



**“WHERE IS MY CHILD’S SCHOOL BUS”?**

## **WELCOME TO HERE COMES THE BUS!**

The FCPS Office of Transportation Services is pleased to introduce **Here Comes the Bus®**, a parent-focused school bus tracking app for the 2019-20 school year. The app is offered at no charge to parents.

**Know when your bus is approaching your stop!** Here Comes the Bus® app is a school bus tracking app that can simplify morning and afternoon routines for parents and students by giving them real-time bus location and text or email notification alerts, helping them get to the bus stop on time. Here Comes the Bus® utilizes our GPS data and an easy to use customizable map that works on one or multiple devices, such as a tablet or smartphone. 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 are encrypted and secure. The app tracks the bus route, not the student, and bus substitutions can affect the accuracy of the app. **A Student Information System parent account is needed to download the app.**

### **How to Get Started:**

**Using the app is EASY!** You will need the FCPS school district code **28982** and a Student Information System (SIS) Parent Account (contact our school registrar, Abeer ElGharib, [amelgharib@fcps.edu](mailto:amelgharib@fcps.edu)) if you do not have an SIS Parent Account). Once signed-in, you can customize or edit features, including how the app will communicate with you, and the size and location of the notification radius around your child's bus stop.

From a smartphone or tablet, download (for free) the **Here Comes the Bus® app** from the App Store or Google Play.

1. Enter your username (email address) associated with your SIS Parent Account.
2. Enter FCPS school district code **28982**.
3. Enter your password associated with your SIS Parent Account.
4. Click 'Login'.
5. Next you will be prompted to validate your account. Please click the Validation Button (the app will close) and logon to your email account.
6. Please open the validation email from Synovia and click the validate account link. (If you do not receive email, check junk/spam folder) A browser window will open. **Please close the browser window and return to the Here Comes the Bus® app.**

7. Repeat the previous login steps.
8. Enter the name of your device.
9. **Close and log back onto the Here Comes the Bus® app.**
10. Under 'Students', you should see a list of your student(s) name.
11. Confirm the information and you are ready to begin using Here Comes the Bus®.

For more information, please visit the FCPS website ([www.fcps.edu](http://www.fcps.edu)) or go directly to this link:

<https://www.fcps.edu/resources/safety-and-transportation/transportation-services/here-comes-bus-mobile-app>

### **Helpful Tips**

The app tracks the bus route, not the student.

Sometimes we make bus substitutions and this can affect the accuracy of the Here Comes the Bus® app. When a bus substitution is made, the Here Comes the Bus® app may not work.

Please note that no bus tracking service is 100 percent accurate; DO NOT assume the bus is not coming just because the app did not notify you! If in doubt about the arrival of a bus, please contact the Transportation office - 703-757-2100

The bus stop associated with your child for morning and afternoon bus service is the location you can draw the radius around; the app does not track after school athletics, or any other transportation we provide.

School Year 2019-20 bus stop information for your student(s) will be available on FCPS 24-7 Learning (Blackboard).

You must have your SIS Parent Account information in order to use the app. If you need your SIS Parent Account information, you must contact your child's school. Transportation staff will NOT be able to provide this information to you.

Depending on your cell provider and coverage strength, notifications may be delayed due to bad cell phone reception.

Additional questions concerning the application should be directed to 571-423-2400 or [Fasteam@FCPS.edu](mailto:Fasteam@FCPS.edu).