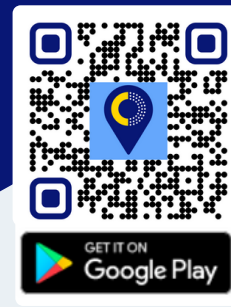


BEACON CONNECT family APP



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"**



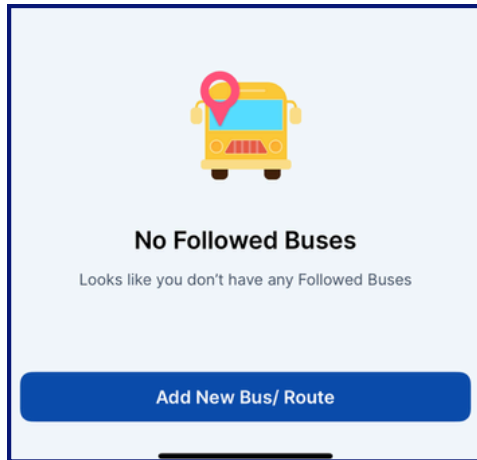
BEACON CONNECT family APP



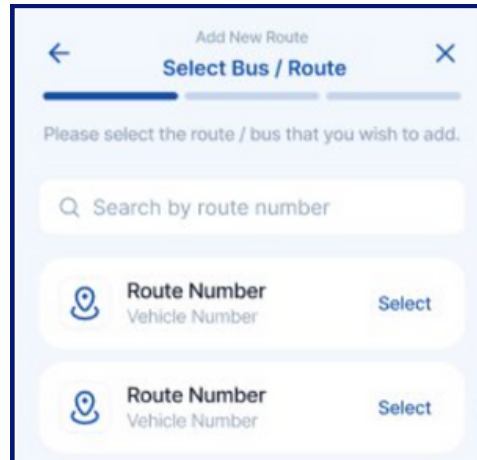
[Scan or click to watch the video tutorial](#)

APP SETUP

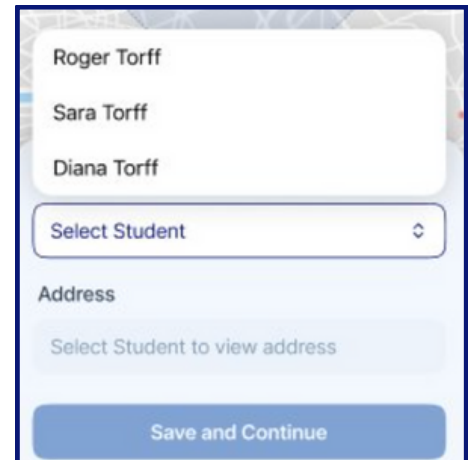
- ④ Click on "Add New Bus/Route."



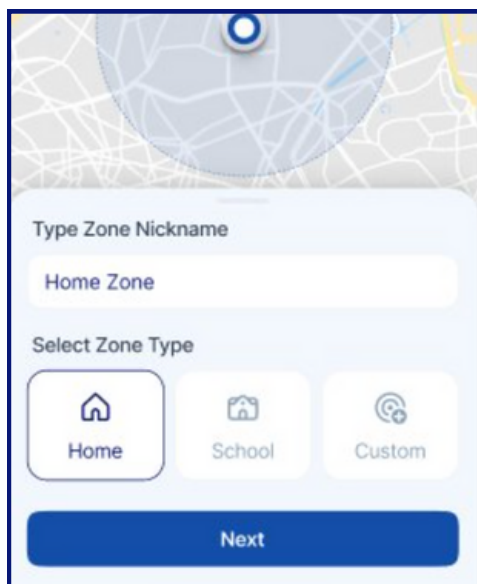
- ⑤ Select the route you want to follow.



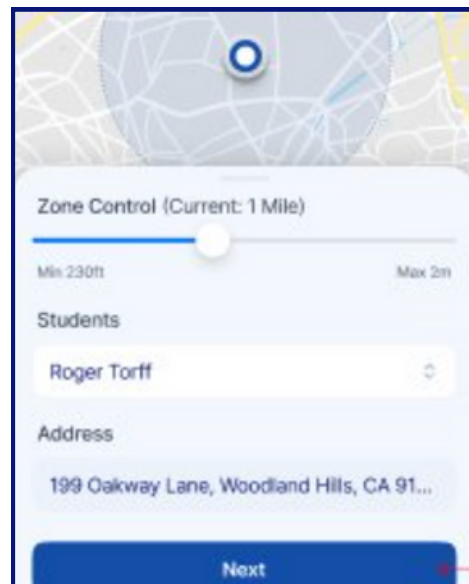
- ⑥ Select your student.



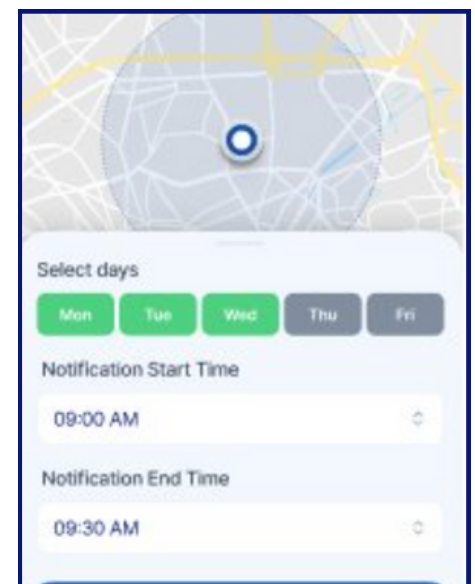
- ⑦ Select a zone type.



- ⑧ Adjust your zone size.

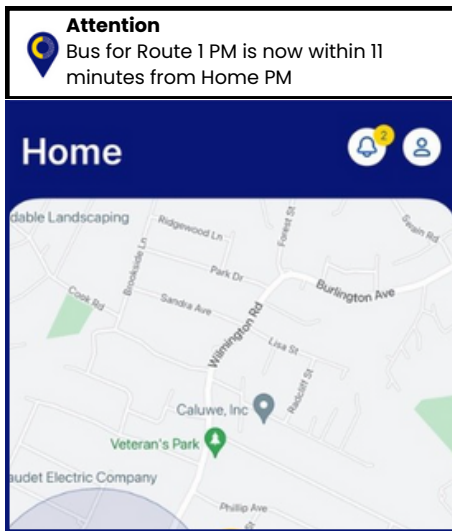


- ⑨ Select the desired days/time you would like to receive notifications.

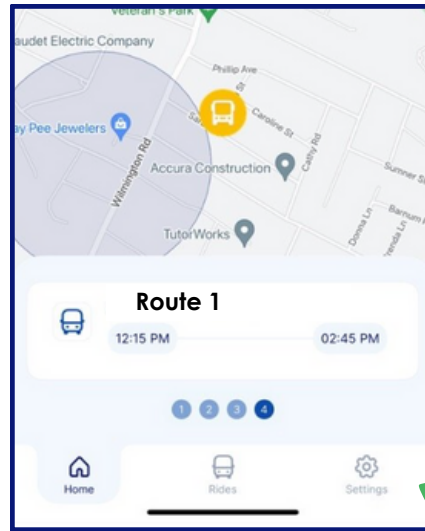


APP SETUP CONT...

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



- ⑪ Track the bus in real time.

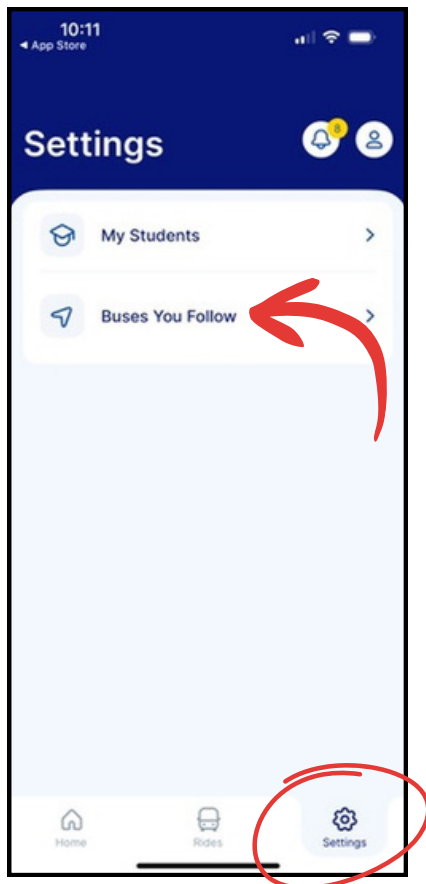


Use the Settings button to:

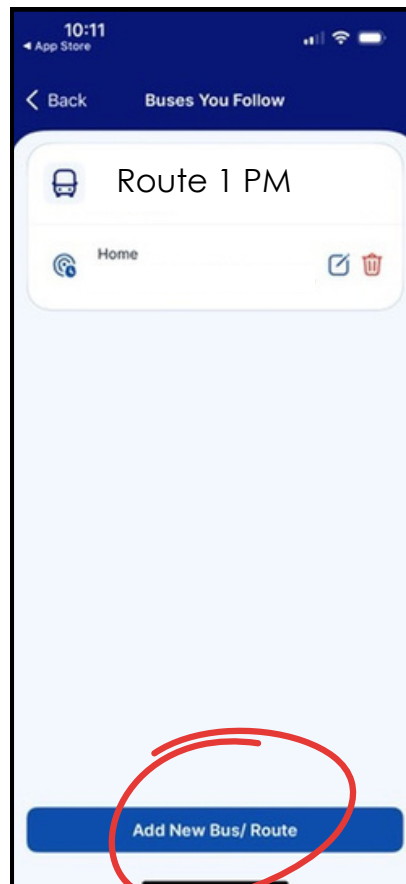
- Add new students
- Create new routes
- Edit existing routes.

Early/Late Start Setup

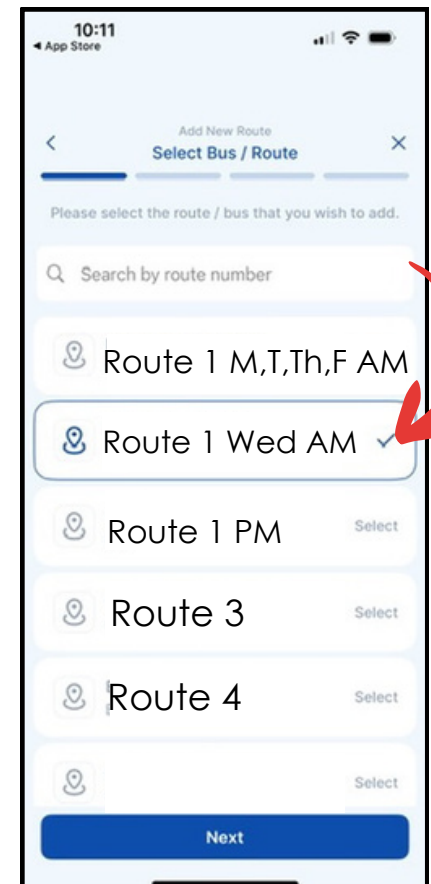
- ① Go to your settings. Select buses you follow.



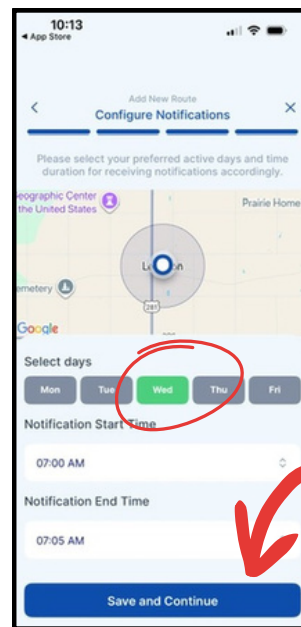
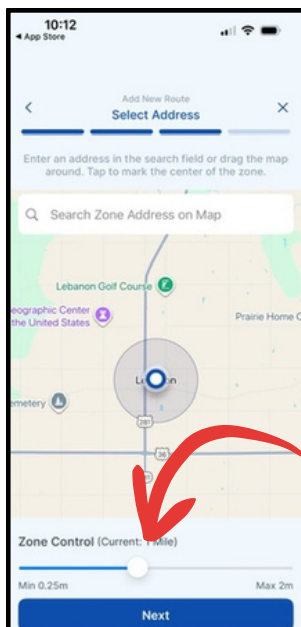
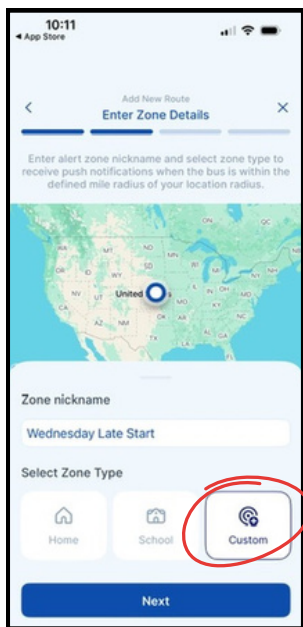
- ② Select Add New Bus/Route.



- ③ Early or late start routes will be marked uniquely. For example: **Bus 1 Wed AM**



- ④ Give the early or late start route a name.
- ⑤ Select the zone notification radius.
- ⑥ Select the day(s) of the week to be notified for this route. Then select save.



Custom Zones

Optional: Custom Zones

When should I use custom zones?



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

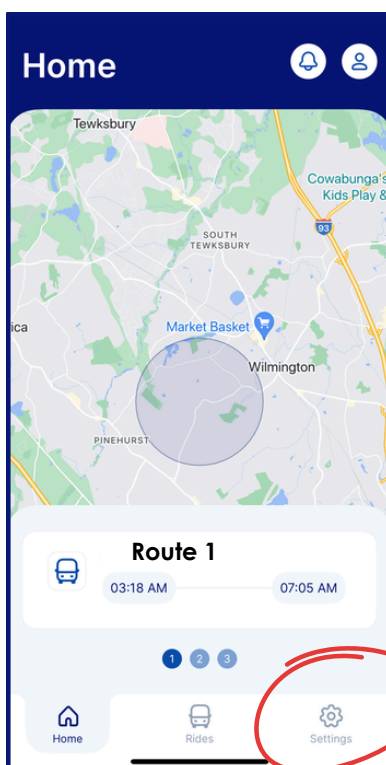


Give a 'Heads up' when the bus is near by (Usually a convenience store).

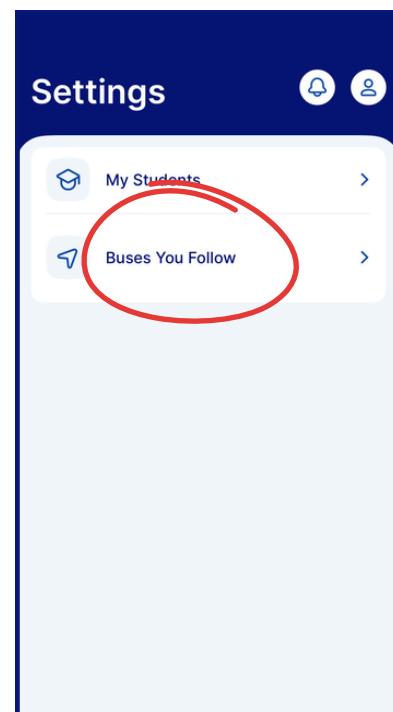


Add geolocation if the stop is far away from their house.

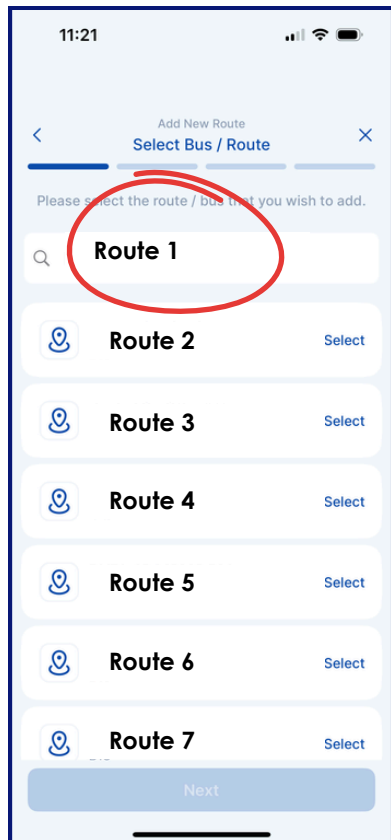
- ① Select "**Settings.**"



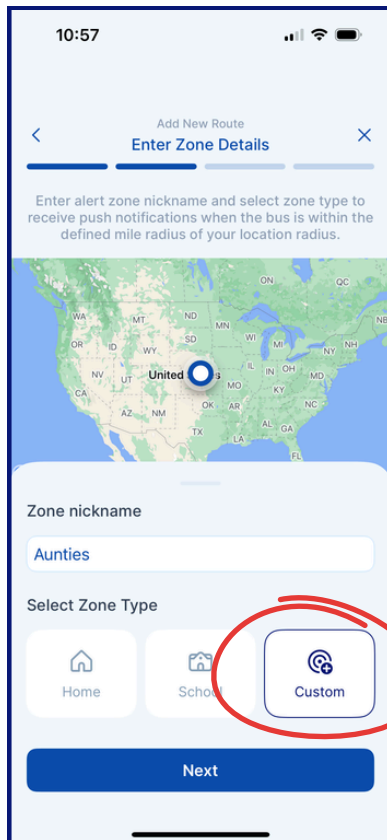
- ② Select the "**Buses You Follow.**" *Note you will need to know the route number.



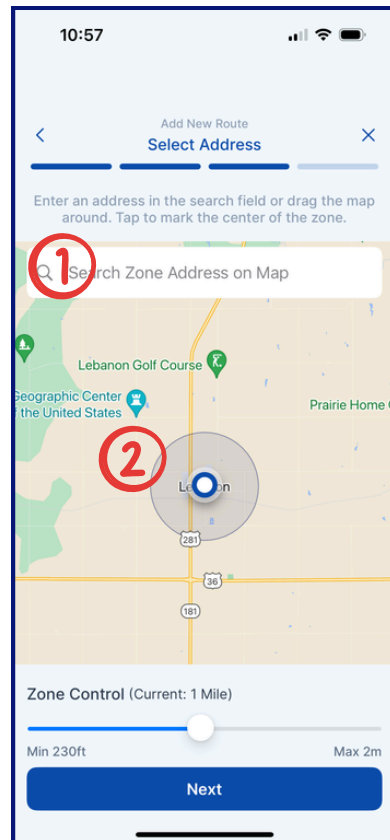
- ③ Enter the **“Route”** within the search bar.



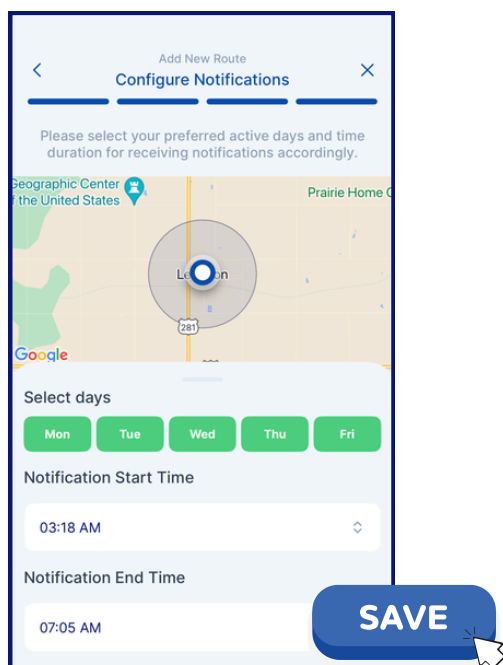
- ④ Select **“Custom Zone”** and give it a **“Nickname.”**



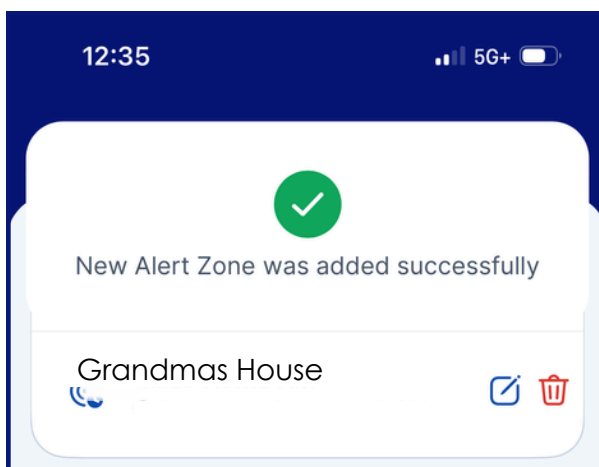
- ⑤ Enter the **“Address,”** and set the **“radius.”**



- 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