

# DURHAM BUS TRACKER

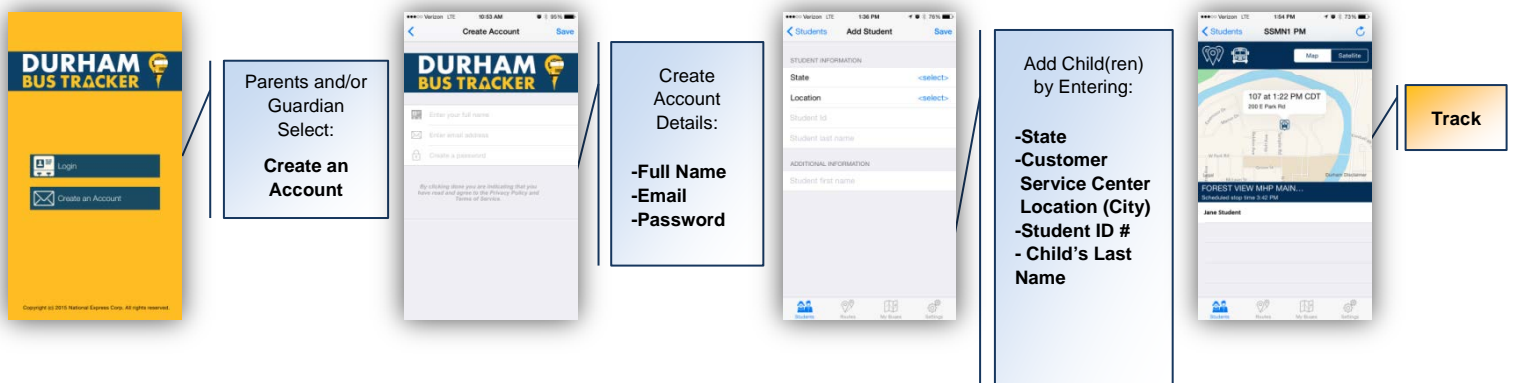


## Getting Started and FAQ for Parents/Guardians

### Getting Started and FAQ

#### 1. How do I setup Durham Bus Tracker (DBT)?

The DBT application setup is very simple. First, you, as parents or guardians, download the app from the Apple App Store, Google Play Store or view it on a web browser. Next, you create a **secure** Username and Password for the application. You will select the state and city of your customer service center. You should have received this information from your school district. Finally, you will need to enter your child's school issued ID number and last name. If entering multiple children, click on the + button to add additional children.



#### 2. How does the DBT work when my child is on a substitute bus?

If Durham School Services sends a substitute bus rather than the assigned bus on a route, it will do its best to work through the system changes as quickly as possible. However, there may be a delay in updating.

#### 3. Is the data real-time?

DBT displays the location of the bus as accurately as possible. Based on some technology limitations such as cellular signal and other factors, a 15 second to two minute delay can occur. While rare, in extreme cases where no cell service is available, there could be greater than a two-minute delay. In most situations, the location of the bus will be accurate to 8 – 25 seconds.

#### 4. If I have more than one child, can I view all of them on DBT?

Yes, you can view all of your children's buses simultaneously from one device.

#### 5. Is DBT going to track my child(ren)?

No, the app only tracks the actual school bus and not the individual children on the buses.

#### 6. Do we have to use DBT?

No, DBT is voluntary.

#### 7. Whom do I call for technical support, questions, comments or feedback?

Please contact us at [support@durhambustracker.com](mailto:support@durhambustracker.com).