VersaTrans MyStop Parent App - *Frequently Asked Questions*

1. **Why are my username and password incorrect when I log in?**
    o   Select LAMAR CISD on the menu
    o   Select "Not Your School" to go back to the list of districts
    o   Use your district assigned credentials:
        *   Username: Student ID **(Numbers ONLY)**
        *   Password: Date of Birth **(MM/DD/YEAR)**

2. **Why does the screen say, "No Active Route Found"?**
    o   If your student's bus is not active, then the message will read "No Active Route Found." As soon as the bus route is active, you will see the route information.

3. **How do I view my student's bus routes if I have multiple students?**
    o   Click the drop-down arrow next to your student's name on the MAP section. This will show all students assigned to you.

4. **What if one or more of your students are missing when searching your student's bus information?**
    o   Verify your phone number is updated in Skyward Family Access
    o   Verify you are the primary contact in Skyward Family Access
    o   If you need further assistance, contact your student's campus

5. **Why am I not getting any notifications?**
    o   Click on the SETUP tab and ensure that notifications are turned on

    Notifications

    Delayed Bus

    Student Scan

6. **Will I need to change my student's address because we moved?**
    o   Yes, this process is done through the student's campus by providing proof of residency. Please contact your student's campus registrar to make the change.
    o   It can take up to 48 hours for information to update in the routing system.

7. **Who do I contact for questions about the MyStop App?**
    o   Reach out to your transportation department for any additional questions:
        *   RosenbergDispatch@LCISD.org
        *   FulshearDispatch@LCISD.org

Transportation Department

5017 Ave I | Rosenberg, TX 77471

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