SafeStop | FAQ

What is *SafeStop*?

SafeStop is a school bus tracking app that allows you to track your students' bus. *SafeStop* provides a map that lets you see exactly where your student's bus is located along its route. It also provides expected arrival times for each stop, making it easier for you to quickly check when the bus will arrive and monitor your child's route to and from school.

How do I register for *SafeStop*?

To get started, you can open *SafeStop* or download the *SafeStop* app or download the *SafeStop* app in the App Store or Google Play. Click on "Create an Account," and then follow the steps to complete your registration. Make sure you have your child's student ID number when you're ready to register.

How do I receive notifications?

When you download the *SafeStop* app, you have the option to receive push notifications. Push notifications are messages that appear on your mobile device, even when the app is closed. If you downloaded the app previously and now want to receive push notifications, you can set this preference in your phone settings.

Note: Inside the app, all alerts and messages can be viewed by tapping the message box icon in the top right corner of your dashboard.

When I enter my email to create an account, it says "Invalid Email Format."

The "Invalid Email Format" message will show until you have completed typing and confirm your email. If you are still receiving this error message, make sure there are no spaces before or after your email address.

What is the red line that keeps reloading across the top of my screen in my account?

The red line lets you know how long it will be before the system receives new information about your child's bus. The system searches for the most recent location of the bus every 30 seconds. If your bus is on its way and you don't see it moving on the screen after at least three updates of the system, let the app know by using the "Report an App Issue" feature in your account.

How do I reset my password?

You can reset your password by opening the *SafeStop* app or visiting www.SafeStopApp.com/web and clicking on the "Forgot Password" link. It will send a password reset link to your email.

How do I add a Sub-Account to my *SafeStop* account?

If you need an additional account for another family member or caregiver to access *SafeStop*, follow these steps:

- Open the *SafeStop* app and login using your own email/password
- Tap on the "Settings" icon in the lower right-hand corner of the screen
- Select "Manage Account"
- Select the HISD
- Click "Manage Sub-Accounts"
- Enter the additional user's email address and assign them a password

From there, that person should be able to download the *SafeStop* app and log in using the credentials you just created.

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The Map View bus locator is not working and the bus icon is not moving on the map. What does that mean?

If Map View is not working on your *SafeStop* app, use the "Report an App Issue" feature and we will work to address the issue as quickly as possible. In the meantime, make sure to report to your stop at the scheduled time to avoid missing the bus. In *SafeStop*, a bus is assigned to your route.

Why do I not see a bus icon in the Map View?

For safety purposes, you can only track the bus when the route is in progress. If your student's bus route is not in progress, the map will only show a pin at your stop location and may appear zoomed in very close. When your route starts again, the map will zoom back out and the bus icon will appear. If your route is in progress and you still do not see a bus icon, report the problem using the "Report an App Issue" feature.

I received a message saying my student is not in the *SafeStop* system. What does that mean?

If you receive a message saying your student is not in the SafeStop system, it is possible that your student is not currently eligible or registered for transportation. If you feel you have incorrectly received the message, please contact the Customer Care call center via *Let's Talk!* to verify your student's eligibility and student ID number. Once you've verified the student ID number and registration, go back to the *SafeStop* app to complete the registration process.

I completed the registration, but my screen is blank.

If you see the "Add A Bus Stop" option at the bottom of your home page, you'll need to select that first. From there, you can search for your bus stop by entering in your home address. A list of routes should appear, each with available bus stops you can add to your account. If you don't see this option at the bottom of your screen, use the "Report An App Issue" feature to share that your route or bus stop information is incorrect or incomplete.

My saved stop/route is no longer visible on my account.

Most likely the route either has no bus assigned at the time or the route is no longer active. If there is no bus assigned to the route, your saved stop will disappear temporarily until another bus is assigned to that route. If the route is no longer active, you will be notified.

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