

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 \(https://play.google.com/store/apps/details?id=com.bytecurve360.parentapp.nelc\)](https://play.google.com/store/apps/details?id=com.bytecurve360.parentapp.nelc) from your Android device; or
 - The App Store at: <https://apps.apple.com/us/app> (<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

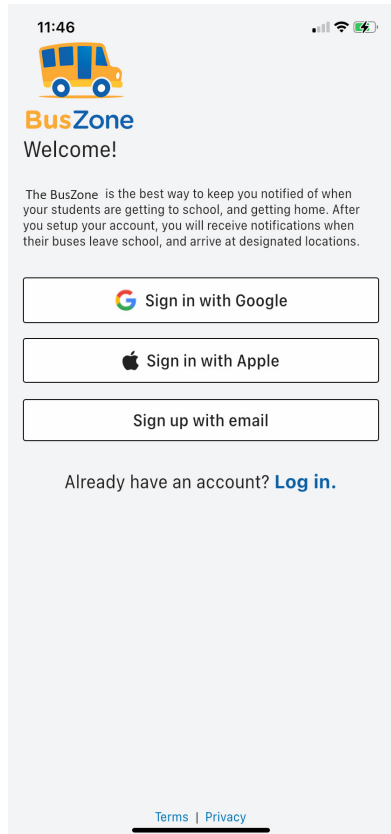
BusZone Bus Tracking

- [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**.

11:56

?

What buses do you want to follow?

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.

Search by bus number

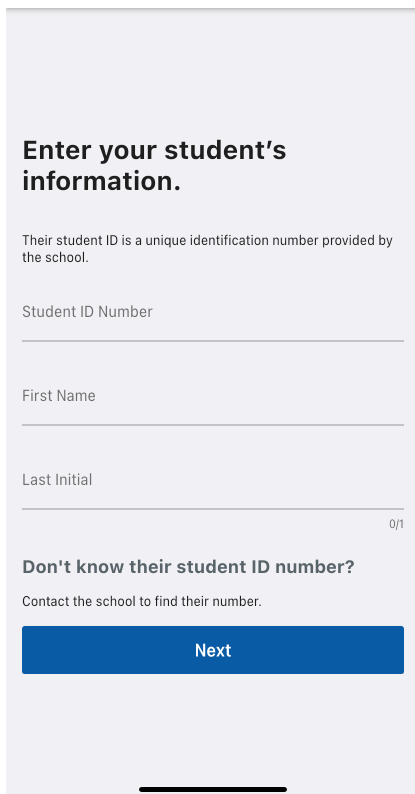
As you enter buses above, you will be able to select them here.

Next

8. Enter your student's information:

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

•

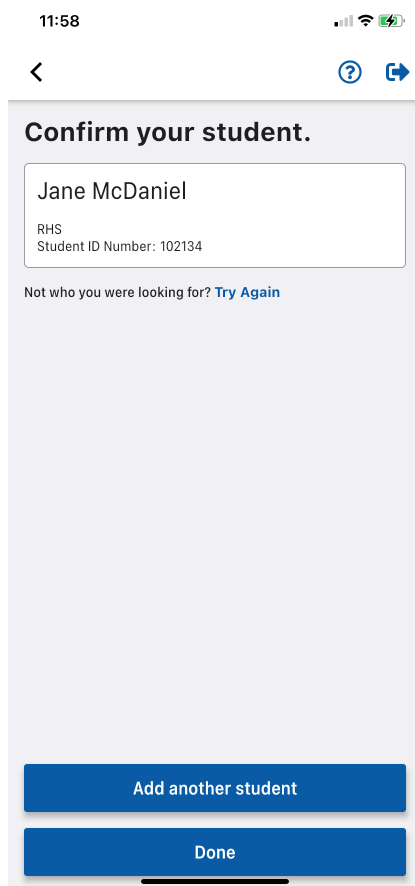


o

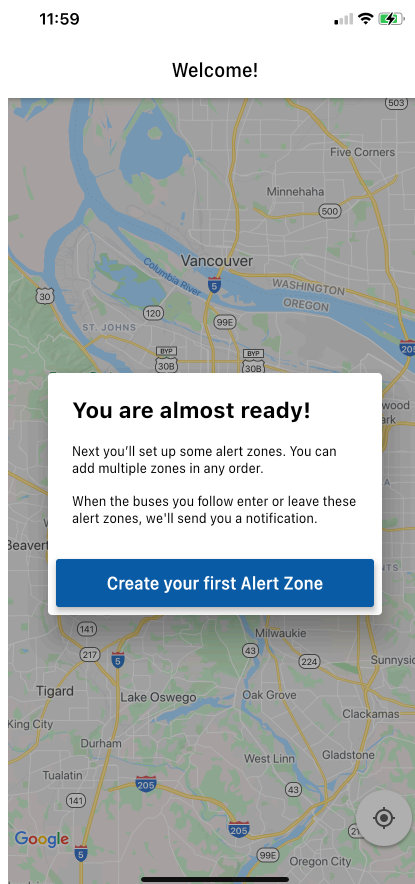
The screenshot shows a mobile application interface with a light gray background. At the top, there is a text input field containing the letter 'D'. Below this field is a horizontal line. Further down, there is another text input field labeled 'Last Initial'. Below this field is another horizontal line. At the bottom of the screen, a virtual keyboard is visible. A red rectangular box highlights the spacebar, which is a blue key with a white space character. The keyboard also includes keys for numbers, punctuation, and a 'next' button. The status bar at the very bottom shows a smiley face icon and a microphone icon.

14

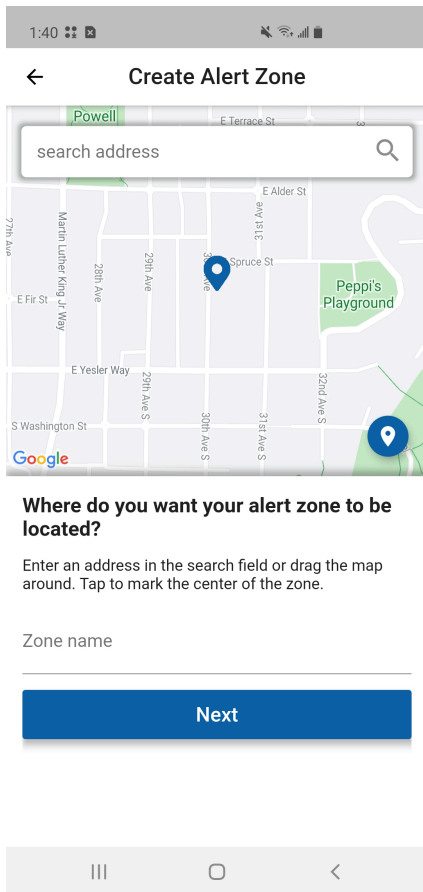
11. Tap **Add another student** to follow another student, or tap **Done** to continue.



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.

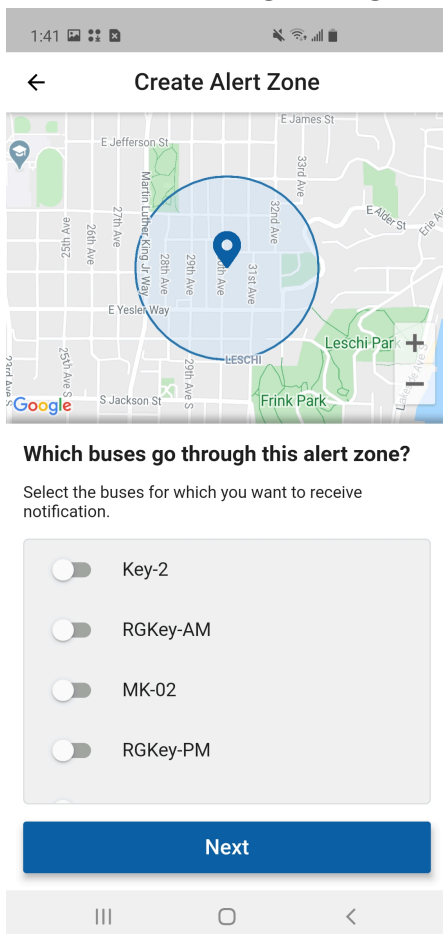


13. Enter an address in the search field or drag the map around. Tap the map to drop a pin at the center of the Zone.



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

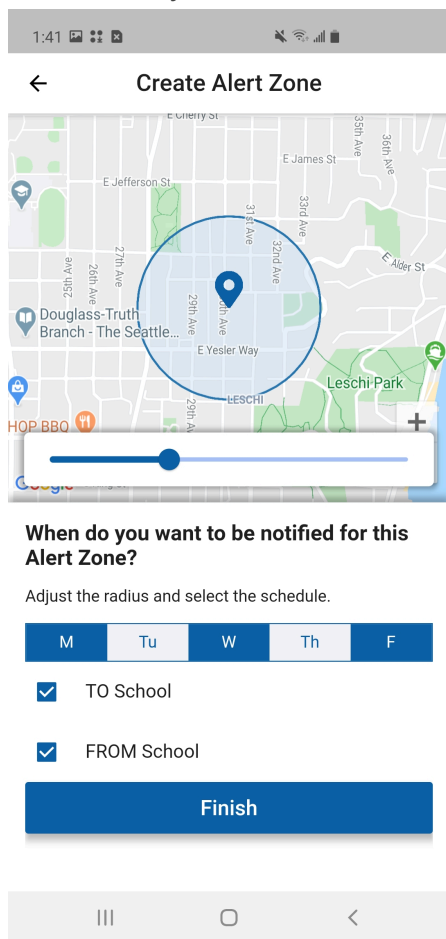
15. Select all buses that go through the Alert Zone from the list of buses.



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.

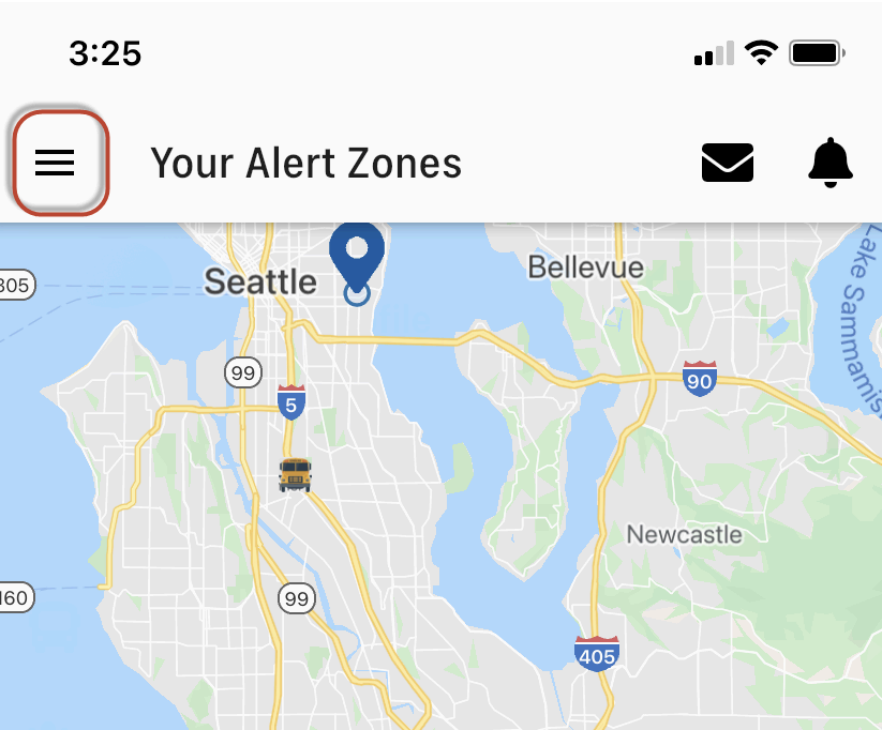
You need to provide that authorized individual with the school access code, student ID, and bus or route number.

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

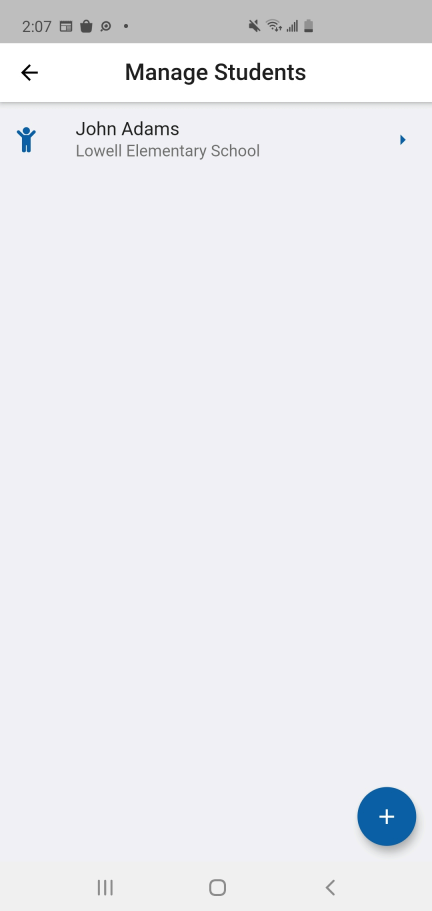
The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.

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

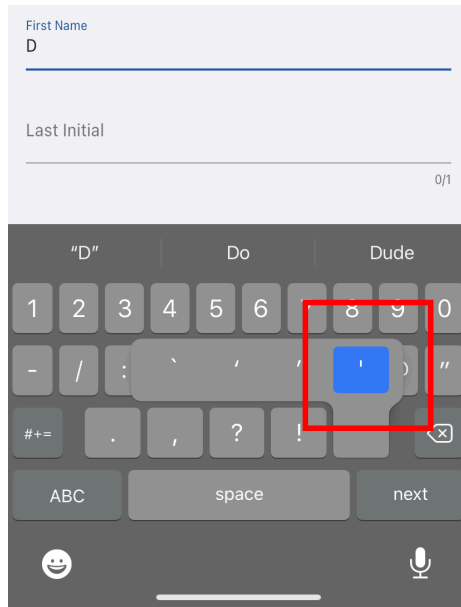
Add another student

Done

iOS Users

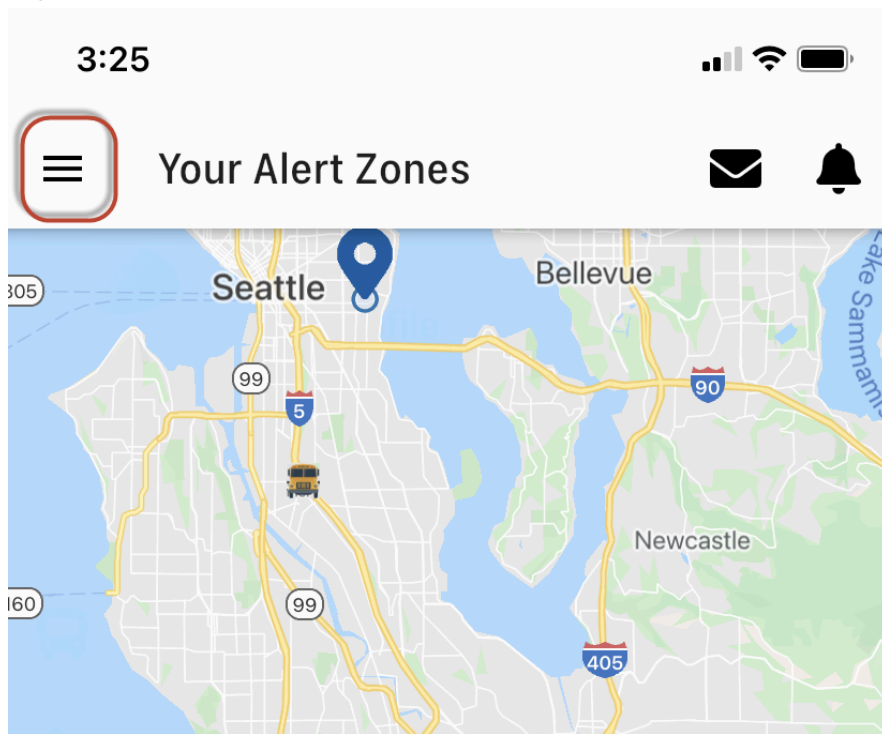
If your student's name includes an apostrophe, it is necessary to select the "straight" apostrophe on the iOS keyboard. Tap and

hold the apostrophe key to select the correct one.



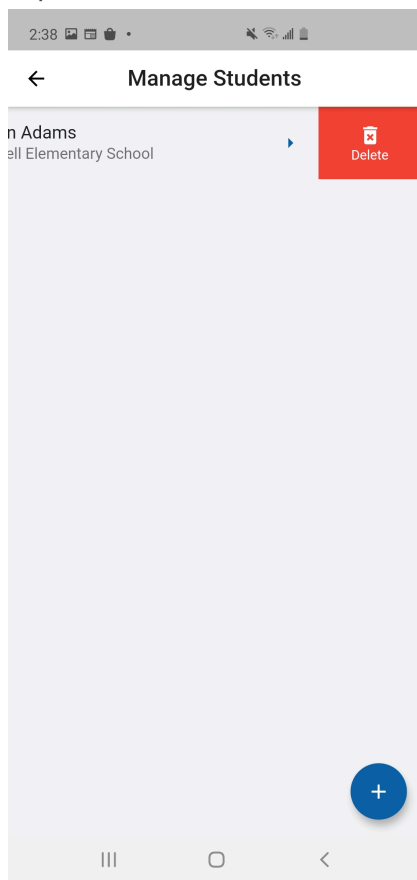
How to remove a student

1. Tap the Main Menu.



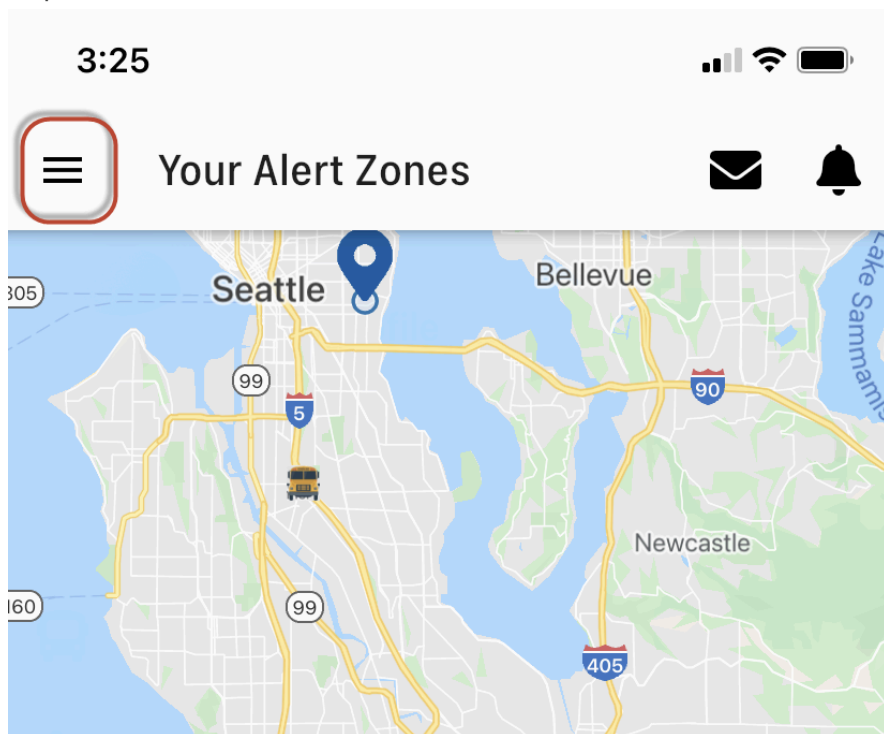
2. Tap **Students**.
3. Swipe left on the student name you want to remove.

4. Tap Delete.




How to create an Alert Zone notification

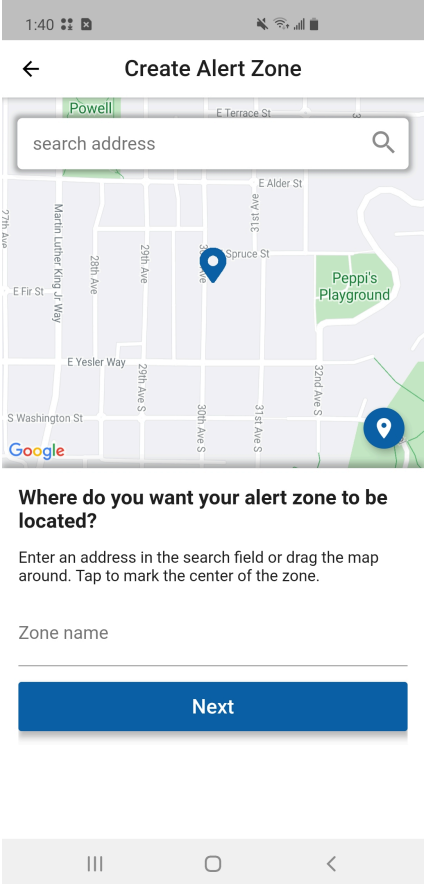
1. Tap the main menu.



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

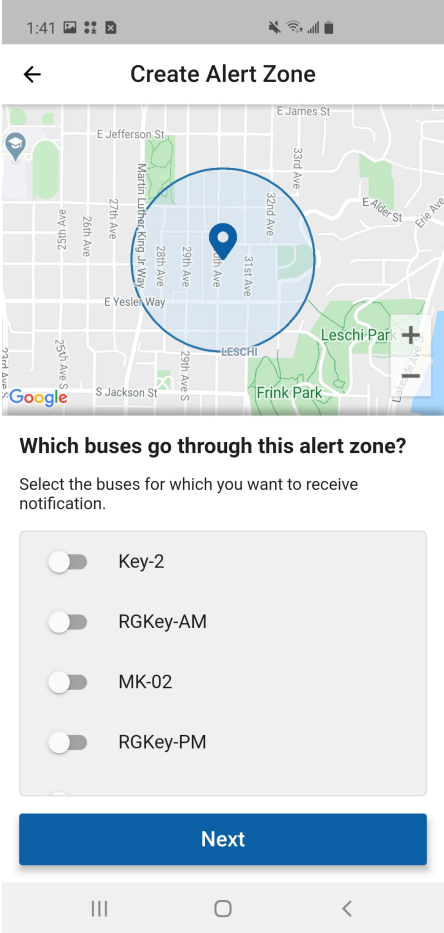
3. If you already have an Alert Zone listed and want to add another Alert Zone, tap  in the lower right-hand corner.

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.



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

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



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.

1:41

← Create Alert Zone

When do you want to be notified for this Alert Zone?

Adjust the radius and select the schedule.

M Tu W Th F

☒ TO School

☒ FROM School

Finish

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.

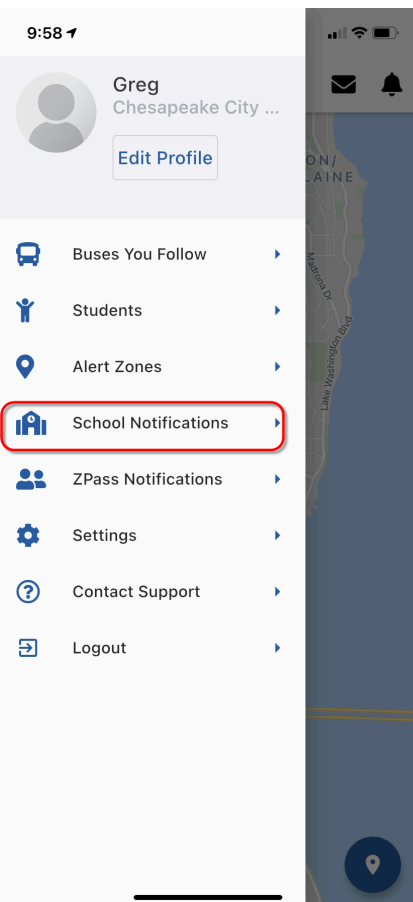
3:25

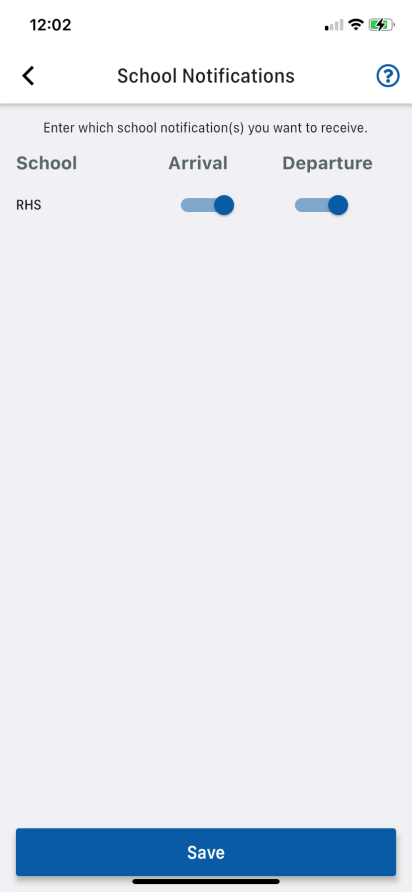


Your Alert Zones



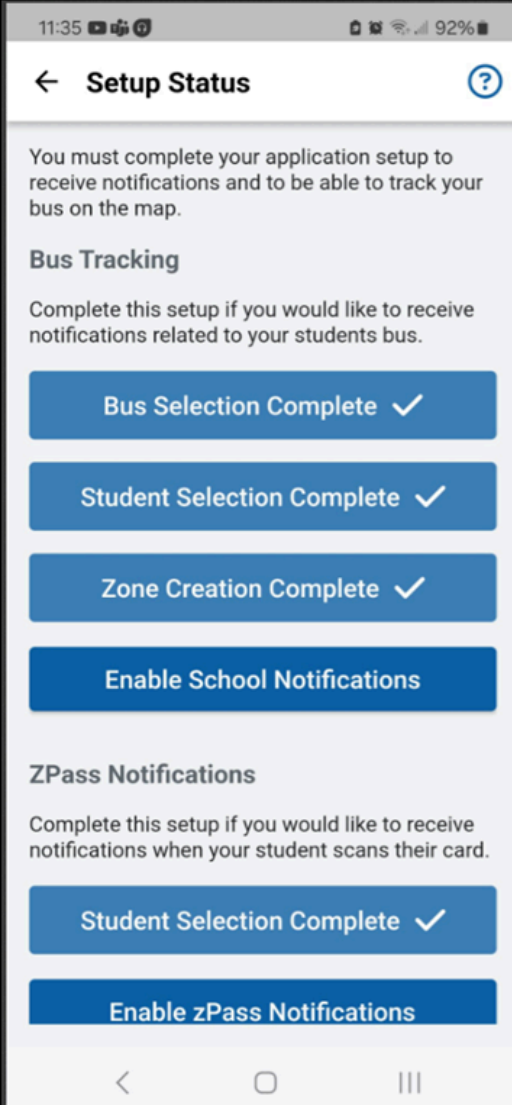
Tap **School Notifications** to confirm or change the Times at which the alerts are active — either going to school (Arrival) or returning from school (Departure). Slide the toggle buttons to activate those notifications for the school.





Setup Status

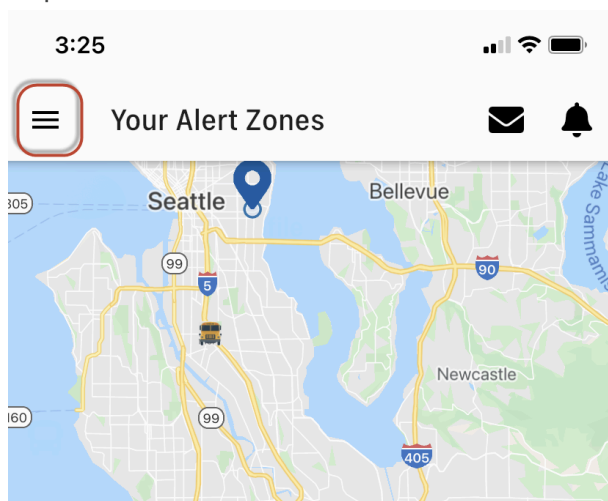
Completion of all sections is required to provide tracking information to you. If any of the sections have not been completed, a Setup Status screen appears at login. Those sections with checkmarks have been completed. Tap the buttons without checkmarks to enter setup information.



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.


10:15





 **Bryant Maxey** 


Buses


Bell Times

Summer Schools

Buses this student rides

☐ MapleNorth_AM

☐ MapleNorth_PM




☒ SummerWest_AM





☒ SummerWest_PM



Do not see your bus?


Save


10:19





 **Bryant Maxey** 


Buses


Bell Times

Select Students Bell Time

☐ 7:25 AM - 2:20 PM

☐ 8:25 AM - 10:55 AM

☒ 11:15 AM - 1:45 PM

Save

BusZone Ridership

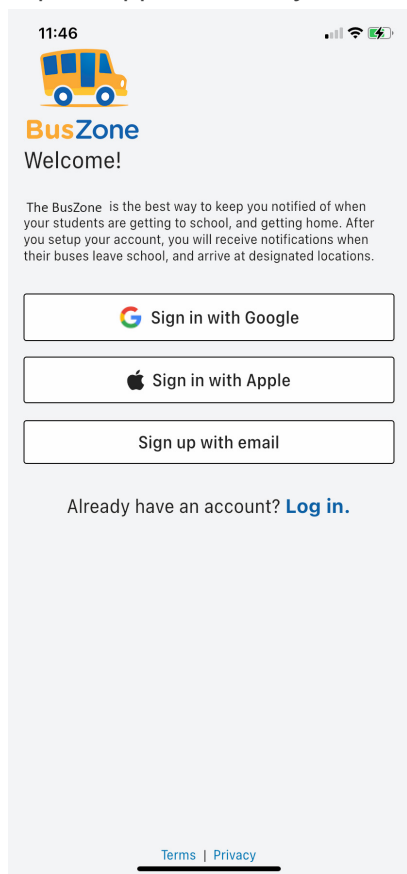
- [How to setup a Ridership account](#)
- [How to set up an account for a caregiver](#)
- [How to add a student](#)
- [How to remove a student](#)
- [Z Pass Notifications](#)
- [Setup Status](#)

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

This screenshot shows the 'Create Account' screen. At the top, the status bar displays the time 11:48, signal strength, Wi-Fi, and battery icons. Below the status bar is a navigation bar with a back arrow and the title 'Create Account'. The main content area has a light gray background and contains four input fields: 'Name', 'Email', and 'Password'. Below the 'Password' field, there is a note: 'Password must be at least 8 characters long.' followed by the text 'Choose how you would like to receive notifications:'. There is a toggle switch for 'Push Notifications (preferred)' which is currently turned on. At the bottom of the form is a blue button labeled 'Register'. A black home indicator bar is visible at the very bottom of the screen.

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

This screenshot shows the 'Enter your access code' screen. At the top, the status bar displays the time 11:49, signal strength, Wi-Fi, and battery icons. Below the status bar is a navigation bar with a question mark icon and a right arrow icon. The main content area has a light gray background and contains the title 'Enter your access code' in bold. Below the title is a paragraph of text: 'You should have received an access code from your school district. If you do not have an access code, contact your school.' followed by an input field labeled 'Access Code'. At the bottom of the form is a blue button labeled 'Submit'. A black home indicator bar is visible at the very bottom of the screen.

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.

ZPass Notifications ? ↗

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.

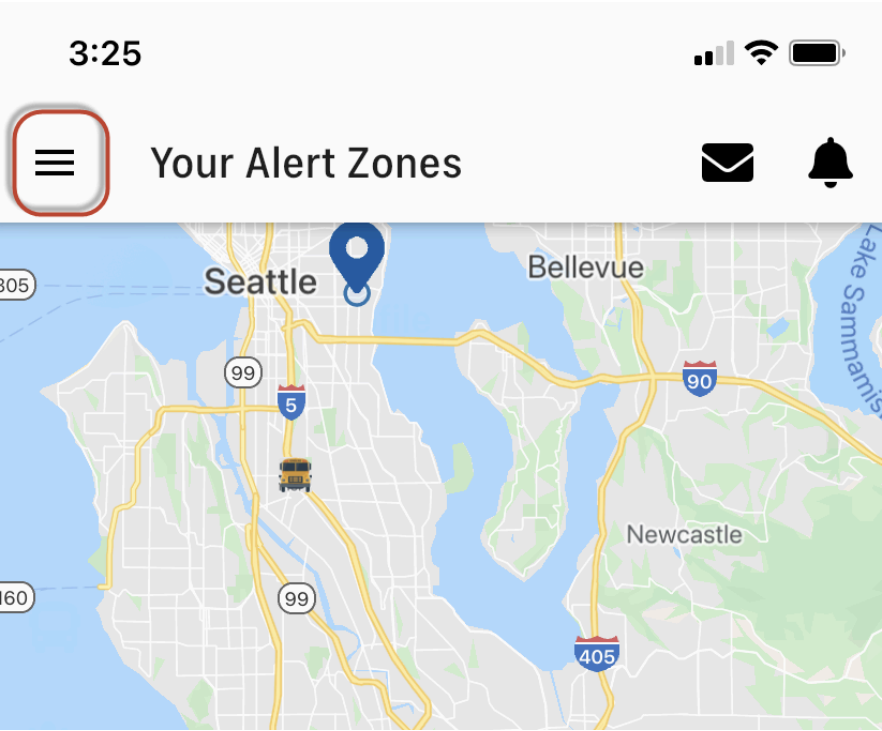
You need to provide that authorized individual with the school access code, student ID, and bus or route number.

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

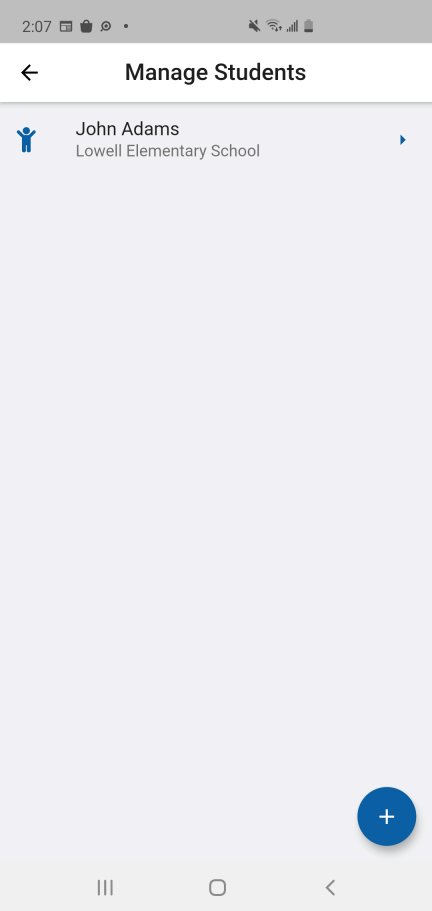
The security of your student information is important. Your school district supplied you -- as parent or guardian -- with a unique student ID for each individual student. Contact your school administration if you do not have that student ID number.

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





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.

First Name

D

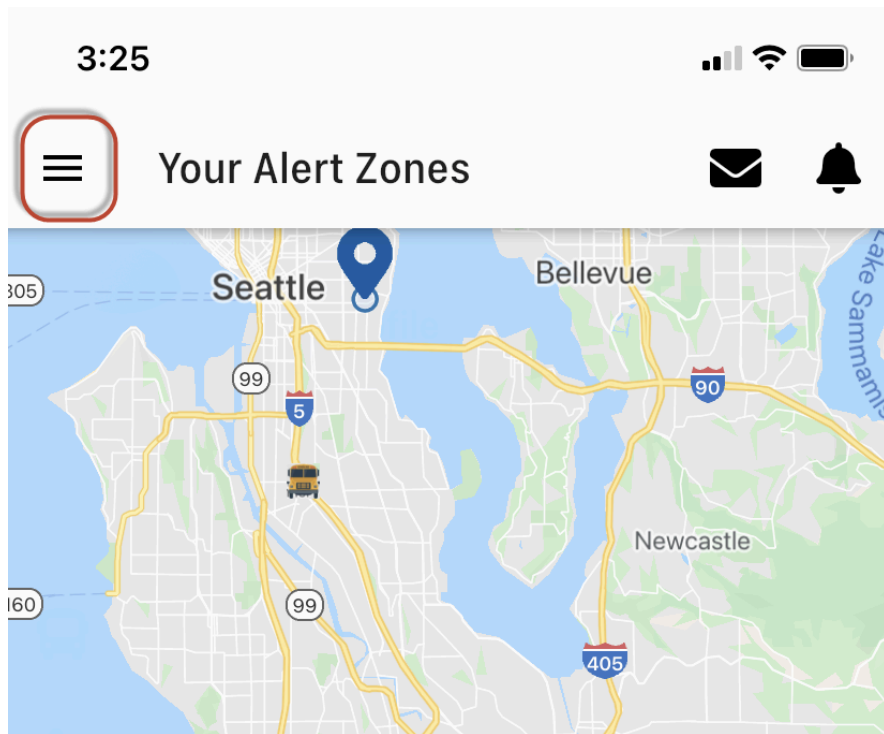
Last Initial

0/1



How to remove a student

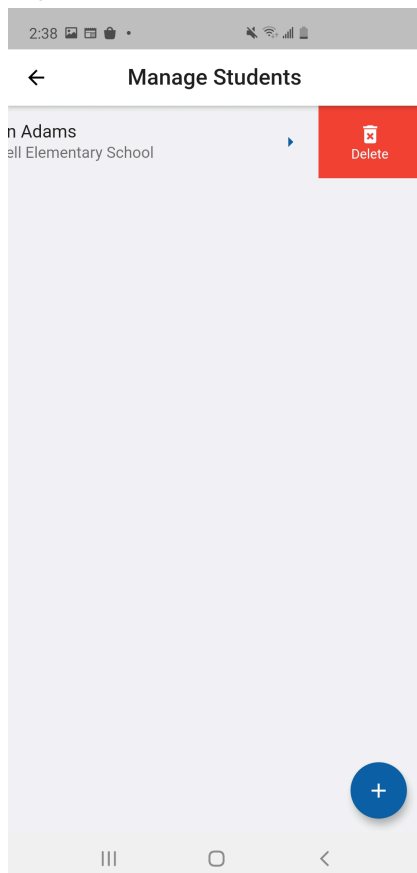
1. Tap the Main Menu.



2. Tap **Students**.

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

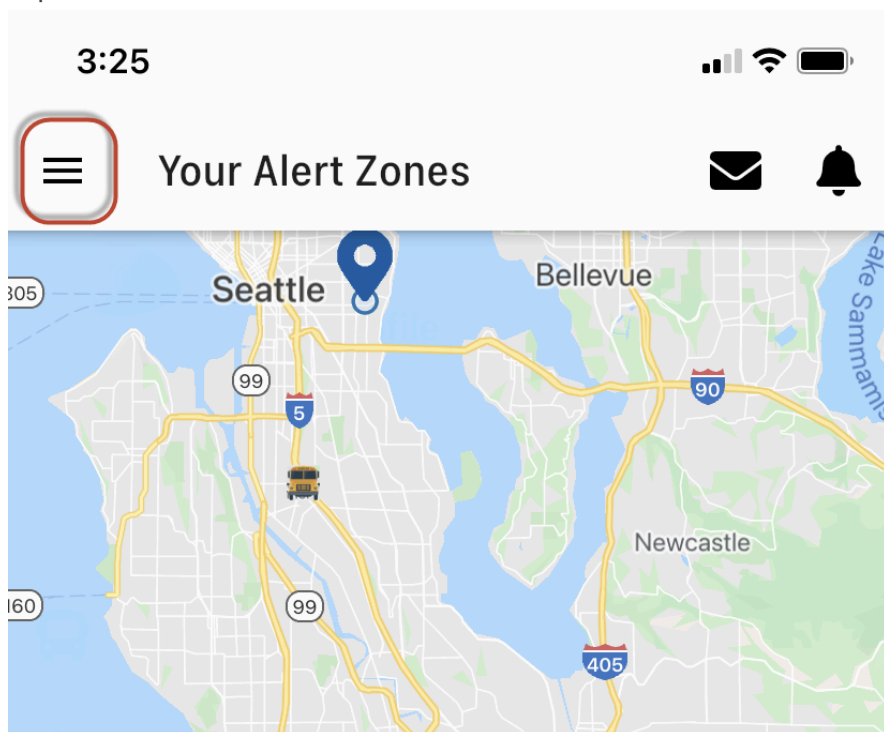
4. Tap **Delete**.



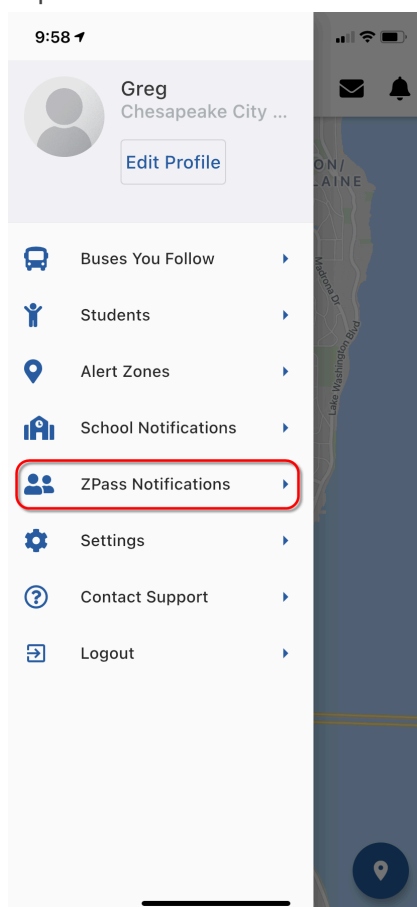
Z Pass Notifications

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

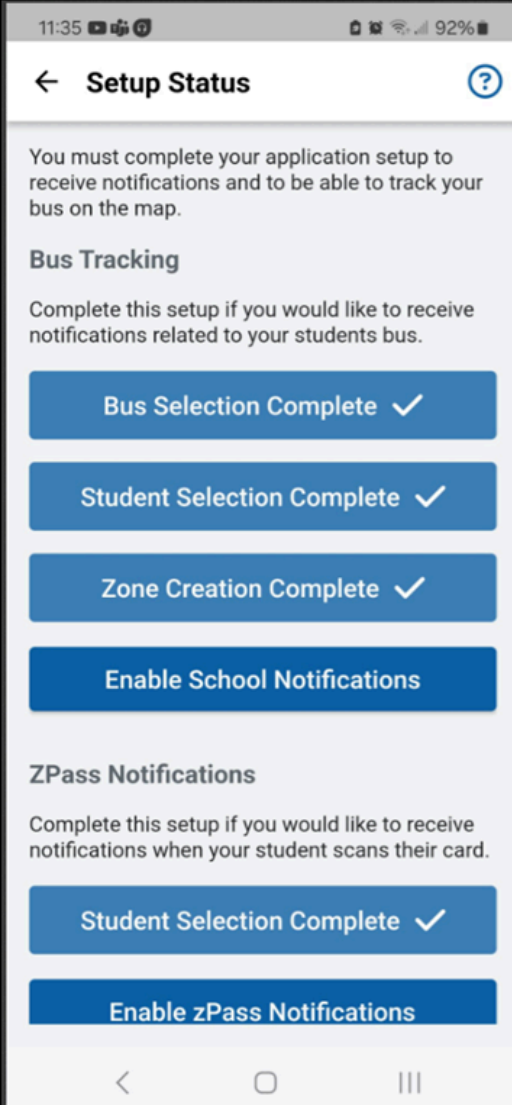
Mobile for SMS Notifications

(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.

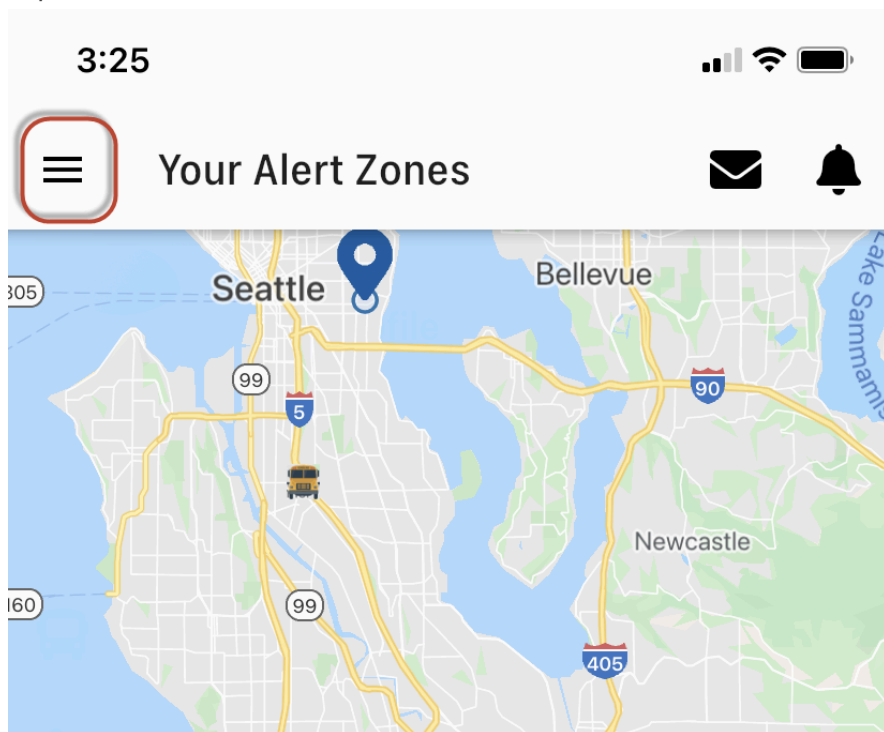


Settings

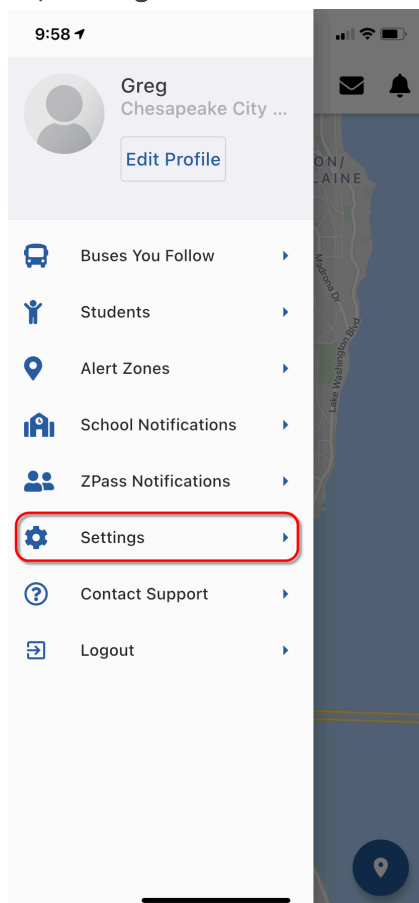
Alert Settings

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.



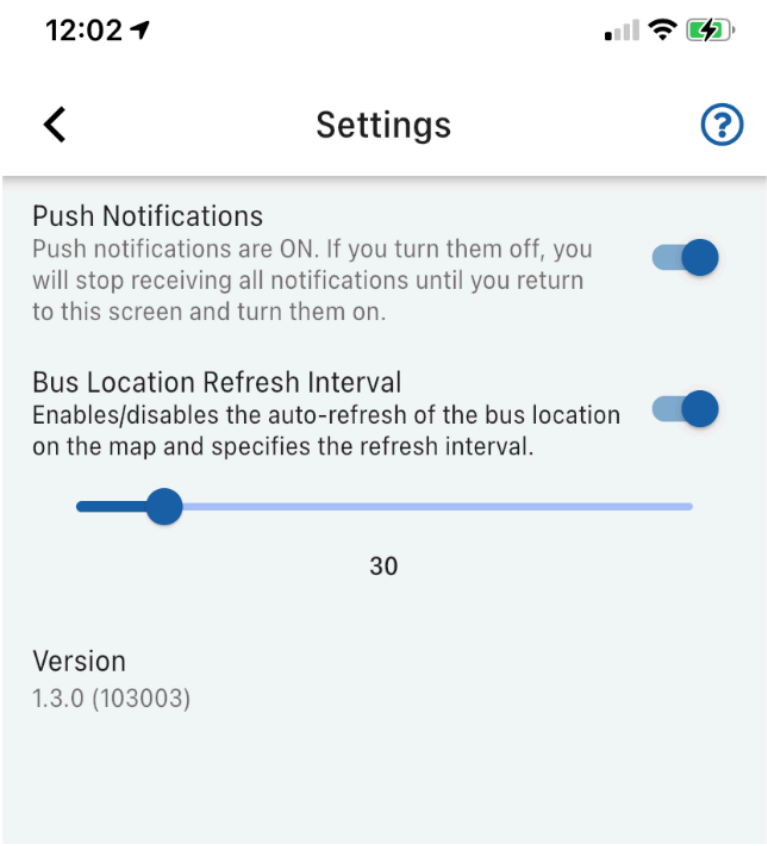
2. Tap **Settings**.



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.

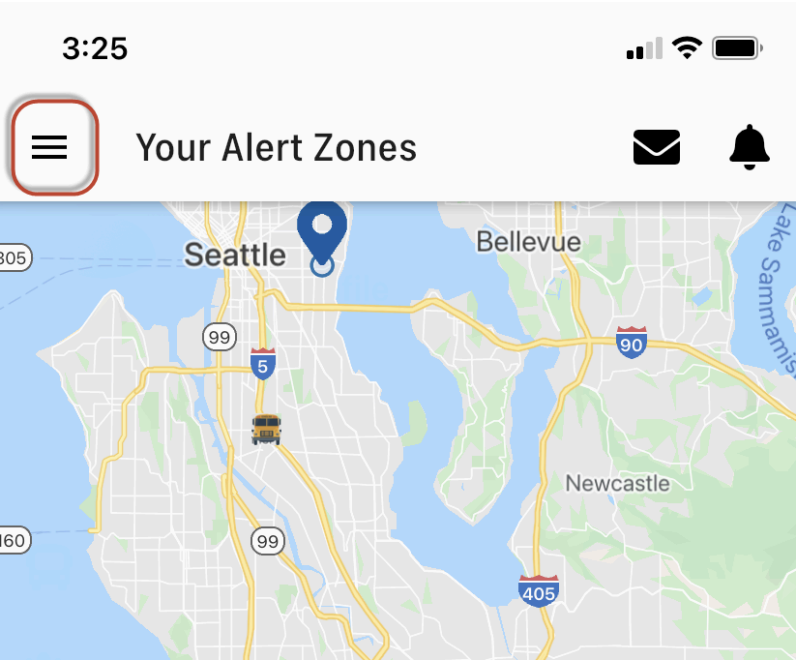


If the GPS unit inside the bus is unable to send data to the cell network, the application cannot provide live bus location data.

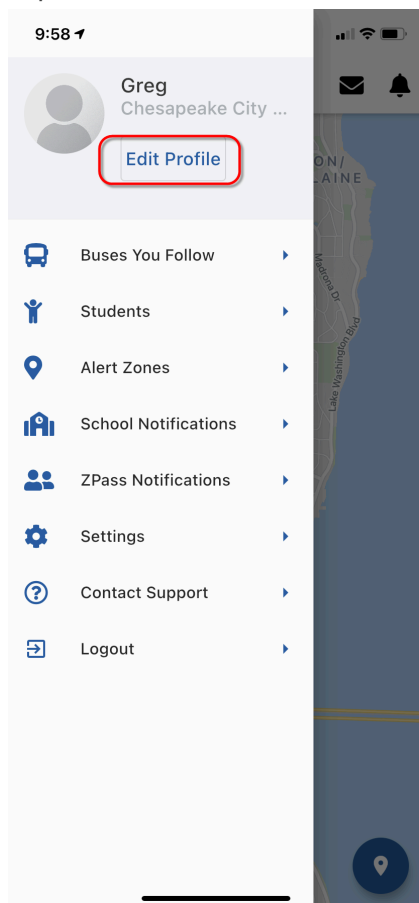
Profile Settings

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

1. Tap the main menu.



2. Tap Edit Profile.

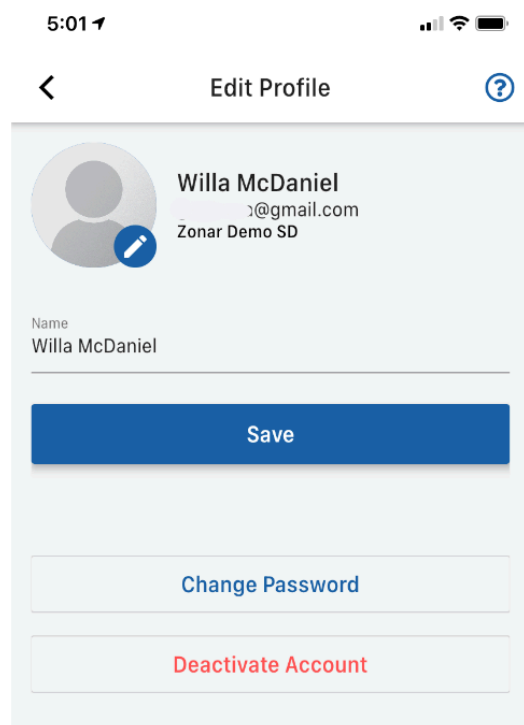


3. Change your name and tap **Save**.

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

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

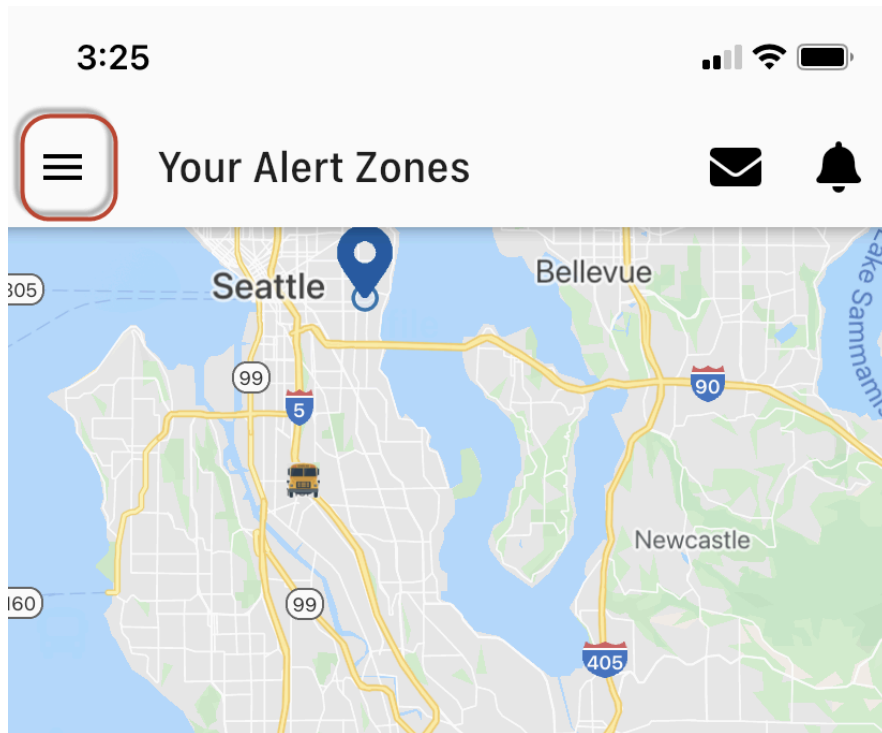
Deactivating your account means you will no longer be able to use the email address on file to re-register at a later time. All alert zones and selected student and bus information will no longer be associated with your profile. If you register again, you must use another email address.



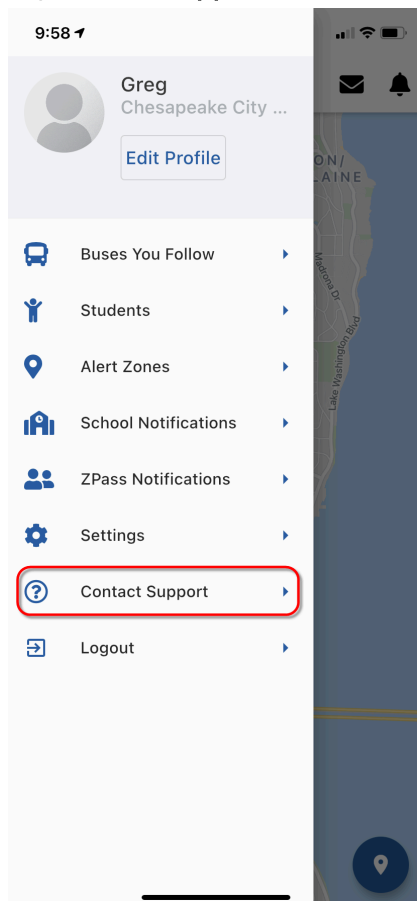
Support

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

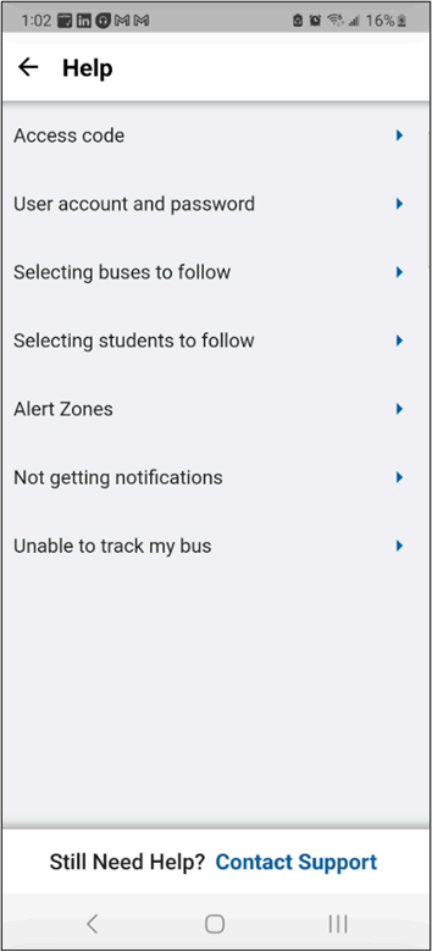
1. Tap the main menu.



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.