route?**

Information for your child's bus route is available beginning approximately 15 minutes prior to the start of the route. The most accurate data will be available within 10 minutes of your child's scheduled pick-up or drop-off time. If the application states, "Bus is not active" or "Bus in not running scheduled route," it does not mean there is a problem with the bus. Our buses run multiple routes each morning and afternoon. These messages are displayed when a bus is running a different route, or is between routes.

### **Why don't I see an ETA for my child's bus?**

The most common reason for this is that the bus has already stopped at your child's bus stop and is proceeding with its route.

### **The ETA I received is not accurate. Why not?**

There could be several technical reasons for inaccurate information. The bus GPS system may not be functioning properly. Cell service in certain areas of our town can be unreliable, and communication with the

server can be disrupted. Please restart the App to see if this resolves the issue. Generally, however, we expect the ETAs to be accurate within a couple of minutes. If after restarting the App the problem continues, please submit the information on the [MyStop Feedback Form](#) so the transportation team can research

**I see a bus running on a route, but it's not running on my students route. Why does this happen?**

To cover driver shortages, multiple drivers are covering stops assigned to your students route. There is a limitation on the GPS data processing the number of bus numbers running a given route. This will improve as we hire and assign more drivers.

**Who can I contact if I have feedback, concerns, problems or other questions with the MyStop App?**

There is No Live Support for the MyStop App. First Student, school office staff, or District 204 transportation staff will not answer live MyStop App questions or concerns. Please use the [MyStop Feedback Form](#) to submit feedback on the MyStop App or to request to have multiple student accounts joined into one login and if applicable, a member of the transportation will respond to your form submission.

**What should I do if my student's bus route is late and I don't see an ETA in the MyStop App?**

Weather, traffic, driver absenteeism, maintenance difficulties and unforeseen incidents can cause delays in arrival of school buses. Please know that District 204 does everything possible to have all buses running on schedule each and every day. The MyStop app will assist in these efforts. In the event your child's bus does not arrive as scheduled, contact First Student at 630-978-3284 to receive an ETA. Please allow 10 minutes before calling First Student. First Student will not be able to answer questions related to the MyStop App.

**You may see the following messages when using the My Stop app. See below to learn what each one means.**

- No Active Routes Found
  - Your student's bus has not yet started the route.
- Estimated Time of Arrival is Unavailable
  - Your student's bus has passed the stop.
- Bus is not Active
  - The bus's engine is turned off or the GPS unit is not being used by the driver
- Bus is not running scheduled route. Estimated time of arrival is \_\_\_\_\_
  - Your student's bus has deviated from its normal path, possibly due to a detour or traffic related incident