

FAQs

How does the system work?

Students will have to swipe their smart cards issued by TrakMe on the RFID reader installed in the bus while boarding / deboarding the bus. Attendance will be notified to the parents on the App. On clicking the link in the attendance, parents will be able to track the vehicle on a real time basis.

How to ensure that my child is mapped to me?

Go To Settings-->My Profile--> Students. This space will display your child's name. Your ward's name will also be mentioned in the attendance section on 'Home page'. In case the child's name is not visible or a wrong child is mapped, please mail support@trakme.in with the correct details - School name, name of child, parents registered phone number.

How to ensure that the correct card is mapped to my child?

Go To Settings-->My Profile--> Students. This space will display your child's name. There will be a section called tag_id. Please ensure that the tag_id is the same as the number on the reverse of the printed card.

How to track the vehicle in the morning before my child swipes the card?

Post the first couple of swipes, the system identifies the morning bus and maps it to the child in the app. Alternatively if the parent knows the vehicle number, then they may simply click on subscribe and select the bus that picks and drops their child. The parent then clicks on the vehicle number to track the bus.

Can I login from multiple devices using the same credentials?

No. Once a user logs in from another device using the same credentials then the user gets logged out from the first device. In case multiple devices are to be used, we recommend sending a message through registered numbers for giving access to other numbers.

Why do I get the message ‘Position not updated yet. Please wait.’ ?

This is a default message which appears till your phone/computer fetches the live location of the vehicle being tracked. Once the location is fetched the message disappears on its own.

How do I ensure that the position reflecting on the map is correct?

There is a yellow bar just above the map which displays the date and time stamp. This time stamp refreshes every few seconds as it fetches the latest vehicle data. As long as the time stamp matches with the current time, the bus position is up-to-date and correct.

PS: There could be a lag in low network areas.

I am unable to see anything except the “Messages” section once I login. Why?

This is probably because the number you signed in from is not the registered number. Access has only been given to those numbers which have been shared by the transport provider. If your number is not registered, please ask the provider to share your details with us.

The app is asking for a subscription code during Sign-in . Why?

This is because most probably, a wrong app has been downloaded. You may scan the QR code on your ward’s access card to download the app or visit PlayStore or AppStore to download the app TrakMe.