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.

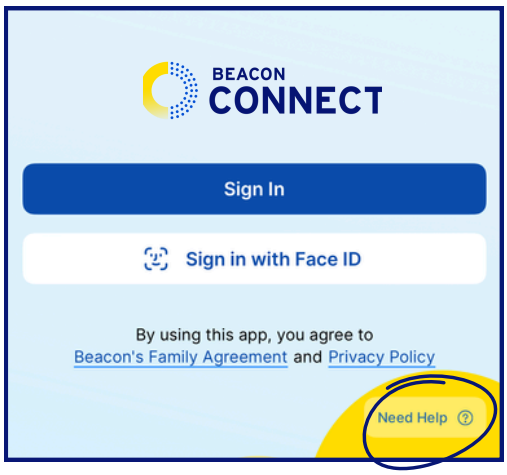
DOWNLOAD & LOGIN TO THE APP

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.*

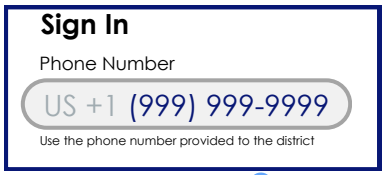
1. Open your camera on your phone, scan the appropriate barcode and select download.

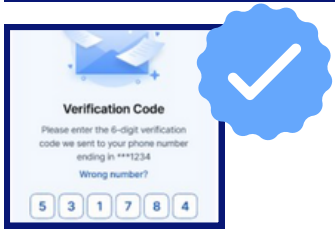
In your app store you can also search ***"bc family"***

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.





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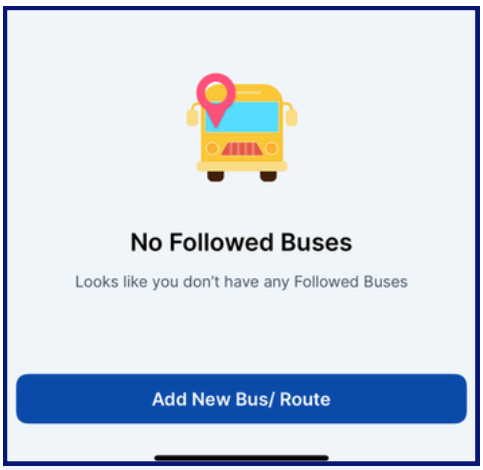
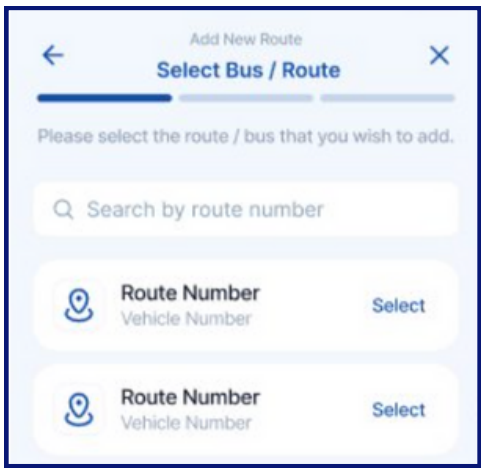
Scan or click to watch the video tutorial

APP SETUP

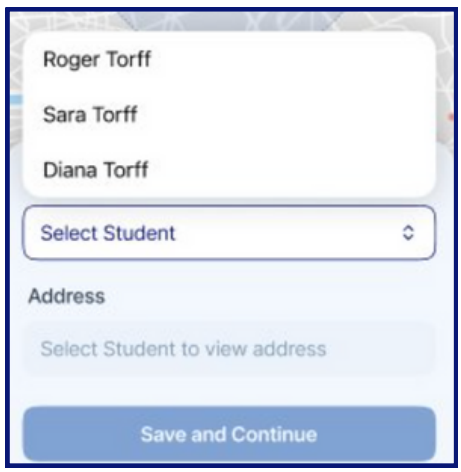
④ Click on "Add New Bus/Route."



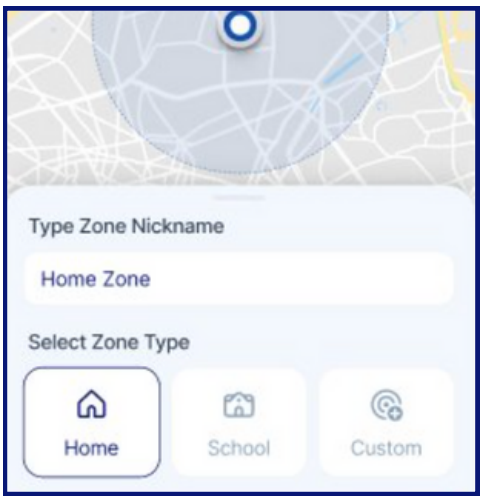
⑤ Select the route you want to follow.



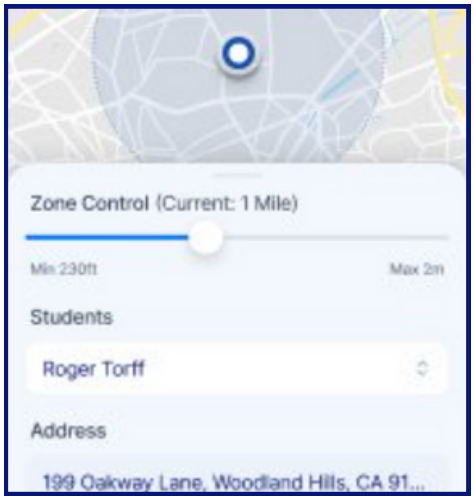
⑥ Select your student.



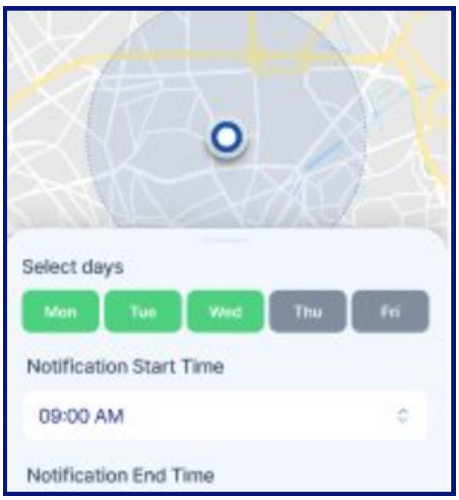
⑦ Select a zone type.



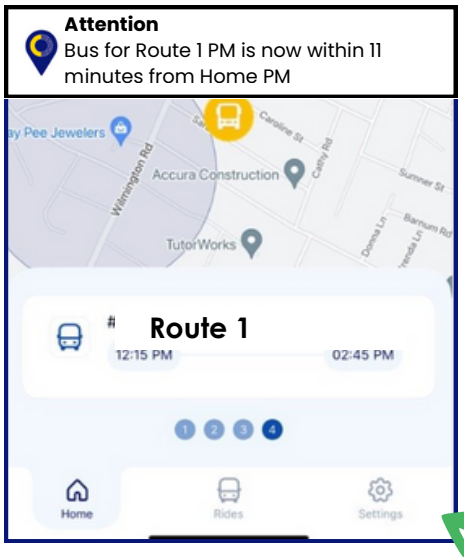
⑧ Adjust your zone size.



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



⑩ Receive a notification and see your bus when it's in your zone.



Use the Settings button to:

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

Custom Zones

Optional: Custom Zones

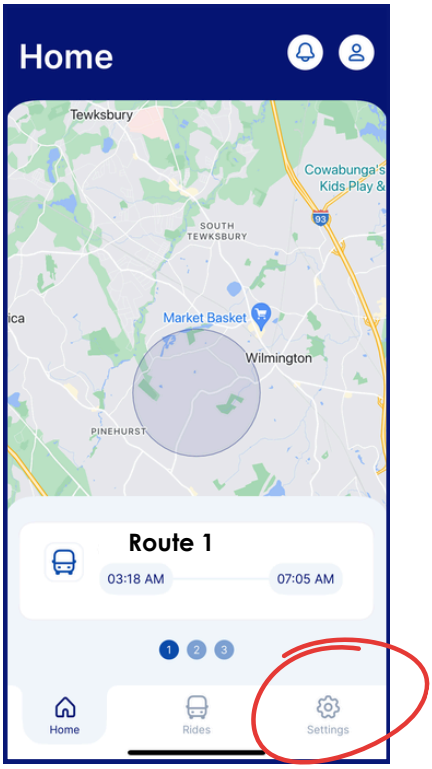
When should I use custom zones?

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

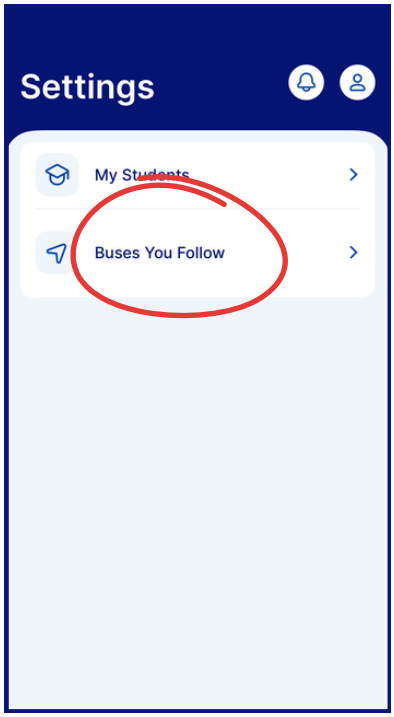
Give a 'Heads up' when the bus is near by (Usually a convenience store).

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

① Select ***"Settings."***

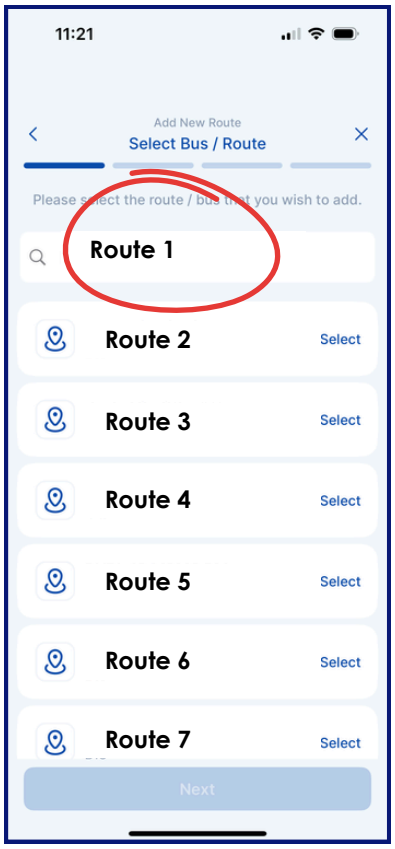


② Select the ***"Buses You Follow."*** *Note you will need to know the route number.

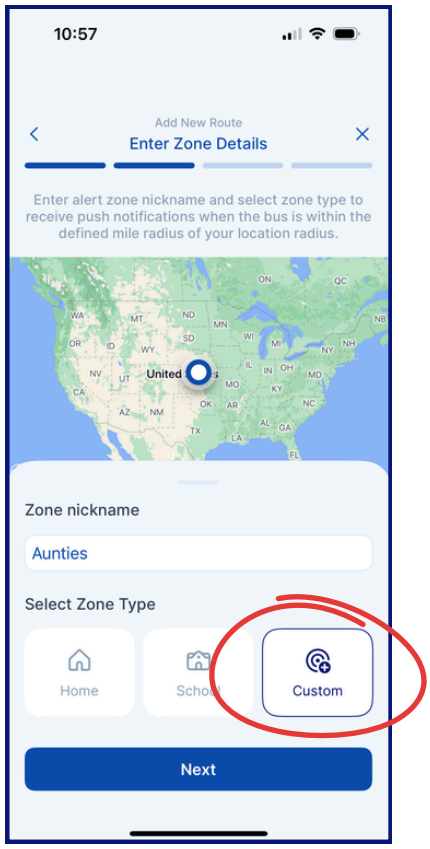


CUSTOM ZONES CONT...

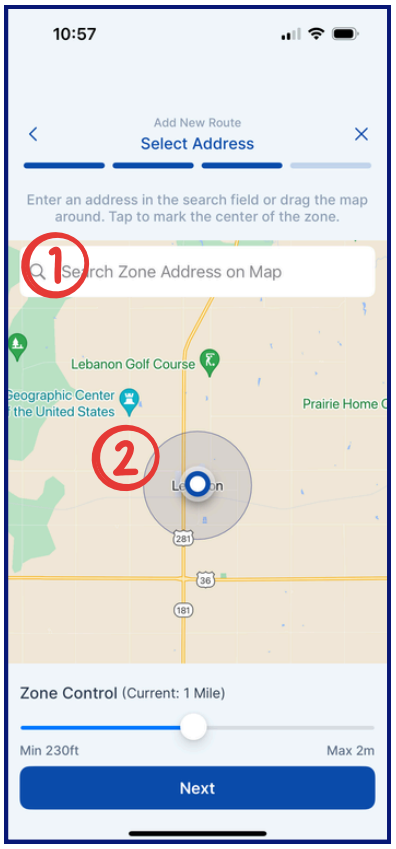
3. Enter the ***"Route"*** within the search bar.



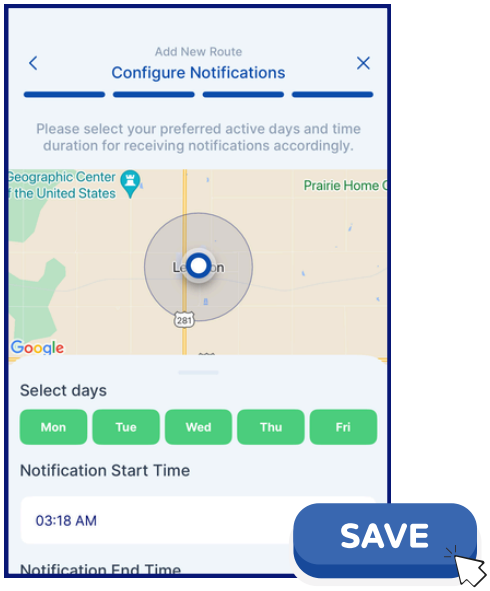
4. Select "***Custom Zone***" and give it a ***"Nickname."***



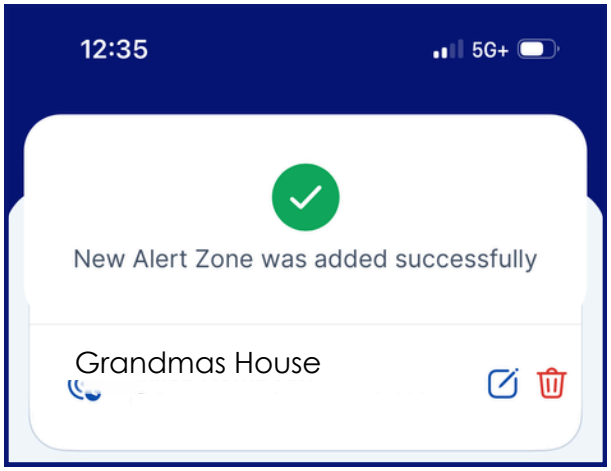
5. Enter the ***"Address,"*** and set the ***"radius."***



6. Select the ***"days"*** and ***"times"*** to be notified.



7. Your custom zone is now complete.



BEACON CONNECT

Click for Video Tutorial

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.
- Notifications are sent once a bus enters the specified zone. You will be able to see your bus when it enters your zone.

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

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