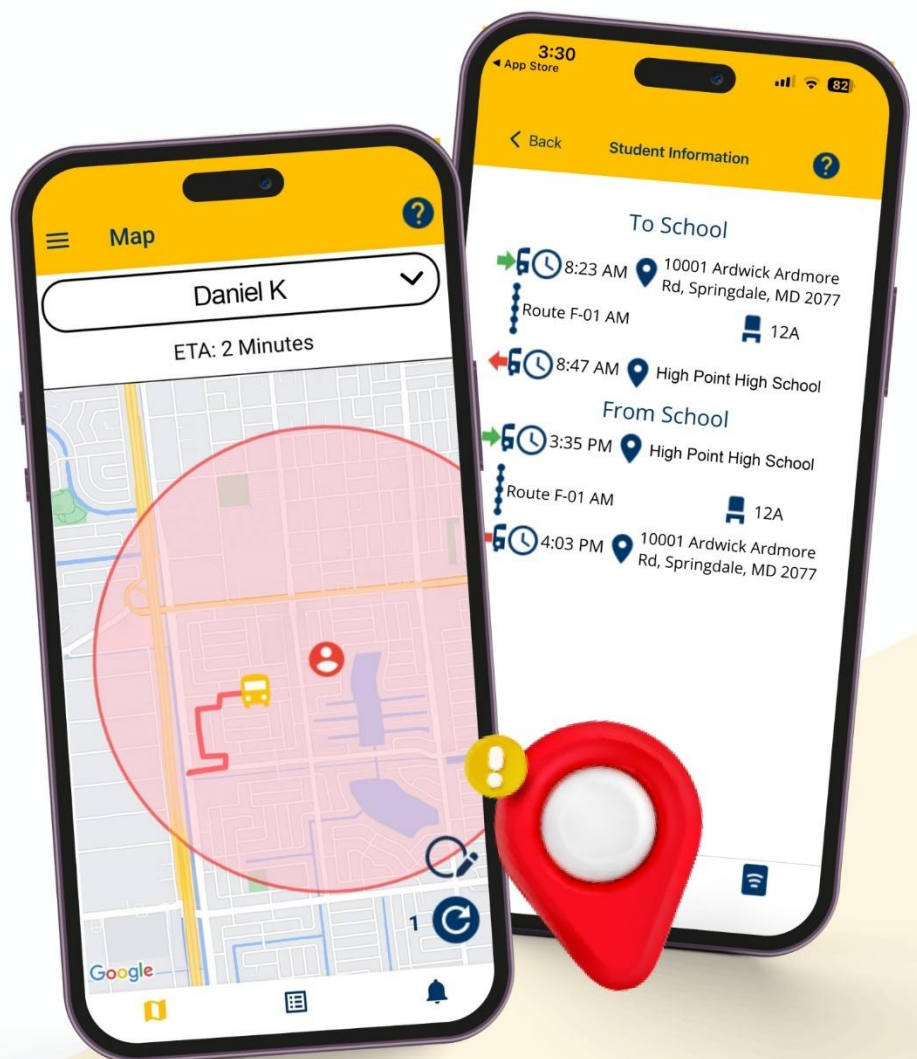




User Guide

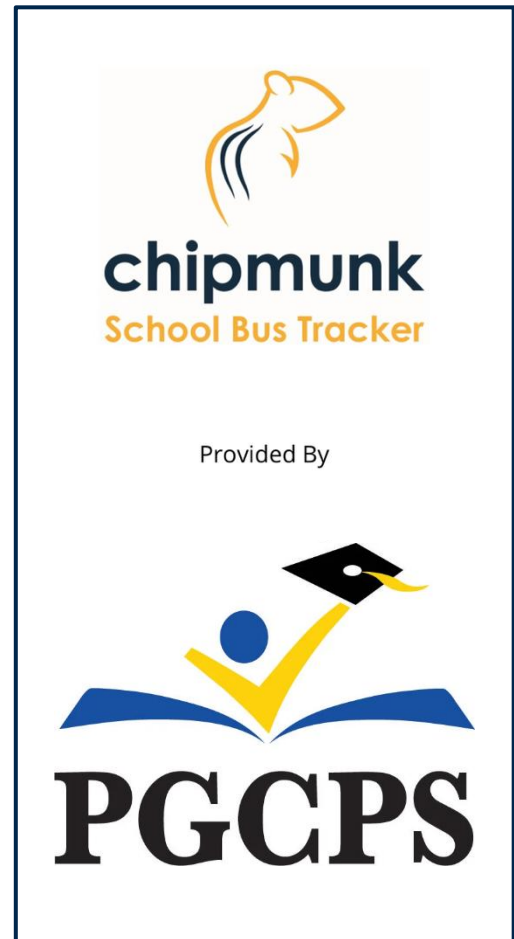


Welcome

Welcome to the **Chipmunk School Bus Tracker** parent app, part of the **BusPlanner** ecosystem. This app is designed to make your mornings and afternoons easier by giving you real-time updates on your child's school transportation — from estimated arrival times to important alerts.

Key features

- **Live Map View:** See your child's bus location on a map, including its current route & stop location.
- **ETA Summary:** Know when the bus will arrive – early, late, or right on time.
- **Multiple Students, One App:** Manage information for all your children through one app.
- **Custom Alerts:** Get notified about delays, cancellations, and school-wide messages.
- **Data Protection:** Your child's personal and transportation data is protected.



Register in ParentVUE

Before getting started, make sure you've registered for your **Synergy ParentVUE account**. You'll need a few details handy:

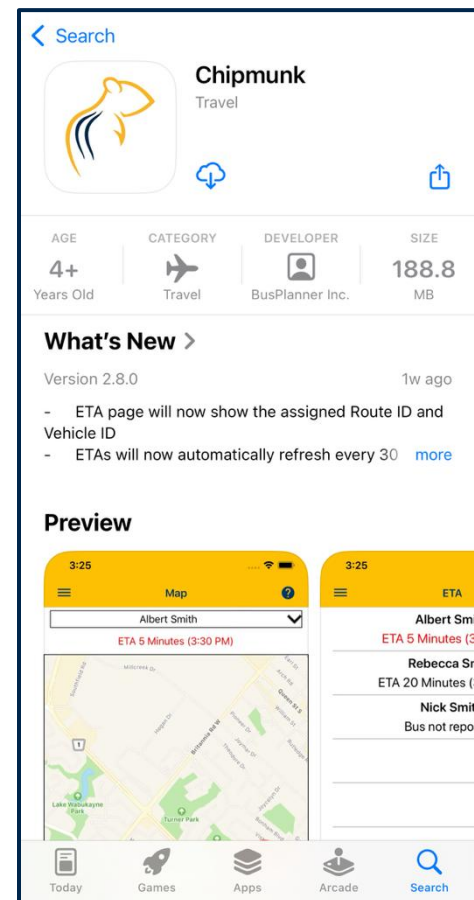
- Your email address and phone number
- Your child's Student ID, birthdate, school name, and street address

As a reminder, you will **not be able to access Chipmunk** unless you have a ParentVUE account.



Download Chipmunk

Head to the **App Store** on your iPhone, or the **Google Play Store** on Android, and download the Chipmunk App on your mobile device.



Welcome to Chipmunk

After installing, you'll be greeted with a short welcome message summarizing what the app can do. Tap **"Next"**, then read through the Disclaimer and click **"I Agree"**. You'll be taken to the Terms of Use page – scroll all the way down to the bottom and click **"I Agree"**.



Welcome to Chipmunk
The school bus tracking app!

This app allows you to see estimated arrival times for your student's transportation to and from school and receive alerts.

Since this app is used by school districts across the continent, there will be a few setup steps to ensure you have access to all the information you need.

Please contact your school district for assistance if needed.

Next

Select your School District - PGCPS

Next, select your school district — in this case, **Prince George's County Public Schools** — from the dropdown menu. Tap **"Next"** when you are ready.

Let's choose the school district or transportation authority responsible for your student's transportation

Prince George's County Public Schools



OR

Enter Quick Code

Selection verified. Connected to Prince George's
County Public Schools.

Verify

Next

Creating an Account

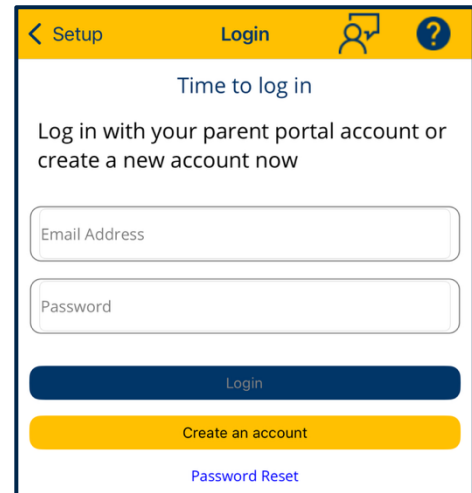
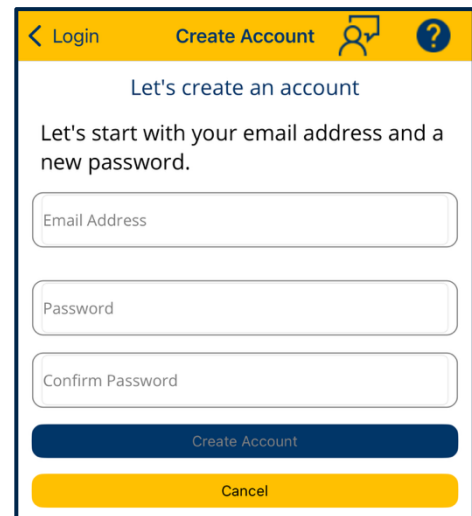
Select **“Create an account”** when you are accessing Chipmunk for **the first time**.

Register with the **same email address as your ParentVUE account**. This is what will bring your child’s details from ParentVUE to Chipmunk. Your **password can be different** from what you have on ParentVUE.

Your password **must contain**:

- At least 12 characters
- At least 1 capital letter
- At least 1 number
- At least 1 symbol

Once your password is confirmed, click **“Create Account”**.





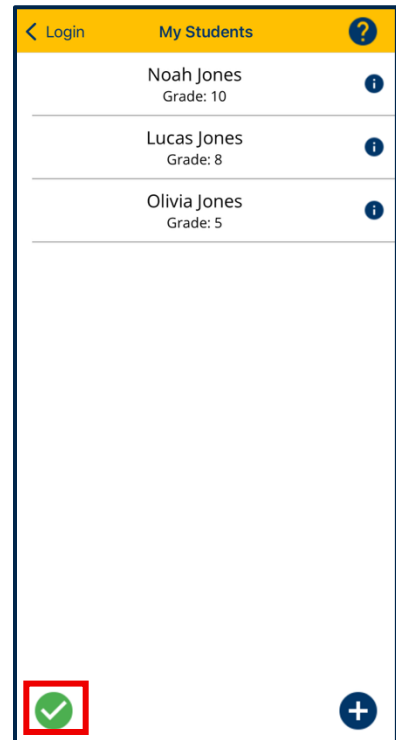
Your login credentials will be automatically populated on the login screen if your account was successfully created. Click **“Login”** to proceed.

My Students

Once you've logged in, **all students linked to your ParentVUE account** who are phased in to Chipmunk will appear on the screen.

Rest assured — only you can view your child's information. The app is designed with privacy in mind, so **no one else can access your child's data**.

Tap the  **button** in the bottom left to **confirm and proceed**.




Key Tabs



There are **4 key tabs**:

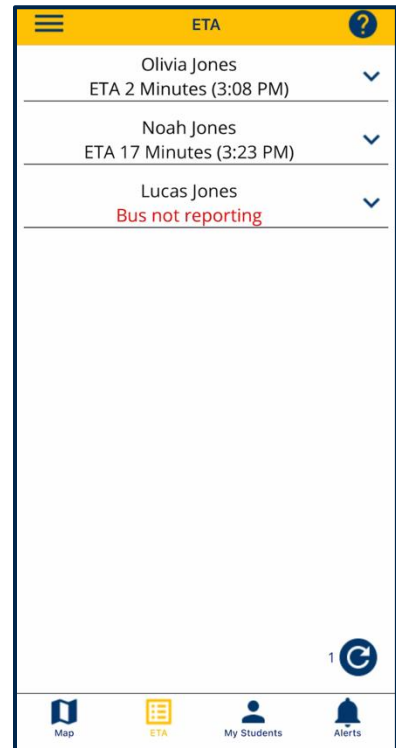
- Map
- ETA
- My Students
- Alerts

ETA tab

The “ETA” tab lists the **expected arrival time** of each of your children’s bus with **live bus tracking**. The ETA **auto-updates** every 30 seconds. If you would like to **manually refresh**, tap the  button in the bottom right.

For example, Olivia’s bus just updated — it’s 2 minutes away.

You’ll get a **push notification** when your child’s bus is nearby, even if the app isn’t open.



Once the **stop is serviced**, a **timestamp is logged** so you know exactly when the bus arrived.

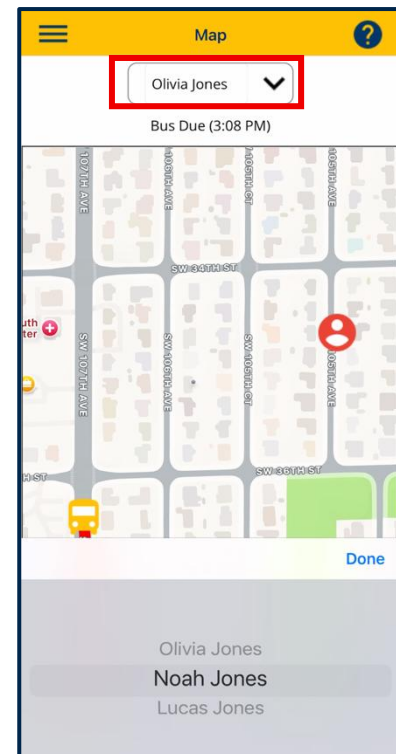
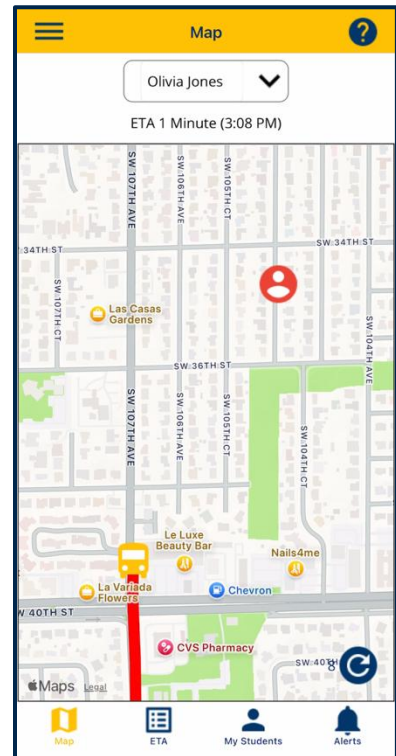
Map tab

The “Map” tab opens the **live map**.

You’ll **see the bus moving along its route**, street by street, heading towards the stop.

ETA updates live — 2 minutes becomes 1 — and just like that, you know it’s time for their bus to arrive at home or school.

To view the live map for **another child**, click on the **▼ arrow** next to the child’s name at the top to change which child’s bus you are tracking.



My Students tab

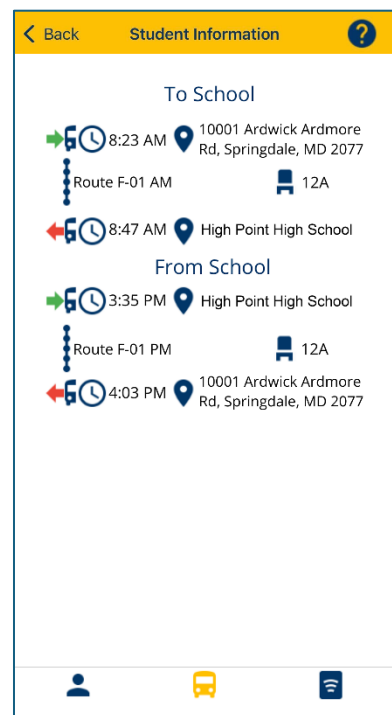
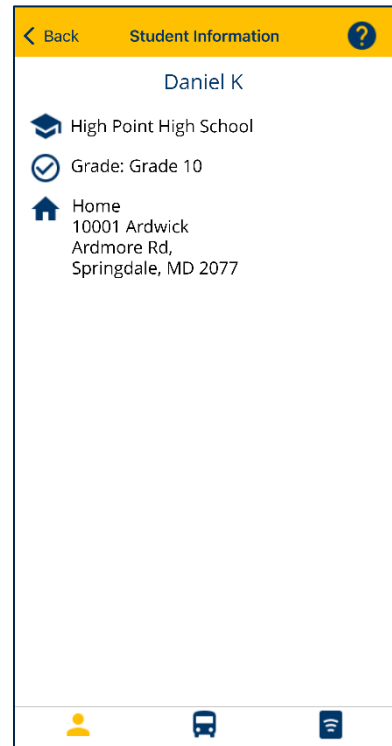
The “My Students” tab opens the **student information** section for each of your children.

In the “Student” section, you’ll see your **child’s personal details** - school, grade, and home address.

In the “Transportation” section, you’ll see your **child’s transportation details** to and from school.

The “Scans” section at the bottom right will be released in a future update.

Click “Back” at the top left to return to the main screen.

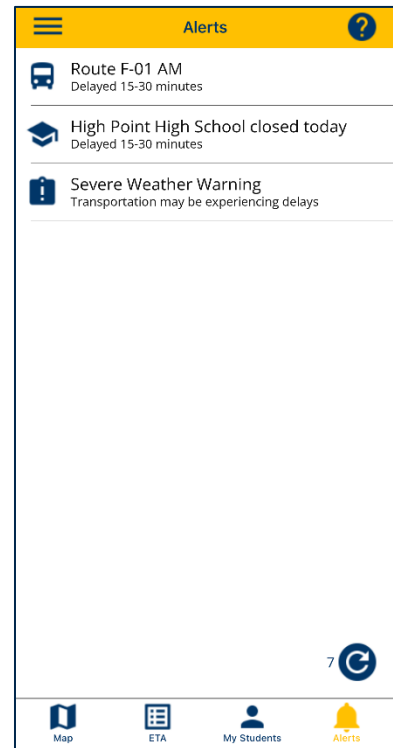


Alerts tab


The “Alerts” tab keeps you updated on **route delays**, **cancellations**, and **school closures** — anything the transportation office shares with you.

You’ll also receive **push notifications** for new alerts.

For example: **Route F-01 AM is delayed 15–30 minutes.**



Customize Settings

To tailor the app to your needs, tap the  icon in the top left corner and click **“Settings”**. This icon is visible from any tab.

Here, you can adjust how **often the ETA refreshes**, **manage notifications**, and more.

Need Help?

If you have any questions or need support, please contact the transportation office at **301-952-6570**.

