USING THE BUS ROLL

The bus roll may be used to bulk mark children in and out of care during transport runs. For example – Before and After school care children.

Prior to using the Bus Roll you will need to ensure your bookings are set up correctly and this information has filtered through to your daily sessions. To do this please see the tip sheet called 'Adding Transport to Bookings and Daily Sessions'.

You also may wish to configure certain settings to best suit your service's needs. To do this please see the tip sheet called 'Bus Roll Configuration'.

This tip sheet will walk you through:

- <u>Navigating the Bus Roll</u>
- <u>Viewing a Childs Details</u>
- <u>Marking children as picked up, dropped off and absent</u>
- <u>Children signed in prior to bus roll</u>
- <u>Troubleshooting</u>

Summary

1. Click on the bus roll button from dashboard
2. Select your name and enter your pin, click ok
3. If needed apply search filters
4. Select children
5. Select an action – Pick up / Drop off / Absent
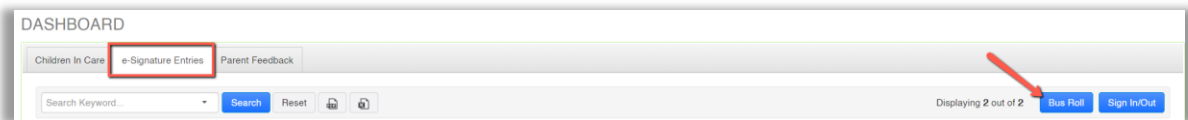6. Confirm the action by clicking OK
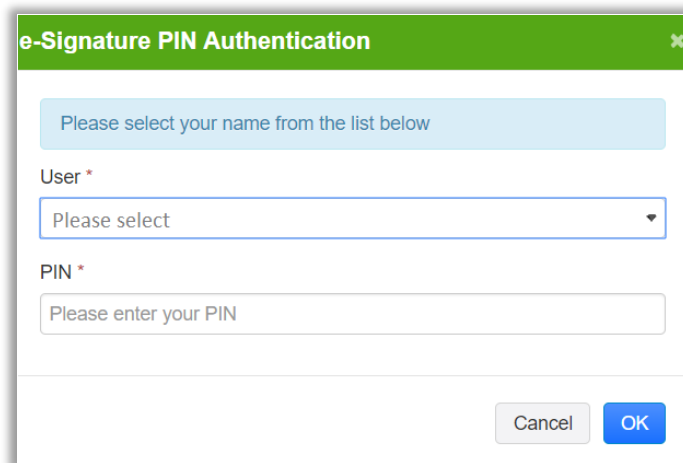
USING THE BUS ROLL

Detailed

The Bus Roll may be accessed by clicking the **Bus Roll** button on your Children In Care Dashboard:
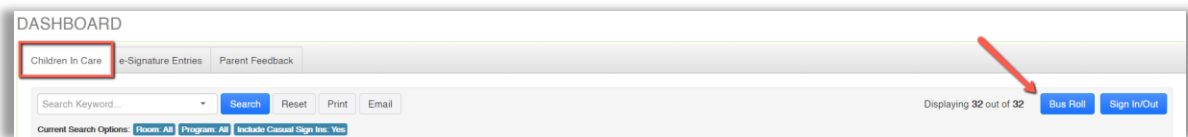
Or by clicking the **Bus Roll** button on your e-Signature Dashboard:

You will then be prompted to select **your name** from the drop down list and enter **your e-Signature PIN**:

You will then need to click the **OK** button to continue. This will open the Bus Roll:

Detailed cont.

Bus Roll Management   Go Back to Home Page

Monday 15 Mar 2021
04:45 PM

Filter Options

Search Keyword...   Location [All ▾]   Room [All ▾]   Program [All ▾]   [🔍] [C]   Total Drop Off Children: **8**   Total Pick Up Children: **8**

ⓘ Click on a row to view details   [Select All] [Deselect All]   [Absent] [Pick Up] [Drop Off]

Drop Off

Redbourne State School (8 children)
123 Apple Street, Chermside

Select	Child	Room	Program	Status
☐	Anna Henderson	Before School Care	Before School Care	
☐	Elli Sinclair	Before School Care	Before School Care	
☐	Elsie Lloyd	Before School Care	Before School Care	
☐	Iqra Copeland	Before School Care	Before School Care	
☐	Jace Stebbings	Before School Care	Before School Care	
☐	Jamelia Martins	Before School Care	Before School Care	
☐	Jye Landon	Before School Care	Before School Care	
☐	Rosie Mccartney	Before School Care	Before School Care	

Pick Up

Redbourne State School (8 children)
123 Apple Street, Chermside

Select	Child	Room	Program	Status
☐	Anna Henderson	After School Care	After School Care	
☐	Elli Sinclair	After School Care	After School Care	
☐	Elsie Lloyd	After School Care	After School Care	
☐	Iqra Copeland	After School Care	After School Care	
☐	Jace Stebbings	After School Care	After School Care	
☐	Jamelia Martins	After School Care	After School Care	
☐	Jye Landon	After School Care	After School Care	
☐	Rosie Mccartney	After School Care	After School Care	

Navigating the Bus Roll

When opening the Bus Roll, the data displayed will default to all children requiring transport on the current day. It is important to note that the view may differ, depending on how you have configured your Bus Roll.

The search filter may be used to search for specific children:

Filter Options

Search Keyword...   Location [All ▾]   Room [All ▾]   Program [All ▾]   [🔍] [C]

Filter Options:

- Search Keyword: This will allow you to filter for a specific child. Type in a child's first name or surname.
- The Location dropdown menu will allow you to filter the records for a specific pickup/drop off location.
- The Room dropdown menu will allow you to filter records for a specific room.

- The Program dropdown menu will allow you to filter records for a specific program.

Once you have entered your search requirements, click the [🔍] button. Any records matching your search criteria will appear on the Bus Roll (sorted by Location).

Detailed cont.

Click on the [C] button to clear all filters.

All of the children requiring transport to another location will appear under **Drop Off** and be listed under their required drop off location:

All of the children requiring transport from another location to your service will appear under **Pick Up** and be listed under their pick up location.

Viewing Child Details

A Basic child profile is available within the Bus Roll, providing you with details such as child's name, photo and parent contact information.

In the list view, this may be opened by clicking anywhere within the child's row:

Detailed cont.

In all other views, click **View Details** on the child's name placard:

This will open a **Details** window with information about the child first:
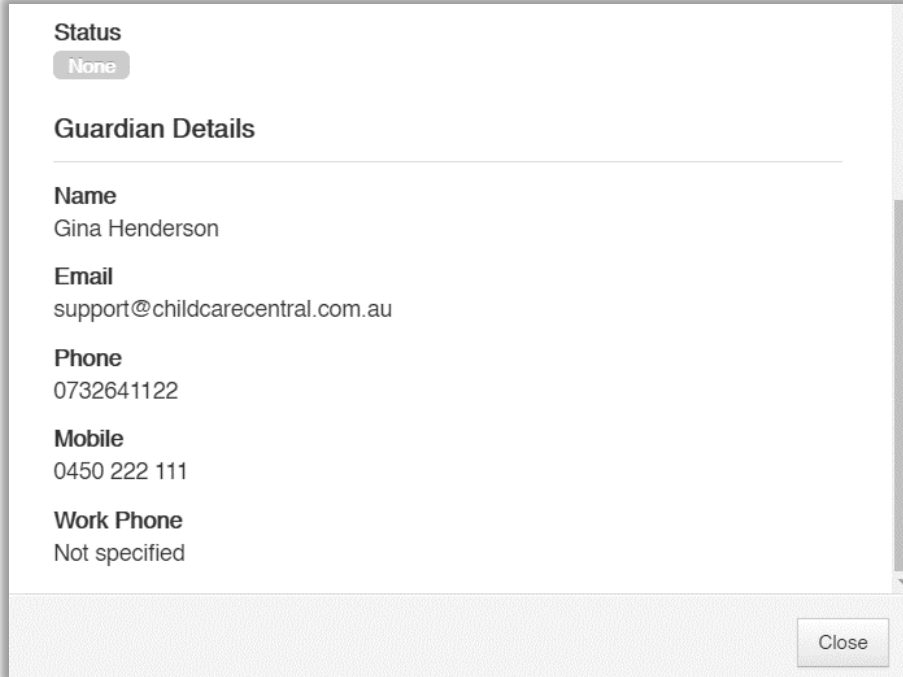
Detailed cont.

And as you scroll down, details about the parent:

Marking Children as Picked Up, Dropped Off and Absent

Marking children in the Bus Roll will create an e-Signature entry. It is important to understand how this works prior to getting started.

Marking a child as 'Picked Up' will sign them IN to care.

Marking a child as 'Dropped Off' will sign them OUT of care.

Marking a child as 'Absent' will sign them as NOT PRESENT.

The e-Signature entries created from marking children on the Bus Roll will display as normal e-Signature entries do (on the Dashboard, Daily Sessions etc).

The e-Signature entries created will be time-stamped as of the current time (when a child is marked as Picked Up, Dropped Off or Absent via the Bus Roll).

Detailed cont.

To mark children as **Picked Up** you will need to check the box next to their names under Pick Up (List View):
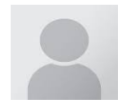
Or select their names (all other views):

Then click the **Pick Up** button:

Confirm the action by clicking ok:

This will change their status to Picked Up and create an e-Signature entry signing them into care.

Detailed cont.

The same process is followed for marking a child as dropped off. After selecting the children you are dropping off, click the **Drop Off** button:

Confirm the action by clicking ok:

This will change their status to Dropped Off and create an e-Signature entry signing them out of care:

Detailed cont.

To sign children as absent, select the relevant children and click the **Absent** button:
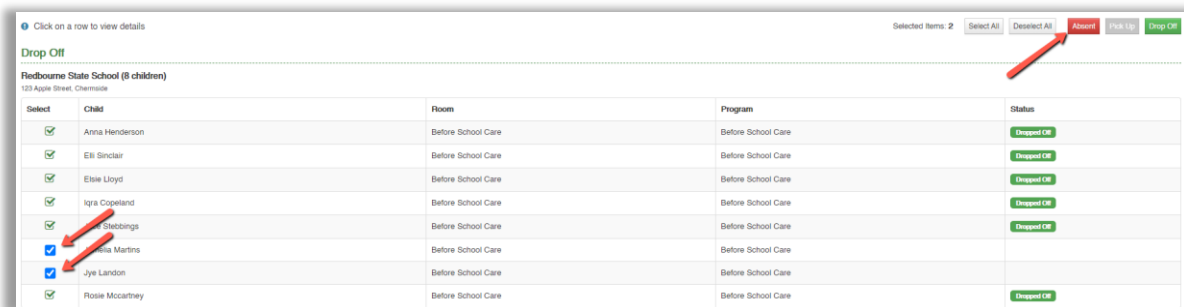
Confirm the action by clicking ok:
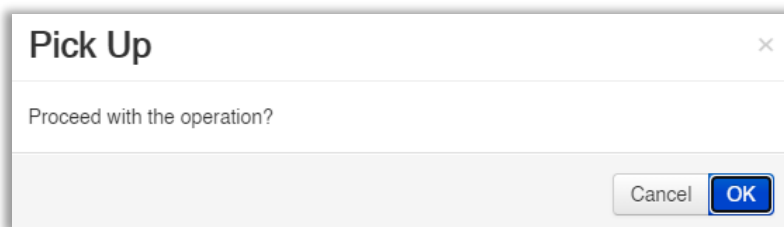
This will change their status to Absent and create an e-Signature entry signing them as 'Not Present' for the session.

NOTE: You are still required to mark daily sessions as absent. The software will not do this for you.
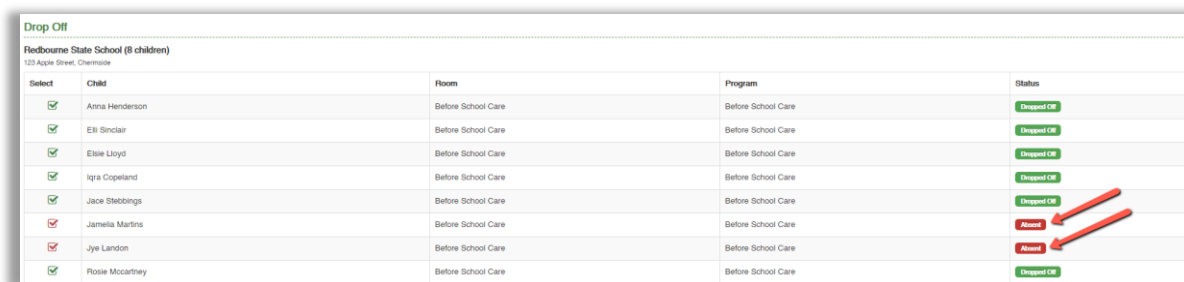
In the event that you attempt to mark a child as dropped off from the Pick Up menu, you will receive a message asking you to correct the data and try again:

Detailed cont.

Pick Up
The following children may not be marked as Picked Up. Please confirm the details and try again:
Lang Zang

This will also occur for children in the Pick Up menu being marked as 'Dropped Off'.

In the event that you mark a child incorrectly, you will need to return to the e-Signatures Dashboard and delete the entry (as it will have created an e-Signature record).

Children Signed in e-Signatures Prior to Bus Roll

If a child requiring pick up/drop off has been marked as 'Not Present' in the e-Signatures (OR Daily Sessions) window, they will display as 'absent' in the Bus Roll window.

If a child requiring pick up has already been signed in via e-Signatures, they will display as 'Picked Up' in the Bus Roll window.

If a child requiring drop off has already been signed out via e-Signatures, they will display as 'Dropped Off' in the Bus Roll window.

USING THE BUS ROLL

Troubleshooting

Issue: The child has been Incorrectly signed in or out.

Resolution: If the service has accidently signed the child incorrectly the signature can be removed via the dashboard. Once this has been removed the child can be signed in correctly. Please see our tip sheet called **Deleting an e-Signature Entry**.

Issue: A child isn't showing on the bus roll.

Why? In order to appear on the bus roll, a child must have transport applied to the current day.

Resolution: Here are some things you can check:

If this is an ongoing transport session:

1. Check your bookings.
    a. Click on childcare, select bookings
    b. Find the child and click edit
    c. Edit the session and check for transport here.
2. If your booking is correct, check the Daily Sessions.
    a. Click on processing menu, select daily sessions
    b. Apply your filters and navigate to the session and click on the cog button
    c. Check the transport data
    d. If no transport data is here this means that the transport was added to the booking AFTER you forecasted. Therefore to pull through the updated information from the booking you need to forecast again.

NOTE: For further instructions on how to forecast please see the tip sheet called Daily Sessions

If the care/transport is for a non-booked session, a casual session will need to be created via daily sessions and transport will need to be applied. For further instructions on this process see the tip sheet called **Adding Transport onto Bookings & Daily Sessions**.

Troubleshooting cont.

Issue: Contact not showing in authorisation list

Resolution: This can be due to a couple of different reasons, please see the list below of things to check:

1. Check the user record is active
2. Has the pin been generated
3. Check the Start Date

Issue: The service user forget their PIN, how can I help them?

Resolution: You may issue the person a brand new PIN by going into their user record and clicking the **Generate** button under the e-Signature tab. The new PIN may then be used to sign in and out with. For further instructions please see tip sheet called **Generating an e-Signature PIN**.

Issue: We are getting an invalid error when trying to get into the bus roll.

Resolution: The invalid message is a true error and can happen for a few reasons:

1. The internet has dropped out for a few seconds and not connected properly.
2. The person isn't selecting their own name (maybe accidentally selecting another staff members name) before trying to sign in, therefore the PIN doesn't relate to the person selected.
3. User may have accidentally entered the wrong PIN. If a PIN is entered incorrectly 5 times consecutively, it will become locked and the user will receive a message stating that their PIN is now invalid. If this occurs, a new PIN will need to be generated.
4. Auto fill may be turned on in your web browser settings therefore prefilling a incorrect PIN. We highly recommend turning this off in your web browser.