



SAFESTOP

SafeStop is a school bus tracking app that allows you to track your students' buses using a map that lets you see exactly where your bus is along its route. It also provides expected arrival times for each stop, making it easier for you to quickly check when the bus will arrive and monitor your child's route to and from school.

NEW TO SAFESTOP?

Just follow these easy instructions to get the app:

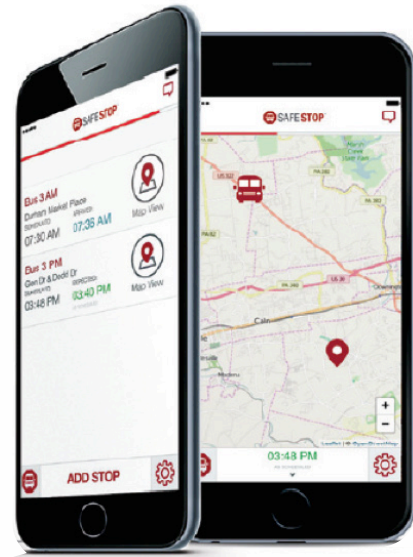
- Search for "SafeStop" in the App Store or Google Play to download the free app. You can also access SafeStop on the web at SafeStopApp.com.
- Select "Create Account," enter your information, and search for HISD using your zip code.
- Locate and select Houston ISD from the list provided.
- Enter in a valid Student ID to complete your secure registration. If you have multiple children on different routes, enter in each of those Student IDs.
- Don't know your Student ID? Please reach out to your school administration.

SETTING UP YOUR ACCOUNT

- Once you log in, your assigned bus stops will be displayed in your account.
- Should information be incomplete or incorrect, please go to settings and use the *Report An App Issue* feature to inform HISD Transportation Services.

USING YOUR ACCOUNT

- Each bus stop features a Bus Locator button and a Scheduled Arrival Time. In most cases, an Estimated Time of Arrival will appear once we confirm the route is underway.
- The Alerts & Messaging Center is in the top right corner of the app and contains messages and updates from HISD Transportation Services.



RETURNING USER?

Simply log in to your SafeStop account and click "Reactivate Your Account." Enter your zip code, select Houston ISD, and re-enter your Student ID to successfully renew your account for the year.

NEED ADDITIONAL HELP?

- Reach out directly to Transportation Services via *Let's Talk!*
- Download our user guide at SafeStopApp.com
- Contact SafeStop's support team at support@safestopapp.com or (800) 843-8936
- Report An App Issue: Tap the Settings icon and select Report An App Issue
- Refer to the *SafeStop* FAQs at HoustonISD.org/Transportation