# How to Use Versatrans My Stop

Versatrans My Stop allows parents to track their students' bus location and arrival times as well as receive notifications on delays or other pertinent information. It is an application that can be downloaded on the Apple or Android Store on your smartphone.

Step 1: Downloading the Versatrans My Stop App

- Type "Versatrans My Stop" into the search field in the App Store (for Apple users) or Play Store (for Android Users)
- Select Versatrans My Stop and download
- After downloading My Stop navigate to the application and tap on it to open it.
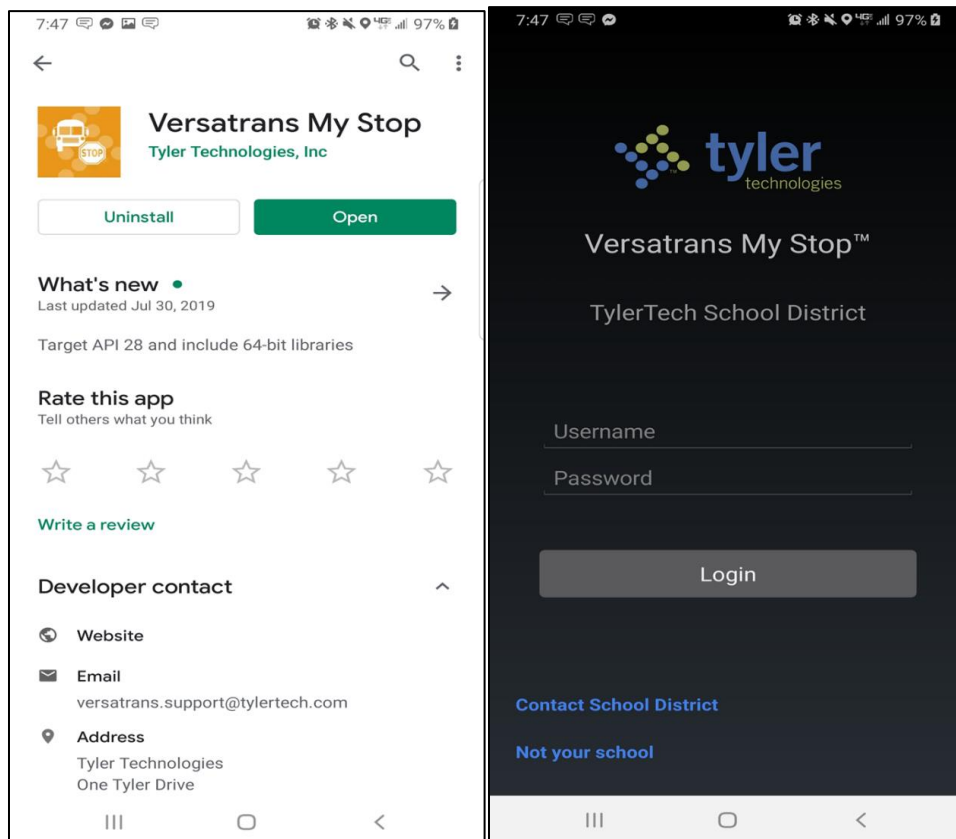
Install Screen

Default Screen After Opening App

Step 2: Selecting the school "AST Minnesota Charter" *(Spectrum is not listed)*

Step 3: Logging In

Your username and password are the same as your Versatrans e-Link username and password.

Contact Darrell Skog at dskog@spectrumhighschool.org to request username and password

Step 4: Navigating the Map Page

- 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.
- If you have multiple students riding buses on this screen there is an arrow with a dropdown menu to switch between your students.
- Remember if the bus is not on route you will not able to see its location.
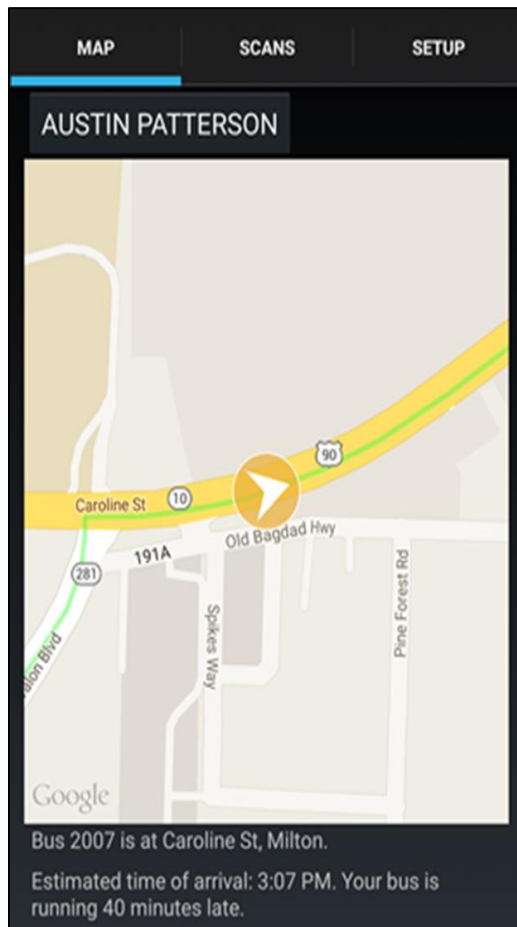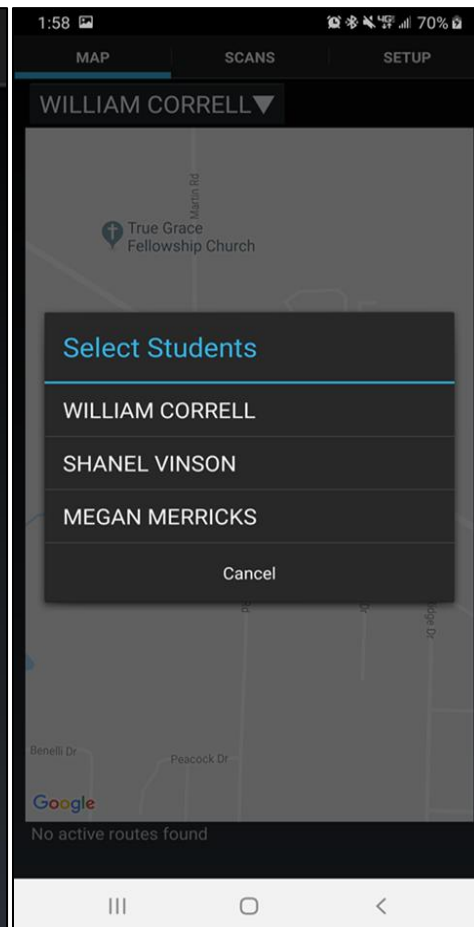
Bus Location and Arrival Time   *Dropdown Menu for Students*

Step 5: Navigating the Scans and Setup Pages

- The Scans page shows the time and location your students scanned on or off the vehicle. Also shown here is their bus number and route name.
- A popup will appear when your student scans onto or off of the bus.
- The Setup page allows for 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 Northstar Transportation.
- 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.

Empowering people who serve the public®

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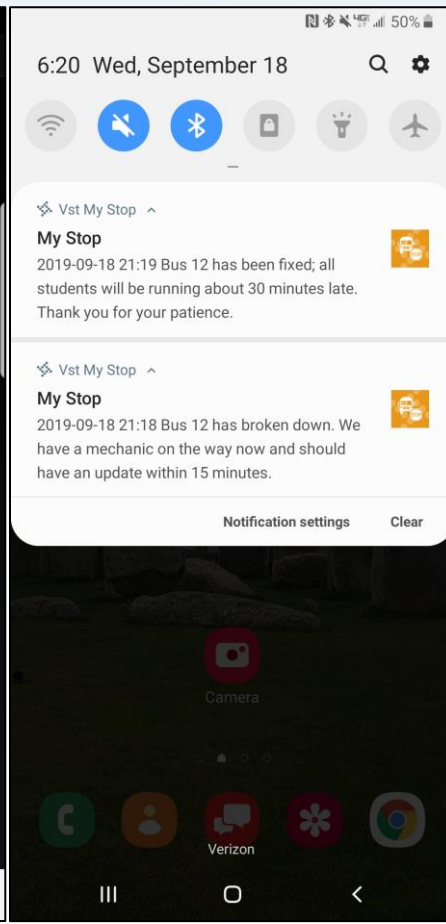technologies
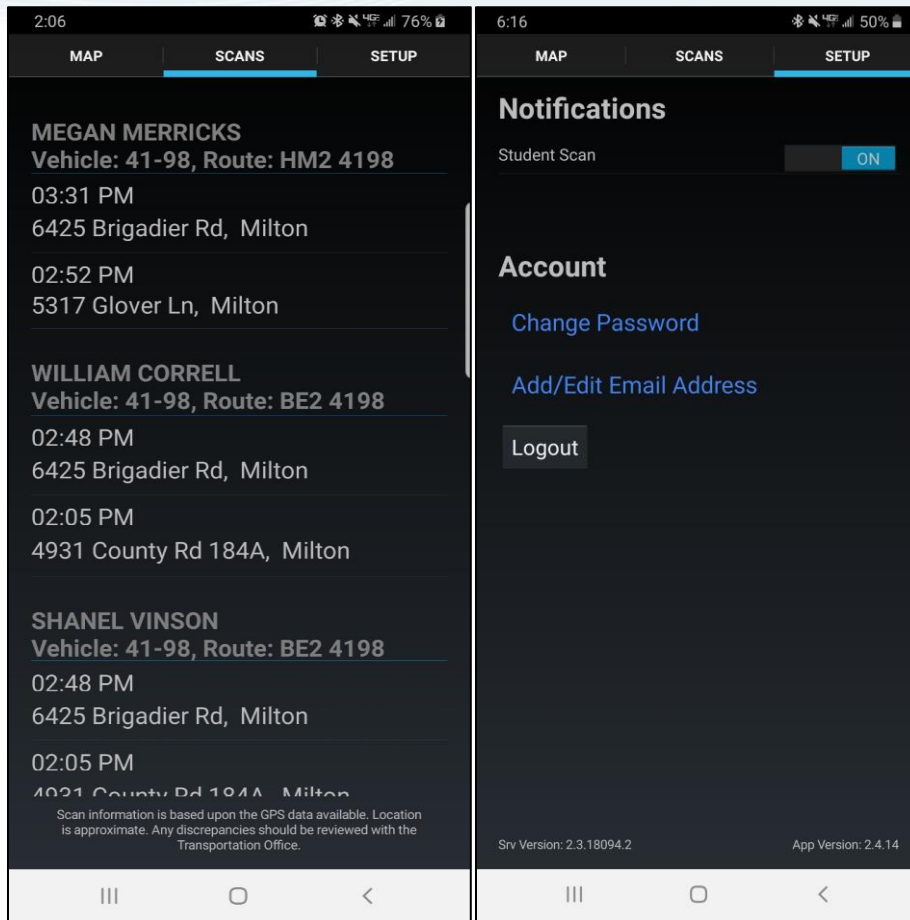
Student Scans Screen   *Notifications Screen*

Step 6: Understanding Notifications

- Northstar Transportation is now able to communicate bus delays and other information directly through Versatrans My Stop.
- Notifications can be sent to specific students or to all students in the district.
- These notifications will show 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.
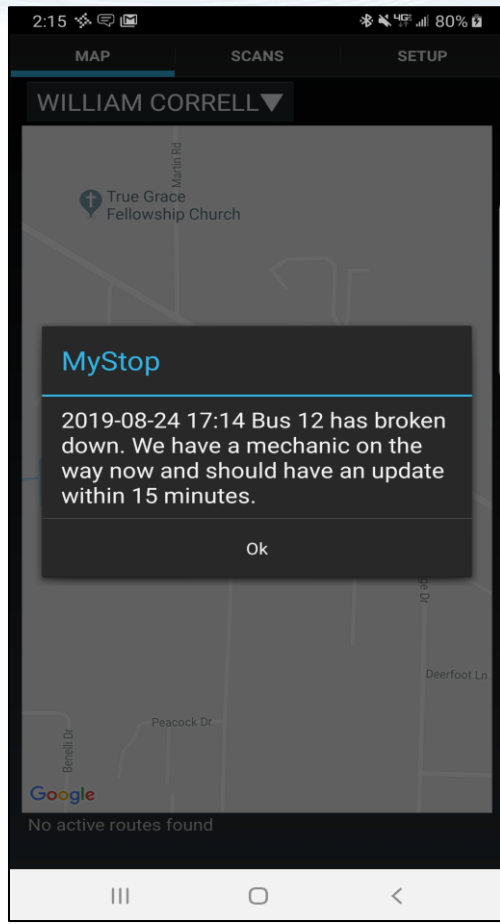
Notification While In-App   *Notifications in Notification Center*

Support

For any questions about Versatrans My Stop, or any transportation related questions, please reach out to the Northstar Transportation at 763-425-2542.

Versatrans My Stop Users FAQ

Why don't the 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 My Stop. 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."?

- First, make sure users have selected the proper school district from the menu. Users can click on "Not your school" from the login screen to go back to a list of districts.
- Second, make sure they 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, they will see route information.

How do users switch to look at another student's bus information?

- Users can simply click the drop-down arrow next to their student's name on the Map section. This will show all students assigned to them. If one or more of the students are missing, they are instructed to contact Northstar Transportation 763-425-2542 to have this fixed.

How can users program My Stop so they can choose between students from a dropdown list?

- In order for a parent to see multiple students through their My Stop, they must have the same Family ID Number. This can be adjusted in students' Versatrans e-Link accounts.

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?

- Drivers and 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 Northstar Transportation 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 Northstar Transportation has access all the routes pickup and drop-off times in the system by hour increments.

Why are users no longer receiving notifications?

- Users must be logged in to My Stop to receive notifications. Users should close the app when not using it rather than logging out.