

Using **My Stop** Frequently Asked Questions - FAQs

Q = Why don't I get a black screen asking me to put in my Username and Password?

*A = It is important to download **Versatrans My Stop**; there are multiple similar applications in the application store and downloading the incorrect application will create confusion.*

Q = Why are my username and password saying they are incorrect?

*A = First, make sure you have selected the Ann Arbor Public Schools from the menu. Select **Not your school** to go back to a list of districts.*

Second, make sure you are using the correct login:

User name: Student ID

Password: Family ID

Q = Why does the screen say No Active Route Found?

*A = If your student's bus is not running then the message will be **No Active Route Found**. As soon as the bus is running you will see route information updated.*

Q - How do I switch to look at another one of my student's bus information?

*A = Simply click the drop-down arrow next to your student's name on the **Map** section. This will show all students assigned to you. If one or more of your students are missing contact lhayman@durhamschoolservices.com to have this fixed.*

Q = Why am I not getting any notifications in the application?

*A = Notifications must be turned On; click on the **Setup** tab and ensure notifications are turned on.*

Q = What if I need to change my address because I moved?

A = Please notify your student's school to change your address mid-year. If you moved within the transportation service area your student will be assigned a new bus route.

Q = Who do I contact for any questions about My Stop?

A = You may email Liz Margolis - margolisl@aaps.k12.mi.us or Laura Hayman - lhayman@durhamschoolservices.com or Ashanda King, asking@durhamschoolservices.com for questions about My Stop.

Please ensure you have reviewed all the items listed above before reaching out.