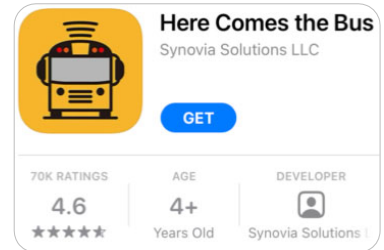




*Here Comes The Bus* is an easy-to-use website and app that enables parents to see the location of their child's school bus. The app is approaching more than 2 million downloads and has acquired 4.6 stars on the Apple App store with more than 70,000 reviews. The app also features multilingual technology, supporting English, French, and Spanish.

**What is Here Comes the Bus and why might you need it?**

*Here Comes the Bus* is an easy-to-use website and app that enables you to see the location of your child's school bus on a smartphone, tablet, or personal computer. You know when the bus is near your stop or has arrived at the school.



**How does it work?**

*Here Comes the Bus* uses global positioning system (GPS) technology to locate and track a student's school bus. It is powered by software from Synovia Solutions. The location of the school bus can be seen on a smartphone, tablet, or personal computer.

**How do you sign up?**

Access to the application requires a district-specific code (29983), the student's last name, and student ID\*. Only students enrolled in transportation are available in the app.

\* During sign up, the Student ID required is your student's Unique Identification Code (UIC) as assigned by the State of MI. If you do not know your student's UIC, school district administration will help you locate it. You must add "K\_" to the beginning of your student's UIC during initial sign up. For example, if your student's UIC is 12345, you should enter K\_12345 into the app.

**Is the information private and secure?**

*Here Comes the Bus* uses HTTPS, just like a bank or online store, which means that all communications between your web browser and the site are encrypted and secure.

**How much does it cost?**

*Here Comes the Bus* is available at no cost to all Kent ISD families and participation is optional.

**What is the difference between the mobile app and website to track your child's school bus?**

The main difference is how you access the data. The look and feel are different on the mobile device for on-the-go use. You can use mobile and tablet apps anywhere you can use a mobile device.

**What is the Buspass icon in the app and how do I use it?**

"Buspass" is an additional service provided by Synovia; however, Kent ISD is not a subscriber for this service. For our families, "Buspass" will be an inactive icon in the app.

**What should parents do if they have problems using the app?**

The Transportation Department will be happy to help resolve any issues. Please call the Transportation Department at (616) 514-5000 and follow the prompts for Here Comes the Bus support. Additionally, if you have any questions or issues related to setting up or activating the features of the app, Synovia Solutions technical support is available to help!