



**serviscell**<sup>®</sup>

School Bus Voice Call, Notification,  
Security and Management System



# Serviscell Mobile Application

## PARENT USER MANUAL

# TABLE OF CONTENTS

Preface	.....	<b>2</b>
Menu	.....	<b>3</b>
Notifications	.....	<b>5</b>
School Bus	.....	<b>8</b>
Settings	.....	<b>9</b>

## DEAR PARENT;

The main and priority objective of the **Serviscell** system developed by Hacettepe Teknokent is to solve all the problems, and especially the security issues, students and their parents experience when using transportation services, and to thereby solve their concerns.

Thanks to the **Serviscell** system, as long as parents and bus drivers comply with the defined rules, students and their parents will be able to receive a safe and trouble-free school transportation service.

If you experience any problems with **Serviscell** services, please call our Serviscell hotline without delay. Your problem will be solved as soon as possible.

Yours sincerely,

### **Serviscell**

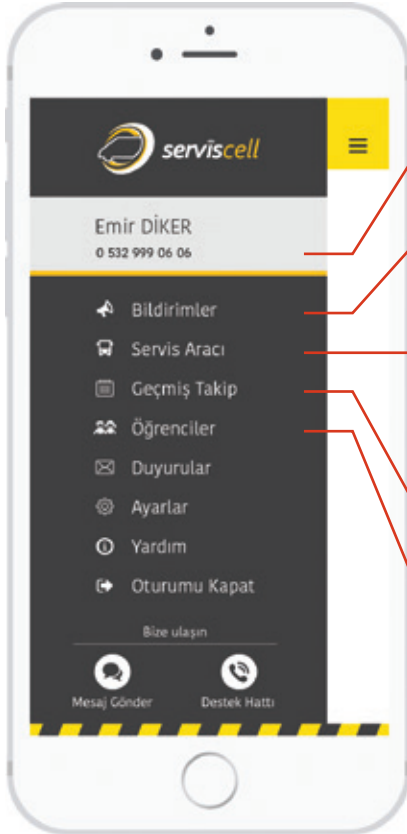
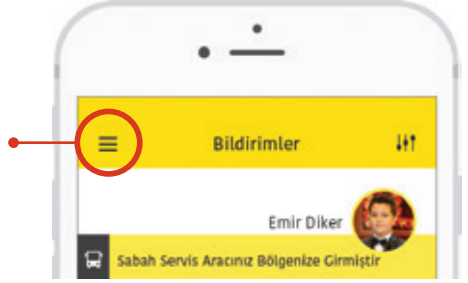
School Transportation Management System



Mobil uygulamalarımızı App Store ve Google Play'den indirebilirsiniz

## Menu Button

You can reach the menu screen with this button.



This is the telephone number you registered, which is also your user name.

## Notifications

All your notifications and their details are automatically loaded on this screen.

## School Bus

This screen shows information about the students and their school bus. The relevant actions can also be performed through this screen depending on the date.

## Track History

This is the screen where the past movements of the school bus can be tracked.

## Students

This is the screen that shows the list of students using Serviscell.

## Announcements

The screen where the announcements and developments concerning Serviscell can be tracked.

## Settings

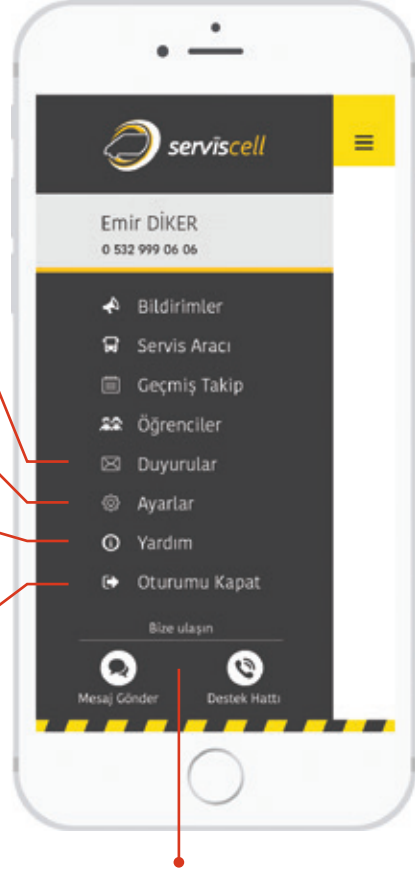
The screen where your user settings and information can be customized.

## Help

The screen where information about the use and promotions of Serviscell can be found.

## Log Out

You can log out of the Serviscell mobile application by clicking here.



## Contact Us

You can contact a Serviscell representative here.

## NOTIFICATIONS

All the notifications you receive from **Serviscell** will have audio warnings. You can view the details on this screen instantly.

On this screen, you can view your school bus' arrival time into your area, the distance left to your location, the estimated arrival time, the getting on/getting off info of your student, and the arrival to and departure from school info and details.

You can instantly track the school bus on the map through the track button in the notification message.

**WARNING!:** For the notifications to be on time and without problems, the school bus has to follow the defined route. In the event that your notifications are irregular, please immediately notify the service contact person and the Serviscell support line.

Serviscell Call and Information Chart	
Location of the School Bus	Type of Notification
When the school bus reaches the pre-determined distance in morning	→ Notification by Phone Call / SMS / Tracking
Verifying whether the student did or did not get on the school bus in the morning	→ Notification by SMS / Tracking
When the school bus reaches school	→ Notification by SMS / Tracking
Verifying whether the student did or did not get on the school bus in the evening	→ Notification by SMS / Tracking
When the school bus reaches the pre-determined distance in the evening	→ Notification by Phone Call / SMS / Tracking
When the student gets off the school bus	→ Notification by SMS / Tracking

*Parents may change the type of notification as they wish.*

## Student

The name and the photograph (if available) of the student will show up here.

## Notification Subject

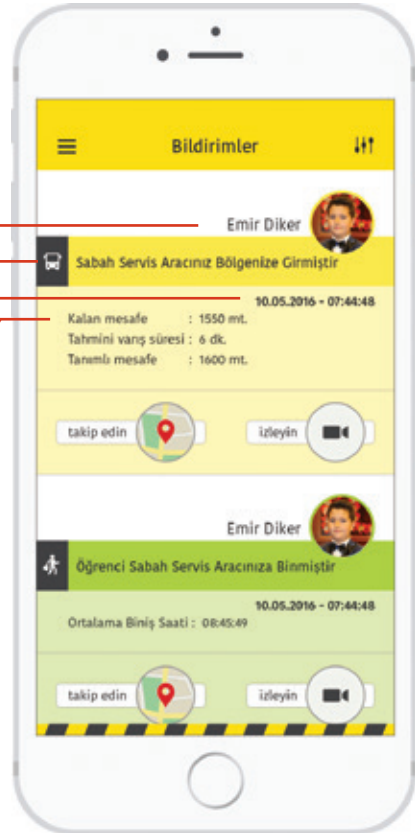
Shows the reason why the notification was made.

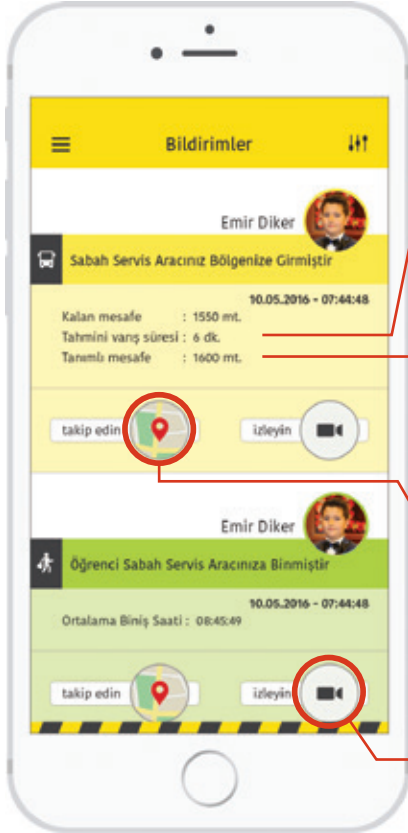
## Date Time

Shows the date and time of the notification.

## Distance left

Shows the date and time of the notification.





## Estimated Arrival Time

Shows the estimated arrival time. (For the estimated arrival time to be displayed, the school bus must have arrived to the waiting point regularly for three days in a row.)

## Defined Distance

The distance at which you wish to be notified when the school bus is approaching. This distance is set as 1,500 meters by default. You can change this distance through the application any time according to your need.

## Track

You can instantly track the school bus on the map.

## Monitor

If the school bus has a camera installed, you can monitor the inside of the vehicle online.



## Defined Student List

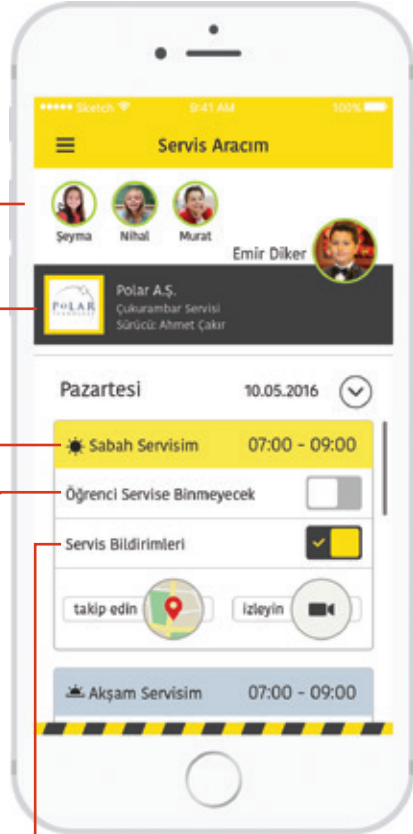
You will receive the school bus information for the student you have selected.

Information on the company and driver of the school bus

Your morning and evening school buses, as defined in the system, and information on the start and end time of their routes.

## Student Will Not Use the School Bus

If the student is not going use the school bus, please activate the “Student Will Not Use the School Bus” button. This will send an automated notification to your driver’s Serviscell screen, informing that the student will not be using the bus.

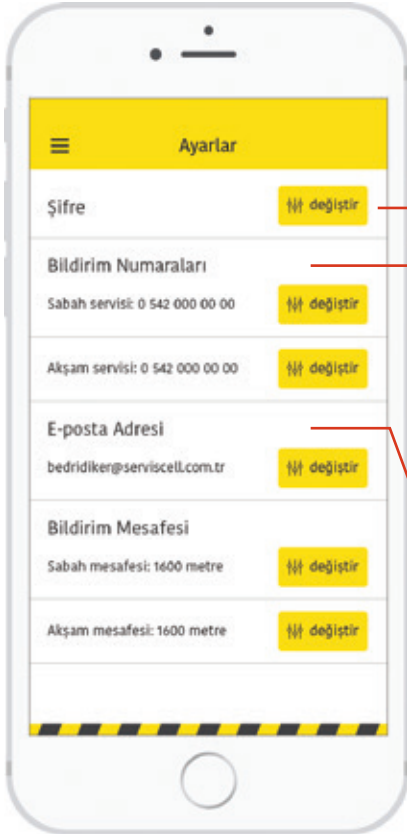
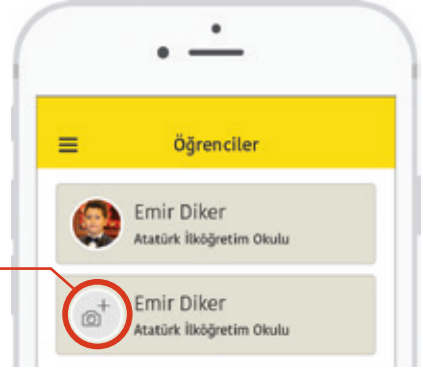


## School Bus Notifications

You can turn on and off your Serviscell notifications for the morning and evening of same day. (Go to the “settings” if you wish to turn off notifications indefinitely.)

## SETTINGS

You can upload the student's photo here. The photo you upload will also be sent automatically to the driver's Serviscell screen.



### Change Password

You can change your password to log in to your user page.

### Change Notification Numbers

You can change the telephone number that receives your notification. Don't forget to enter into the relevant field the verification code you will receive via SMS for your new telephone number. In order to define a landline telephone number, please call the Serviscell support line.

### Change e-Mail

You can change your e-mail address here.

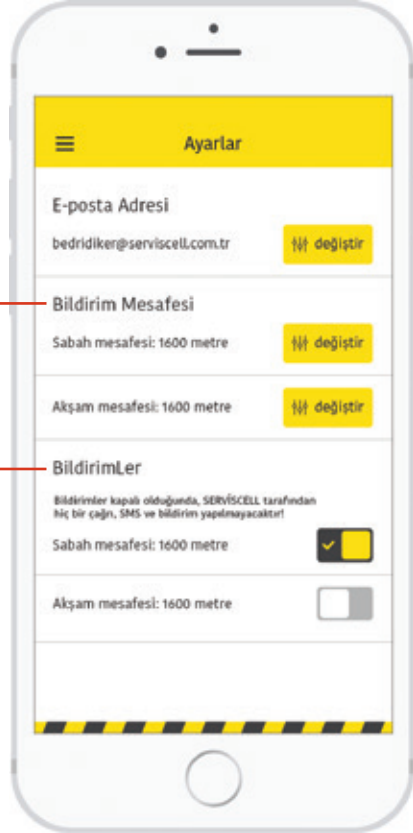
## Change Notification Distance

You can change the distance where you want your morning and evening school buses to call you before arrival.

This distance is set as 1,500 meters by default. ServisCell will notify you of your school bus' arrival by calling you when it is 1,500 meters from the location where your child gets on or off the bus. Depending on your specific need, you can change and set this distance differently for the morning and evening school buses.

## Turn Off Notifications

You can turn on and off the notifications for your morning and evening school buses here. When the notification option is off, you will not receive any notifications. If you want to turn the notifications back on, you can do so using the same section.





**serviscell**<sup>®</sup>

School Bus Voice Call, Notification,  
Security and Management System



Serviscell Support Line

**0850 228 99 11**

**Polar Teknoloji A.Ş.**

Hacettepe Teknokent - Beytepe / ANKARA

Tel : 0 312 999 06 06 - [serviscell@serviscell.com.tr](mailto:serviscell@serviscell.com.tr)

[www.serviscell.com.tr](http://www.serviscell.com.tr)