



QUALICUM SCHOOL DISTRICT TRANSPORTATION DEPARTMENT

My Ride K-12 Set Up and Frequently Asked Questions

Qualicum School District utilizes Tyler Technologies My Ride K-12 as a method to share student transportation information with parents/guardians within the school district. This system can be accessed online via a website or via a mobile app with notification features. Families must access My Ride K-12 to obtain bus routing information once registered for bussing each school year. The district recommends parents utilize the app version to stay up to date on route alerts and notifications.

How do I access the My Ride K-12 system?

You can access My Ride K-12 through an internet browser via a website, or by downloading an App that also includes notification features.

To access the My Ride K-12 Website:

Using the Chrome browser, go to myridek12.tylerapp.com.

If you do not already have a registered email, click 'Sign Up'.

To register, enter your email address, a password, and a name.

After registration, you will receive a confirmation email. If you don't receive the email, check your Spam and Junk folders. Click on the link in your email to confirm your registration through My Ride K-12 website.

When prompted, search for the name of your school district 'Qualicum School District No.69'.

To access the My Ride K-12 mobile application:

Download My Ride K—12 from the Google Play Store or the Apple App Store.

After the app installation is complete, open My Ride K-12. Enable any notification prompts that appear during the installation process.

When prompted to find your school district, search for the name of your school district 'Qualicum School District No.69'.

Once you select your district, you will proceed to the login page. If you do not already have a registered email, click 'Register'.

To register, enter your email address, a password, and a name.

After registration, you will receive a confirmation email. If you don't receive the email, check your Spam and Junk folders. Tap on the link in your email to confirm your registration through My Ride K-12 website.

Remain logged in to the app to receive district notifications, even when the app is not actively running.

The screenshot shows the Tyler Technologies logo at the top. Below it, the text reads "Sign in with your email or phone number and password". There are two input fields: "Email or Phone number" and "Password". A link "Forgot your password?" is visible below the password field. A blue "Sign In" button is at the bottom, with a link "Need an account? Sign up" below it.

Login Screen

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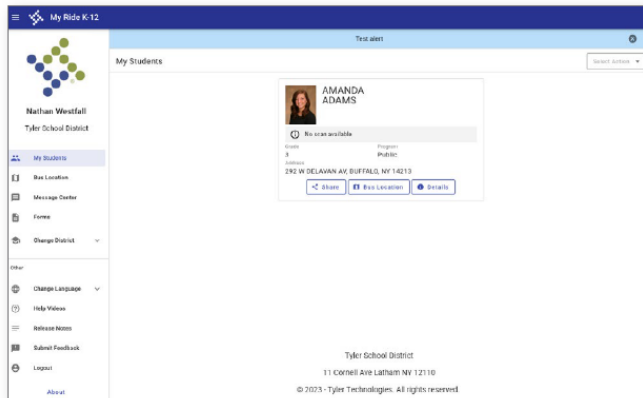
App Login Screen

How do I connect my child/student to my My-Ride K-12 profile?

Log into My-Ride K-12 through the website or mobile App.

Click on 'My Students' and fill in the prompted information about the student you wish to connect to your profile. In our district you require the students first and last name and their Pupil Number to connect. *You can obtain the pupil number from the school if you don't have it on hand.

Once you have linked to a student, click on that student's profile to see all relevant transportation information.



My Ride K-12 Dashboard



Find Your Student

How do I share a student link with another person, like a spouse, grandparent, or after school care provider?

To share a student link with another person, select a student and click the 'Share' button. (Maximum two people linked to each student).

Enter the email of the person you would like to share with. That person will receive a confirmation email that will automatically link them to the shared student(s). Recipients must register with My Ride K-12, if they have not already done so, to access the student's information.

Alternately, if sharing doesn't work, the person can connect to a student using the same instructions as above.

Why didn't I get a notification through the My-Ride K-12 App that was for my students' bus?

First, make sure you have downloaded and logged into the My-Ride K-12 App from the Google Play Store or the Apple App store, and have connected to your child's student profile. See access instructions above. Notifications are only available through the App, not through the website version of My-Ride K-12.

In the App, you can check the message center 'Received' tab to verify if the notification was sent to you.

If there is no notification in your message center, it could be that you weren't supposed to get the notification, or your profile or student is not correctly connected to the notification system. In either case contact the QSD Transportation Department (250-954-3022) to troubleshoot further.

If the notification is in your 'Received' tab, but you didn't get a push notification on your phone, check your phones notification settings to ensure you have allowed the App to send push notifications. Sometimes, on I phones, you will need to disable notification, then turn them back on to get it to work.

Finally, if your notification settings are on, and the notification shows up in the 'Received' section, but you didn't get the push notification it may have been caused by you logging out of the App when you close it. Always stay logged into the App to allow for it to push notify your phone when notifications come through. Please note, the App automatically logs you out every 30 days so you will need to log in monthly to ensure notifications are active.

How do I change my notification settings including bus pass scan notifications or other notifications?

Within the App, you can modify settings for notification in the 'Settings' section of the menu on the left-hand side of the screen. Once you have changed your notification settings be sure to tap 'Save' to finalize your changes.

What do I do if I cannot find my students name in the My Ride system?

Ensure you are using the same student name that was used for the students bussing registration application.

How do I get urgent route notifications, such as delayed or cancelled busses, if I don't want to download an App?

Qualicum School District also utilizes School Messenger service to send out notifications to parents via email, phone calls and text push notifications. To opt in for text notifications to your mobile phone text Yes to 978338.

How do I update my students profile information including route information, contact info, etc.?

If you have already applied for bussing via the online registration application form for the current school year, contact the QSD Transportation Department to update any student profile information related to transportation (250-954-3022).