

SMART Locate & Live Map in the Parent App

IMPORTANT: SMART Alert notifications are sent each time your student LOADS and UNLOADS the bus (if you enabled these settings). These are not related to the Live Map. These alerts only confirm that your student has safely loaded or unloaded.

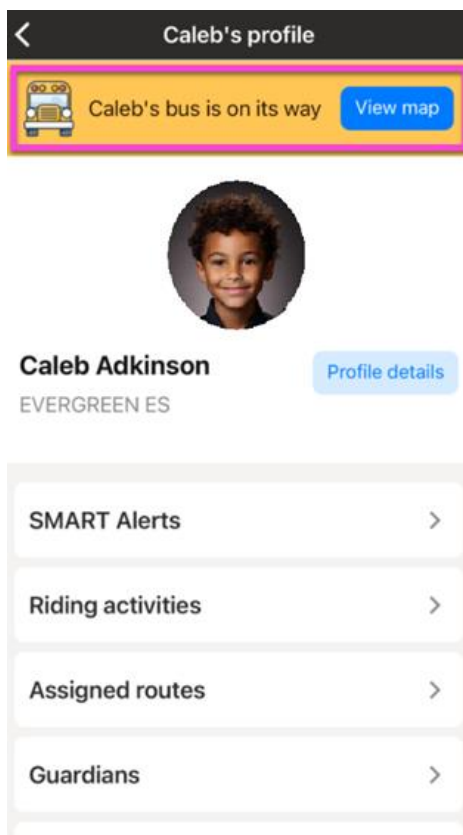
The Live Map only becomes available when an ARRIVAL notification is sent (To School/To Home settings) and the bus is within the timeframe you selected on your phone.

NOTE: Your school district determines the maximum timeframe you can receive an arrival alert (default 20 mins).

Here is how SMART Locate Live Map currently works in the Parent App.

To School

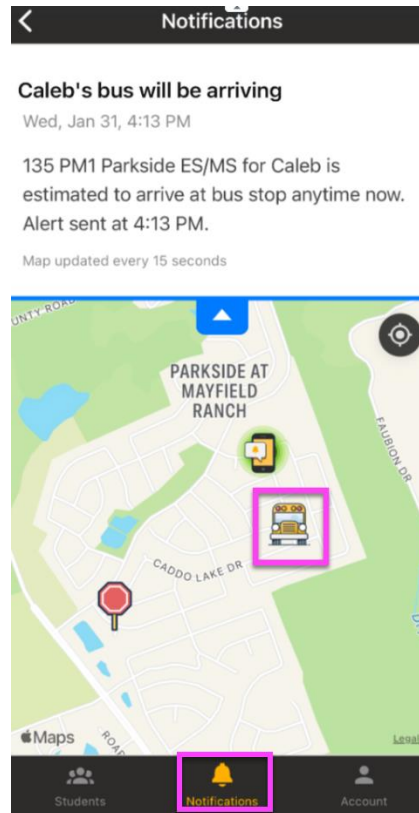
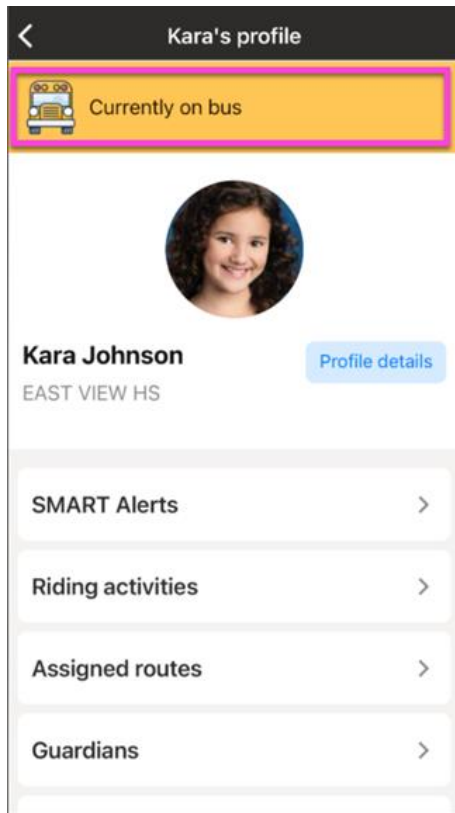
Once the **Arrival** alert is received, tap the notification and you will be able to view the live bus location up to your home stop. You can also tap "View map" on the yellow banner within your student's profile.



Once your student is loaded, you will receive a **Load** alert and you will no longer be able to see the live map. However, the banner will show "**Currently on bus**" until your student unloads at the school, which will trigger an **Unload** alert.

To Home

This is currently different from the To School behavior. Once your student is loaded at the school, you will receive a **Load** alert. You will not be able to see the live map yet. Once the **Arrival** alert is received, tap the notification and you will be able to view the live bus location up to your home stop. There is currently no "View map" available on the yellow banner. Once your student unloads, you will receive an **Unload** alert and you will no longer see the live map after.



Our team is working on an update where the "View map" will work the same for both the To School and To Home notifications.