



Frequently asked questions about Here Comes the Bus®

1. 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.

2. 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.

3. 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*.)

4. How do I sign up?

You can sign up for *Here Comes the Bus* by contacting your child's school. They will provide you with a school code to access the *Here Comes the Bus* website and app.

5. How much does it cost?

Here Comes the Bus is available at no cost to all families within the Dayton Public School district.

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

The primary difference is how you access the data. The look and feel is 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.

7. 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.



9. What is the school code?

The School code is an account number (76855)

10. Where do I get my child's student ID number?

So safety reasons, you will only be able to get your child(s) student ID from their school.

11. What is the gray circle around the stop?

That's the radius around the stop. A push notification and or email is sent whenever the bus enters or exits that radius. The radius is set-up by the parent.

12. The bus has entered my radius, and has picked up my student. Why did I not receive any notifications?

If your child's bus has been substituted for a different bus, you will not receive a notification. However, if you get a message from HCTB informing you of a substitution, then you will still be able to track the bus but will not get a notification.

13. Who do I call if I need help with my HCTB account or I forget my password?

Call Transportation at (937) 542-4010 if you need help with your account or need your password reset.

14. Who can have access to my HCTB account?

Only Individuals whose PARENTS give information to will have access to HCTB accounts.

DAYTON PUBLIC SCHOOLS TRANSPORTATION DEPARTMENT WILL NOT GIVE OUT ANY STUDENT INFORMATION PERTAINING TO HERE COMES THE BUS ACCOUNTS.