

Using Versatrans My Stop Frequently Asked Questions

Why don't I get a black screen asking me to put in my Username and Password?

- It is important to download **Versatrans My Stop**; there are multiple similar applications in the application store and downloading the incorrect application will create confusion.

Why are my username and password saying they are incorrect?

- First, make sure you have selected the proper school district from the menu. Select **Not your school** to go back to a list of districts.
- Second, make sure you are using your **district assigned credentials**

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

- If your student's bus is not running then the message will be **No Active Route Found**. As soon as the bus is running you will see route information.

How do I switch to look at another one of my student's bus information?

- Simply click the drop-down arrow next to your student's name on the **Map** section. This will show all students assigned to you. If one or more of your students are missing contact the **school/transportation department** to have this fixed.

Why am I not getting any notifications in the application?

- Notifications must be turned On; click on the **Setup** tab and ensure notifications are turned on.

What if I need to change my address because I moved?

- This process is done through the **school/transportation department**. Please contact them in order to have this completed.

Who do I contact for any questions about My Stop?

- Reach out to your **school/transportation department** for questions about My Stop. Please ensure you have reviewed all the items listed above before reaching out.