

Safe Stop Frequently Asked Questions & Advanced Options

How do I sign-up for Safe Stop?

1. Go to <http://MansfieldCT.SafeStopApp.com/activate> to create a login. Look at the right side of the screen (“Register”) and type in your information. Remember the email & password that you use.
2. When prompted, type the unique student identifier code for your child. This number was sent in a postal letter to parents in early October or can be obtained through your child’s school office.
3. To use the app:
 - Download the “SafeStop” app on your mobile device from the Apple App store (iPhone/iPad) or the Google Play store (Android Phone/Tablet).
 - Or go to <http://safestopapp.com> from any computer or device.

4. Once you are in, click on the “map view” for any bus, or click “add stop” to add additional stops.

NOTE: For new students, sign-up is available 48 hours after the first day that the student attends school.

Is it guarantee to always work?

GPS technology is not guaranteed. Trees and hills can delay or block a signal and servers sometimes malfunction. Students should be out at their bus stop at the designated time even if the app is not sending a signal. We believe this provides another useful source of information, but there are times that it might not work or the signal might be delayed, particularly depending on the geography of the route.

How do I add more bus stops?

Sometimes a student will take a different bus on particular day(s) of the week. An elementary student might take a middle school bus in the morning for weekly 4th grade orchestra. Or a student might attend a daycare program only on certain days of the week. Or, you might not see your normal bus stop in the app (sometimes your address might not be listed and you’ll need to manually add it). Below is how you add buses to your list in the Safe Stop app.

1. Open Safe Stop.
2. Click on “Add Stop” at the bottom of the screen.
3. In the “Search for stops near my address” box, type in the street address of the school your child is traveling to or from (below). That way you’ll get all the possible bus choices. Type the postal code as well.
 - E.O. Smith High School: **1235 Storrs Road, 06268**
 - Mansfield Middle School: **205 Spring Hill Road, 06268**
 - Goodwin Elementary School: **321 Hunting Lodge Road, 06268**
 - Southeast Elementary School: **134 Warrenville Road, 06268**
 - Vinton Elementary School: **306 Stafford Road, 06250**
4. In the list that appears, scroll down to the school name and bus number that your child takes. Click the right arrow next to the choice, which will list a series of bus stops.
5. Click the plus sign next to the bus stop closest to your child’s stop (it might not be the exact address, but you’ll want something somewhat near it).
6. Click the check icon in upper right and now you’re done; the additional bus is added!

My child's bus stop does not appear when I first go into Safe Stop?

Usually Safe Stop will automatically add the stop for your child. However, this does not always happen. Use the previously referenced steps (How do I add more bus stops?) if you need to add a stop.

My child's bus number changed; why doesn't Safe Stop show this change?

If your child's bus number changes, the Safe Stop app won't necessarily know this. Use the previously referenced steps (How do I add more bus stops?) if you need to add a stop.

I have a Safe Stop login for one of my children; can I add another child to the same login?

Yes! Here is how:

1. Open Safe Stop.
2. Click on the gear icon in the lower right.
3. Click on "Manage Subscriptions" then click on "Mansfield & Region 19 Public Schools".
4. Click the plus icon next to "Students" and type in the student's identified code (all codes were mailed to parents in October, or can be obtained from the school office). Click "add student" once typed.

My spouse wants a login; can s/he use my login too?

It is best that each person creates their own login (see the directions earlier for "How do I sign-up for Safe Stop?"). A login can only be logged in on one device at a time, so if both spouses share a login, there is a risk that they could use it at the same time and bump each other out.

Sometimes the bus does not move; it stays in one spot for a long time.

Sometimes, particularly on Smart Phones, the screen might not properly refresh. To force it to refresh, click the X in the corner of the screen to get back to the main screen that lists your buses, and then open the screen back up. Another issue is that sometimes a GPS signal is delayed or missed, which can make it look like the bus is not moving for some time. This is especially an issue in Northeast Connecticut where we have a lot of trees and hills that interfere with GPS signals.

Can students use Safe Stop? Who can use the app?

Yes! Particularly for older students, this can be a very useful app. It is available to buses provided by M&J Bus, Inc. for E.O. Smith High School and the Mansfield Middle/Elementary Schools. This includes Willington students that attend E.O. Smith and Mansfield students that attend E.O. Smith or the Mansfield Schools.

Is there a cost to use the service? Is my personal data sold? Is there advertising? Is my data safe?

There is no cost for the service and your data is protected. Safe Stop is a secure and encrypted digital app provided by a national transportation vendor that parents and students can use from a mobile device or computer to see the bus location on a real-time map. This data is provided as part of the existing school bus GPS equipment and is free with no advertising. There is a secure registration process that ensures only parents and students can access the app and that data is protected.

What if I have further questions?

There are two options for support:

- Safe Stop Tech Support: support@safestopapp.com or 1-800-843-8936
- Mansfield School I.T.: SafeStop@mansfieldct.org