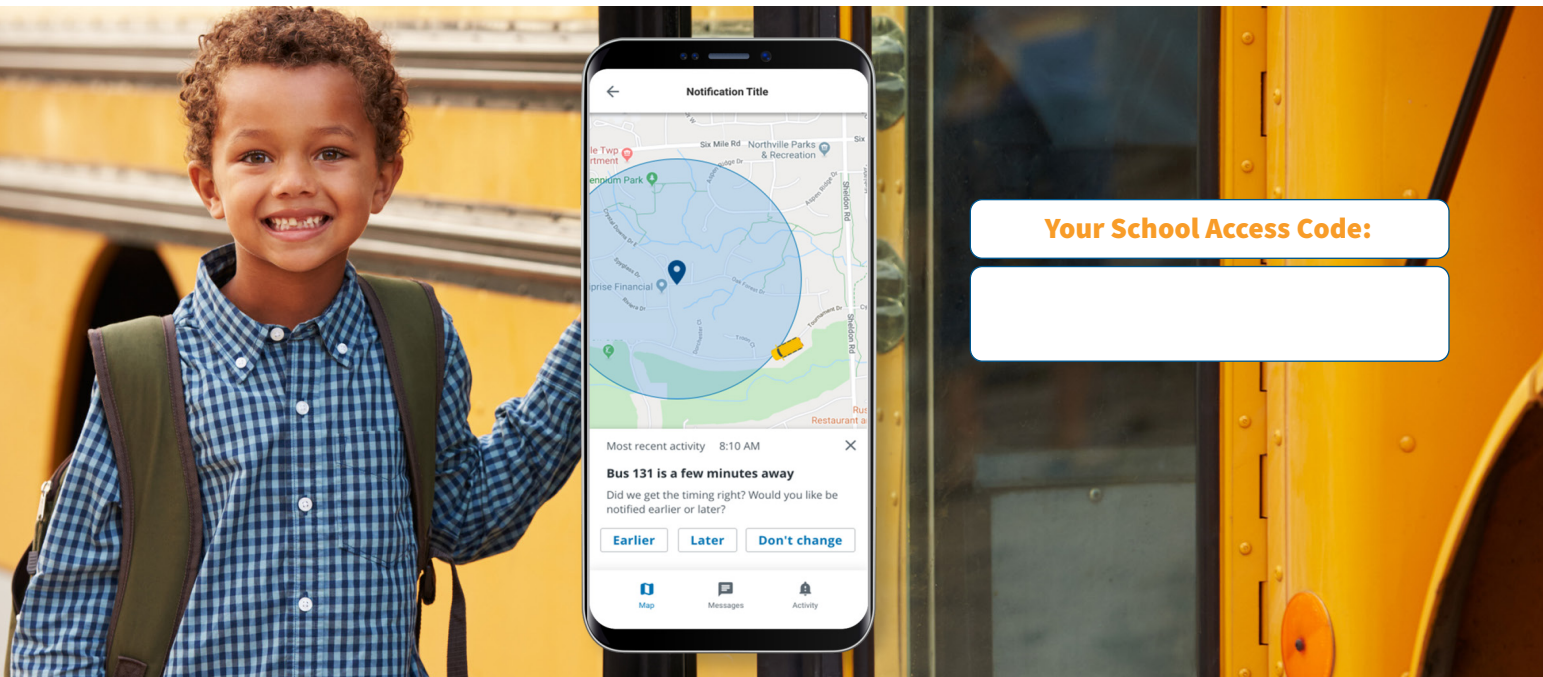




BusZone



Know your child got on the bus safely.

Lighten your daily load.

Raising children is a tough job. This easy-to-use mobile app allows you to check on the school bus whenever you want.

Set up BusZone:

1. Download the BusZone app from the App Store or Google Play.
2. Enter the above School Access Code.
3. In the search field, enter the bus or route number you want to follow.
Complete this step for all the buses your students ride throughout the week.
4. Enter your child's unique student ID.
5. Create alert zones around drop-off and pick-up points.

When your child's bus enters an alert zone, you will receive notification by email or text.

Trust that your information is secure.

Security is priority one, especially where student information is concerned. All parent/guardian information is locked down and password protected within the app to prevent unauthorized people from opening the app and viewing the child's bus information.

Have questions? Need more information?

Key features

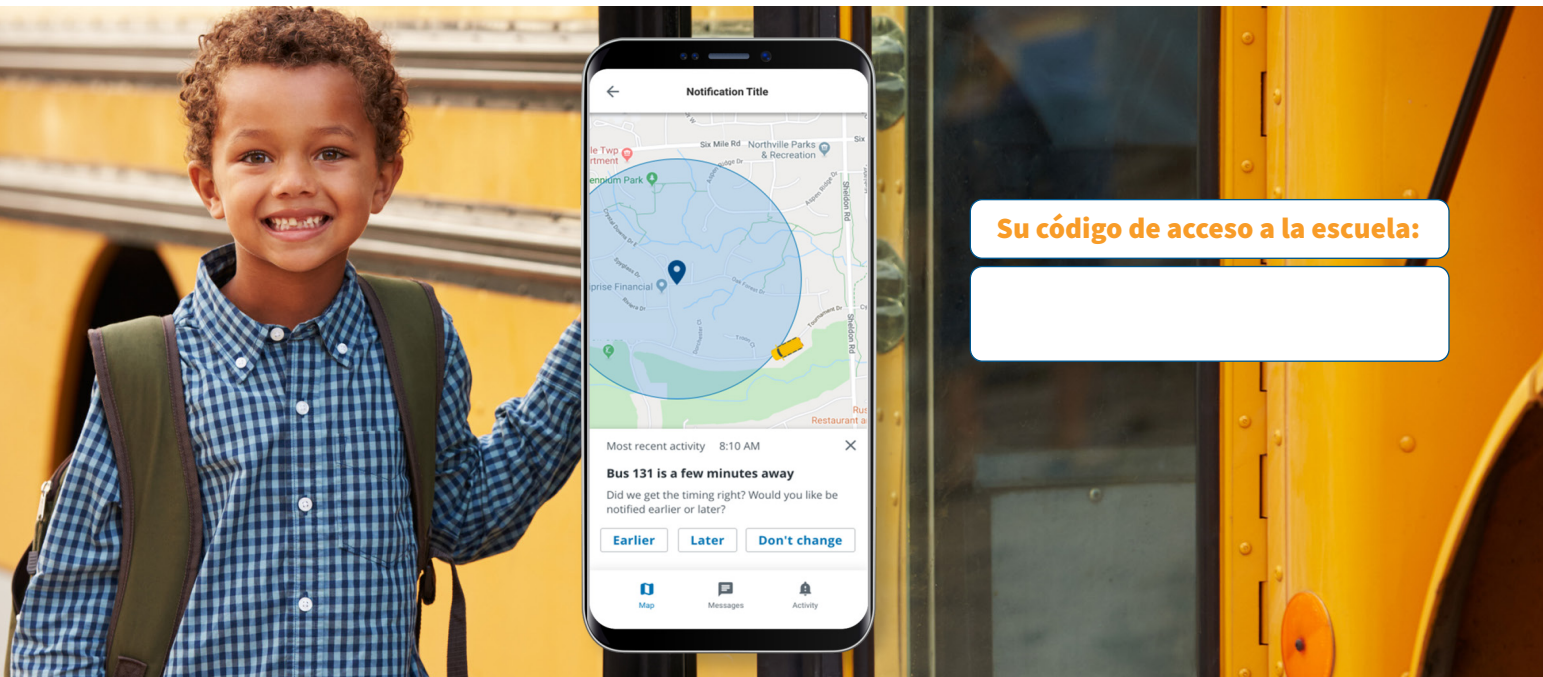
- View a real-time, map-based bus locator
- Guarantee parent/guardian and student information privacy
- Create custom zones for each stop and facility
- Send email alerts and SMS messages
- Available on smartphones and tablets



Learn how to use BusZone
Scan the QR code to see the user guide.



BusZone



Su código de acceso a la escuela:

Le da tranquilidad.

Alivie su carga diaria.

Criar niños no es fácil. Esta aplicación móvil sencilla le permite verificar la ubicación del autobús escolar cuando quiera.

Configuración de BusZone:

1. Descargue la aplicación BusZone desde App Store o Google Play.
2. Ingrese el código de acceso de la escuela que figura arriba.
3. En el campo de búsqueda, ingrese el número de autobús o de ruta que desee seguir. Complete este paso para todos los autobuses que sus estudiantes utilizan durante la semana.
4. Ingrese la identificación única de estudiante de su hijo.
5. Cree zonas de alerta alrededor de los puntos donde su hijo se sube y baja del autobús.

Cuando el autobús ingresa en una zona de alerta, usted recibirá una notificación por correo electrónico o mensaje de texto.

Confíe en que su información está resguardada.

La seguridad es prioridad, especialmente cuando se trata de la información de un estudiante. En la aplicación, toda la información de los padres o tutores está bloqueada y protegida con contraseña para evitar que personas no autorizadas ingresen a la aplicación y vean la información del autobús del niño.

Para obtener respuestas sobre la configuración y la asistencia, envíe un correo electrónico a

Características importantes

- Acceso al localizador del autobús basado en mapas en tiempo real
- Garantía de confidencialidad en la información del estudiante y de los padres o tutores
- Creación de zonas personalizadas para cada parada y ubicación
- Envío de alertas por correo electrónico y mensajes de texto
- Disponible en teléfonos inteligentes y tabletas



Aprenda Cómo Usar BusZone. Escanee el Código QR para ver la guía del usuario.



BusZone

Your School Access Code:



Track

when & where your child gets on & off



Check

on the bus, on your mobile device



Know

when there's a change or delay



Plan

your day more easily & efficiently

Know your child got on the bus safely.

Peace of mind, on your time.

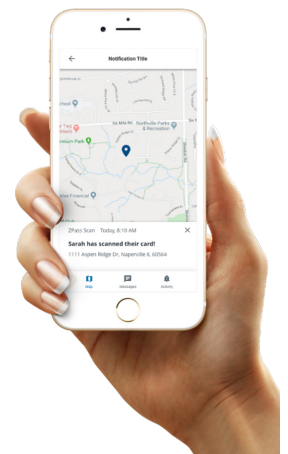
Being able to track when a student rider gets on or off the bus at any given moment gives parents and guardians one less thing to worry about.

Set up BusZone Ridership.

1. Download the BusZone app from the App Store or Google Play.
2. Enter the above School Access Code.
3. Enter your child's unique student ID.
4. Select the notification method (via the app or via text message).

Trust that your information is secure.

Each student rider carries a small card that they scan each time they board and exit their bus. The scanner, which is installed on the bus, logs their student ID number, date, and time of that scan. That information is immediately—and securely—available to the authorized parent on their BusZone mobile app.



Learn how to use BusZone. Scan the QR code to see the user guide.



BusZone

Su código de acceso a la escuela:



Rastree

dónde y cuándo su hijo sube y baja del autobús



Localice

el autobús en su teléfono celular



Sepa

cuando hay un cambio o retraso



Planee

su día fácil y eficientemente

Sepa que su hijo subió al autobús de manera segura.

La tranquilidad, a su tiempo.

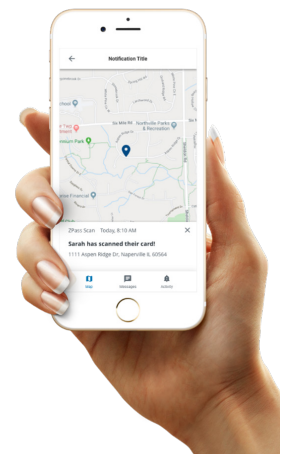
La posibilidad de saber cuándo un estudiante sube o baja del autobús en cualquier momento permite que los padres, las madres y los tutores tengan una cosa menos de qué preocuparse.

Configuración de BusZone Ridership.

1. Descargue la aplicación BusZone desde App Store o Google Play.
2. Ingrese el código de acceso de la escuela que figura arriba.
3. Ingrese la identificación única de estudiante de su hijo.
4. Seleccione el método de notificación (a través de la aplicación o por mensaje de texto).

Confíe en que su información está resguardada.

Cada estudiante lleva una pequeña tarjeta que escanea cada vez que sube y baja del autobús. El escáner, que está instalado en el autobús registra el número de identificación del estudiante, la fecha y la hora de ese escaneo. Esa información está disponible de forma inmediata y segura para el padre autorizado en su aplicación móvil BusZone.



Aprenda Cómo Usar BusZone. Escanee el Código QR para ver la guía del usuario.

BusZone Parent User Guide

Last edited on · December 18, 2023



BusZone

How to Download the BusZone App

The BusZone app can be downloaded at the [Google Play Store \(https://play.google.com/store/apps/details?id=com.zonarsystems.csu_mobile&hl=en_US\)](https://play.google.com/store/apps/details?id=com.zonarsystems.csu_mobile&hl=en_US) on Android devices and the [App Store \(https://apps.apple.com/us/app/zonar-otair-for-cummins-engine/id1494211626\)](https://apps.apple.com/us/app/zonar-otair-for-cummins-engine/id1494211626) for iOS:

1. Navigate to:
 - The Google Play Store at: [https://play.google.com/store \(https://play.google.com/store/apps/details?id=com.bytecurve360.parentapp.nellc\)](https://play.google.com/store/apps/details?id=com.bytecurve360.parentapp.nellc) from your Android device; or
 - The App Store at: [https://apps.apple.com/us/app \(https://apps.apple.com/us/app/buszone/id1637157853\)](https://apps.apple.com/us/app/buszone/id1637157853) from your iOS device.
2. Tap **Install** or **GET**.
3. Tap on the app icon to open BusZone.

Compatibility:

Android	Lollipop OS or greater
iOS	iOS 12.0 or greater

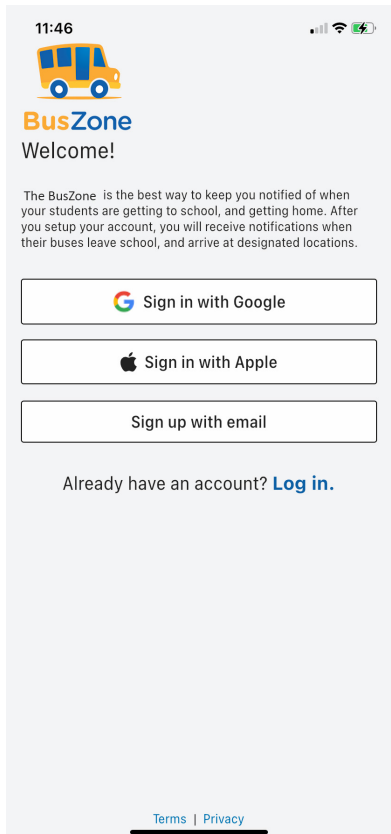
BusZone Bus Tracking

- [How to setup an account](#)
- [How to set up an account for a caregiver](#)
- [How to add a student](#)
- [How to remove a student](#)

- [How to create an Alert Zone notification](#)
- [School Notifications](#)
- [Setup Status](#)
- [Confirm or Change Student Bell Time](#)

How to setup an account

1. Tap the application on your device to open it.



2. Tap one of the sign up/sign in methods:

- Sign in using a Google account
- Sign in using an Apple account
- Create a new account using an email address:
 - a. Enter your full name and email address.
 - b. Enter a password used to access the BusZone app.
 - c. Select the method you want to be notified about bus updates (either push notifications through the app or via email).

d. Tap Register.

11:48

< Create Account

Name

Email

Password

Password must be at least 8 characters long.

Choose how you would like to receive notifications:

Push Notifications (preferred)

Register

Registered users can select the "Enable biometric login" option to sign in using the Face ID or fingerprint ID options on their devices.

3. Enter the access code provided by your school.

11:49

? ↗

Enter your access code

You should have received an access code from your school district. If you do not have an access code, contact your school.

Access Code

Submit

4. Tap Submit.

5. In the search field, enter the bus number you want to follow.

6. Select the number from the list.

7. Tap **Next**.

The screenshot shows a mobile application interface. At the top, the status bar displays the time 11:56, signal strength, Wi-Fi, and battery icons. Below the status bar are two navigation icons: a question mark and a share icon. The main content area has a title "What buses do you want to follow?" followed by a paragraph: "Enter all the buses the students in your household will ride throughout the week. If you need to make changes to this list, you can always do so in the app settings later." Below this is a search input field with the placeholder text "Search by bus number" and a magnifying glass icon. A large empty rectangular box is positioned below the search field, containing the text "As you enter buses above, you will be able to select them here." At the bottom of the screen is a blue button labeled "Next".

8. Enter your student's information:

- Student ID Number (as provided by your school)
- Full first name

Initial of last name

11:57

?

➔

Enter your student's information.

Their student ID is a unique identification number provided by the school.

Student ID Number

First Name

Last Initial

0/1

Don't know their student ID number?

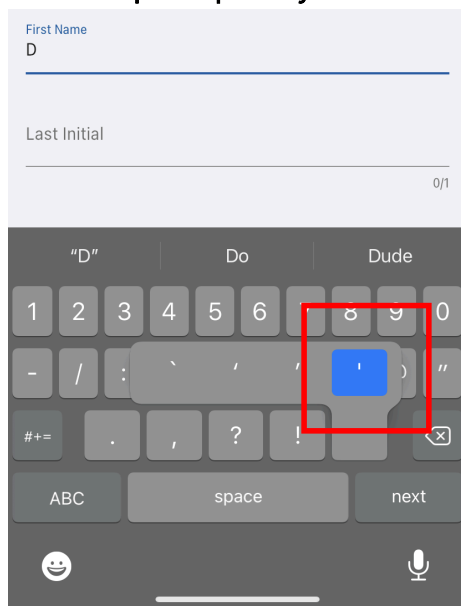
Contact the school to find their number.

Next

9. Tap **Next**.

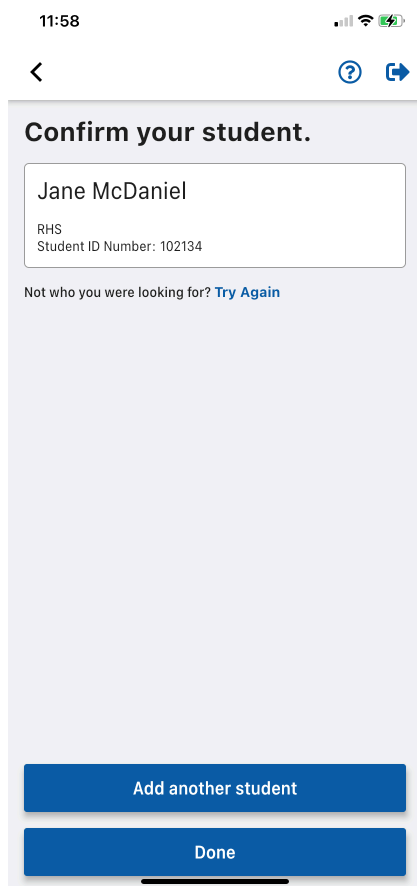
iOS Users

If your student's name includes an apostrophe, it is necessary to select the "straight" apostrophe on the iOS keyboard. Tap and hold the apostrophe key to select the correct one.

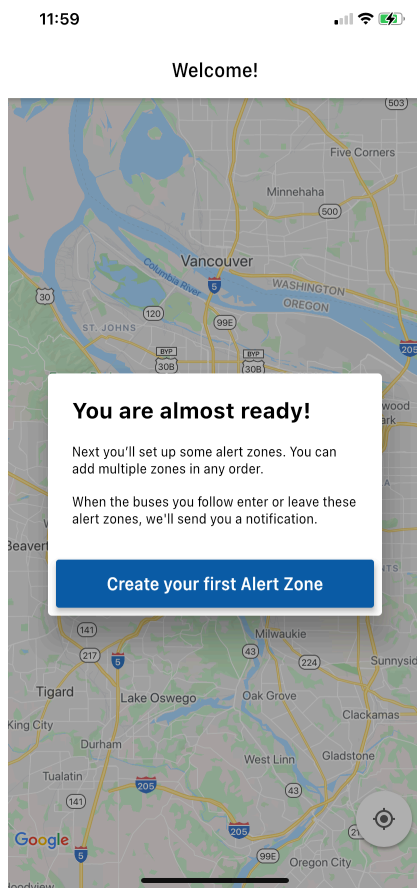


10. Confirm your student's information. If the information is incorrect, tap **Try Again**.

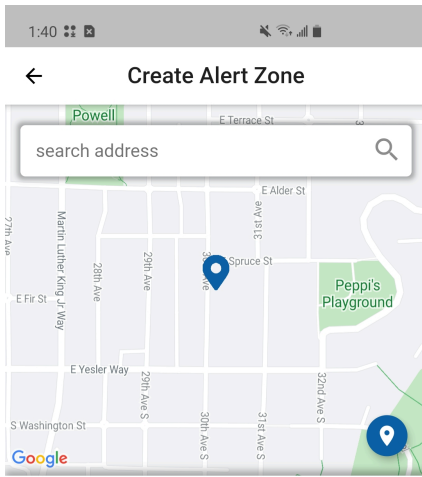
11. Tap **Add another student** to follow another student, or tap **Done** to continue.



12. After you've entered your student information, create at least one Alert Zone to begin receiving notifications of the selected buses. Tap **Create your first Alert Zone** to continue.



13. Enter an address in the search field or drag the map around. Tap the map to drop a pin at the center of the Zone.



Where do you want your alert zone to be located?

Enter an address in the search field or drag the map around. Tap to mark the center of the zone.

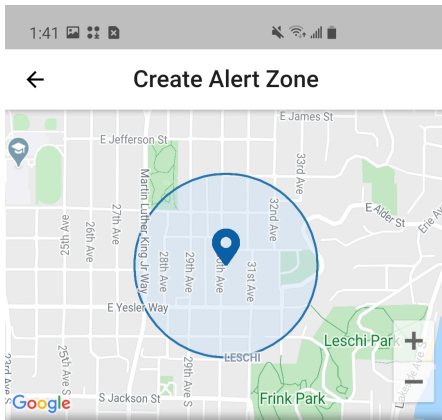
Zone name

Next



14. Name the Alert Zone. Tap **Next**.

15. Select all buses that go through the Alert Zone from the list of buses.



Which buses go through this alert zone?

Select the buses for which you want to receive notification.

<input type="checkbox"/>	Key-2
<input type="checkbox"/>	RGKey-AM
<input type="checkbox"/>	MK-02
<input type="checkbox"/>	RGKey-PM

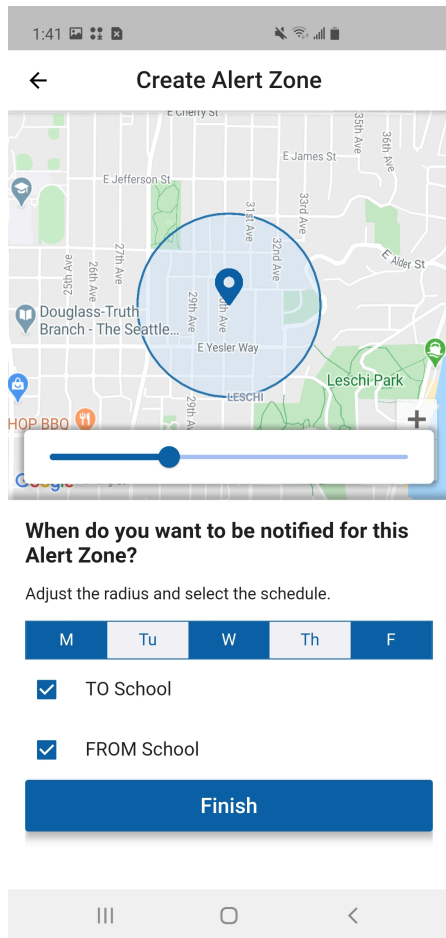
Next



16. Tap **Next**.

17. Use the slider to adjust the radius of the Alert Zone.

18. Select the days of the week and time (either TO or FROM school) that you want to be notified.



19. Tap **Finish** to set the Alert Zone.

How to set up an account for a caregiver

The process for creating an account for a caregiver (another family member, a babysitter, or other authorized guardian) is identical to setting one up for yourself. That authorized individual must download the app and follow account setup instructions above.

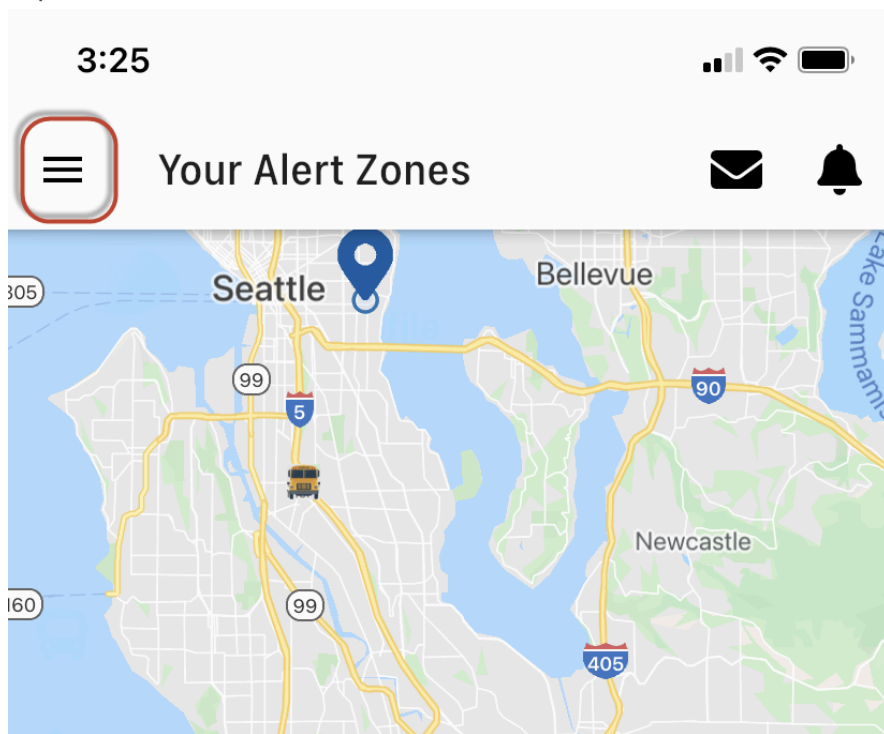
You need to provide that authorized individual with the school access code, student ID, and bus or route number.

The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.

How to add a student

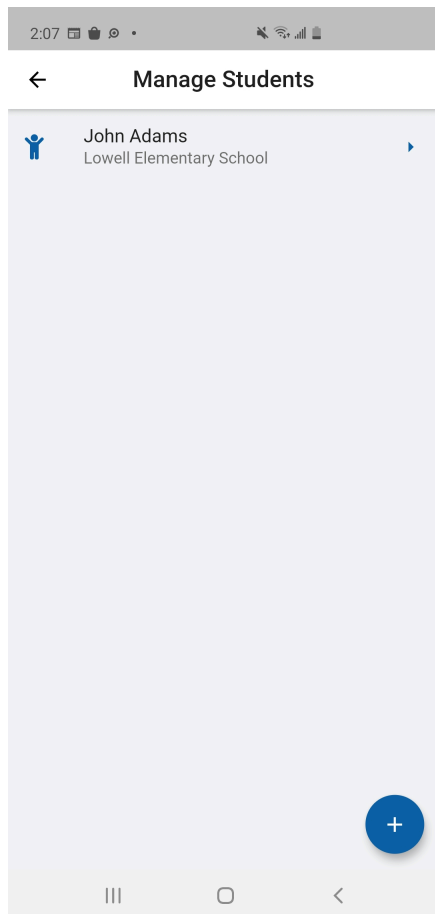
The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.

1. Tap the Main Menu.



2. Tap **Students** or **Add Students**.

3. If you already have a student listed and want to add another student, tap  in the lower right-hand corner.



4. Enter your student's ID number, first name, and last initial.

5. Tap Next.

1:42

←

Enter your student's information.

Their student ID is a unique identification number provided by the school.

Student ID Number

First Name

Last Initial 0/1

Don't know their student ID number?
Contact the school to find their number.

Next

||| ○ <

6. Confirm your student's information, then click Done.

4:50

← ⓘ ↗

Confirm your student.

Bryce Shepherd

Zonar University
Student ID Number: 25440001

Not who you were looking for? [Try Again](#)

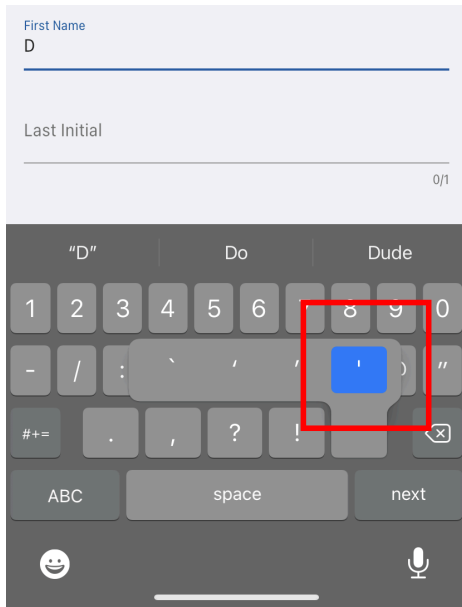
Add another student

Done

iOS Users

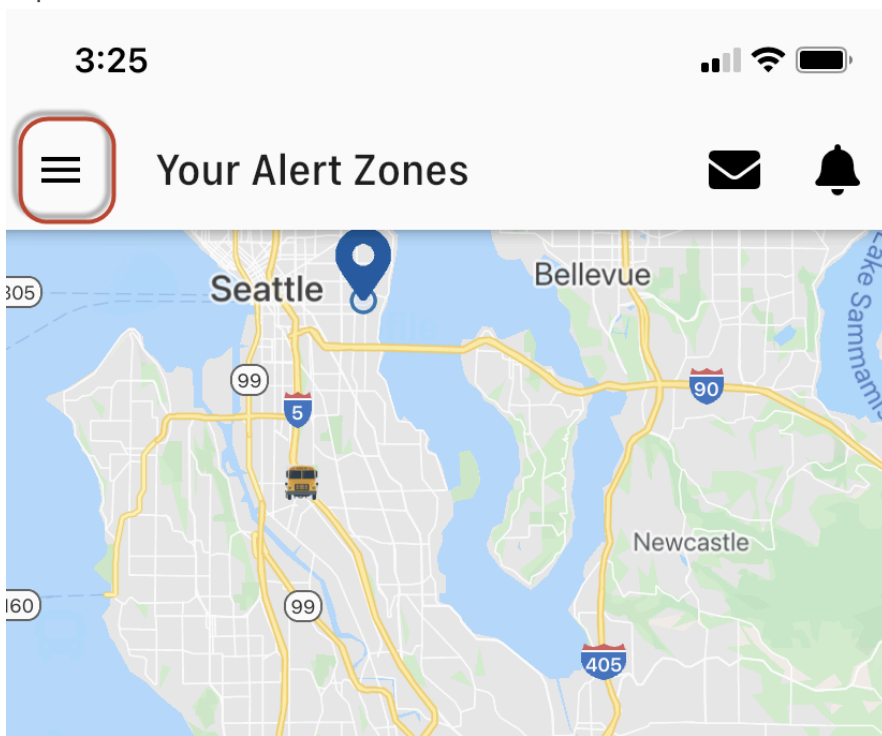
If your student's name includes an apostrophe, it is necessary to select the "straight" apostrophe on the iOS keyboard. Tap and

hold the apostrophe key to select the correct one.



How to remove a student

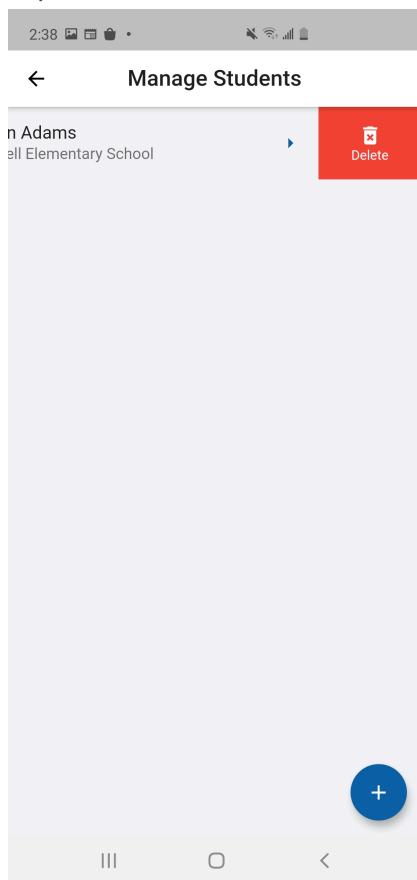
1. Tap the Main Menu.



2. Tap **Students**.

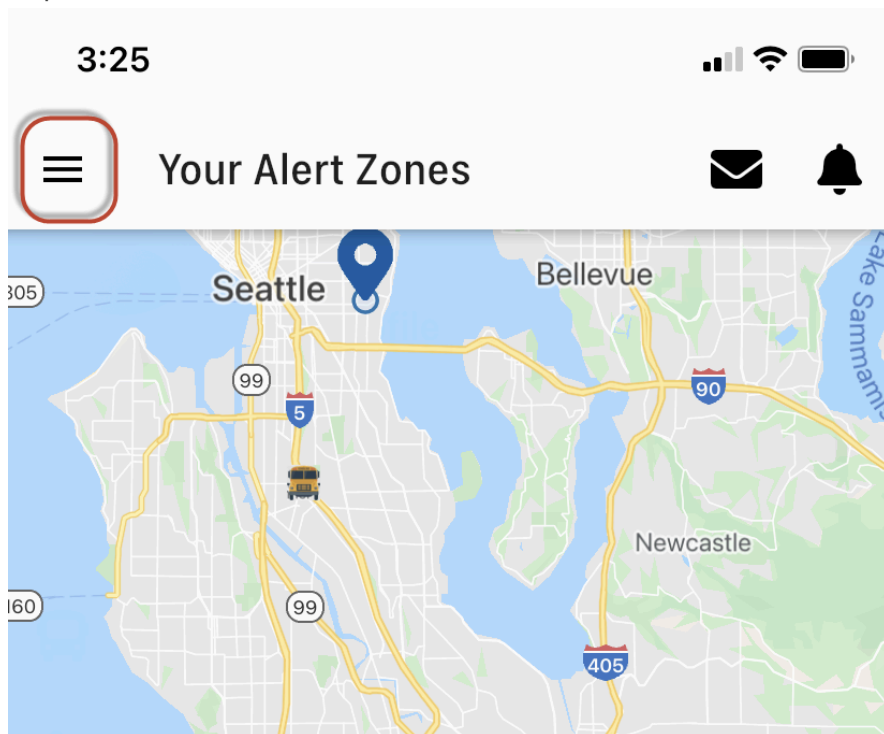
3. Swipe left on the student name you want to remove.

4. Tap Delete.




How to create an Alert Zone notification

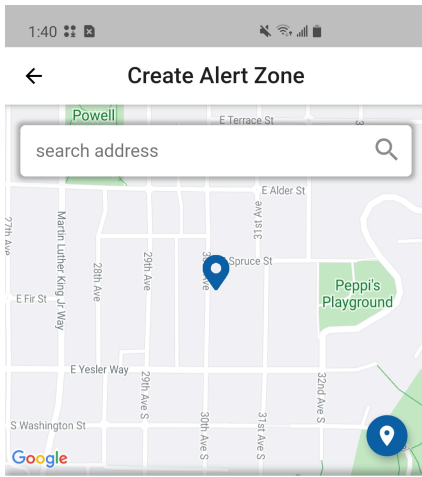
1. Tap the main menu.



2. Tap **Create Alert Zones** or **Alert Zones**.

3. If you already have an Alert Zone listed and want to add another Alert Zone, tap  in the lower right-hand corner.

4. Enter an address in the search field or drag the map around. Tap the map to drop a pin at the center of the Zone.



Where do you want your alert zone to be located?

Enter an address in the search field or drag the map around. Tap to mark the center of the zone.

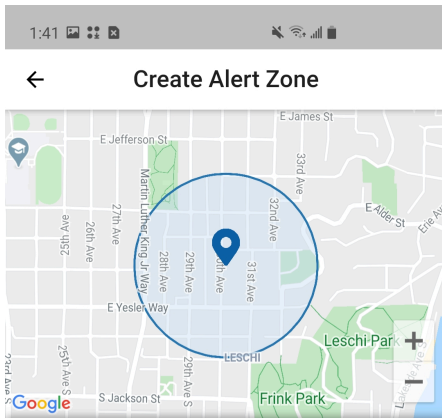
Zone name

Next



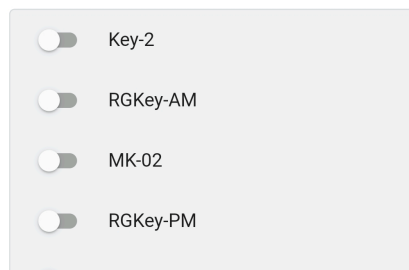
5. Name the Alert Zone. Tap **Next**.

6. Select all buses that go through the Alert Zone from the list of buses.



Which buses go through this alert zone?

Select the buses for which you want to receive notification.



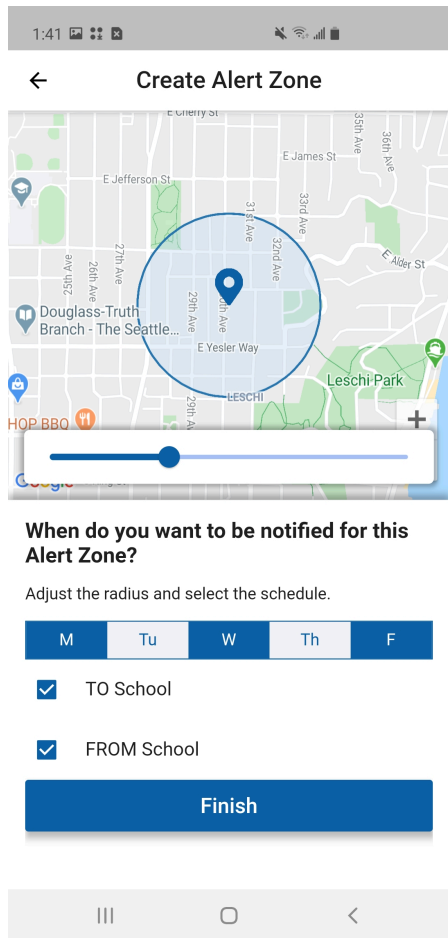
Next



7. Tap **Next**.

8. Use the slider to adjust the radius of the Alert Zone.

9. Select the days of the week and time (either TO or FROM school) that you want to be notified.



10. Tap **Finish** to set the Alert Zone.

School Notifications

During the daily scheduled alert period, bus activity is viewable on the Alert Zone map. Alert Zones are indicated with a pin and the zone radius. Vehicles are indicated by a bus graphic.

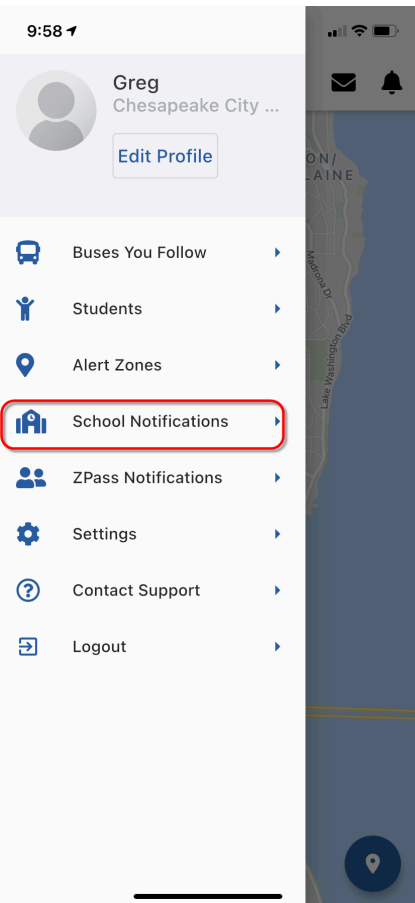
Alerts and notifications from the school are pushed to your device and are indicated by a red number on the message or alert icons. You can access those alerts and messages by tapping on them.

If the GPS unit inside the bus is unable to send data to the cell network, the application cannot provide live bus location data.

☰ Your Alert Zones



Tap **School Notifications** to confirm or change the Times at which the alerts are active — either going to school (Arrival) or returning from school (Departure). Slide the toggle buttons to activate those notifications for the school.



< School Notifications ?

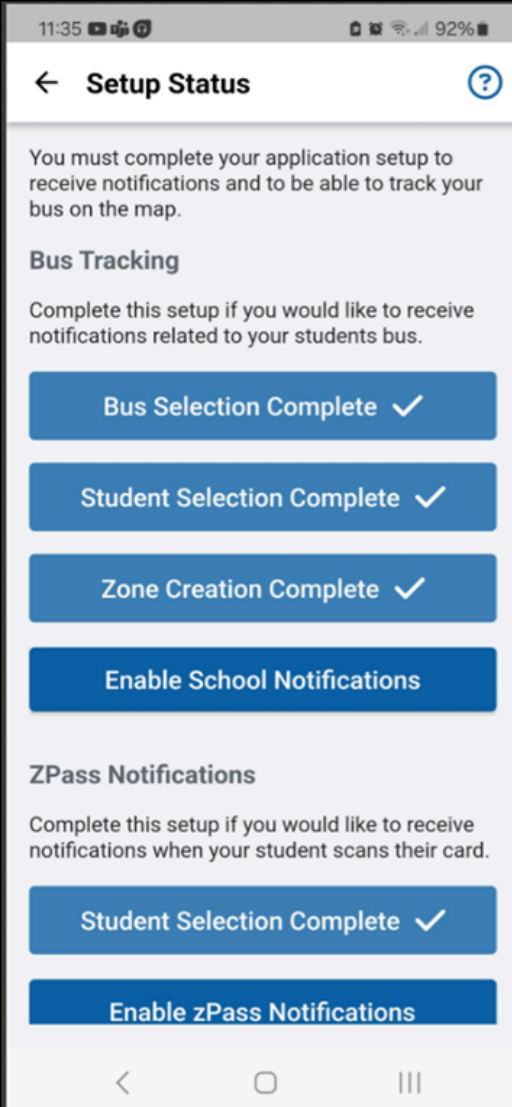
Enter which school notification(s) you want to receive.

School	Arrival	Departure
RHS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Save

Setup Status

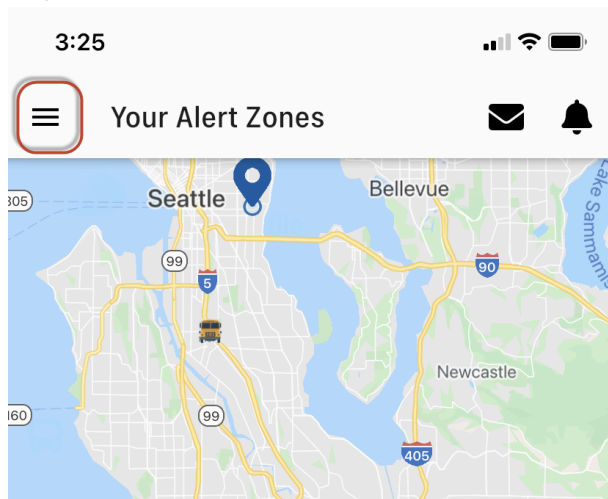
Completion of all sections is required to provide tracking information to you. If any of the sections have not been completed, a Setup Status screen appears at login. Those sections with checkmarks have been completed. Tap the buttons without checkmarks to enter setup information.



Confirm or Change Student Bell Time

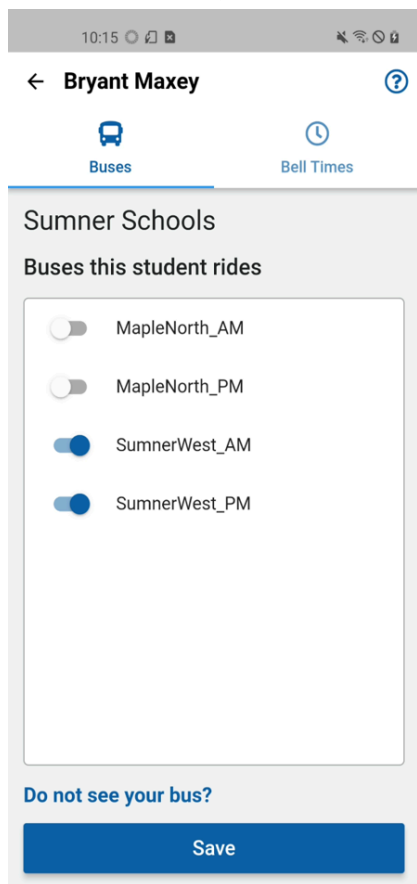
If your school has staggered start and end times during the day (for example, for a special education program), make sure the correct bell time is associated with your student.

1. Tap the Main Menu.

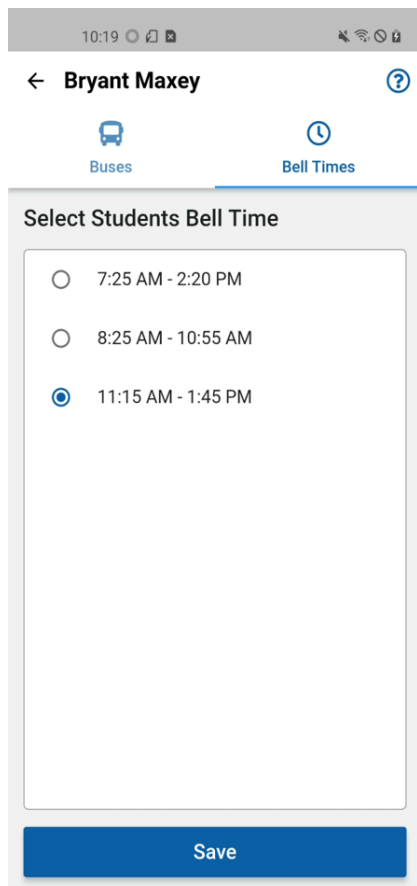


2. Tap **Students**.
3. On the Manage Student's page, tap on your student's name.

4. On the Buses tab, confirm which buses the student rides.



5. On the Bell Times tab, select the correct bell time for your student.



6. Tap **Save**.

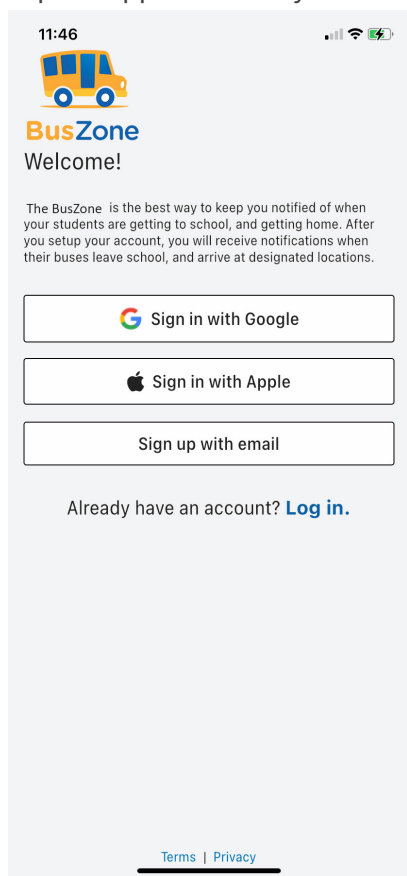
- [How to setup a Ridership account](#)
- [How to set up an account for a caregiver](#)
- [How to add a student](#)
- [How to remove a student](#)
- [Z Pass Notifications](#)
- [Setup Status](#)

How to setup a Ridership account

BusZone Ridership allows you to know when your student has scanned the card reader on the bus.




This feature is available only if your school district uses the Z Pass reader on buses and students have been issued a scan card.

1. Tap the application on your device to open it.



2. Tap one of the sign up/sign in methods:
 - Sign in using a Google account
 - Sign in using an Apple account
 - Create a new account using an email address:
 - a. Enter your full name and email address.
 - b. Enter a password used to access the BusZone app.
 - c. Select the method you want to be notified about bus updates (either push notifications through the app or via email).

d. Tap Register.

11:48   

< Create Account

Name

Email

Password




Password must be at least 8 characters long.



Choose how you would like to receive notifications:

Push Notifications (preferred)

Register

3. Enter the access code provided by your school.

11:49   

Enter your access code

You should have received an access code from your school district. If you do not have an access code, contact your school.

Access Code

Submit

4. Tap Submit.



Enter your student's information.

Their student ID is a unique identification number provided by the school.

Student ID Number

First Name

Last Initial

0/1

Don't know their student ID number?

Contact the school to find their number.

Next

5. Enter your student's information, including the student ID provided by the school.

6. Confirm your student's information and click **Done** or **Add another student** to add another student.



Confirm your student.

Bryce Shepherd

Zonar University
Student ID Number: 25440001

Not who you were looking for? [Try Again](#)

Add another student

Done

7. Select how you'd like to be notified when your student has scanned on or off their bus. You can select a Push notification through the app, a SMS (text) notification, or both.

If you would like to receive ZPass scan notifications for the students you follow, please indicate below.

Push Notifications

SMS Notifications

Save

8. Click **Save**.

How to set up an account for a caregiver

The process for creating an account for a caregiver (another family member, a babysitter, or other authorized guardian) is identical to setting one up for yourself. That authorized individual must download the app and follow account setup instructions above.

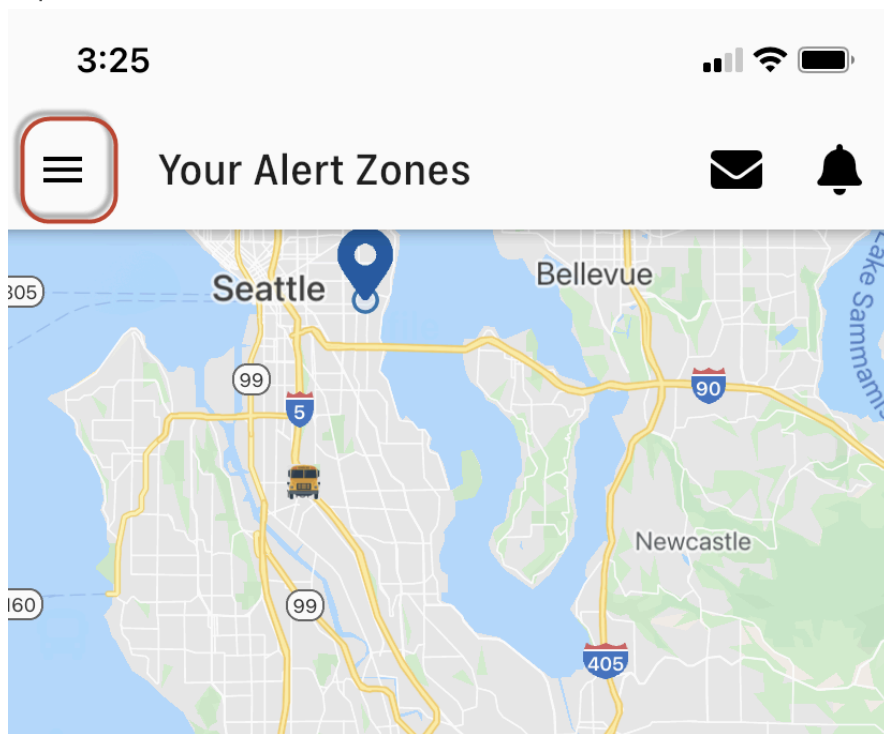
You need to provide that authorized individual with the school access code, student ID, and bus or route number.

The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.


How to add a student

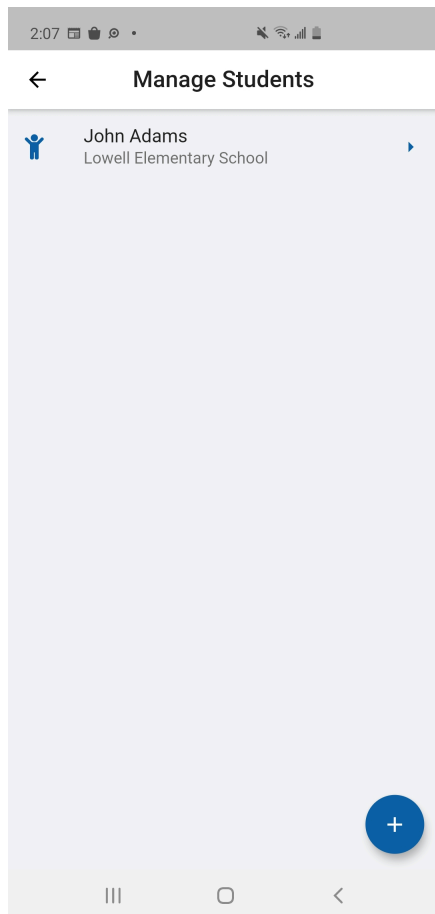
The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.

1. Tap the Main Menu.



2. Tap **Students** or **Add Students**.

3. If you already have a student listed and want to add another student, tap  in the lower right-hand corner.



4. Enter your student's ID number, first name, and last initial.

5. Tap Next.

1:42 [status icons]

←

Enter your student's information.

Their student ID is a unique identification number provided by the school.

Student ID Number

First Name

Last Initial

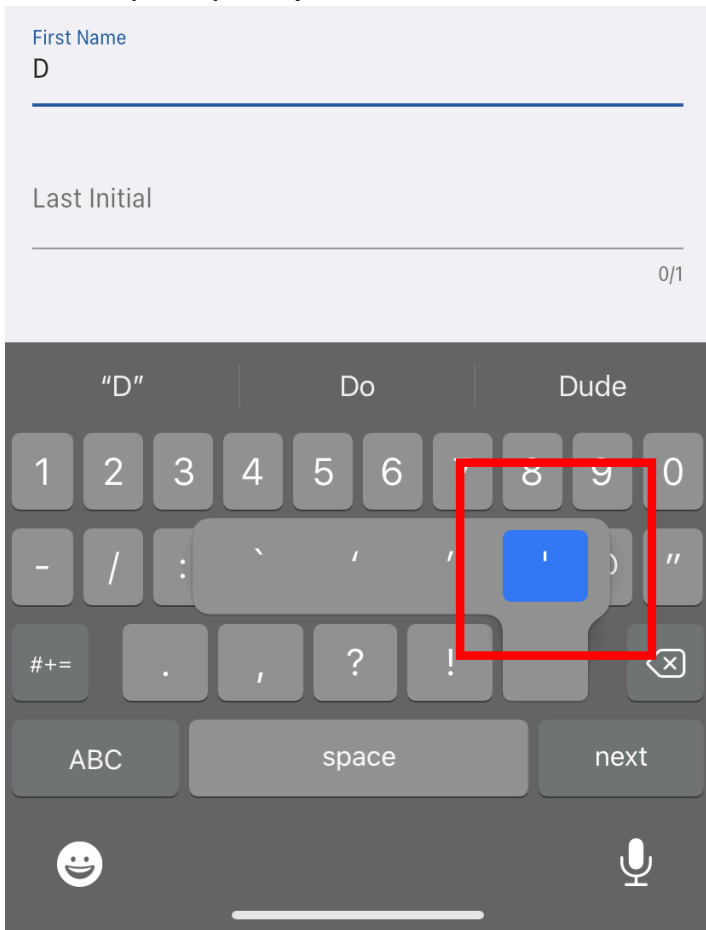
0/1

Don't know their student ID number?
Contact the school to find their number.

Next

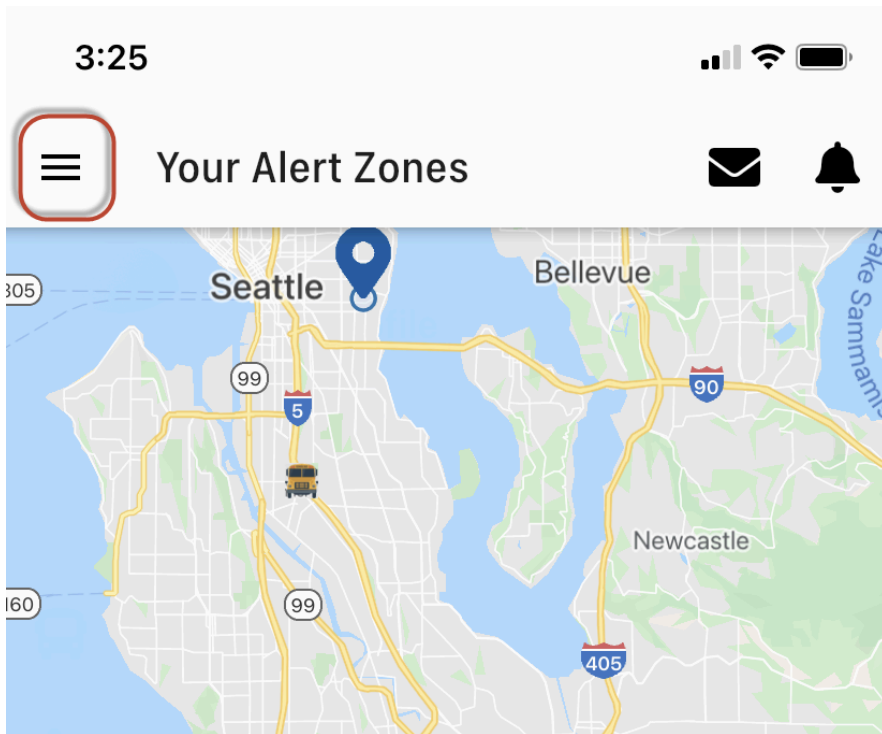
iOS Users

If your student's name includes an apostrophe, it is necessary to select the "straight" apostrophe on the iOS keyboard. Tap and hold the apostrophe key to select the correct one.



How to remove a student

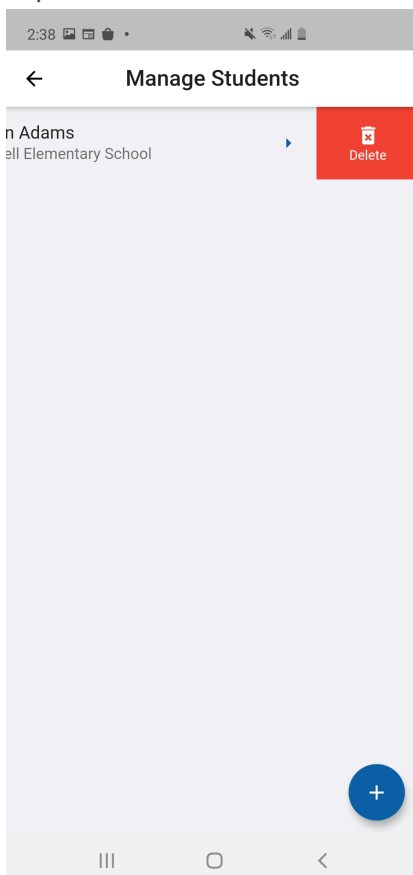
1. Tap the Main Menu.



2. Tap **Students**.

3. Swipe left on the student name you want to remove.

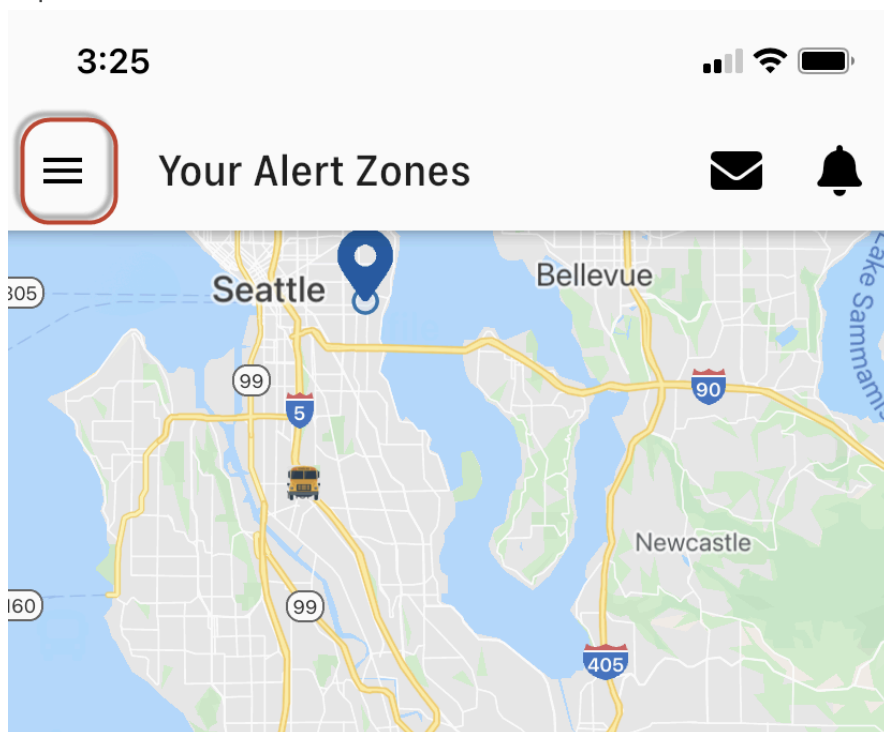
4. Tap **Delete**.



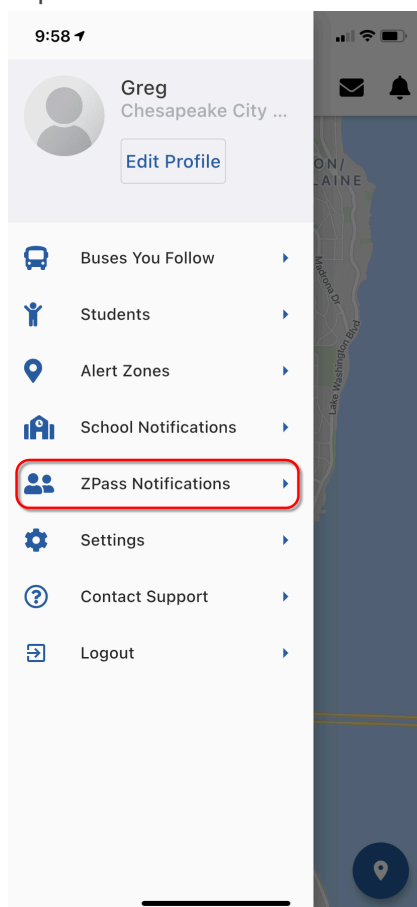
Z Pass Notifications

The Z Pass feature allows you to know when your student has scanned the card reader on the bus. This feature is available only if your school district uses the Z Pass reader on buses and students have been issued a scan card.

1. Tap the main menu.



2. Tap ZPass Notifications.



3. Select the method that you would like to be notified.

- **Push Notifications** sends notifications through the application.
- **SMS Notifications** sends notifications via text message. You must enter your phone number to receive messages.

Carrier fees may apply.

9:59



ZPass Notifications



If you would like to receive ZPass scan notifications for the students you follow, please indicate below.

Push Notifications

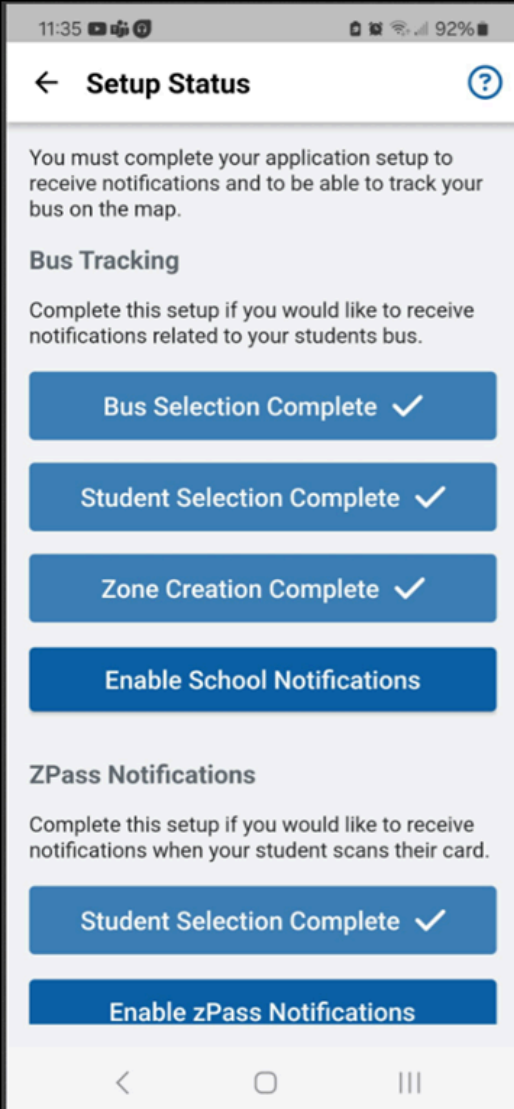
SMS Notifications

Mobile for SMS Notifications
(206) 555-1212

Save

Setup Status

Completion of all sections is required to provide tracking information to you. If any of the sections have not been completed, a Setup Status screen appears at login. Those sections with checkmarks have been completed. Tap the buttons without checkmarks to enter setup information.

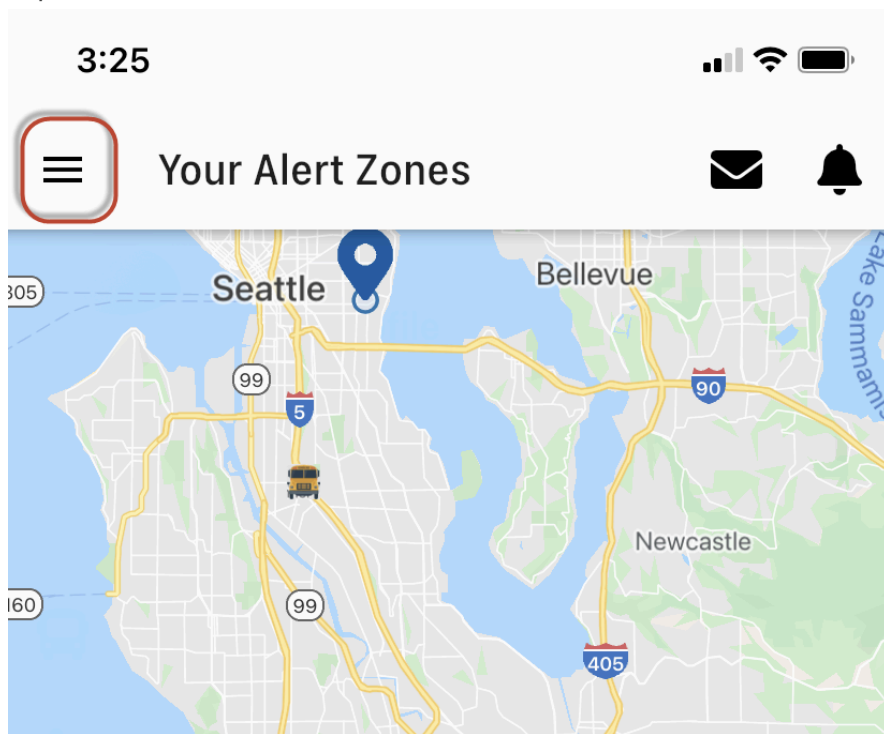


Settings

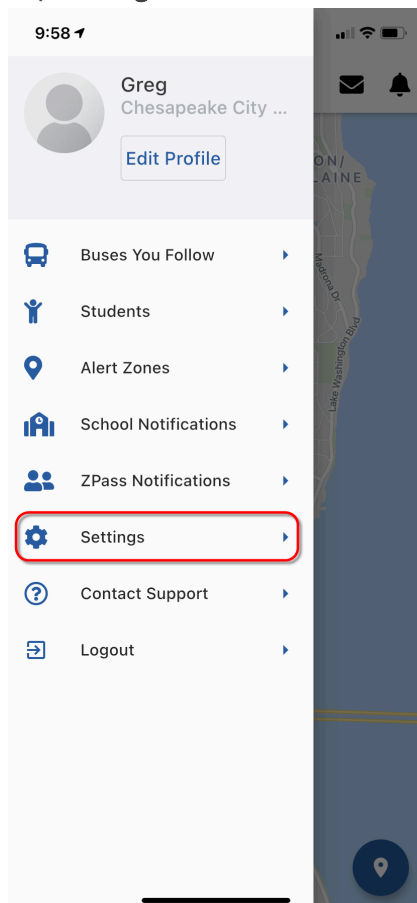
Alert Settings

Under Settings, you can turn off push notifications and edit how often your device auto-refreshes the bus location on your map.

1. Tap the main menu.



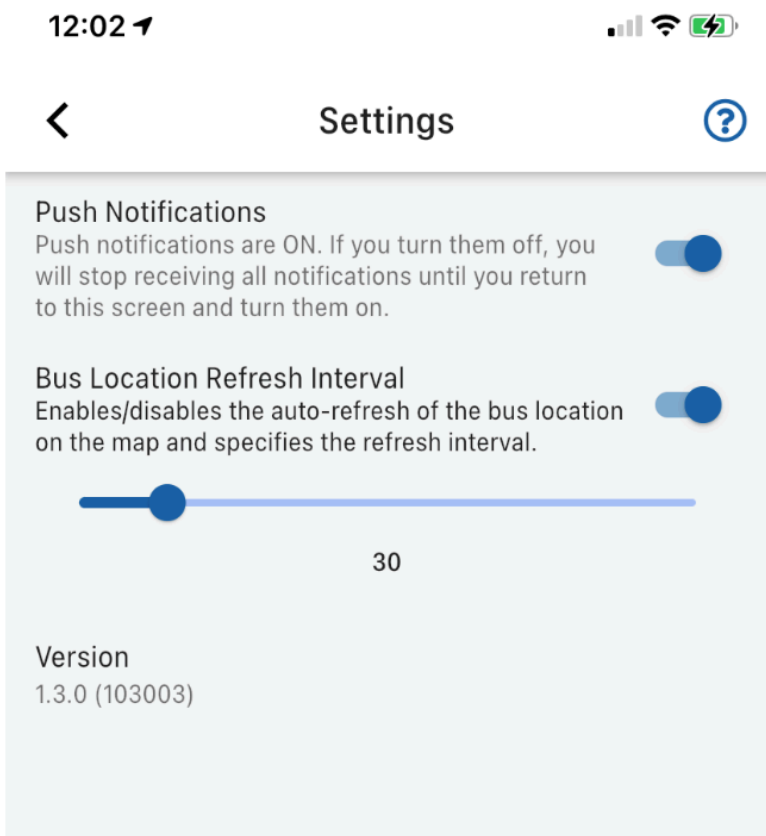
2. Tap **Settings**.



3. Toggle **Push Notifications** to turn all notifications—including school messages—off or on.

4. Toggle **Bus Location Refresh Interval** to enable or disable the auto-refresh function on the map. When the auto-refresh function is enabled, you can adjust how often the map refreshes (in seconds) by moving the slider. The lower the number, the more

frequently the map refreshes.

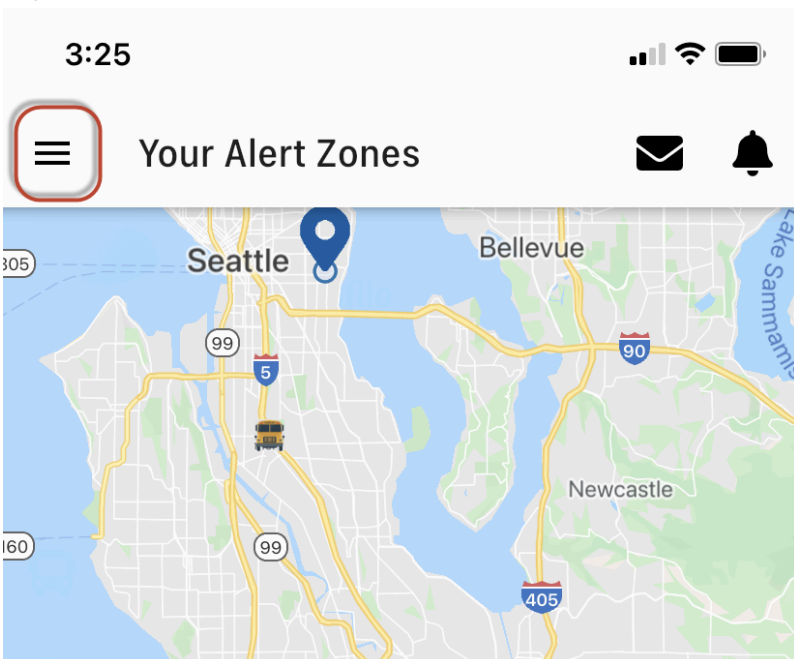


If the GPS unit inside the bus is unable to send data to the cell network, the application cannot provide live bus location data.

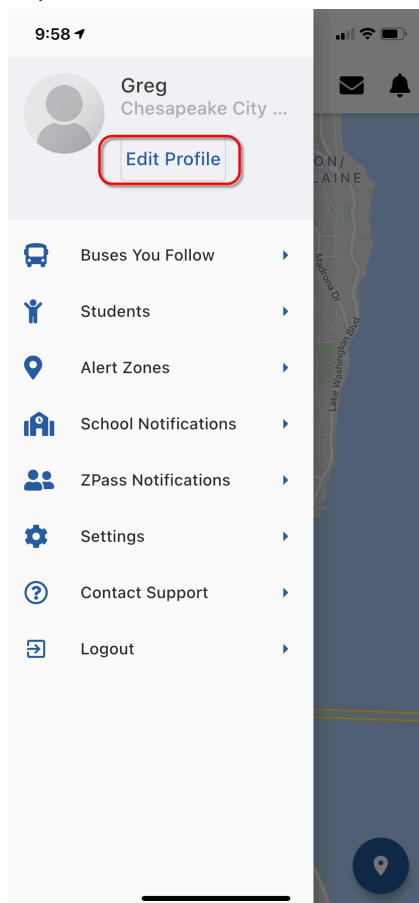
Profile Settings

In Profile Settings, you can change your name and password, or deactivate your account.

1. Tap the main menu.



2. Tap Edit Profile.

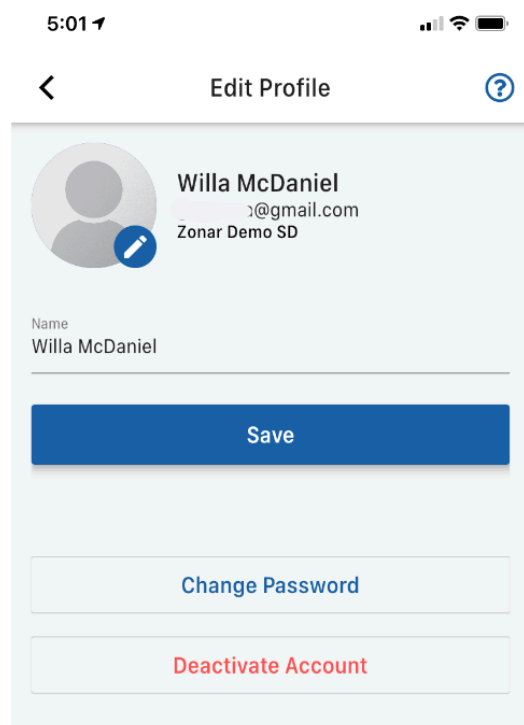


3. Change your name and tap **Save**.

Tap **Change Password** to change your password.

Tap **Deactivate Account**, then confirm to deactivate your account.

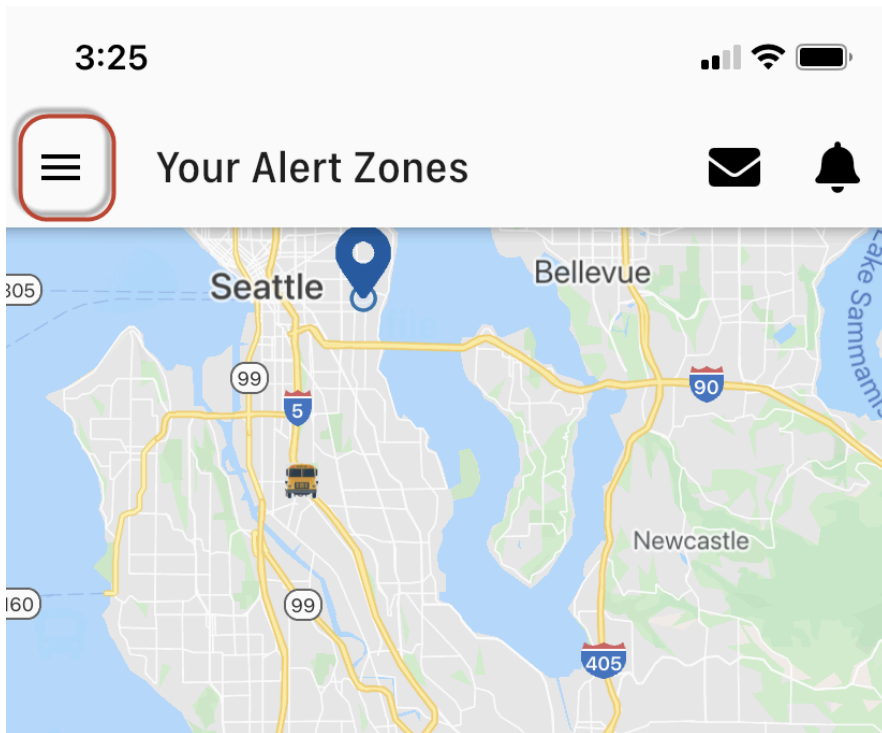
Deactivating your account means you will no longer be able to use the email address on file to re-register at a later time. All alert zones and selected student and bus information will no longer be associated with your profile. If you register again, you must use another email address.



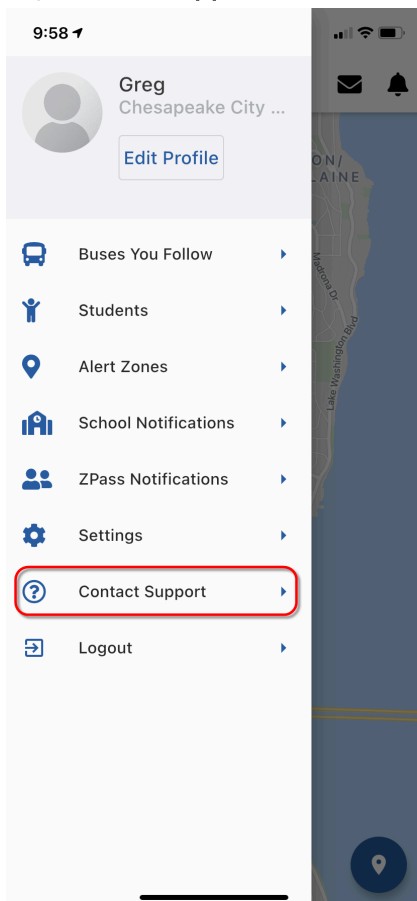
Support

Under Contact Support, you can access support documentation or send a message to the administrator of BusZone for your school.

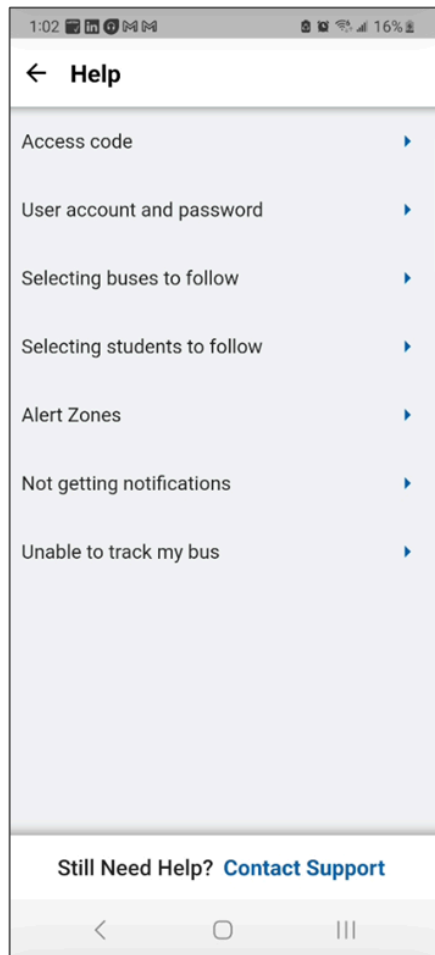
1. Tap the main menu.



2. Tap Contact Support.



3. For Support documentation, select from the list of Support topics and frequently asked questions.



To send a support request, tap **Contact Support**. then enter your name and email address in the open fields. Select a request category from the drop-down menu, and enter a message in the Message field.

4. Tap **Submit** to send the message.

12:01



Customer Support

For answers to frequently asked questions please visit:

<https://support.zonarsystems.net/hc/en-us/>

You can also leave us your contact info and a message here for someone to get back to you.

Name

Greg

Email

Gregory. @zonarsystems.com

Finding My Bus

Message

I can't find my bus!

Submit

You message has been submitted to our support.

BusZone FAQs

Last edited on · September 5, 2023

- [Parent-Facing Questions](#)
- [Bus Substitutions](#)
- [Bus Tracking](#)
- [Transition/Setup](#)
- [Ridership](#)
- [Support Information](#)

Parent-Facing Questions

What is BusZone and why might I need it?

BusZone consists of a parent-facing application and a dispatcher portal for school districts. The self-service application enables parents to see the location of their child's school bus on a smartphone, tablet, or personal computer. The web-based dispatcher portal allows school districts to manage their bus substitutions and gives them the ability to send informative messages to parents about late-running buses, closures, etc.

BusZone is compatible on both Android and iOS, and can be downloaded from the Google Play Store or Apple App Store.

How does it work?

BusZone leverages the Zonar V4™ Telematics Control Unit to locate and track school buses. Parents create zones on a map within the app around their pick-up/drop-off locations for proximity-based alerts.

How often is map data updated? Will parents receive the notifications in near-real time?

Yes, parents will receive notifications in near-real time. With Rapid Response, the Zonar TCU creates a point every 10 seconds which is then relayed to the BusZone application.

Can parents see the bus they select run the entirety of its route?

Parents can see the bus throughout the route as long as it is within the active time window.

If the parents selected more buses than what their kids ride, can they see and track any bus?

Parents can select as many buses as they need. For a zone to work, it needs to be matched with a bus, student, and days of the week.

If multiple buses go through the zone, do parents see each bus that goes through the zone or only their bus?

Parents will only see the bus they paired with that zone.

Can districts automate the zone creation for parents?

No, parents are responsible for creating their zones. Districts can create zones around schools or bus loops for arrival/departure alerts.

What if the bus enters the zone multiple times? Will the parent receive an alert every time the bus enters/exits the zone?

Yes, the parent can receive an alert every time. If they do not want to, they can setup certain time periods where they only want alerts (for example, alerts are activated 10 minutes before and after their child's scheduled pick-up time only).

If a child has more than one pick-up/drop-off location throughout the week, can a parent create multiple zones?

Yes, parents can create multiple zones based on their child's schedule. When creating a zone, a parent must enter the address or intersection. They will then name the zone and select the bus that is associated with that stop.

How large and small can the zone be?

The minimum zone size is 50 yards. The maximum zone size can reach up to 500 yards.

Is the information private and secure?

Yes, the data exchange between the mobile app and back-end services use HTTPS (like a bank or online store) which means that all communications between your web browser and the site is encrypted and secure.

Can parents share the data with other caregivers?

Yes, the primary parent can choose which student, buses, and schedule to share with other caregivers. Caregivers or secondary users cannot follow additional information other than what is shared with them.

Bus Substitutions

How are bus changes captured?

Bus changes are captured in the BusZone back-end portal. Dispatch simply selects the “Bus Substitution” tab to edit the bus or route that needs changed. Once the change has been saved, this will automatically update the parent’s application to follow the correct bus for the day. The parent application returns to its default once the route has been completed.

Is there historical data on the bus exchanges?

No, Zonar does not currently have a report that shows a historical log of bus substitutions and who they were made by.

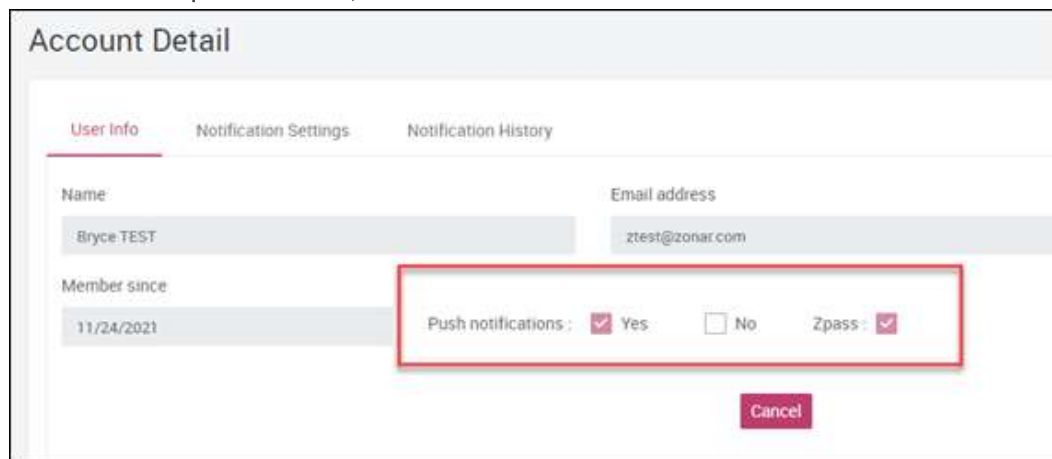
Will bus substitutions revert to the next day?

Yes, bus substitutions will revert the next calendar day.

Bus Tracking

Parent states they’re not getting notifications when the bus enters/leaves the school.

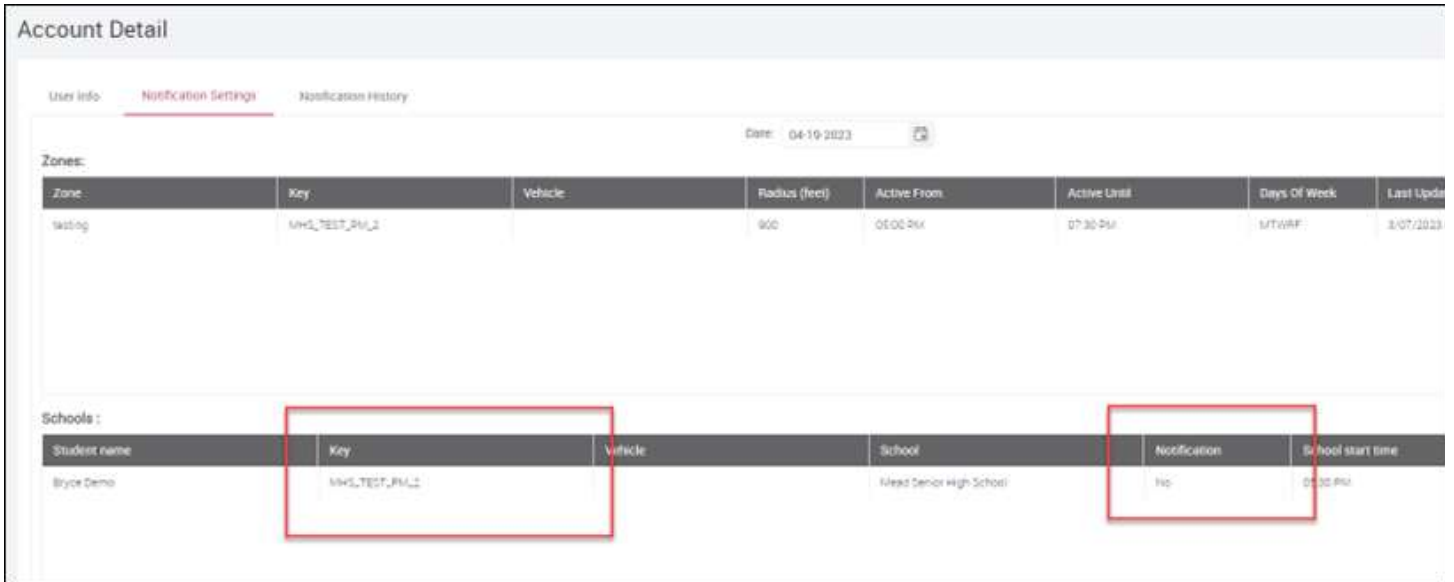
- Confirm that the parent has notifications turned on. From the Main menu, select **SUPPORT**, then **Support Assistant**. Search for the parent name, then click **Edit**.



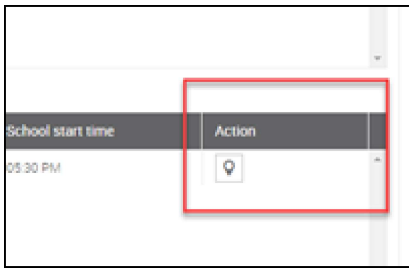
The screenshot shows the 'Account Detail' page for a user named Bryce TEST. The page has three tabs: 'User Info', 'Notification Settings', and 'Notification History'. The 'User Info' tab is active. The user's name is Bryce TEST and their email address is ztest@zonar.com. The member since date is 11/24/2021. A red box highlights the 'Push notifications' section, which has a checked 'Yes' radio button and an unchecked 'No' radio button. There is also a 'Zpass' dropdown menu with a checkmark icon. A 'Cancel' button is located at the bottom right of the form.

- Confirm that the parent has school notifications turned on.

- Confirm that the parent is following the correct key. Click the **Notification Settings** tab in Account Detail.



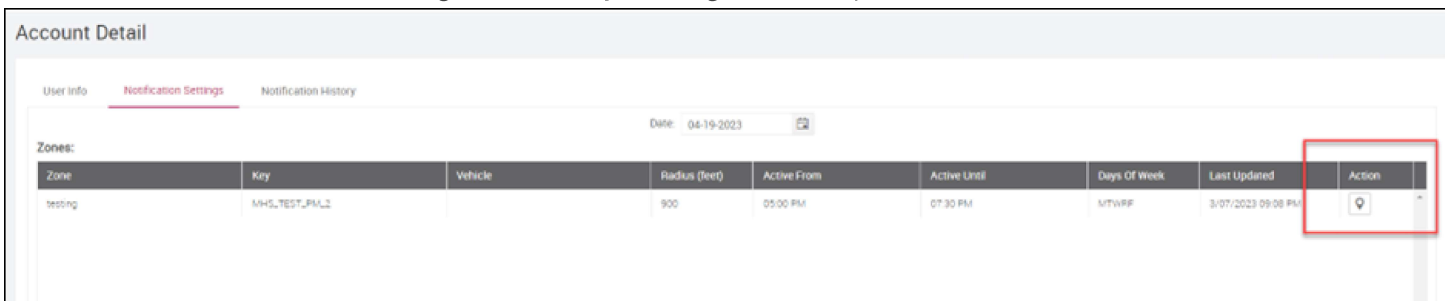
- Confirm that the bus crosses into the school zone by clicking on the map button under Action in the Schools section.



Sometimes the zone is too small and doesn't cover the area where the buses go.

Parent states they're not getting notifications when the bus enters/leaves their personal zones.

- Confirm that the parent has notifications turned on.
- Confirm that the parent is following the correct key.
- Confirm that the bus is tracking in Ground Traffic Control.
- Confirm that the bus crosses through the zone by clicking on the map button under Action in the Zones section.



Sometimes the zone is too small and doesn't cover the area where the buses go.

Parent states they're not able to track the bus in the app.

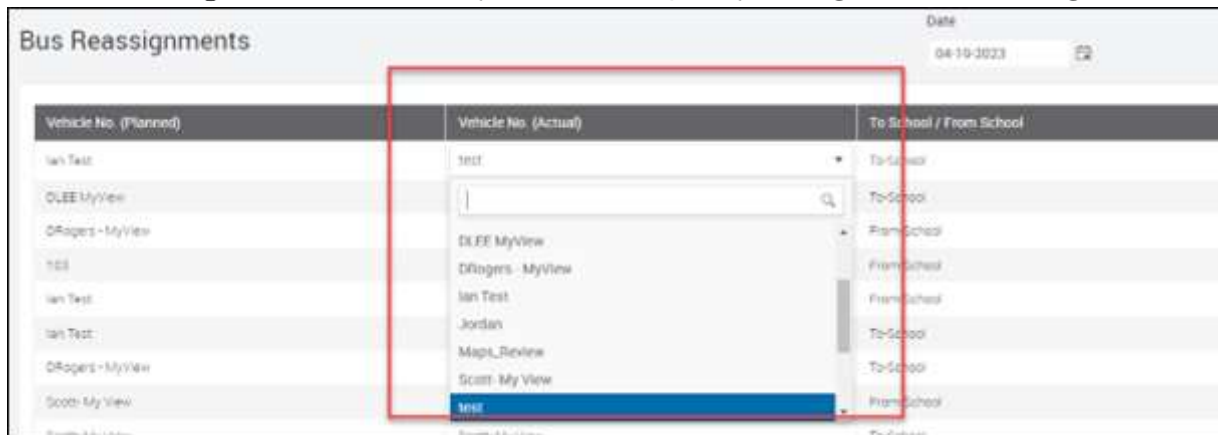
- Confirm that the parent is following the correct key.

- Confirm that the bus is tracking through Ground Traffic Control.
- Confirm that the EXSID in Ground Traffic Control matches the “GPS Vehicle ID” in BusZone.
- Confirm the parent has set up a personal zone.

Buses are trackable for 2.5 hours. If a parent doesn't have a zone created, the bus will only be trackable for the first 30 minutes and the last 30 minutes (commonly unknown fact).

I want to change the bus assigned to a key; how do I do that?

- For same day changes, use the **Bus Reassignments** tab to make changes. From the Main menu, click **Operations** then **Bus Reassignments**. This is usually used for “temporary” changes, like a bus being down for maintenance.



- For permanent changes, click **SET-UP**, then **Vehicle->Keys Mapping** to permanently change the bus. This is usually used when a bus is retired or routes change.

It is common for buses to need temporary changes that span multiple days. If you change the bus assignment in key mapping, ensure you're changing it back when the substitution is over.

When I'm uploading students in bulk, I'm receiving error messages.

- Verify the following columns are in the .csv file: First name, Last name, Card no, Student ID, School name, Grade, School year.

Card no is a necessary column, but the cells can be left empty.

- Max student import is 7000. Confirm the file size isn't larger than this.
- Occasionally excel can have hidden formulas/logic. Try copying and pasting the data into a new blank file and re-upload, or clear formatting//format to number which should remove formulas.

Transition/Setup

Even though BusZone is route agnostic, can it still be integrated with a routing system?

No, Zonar BusZone relies on proximity-based alerts based off the Zonar TCU in each bus.

Is the Student ID unique for each student?

Yes, the student ID is unique for each student in the district.

Will parents see this as a route number or a vehicle number?

This all depends on the district. When setting up a “Key” on the back-end portal, the district determines if they want to relay the route or bus number.

Will the vehicle be a GPS number or a VIN number?

The vehicle can be labeled however the district would like. Zonar prefers that districts keep the vehicle name/number the same as how it is in Ground Traffic Control.

Ridership

Parent states they're not receiving scan information for their student.

- Confirm Student ID in BusZone matches Unique ID in ZPass
- Confirm parent has ZPass notifications turned on.
- Confirm there are recent scans from the student in Ground Traffic Control.

Parent states they can't find their student when first signing up.

- Check the spelling of the student's name, especially if they use apostrophes or dashes. Phone keyboards have multiple different apostrophes, and the parent must be using the correct one. If they can't figure it out, delete the apostrophe in Bytecurve.
- Confirm there is a student profile created and confirm the Student ID matches.

Support Information

Are there parent instructions for this app?

Yes, here is a link to the [BusZone Parent User Guide \(https://support.zonarsystems.net/hc/en-us/articles/9776974204429-BusZone-Parent-User-Guide\)](https://support.zonarsystems.net/hc/en-us/articles/9776974204429-BusZone-Parent-User-Guide).

Should Zonar be the first line of support for parents?

Zonar recommends that parents reach out to their district for questions regarding setup, bus or schedule information.