



Parent App User Guide

Register, book, track and manage your child's school bus travel.

About This Guide

This guide covers everything you need to use the StudentRide parent app — from registering your account and navigating the dashboard, to live tracking, booking trips, and managing absences.

Apple App Store

Google Play Store

Download the StudentRide app from the Apple App Store or Google Play Store using the links above.

1 How to Register and Log In

Before you can book or track your child, you need to register your account. You must use the email address already on file with your school.

- 1 Open the app:** Launch the StudentRide app and tap **Register**.
- 2 Enter your email:** Enter your school-registered email address and tap **Next**.
If the email is not recognised, you will see an 'Invalid Email Address' error. Contact your school to confirm which email they have on file.
- 3 Enter your OTP:** You will receive a 6-digit One-Time Password (OTP) via SMS. Enter the code and tap **Next**.
Didn't receive the code? Tap Request New OTP Code to resend.
- 4 Set a password:** Create your app login password.
Requirements: minimum 14 characters, including at least one uppercase letter, one lowercase letter, one number, and one symbol.
- 5 Log in:** Once registered, log in with your email and new password.
- 6 View your child:** Your child's name will appear on the **My Children** dashboard.

Forgot your password?

Tap Login > Lost Password or Register, enter your registered email, and follow the OTP verification steps to set a new password.

2 Your Home Dashboard

After logging in you'll land on the Home Dashboard — the main hub for your child's travel information.

- My Children panel**
Displays each child linked to your account. Swipe left and right to switch between children.
- Upcoming journeys**
The next scheduled journey is shown beneath each child, including route, stop, and timing details.

- **Live status**
Once a journey has started, the panel updates to show that your child is on the bus with real-time information.
- **View the route**
Tap the route button to see all stops on your child's route and departure times.
- **Cancel a trip**
Tap the cancel button (no bus icon, highlighted in yellow) next to an upcoming journey to remove your child from that specific trip.

3 Live Bus Tracking

Once a journey begins, the dashboard switches to live tracking mode.

- **Live map view**
See the bus's current location on a live map, updating throughout the journey.
- **ETA display**
The estimated arrival time at your child's stop is shown so you can plan your pick-up.
- **Boarding notification**
You'll receive an instant push notification the moment your child boards the bus in the morning.
- **Alighting notification**
You'll receive a push notification when your child exits the bus at their afternoon stop.
- **Full screen mode**
Tap the expand icon to view the tracking map full screen.
- **Dismiss notifications**
Swipe down on a boarding or alighting notification to dismiss it.

Note:

Live tracking is available on buses equipped with the StudentRide tablet. If your school uses an external provider vehicle, live tracking may not be available for all services.

4 How to Make a Regular Booking

Use a regular booking for recurring travel — a full Term, Semester, or School Year.

- 1 **Open the app.**
- 2 **Open the menu:** Tap the menu button (three horizontal lines) in the top left corner.
- 3 **Select:** Tap **Make a regular booking**.

- 4 **Choose your details:** Select your **Term**, **Route**, **Stop**, and the **days of the week** your child will travel.
- 5 **Choose duration:** Select **Term**, **Semester**, or **Full Year**, and whether it is for AM, PM, or both.
- 6 **Submit:** Tap **Book Now** for one direction. To also book the return trip, tap **Additional Booking** and repeat for the other time slot.

5 How to Make an Ad-Hoc Booking

Use an ad-hoc booking for one-off trips or travel on irregular dates.

- 1 **Open the app.**
- 2 **Open the menu:** Tap the menu button in the top left corner.
- 3 **Select:** Tap **Make an ad-hoc booking**.
- 4 **Choose your dates:** Select the specific calendar dates and whether you need AM, PM, or both.
- 5 **Confirm:** Confirm your selection to lock in the trip.

6 How to Mark an Absence

If your child won't be on the bus, mark them as absent so the driver and school know not to wait for them at the stop.

Option A — Quick cancel from the Home Dashboard:

If the trip is shown on your Home Dashboard, tap the cancel button (no bus icon) next to it to remove your child from that specific trip.

Option B — Calendar (for future or multiple dates):

- 1 **Open the app.**
- 2 **Open the menu** (three lines, top left).
- 3 **Go to Make an Ad-Hoc Booking.**
- 4 **Select Calendar** from the menu.
- 5 **Search for your child** and select their name.
- 6 **Select a date or date range** to remove them from travel on those days.
- 7 **Confirm** the removal. The driver's manifest will update automatically.

Important:

Mark absences as early as possible so the driver and school have time to update their records before the bus departs.

7 Managing Notifications

The app sends two types of push notifications. You can enable or disable each independently.

- **Boarding alerts**
Notifies you when your child boards the bus at their morning stop.
- **Alighting alerts**
Notifies you when your child exits the bus at their afternoon stop.

To adjust settings: Menu > **Notifications** > toggle each notification type on or off.

8 App Menu — Full Feature List

Tap the menu icon (three lines, top left) to access all app features:

- **Make a regular booking**
Book term, semester, or full-year travel. See Section 4.
- **Make an ad-hoc booking**
Book one-off trips or remove your child from specific dates. See Sections 5 and 6.
- **My Children**
View the current travel status of each child linked to your account.
- **Notifications**
Enable or disable boarding and alighting push notifications. See Section 7.
- **Calendar**
Remove your child from travel on specific dates or date ranges. See Section 6.
- **Contact Us**
View your school's StudentRide coordinator contact details. Tap to call or email directly from the app.
- **Change Password**
Update your app login password at any time.

Need help?

Open the app and go to **Menu > Contact Us** to reach your school's StudentRide coordinator or our support team directly. You can call or email from within the app.