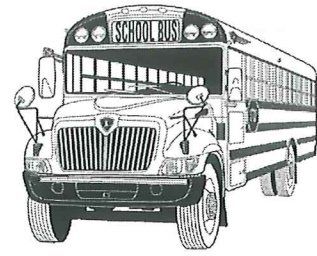


Chippewa Valley Schools Pupil Transportation Department

19120 Cass Ave.
Clinton Twp., MI 48038
(586) 723-2160 - FAX (586) 723-2161
E-mail: mwilliams@cvs.k12.mi.us



Hello,

Chippewa Valley School District is pleased to announce the introduction of a new software application called Versatrans My Stop®. This application allows parents to track their students' bus location and arrival times, as well as receive notifications on delays, breakdowns, and other pertinent information.

My Stop will be active to all district families on Monday, December 13, 2021. Please note, route times are roughly 2 minutes delayed from the projected arrival time. This is due to the time it takes the GPS unit to transmit the data. Please still arrive to the stop 5-10 minutes early to plan for a potential earlier arrival time.

Your username and password for My Stop is the same as your username and password for Versatrans e-Link®. For those who have not used e-Link, your username and password are (student's ID number and 8-digit birthdate). Also, there are two documents attached to this email: a form for downloading and using the My Stop app and a Frequently Asked Questions form. Each of these documents should be helpful for using the application and answering questions on its functionality and purpose.

Thank you in advance for your participation in our My Stop program. If you have any questions about the application, please reach out to Heidi Shagena 586-723-2165 or hshagena@cvs.k12.mi.us.

Thank you,

Mahlon Williams
Director of Pupil Transportation

Versatrans My Stop FAQ

Why don't the users get a black screen asking them to put in their Username and Password?

- It is important to make sure users download the correct app: Versatrans My Stop. There are many applications with similar names in the application store and downloading the incorrect application will create confusion.

Why does the screen say "Your username or password is incorrect. Please try again."?

- First, make sure users have selected the proper school district from the menu. Users can click on "Not your school" from the login screen to go back to a list of districts.
- Second, make sure they are using the district-assigned credentials.

Why does the screen say "No Active Route Found"?

- If their student's bus is not running at that time, the message will be "No Active Route Found". As soon as the bus is running, they will see route information.

How do users switch to look at another student's bus information?

- Users can simply click the drop-down arrow next to their student's name on the Map section. This will show all students assigned to them. If one or more of the students are missing, they are instructed to contact the school/transportation department to have this fixed.

How can users program My Stop so they can choose between students from a dropdown list?

- In order for a parent to see multiple students through their My Stop, they must have the same Family ID Number. This can be adjusted in students' Versatrans e-Link accounts.

Why are users not getting any notifications in the application?

- Notifications must be turned On. Users need to click on the Setup tab and ensure notifications are turned on.

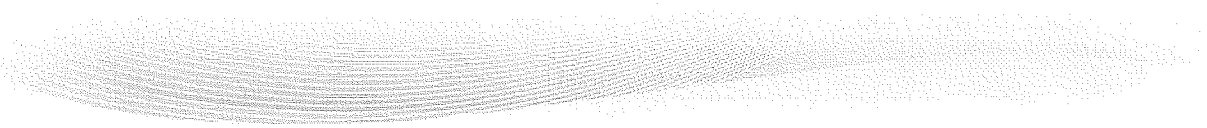
Why did the student's bus number change?

- Drivers and transportation staff can change the bus number before or during a route. For accurate information to be transmitted, the correct bus must be selected in the transportation software. It is at the discretion of the transportation department to decide how they communicate temporary and permanent bus changes.

Will the pickup and drop-off times still be accurate during early release or late start days?

- Yes, the transportation department has access all the routes pickup and drop-off times in the system by hour increments.
- Please note, route times are roughly 2 minutes delayed from the projected arrival time. This is due to the time it takes the GPS units to transmit the signals. Please still arrive at the stop 5-10 minutes early to plan for a potential earlier arrival time.

Why are users no longer receiving notifications?



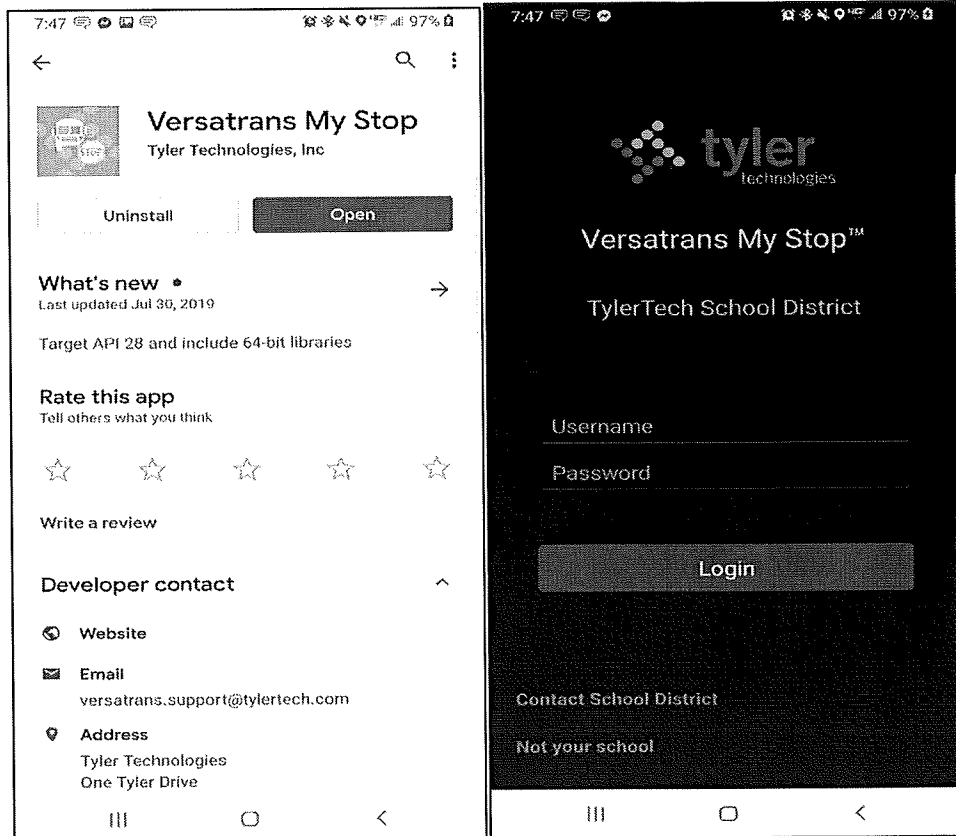
- Users must be logged in to My Stop to receive notifications. Users should close the app when not using it rather than logging out.

How to Use Versatrans My Stop

Versatrans My Stop allows parents to track their students' bus location and arrival times as well as receive notifications on delays or other pertinent information. It is an application that can be downloaded on the Apple or Android Store on your smartphone.

Step 1: Downloading the Versatrans My Stop App

- Type "Versatrans My Stop" into the search field in the App Store (for Apple users) or Play Store (for Android Users)
- Select Versatrans My Stop and download
- After downloading My Stop navigate to the application and tap on it to open it.



Install Screen

Default Screen After Opening App

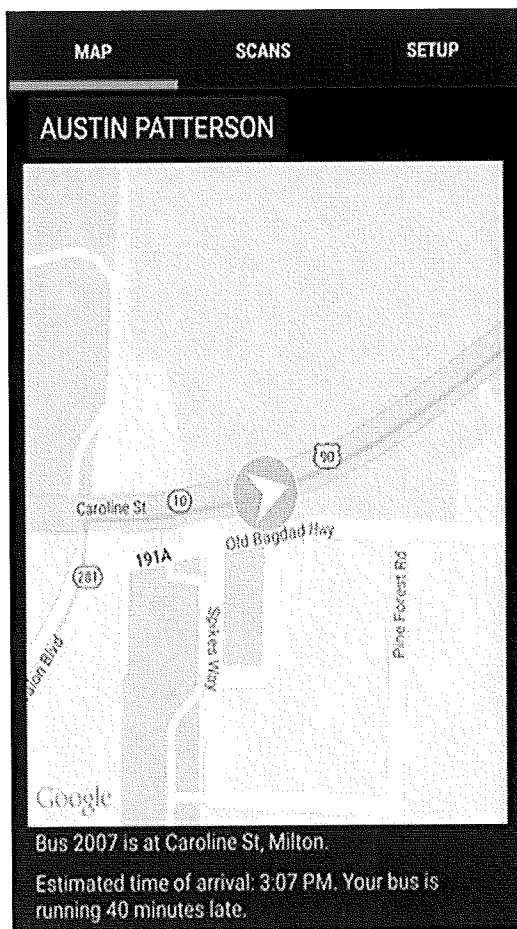
Step 2: Logging In

Your username and password are the same as your Versatrans e-Link username and password.

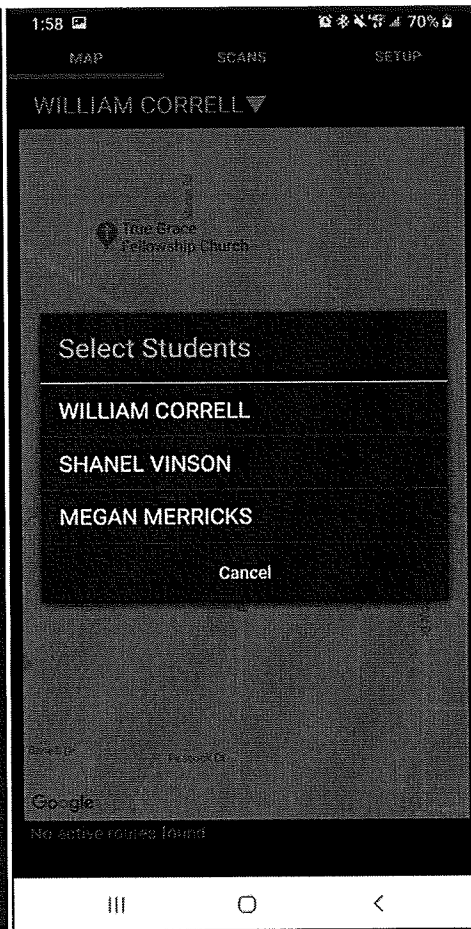
Username: (student id #) Password: (8-digit birthdate)

Step 3: Navigating the Map Page

- After logging in you will arrive at the Map section. Here you will see your student's bus location and the estimated time of arrival.
- If you have multiple students riding buses on this screen there is an arrow with a dropdown menu to switch between your students.
- Remember if the bus is not on route you will not be able to see its location.



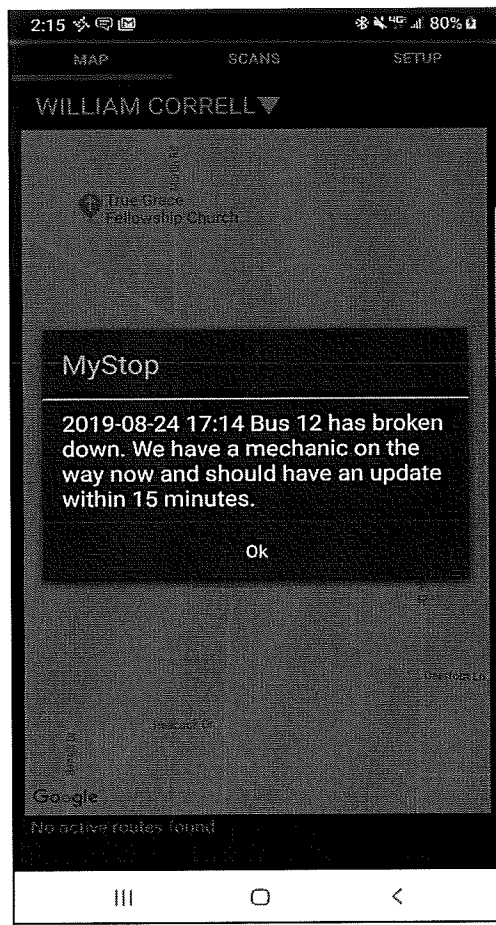
Bus Location and Arrival Time



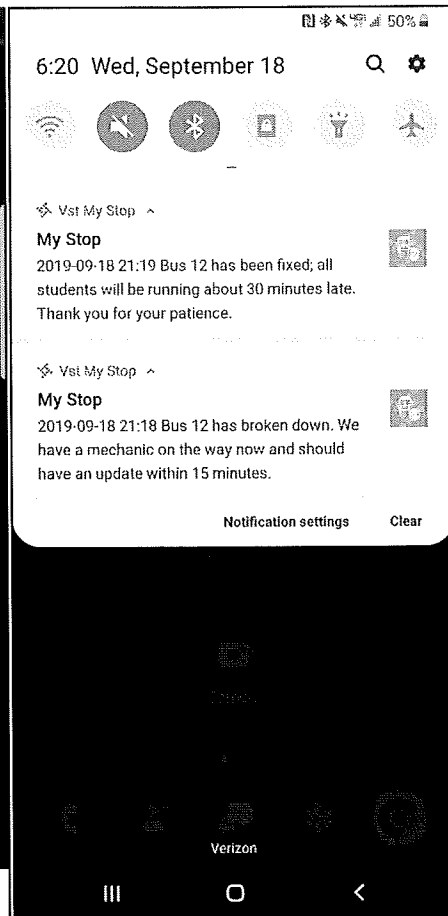
Dropdown Menu for Students

Step 4: Understanding Notifications

- The transportation department is now able to communicate bus delays and other information directly through Versatrans My Stop.
- Notifications can be sent to specific students or to all students in the district.
- These notifications will show pop up immediately if you are in the application; if you do not have the application open, yet you are logged in, you will see the notification show up similar to how other notifications show up on your smartphone.



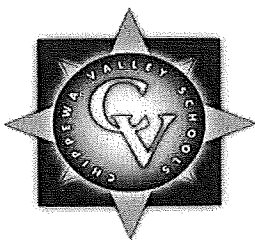
Notification While In-App

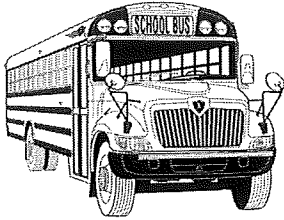


Notifications in Notification Center

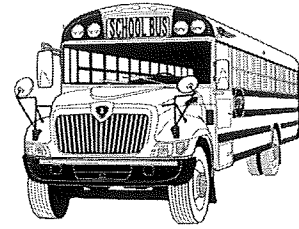
Support

For any questions about Versatrans My Stop, or any transportation related questions, please reach out to the transportation department at 586-723-2160.





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In addition to finding your child's Bus Stop Information on the ParentPortal, you can now access information on eLink, which is tied directly to our VersaTrans Routing and Planning software.

In order to access the information you will use your child's Student ID # as the User Name and the Password is your student's Birthdate (ie. 01011990). The Student ID # is on your child's schedule and their ID badge as well.

Log in using the following link - <https://versatransweb04.tylertech.com/Chippewa/elinkrp/login.aspx>

Tyler's Versatrans e-Link



User Name

Password

Login

Your child's Student ID is the User Name and Password is your child's birthdate (i.e. 01011990)

Home Students Options Help

Versatrans e-Link Online Information System

Please know that the Bus Stop times are estimates and students should expect to arrive at least 5 minutes prior.

[Work with Students](#)

Find students, view and edit student information, add and delete students.

[Set Options](#)

Set user specific options and preferences.

Choose 'Work with Students'

Home Students Options Help

Students - Home

Students and School/Transportation Search

To view students associated with your User ID...

Select [View My Students](#) retrieve students associated with your User ID.

My Students

Search returned 1 of 1 total records found...

Student Name	School	Grade
Student, Aplus	CVHS	12

Page: 1 of 1

Select your child's name

View Student: Aplus Student

Email Student Record | Go | [Return to Student List](#) | [View Previous](#)

Viewing Record 1 of 1

Student Information

First Name:	Aplus	Last Name:	Student
Student ID:	1234567890	Middle Name:	
Grade:	12	Last Name Suffix:	
School:	CVHS	Legal Name:	
Eligibility:	B	Birth Date:	1/1/2010
		Home Phone:	586 555-5555
		Gender:	M

[Hide Transportation Information](#)

Transportation Information

Transportation Information

Request Information: Type: **IN** Status: **Ride** From: **18 Mile Rd@Mueller**

Days: **All** To: **CVHS** 6:54 AM

From	Time	Route	Days	To	Time
18 Mile Rd@Mueller	6:44 AM	34	MTWHF	East Lot at Stadium sidewalk	6:54 AM

Request Information: Type: **OUT** Status: **Ride** From: **CVHS** 2:23 PM

From	Time	Route	Days	To	Time
East Lot at Stadium sidewalk	2:23 PM	34	MTWHF	18 Mile Rd@Mueller	2:32 PM

[Show Basic Information](#)