

What Is Here Comes the Bus?

Modified on: Fri, Mar 3, 2017 at 10:07 AM

Here Comes the Bus is an easy-to-use website and mobile device app that enables parents and caregivers to view the real-time location of their child's school bus on a computer, tablet, or smartphone. In addition, email alerts and push notifications help parents send their students to the bus stop at just the right time.

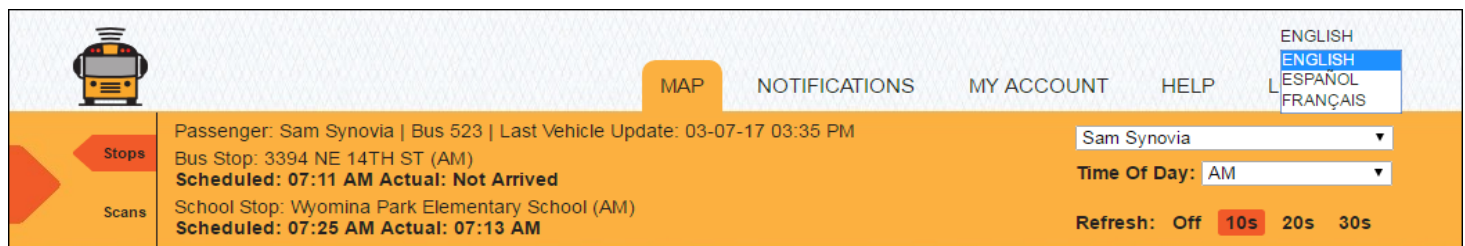
This application can be viewed on any smartphone (Apple iPhone, Samsung Galaxy, BlackBerry, and so on) by entering the student's ID and an account number provided by the school district.

Can I View the Website in a Language Other Than English?

Modified on: Tue, Mar 7, 2017 at 4:42 PM

Yes, the Here Comes the Bus website is also available in Spanish and French. If your PC is already set to display one of these languages, the website will automatically use the same language.

Otherwise, you can change the language by clicking the current language (such as English) at the top right of the web page.



The screenshot shows the top navigation bar of the Here Comes the Bus website. On the left is a bus icon. In the center are links for MAP, NOTIFICATIONS, MY ACCOUNT, and HELP. On the right is a language selection dropdown menu currently set to ENGLISH, with options for ENGLISH, ESPAÑOL, and FRANÇAIS. Below the navigation bar is an orange information bar. On the left, there are 'Stops' and 'Scans' sections. The main area displays passenger information: 'Passenger: Sam Synovia | Bus 523 | Last Vehicle Update: 03-07-17 03:35 PM'. It lists two stops: 'Bus Stop: 3394 NE 14TH ST (AM)' with a scheduled time of 07:11 AM and actual status of 'Not Arrived', and 'School Stop: Wyomina Park Elementary School (AM)' with a scheduled time of 07:25 AM and actual time of 07:13 AM. On the right side of the orange bar, there is a dropdown menu for the passenger name (currently 'Sam Synovia'), a 'Time Of Day' dropdown (currently 'AM'), and a 'Refresh' section with buttons for 'Off', '10s', '20s', and '30s'.

A drop-down list will appear. Click the language you would prefer to use.

Where Do I Get My Here Comes the Bus School Code?

Modified on: Thu, Sep 7, 2017 at 4:38 PM

PROVIDENCE CRISTO REY HIGH SCHOOL BUS SCHOOL CODE IS 29791

First, you can use the *Here Comes the Bus* website or app only if your school district is participating in the service. If it is, your district's transportation department should have contacted all the students' parents and guardians with *Here Comes the Bus* information, including the school code. Check your emails from your school district, school, or transportation department for the code.

If you can't find the code in your emails from them, try your school district's web page, specifically in their Transportation Department section, and see if it has been posted there.

If you don't see your *Here Comes the Bus* school code on the district's website, email or call your transportation department and request the code. (The contact information for your bus department should be on your school district's website.)

Where Do I Get My Student's ID Number?

Modified on: Fri, Sep 8, 2017 at 8:41 AM

Often, school districts use the student ID number on your student's ID card for *Here Comes the Bus*. Try that number when you are signing up, if the school district hasn't already provided you with a different ID number through email (when they emailed you initially about participating in the service). (See **Where Do I Get My Here Comes the Bus School Code?** (<http://help.herecomesthebus.com/en/support/solutions/articles/22000213145-where-do-i-get-my-here-comes-the-bus-school-code->) for more information.)

If your student doesn't have an ID card or if your school district is using different ID numbers, check to see if you have received such an email from your school district, school, or transportation department — one that contains *Here Comes the Bus* information, including your student's ID number and your district's school code.

If you can't find the student ID in your emails from them, email or call your transportation department and request the ID to use for your student. (The contact information for your bus department should be on your school district's website.) They will probably send the information to the email address they have on file for your student rather than give you the number over the phone.

¿Que es Here Comes the Bus?

Modificado en: Jue, Mar 16, 2017 at 2:44 P. M.

Here Comes the Bus es un sitio web fácil de usar y una aplicación de dispositivo móvil que permite a los padres y cuidadores ver la ubicación en tiempo real del autobús escolar de su hijo en un ordenador, tableta o teléfono inteligente. Además, las alertas por correo electrónico y las notificaciones push ayudan a los padres a enviar a sus estudiantes a la parada de autobús en el momento adecuado.

What Help Is Available in the Here Comes the Bus Knowledge Base?

Modified on: Mon, Jun 15, 2020 at 4:29 PM

The Here Comes the Bus (HCTB) Knowledge Base (that this page is part of) has a number of articles to help guide you with your HCTB experience, organized in the following categories:

- **General Information** (<http://help.herecomesthebus.com/en/support/solutions/22000103672>): Includes FAQs (frequently asked questions) about the app and website, such as **What Does This Error Mean?** (<http://help.herecomesthebus.com/en/support/solutions/articles/22000213409-what-does-this-error-mean->), and links to HCTB videos.
- **App** (<http://help.herecomesthebus.com/en/support/solutions/22000103698>): Includes articles about how to use the HCTB app, such as how to create an account, track your student, add a student, turn on and off specific notifications, change your settings, and use Bus Pass.
- **Website** (<http://help.herecomesthebus.com/en/support/solutions/22000103697>): Contains articles about how to use the HCTB website, such as how to create an account, track your student, add a student, turn on and off specific notifications, and change your contact information.
- **Customer Support** (<http://help.herecomesthebus.com/en/support/solutions/22000104829>): Offers a form that you can fill out to contact Customer Support.