

SECTION 9



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.



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

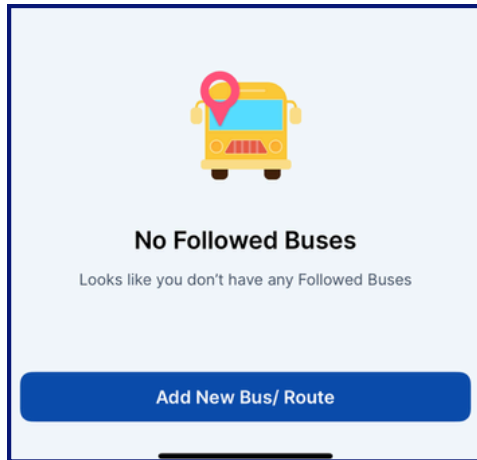
BEACON CONNECT family APP



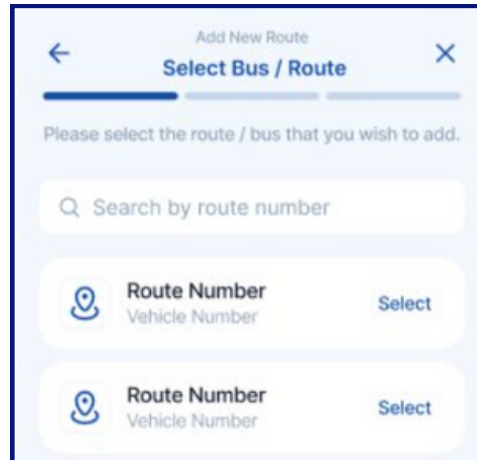
[Scan or click to watch the video tutorial](#)

APP SETUP

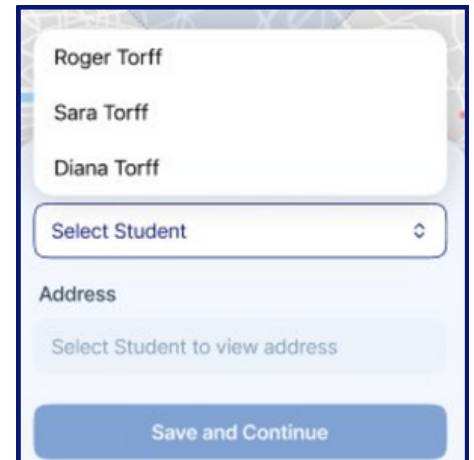
- ④ Click on "Add New Bus/Route."



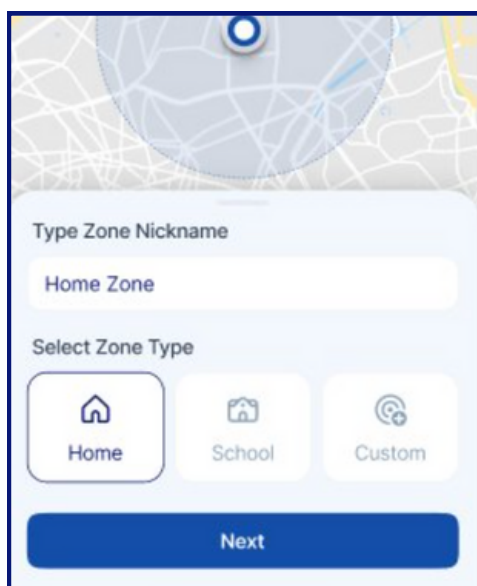
- ⑤ Select the route you want to follow.



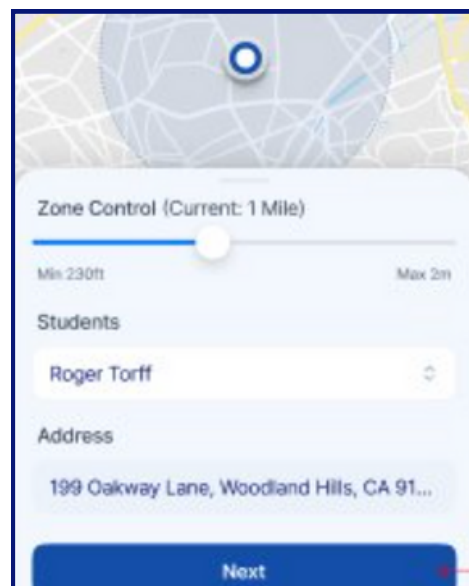
- ⑥ Select your student.



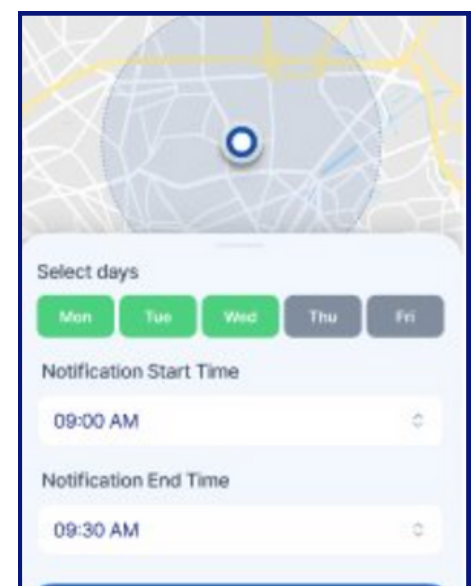
- ⑦ Select a zone type.



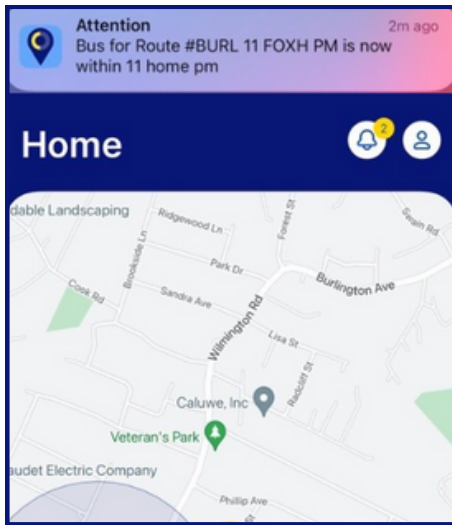
- ⑧ Adjust your zone size.



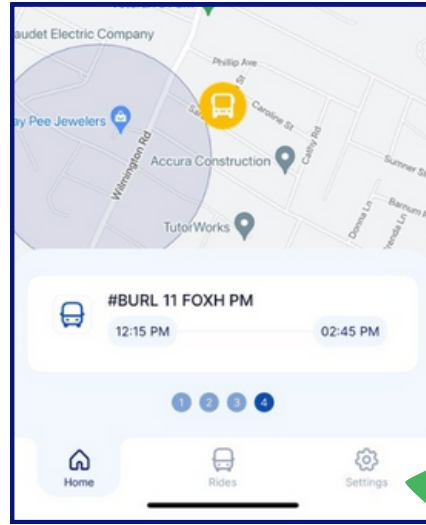
- ⑨ Select the desired days/time you would like to receive notifications.



- 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.

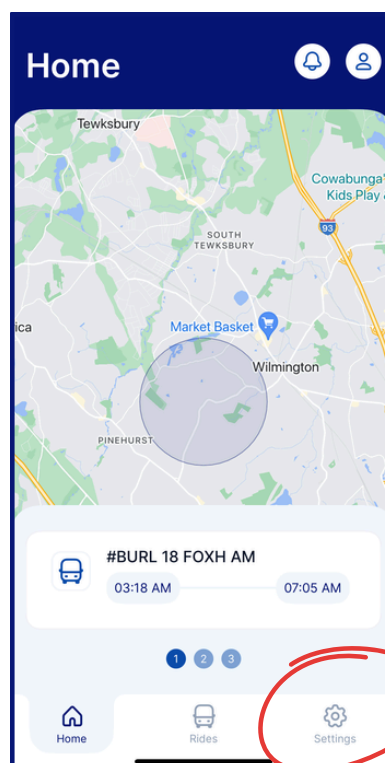


Give a 'Heads up' when the bus is near by (Usually a convenience store).

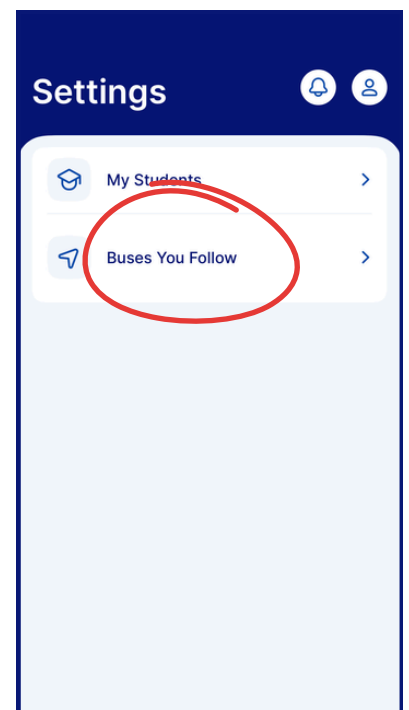


Add geolocation if the stop is far away from their house.

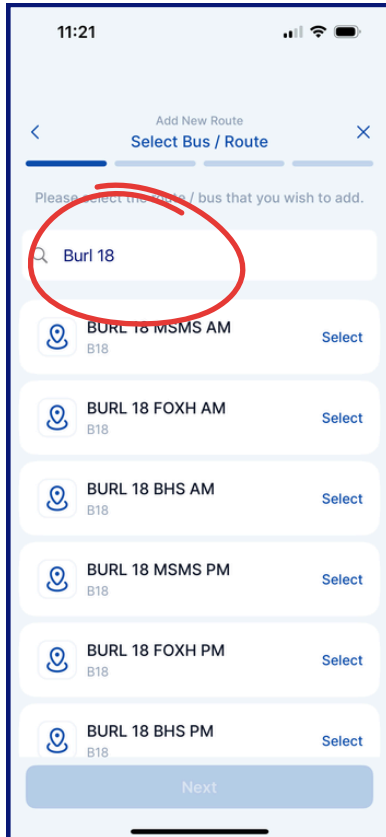
- ① Select "**Settings.**"



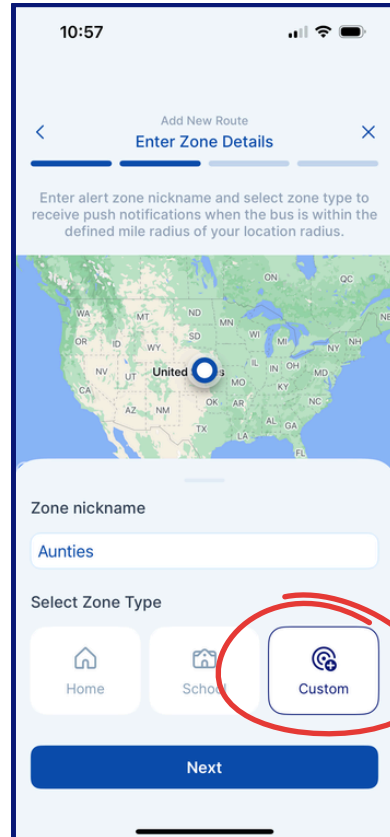
- ② Select the "**Buses You Follow.**" *Note you will need to know the route number.



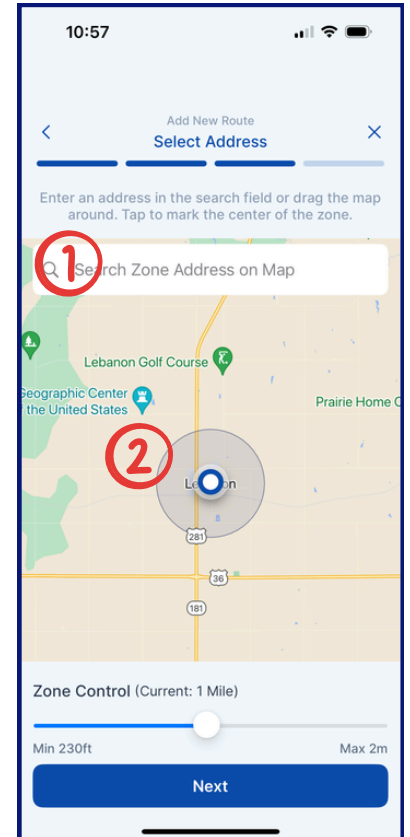
3 Enter the **“Route”** within the search bar.



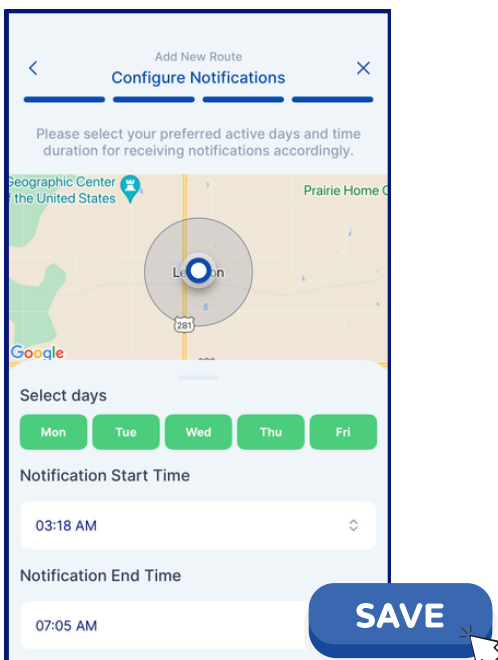
4 Select **“Custom Zone”** and give it a **“Nickname.”**



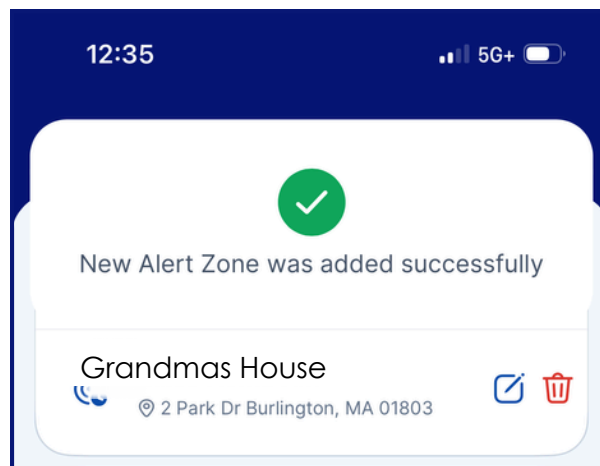
5 Enter the **“Address,”** and set the **“radius.”**



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