Family App

Watch the Video

What You'll Learn

- How to prepare and share parent data
- What your team is responsible for & what the Beacon team handles
- How to support families with setup
- Where to find guides and resources

Resources & Tips

Tip: *Confirm parents have the correct route number and an approved phone number before launch.*

Note: *Download and share the Family App guides (English & Spanish) to make onboarding easier.*

How it Works: The Family App

The **Beacon Connect Family App** is an optional, parent-facing tool included with your Beacon Connect platform. It gives families real-time visibility into their child's bus location and arrival times, reducing uncertainty and increasing trust—without adding work for your staff. By keeping parents informed, the **Family App** helps schools lower call volume, improve communication, and support safer, smoother transportation.

Prepare and Share Student Data

Upload student and family contact data to enable Family App access. Districts with SIS integration don't need to upload anything further. For others, a simple roster upload is required. Refer to the **Beacon Connect Family App Data Guide** for help.

Your Role

Districts are responsible for providing the data and sharing setup instructions. You won't need to send messages through the app—it delivers automated notifications only.

Support Families with Setup

Some caregivers may reach out with questions—especially about route numbers. We recommend familiarizing your team with the parent experience. Many districts test the app internally before launch. You can download the app by scanning the QR codes below.

Use the Resources

The printable **Family App Setup Guide** is available by clicking the links below. Download them for your reference and to support families if they have questions.

Download: English *Version*

Download: *Spanish Version*