



RSU 23
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Q: How do I get the app?

A: Follow the instructions on the [attached PDF](#).

Q: Should I allow Push Notifications?

A: When prompted to allow push notifications consider doing so as this will alert you when the driver has started and completed their run or if there are outages or a delay to your child's route.

Q: How many parents can be connected to one student?

A: Up to three contacts can be added to one student's account.

Q: I saw my child's morning route, but now it says the bus is offline and it is the afternoon drop off.

What am I missing?

A: In the top left of the *BusRight* screen there are three lines. Clicking this allows you to see other runs that may be active. Please select the appropriate run based on the timeframe.

Q: Possible additions - Is there a way to show all the stops the bus is currently making so I can keep up with real time notices?

A: Great suggestion! This is actually something that the original *BusRight* parent app had in place - *all* stops along the route shown on the map. Unfortunately, a majority of parents were uncomfortable with this and felt it was a privacy and safety risk for students, so it was removed and replaced with the current implementation. Parents will see, in their list view, a route's start location, the number of stops prior to their pick-up stop, the actual stop, the number of stops after their route, and the end location.

Q: I am a student who takes the bus, can I have an account?

A: At this time there is not an app for students.

Q: If the app is not working will I receive an email?

A: Should the app not be working *BusRight* will send out a notice similar to what is below to the users email address.

Subject: Temporary Outage

We are experiencing a small outage this morning and, consequently, you may not be able to see your child's bus via the app for today. We are working on getting this resolved ASAP. Thanks for your patience!
- The *BusRight* team