



Dear Parents/Guardians,

The SMART tag™ Parent App is now available!

### Things you need to know:

- The new mobile Parent App is replacing the Parent Portal (web access). Your district determines the cut-off date for the switch and will notify you directly. After that date, you can no longer access the Parent Portal.
- SMART Alerts and other district communication that you received as text will now be sent as push notifications.
- Based on feedback from school districts nationwide and for the safety of students/drivers, the live map location of the bus will only be available from the time you receive the SMART Alert arrival notification (default 15 mins) up to the time the bus leaves your home stop.  
The Parent App includes new features that let you choose a time setting for bus arrival notifications (20 mins max). You can also sign up to be notified each time your student loads/unloads the bus.

## Get the Parent App now!



Available for Android and iOS. Scan the QR code or use the link to download the app.

<https://www.qbit.codes/q/smart-tag-parent-app>

## Create an account

### If you have an existing Parent Portal account

1. Download the app on your mobile device.
2. Tap **Create an account**. Enter the same email address associated with your Parent Portal account.
3. Enter the 6-digit code emailed to you.
4. Create a password.

That's it! You should now be able to view your linked students. Confirm accuracy of information and subscribe to SMART Alerts!

### If you do not have an existing Parent Portal account

1. Download the app on your mobile device.
2. Tap **Create an account**. Enter the email address associated with your school district. Otherwise, use your current email address.
3. Enter the 6-digit code emailed to you.
4. Create a password.
5. Link your account to your student.



\*If you are the primary parent and your email address and phone number are not in our system, please contact your district to update your information. The district's contact info is in the Parent App's Help Center.

**IMPORTANT:** The "primary parent" is the parent associated with the student in the school district's system. The primary parent must complete their app registration and link to the student first before any co-parent can proceed.

## Link your account to your student

1. Sign in with your email and password.
2. On the welcome screen, tap **Find students**.
3. Select your school district.

**If your email exists in the district's records**, it will be recognized and will display all students associated with that email address. Confirm or remove students.

**If your email is not recognized**, it is not associated with any students in the district.

You may try:

- **Using your phone number.**  
If your phone number is associated with a student, a verification code will be texted to you.
- **Linking to the student manually.**  
Manual linking is only for co-parent accounts and can only be done if the primary parent has successfully linked to the student.

Enter the student ID, date of birth, and school then submit the request to the primary parent for approval. The student will appear as pending in your Students list until approved. If there is no action from the primary parent, please contact your Transportation Office.

For multiple students, manually link to one student first. You can add the rest in the Account section.

4. Once students are linked, you can choose your SMART Alert settings (per student).

## Benefits

- View your student's profile and assigned routes.
- Monitor your student's riding activity.
- Sign up to get notified when your student gets on/off the bus at your home stop and school.
- Sign up to get notified when the bus is arriving at your home stop.
- View live bus location from when you receive the arrival notification up to your home stop.
- Manage guardians authorized to receive your student at their PM drop-off stop (for primary parents only and if enabled by your district)