

# BusMinder Parent App User Guide

Welcome to BusMinder! This guide will help you navigate and make the most of your BusMinder experience. Whether you're new to the app or just need a refresher, this guide covers everything from setup to features.

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## 1. Getting Started



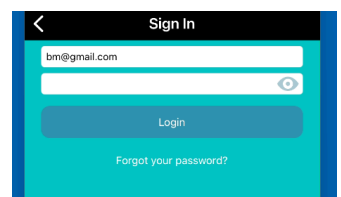
BusMinder Parent  
BusMinder  
3.2 ★

### Downloading BusMinder Parent

1. **iOS Users:** Go to the App Store and search for "BusMinder parent".
  - a. Tap "Download" to install the app on your device.
2. **Android Users:** Go to Google Play Store and search for "BusMinder parent".
  - a. Tap "Install" to download the app.

### Opening the App

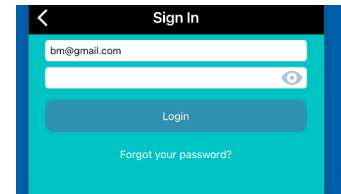
1. Locate the BusMinder app icon on your home screen and tap it.
2. Press Login
3. You will be prompted to log in using the email and password supplied in your welcome letter.



## 2. Setting Up Your Account

### Logging In

1. **Enter** your email address and password.
2. Tap "Log In" to access your account.



### Forgot Password

1. On the login screen, tap "Forgot Password".
2. Enter your registered email address.
3. Follow the instructions sent to your email to reset your password.

## 3. Navigating the Home Screen

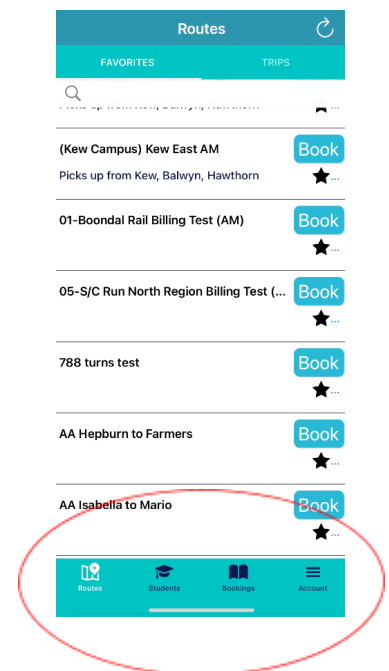
### Main Sections

- **Search Bar:** Quickly find bus routes
- **Routes:** displays the routes available for your school
- **Students:** Displays your student details
- **Bookings:** Shows your current bookings
- **Account:** Displays payment, travel history, change password

## 4. Finding a Bus

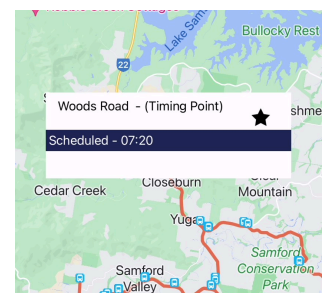
### Using Routes

1. Tap on the **Routes** at the bottom of the home screen.
2. Click on the Route
3. Click on a stop of the screen for more information and time (if this has been added by your school )
4. Press the star to favourite a trip
5. Press Book to book a trip (if available for your school)



### Viewing Bus Stops

1. Go to Routes
2. Click on the name of your routes
3. Click on the stop for further details if available



## 5. Tracking Your Bus

### Live Bus Tracking

1. Go to routes.
2. Click on your route.
3. View the **real-time location** of your bus and estimated arrival times at various stops.  
The bus will be a round icon and move across your screen.
4. Favourite this route for future ease by clicking on the star.



## 6. Your Student Details

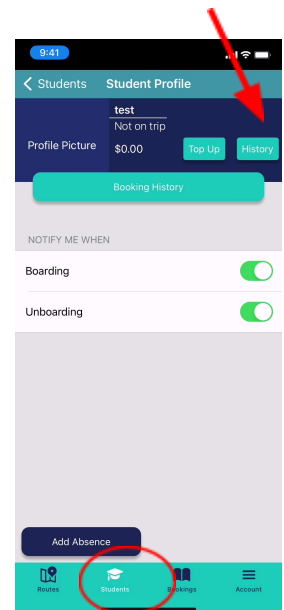
### Notifications and Alerts

### Managing Notifications

1. **Go to** the Students.
2. Click on the student you would like to manage.
3. Toggle the notification setting to enable or disable notifications

### Viewing your History data

1. Click on the **history** button.
2. Click on Transactions to view individual transactions.

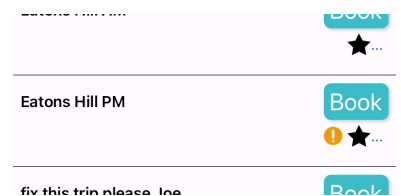


### Add an Absence

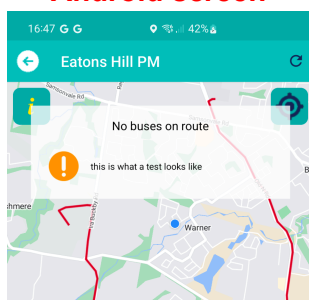
1. To add an absence, click on Add Absence button
2. Toggle the AM or PM trip and date to record absence.

### Receiving Alerts

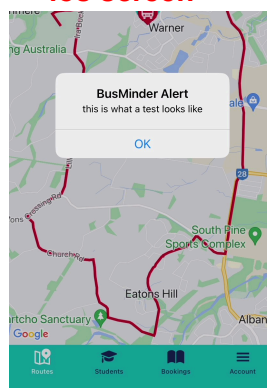
1. Keep your app logged in.
2. When an alert is sent, you will receive an automated notification.
3. Click on Routes
4. Click on the exclamation mark to view the alert.
5. Also ensure that you have notifications allowed on your device.



### Android screen



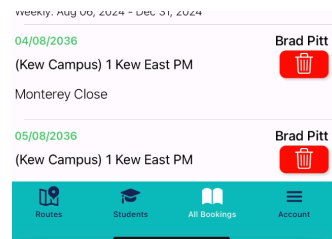
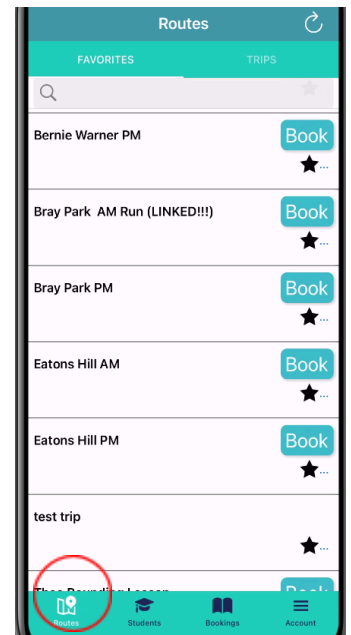
### ios screen



## 7. Making a Booking via the app

(this is for schools that allow casual bookings)

1. Click on "Route" on the bottom of the screen
2. Click on the "Book" option beside the trip you want to book.
3. Choose the stop you want to book - AM pick up from / PM drop off stop.
4. Choose the students you are making the booking for by swiping the toggle right.
5. Click on the date you are booking the trip for.
6. If payment is required, top up or click book
7. Booking will appear in the bookings tab on the bottom of the screen.
8. If you decide to cancel the trip, navigate to the bookings tab and click on the red bin icon to delete the trip.
9. Please note there is a same day lock out for cancellations. Please notify your school after this time.



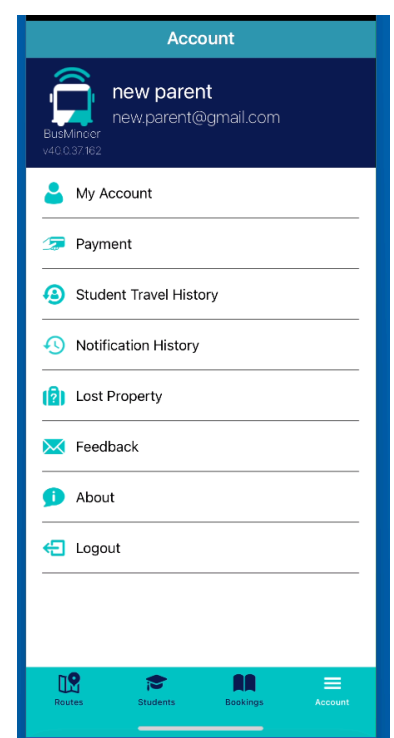
## 8. Managing Your Account

### Updating Personal Information

1. **Go to** the "Account" section from the menu.
2. **Tap** on "My Account" to update your details.

### Changing Password

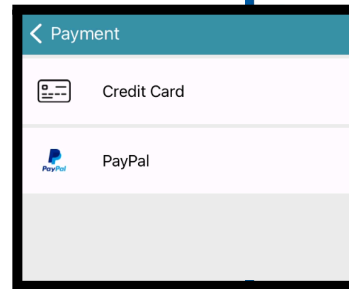
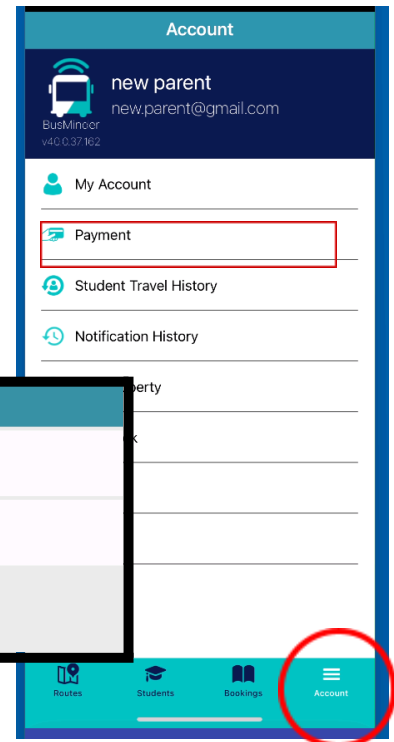
1. **Go to** the "Account" section from the menu.
2. **Tap** on "My Account" to change your password.



## 9. Payment Options

### Adding a Payment Method

1. **Go to** the "About" menu.
2. Tap "Payment".
3. Tap add payment method and add your **credit/debit card** or **paypal** details.



### Top Up Your Account

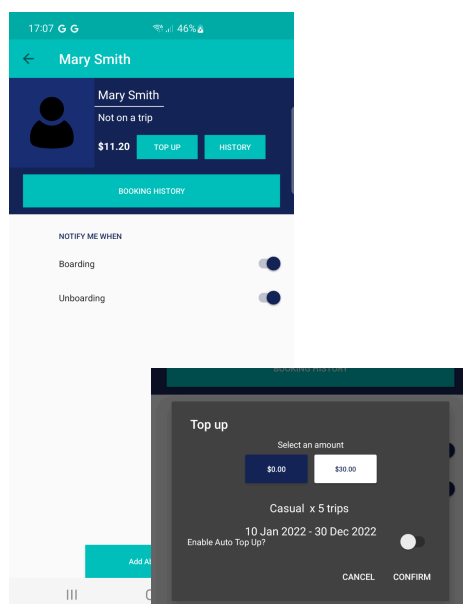
1. Click on student tab
2. Click on your student name
3. **Tap** on "Top up"
4. Choose your **ticket type** (term pass, or casual pass)
5. For casual payment, auto top up may be an option.
6. To set up auto top up, toggle auto top up to on position.
7. To cancel auto top up, toggle to off position.
8. Click on **Checkout** to pay.

Please note a slight differences in the android and ios app.

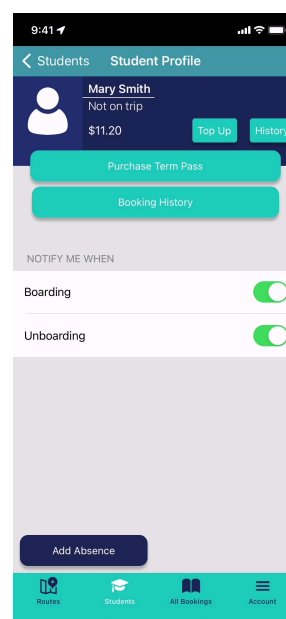
Ios will show a Term pass bar on the front screen

To navigate this for android, click on top up first and you will see term pass options under TopUp amounts

#### Android Screen



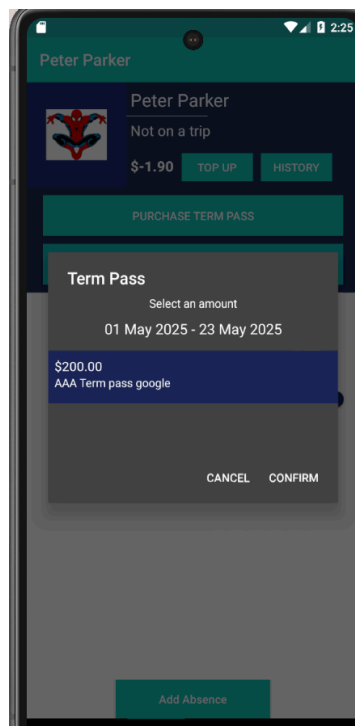
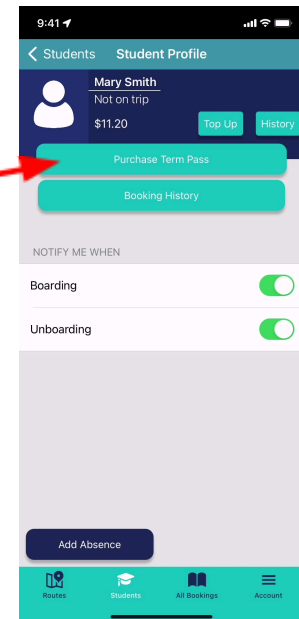
#### IOS Screen



## 10. Purchasing a Term Pass

To purchase a term pass

1. Click on student tab
2. Click on student
3. Click on Purchase Term pass bar
4. Choose from the list options
5. Click pay



## Your bus co-ordinator will have set up your student bus booking, you do not need to book your seats.

If you have any concerns, please contact your school bus department

## 11. Help and Support

### Contacting Support

1. Best option is to contact your school bus department
2. Alternatively **Tap** on "Feedback". (if available)
3. Provide details about your issue or question.

### *Other Help FAQ*

#### **I can not log in ?**

Please contact the school to check that you have the correct email on file, you can only log in with the email you supplied to the school

#### **I can not see the routes in the app ?**

Please check your device location settings are turned on

#### **I am not receiving notifications?**

Please check that you have notifications turn on, for your device and the busminder parent app.  
settings > notifications or apps > settings > notifications

Another option is to delete the app and install the app again giving it all permissions

#### **I can not see my student in the app ?**

Please contact the bus department, to have them added to your email login.

#### **Absent dates are incorrect in the app ?**

Check your phone locations and settings, to make sure they are set for the correct time zone.

#### **Can't see the top up button ?**

Contact the school, as they may not have activated the school payments for the term.

#### **My Credit Card or Paypal is showing an error Message?**

Please contact the bus department, have you had an account at another school?

#### **My phone routes are set to Melbourne ?**

- Have someone log into your account from a different device and set the favourites or delete the settings you have.
- Log out and then log back in again and that should help adjust your maps to your school view.

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Thank you for using BusMinder! We hope this guide helps you have a smooth and enjoyable experience with our app. Safe travels!