

Frequently asked questions about *Here Comes the Bus*

What is *Here Comes the Bus*? Why might I need it?

Here Comes the Bus is an easy-to-use website and app* that enables you to see the location of your child's school bus on a smartphone, tablet, or personal computer. This way, you know when the bus is near your stop, so you can send your child out at just the right time. If your district has the Student Ridership service as well, you can use the *Here Comes the Bus* website and app to see when your child has scanned on and off the bus.

How does it work?

Here Comes the Bus uses global positioning system (GPS) technology to locate and track your child's school bus. It is powered by software from [Synovia Solutions](#), who are experts at tracking data, which they've been providing to fleet managers across North America for over 15 years.

Is the information private and secure?

Here Comes the Bus uses HTTPS, just like a bank or online store, which means that all communications between your web browser and the site is encrypted and secure. (That's what the *S* in "HTTPS" stands for – *secure*.)

How do I sign up?

You can sign up for *Here Comes the Bus* only if your school district is participating in the service. They will provide you with a school code to access the *Here Comes the Bus* website and app.

How much does it cost?

Here Comes the Bus is available at no cost to all families in any school district that has purchased the service.

What's the difference between the mobile app and the website?

The primary difference is how you access the data. The look and feel are different on a mobile device for better on-the-go use. You can use the mobile and tablet apps anywhere you can use a mobile device.

Do I need separate accounts for each of my children? Or separate accounts if we all want to be notified separately?

You and your children can access all the information about the buses and on-bus scans (if your district also has Student Ridership) you need using just one *Here Comes the Bus* account.

