

# ParentsEye App (FAQs)

## 1) What is ParentsEye?

ParentsEye is a school bus tracking app designed to ensure child safety and peace of mind for parents. It provides real-time GPS tracking, ETA alerts, geofencing, communication with school/driver, and notifications about bus activity.

## 2) How do I download and install the ParentsEye Parent app?

You can download the ParentsEye parent app from the **Google Play Store** (for Android) or **App Store** (for iOS). Once installed, log in with the username and password provided by your child's school.

## 3) How does the app work?

The app connects to the school's GPS device installed in buses. Parents can view the bus's live location, receive ETA alerts, check bus status with color codes (moving, idle, or off), request leave/route changes, and directly contact the school or driver.

## 4) What should I do if I get a "Login Invalid Credentials" message while signing into the ParentsEye app?

Step 1: - Ensure that you have downloaded the correct app - **ParentsEye Parent**

Step 2: -

Step 3:- Play store:

[https://play.google.com/store/apps/details?id=com.parentseye.parent\\_app](https://play.google.com/store/apps/details?id=com.parentseye.parent_app)

## 5) Why is the ParentsEye app not working when I am connected to WiFi?

Some office or public WiFi networks restrict app services for security reasons. If the app does not work on WiFi, switch to **mobile data** to access ParentsEye.

## 6) How can I see the live tracking in the ParentsEye app?

From the dashboard, tap on your child's profile. You'll be redirected to Google Maps, where you can see the bus's live location, previous stop, next stop, and estimated time of arrival (ETA). You can also choose Street, Satellite, or Terrain view.

## 7) How do I fix wrong bus tracking in ParentsEye?

If you notice your child is linked to the wrong bus, check with the school to ensure that the correct **bus number and route number** are assigned in the system. The school can update credentials to fix this issue.

## 8) Can I track more than one child with the app?

Yes. ParentsEye allows you to switch between profiles if you have multiple children linked to your account.

## 9) Is the location tracking accurate?

Yes. ParentsEye uses real-time GPS data that updates frequently, factoring in live traffic and route conditions to provide accurate ETA and location tracking.

**10) What is Geofencing?**

Geofencing is a feature that sends alerts when the bus enters or leaves a defined area (e.g., your pickup/drop-off zone). It ensures you get timely notifications about your child's bus movement.

**11) Is there an SOS feature?**

Yes. The app enables direct emergency communication. Parents can quickly call the school or driver from within the app in urgent situations.

**12) What should I do if I forget my login ID or credentials?**

If you forget your login details, contact your school. They will provide or reset your username and password for you.

**13) Can both parents (mother and father) use the app for the same child?**

Yes. Both parents can log in using the same student credentials provided by the school.

**14) How secure is my child's data on ParentsEye?**

The app uses **secure login and data encryption** to ensure that your child's information is protected.

**15) Can I get notifications when the bus reaches pickup or drop points?**

Yes. ParentsEye sends **ETA alerts and push notifications** when the bus is near pickup or drop points.

**16) What happens if the bus GPS device is not working properly?**

If the GPS device is faulty or temporarily offline, or if the bus enters a no-network area, the live tracking feature may not update in the ParentsEye app. In such cases, please contact your school administration for updates until the GPS connection is restored.

**17) Can I see the driver's details or emergency contact number in the app?**

Yes. The app provides direct call options to contact the **school or the driver** in case of emergencies.

**18) Does ParentsEye provide attendance (check-in/check-out) for my child?**

Yes. ParentsEye includes attendance tracking, so parents can check when their child has boarded (check-in) and left (check-out) the bus.