



My Stop Application

Setup and Login

1. Download the **Versatrans My Stop**

mobile app on your mobile device from the:

Apple App store for iPhone

Google Play store for Android



*Monarch Bus Service
Minneapolis & Suburban Bus Service*

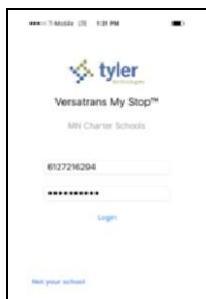
2. Allow My Stop to access your location by selecting "allow" when the notification appears.
3. Select the "Tap to select a school district" and choose "MN Charter Schools (MN)" as your school district. Once "MN Charter Schools (MN)" is highlighted, select "OK".
4. Your Login username and password will be the primary telephone number that you provided the school. Enter your telephone number with no parentheses or dashes (i.e. 9995551234). Select "Login".
5. Once you log in, your child's bus information will be available to view. You can choose from any of your children associated with the same phone number from the drop down arrow. The application will automatically select the bus that services that child's school and route.

*Note for families with multiple students that ride different busses:
It is critical that all of the schools have the same primary phone number listed to properly associate them with the bus information.*

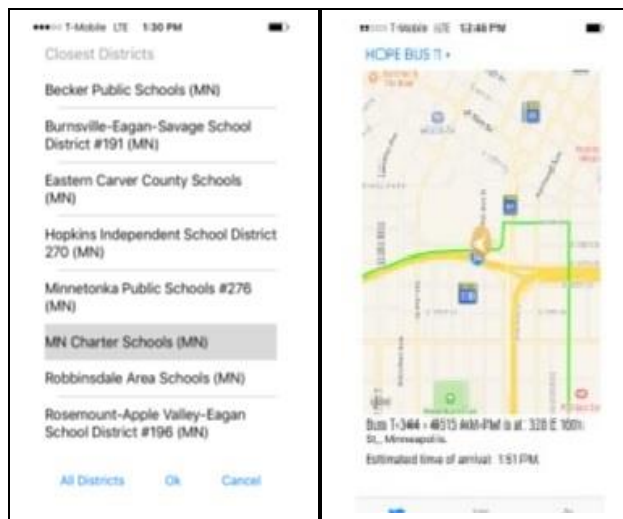
6. Your set up is complete! You can now view your child's bus location and estimated arrival time from your mobile device. **Please refer to the My Stop scheduled bus stop time as it is the most accurate schedule and takes into account any recent changes to your child's bus route.**

My Stop continues to periodically update. Please allow time for the application to automatically refresh. Estimated time of arrival is an approximation. It is not exact and could vary depending on future delays or traffic. Please allow +/- 3-4 minutes for your bus to arrive and continue to be at your bus stop 5 minutes before your bus's expected arrival time.

The My Stop app will remember your information and you will not need to login again. When you are done, simply close the app. The next time you open the app it will automatically refresh with current information.



The telephone number on file with your school as the primary number needs to be current for the My Stop System to work properly. **You should contact the school if your primary number has changed or needs to be updated.**



If you have any questions regarding the MyStop Application please contact your school's transportation manager and they will assist you.

Contact **Chirstina Hernandez** at **612-877-7400**
With questions or if you have trouble logging in!

Few key things to remember:

- The log in and password are the identical.
The primary phone number listed with the School without the dashes
- A map will display on the phone with an arrow on top of a Green line showing the position of the bus **when it last updated**
- The most accurate information about when to expect bus is contain in the text message on the bottom of the screen
- If your child's bus is not displayed with a green line and arrow.

This does not mean that your child's bus is not en route.

There are a number of reasons why it may not be working.

Please continue to look for your bus at the stop 5 minutes prior to anticipated pick up or drop off times

Please understand that the system may be delayed in updating
(This App does not work like GPS on cell phones)

The on-bus system collects information and uses the cell towers to transmit (High call volume usage may add to delays)

Once the data is collected it is combined with the tracking program
Then the server sends updates to the My Stop App where it can be viewed