



## FAQ-Frequently Asked Questions about Versatrans My Stop™

➤ **What is Versatrans My Stop™?**

Versatrans My Stop™ is mobile app which provides access to bus information and student ridership data. It accesses GPS data and gives parents and guardians secure access to information on where their child's school bus is and what time it is expected to be at their stop.

➤ **Who can use Versatrans My Stop™?**

Versatrans My Stop™ is freely available to all families transported by the Beaverton School District.

➤ **Does it cost anything to download or use Versatrans My Stop™?**

No. It is a free app and can be downloaded to a smart phone or similar mobile device. To download the app, go to the Apple Store or Google Play and search for Versatrans My Stop™.

➤ **How do I Log into Versatrans My Stop™?**

Parents and guardians can access the information by entering the student's 6-digit school ID number and date of birth (*mmdyyy*). The application will zoom directly to the student's bus in a graphical display (i.e. *Bing*) along with the estimated time of arrival (ETA). The app will also indicate if the bus is running early or behind schedule.

➤ **Can anyone else see my student's information?**

No. The information is encrypted and no personal student information is accessible. Only stop information for the student is visible. Ridership information is stored on a secure server and maintained by District Technology staff. Although you can view the path of the bus, only information for your student's stop is visible to you.

➤ **Is there any personal information on my student displayed?**

No. Only student bus stop information is visible. No personal data of any kind is accessible.

➤ **What are the benefits of using Versatrans My Stop™?**

Versatrans My Stop™ gives parents, guardians, and students the ability to know the exact location of their bus. It graphically displays the bus location on a map (i.e. *Bing*) as well as the ETA to a specific student's stop. Families will find this very useful during inclement weather or when students are running late.

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

The bus's location is automatically updated every 5 seconds and the ETA is recalculated to accommodate any delays due to traffic along the route.

- **What if I have multiple students in my household?**  
Bus routing is specific to each student. To view each student's route, you must log into Versatrans My Stop™ with the individual student ID and their birthdate.
- **Can I use My Stop™ when buses are on 2-hour delay or Snow Routes?**  
No. My Stop™ only reflects regular bus route information. Viewing the application when buses are on 2-hour delay or Snow Routes will show inaccurate estimated arrival times and bus stops.
- **How early can I begin to track my student's bus?**  
Information for your student's bus route is available beginning 30 minutes prior to the start of the route. In most cases, this would be approximately 1 hour prior to the beginning of school. Information on the bus location can also be tracked for up to 30 minutes after the bus drops off at your child's school.
- **Can I use the application to request or withdraw from bus service?**  
No. The application does not allow messages from the users to the District. To apply for or withdraw from transportation service, you must contact your school. Updated student information is transmitted to the Transportation Department every evening.
- **Who do I contact if I need help using the app?**  
You can contact the Transportation Department at (503) 356-4200 between 8:00 a.m. and 5:00 p.m. each school day.
- **How can I get My Stop™?**  
[Click Here](#) for a link to Google Play to download the Android version. [Click Here](#) for a link to iTunes for the iPhone version.