

Parent App User Guide

The **BusMinder Parent App** allows you to view the real-time location of your child's school bus, see their designated boarding location, and confirm whether your child has boarded the bus.

How do I install and use the app?

BusMinder Parent app can be downloaded from the [Apple App Store](#) or [Google Play Store](#)



Setting up the Parent app

- To set up BusMinder on your phone:
 - download the app,
 - click on **Login**,
 - enter the email address that you've provided to Staines
 - select '**Forgot your password?**' This will enable you to set your own password.
- **Enable notifications:** When you first log in, you will be asked whether you would like the BusMinder Parent App to send notifications. We strongly recommend allowing notifications so you can receive real-time updates on your child's bus location.
- **Boarding notifications:** BusMinder will notify you when your child boards and departs the bus for both morning and afternoon services.
- **Service alerts:** The app will send notifications if a bus is running late, has been replaced, or is not operating on a particular day.
- **Stay logged in:** To ensure you continue receiving notifications, service alerts, and real-time updates, please remain logged in to the BusMinder Parent App.

How does the system work/what will my child need to do?

All Staines Memorial College bus students will be issued with a dedicated **BusMinder Fob**. **Lost or damaged BusMinder Fobs** - If a Fob is lost or requires replacement due to damage, a **\$15.00 replacement fee** will apply.

It is important that students bring their BusMinder Fob every time they travel and use it in the **morning** - tap on when boarding the bus, and in the **afternoon** - tap on when boarding the bus at school and tap off when leaving the bus at their designated stop.

Each time a student taps their BusMinder Fob on the BusMinder reader, the system securely records their name, boarding or departure location, and the time of travel. This information is sent to the BusMinder Parent App, allowing parents and carers to receive notifications confirming when their child has boarded or departed the bus.

To notify the bus driver that your student will be **absent**, please submit the absence through the BusMinder Parent App instead of emailing the Bus Department or sending a text message to the driver. Absences should be submitted the day before travel wherever possible. If you need to notify us on the day of travel for an afternoon bus service, the absence must be submitted no later than 2:00 pm.

FAQ Troubleshooting

I can't log in: Please ensure that you use the email address that Staines Memorial College has on file, as this will be the only email address that can access the BusMinder app for your student.

I can't see my route: Please check that your location settings on your device are turned on.

I am not getting any notifications: Please check that you have allowed notifications on your device.

Parent App Sign in



To use the Parent app, you will need to download the BusMinder app to your phone via the Apple app store, or Google play store



Login

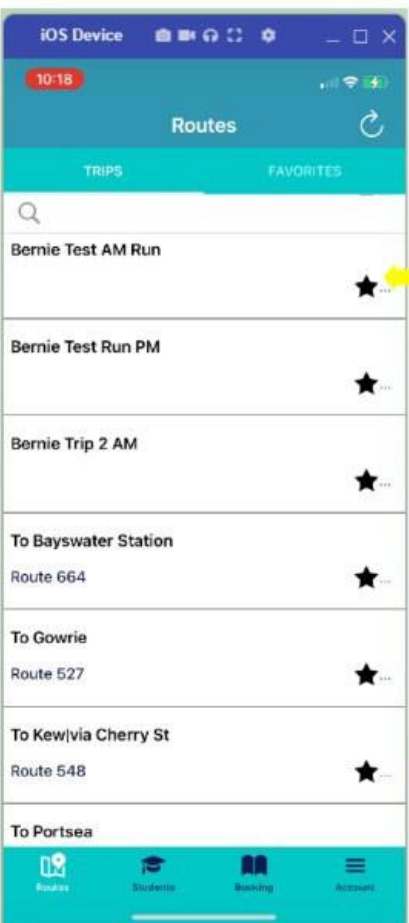


Select login



USERNAME: your email address on file at school
PASSWORD: [redacted]
Click on forgot password and it will send you an email where you can create your own unique password

Routes



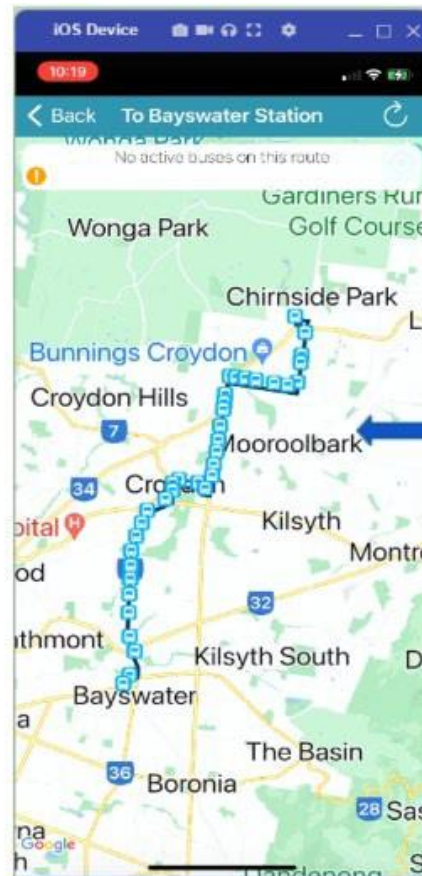
Click on route to view in real time

To favorite a route, click on star ★

Route Name	Route Number	Star Icon
Bernie Test AM Run		★
Bernie Test Run PM		★
Bernie Trip 2 AM		★
To Bayswater Station	Route 664	★
To Gowrie	Route 527	★
To Kew via Cherry St	Route 548	★
To Portsea		

Live Tracking

Bus can be viewed here in real time.
Once a driver has commenced the run, you will be able to see a moving bus



Blue Bus Icons

These are the current bus stops and times. Click on a blue bus to see stop information



Students

