BEACON
CONNECT

Customer Guide

Everything you need to launch, support, and succeed

Table of Contents

Logging In

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

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.

Gmail   Outlook

SECTION 2

Dashboard

▶ <u>Watch the Video</u>

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:

<u>Calendar & Events</u>   <u>Messaging</u>   <u>Incident Reports</u>   <u>Routing Requests</u>   <u>Video Requests</u>
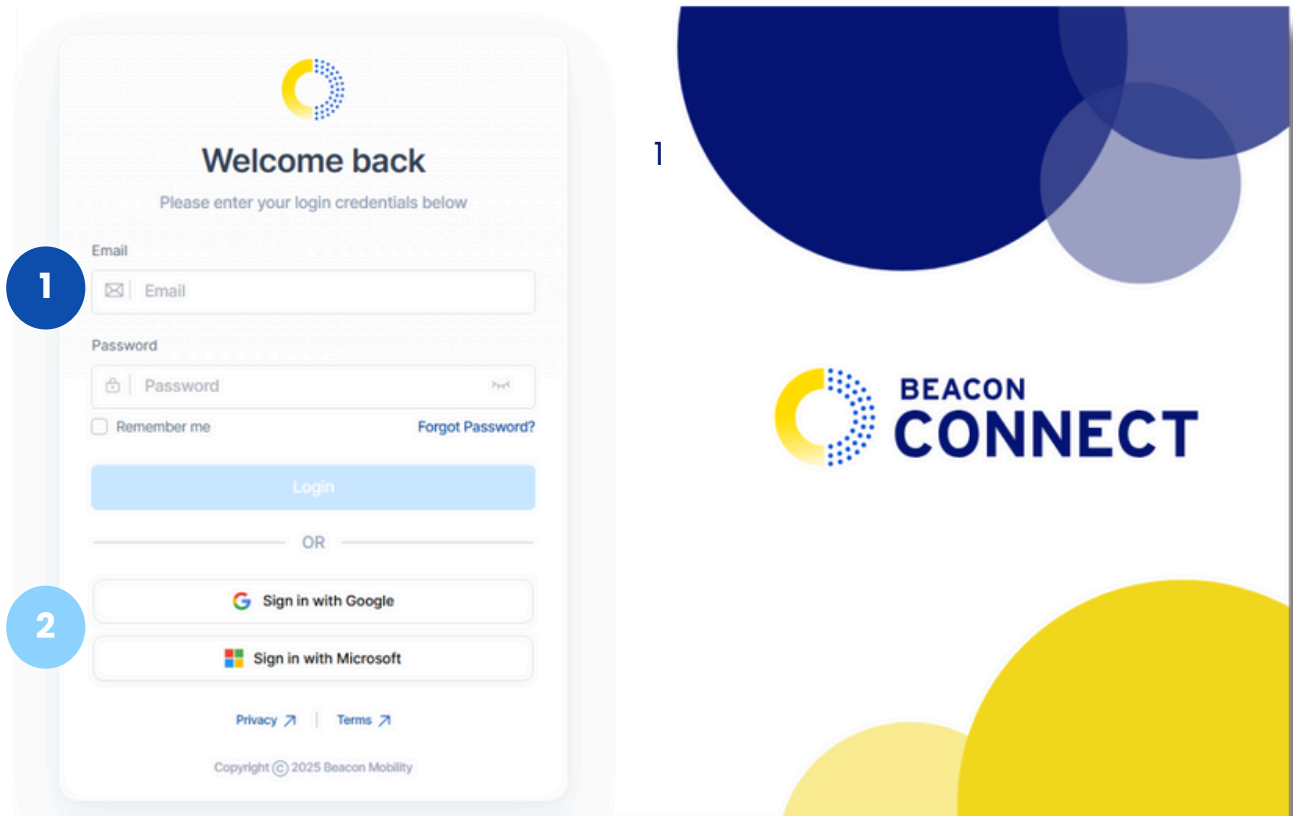
From your **Dashboard**, you can quickly access each key tool. On the next page, we'll walk through what you'll see when you log in. Each feature will then be covered in more detail, one section at a time.

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
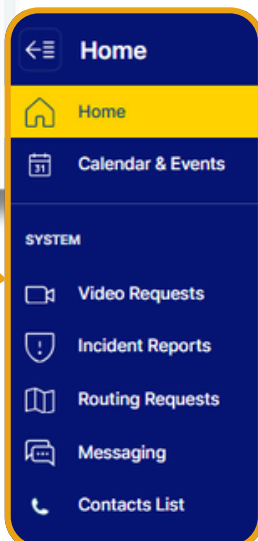Quick view of notifications on every page
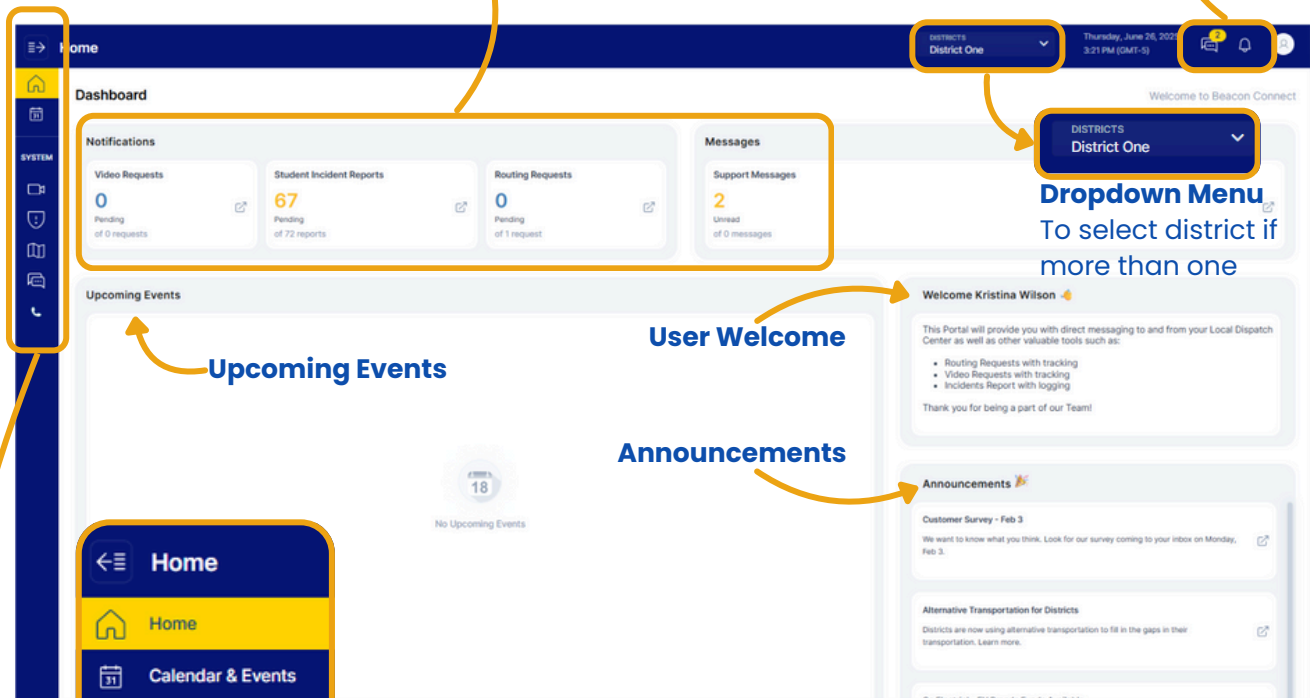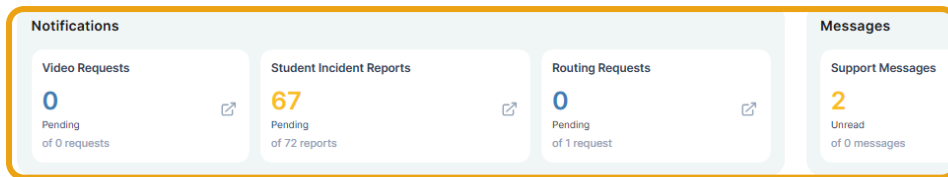
Dropdown Menu
To select district if more than one

User Welcome
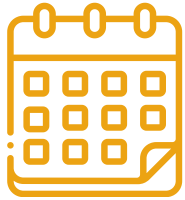
Announcements

Upcoming Events

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

[▶] <u>Watch the Video</u>

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.
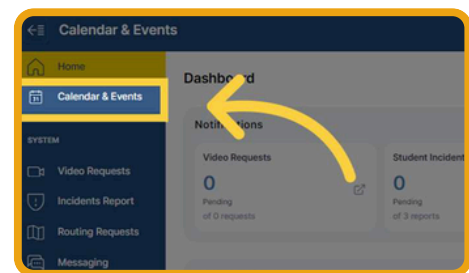
1. **Expand your system tools**

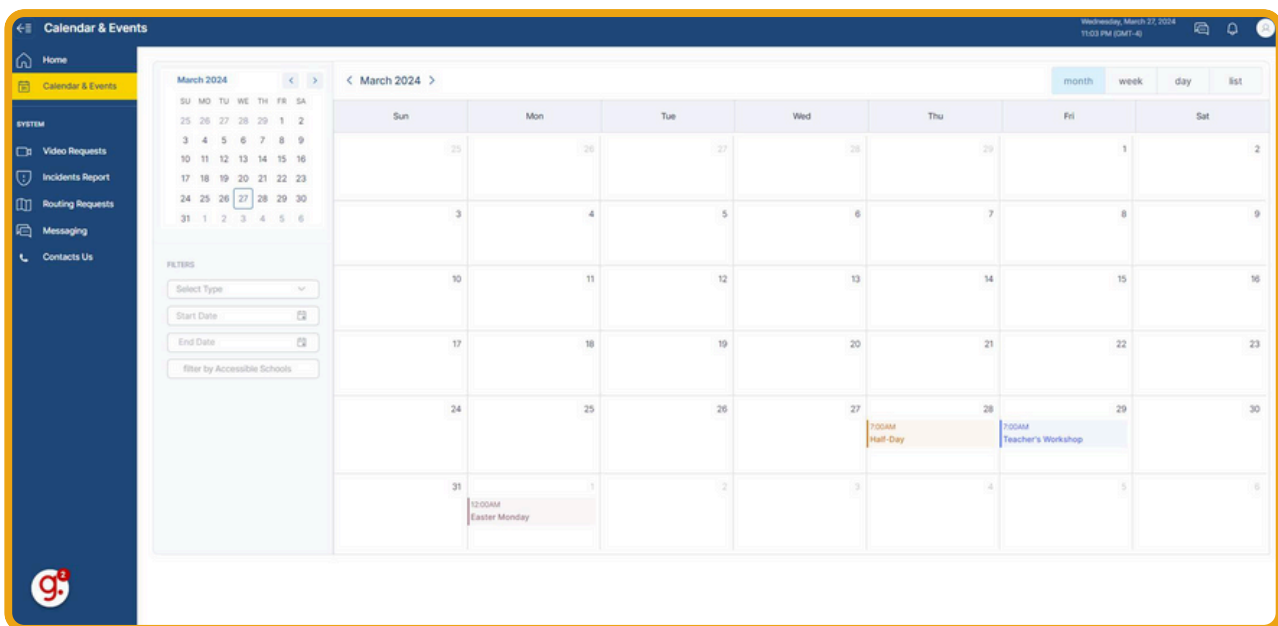Our first step is optional. Click the icon here to expand your system tools.
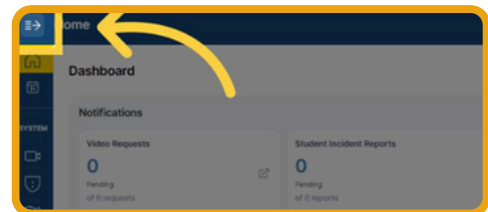
2. **Select Calendar & Events**

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.
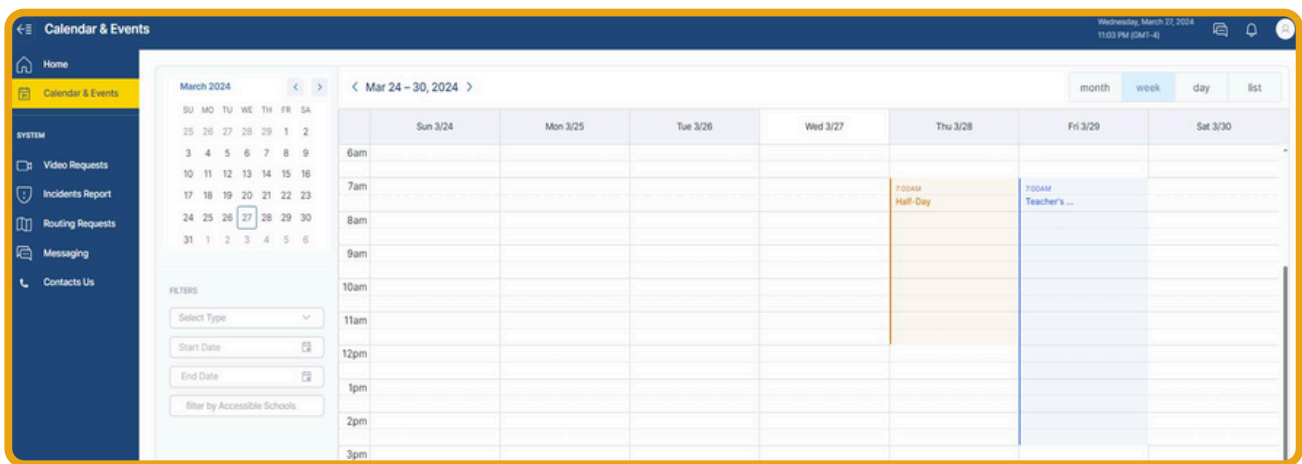
4. Calendar Preference

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.
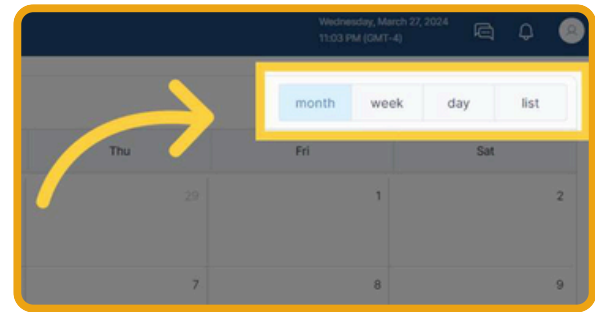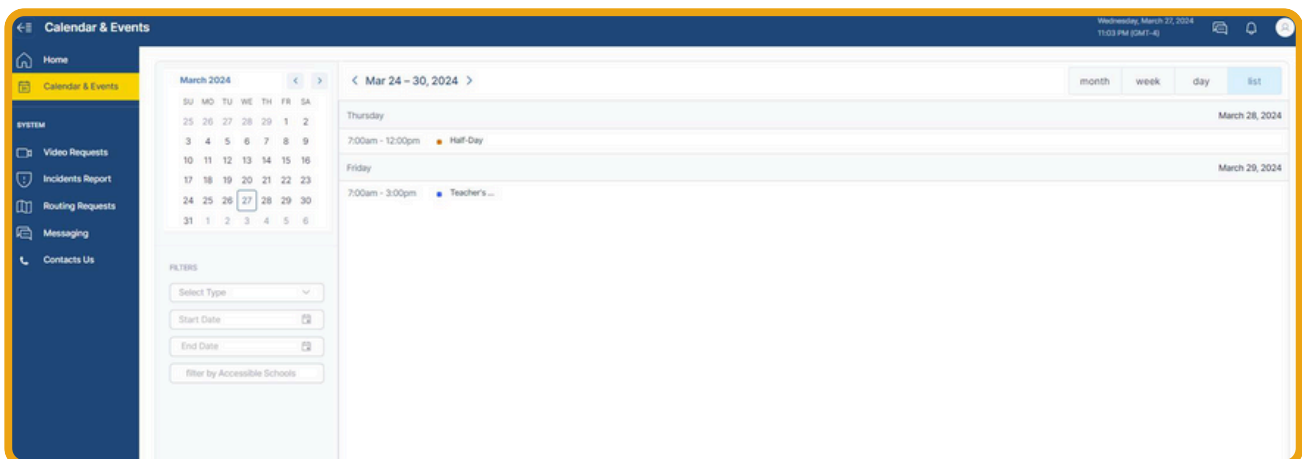

5. Calendar Preference - Weekly View
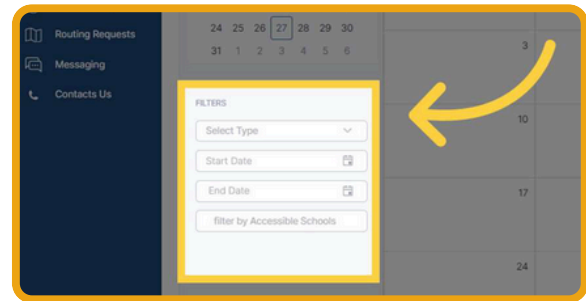
Here is an example of a Weekly view.

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.
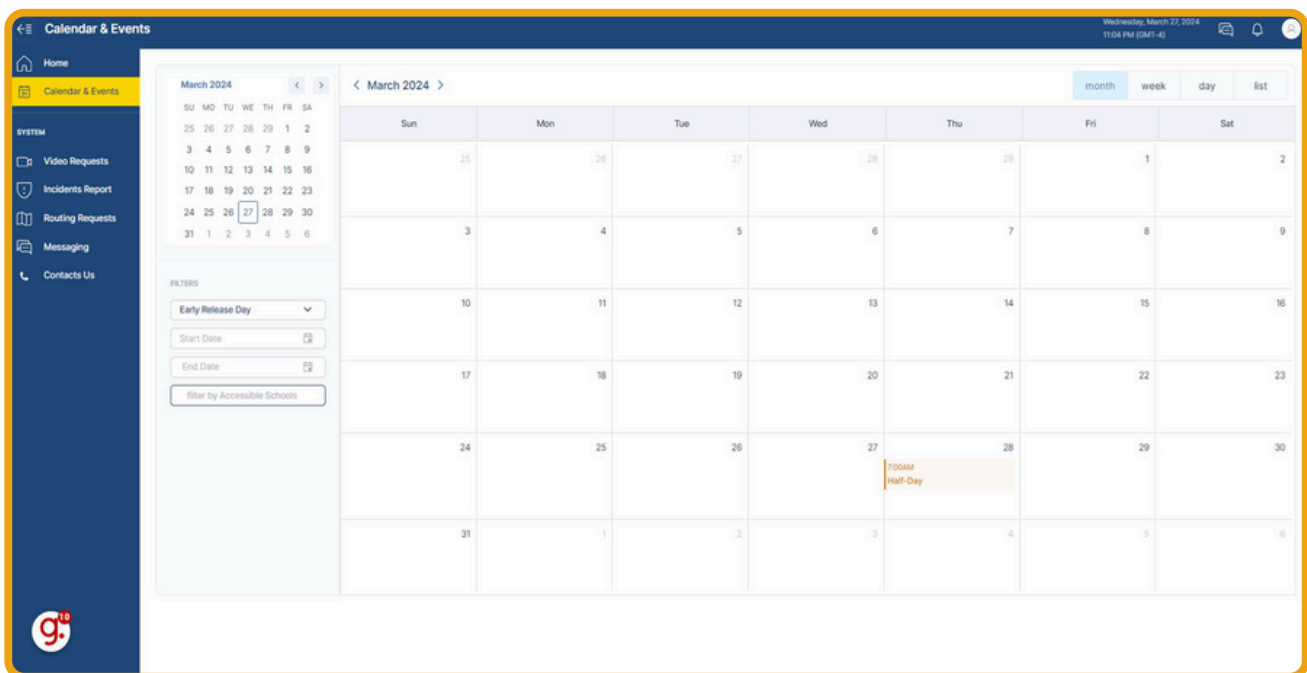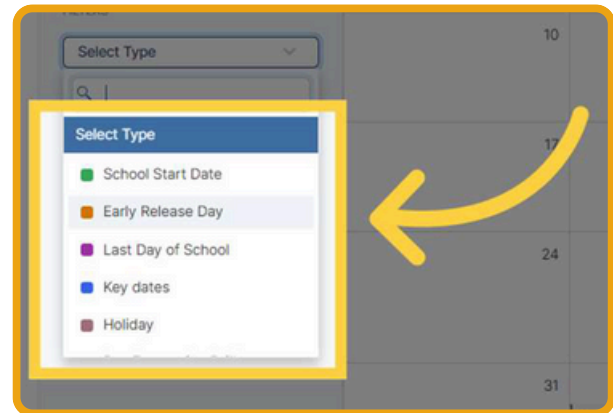
SECTION 4

Messaging ▶

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.
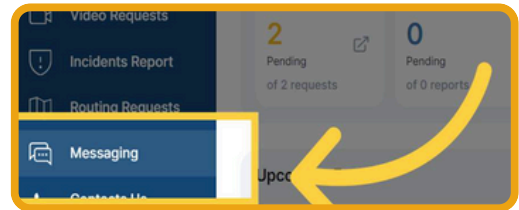
1. Expand your system tools

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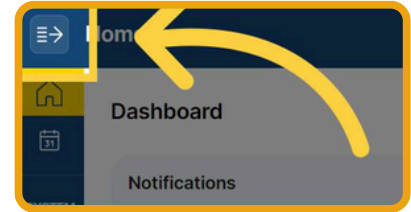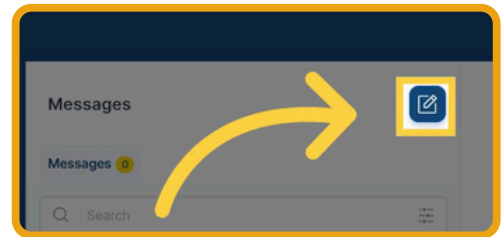
2. Select Messaging

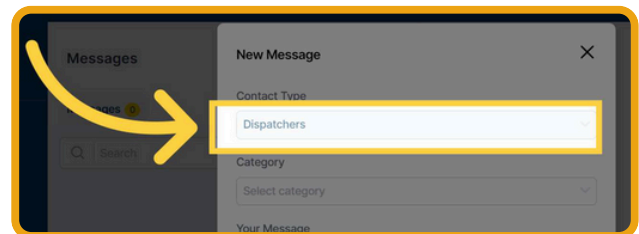Click on messaging from the expanded system tools.

3. Create your Message

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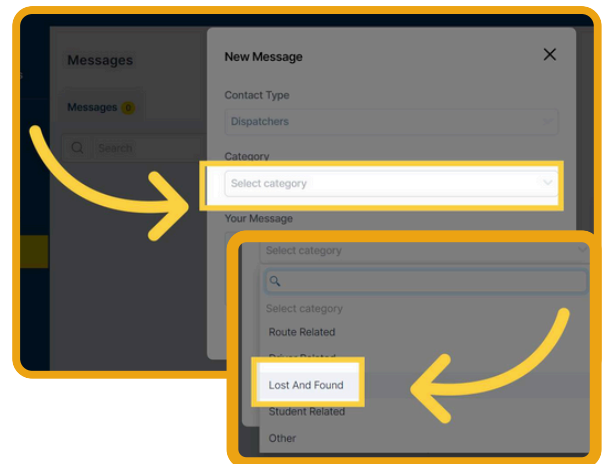
4. Select Recipients

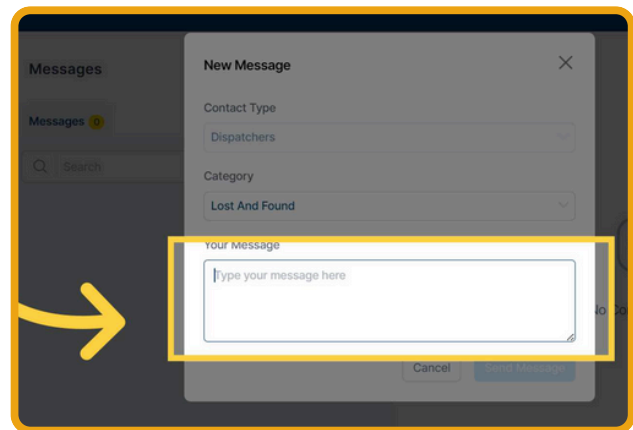Choose the recipients of your message by selecting *Contact Type.*

5. Select Message Category

Pick a message category from the drop-down menu— like "Lost and Found" shown in this example.
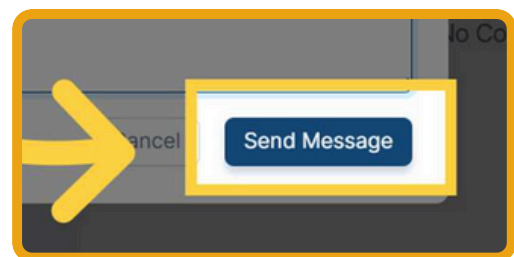
6. Type your Message

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.

Incident Reports

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.
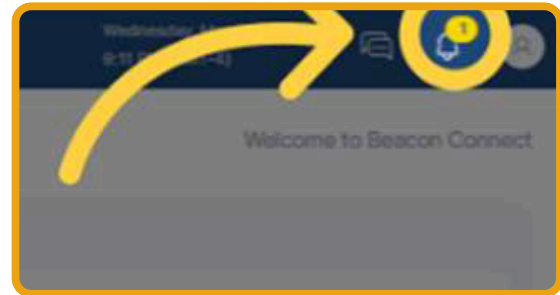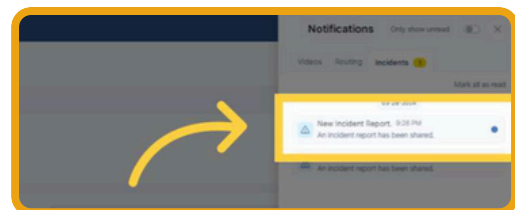

2. **Incidents Tab**

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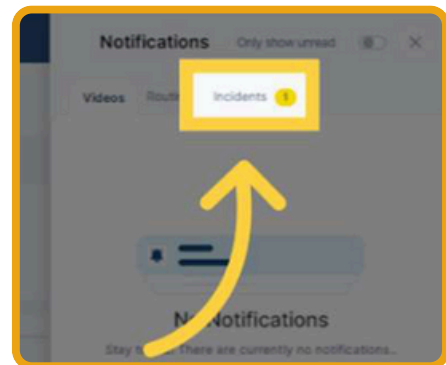
3. **Select the Alert**

   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.
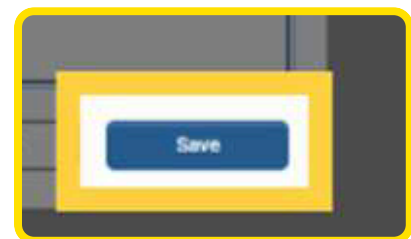

Example Student Incident Report.

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.

Routing Requests

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.
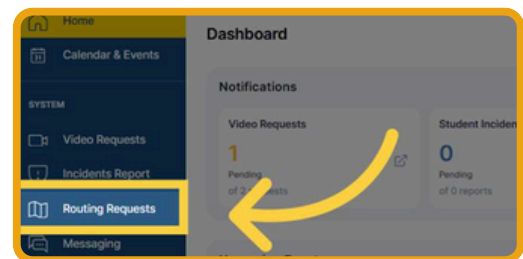
1. **Expand your system tools**

   Start by expanding the system tools menu, if it is not already open.
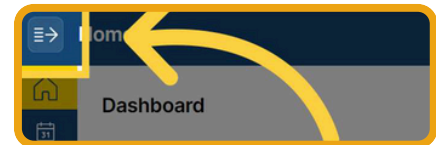
2. **Select the Routing Request Tool**

   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
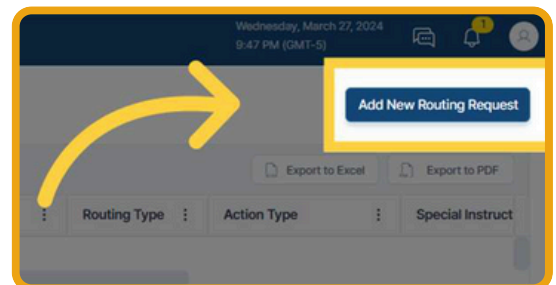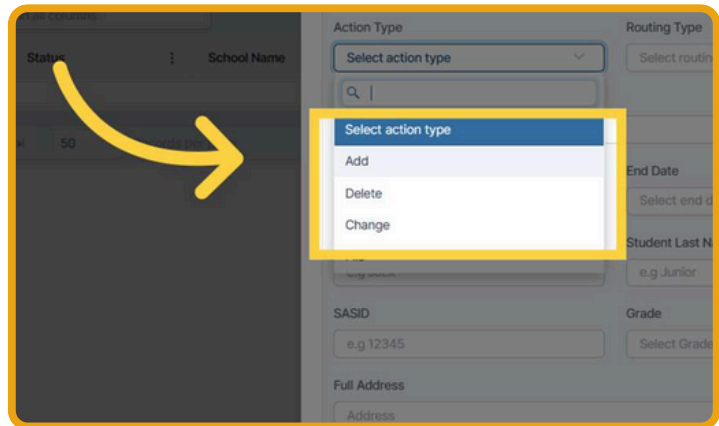
4. **Enter Student & Routing Data**

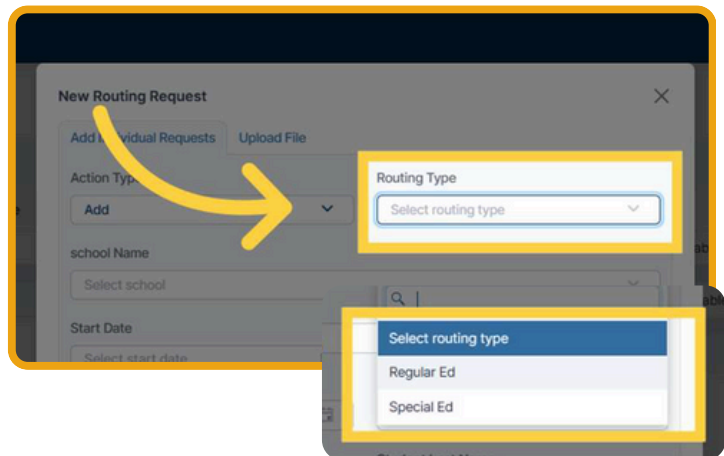   Fill in routing type, school, dates, student info, address, and any special instructions.

5. Select Action Type

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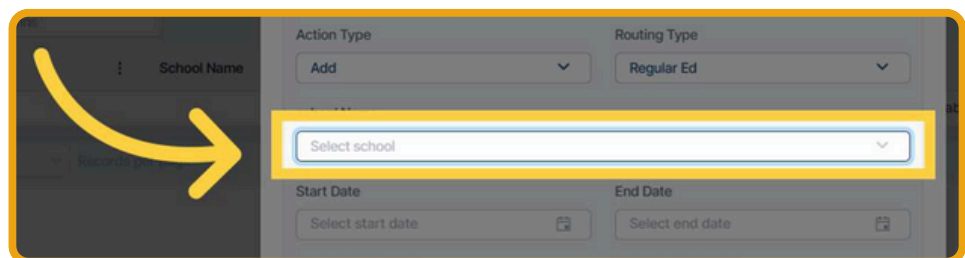
6. Routing Type

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.
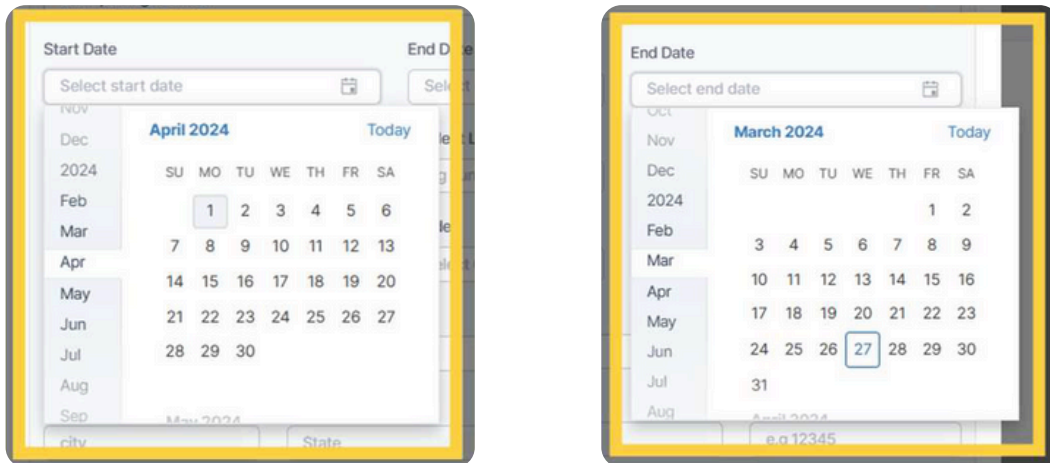
7. Select the School

Select the corresponding school for the route from the drop-down menu.
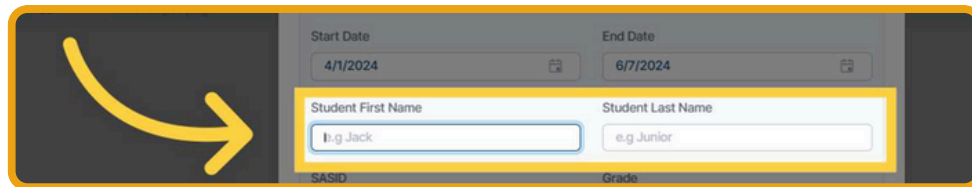
8. **Start and End Dates**

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.
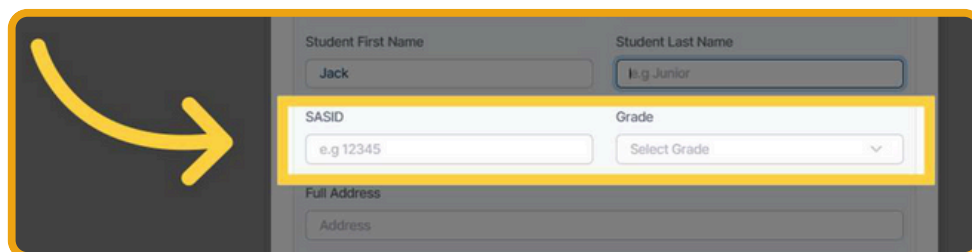
9. **Student Name**

Enter the student's first and last name.

10. **Student ID and Grade**
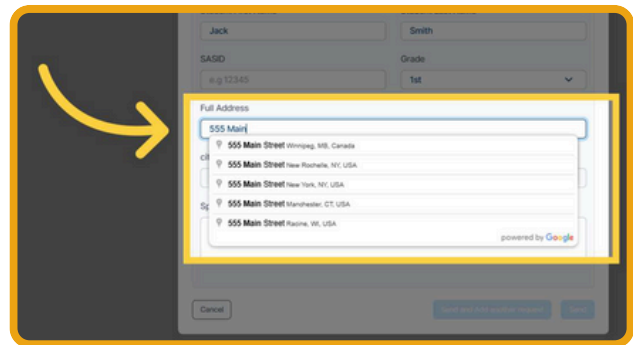
Enter the student ID and grade. **Please note, student ID is a required field.**
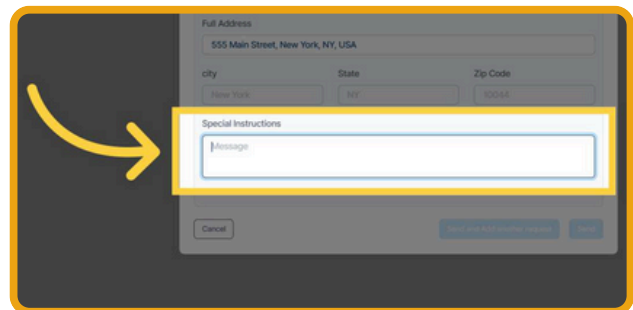
11. Address

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.
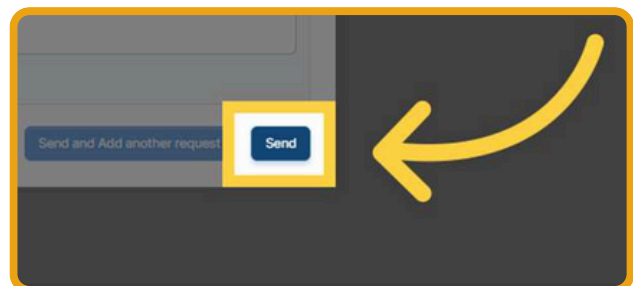
12. Special Instructions

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.
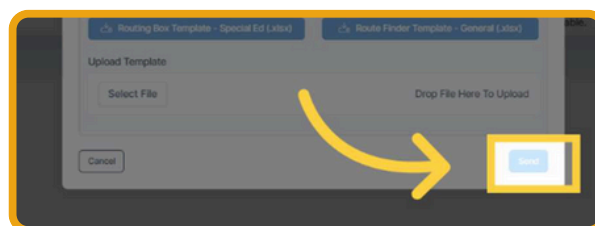
17. **Viewing Requests**

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.
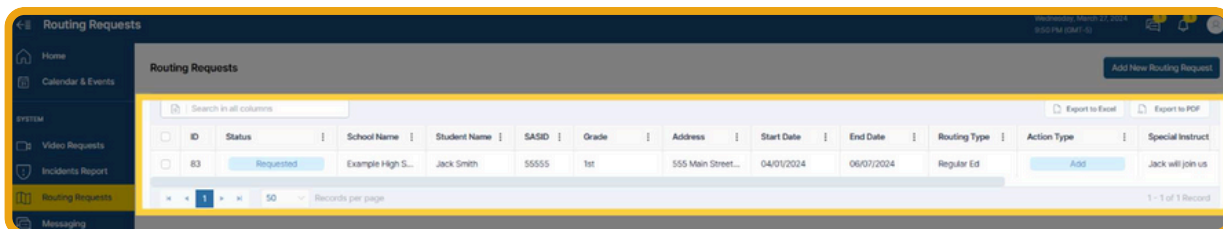
18. **Exporting Requests**

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.
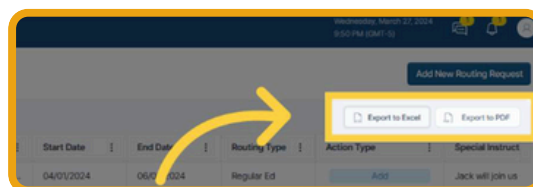
19. **Notifications**

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.

BEACON CONNECT
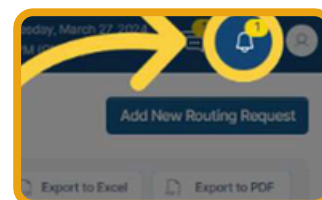
Video Requests

<u>Watch the Video</u>

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.
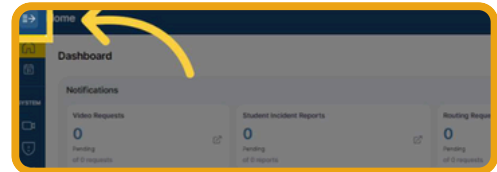
2. **Select Video Requests**

   From the main screen, navigate to the Video Requests section and click Video Requests to open the tool.
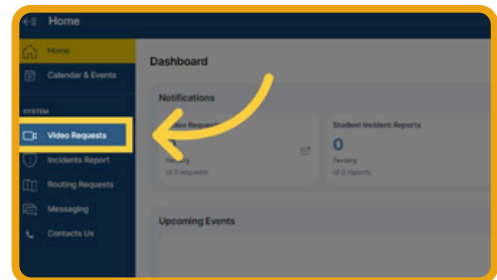
3. **Click "Request Video"**

   On the Video Requests screen, click **Request Video** to start a new request.
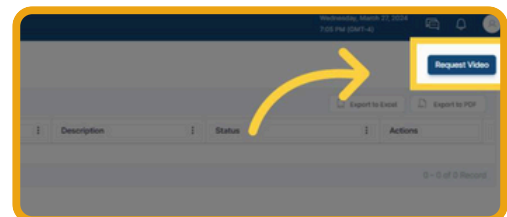
4. **Click "Select School"**

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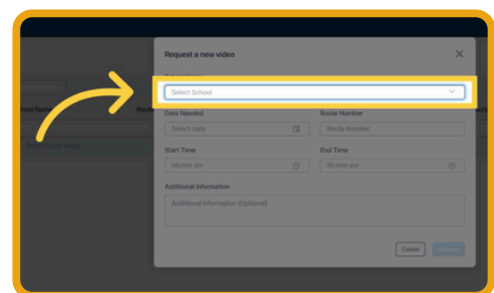
5. Choose the Date

Click the **calendar icon** and select the date for the video you need.
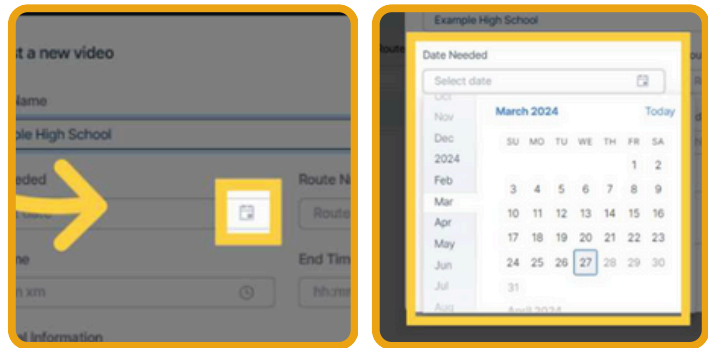
6. Select the Route Number

Click **Route Number** and select the applicable route involved in your request.
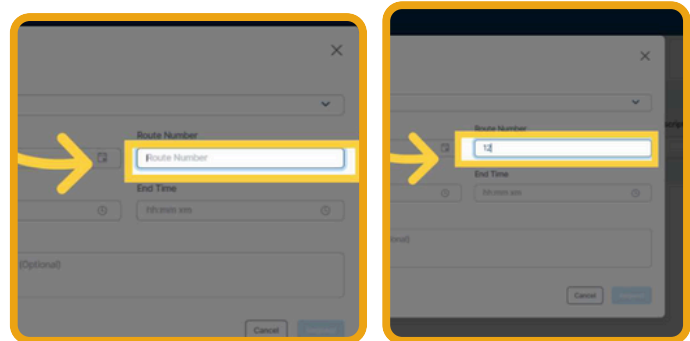
7. Set Start and End Times

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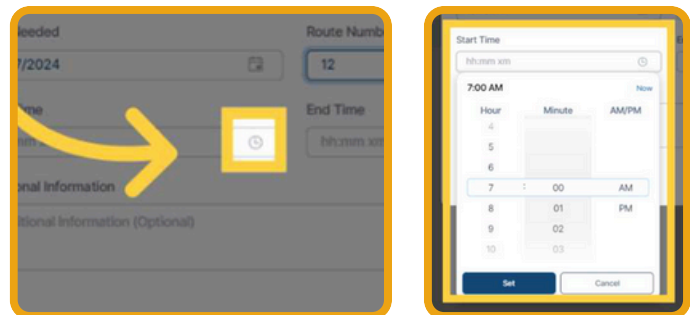
8. Additional Information

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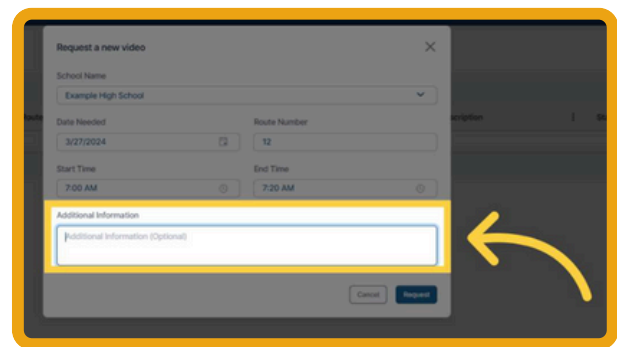
9. Send the Request

Verify all entered information, then click **Request** to send your video request to dispatch.
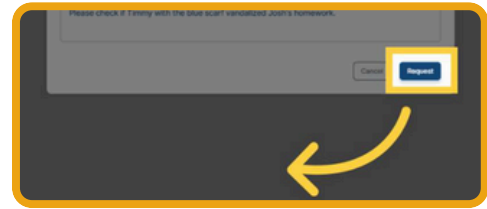
11. View and Download Video

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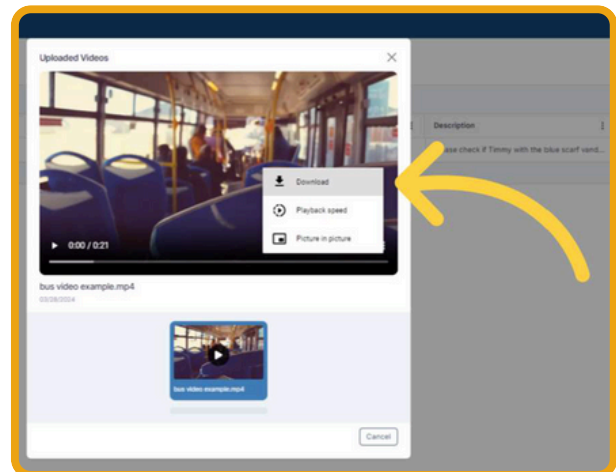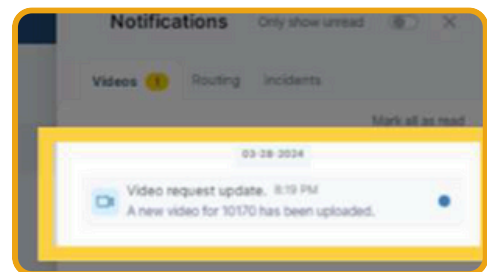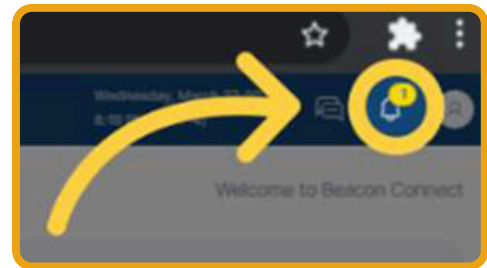
With the **Video Requests** tool, you can quickly access, review, and download important footage—helping you resolve issues and keep your transportation system running smoothly.

Live Map

What You'll Learn

- How to view vehicles in real time.
- How to filter by vehicle number, route number or bus driver name.
- How to see traffic in real-time.
- How to view street and satellite views.

Resources & Tips

Tip: *View your vehicles in real-time. Gain street views and use Pegman.*

Note: *Vehicles have a GPS 15 second delay.*

How it Works:

Beacon Connect Live Map gives you real-time visibility of every bus on the road, enhancing safety and operational efficiency. Easily search by route, bus number, or driver to monitor routes, reduce delays, and respond to changes quickly. Switch between traffic, street, or satellite views, and use pegman for street-level insight—all in one centralized, easy-to-navigate dashboard.

1. **Live Map**

Select the Live Map icon from the navigation menu.
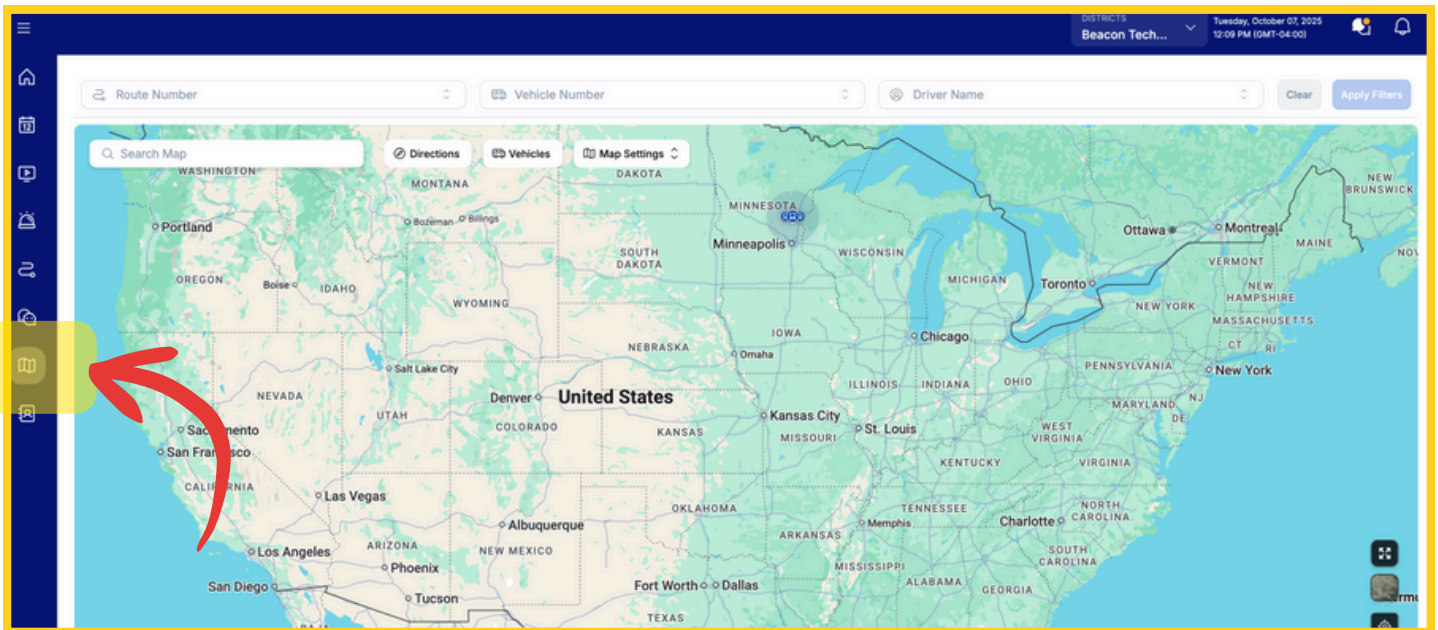
2. **View Your Vehicles**

Zoom in using your mouse or the zoom buttons on the map to see your vehicles.
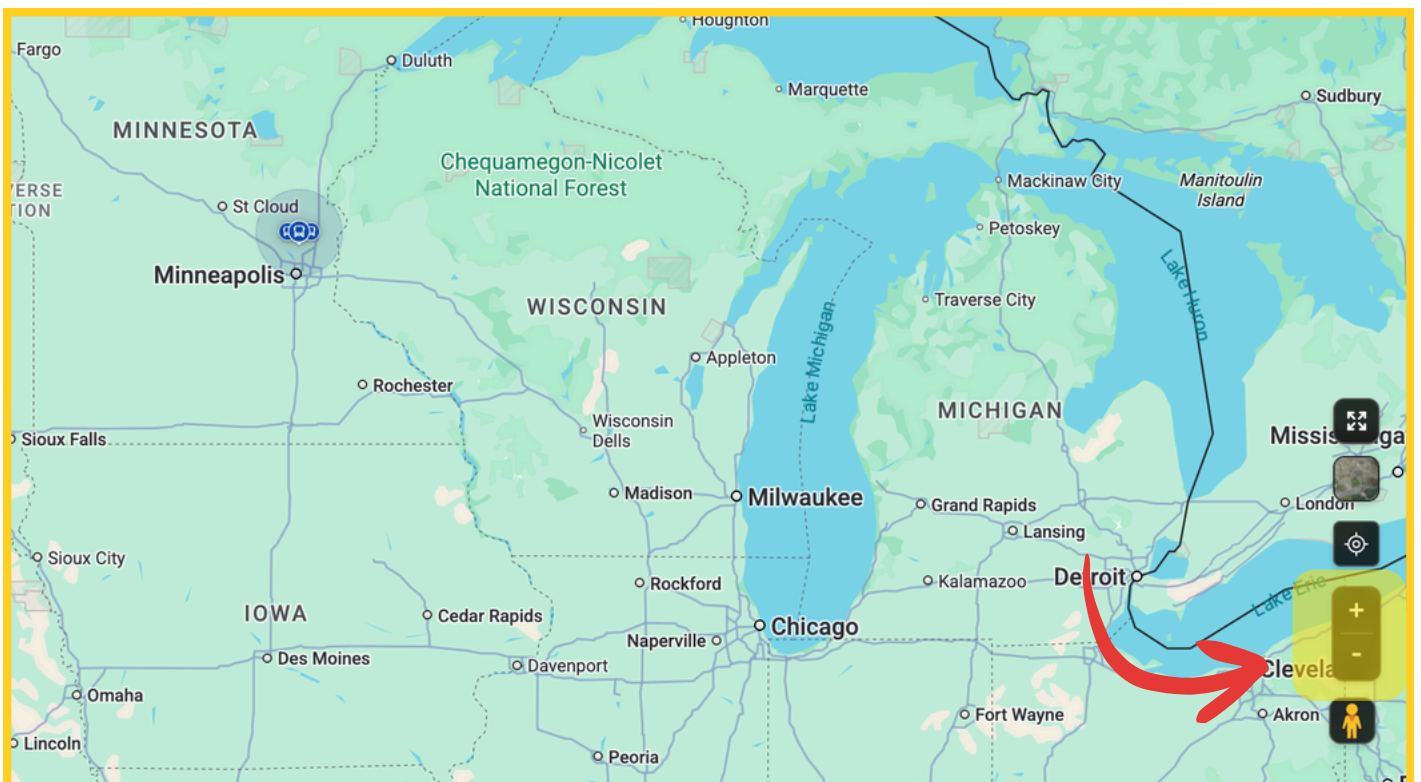
3. Sort Vehicles

You can search and sort vehicles by entering a route number, vehicle number or driver name. Be sure to select the "Apply Filters" button.
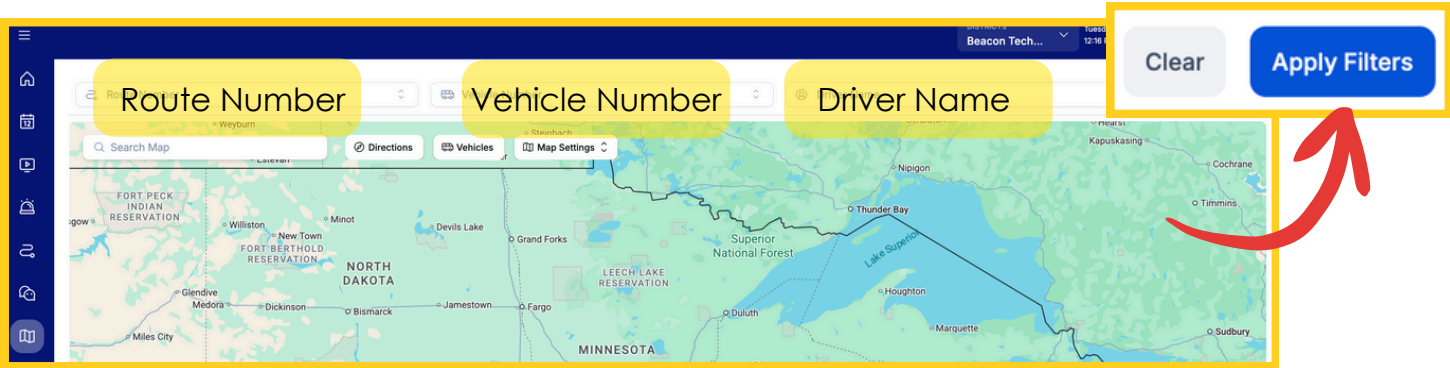
4. Additional Features

You can also enter map directions, view vehicle information and see real-time traffic.
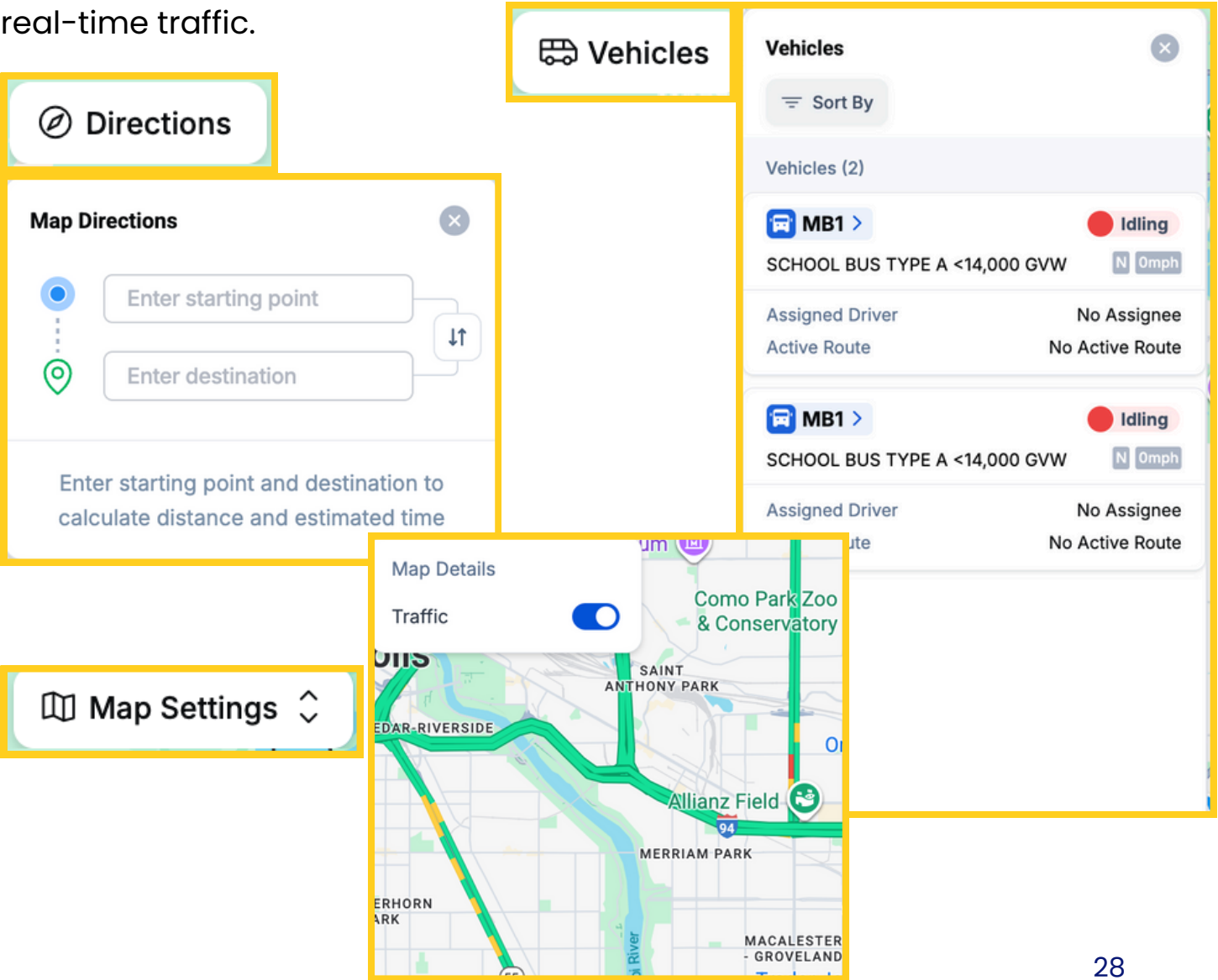
5. Street Views

View the map through the Street view or Satellite view. You can also use the Pegman to view areas up close.

SECTION 9

Family App

▶

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
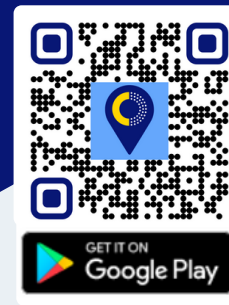
BEFORE YOU LOGIN

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 distrcit. Enter the verification number sent via text.

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

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 ⑦

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

32

BEACON CONNECT *family* APP

APP SETUP
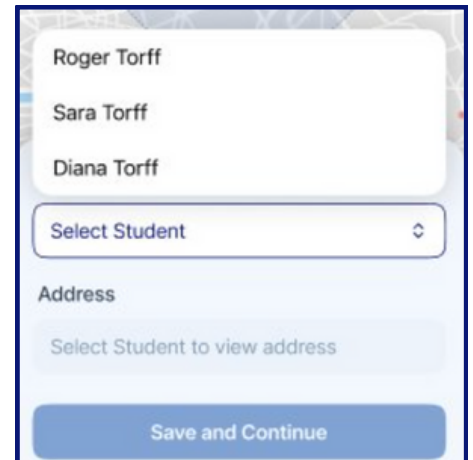
④ Click on "Add New Bus/Route."
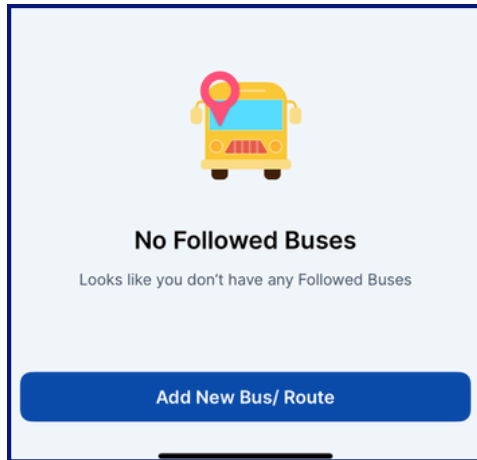
⑤ Select the route you want to follow.

⑥ Select your student.

No Followed Buses

Looks like you don't have any Followed Buses

Add New Bus/ Route

Add New Route
Select Bus / Route

Please select the route / bus that you wish to add.

🔍 Search by route number

📍 **Route Number**
Vehicle Number   **Select**

📍 **Route Number**
Vehicle Number   **Select**

Roger Torff

Sara Torff

Diana Torff

Select Student

Address

Select Student to view address

Save and Continue

---
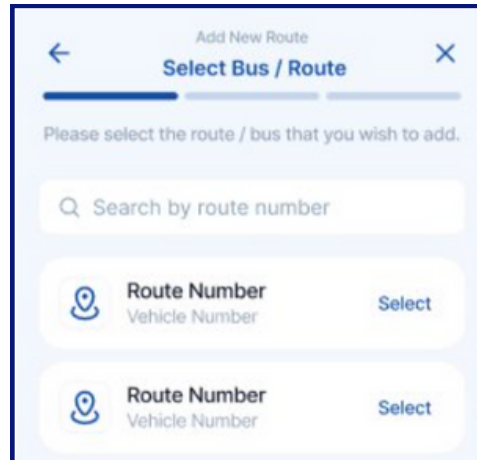
⑦ Select a zone type.
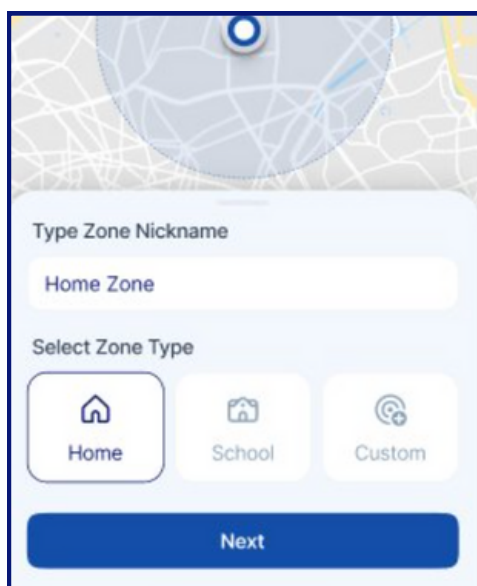
⑧ Adjust your zone size.
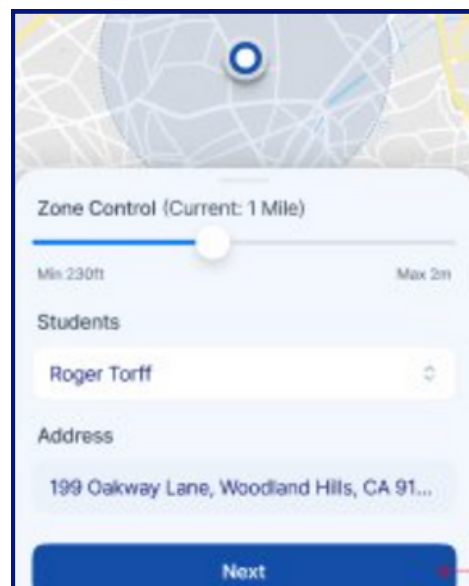
⑨ Select the desired days/time you would like to receive notifications.

Type Zone Nickname

Home Zone

Select Zone Type

🏠 Home   🏫 School   @ Custom

Next

Zone Control (Current: 1 Mile)

Min 230ft   Max 2m

Students

Roger Torff

Address

199 Oakway Lane, Woodland Hills, CA 91...

Next

Select days

Mon   Tue   Wed   Thu   Fri

Notification Start Time

09:00 AM

Notification End Time

09:30 AM
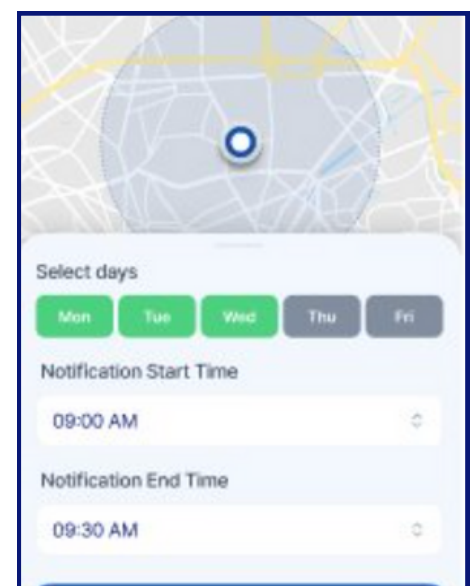
⑩ Receive a notification whenever the bus enters a zone.
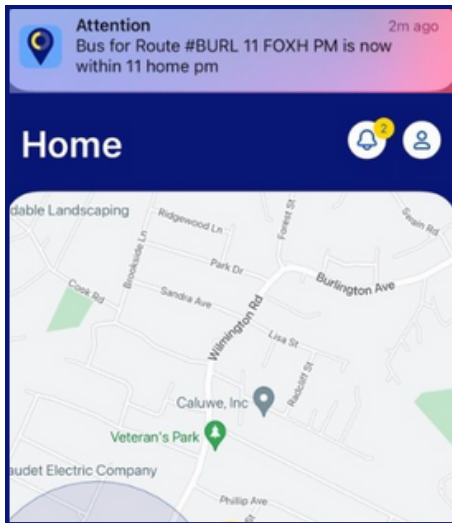
⑪ Track the bus in real time.

!
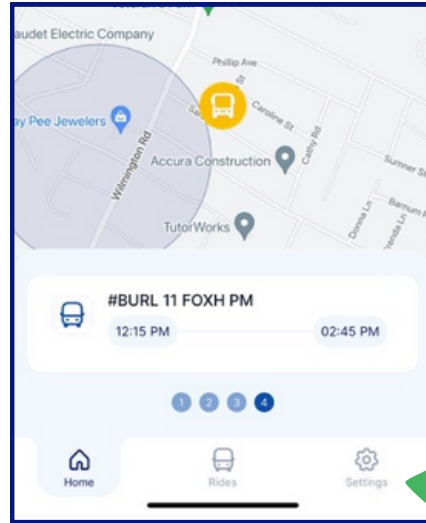
Use the Settings button to:
- Add new students
- Create new routes
- Edit existing routes.

Custom Zones

Optional: Custom Zones

When should I use custom zones?

If the student takes a different bus for example Grandma's house.
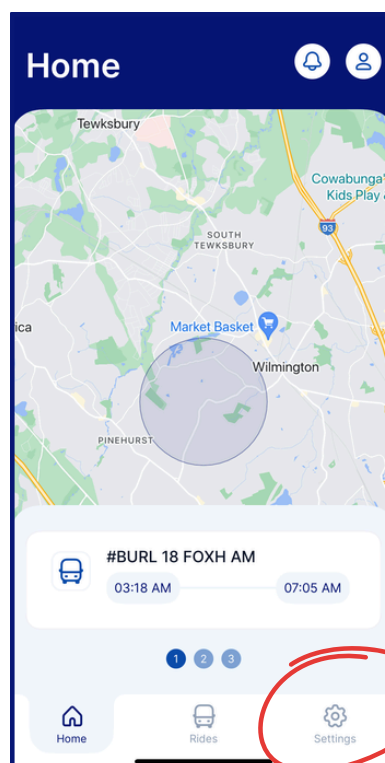
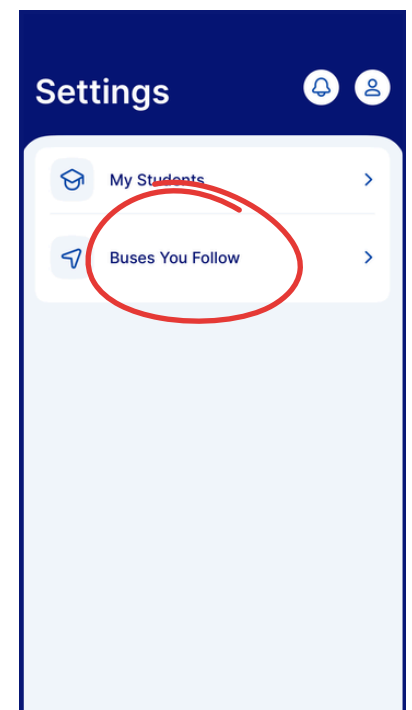Give a 'Heads up' when the bus is near by (Usually a convenience store).

Add geolocation if the stop is far away from their house.
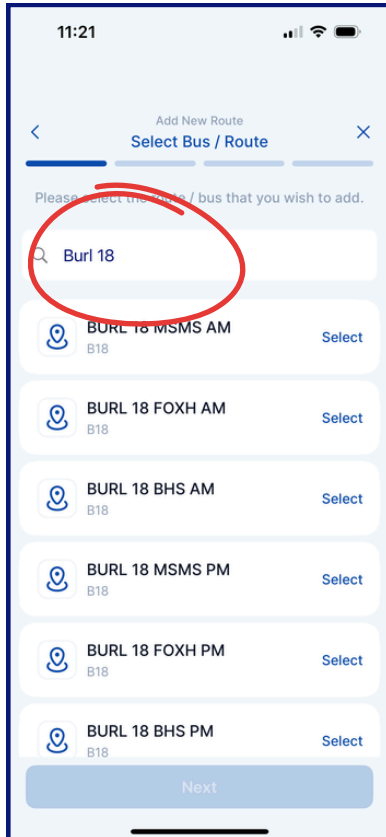
① Select **"Settings."**
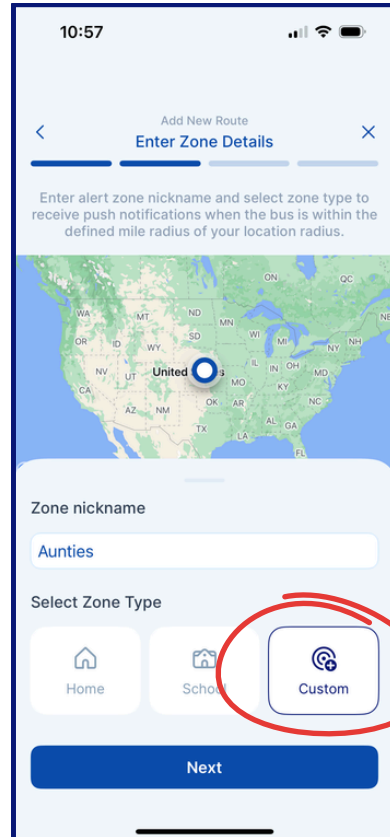

② Select the **"Buses You Follow."** *Note you will need to know the route number.

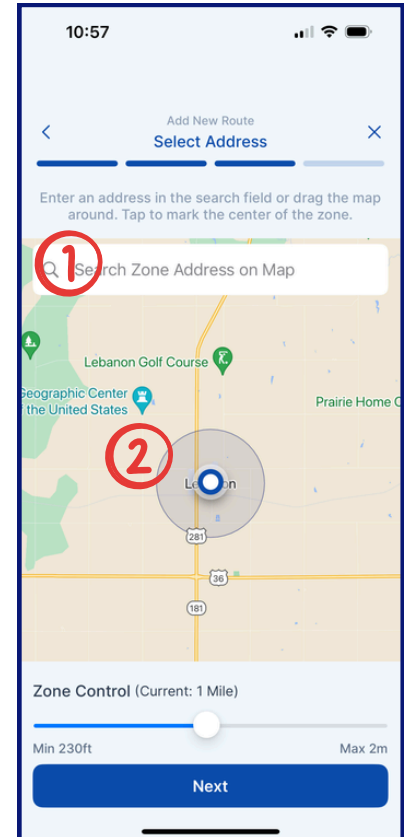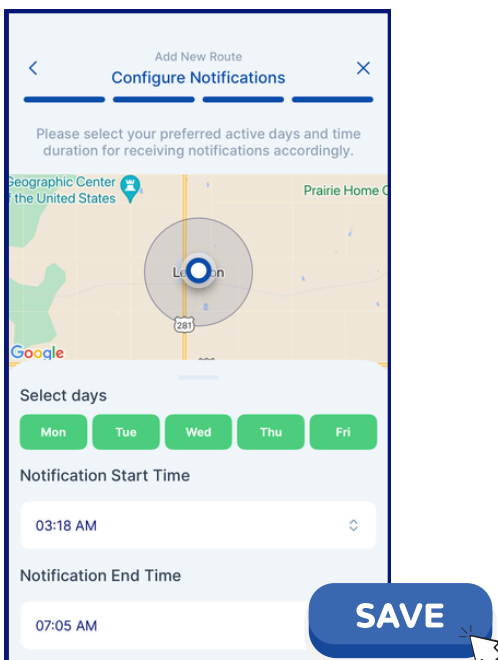③ Enter the **"Route"** within the search bar.
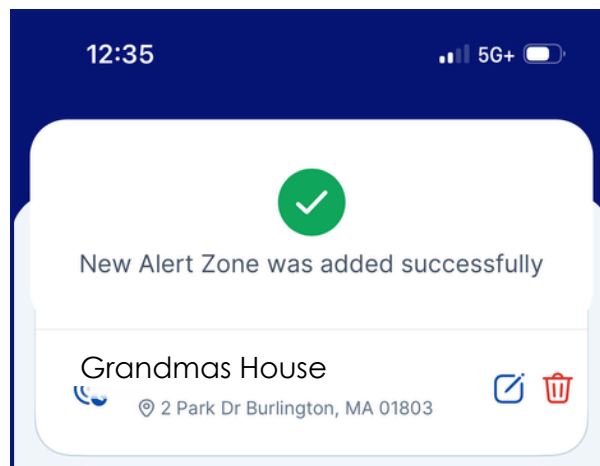
④ Select "**Custom Zone**" and give it a **"Nickname."**

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

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]