

Using Versatrans My Stop Frequently Asked Questions

Why don't I get a screen asking me to put in my Username and Password?

It is important to download **Versatrans My Stop**; there are multiple similar applications in the application store that look similar.

Why are my username and password saying they are incorrect?

First, make sure you have selected North Kansas City Schools(MO) as your district. Select Not your school to go back to a list of districts.

Second, make sure you are using your student's student number as the userid and password. If you have changed the password in the app, and are unable to log in - send an email to transrouting@nkcschools.org.

*Why does the screen say **No Active Route Found**?*

If your student's bus is not running then the message will be **No Active Route Found**. As soon as the bus is running, you will see route information.

How do I switch to look at another one of my students' bus information?

Simply click the drop-down arrow next to your student's name on the **Map** section. This will show all students assigned to you. If one or more of your students are missing, contact your children's school(s) and make sure their family IDs are the same in the system. This is usually the home phone number.

Why am I not getting any notifications in the application?

Notifications must be turned On; click on the **Setup** tab and ensure notifications are turned on.

What if I need to change my address because I moved?

For address changes, please contact your student's school.

Why can't I see the bus routes for my Early Childhood Education student, Assisted Transportation student, sports team bus, or after-school buses?

MyStop is available for routes where students are transported on NKC Schools buses on pre-planned routes. Early Childhood and Assisted Transportation students are transported on other types of vehicles, and sports team buses and after-school routes do not have specific students assigned to the routes, as the riders change on a daily basis - so we're unable to show these types of routes in MyStop.

Who do I contact for questions about MyStop?

Reach out to the Transportation department at transrouting@nkcschools.org for questions about My Stop. Please check the above questions to see if they help. Thanks!