

# Everything you need to know about the NYC School Bus app.

We're taking the uncertainty out of school pickups and dropoffs. Follow along on your student's journey to and from school with easy, reliable, real-time school bus tracking.

**Ready to get started?** Head to the App Store or Google Play Store and search for **NYC School Bus App** to download the app or visit [doe.app.ridewithvia.com](https://doe.app.ridewithvia.com) to view the Caregiver Web App.

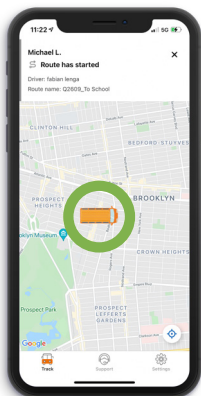
## Follow these steps to get up and running in no time.

1. Log in using your NYCSA credentials. If you don't have credentials yet, **visit [mystudent.nyc](https://mystudent.nyc)** to register or reach out to your student's school for support.

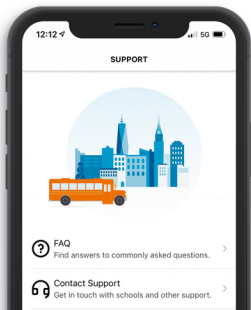


2. On the main screen, you can see the live location associated with each student on your NYCSA account.

We'll provide your student's route number and their driver's name at the top of the screen. If you don't see the bus on the map, reach out to the student's bus company with the route number to let them know the driver has not subscribed to their route.

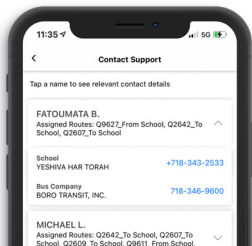


**Note:** Bus icon not to scale for security purposes.



## Questions?

Find a list of FAQs by tapping **Support**, then **FAQ**. If you need additional support with the app, please contact your student's school.



## Need help?

To contact your student's bus company or school, tap **Support** at the bottom of your screen, followed by **Contact Support**. This information is available for each student associated with your NYCSA account.