

SWYPE USER GUIDE

Parent Guide: Parent App

Compatible Hardware: Android OS / Apple iOS Devices

Contents

About the App3
Overview of App Functionality
Initial Setup3
Downloading and Installing
Logging In4
Option 1 - Logging in Via Swype Credentials4
Option 2 - Logging in Via Single Sign On (SSO)4
Dashboard
My Users
Add Credit6
Bus Tracking7
Viewing a Bus Timetable7
Reports1
Transaction History1
Tag Events1
Child Preferences
Bus Passes
Settings2
My Bank Cards2
Contact Us
Terms and Conditions
Logging Out
Log Out via Settings
Support3

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	×	\checkmark
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.

swype	
Enter your details to login to system	the
Lusername or email address	
Password	0
LOGIN	
Or login by SSO	
- · ·	*
SSO LOGIN	

Dashboard ด

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 <u>Add Credit</u> 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

1:09 🖸		12 48 국·12	1:08 0	10 41 1 1
	My Users		Dashboard	ł
Last upd	ated: 20 Jan 2022 13:09:16 PN	1	Last updated: 20 Jan 2022 13:08:42	2 PM
	Boy Red	1	User Balances	
	User ID: 15014 Bus passes available:	Bus Passes	Boy Red All Saints' College	\$232.
	Bus Pass - Annual (01/01/2022 - 01/01/2023) Semester 2	Set Limit	Girl Red All Saints' College	\$236.
All Sa	(01/06/2022 - 22/12/2022) ints' College	Restrictions	Wife Red All Saints' College	\$298269.
\$2	32.90		Add Credit	
	Girl Red User ID: 15015	:	Recent Transactions	See
	Girl Red User ID: 15015 Bus passes available:	1	Recent Transactions #638419	See
	Girl Red User ID: 15015 Bus pases available: Semester1 (01/01/2022 - 05/05/2022) Bus Pass - Annual (01/01/2022 - 01/01/2023)	:	Recent Transactions #638419 Thu, Jan 20, 2022, 09:32 (AWST) Wife Red All Saints' College	See or \$7.00
	Girl Red User ID: 15015 Bus passes available: Semester1 (01/01/2022 - 05/05/2022) Bus Pass - Annual (01/01/2022 - 01/01/2023)		Recent Transactions #638419 Thu, Jan 20, 2022, 09:32 (AWST) Wife Red All Saints' College #638415	See or \$7.00
•	Girl Red User ID: 15015 Bus passes available: Semester 1 (01/01/2022 - 05/05/2022) Bus Pass - Annual (01/01/2022 - 01/01/2023) Add Credit		Recent Transactions #638419 Thu, Jan 20, 2022, 09:32 (AWST) Wife Red All Saints' College #638415 Wed, Jan 19, 2022, 15:32 (AWST)	See or \$7.00
۲ ۲ ۲	Girl Red User ID: 15015 Bus passes available: Semester1 (01/01/2022 - 05/05/2022) Bus Pass - Annual (01/01/2022 - 01/01/2023) Add Credit 28 Users ~ 28 Users ~	: # #	Recent Transactions #638419 Thu, Jan 20, 2022, 09:32 (AWST) Wife Red All Saints' College #638415 Wed, Jan 19, 2022, 15:32 (AWST) Dashboard & ~ E	See ा \$7.00 न

Add Credit

You can Add Credit to any account via the <u>Dashboard</u> or <u>My Users</u>. 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'.

1:08 0	BEAL COLLE	1:10 0	资料 参照证金
Dashboar	rd .	← Add Credit	
Last updated: 20 Jan 2022 13:08:	42 PM	Select Bank Card	
User Balances		Wife Red Test Visa 4242	~
Boy Red All Saints' College	\$232.90	User ID Card	
Girl Red All Saints' College	\$236.20	Boy Red All Saints' College Balance: \$232.90	
Wife Red All Saints' College Add Credit	\$298269.85	Girl Red All Saints' College Balance: \$236.20	0
Recent Transactions #638419	See More Order	Wife Red All Saints' College Balance: \$298269.85	
Wife Red All Saints' College	\$7.00 >		
#638415	Order		
Wed, Jan 19, 2022, 15:32 (AWST)	F 6 \$	Submit Payment	
0	<	0	<

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.

			12 41 3	ETE AL
	School Runs		H	listory
R Act	iv 3			
Timetable	e for Today			
3:23 PM	3:30 PM	3:40 PM	3:45 PM	
4:15 PM	4:25 PM	4:25 PM	4:40 PM	
4:50 PM	5:00 PM	5:12 PM	5:22 PM	
5:32 PM	5:57 PM			
R Act	iv 2			
Act Timetable 3:20 PM	iv 2 e for Today 3:30 PM	3:53 PM	4:05 PM	
C Act Timetable 3:20 PM 4:10 PM	iv 2 e for Today 3:30 PM 4:14 PM	3:53 PM 4:26 PM	4:05 PM 4:31 PM	
Act Timetable 3:20 PM 4:10 PM 4:38 PM	iv 2 e for Today 3:30 PM 4:14 PM 4:41 PM	3:53 PM 4:26 PM 4:46 PM	4:05 PM 4:31 PM 4:56 PM	
 Act Timetable 3:20 PM 4:10 PM 4:38 PM 5:03 PM 	iv 2 e for Today 3:30 PM 4:14 PM 4:41 PM 5:14 PM	3:53 PM 4:26 PM 4:46 PM 5:24 PM	4:05 PM 4:31 PM 4:56 PM 5:30 PM	
 Act Timetable 3:20 PM 4:10 PM 4:38 PM 5:03 PM 6:05 PM 	iv 2 e for Today 3:30 PM 4:14 PM 4:41 PM 5:14 PM	3:53 PM 4:26 PM 4:46 PM 5:24 PM	4:05 PM 4:31 PM 4:56 PM 5:30 PM	
Act Timetable 3:20 PM 4:38 PM 5:03 PM 6:05 PM	iv 2 e for Today 3:30 PM 4:14 PM 4:41 PM 5:14 PM	3:53 PM 4:26 PM 4:46 PM 5:24 PM	4:05 PM 4:31 PM 4:56 PM 5:30 PM	1 (j)

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

Orders	Reports							
Orders				Reports			Reports	
	ansactions	Tag Events	Orders	Transactions	Tag Events	Orders	Transactions	Tag Events
Q Search			Q Search			Q Search		
Thursda	ay, January 20, 20	22						
			ID (Invoice No.) :		640476	Time :	Wed, Jan 12, 202	2, 15:14 (AWST)
#73699		 Confirmed 	Time :	Fri, Jan 21, 202	2, 10:58 (AWST)	Child :		Boy Red
			Child :		Girl Red	Student CMS ID :		TEST_CMS_ID_1
Wife Red		\$7.00 >	Made By:		Wife Red	School :	/	Il Saints' College
All Saints' College		\$7.00	Value :		\$1.00	Route :		N/A
			Balance :		\$336.20	Status :		Success
Wedness	iav. January 19.2	022	Type :	Refund	Cancelled #null)	Type :		Tag off
	, , , , , , , , , , , , , , , , , , ,		Catalogue :		Unavailable	Location :		-
#73697		* Confirmed	ID (Invoice No.) :		640473	100		
Mille Deal			Time :	Fri, Jan 21, 202	2.09:25 (AWST)	Time :	Wed, Jan 12, 202	.2, 14:51 (AWST)
wife Red		\$7.50 >	Child :		Girl Red	Child :		Boy Red
All Saints' College			Made By :		Wife Red	Student CMS ID :		TEST_CMS_ID_1
			Value :		\$1.00	School :	/	II Saints' College
Tuesda	y, January 18, 202	22	Balance :		\$335.20	Route :		N/A
			Type :		Order	Status :	E E	ot primary route
#73688		 Confirmed 	Catalogue :	Junior/Senior Sch	ool (Online Only)	Type : Location :		Tag on
Boy Red		45.50						
All Saints' College		\$5.50 >	ID (Invoice No.) :		640459	Time :	Thu, Dec 16, 202	21, 12:06 (AWST)
			Time :	Thu, Jan 20, 202	2, 17:08 (AWST)	Child :		Boy Red
		a second second	Child :		Boy Red	Student CMS ID :		TEST_CMS_ID_1
#73684		Confirmed	Made By:		Wife Red	School :	1	Il Saints' College
1 2 R	ports 🛱	F 43	Value :		\$50.00	Douto -		NI/A

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