

Since 1924 Ventura TRACKER

FREQUENTLY ASKED QUESTIONS

WHERE CAN I DOWNLOAD THE APP?

The Ventura Tracker app is available for Android and iPhone via Google Play and the Appstore.



WHAT EMAIL SHOULD I REGISTER?

When registering, use the email you have registered with the school. This will allow you to log in, select students from the menu and then select your child's name.

TO GET NOTIFICATIONS WHEN YOUR CHILD BOARDS

Tap Students > Tap the student's name > Slide the two sliders across > Then tap Save.

WHERE IS THE BUS?

To view the location of a bus first select a route. The location of all buses on that route are indicated with a drawing pin icon.



BUS LOCATION

WHERE IS MY CHILD?

Parents will be able to view their child's location if they have touched on to a bus using their student ID card.

Please Note: This information is only accessible by the child's parents and the school itself.

WHERE IS THE BUS STOP LOCATED?

To view the locations of bus stops, select a route. Bus stops on the route are indicated with a small blue icon.



BUS STOP

WHEN WILL THE BUS ARRIVE?

Tap on a bus stop icon will display arrival time information for that stop.

Racecourse Rd &
Bentons Rd

Scheduled: 7:30

HOW DO I REPORT LOST PROPERTY?

Tap More > Lost Property > Enter the details, school and run > Send.

WHAT IF A STUDENT DOESN'T TAP ON/OFF?

If a student forgets to tap on they won't be displayed as having caught the bus. If they forget to tap off they will be signed out automatically at the end of the shift.

WHAT IF MY CHILD FORGETS THEIR CARD?

If a student forgets their ID card, they can sign in using the first few digits of their surname.

CAN MY CHILD BOARD ANY BUS OR EMBARK OR DISEMBARK AT ANY STOP?

A student can tap on/off at any stop not only their regular pick up/drop off point.

If a student needs to catch a different bus than normal it is best to enquire at the school's head office to ensure there are seats available.

WHAT IF MY CHILD ONLY CATCHES THE BUS SOME DAYS?

Refer to your school for instructions.

CAN A NEW STOP BE ADDED, OR AN EXISTING STOP BE RELOCATED?

The locations of bus stops are determined by the school, please refer to your school for further information.

WHO DO I TALK TO IF I HAVE A CONCERN?

Please take any concerns directly to your schools head office.

HOW DO I PAY?

Payment is made directly to the school at the beginning of the semester or year. Pay online at: www.mentonegrammar.net/bus

HOW TO RATE YOUR DRIVER?

On the Route Map > Tap the bus > Tap on the yellow star > Tap the rating, enter a comment if required > Tap Rate.

SAFETY | TRUST | COMMITMENT

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