



HERE COMES THE BUS

What Is Here Comes the Bus?

Here Comes the Bus is an easy-to-use website and mobile device app that enables parents and caregivers to view the real-time location of their child's school bus on a computer, tablet, or smartphone. In addition, email alerts and push notifications help parents send their students to the bus stop at just the right time.

This application can be viewed on any smartphone (Apple iPhone, Samsung Galaxy, BlackBerry, and so on) by entering the student's ID and an account number provided by the school district.

Creating an Account:

To create a Here Comes the Bus (HCTB) account using the app, follow the steps on the following pages.

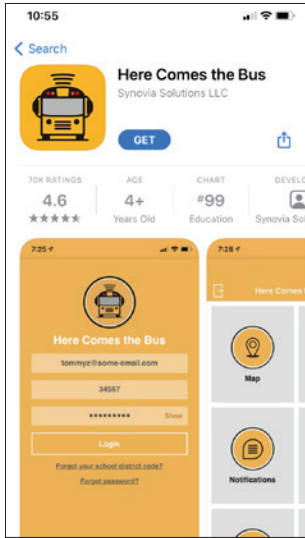
Use this five digit code for GRPS's school district code: 29651

Have your student's ID number handy, if you know it. If not, there will be instructions later in the steps on how to obtain it from your school.

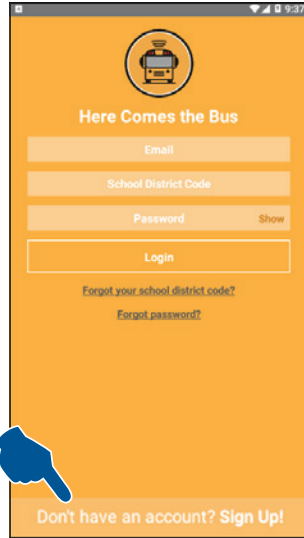
To begin, search for "Here Comes the Bus" in your device's App Store

Apple App Store: <https://apps.apple.com/us/app/here-comes-the-bus/id981902595>

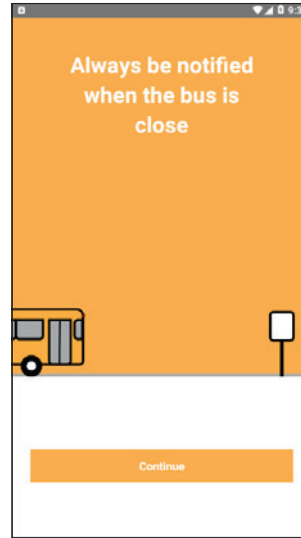
Google Play Store: https://play.google.com/store/apps/details?id=com.synovia.herecomesthebus&hl=en_US&gl=US



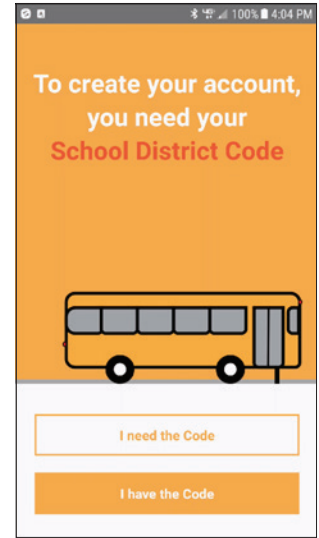
1 Download and install the *Here Comes the Bus* app from the Apple App Store or Google Play.



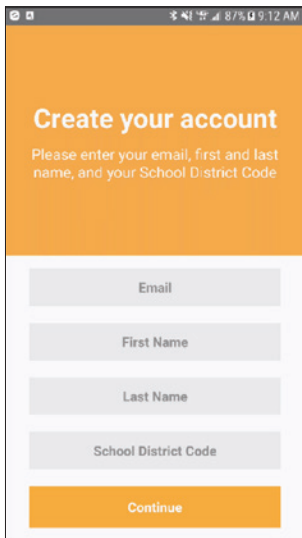
2 When you first open the app, you will be presented with this screen. Tap **“Sign Up”** at the bottom of the page.



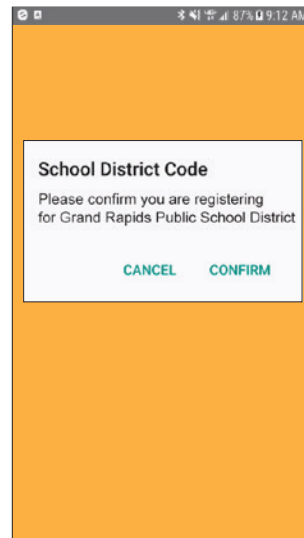
3 This screen will appear. Tap **“Continue”**.



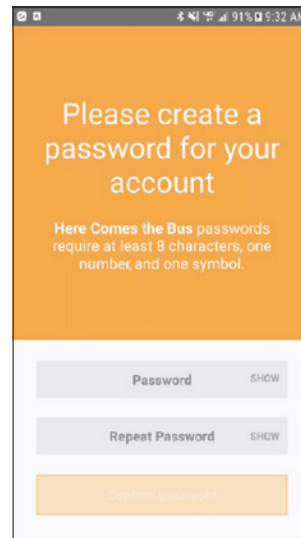
4 You'll be asked for your school district's code. Tap **“I Have the Code”**.



5 The Create Your Account screen will appear. Type your email address, first and last name, and **Enter 29651 for the School District Code**. Tap **“Continue”**.

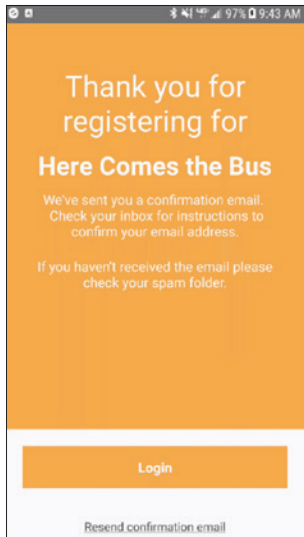


6 “Grand Rapids Public Schools” should appear in the dialog box. If it is correct, tap **“Confirm”**.

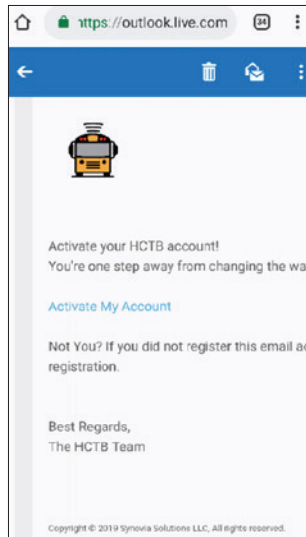


7 The Password screen will appear. **Type the password** you'd like to use for the *Here Comes the Bus* app in both the Password and Repeat Password fields.* Tap **“Confirm Password”**.

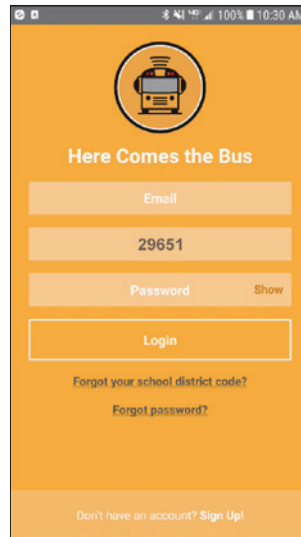
*Note: You can select “SHOW” if you'd like to verify the characters you entered. Your password needs to be 8 to 16 characters, and contain both uppercase and lowercase letters and at least one number and special character



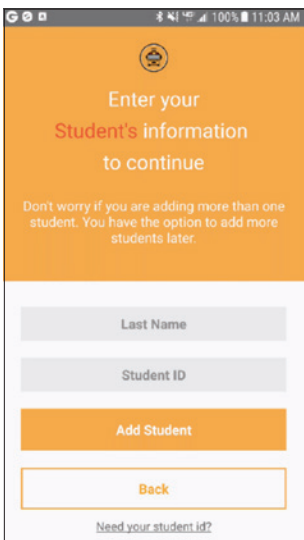
8 You'll be thanked for registering for *Here Comes the Bus*.



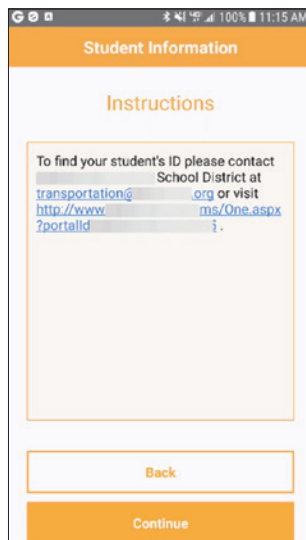
9 Open the email sent to you from noreply@synovia.com. Tap **"Activate My Account."** You'll be taken to the *Here Comes the Bus* website, but you can finish the account-creation process in the app.



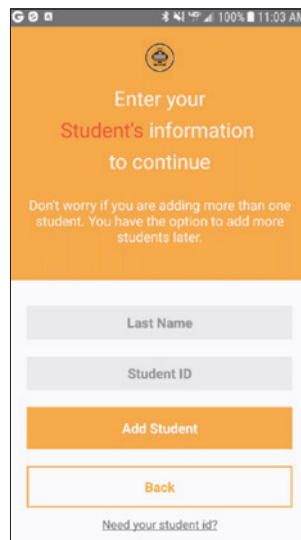
10 If you left the app open, you can **click "Login"**. If not, when you open the app, you'll be presented the login screen. **Type your email address, school district code (29651), and password.** Tap **"Login"**.



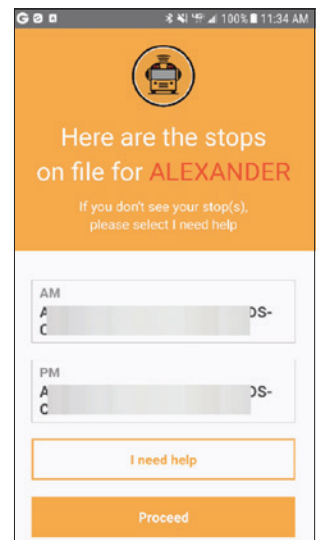
11 You will be prompted to add your student's information. If you don't have your student's ID number, tap **"Need Your Student ID?"** If you have it, skip down to step 14.



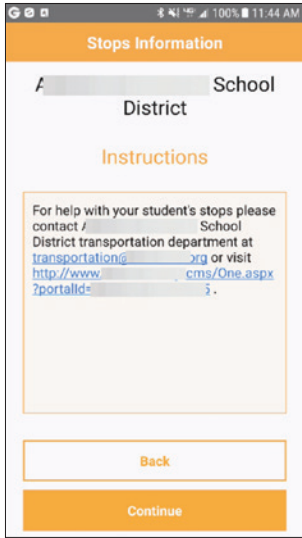
12 Instructions on how to obtain your student's ID number will appear. After following those instructions and obtaining the ID, tap **"Continue"**.



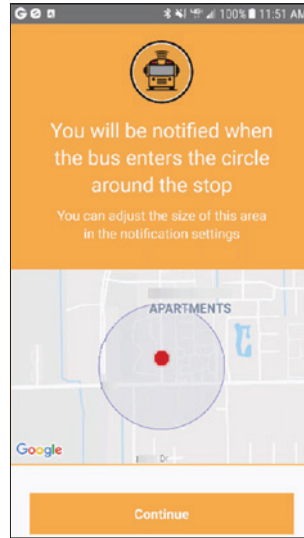
13 The Student Information screen, shown at step 11, will appear again. Type your student's last name and student ID. Tap **"Add Student"**.



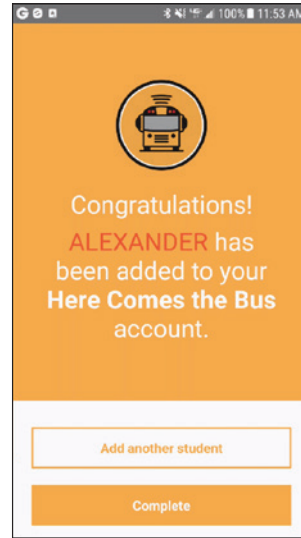
14 The stops the transportation department has entered for your student will appear. **If they are correct, tap "Proceed" and skip down to step 16.** **If they are incorrect, tap "I Need Help"**.



Instructions on how to inform the transportation department that they have the wrong bus stops on file will appear. They will have to rectify the situation. **After they do so, tap “Continue” on this screen.**



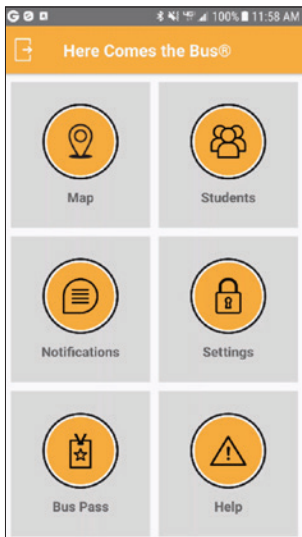
16 Your notification radius will appear on a map. This is a circular area around your student’s bus stop—when the bus enters the radius is when you will receive an alert by email or push notification, if you opt to receive that. **Tap “Continue”.**



17 You will see a success message—your student has been added to your account! **You can tap “Add Another Student” and repeat this process if needed. If you are finished adding students, tap “Complete”.**



18 You’ll be prompted to enter the name of your device, such as “Elizabeth’s S8.” **Enter Device Name and tap “Save”.**



19 The *Here Comes the Bus* home screen will appear.