

# WheresTheBus™

Sign up for the WheresTheBus app to view precise updates of when your child's bus will arrive at the bus stop.

Download WheresTheBus for iOS (app store) or Android (Google Play Store).

You can also access this service on your computer at [www.wheresthebus.com](http://www.wheresthebus.com)

\* You will need to create an account on the webpage before using the app for phones.\*

## 1. Click "Set Up Free Trial Account"

WheresTheBus™ About Contact Sign In

**Parents**

- Know precisely when your bus will arrive at your bus stop.
- Eliminate morning and afternoon stress rushing to the bus stop wondering when the bus will arrive.
- Service is free for the first two weeks of school, when bus times vary most.
- Access arrival time instantly with Apple or Android apps or any Internet device (smartphone, tablet, PC, iPad, etc.).

Set up free trial account  
Update existing account  
(no credit card required for either option above)

**School Districts**

- User-friendly school bus tracking system that solves problems, without creating new ones.
- Cloud-based solution eliminates software and map installation and maintenance.
- Address problem routes quickly and efficiently with real world data, reporting, and statistical analysis.
- Measure, monitor, and manage what is important to your operation: safety, efficiency, and customer service.

See more information

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## 3. Click "Add Student" and enter your child's Last Name and Student ID.

\*Your child's Student ID is the same number they use to purchase lunch in the cafeteria.

Student Info

Please click below button to add the student.

Add Student

**Add student**

Student Last Name  
Please Enter Student Lastname

Student ID  
Please Enter Student ID

Save Cancel

## 5. Click "Rider" to view the map and see precise updates of when your child's bus will arrive at the bus stop.

WheresTheBus™ About Contact Signed in as [redacted] Rider Account Sign Out

Welcome to WheresTheBus!

- You are signed in as [redacted]
- Rider page: displays real-time bus information.
- Account page: view and manage your account settings.
- For help, email [support@wheresthebus.com](mailto:support@wheresthebus.com).

## 2. Enter the Red Clay school code: 320210

WheresTheBus™ About Contact Sign In

- If anyone in your household set up an account previously, please sign-in using their account.
- Please create only one account per household, even if your children take different buses.
- No payment information is required. This is a free trial without any obligation.

Please enter your school code: (provided by school district) 320210 Continue »

Enter Red Clay's school code: 320210

Trouble Signing Up? Email Support

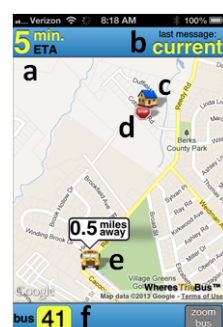
## 4. Fill in the requested information to create an account. By clicking on "Account", you will have the option to add additional children to your account.

WheresTheBus™ About Contact Signed in as [redacted] Rider Account Sign Out

Welcome to WheresTheBus!

- You are signed in as [redacted]
- Rider page: displays real-time bus information.
- Account page: view and manage your account settings.
- For help, email [support@wheresthebus.com](mailto:support@wheresthebus.com).

## 6. Once your account is created, you will be able to log into the WheresTheBus app on iOS and Android devices. Once you log in, the app will ask you, "Does your student ride an Austin ISD bus?". Please click no in order to proceed.



- a. Arrival Status:** Estimated time of arrival (ETA) is displayed when the bus arrival time can be predicted. When a prediction is not available, use the bus location and distance from your stop.
- b. Last Message:** "current" is displayed when bus data has been received in the last minute. If updates are not received, the bus is likely stopped at a school or layover or inactive (no messages in the last 15 minutes).
- c. Your House:** represented by home icon.
- d. Your Bus Stop:** represented by stop sign icon. Not shown: 10 indicates the location where your bus is about 10 minutes away. The bus' expected travel path to your stop will also be displayed.
- e. Bus Location & Distance:** represented by bus icon and distance.
- f. Bus #:** Click on the bus # to switch between buses (if multiple). If bus 36 is subbing for bus 41, it would be displayed as 36(41).