SWYPE USER GUIDE

Parent Guide: **Parent App**

Compatible Hardware: **Android OS / Apple iOS Devices**

Contents

About the App

Overview of App Functionality

The Parent App is only available on smartphones or other smart devices, such as an iPad or tablet. The Parent App complements the Web Portal, providing ease of access to its functions. There are some notable differences between the Web App and the Parent App. These are listed in the below table. Please note that some functions may or may not be available depending on your School's subscription to this service. For example, your school may use bus ticketing and tracking only, not canteen services.

Function/s	Parent App	Web App
Parent Dashboard	✓	✓
Edit Parent Profile	✗	✓
My Users/Children	✓	✓
Edit User/Child Details	✗	✓
Add Credit	✓	✓
Transfer Credit	✗	✓
Bus Passes (View)	✓	✓
Bus Passes (Purchase)	✗	✓
Transaction History (Reports)	✓	✓
Tag Events (Reports)	✓	✓
Bus Tracking	✓	✗

Initial Setup

To login to the Parent App, you must have previously accessed the Web App and setup your account. If you have never accessed our systems, please refer to section **Create a new parent account** in the **Swype User Guide – Parent Web**.

Downloading and Installing

On your smart device, search for 'Swype' in the App Store (iOS) or Google Play Store (Android)

1. Type 'Swype' in the search field
2. Download and install the app
3. Ensure the latest operating system (OS) is running on your device
4. Enable Push Notifications via your devices Settings Menu
5. Enable Location Services via your devices Settings Menu
6. Periodically check the App Store or Google Play Store for updates

7. If an upgrade is required, uninstall the App and reinstall the latest version

PLEASE NOTE: Users with older model devices, may observe minor user experience issues.
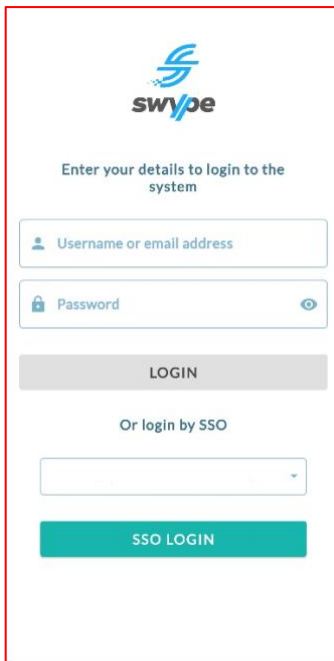
Logging In

To login, you must download and install the latest version of the Swype App. Refer **Downloading and Installing**. There are two (2) options to login to the Parent App. Please contact your child's school to confirm which login method to use.

Option 1 - Logging in Via Swype Credentials

1. Open the App
2. Enter the email address you used to create your account in the Username field
3. Enter your password in the Password field
4. Tap Login
5. Upon first login, you will be required to accept Swype's Terms and Conditions and any Terms and Conditions your child's school has set for use of the system and associated services.

Option 2 - Logging in Via Single Sign On (SSO)

1. Open the App
2. Select your child's School from the drop-down list underneath **Or login by SSO**
3. Tap SSO Login
4. Login using your credentials for your child's school parent portal or online services
5. Your login will be authenticated and you'll be redirected to the Swype App
6. Upon first login, you will be required to accept Swype's Terms and Conditions and any Terms and Conditions your child's school has set for use of the system and associated services.

Dashboard 🏠

On this screen, you will be able to view basic information such your child/children's name, school, credit balance, and recent transactions. You also have the ability to **Add Credit** or navigate to any other area of the App. You can return to the Dashboard by clicking the home icon on the left of the bottom Navigation bar.
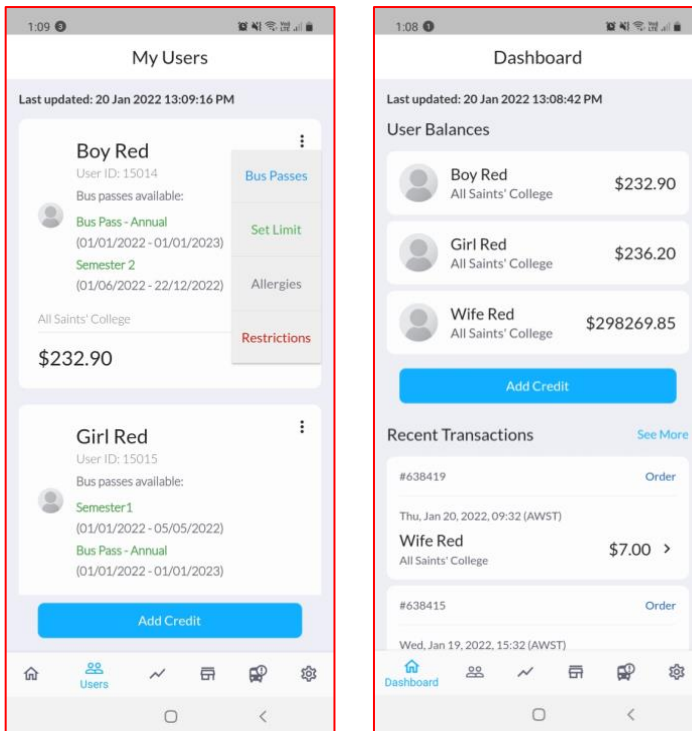
My Users 👥

My Users provides general information on each User assigned to your account, including;

- Child name/s
- Your name (only if you are a staff member at the school)
- School name
- Any current Bus Passes
- Credit balances
- Add Credit option

To view Child Preferences on each User, tap the 3-dot icon in the top right of the relevant profile. This menu provides access to;

- Bus Passes

Add Credit

You can Add Credit to any account via the **Dashboard** or **My Users**. After tapping the Add Credit button, options appear allowing you to add credit to chosen accounts:

1. Select a saved Bank Card or choose Add New Card from drop-down menu
2. Check the box next to each user (only users from the same school will appear)
3. Enter the amount of credit you wish to add to each user (minimum $40.00)
4. Select the Submit Payment button to add credit

PLEASE NOTE: If you have added your child manually to your profile, you will not be able to Add Credit until the profile has been verified by the School. Please contact administration at the School if your child's profile shows 'Unverified'.
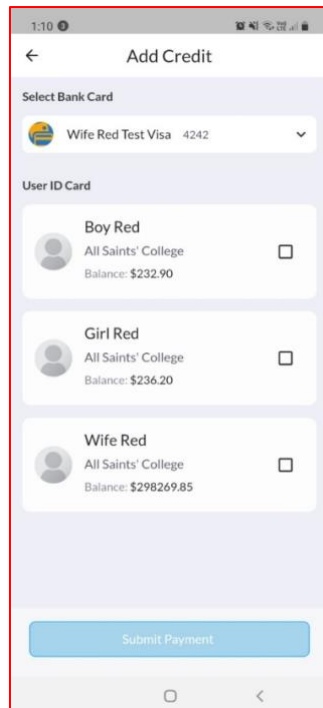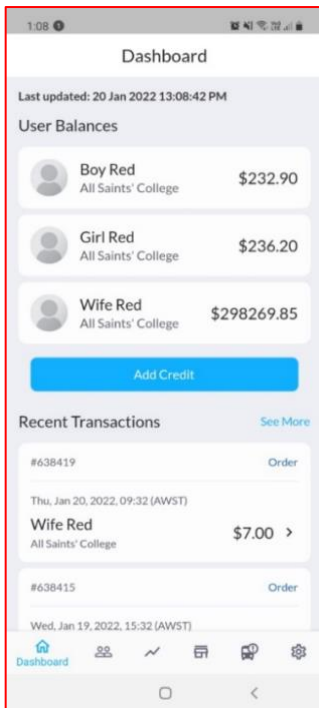
Bus Tracking

Viewing a Bus Timetable

To access Bus Tracking:

1. Select the Bus Tracking icon on the bottom Navigation bar
2. Scroll down to find the desired Route
3. Tap on the selected time
4. Allow the app to access Location on your device

Bus Tracking takes GPS data from the bus service provider being used by the school. It shows the following information:

1. Route Name
2. Driver Name and ID
3. Stop Name/Number
4. Approximate arrival time
5. Map of entire route
6. Indicator of current position
7. An option to follow the vehicle for the trip in progress

PLEASE NOTE: You cannot track the vehicle whislt a bus service is not in progress.
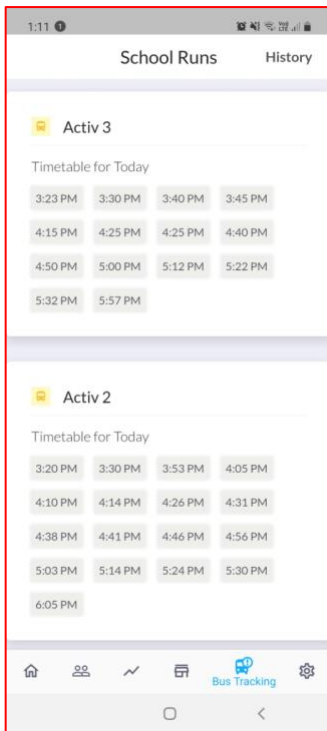
Reports 📈

Transaction History

The Transactions tab shows all transaction history for all linked accounts. It includes:

- Add Credit,

- Refunds,

- Credit Adjustments or Balance Transfers, and

- Bus Fares.

Tag Events

The Tag Events tab shows information on when and where your child/children board or disembark a school bus. This tab shows information including;

- Time and date

- Child name

- Student ID

- Route name

- Tag status

- Type ('tag off' denotes disembark / 'tag on' denotes boarding)

- Location of the Tag Event
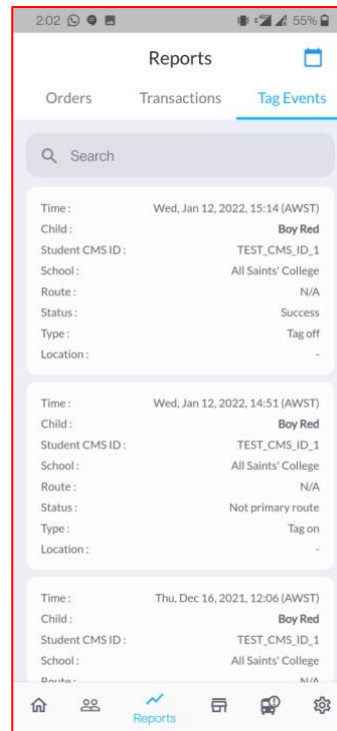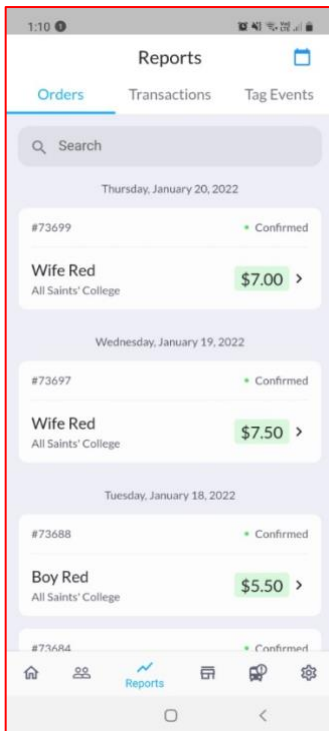
Child Preferences

Bus Passes

This section allows Parents to view Bus Passes. Please note that Bus Passes cannot be purchased via the Parent App. Please refer to section **Bus Passes** from the **Swype User Guide – Parent Web** for purchasing Bus Passes. This section displays the following information.

- Name of any current Bus Passes
- Valid FROM date – Valid TO date
- School name

Settings ⚙

On this screen, the User has access to view, add and edit Bank Cards, Contact Swype, and view our Terms and Conditions.

My Bank Cards

To add credit to any account, you can either enter credit card details with each transaction, or you can save your car details for easy selection in the future. To do this;

1. Select My Bank Cards
2. Tap Add Card

3. Enter the card details
4. Tap Submit

To remove any saved Credit Cards:

1. Select My Bank Cards
2. Tap the 3-dot menu
3. Tap Remove Card

Contact Us

Selecting Contact Us opens your email app with a message to support@swype.cloud.

Terms and Conditions

This option allows you to view our Terms and Conditions that you accepted when signing into our system. Refer to section **Logging In**.

Logging Out

Log Out via Settings

To Logout from your profile:

1. Select Settings from the bottom Navigation Bar
2. Tap Logout, in the top-right corner of the screen

Support

If you are experiencing issues when using the app, please refer to this operating manual. If you continue to experience issues, or simply want to provide some feedback on the functionality of the app, please contact us via the below details.

Email: support@swype.cloud

Phone: 1300 974 937