

HANDBOOK

Bus Driver Handbook

Drivers running a school bus route.

Getting started

The driver app, and what the school sees while you drive.

1. Welcome to the ClassAddmin parent app

This app keeps you connected to your child's school. Sign in once with your phone number; from then on you'll see fees, messages, report cards, and upcoming events for every child you guard - even if they're at different schools.

Four tabs

- **Children** - list of your kids. Tap one to see their fees, recent payments, and the latest report card.
- **Pay** - outstanding fees across all your children, one tap to pay with Mobile Money.
- **Messages** - chat with each child's school. One conversation per child.
- **More** - your profile, app lock (Face ID / fingerprint), sign out, app version.

Three things to know

1. **Your phone is your login.** No password. We send a one-time code by SMS each time you sign in on a new device.
2. **You'll get a push notification** when a teacher messages you, a new fee comes due, or there's an urgent school announcement. Make sure notifications are on for ClassAddmin.
3. **Payments are real.** When you tap **Pay**, it opens Paystack - same as buying airtime or paying a utility bill. Funds clear to the school account within minutes.

If you have more than one child

Each child's school may be different. The app handles that automatically - fees, messages and report cards stay scoped to whichever child you're viewing.

If a school doesn't appear, the school office probably hasn't linked your phone number to that child's profile yet. Visit the office and ask them to add you as a guardian.

Running a route

Starting a run, marking pupils on and off, ending the run.

2. Start and end a bus run

A run is one trip along your route. Starting it tells the school and waiting parents that the bus is moving; ending it stops that.

Start the run

1. Open the driver app. The **Route** tab shows your route name and vehicle.
2. Tap **Start run**.
3. Allow location access if you're asked. The app needs it **while the app is in the background** — your phone will be in your pocket or on a mount, not open in front of you.

Once started, the button turns green and reads **End run**, and three counters appear:

- **Waiting** — still to be dropped
- **Delivered** — dropped off
- **No-show** — weren't there

What the school and parents see

While a run is active, your position goes to the school every few moments. Parents of children on your route see a live card in their app — the bus on a map, and roughly how long until it reaches their child's stop.

That's the whole point of starting the run, and the reason to start it as you pull away rather than halfway along.

End the run

1. Tap **End run**.
2. Confirm.

Ending stops the tracking. **Do it every time**. A run left open keeps reporting your location after you've finished — including after you've gone home.

Common gotchas

- **The Start button is blocked.** Location permission was refused, or there's a location error. Open your phone's settings for the app and allow location **Always**, not just "while using".
- **"No active route."** Your account isn't assigned to a route for today. That's set by the school in Transport, not in the driver app.
- **Parents say the bus isn't moving on the map.** The app needs to keep running in the background. Don't force-close it mid-run, and if your phone has aggressive battery saving, exempt the app.
- **You forgot to end yesterday's run.** End it now. The school can see run history, and an overlapping run makes today's tracking confusing.
- **No signal along part of the route.** Positions during a dead patch may not arrive. The bus will appear to jump when signal returns.

Your manifest

Who is on your bus today, and what to do about a no-show.

3. Work your manifest — dropping off and no-shows

The manifest is who's on your bus today and where each child gets off. It's the screen you work from during a run.

How the list is arranged

It sorts itself so the next thing to do is always at the top:

- **Waiting** pupils sit at the top, each with two big buttons.
- **Delivered** rows sink to the bottom, showing the time and stop. No buttons — that child is done.
- **No-show** rows show the reason you gave.

Each row shows the **stop** the child boards or leaves at, so you're reading the list in the order you'll drive it.

Dropping a child off

At the stop, tap **Delivered** on that child's row.

That does two things: it records the drop against that stop and time, and **it texts the parent**. Which is why it's worth tapping at the stop rather than catching up on five children at the next junction — the message should arrive when the child actually got off.

Marking a no-show

If a child isn't there, tap **No-show** and pick a reason:

Reason	When
Not at stop	Nobody was waiting
Reported sick	The family told you they're ill
Parent collecting	A parent is taking them instead
Other	Anything else

The reason matters beyond the bus. **Parent collecting** in particular tells the school that the child is expected to leave by the gate instead — without it, the gate may refuse to

release a child who's assigned to a bus.

Common gotchas

- **You tapped Delivered for the wrong child.** Tell the school straight away. The parent has already been texted, and a delivered row has no buttons to undo it from the bus.
- **A child is on the bus but not on the manifest.** Don't guess. The manifest comes from the school's transport assignments; a child who isn't on it hasn't been assigned to your route. Call the school.
- **A parent says they got no message.** The text goes to the pupil's primary contact. If that number is wrong or missing, nothing sends — that's a record to fix at the school, not on the bus.
- **The list is empty.** No run is active, or no pupils are assigned for today. Check the **Route** tab first.
- **Do it while stopped.** The buttons are big for a reason, but no drop-off is worth tapping at while moving.