

Troubleshooting - MyStop

Problem	Solution
LOGIN AND PASSWORD	LOGIN is your child's student ID and your password is your child's birthday (month, date, year) EXAMPLE (06261995) You can also contact Student Transportation by email at transportation@burnsville.k12.mn.us or call 952-707-2067
I see the following message in <i>MyStop</i> : <i>MyStop GPS is unavailable for bus #XYZ Estimated Time of Arrival: 1:11 PM</i>	This message will appear if MyStop is not able to acquire GPS location information for your child's bus. There may be an issue with GPS system, or the bus has been substituted with another bus that is not equipped with a GPS unit. If you see this message, the estimated time of arrival is the time based on the scheduled route and time set by District Student Transportation. It will not reflect the actual remaining travel time to your child's bus stop.
I see the following message in <i>MyStop</i> : <i>Bus #XYZ is near MAIN ST Estimated Time of Arrival is Unavailable (bus passed stop)</i>	Your child's route information may be in the process of being updated. Wait a minute for any updates to be completed. Then, if you still see this message <i>and</i> the current time is after your child's scheduled pick-up or drop-off time, the bus may have passed your child's stop. Please note: Bus drivers are instructed not to run ahead of schedule in the morning. If a driver arrives at a pick-up location ahead of schedule, he/she has been instructed to wait at the stop until the scheduled stop time.

<p>I see the following message in <i>MyStop</i>:</p> <p><i>Bus #XYZ is not yet running your scheduled route</i></p> <p><i>Estimated Time of Arrival: 3:54 PM (per schedule)</i></p>	<p>Your child's bus has not yet started its route or it has completed its route. If you see this message, the estimated time of arrival is the time based on the scheduled route and time set by District Student Transportation. It will not reflect the actual remaining travel time to your child's bus stop.</p>
<p>I see the following message in <i>MyStop</i>:</p> <p><i>No active routes found.</i></p>	<p>If you try to access <i>My Stop</i> too early, a variety of conflicting messages may appear. The reason for these messages is most likely because the bus is on its way to the beginning of its route and has not actually begun its scheduled route. You will also see this message if the child you are viewing is not being provided transportation by the District.</p> <p>For the most accurate information, we recommend you wait until about 10 minutes before your child's bus is due to arrive and then check again.</p>

Tips & Tricks

Do not login to *MyStop* too early before your child's scheduled pick-up or drop-off time. The data provided through *MyStop* is constantly changing. Estimated times of arrival are based on standard GPS route calculations, and not the actual length of time remaining to get to your child's bus stop. You will access the most accurate data if you check the system within 10 minutes of your child's scheduled pick-up or drop-off time.

Both parents and students will use the same login information to access the system (parents and students do not have separate accounts).

Rather than typing in the full URL address for *MyStop* each time you want to access the system, save it as a favorite on your desktop computer or add a quick link to the home screen of your smartphone or tablet to have quick and easy access to the system any time you need it.