“HERE COMES THE BUS” APP
FAQ’S

QUESTION: What is my school code?

ANSWER: 74540 is the school code for all Moore County students.

QUESTION: Where can I find my child’s Student ID number?

ANSWER: Your student’s ID number is their PowerSchool number. If you do not know this number you will need to visit your child’s school and provide identification to receive this number.

QUESTION: I’ve created my account and added my child but I’m still not able to see my child’s stop information. My screen shows “no stops found for student”. What now?

ANSWER: Your child is not assigned or is partially assigned to a bus route in our TIMS program. Please call the Transportation Dept. at (910) 947-5481 for assistance. Once your child is assigned, our TIMS program will “communicate” with Synovia overnight and your app should start working the next morning.
**QUESTION:** How do I set my radius to receive notifications?

**ANSWER:** Click on the “Notifications” tab, click on “Edit Radius”. Using your mouse, move the gray circle to the area you want to set as your radius. When the bus enters into the radius you set, you will receive a notification that BUS ___ has entered into your set radius (see example below). If you live in a subdivision with multiple streets, it would be best to zoom in on the map and make your gray circle smaller (slide the bar closer to 500 ft). This will allow you to create a more accurate radius.

For **morning** routes, parents have set the radius at a location where they are given ample time to exit the house and be at the designated bus stop on time. (ex: entrance to your subdivision or a couple of bus stops before your child’s).

For **afternoon** routes, some parents use the same location as their morning so they can meet the student at the bus stop. Parents of older children set their radius directly on the bus stop so they know when their child(ren) get off the bus.

* Don’t forget to click “Save” after setting your radius for both morning and afternoon routes. If you have multiple children on one account, you will need to set the radius for each one. If you need assistance, please call the Transportation Dept at (910)947-5481.