

Rules, Regulations, and User Flow Guidelines

1. Introduction

EduRide – Smart School Transportation Portal is a web-based platform designed to provide a secure, transparent, and efficient solution for managing school transportation activities. The platform connects transportation agencies, schools, bus helpers, and students through a centralized system that enables real-time monitoring of student pickup and drop status, transportation coordination, and digital payment services.

This document outlines the rules, regulations, and operational guidelines that govern the use of the EduRide platform. It also explains the functional flow of the system to help users understand how different roles interact with the platform. All users are required to read, understand, and comply with these rules to ensure safety, data security, and smooth system operation.

2. User Eligibility and Account Responsibilities

Access to the EduRide platform is restricted to authorized users only. Each user is assigned a role based on their responsibility within the transportation system.

Eligible users include:

- Transportation Agencies
- Schools
- Bus Helpers
- Students

Each user is responsible for maintaining the confidentiality of their login credentials. Sharing of usernames, passwords, or access tokens is strictly prohibited. Users must immediately report any unauthorized access or suspicious activity to the system administrator.

All information provided during registration must be accurate and up to date. EduRide reserves the right to suspend or terminate accounts found to be providing false or misleading information.

3. Role-Based Rules and Responsibilities

3.1 Agency Rules and Responsibilities

Transportation agencies are responsible for managing transportation resources within the system. Agencies must ensure that all bus, driver, and helper information entered into the platform is accurate and regularly updated.

Agencies are permitted to:

- Register and manage buses
- Assign drivers and bus helpers
- Assign students to buses
- Monitor transportation activities
- View transportation reports

Agencies are not permitted to:

- Access or modify data belonging to other agencies
- Modify student personal data beyond transportation assignment
- Bypass security or authentication mechanisms

Agencies must ensure compliance with school transportation safety norms and operational guidelines.

3.2 School Rules and Responsibilities

Schools act as monitoring and coordination entities within the EduRide platform. Schools are responsible for registering students and verifying transportation-related information.

Schools are permitted to:

- Register and manage student profiles
- View real-time pickup and drop status

- Monitor transportation punctuality
- Generate school-level transportation reports

Schools are not permitted to:

- Modify agency or bus-level operational data
- Assign drivers or helpers
- Access system-level configuration settings

Schools must ensure that student data is handled responsibly and in compliance with data protection policies.

3.3 Bus Helper Rules and Responsibilities

Bus helpers play a critical role in ensuring student safety during transportation. Their access is limited to essential operational tasks.

Bus helpers are permitted to:

- Update student pickup status
- Update student drop status
- View assigned student lists

Bus helpers are not permitted to:

- Modify student profiles
- Access payment or reporting features
- View data unrelated to their assigned bus

Bus helpers must ensure that all updates are accurate and made in real time to avoid misinformation.

3.4 Student Rules and Responsibilities

Students are end users of the EduRide platform with read-only access to most features.

Students are permitted to:

- View assigned bus and route details
- Check pickup and drop status
- Make bus pass payments
- View personal transportation history

Students are not permitted to:

- Modify system data
- Access administrative features
- View other users' information

Students must ensure timely completion of transportation payments where applicable.

4. System Usage Rules and Security Regulations

EduRide follows strict security policies to protect user data and system integrity.

All users must adhere to the following rules:

- Login access is secured using authentication mechanisms
- Role-based access control restricts unauthorized operations
- Sensitive data is protected and encrypted
- System activity is logged for auditing and monitoring

Any attempt to misuse the platform, manipulate data, or compromise security will result in immediate account suspension and further action.

5. Payment Rules and Regulations

The EduRide platform provides a digital payment facility for bus pass payments.

Payment-related rules include:

- Payments must be made only through the authorized payment gateway
- Users must verify payment details before confirmation
- Payment records are stored securely
- Refunds, if applicable, are subject to school and agency policies

EduRide is not responsible for delays caused by third-party payment gateways.

6. System Flow Explanation

6.1 Login and Authentication Flow

Users begin by accessing the EduRide portal and entering their login credentials. The system verifies credentials using secure authentication mechanisms. Upon successful login, users are redirected to role-specific dashboards.

Invalid credentials result in an error message and redirection to the login page.

6.2 Transportation Management Flow

Transportation agencies manage buses, drivers, and helpers through their dashboard. Schools register students and monitor transportation status. Bus helpers update pickup and drop status in real time. Students can view transportation details through their dashboards.

All updates are processed centrally to ensure real-time visibility across the system.

6.3 Payment Flow

Students initiate bus pass payments from the dashboard. The system processes payments securely and records transaction details. Payment confirmation is displayed to the student upon successful completion.

6.4 Reporting and Monitoring Flow

The system generates transportation reports based on operational data. Agencies and schools can view reports relevant to their roles. Reports help monitor efficiency, attendance, and transportation performance.

7. Data Privacy and Compliance

EduRide is committed to protecting user data and privacy. All data collected is used strictly for transportation management purposes. Access to personal data is limited to authorized roles only.

The system complies with standard data protection and security practices to prevent unauthorized access and misuse.

8. Limitation of Liability

EduRide acts as a digital platform for transportation management and does not directly operate transportation services. The platform is not responsible for transportation delays, route changes, or operational decisions made by agencies or schools.

9. Amendments and Updates

EduRide reserves the right to update these rules and regulations at any time. Users will be notified of significant changes. Continued use of the platform implies acceptance of the updated policies.

10. Conclusion

These rules and regulations are established to ensure safe, secure, and efficient operation of the EduRide platform. By following these guidelines, users contribute to a transparent and reliable school transportation system that prioritizes student safety and operational efficiency.