



Customer Guide

Everything you need to launch,
support, and succeed



Table of Contents

<u>Section 1</u>	<u>Logging In</u>	<u>2</u>
<u>Section 2</u>	<u>Dashboard</u>	<u>4</u>
<u>Section 3</u>	<u>Calendars & Events</u>	<u>6</u>
<u>Section 4</u>	<u>Messaging</u>	<u>10</u>
<u>Section 5</u>	<u>Incident Reports</u>	<u>13</u>
<u>Section 6</u>	<u>Routing Requests</u>	<u>16</u>
<u>Section 7</u>	<u>Video Requests</u>	<u>22</u>
<u>Section 8</u>	<u>Family App</u>	<u>26</u>
<u>Section 9</u>	<u>Resources & Contacts</u>	<u>28</u>

SECTION 1

Logging In



Watch the Video

What You'll Learn

- The two ways to log in to Beacon Connect
- What SSO means (and when to use it)
- How to reset your password

Resources & Tips



[Access the Beacon Connect login page](#)



Tip: Bookmark the login page for easy access

How it Works

Beacon Connect offers two secure login methods. Choose the method that aligns with your district's setup. Most users only log in once per device.

01 Traditional Login

Create a User Name & Password

02 Single Sign On

Login with your Google or Microsoft email, you will see a prompt asking you to verify your work credentials.



SECTION 2

Dashboard



Watch the Video

What You'll Learn

- What you see on the home screen
- How to access core tools like Messaging, Routing, and Reports
- Where to find alerts, quick links, and upcoming events

Resources & Tips



Tip: You can return to the Dashboard any time by clicking the **Home** icon at the top left of your screen

How it Works: The Command Center Dashboard

When you log in, the **Dashboard** is your home base. It provides a quick view of what matters most and helps you move quickly between tasks. From the Dashboard, you'll be able to access:



Calendar & Events



Messaging



Incident Reports



Routing Requests



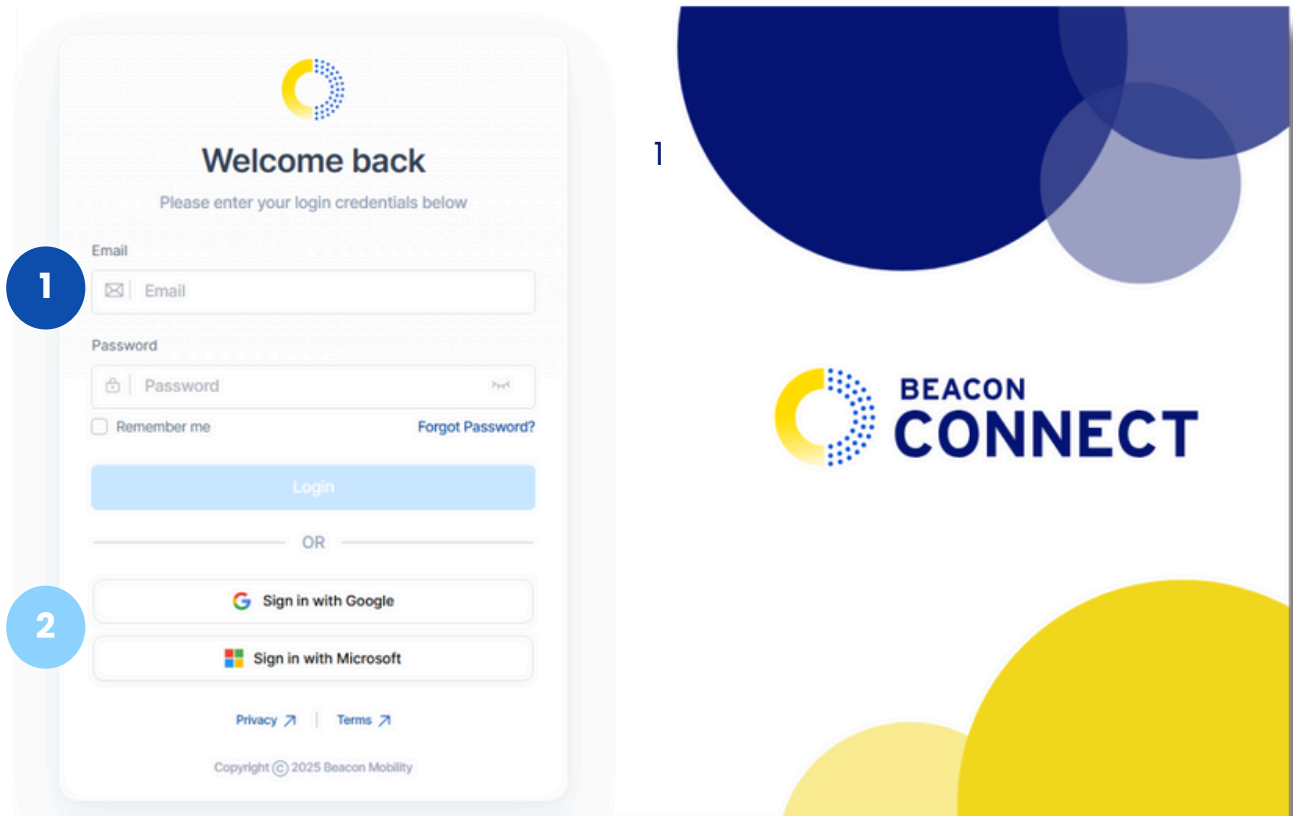
Video Requests

From your **Dashboard**, you can quickly access each key tool. On the next page, we'll walk through what you'll see when you log in. Each feature will then be covered in more detail, one section at a time.

Login Page Overview

When visiting the Beacon Connect login page, **you'll see two options for signing in:**

- 1 Email + Password
- 2 Google & Microsoft SSO



1 Email & Password

- Credentials are sent to the email your district has on file.
- Forgot your password?
 - Click [Forgot Password](#)
 - Put in your email address
 - Check spam/junk for a message from cenoreply@gobeacon.com
 - Still need help? Email: beaconconnect@gobeacon.com

2 Google or Microsoft SSO

- Choose the correct provider
- Follow the prompt to authenticate with your school email account
- You may see a verification screen to verify your login (especially the first time you log in to Beacon Connect)

Exploring the Dashboard

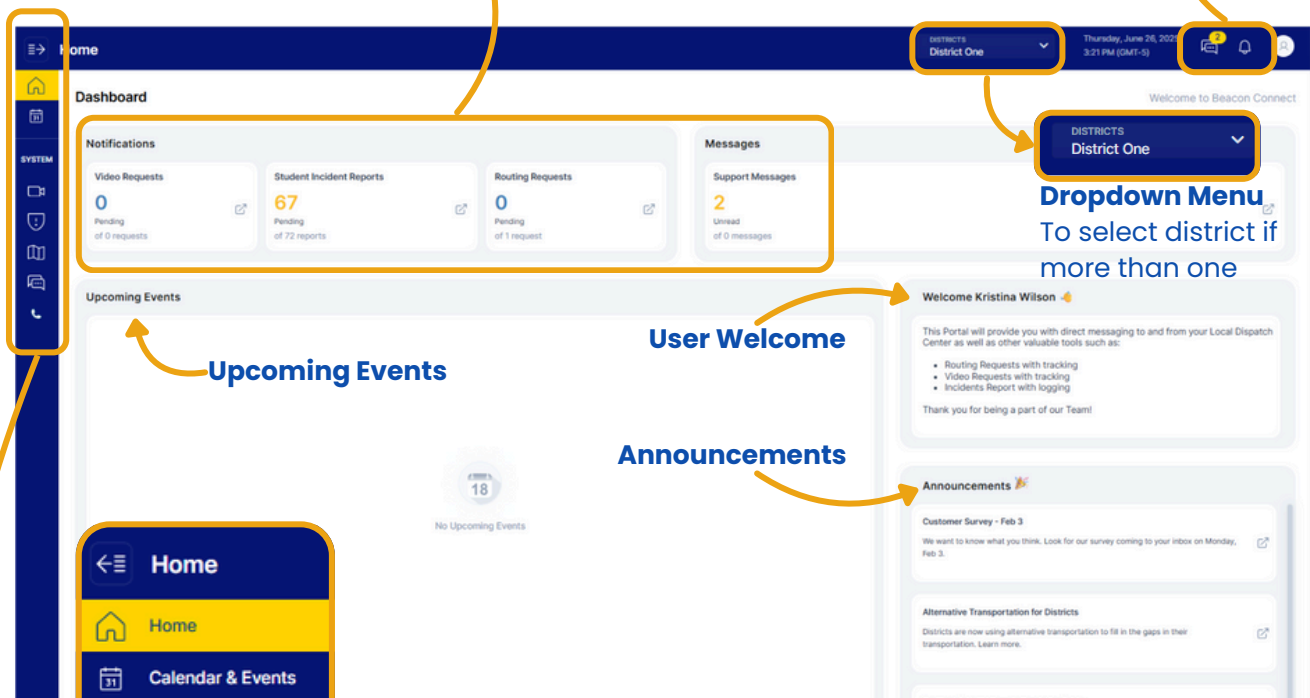
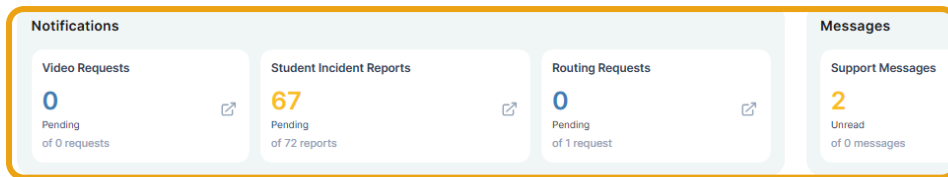
This is your home base in **Beacon Connect**. From the **Dashboard**, you can quickly view recent activity, check for messages or pending requests, and access important updates from your district.

Notification Cards

The Notification cards give you at-a-glance updates so you know where to focus first.

Messages & Alerts

Quick view of notifications on every page

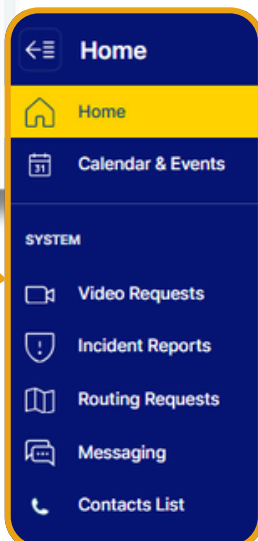


Dropdown Menu
To select district if more than one

Upcoming Events


User Welcome

Announcements



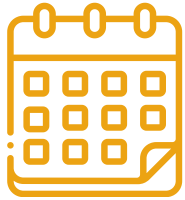
Tool Navigation Panel

The left-hand navigation panel lets you quickly access key tools like Routing Requests, Incident Reports, and more.

 **Tip:** Use the menu icon to expand or collapse the view.

The following sections will cover each of the Beacon Connect core tools.

SECTION 3



Calendar & Events



Watch the
Video

What You'll Learn

- How to open and navigate the Calendar
- How to change views (month, week, day)
- How to use filters to find what you need
- Tips for adding or editing events

Resources & Tips



Tip: Forward calendar events to your work calendar for easy access.

How it Works: Keeping Everyone on Schedule

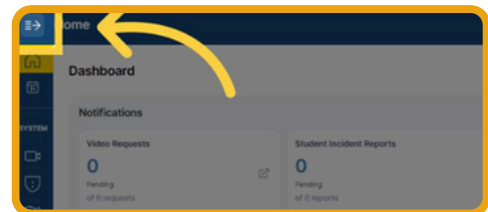
The **Calendar & Events** tool in Beacon Connect helps you keep everyone on the same page by organizing key dates in one shared space. Easily track important events like holidays, safety meetings, or early release days, and ensure your team, schools, and families stay informed.

With flexible views and filters, you can customize your calendar to match your district's schedule and priorities.

Explore how to efficiently navigate the **Calendar & Events** feature on Beacon Connect. This guide will enhance your familiarity with managing schedules and filtering crucial information.

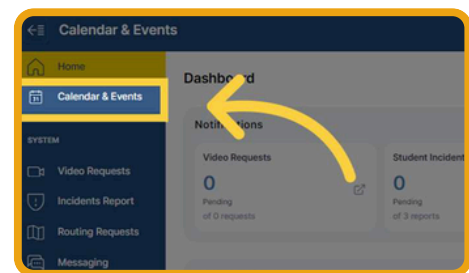
1. Expand your system tools

Our first step is optional. Click the icon here to expand your system tools.



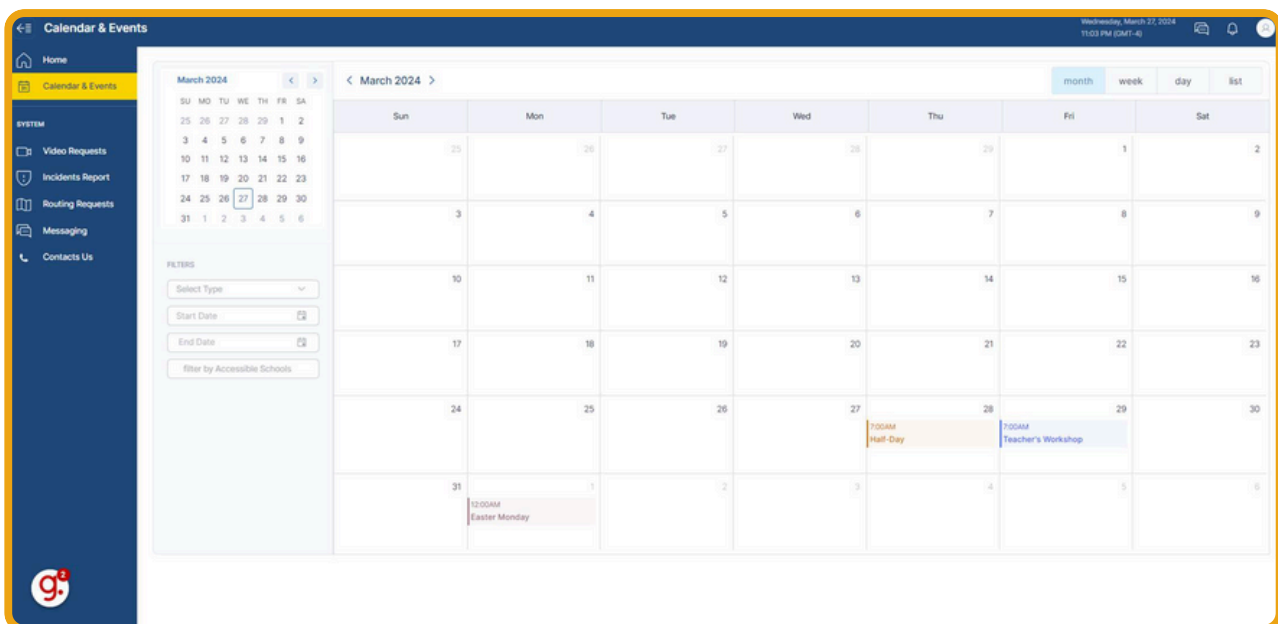
2. Select Calendar & Events

Navigate to the *Calendar & Events* section and click *Calendar & Events*.



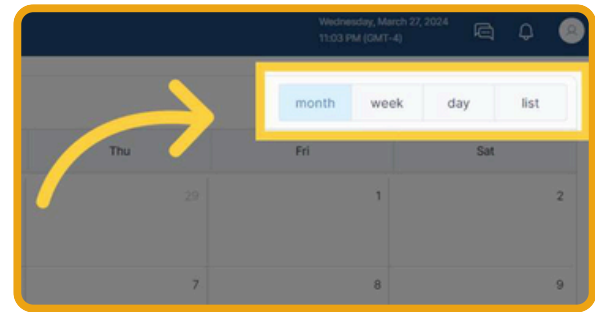
3. Open Calendar & Events page

A shared calendar for you and our dispatch office helps you coordinate with the transportation team and stay aligned through a single, shared digital space.



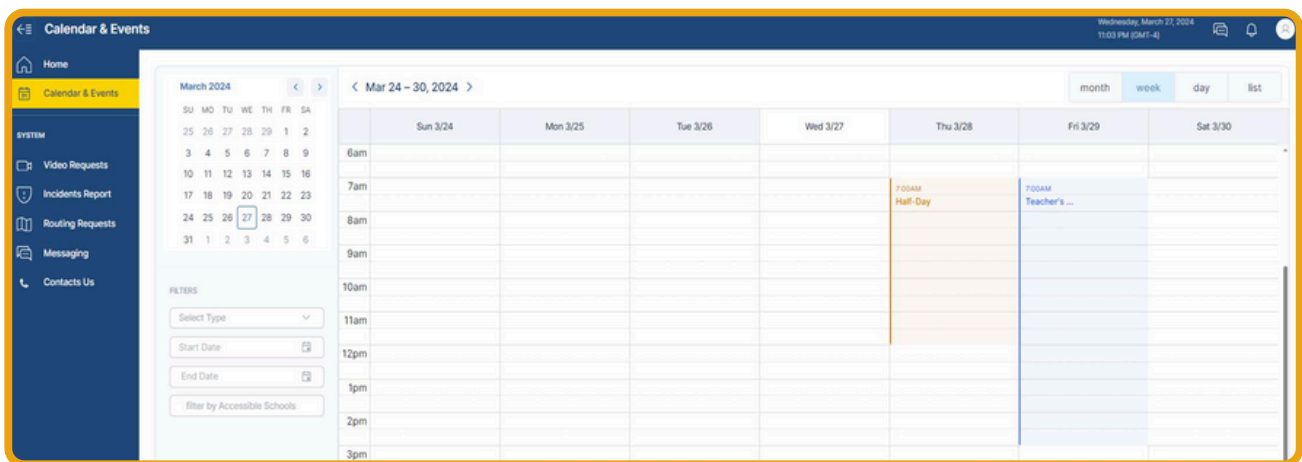
4. Calendar Preference

Choose your preferred calendar view by clicking **Month**, **Week**, or **Day** at the top of the calendar. Beacon Connect lets you switch between views instantly so you can plan the way that works best for you.



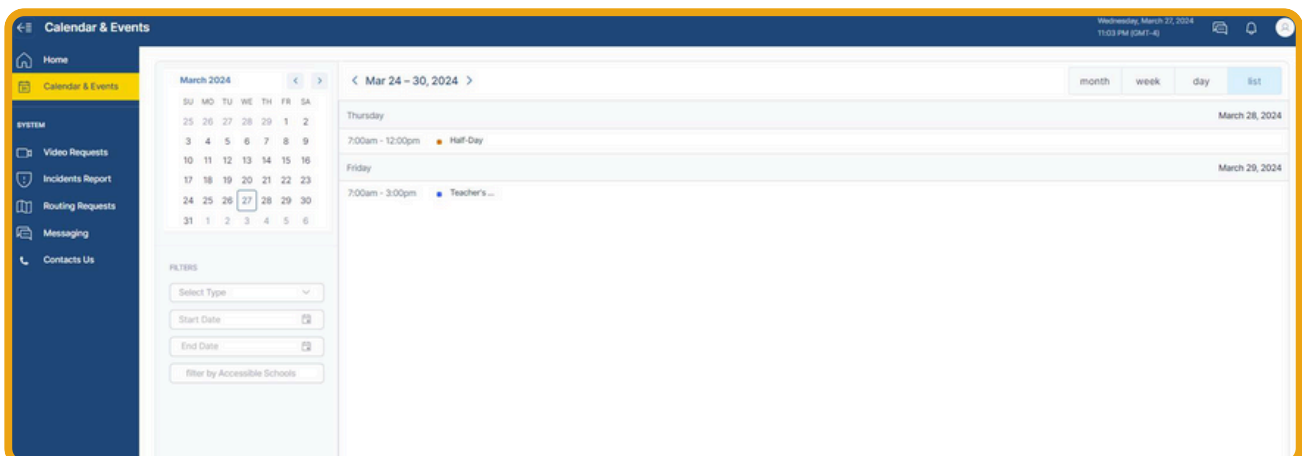
5. Calendar Preference – Weekly View

Here is an example of a Weekly view.



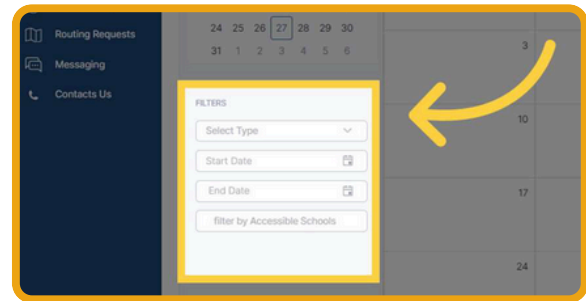
6. Calendar Preference – Daily View

Here is an example of a Daily view.



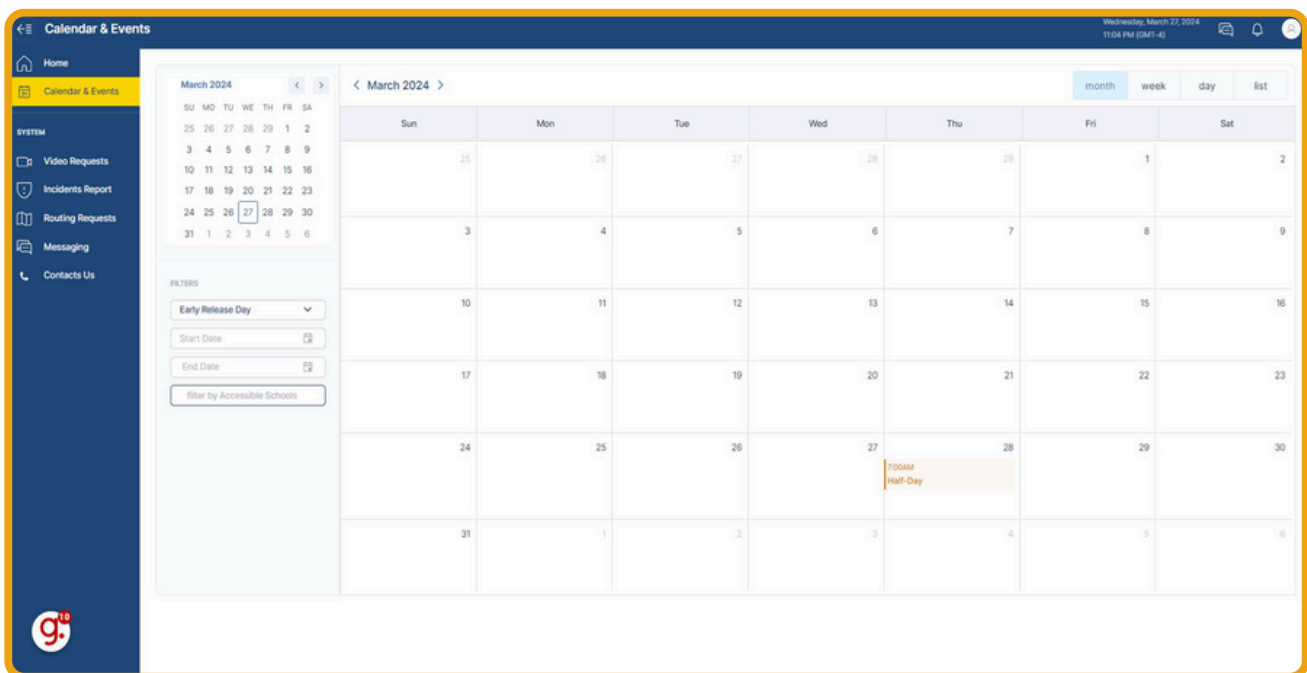
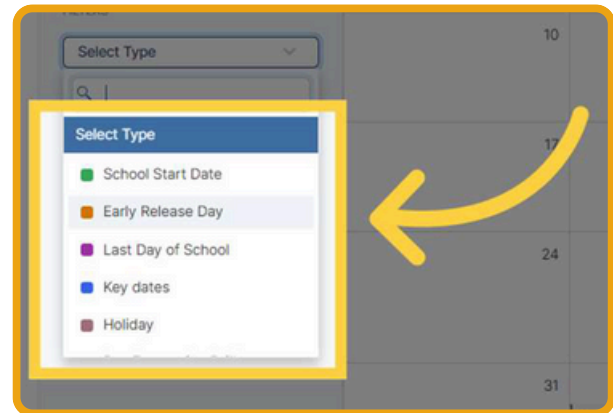
7. Filter Options

Use the filter menu to narrow your calendar by event type, date range, or specific schools.



8. Additional Filter Options

You can filter by specific event types, such as Early Release Day, to highlight only those events. Color-coding makes it easier to spot important dates in a busy calendar, helping you stay organized at a glance.



SECTION 4



Messaging



Watch the
Video

What You'll Learn

- How to send and receive messages
- Choosing the right recipient and message category
- Keeping your conversations organized

Resources & Tips



Tip: *Keep all your communication in one place—no more searching through emails*

How it Works: Messaging in Beacon Connect

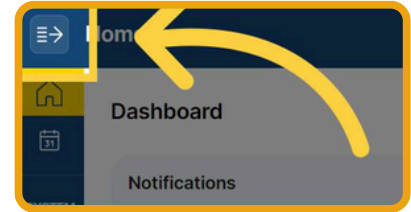
The **Messaging** tool makes it easy to communicate directly with your transportation team, all from one central location. Use Messaging to send updates, ask questions, or report issues without worrying about lost emails or guessing the right contact.

With simple steps to compose, categorize, and send messages, you'll keep your team connected and ensure important information gets where it needs to go—quickly and reliably.

This guide provides a step by step walkthrough of sending a message to your transportation team using Beacon Connect.

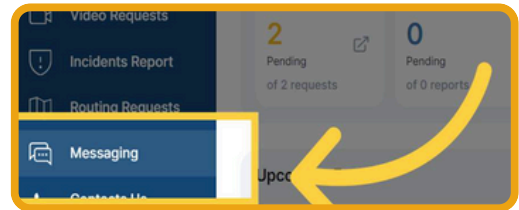
1. Expand your system tools

Start by expanding the system tools menu, if it is not already open.



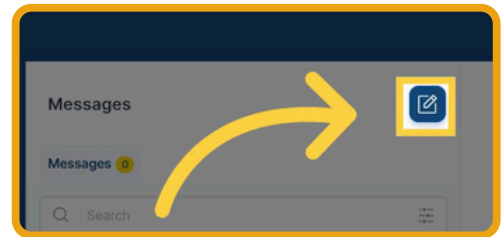
2. Select Messaging

Click on messaging from the expanded system tools.



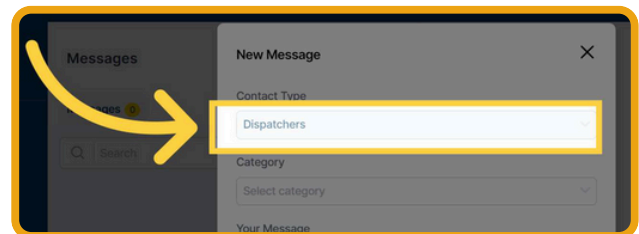
3. Create your Message

The messages window will open. Click *paper and pencil icon* to start a new message.



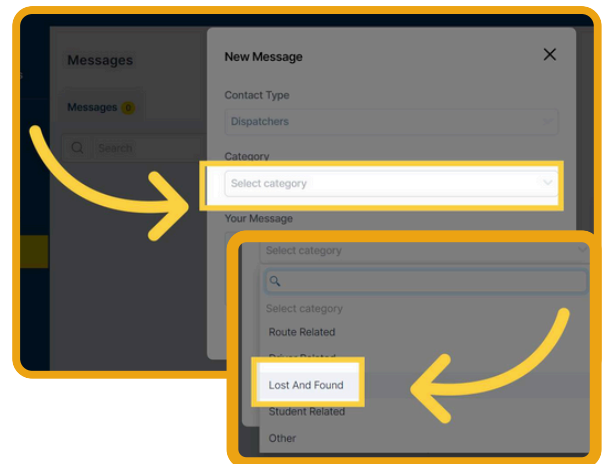
4. Select Recipients

Choose the recipients of your message by selecting *Contact Type*.



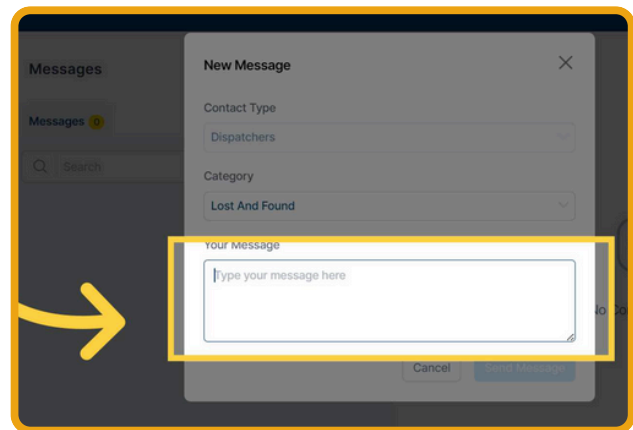
5. Select Message Category

Pick a message category from the drop-down menu—like “Lost and Found” shown in this example.



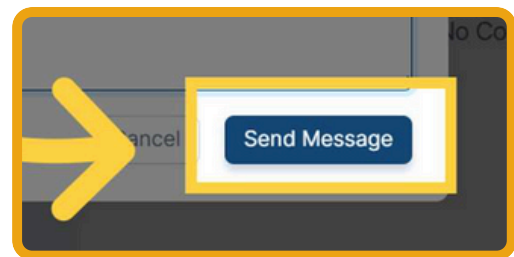
6. Type your Message

In the *Your Message* section you can type in this field and add details for your message to the team.



7. Send your Message

Once your message is ready, click Send Message. Your message will immediately be delivered to our team.



When to Use Messaging

Use the **Messaging** tool to quickly communicate important updates, questions, or concerns, such as:

- **Reporting** a student who missed the bus
- **Notifying** dispatch of a late arrival or early dismissal
- **Requesting** assistance with a routing issue
- **Confirming** a schedule change for a specific student
- **Sharing** lost-and-found details (e.g., left items on the bus)
- **Asking** dispatch about bus or driver assignments

Using the Messaging tool helps keep all communication organized in one secure place, reducing phone calls and ensuring everyone stays informed. By sending timely, clear messages, you help create a smoother, safer transportation experience for your students and your district.

SECTION 5



Incident Reports



Watch the Video

What You'll Learn

- What types of incidents should be reported
- The step-by-step flow of how incident reports are handled
- How to view, respond to, and manage reports

Resources & Tips



Tip: Complete incident follow-ups as soon as possible so families and staff get timely updates.



Tip: You can save incident reports as PDFs

Common Incident Types

Drivers or staff should report incidents involving:

- Bad language
- Throwing objects
- Refusing to sit
- Eating or drinking on the bus
- Fighting, pushing, or tripping
- Harassment or bullying
- Property damage



Driver Reports an incident



Dispatch sends Incident Report to School



School reviews and sends to family if needed.

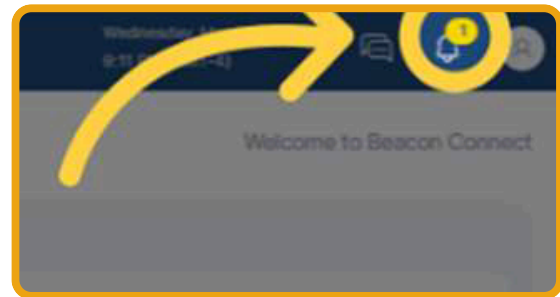


Family addresses issue with student

This guide will walk you through the process of viewing and managing student incident reports in Beacon connect. Here, you can view all incident reports in one place—filter, sort, and export data easily, and get timely updates on new reports.

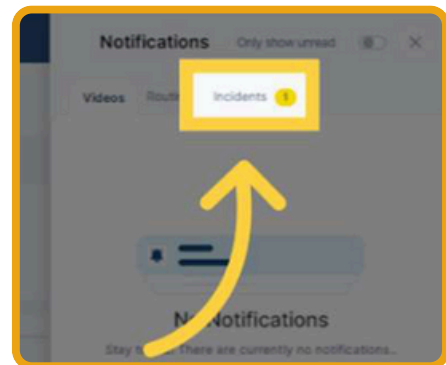
1. Notifications

When dispatch receives a Student Incident Report from a driver, you'll see a push notification in the top-right corner of Beacon Connect. Click the **Bell** icon to open your notifications and review the report.



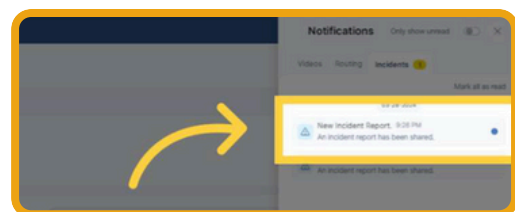
2. Incidents Tab

Navigate to the **Incidents** tab on our notification menu to bring up all notifications pertaining to Student Incident Reports.



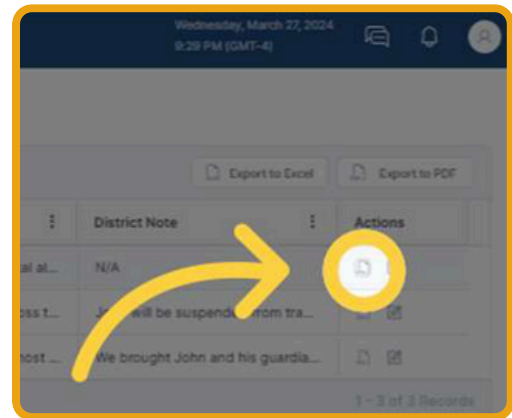
3. Select the Alert

Click the **New Incident Report** alert to open the Student Incident Report page.



4. Incident Report Page

From the **Incident Reports** page, you can view all submitted reports in one sortable, exportable table for easy record keeping. If you need a paper copy, click the **PDF icon** to download and print a Beacon Connect-generated report.

A screenshot of a 'SCHOOL BUS INCIDENT REPORT' form. The form is titled 'BEACON CONNECT SCHOOL BUS INCIDENT REPORT'. It contains fields for 'Student's Name: John Doe', 'School: Example High School', 'Grade: 12th', 'Date of Incident: 3/25/2024', 'Time of Incident: 6:00:00 PM', 'Offense #: 2', 'Bus #: ', 'Route #: 13', and 'Employee's Name: Denise Laurent'. Below these fields is a 'Notice to Parents' section with the text: 'The purpose of this report is to inform you of a disciplinary incident involving the student on the school bus. Infraction: Fighting/Pushing/Tipping. Details: John tried to initiate a physical altercation with me while I was driving.' Below this is a 'SCHOOL USE ONLY BELOW LINE' section with the text: 'Disciplinary Action: John has been suspended from school for 2 days and transportation for 5 days.' At the bottom, there are fields for 'Authorized Signature:', 'Title:', and 'Date:'.

Example Student Incident Report.

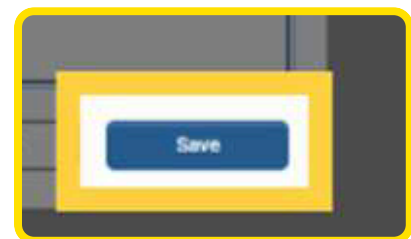
5. District Notes

To add district notes, click the **Edit** icon. Then select **District Note** and enter your update about the outcome of the incident.



6. Save

After completing your District Note, click **Save**. This lets our dispatch office know you've reviewed and acknowledged the student's behavior.



SECTION 6



Routing Requests



Watch the
Video

What You'll Learn

- How to create, modify, or cancel a routing request
- How to upload multiple requests at once
- How to track and export your submitted requests

Resources & Tips



Tip: Accurate student info helps dispatch process your request faster.



Note: You'll get a notification when your request status updates.

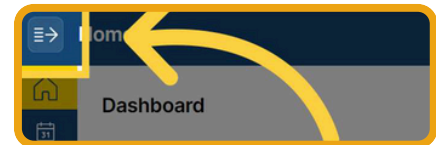
How it Works: Routing Requests

The **Routing Requests** tool lets you quickly request new bus routes or make changes for individual students, helping ensure safe, timely, and efficient transportation. By submitting accurate routing requests through Beacon Connect, you reduce delays, minimize errors, and keep everyone—drivers, dispatch, schools, and families—on the same page. This streamlined process helps your district respond to student needs faster and maintain clear communication with everyone involved.

In this section, you'll learn how to efficiently send routing requests using Beacon Connect. From adding new requests to exporting data, these steps will walk you through the entire process.

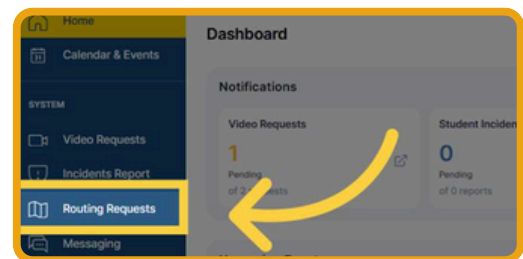
1. Expand your system tools

Start by expanding the system tools menu, if it is not already open.



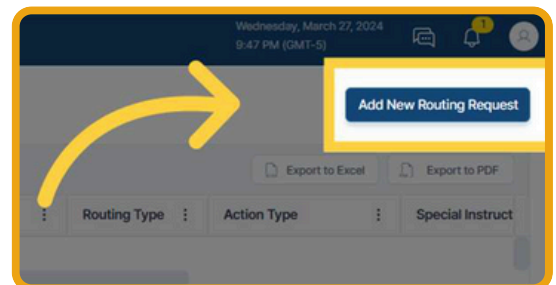
2. Select the Routing Request Tool

Choose **Routing Requests** from the system tools menu to open the routing request page.



3. Start a New Request

On the routing request page you will see a list of previous requests and a tab to begin a new request. Click **Add New Routing Request** to initiate a new routing request



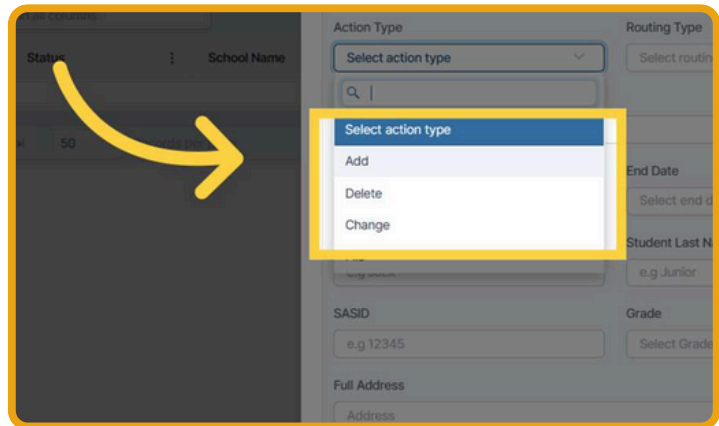
4. Enter Student & Routing Data

Fill in routing type, school, dates, student info, address, and any special instructions.

A screenshot of the 'New Routing Request' form in Beacon Connect. The form is titled 'New Routing Request' and has a close button (X) in the top right corner. It contains several fields: 'Action Type' (dropdown), 'Routing Type' (dropdown), 'School Name' (dropdown), 'Start Date' (date picker), 'End Date' (date picker), 'Student First Name' (text input), 'Student Last Name' (text input), 'SASID' (text input), 'Grade' (dropdown), 'Full Address' (text input), 'City' (text input), 'State' (dropdown), 'Zip Code' (text input), and 'Special Instructions' (text area). There are 'Cancel' and 'Save and Add another request' buttons at the bottom.

5. Select Action Type

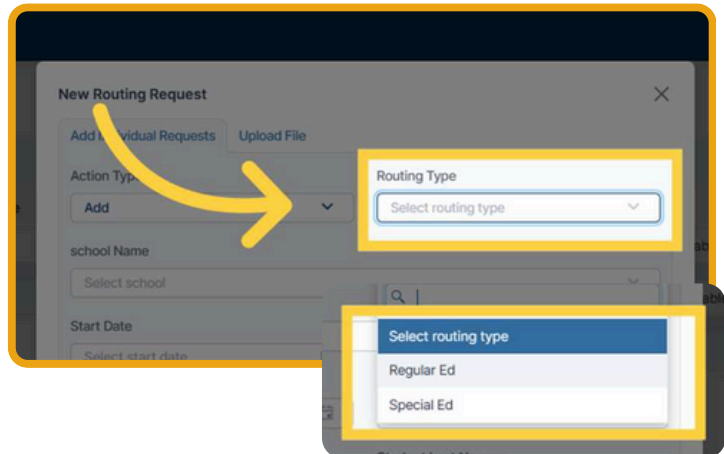
From the drop down you can choose to **Add**, **Delete**, or **Change** a route request.



This screenshot shows the 'New Routing Request' form. The 'Action Type' dropdown menu is open, displaying three options: 'Add', 'Delete', and 'Change'. A yellow arrow points from the 'Action Type' label to the dropdown menu.

6. Routing Type

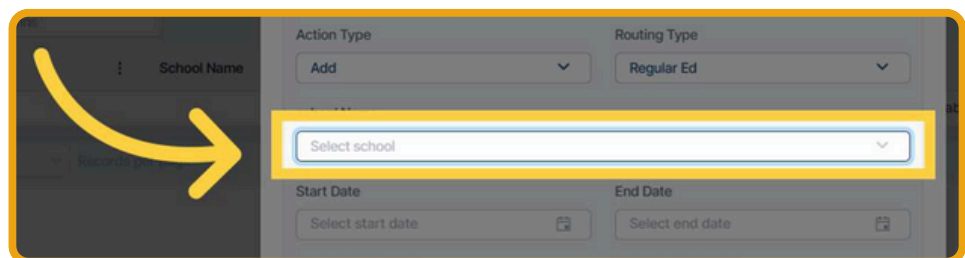
Select routing type, will provide a drop down. You can then choose the routing type by selecting *Regular Education* or *Special Education* as your routing type.



This screenshot shows the 'New Routing Request' form. The 'Routing Type' dropdown menu is open, displaying two options: 'Regular Ed' and 'Special Ed'. A yellow arrow points from the 'Routing Type' label to the dropdown menu.

7. Select the School

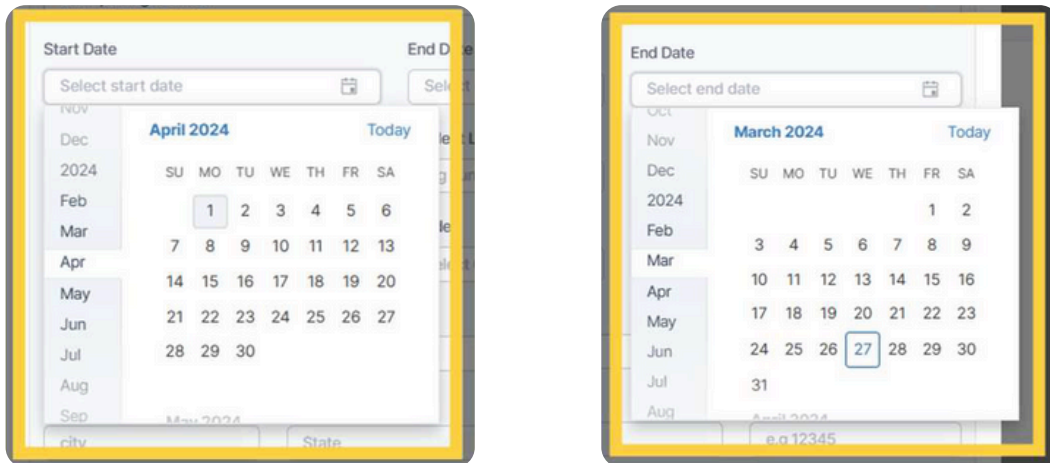
Select the corresponding school for the route from the drop-down menu.



This screenshot shows the 'New Routing Request' form. The 'School Name' dropdown menu is open, displaying a search bar and a list of schools. A yellow arrow points from the 'School Name' label to the dropdown menu.

8. Start and End Dates

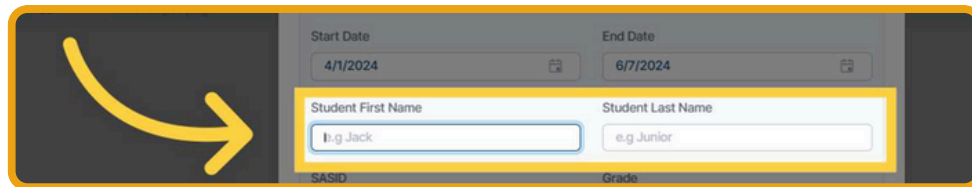
Next, select the **Start Date** by clicking the field and choosing a date from the calendar. Then, enter the **End Date** to specify when the routing request should finish.



The left screenshot shows the 'Start Date' selection interface. It features a calendar for April 2024. The date '1' is highlighted. The right screenshot shows the 'End Date' selection interface. It features a calendar for March 2024. The date '27' is highlighted.

9. Student Name

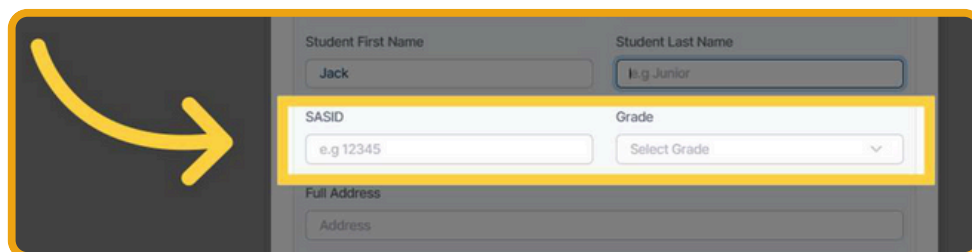
Enter the student's first and last name.



The screenshot shows the 'Student Name' section of the form. A yellow arrow points to the 'Student First Name' field, which contains the text 'e.g. Jack'. The 'Student Last Name' field contains the text 'e.g. Junior'.

10. Student ID and Grade

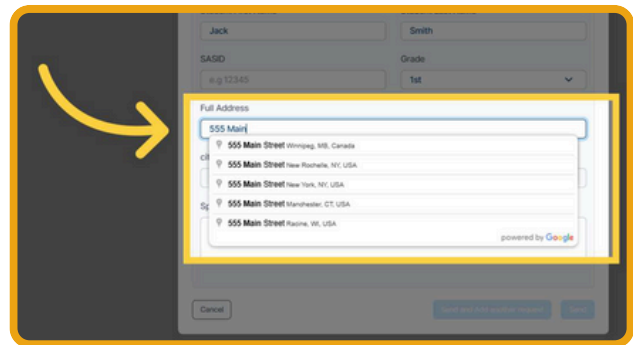
Enter the student ID and grade. **Please note, student ID is a required field.**



The screenshot shows the 'Student ID and Grade' section of the form. A yellow arrow points to the 'SASID' field, which contains the text 'e.g. 12345'. The 'Grade' field is a dropdown menu with the text 'Select Grade' and a downward arrow.

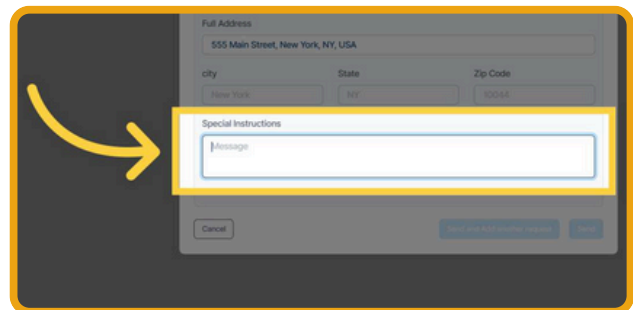
11. Address

Enter the student's address in the Address field. The address must be verified by Google—start typing, then select the correct option from the dropdown when it appears.



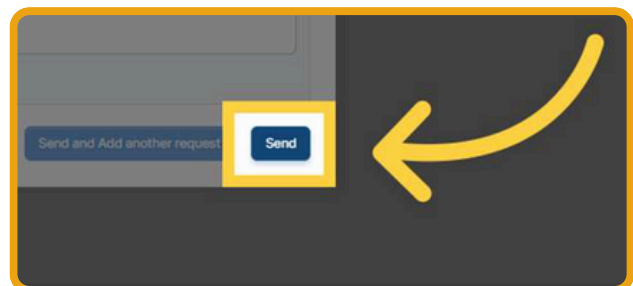
12. Special Instructions

Add any special instructions in this field before submitting your routing request.



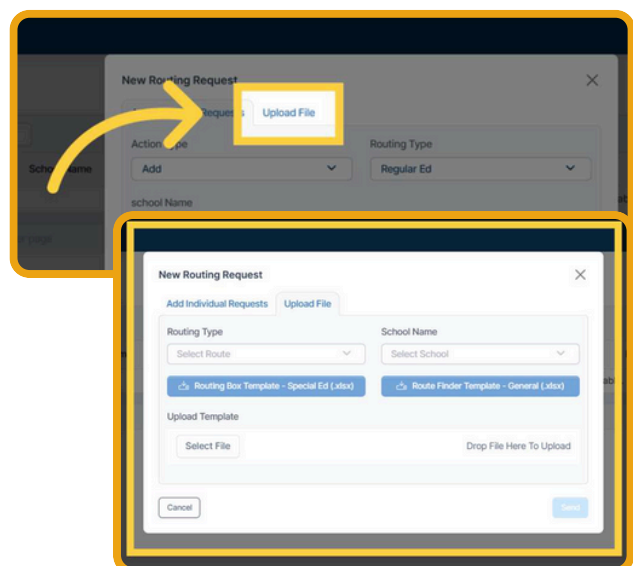
13. Send

You are now ready to send the request. If you wish to enter another request, you can click the button that says send and add another request.



14. Adding Multiple Requests

For faster entry of multiple requests, use the **Upload File** tab, located at the top of the **New Routing Request** screen. From here, you can upload requests using **Routing Box**, **Route Finder**, or **your own template**.

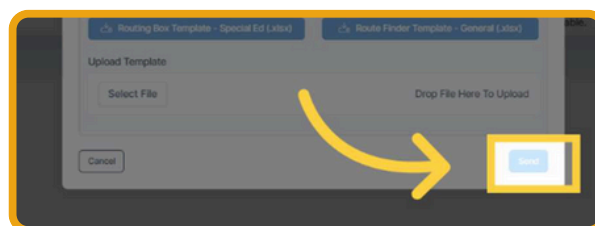


15. Bulk Requests:

The steps for uploading multiple routing requests are nearly the same as individual entries. Simply use the **Upload File** tab, choose your file, and follow the same process to select routing type and submit your requests.

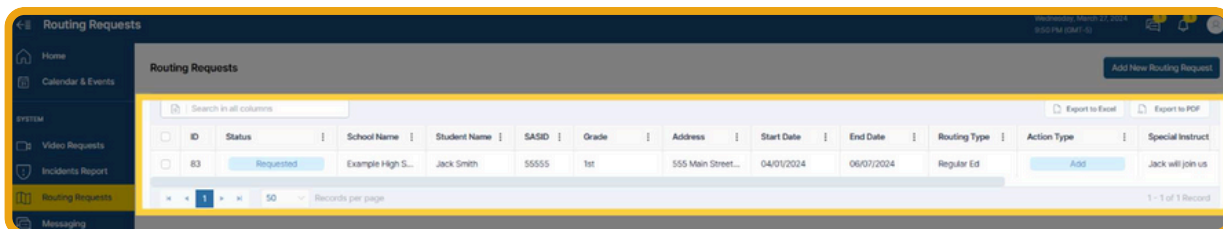
16. Upload File and Send

Select your file or drag and drop it into the system. Once your file is uploaded, click **Send** to submit your requests.



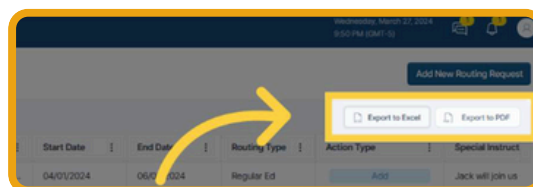
17. Viewing Requests

After clicking **Send** on any routing request, you'll return to the **Routing Request page**, where your new request will appear. From this page, you can view the status of all your requests and sort the data as needed.



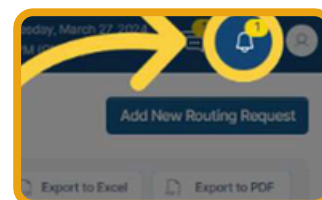
18. Exporting Requests

You can export all your requests as an Excel or PDF document. Just click **Export to Excel** or **Export to PDF** to download your data.



19. Notifications

When routing is complete, you'll receive a notification about the status change. Click the **notification bell** icon or the **Routing Requests** link in **System Tools** to view your updated request.



SECTION 7



Video Requests



Watch the
Video

What You'll Learn

- How to request and review bus video footage
- What details to include for a successful request
- How to download video files once available

Resources & Tips



Tip: The more specific your request (date, time, bus, student), the faster your video can be pulled.



Note: Videos are provided as MP4 files and can be saved for your records.

How it Works: Video Requests

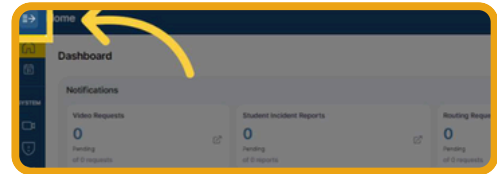
Requesting video is quick and easy with Beacon Connect. You can submit a request for footage from a specific bus, date, and time, then download and save the video once it's ready.

Videos are stored within Beacon Connect for **two business days** after they're made available. Be sure to download any videos you need to keep before they expire, so you don't lose important footage.

This guide provides step-by-step instructions for requesting video using Beacon Connect. The Video tool makes it simple to request, view, and download bus footage—all in one place—so you can quickly access the videos you need.

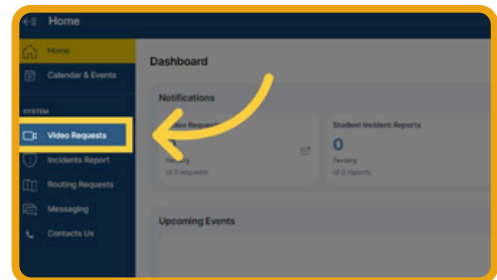
1. Expand your system tools (Optional)

Our first step is optional. Click the icon here to expand your system tools.



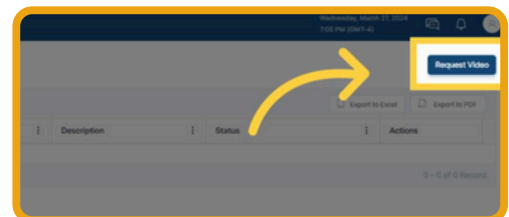
2. Select Video Requests

From the main screen, navigate to the Video Requests section and click Video Requests to open the tool.



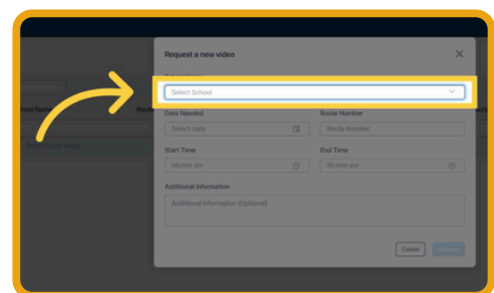
3. Click "Request Video"

On the Video Requests screen, click **Request Video** to start a new request.



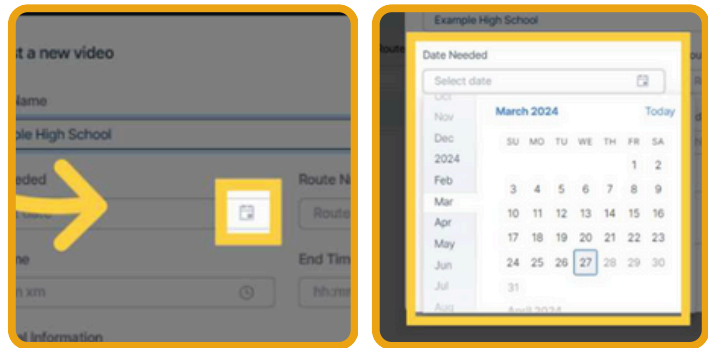
4. Click "Select School"

Start your request by clicking **Select School** to choose the relevant school for the video.



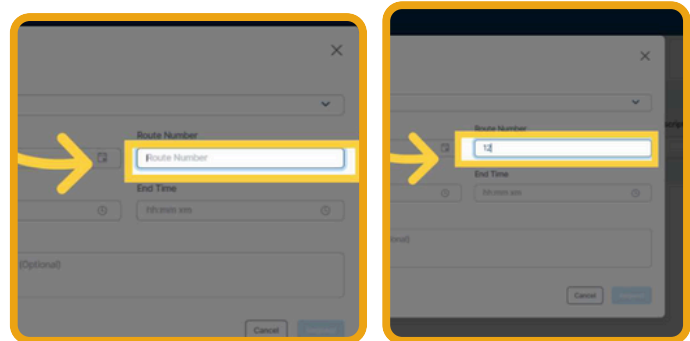
5. Choose the Date

Click the **calendar icon** and select the date for the video you need.



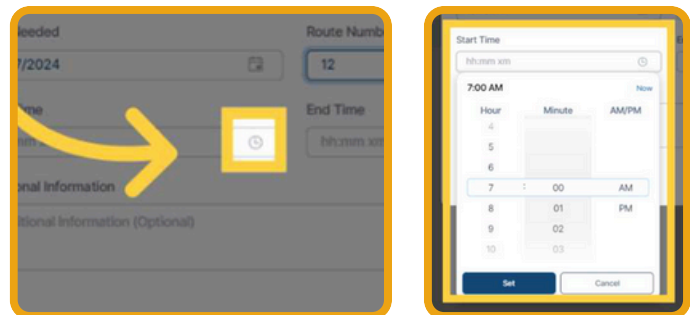
6. Select the Route Number

Click **Route Number** and select the applicable route involved in your request.



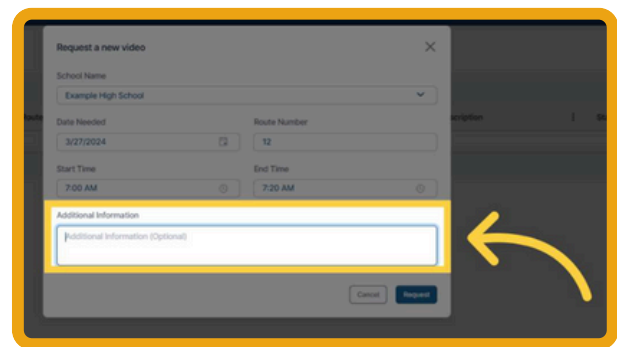
7. Set Start and End Times

Click the clock icon under **Start Time**, adjust the time, and click **Set**. Repeat this process for **End Time**.



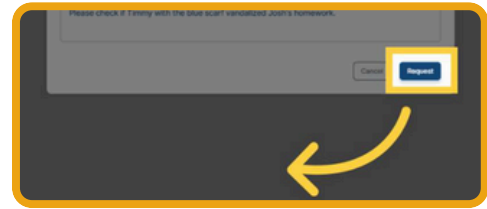
8. Additional Information

If needed, type any extra details about your request in the **Additional Information** field.



9. Send the Request

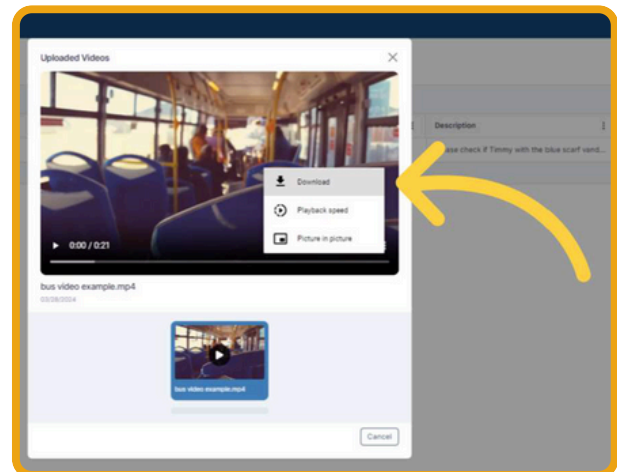
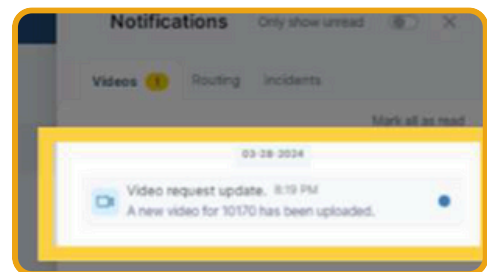
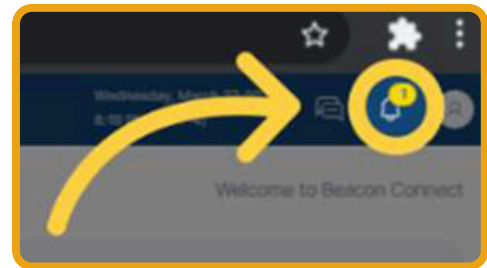
Verify all entered information, then click **Request** to send your video request to dispatch.



11. View and Download Video

Once your video is ready, you'll receive a notification at the **bell icon** in the top right of your screen. Click the notification to go directly to your video.

- **Play** the video in your browser by clicking the **Play icon**.
- **Download** the video to your device by clicking the three dots in the bottom right of the video player.



With the **Video Requests** tool, you can quickly access, review, and download important footage—helping you resolve issues and keep your transportation system running smoothly.

SECTION 8



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

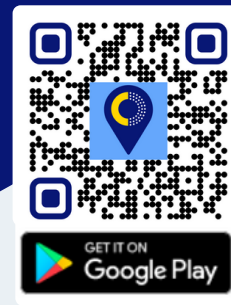
Some caregivers may reach out with questions—especially about route numbers. We recommend familiarizing your team with the parent experience. Many districts test the app internally before launch. You can download the app by scanning the QR codes below.



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.

BEACON CONNECT family APP



Download the App:
Search **BC Family** in your app store

BEFORE YOU LOGIN

The Beacon Connect Family App offers parents peace of mind by providing **real-time updates** on your child's school bus location, notifications for boarding/arrival, and alerts for delays or emergencies.



Ensure the **phone number** you login with is the same as the contact number listed with the school.



Bus Route Number: You will need to know your students bus route number. If you are unsure or do not know the route number, call your school district.

DOWNLOAD & LOGIN TO THE APP

Securely log in to Beacon Connect Family with your phone number and a two factor authentication code ensuring only authorized personnel can track the student's bus. *Click on the Need Help button to change the language.*

- 1 Open your camera on your phone, scan the appropriate barcode and select download.
- 2 Select Sign In to begin the login process. Select "Need Help" to change the language.
- 3 Enter your cell phone number. This number must be on file with the school district. Enter the verification number sent via text.



BEACON
CONNECT

Sign In

Sign in with Face ID

By using this app, you agree to
[Beacon's Family Agreement](#) and [Privacy Policy](#)

Need Help ?

Sign In

Phone Number

US +1 (999) 999-9999

Use the phone number provided to the district

Verification Code

Please enter the 6-digit verification code we sent to your phone number ending in ***1234

Wrong number?

5 3 1 7 8 4

In your app store you can also search **"bc family"**

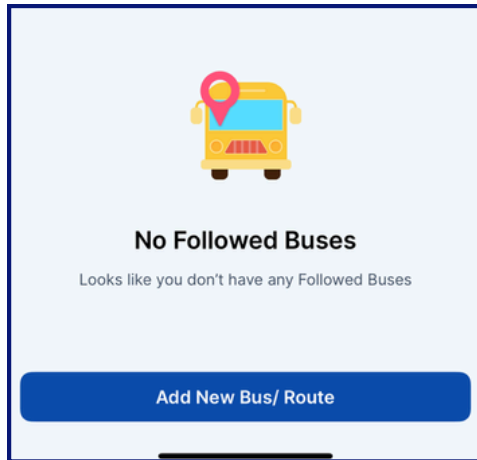
BEACON CONNECT family APP



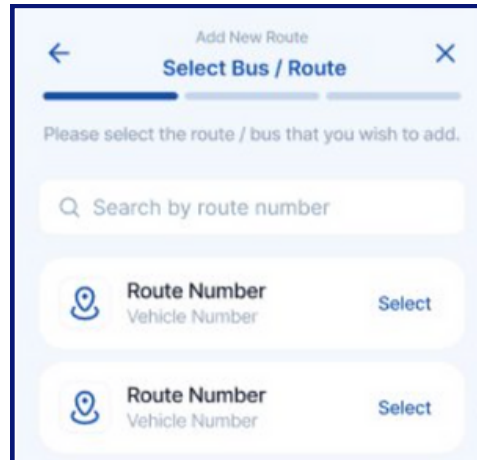
[Scan or click to watch the video tutorial](#)

APP SETUP

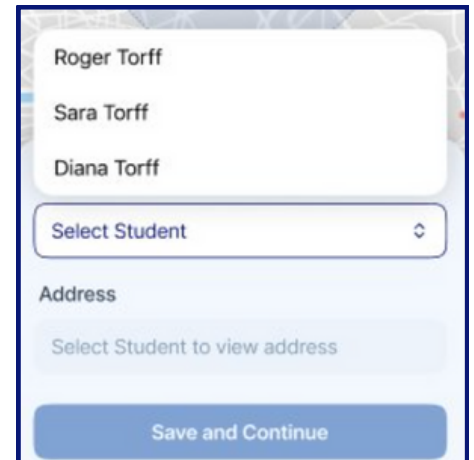
- ④ Click on "Add New Bus/Route."



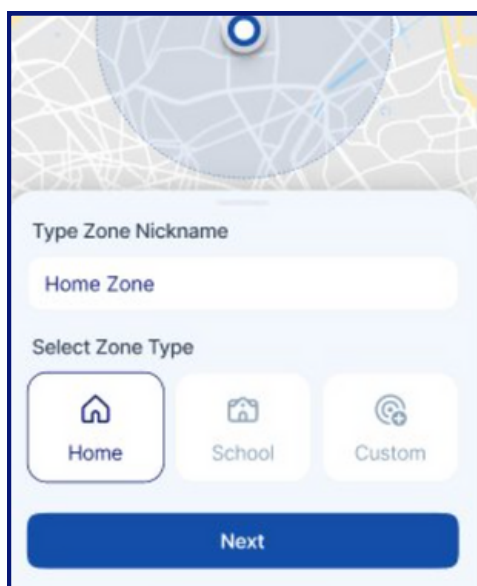
- ⑤ Select the route you want to follow.



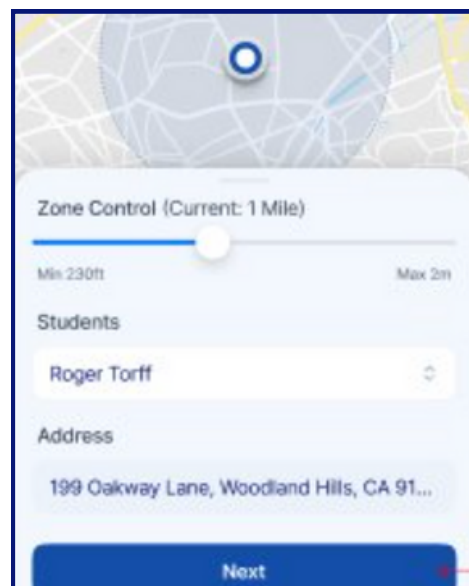
- ⑥ Select your student.



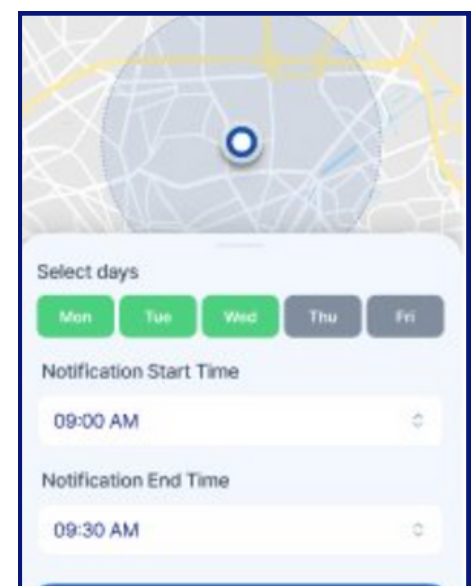
- ⑦ Select a zone type.



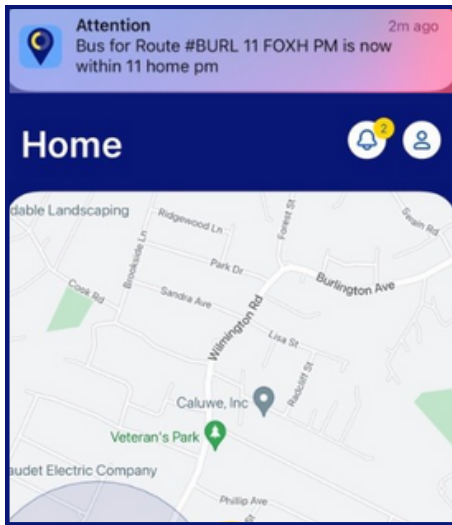
- ⑧ Adjust your zone size.



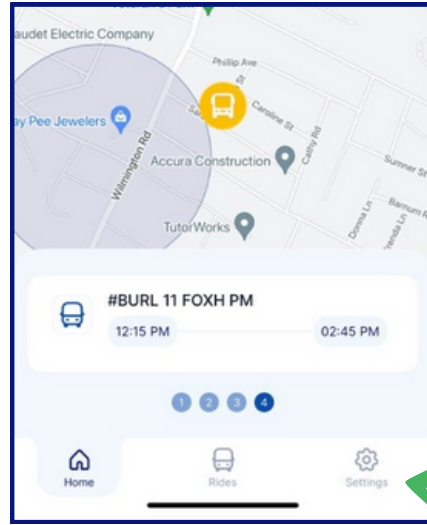
- ⑨ Select the desired days/time you would like to receive notifications.



- ⑩ Receive a notification whenever the bus enters a zone.



- ⑪ Track the bus in real time.



Use the Settings button to:

- Add new students
- Create new routes
- Edit existing routes.

Custom Zones

Optional: Custom Zones

When should I use custom zones?



If the student takes a different bus for example Grandma's house.

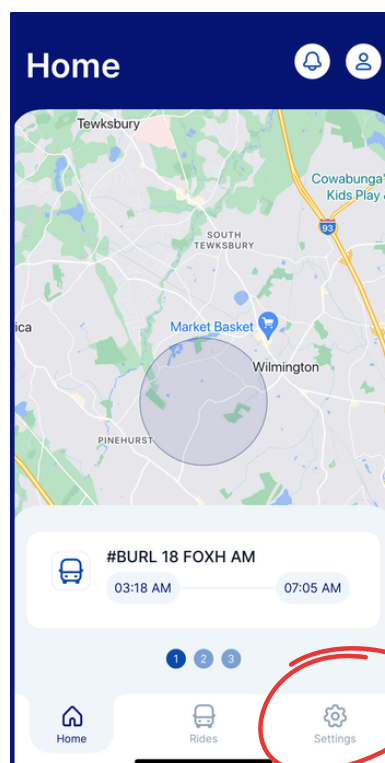


Give a 'Heads up' when the bus is near by (Usually a convenience store).

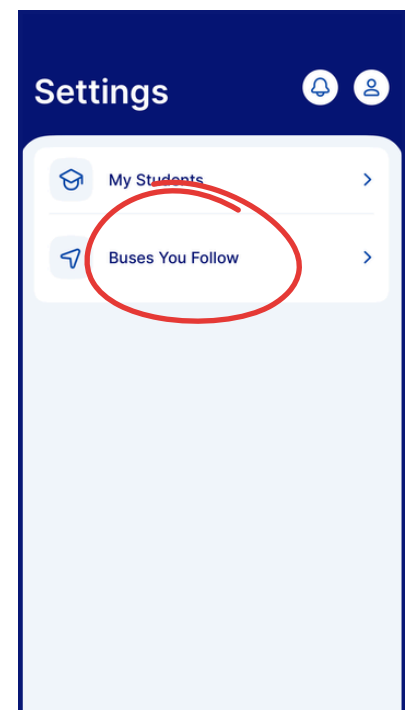


Add geolocation if the stop is far away from their house.

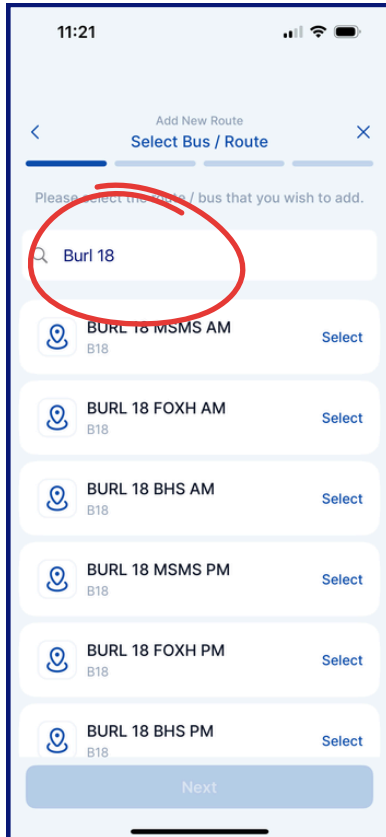
- ① Select "**Settings.**"



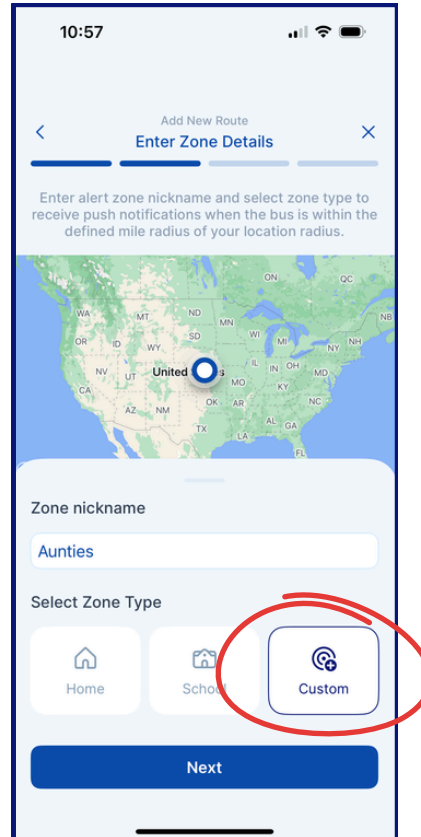
- ② Select the "**Buses You Follow.**" *Note you will need to know the route number.



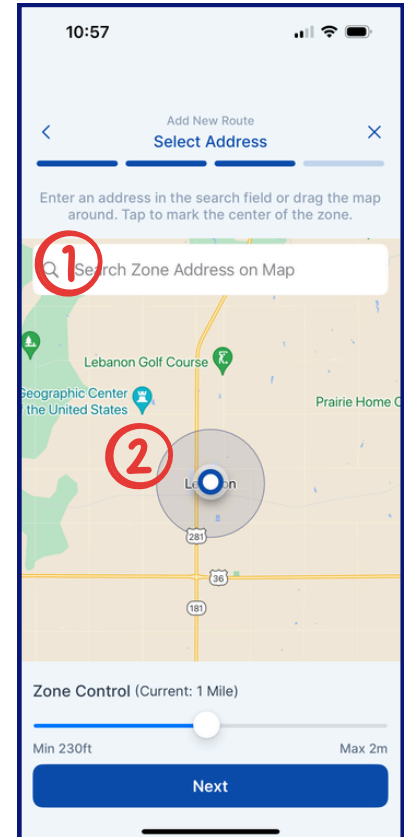
3 Enter the **“Route”** within the search bar.



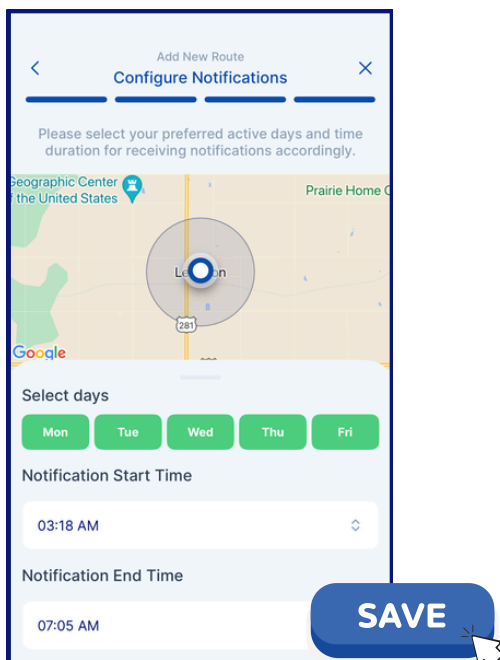
4 Select **“Custom Zone”** and give it a **“Nickname.”**



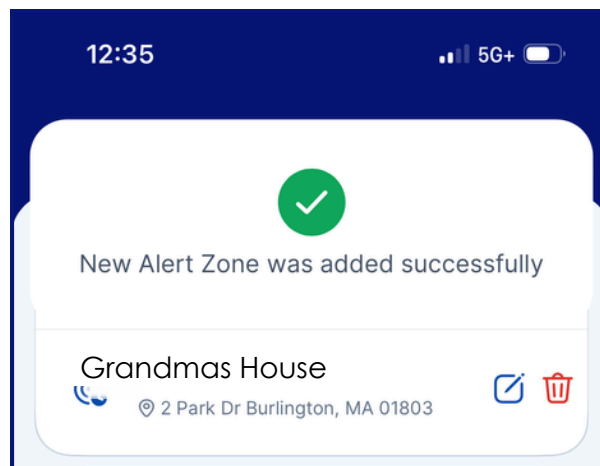
5 Enter the **“Address,”** and set the **“radius.”**



6 Select the **“days”** and **“times”** to be notified.



7 Your custom zone is now complete.



QUESTIONS?

Q: Can I include family members to be notified of my students location?

- Yes, you will need to contact your district first to add them to an approved family members list.

Q: Can I add an additional stop for certain days of the week?

- Yes, you will need to contact your district first to add them to an approved family members list.

Q: What should I do if I do not receive notifications after setup?

- Ensure that notifications are enabled on your device.
- Contact us at beaconconnect@gobeacon.com.
- Please include the phone number associated with your account and your school district when reaching out.

Q: The app says that the phone number I entered is not valid. How can I verify the number on file?

- Contact support at beaconconnect@gobeacon.com.
- If the phone number on file does not match, you will need to contact your school directly. Note: The help desk cannot make changes to your phone number. All updates must be approved and processed by your school.

Q: Why is there a delay in the live location of the bus on the app?

- The app has a **16-second delay** between the actual location of the bus and the live update displayed in the app. This is normal and part of the system's tracking process.

Q: How do I report an issue with the APP?

- Send an email to: BeaconConnect@GoBeacon.com



[Scan or click to watch the video tutorial](#)

If you have any questions please reach us
BeaconConnect@GoBeacon.com

SECTION 9

Resources & Contacts

Beacon Connect is more than a platform. It's a partnership. Our team is here to support you every step of the way, from initial setup to everyday use. Whether you're troubleshooting an issue, onboarding new staff, or launching a new feature, you're never on your own. The resources below are designed to make your job easier and ensure you always know where to turn for help.

Quick Links

Beacon Connect Learning Site

Other doc links

Who to Contact

- **Technical Support**

For platform issues or troubleshooting:

beaconconnect@gobeacon.com

- **Your Beacon Implementation Lead**

[Insert name or role-based contact info]

- **Feedback or Guide Updates**

Contact: [Insert contact]