

**Austin ISD Bus-Riding Families:**

AISD is offering the new WheresTheBus™ app to provide you with timely information about the location of your child’s bus, including when it will arrive at your stop.

The WheresTheBus™ app is free to AISD families whose children ride the bus. The app is available on any device with Internet access (smartphone, tablet, personal computer, iPod)—and takes less than five minutes to install. Brief instructions are below, and detailed instructions follow.

At AISD, our award-winning transportation team is committed to providing you with the best service. If you have any questions about bus transportation, please call 512-414-0238.

Sincerely,

**Kris Hafezizadeh**  
Director of Transportation

**Brief instructions below. Detailed instructions follow.**

To sign up:

1. You need to create an AISD parent cloud account before you can access the WheresTheBus app.
2. Log on to your AISD parent cloud account. Enter “WheresTheBus” in the search box.
3. Click on the WheresTheBus icon to request and access your student’s bus arrival information.

To install the WheresTheBus app on your iOS or Android device:

4. Download the app from the App Store (iOS/Apple) or Google Play (Android).
5. After logging in using your AISD parent cloud credentials, you will be able to access bus arrival information. Once your credentials are validated, you will receive real-time bus arrival information as soon as you open the app (no login required / one touch access).

To address any technical issues, see the detailed instructions that follow or please call 512-414-8324 (HELP).

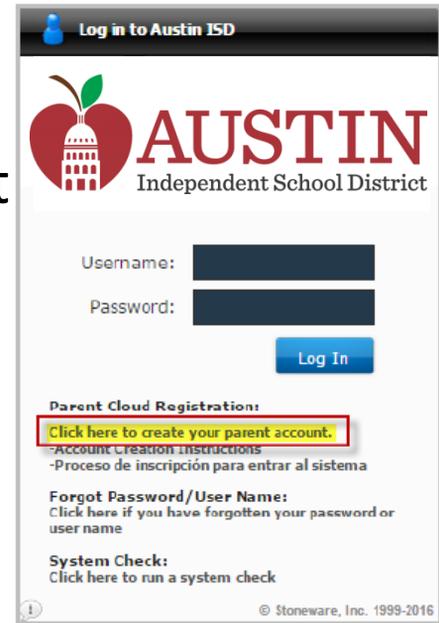


**WheresTheBus Time-Sequenced Screen Shots**

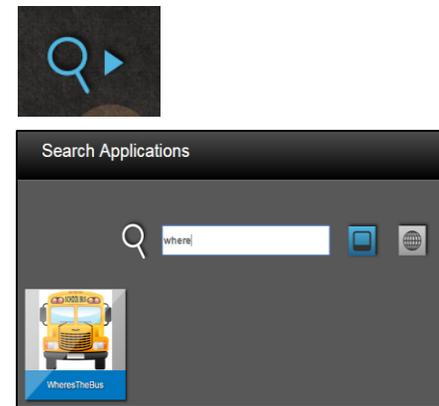
# Set up your Parent Cloud & WheresTheBus account:

1. Go to ***my.austinisd.org***. Log into your Parent Cloud account. If you don't have an account, select 'Click here to create your parent account'. After your account is activated, continue to #2 below.

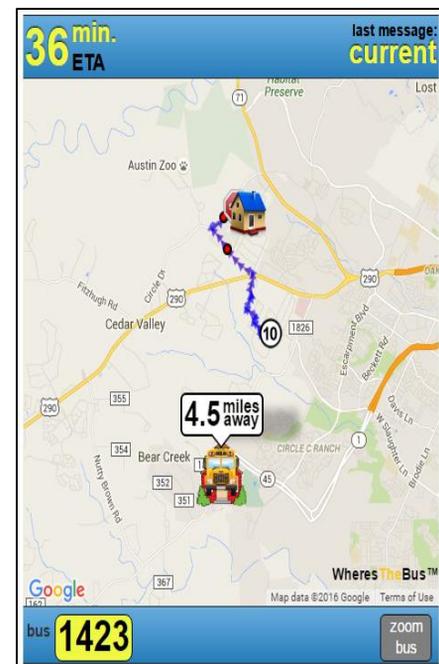
**Note:** For assistance setting up your account, please contact the Parent Technology Support Help Line at 512-414-9187.



2. Use the search icon in the top left corner, or just start typing to search for the WheresTheBus application. After typing the first few characters, the WheresTheBus logo will appear. To launch, click on the bus icon.

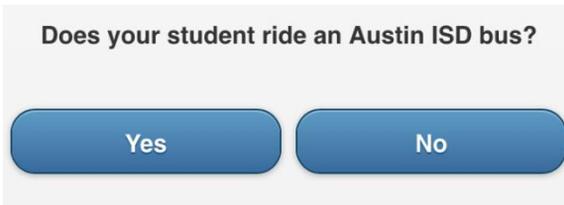


3. A new tab will open showing the ETA, bus location, school location and home location.
4. You can access WheresTheBus through the Parent Cloud or through the app (next page).

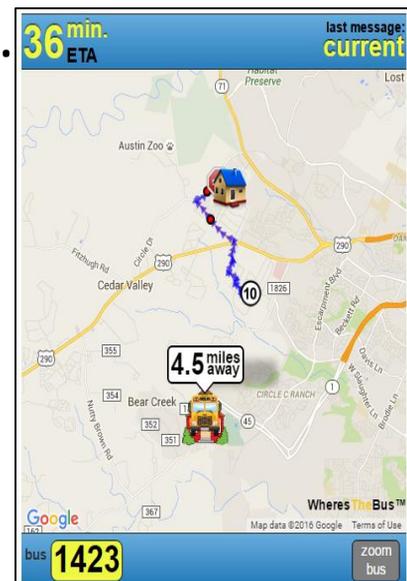
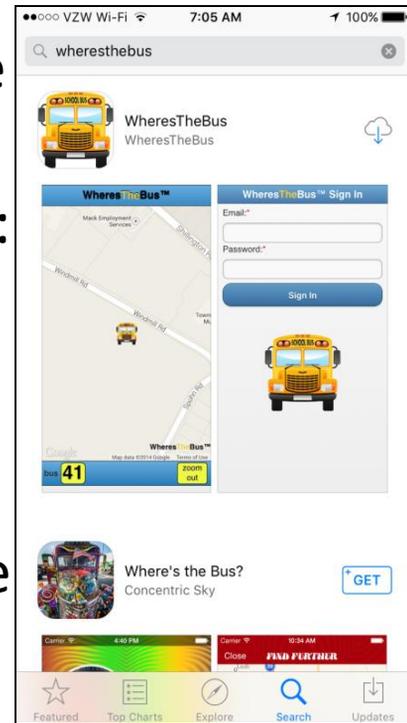


# Download the iOS or Android WheresTheBus app:

1. Go to the App Store (iOS) or Google Play (Android). Search for “WheresTheBus” or use these links:  
iOS - <https://appsto.re/us/SL723.i>  
Android - <https://goo.gl/3upcF9>  
Download the app to your device.
2. When you open the app, you will be asked if your child rides an Austin ISD bus. Select “Yes”.



3. Next enter your Austin ISD Parent Cloud credentials to authenticate your WheresTheBus account & app.
4. After logging in, you will see your WheresTheBus bus information. The app is now installed and you can immediately access your bus information by clicking on the app / WheresTheBus icon at any time.



## WheresTheBus Screen Overview:



**Arrival Status:** Estimated time of arrival (ETA) is displayed when bus arrival time can be predicted. When a prediction is unavailable (“no eta”), use the bus location and distance from your stop.



**Last Message:** “current” is displayed when bus data has been received in the last minute. If updates are not received, the bus is likely stopped at a school or layover or inactive (no messages in the last 15 minutes).



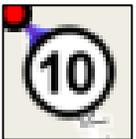
**Your House:** represented by home icon.



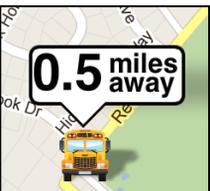
**Your School:** : represented by home icon.



**Your Bus Stop:** represented by stop sign icon.



**10 minute marker:** location when the bus is 10 minutes away.



**Bus Location & Distance:** represented by bus icon and distance.



**Bus #:** Click on the bus # to switch between buses (if multiple). If bus 1400 were subbing for bus 1423, it would be displayed as 1423(1400).