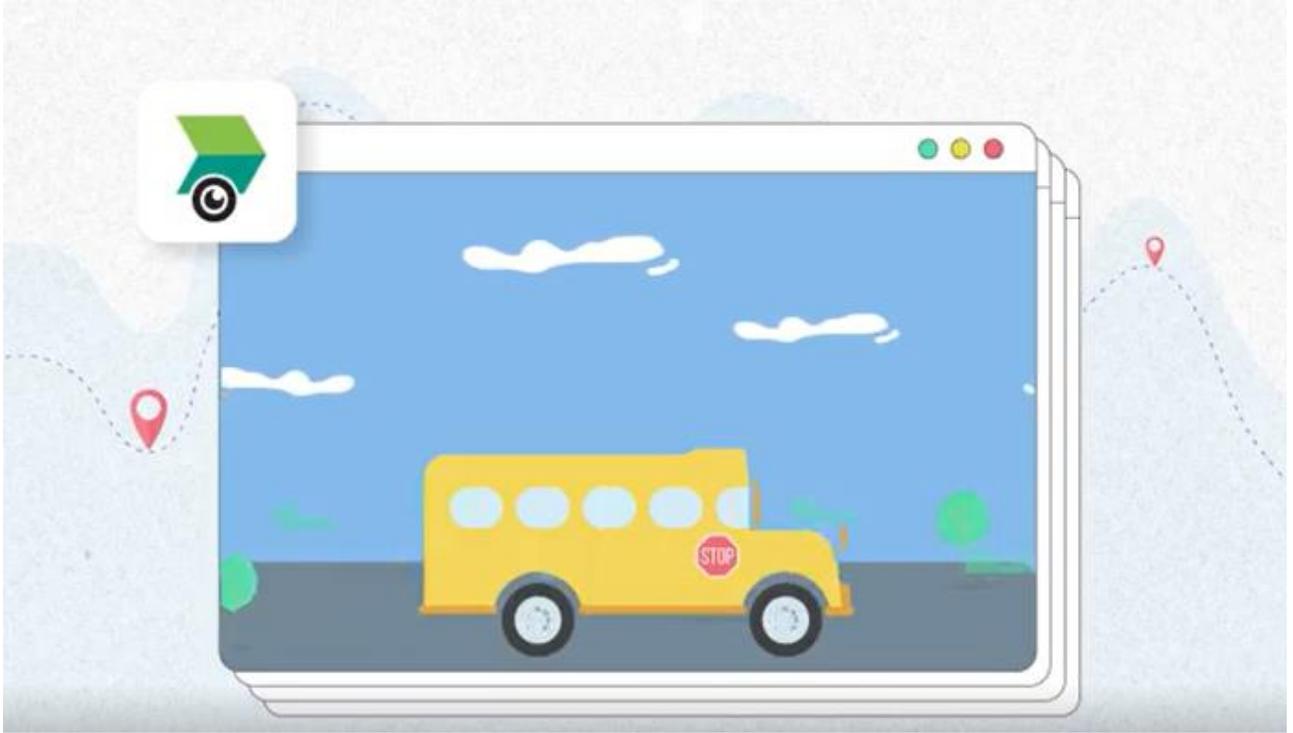


# USER MANUAL



Track the route of your children on the bus through  
**Maaman Parent Application**

Version 4.0





## Table of Contents

|   |  |           |
|---|--|-----------|
|    | <b>HOW TO CREATE ACCOUNT?.....</b>                             | <b>3</b>  |
|    | <b>SELECT PREFERRED LANGUAGE.....</b>                          | <b>4</b>  |
|    | <b>HOW TO CHECK THE ACTIVITY OF YOUR CHILD.....</b>            | <b>11</b> |
|    | <b>STUDENT ACTIVITY NOTIFICATIONS RECEIVED BY PARENTS.....</b> | <b>16</b> |
|   | ➤ <i>AT BUS STOP NOTIFICATION.....</i>                         | <i>16</i> |
|   | ➤ <i>PICK UP NOTIFICATION.....</i>                             | <i>17</i> |
|   | ➤ <i>DROP OFF NOTIFICATION.....</i>                            | <i>18</i> |
|   | ➤ <i>MESSAGE NOTIFICATION.....</i>                             | <i>19</i> |
|    | <b>HOW TO NAVIGATE YOUR CHILD SCHEDULE.....</b>                | <b>20</b> |
|    | <b>HOW TO CANCEL YOUR CHILD BUS TRIP SCHEDULE.....</b>         | <b>21</b> |
|    | <b>HOW TO SEND COMPLAINS TO SCHOOL.....</b>                    | <b>22</b> |
|    | <b>HOW TO ADD TRUSTED PERSONS.....</b>                         | <b>23</b> |
|  | <b>RECEIVING MESSAGES FROM THE SCHOOL.....</b>                 | <b>24</b> |
|  | <b>HOW TO REGISTER ADDITIONAL PERSON.....</b>                  | <b>26</b> |
|  | <b>HOW TO REFRESH STUDENTS.....</b>                            | <b>29</b> |
|  | <b>HOW TO CHANGE PASSWORD.....</b>                             | <b>30</b> |
|  | <b>HOW TO CHANGE PIN.....</b>                                  | <b>31</b> |
|  | <b>HOW TO LOGOUT.....</b>                                      | <b>32</b> |

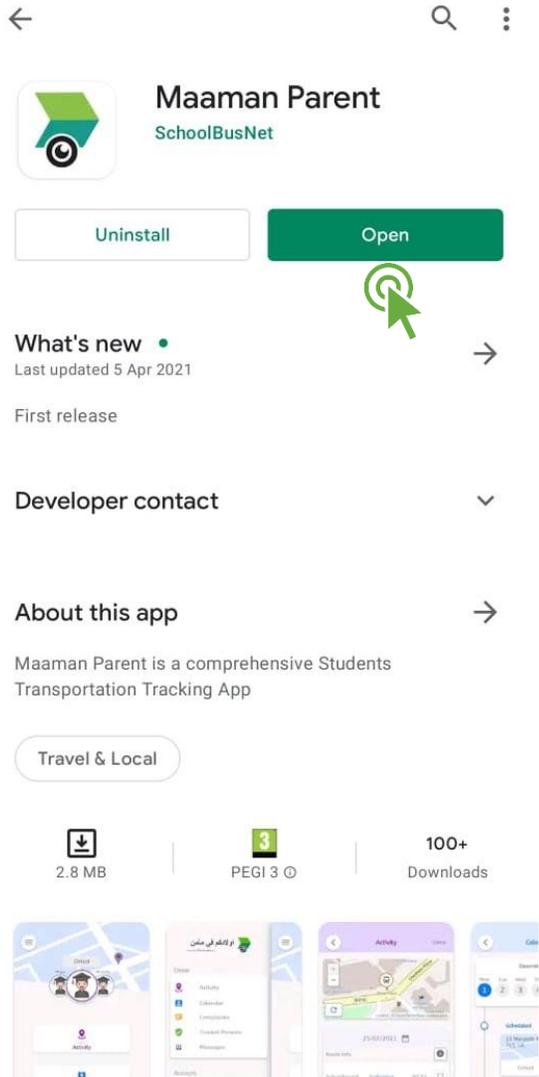


## ❖ HOW TO CREATE ACCOUNT?

- 📱 Download the “Maaman Parent” App from Google Play Store or Apple Store.
- 📱 You can click to any of the below store to download the application.

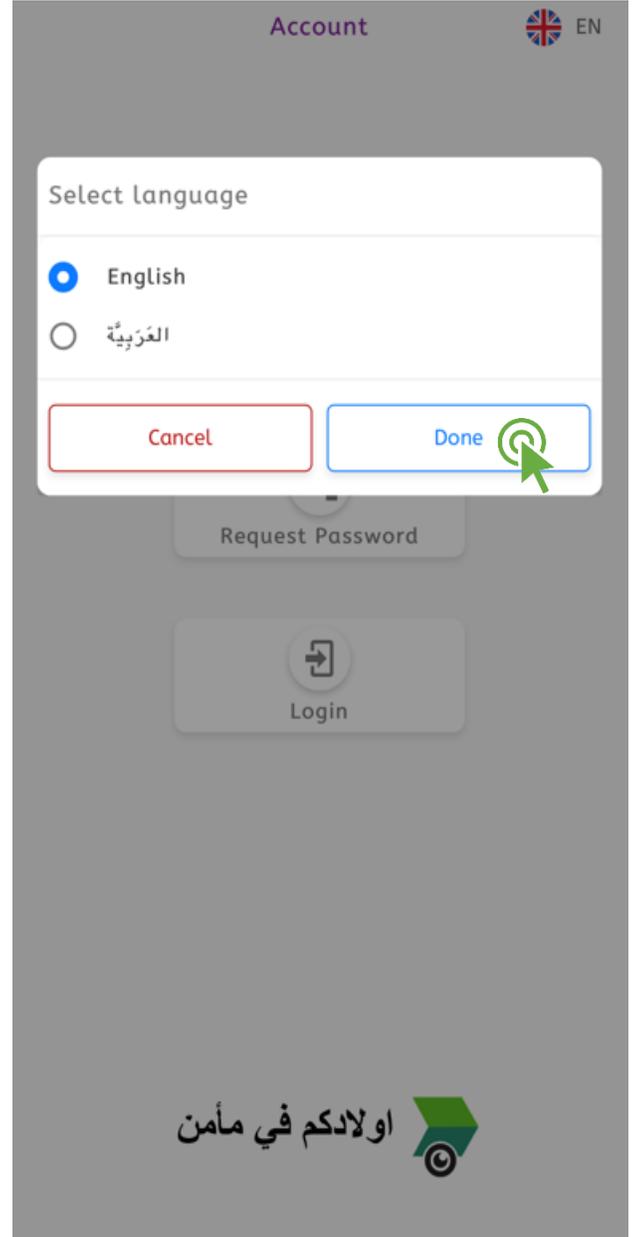
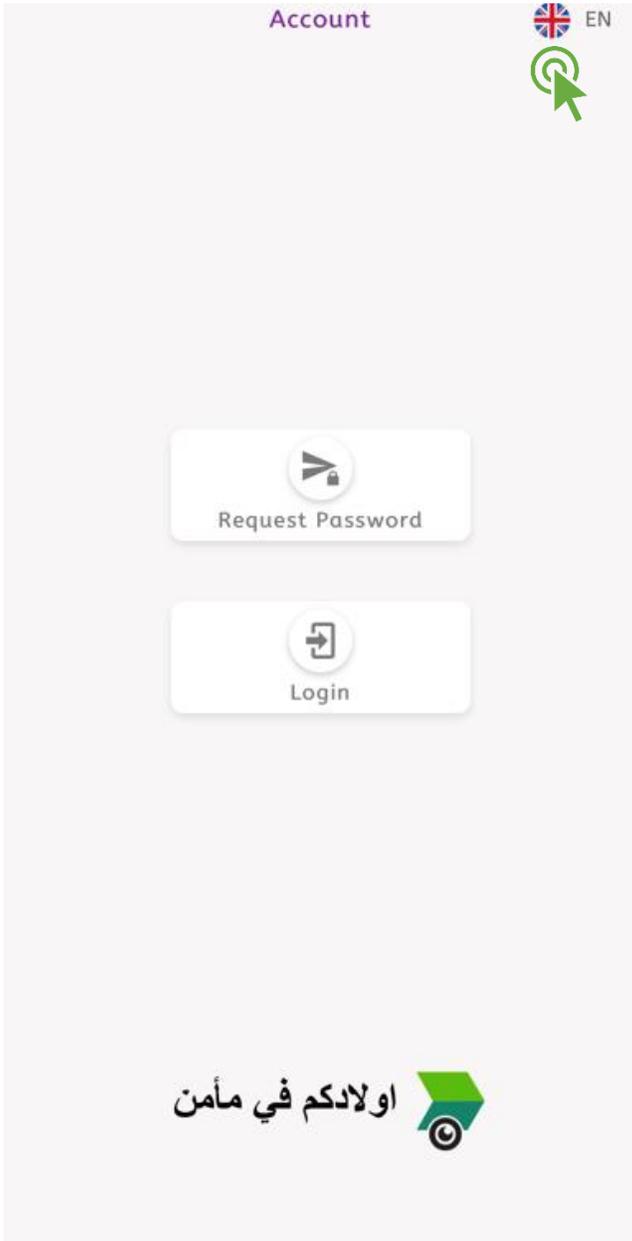


- 📱 Once downloaded and installed, open the Maaman Parent Application.

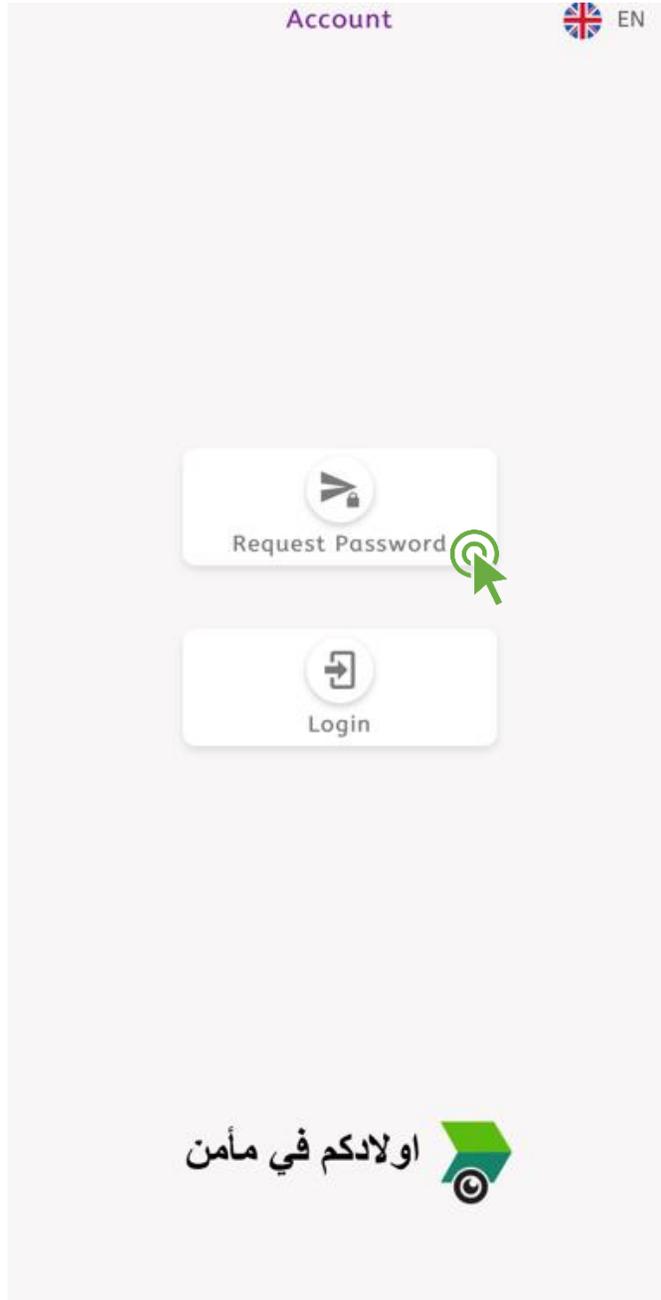


## ❖ SELECT PREFERRED LANGUAGE

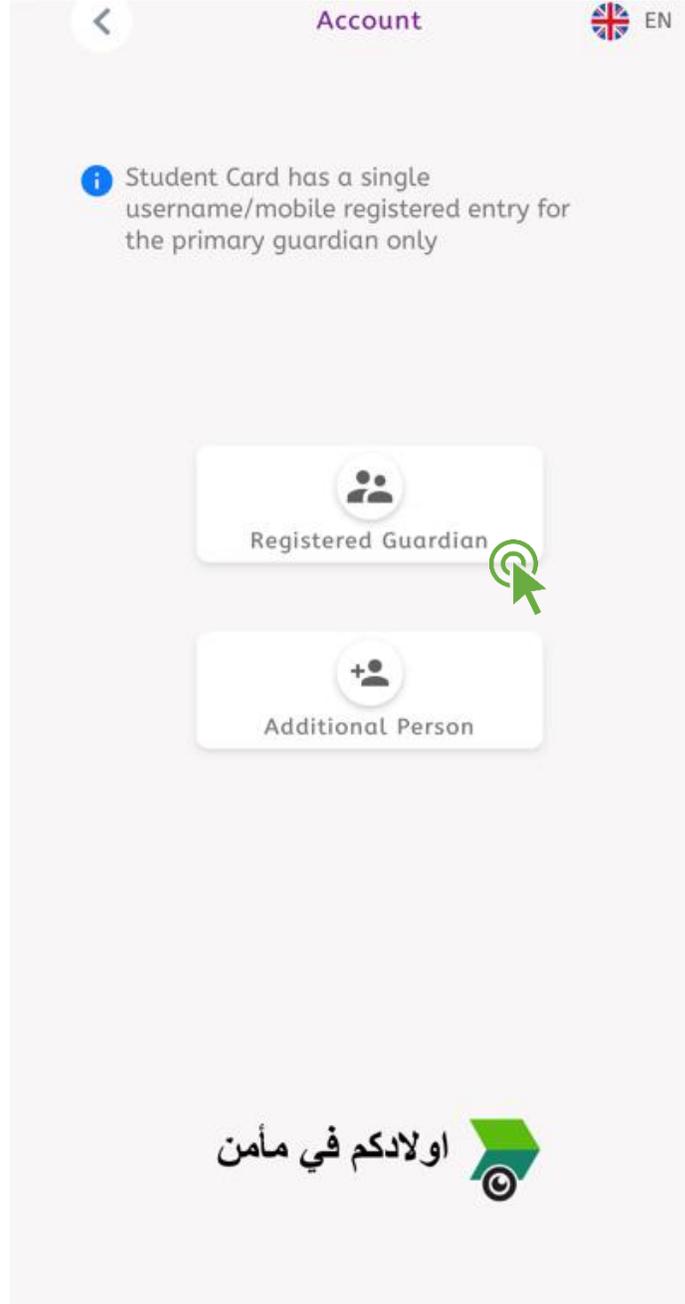
-  Arabic
-  English



 Click "Request Password" to receive password via SMS from your registered number.



- 👤 Click Registered Guardian.
- 👤 Registered Guardian: This is the primary guardian who shared his/her information with the school such as Emirates ID and updated mobile number.



- Insert Username: **Emirates ID number**
- Insert Mobile: 00971551234567 (Format: 0097155xxxx)
- Get Password.
- Password will be sent via SMS.
- Insert the received password.
- Click Login.

MESSAGES  
Maaman  
Your generated password is: 1W#rFzs927

Manage your children's school transport

Username/Emirat... 784-XXXX

Password 0097150000xx

Login

أولادكم في مأمن  
powered by SchoolBusNet

Manage your children's school transport

Password 1W#rFzs927

Login

أولادكم في مأمن



- **Important Note:**
- The Maaman Parent application is only available to the parents who have shared their information with the school such as Emirates ID and mobile number.

In case you receive this error message, **please contact your school** to provide you the parent application access.

Request Password

Cannot proceed  
User with given username/mobile not found.

Get password

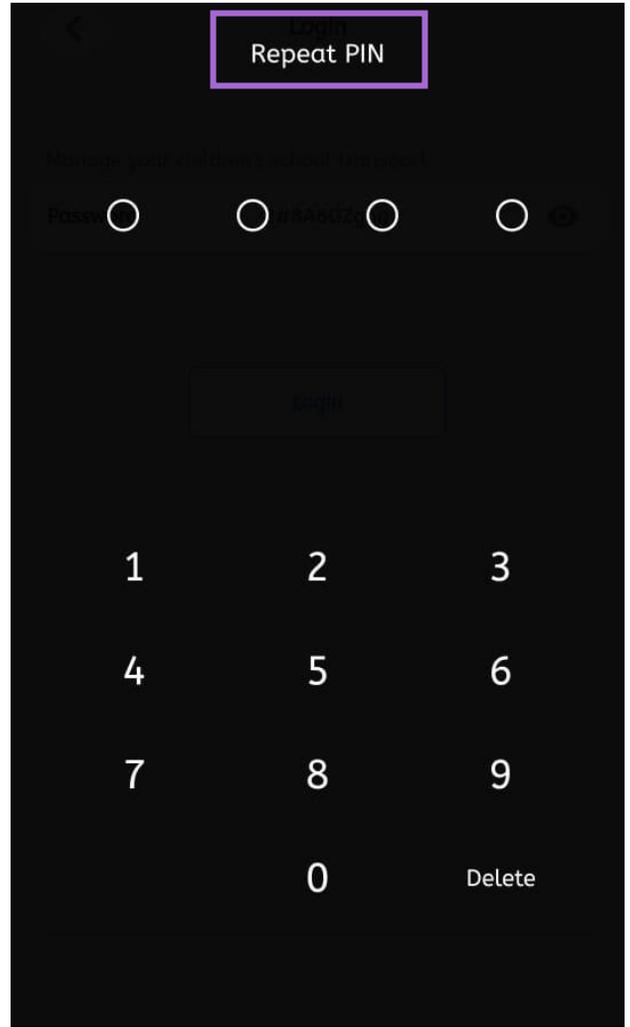
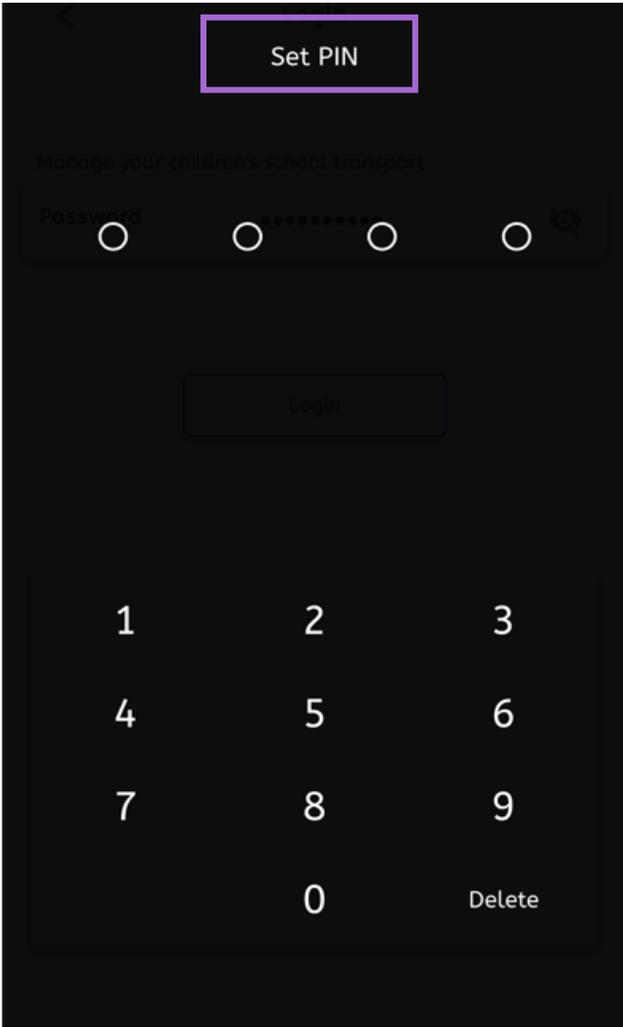
|          |                              |
|----------|------------------------------|
| Username | Primary guardian Emirates ID |
| Mobile   | Primary guardian mobile      |

Get Password

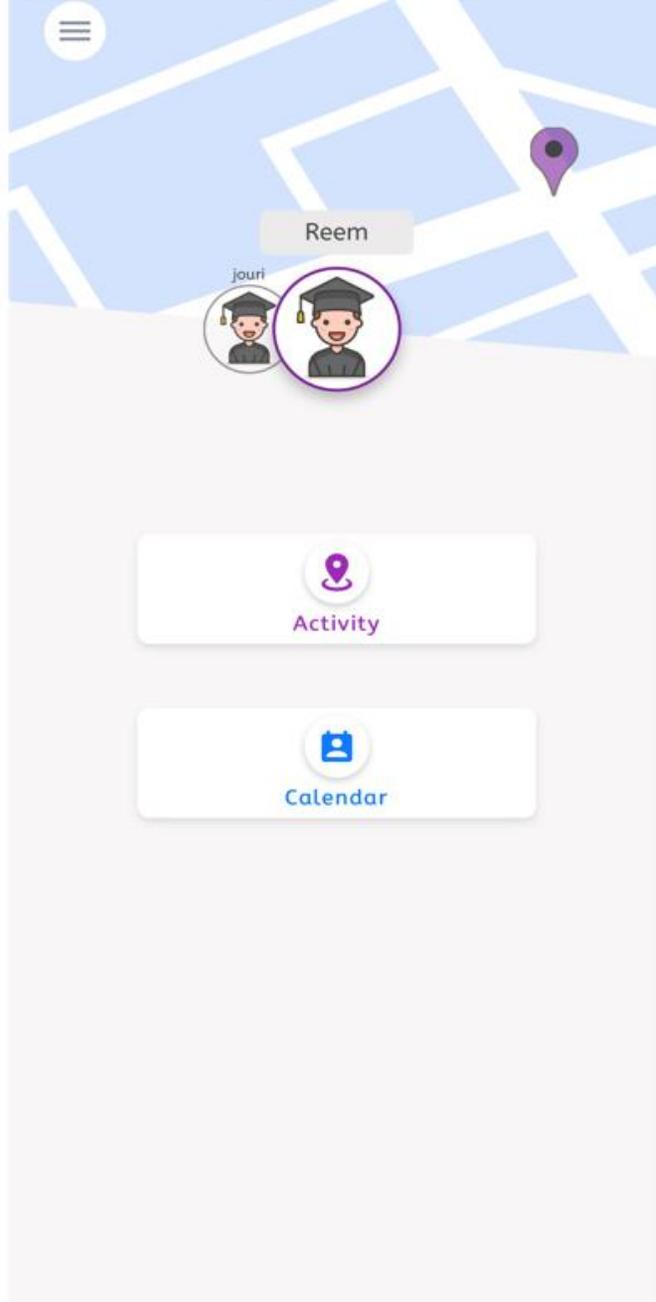
أولادكم في مأمن  
powered by SchoolBusNet



- ❖ After the login, you will be directed to create your own 4 personal digit PIN.
  -  Insert your preferred 4 Digit PIN.
  -  Repeat PIN.
  -  Make sure not to forget your 4-Digit PIN. Your PIN will be used whenever you want to add or change any settings in the parent's app.

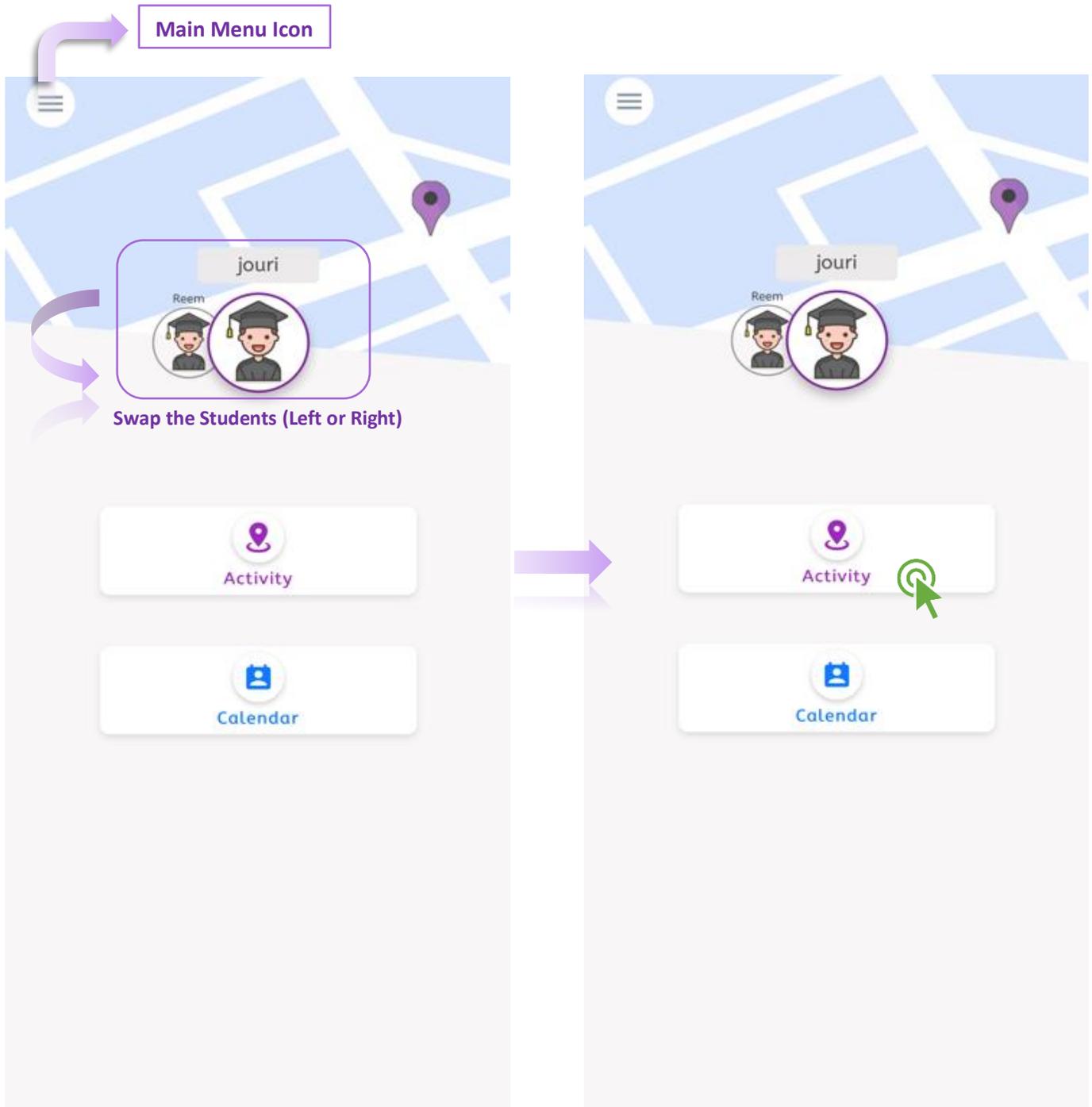


- **Registration Complete!**
- **Welcome to Maaman Parent App!**

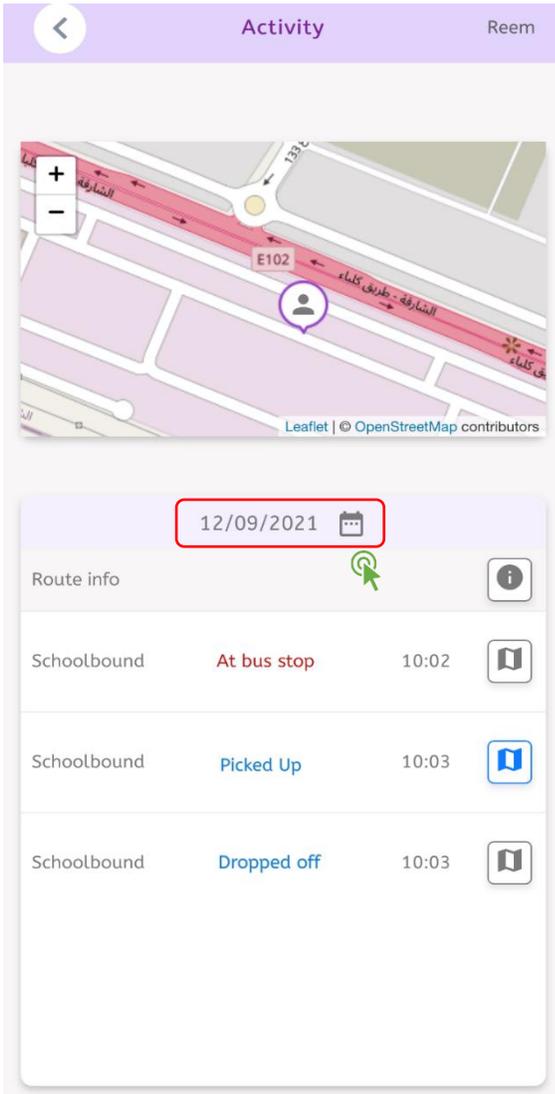


### ❖ HOW TO CHECK THE ACTIVITY OF YOUR CHILD

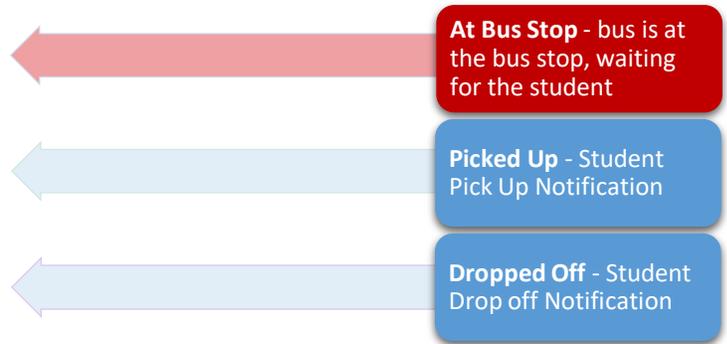
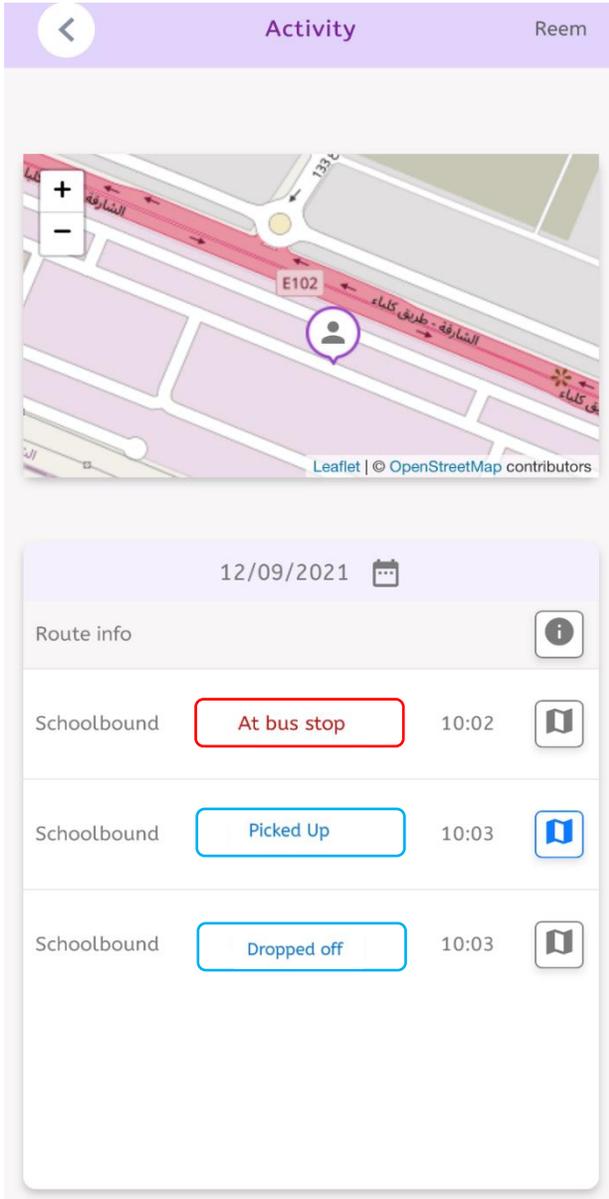
-  The main dashboard includes Main Menu Icon in the upper left side.
-  The names of your children will be displayed. Parents can swap the children to see each of their specific activities.
-  Click “Activity”.



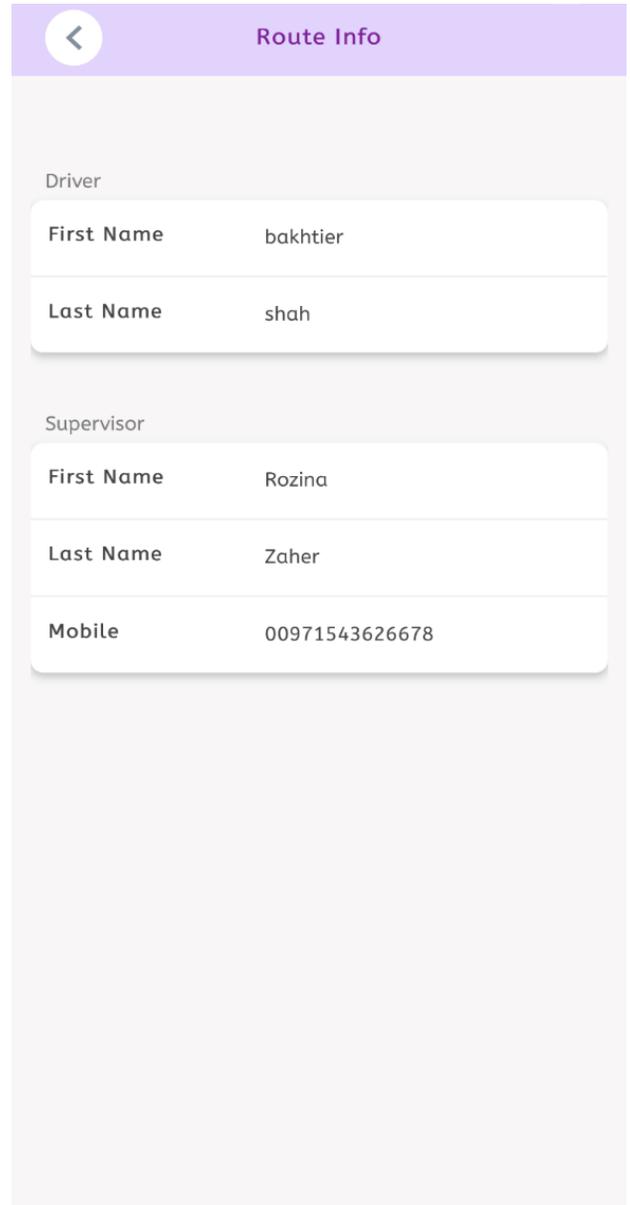
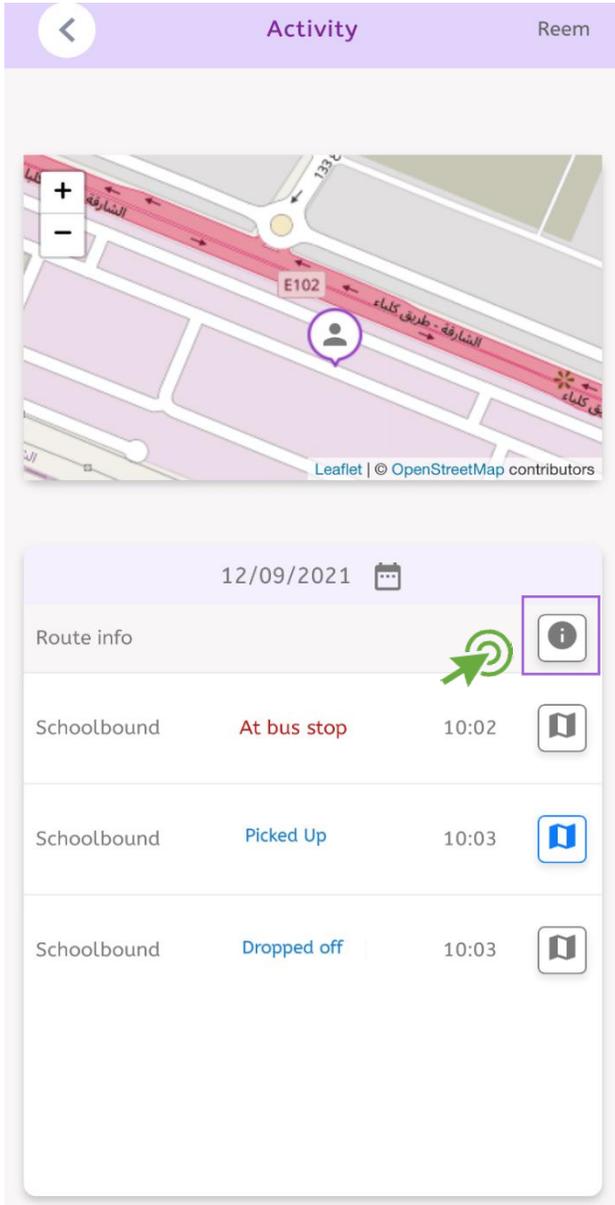
-  Click calendar Icon.
-  Choose the preferred date to check the history of your child's previous trips.
-  Click Set.



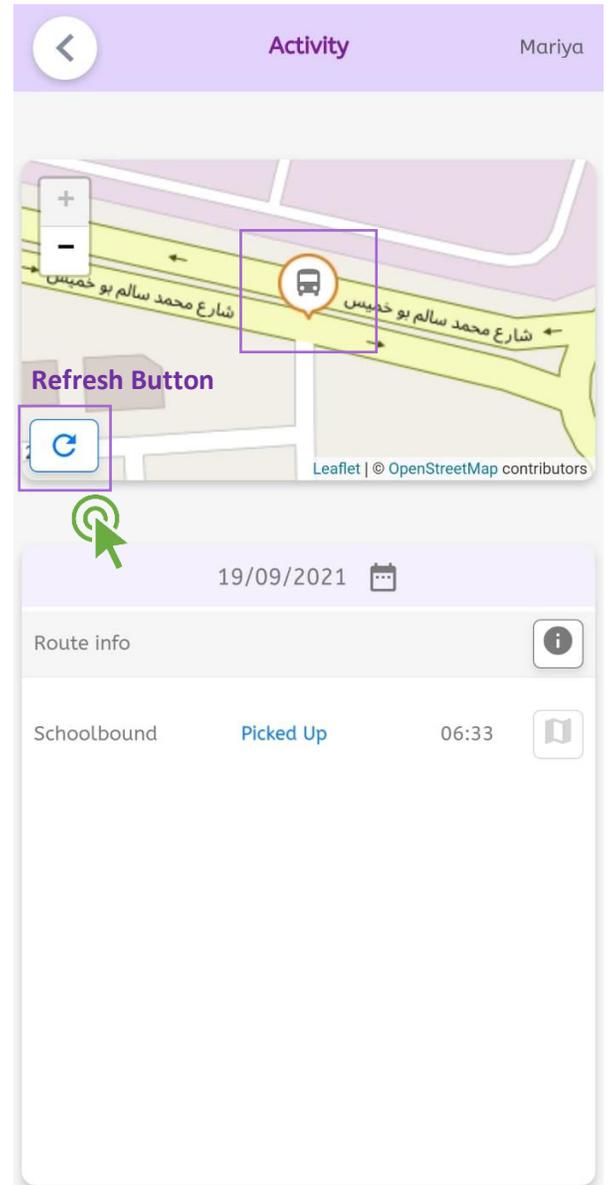
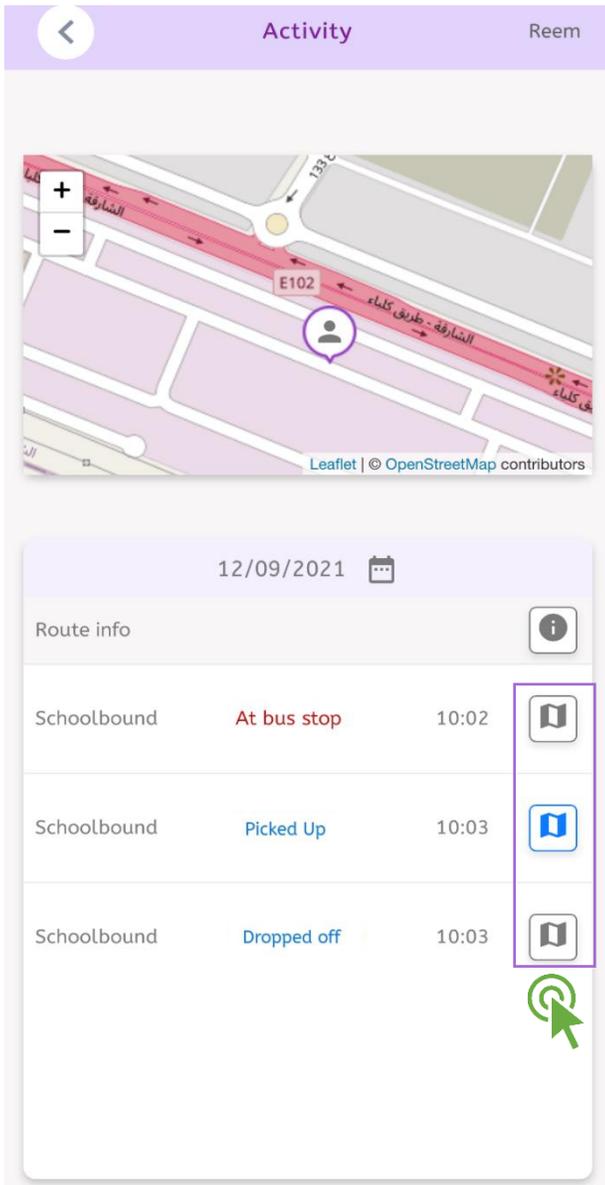
- Parents can see the listed notifications from the Activity that includes time and map event location. These notifications are from supervisor tablets sent by the bus assistants.



- Route info allows the parent to see the route information of his child such as Driver and Supervisor details.



- Parent can see the event location of his child where the bus assistant picked up and dropped off the student.
- If the student is currently on the bus, the parent can see the live location of the bus. Refresh button is available to monitor the current bus location.



## ❖ STUDENT ACTIVITY NOTIFICATIONS RECEIVED BY PARENTS

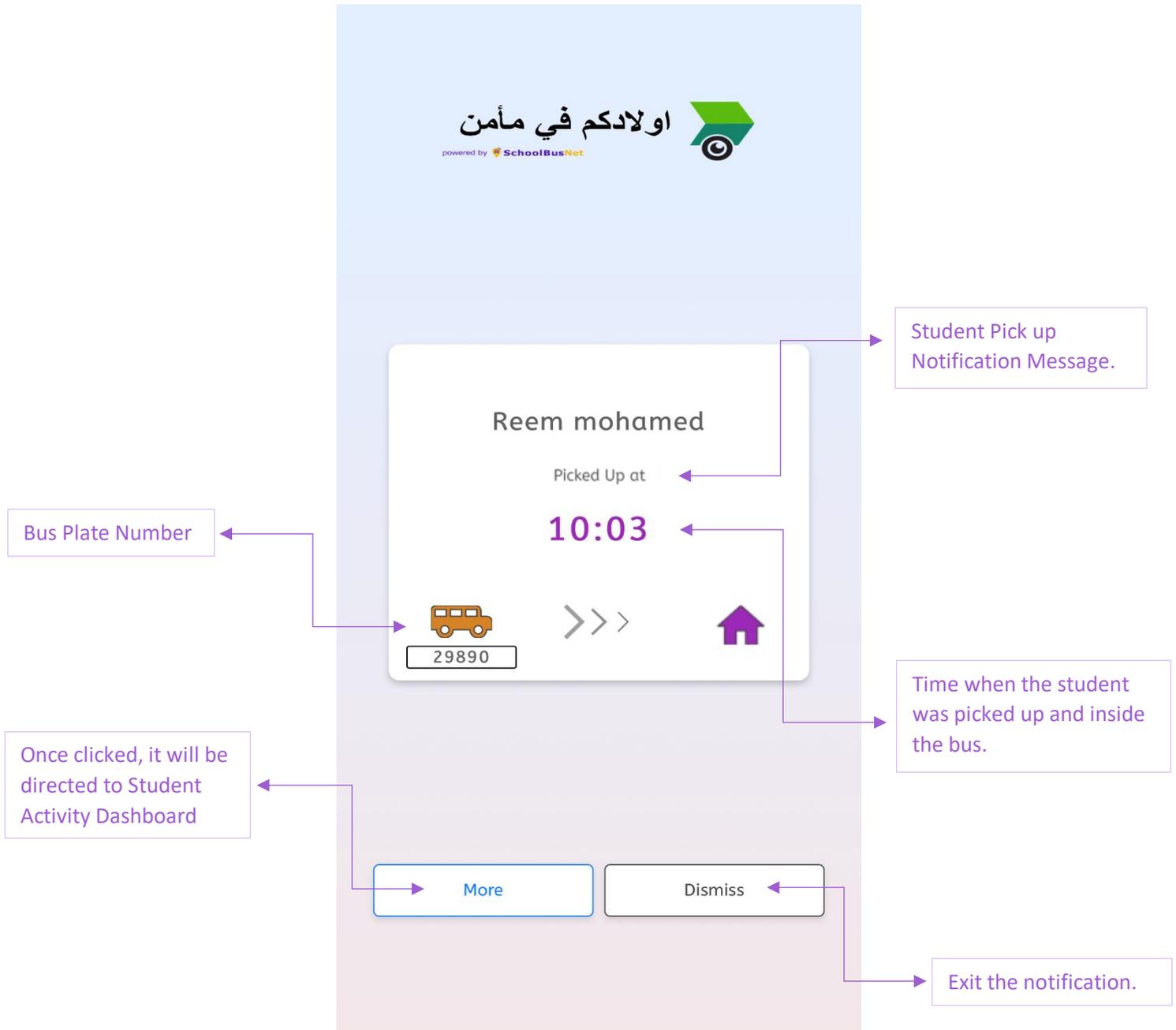
### **AT BUS STOP NOTIFICATION**

-  The application is encouraging the parent to turn on their mobile sound for notification notice.
-  Nanny can send a notification from the supervisor tablet saying bus is already in the bus stop location ready to pick up your child.



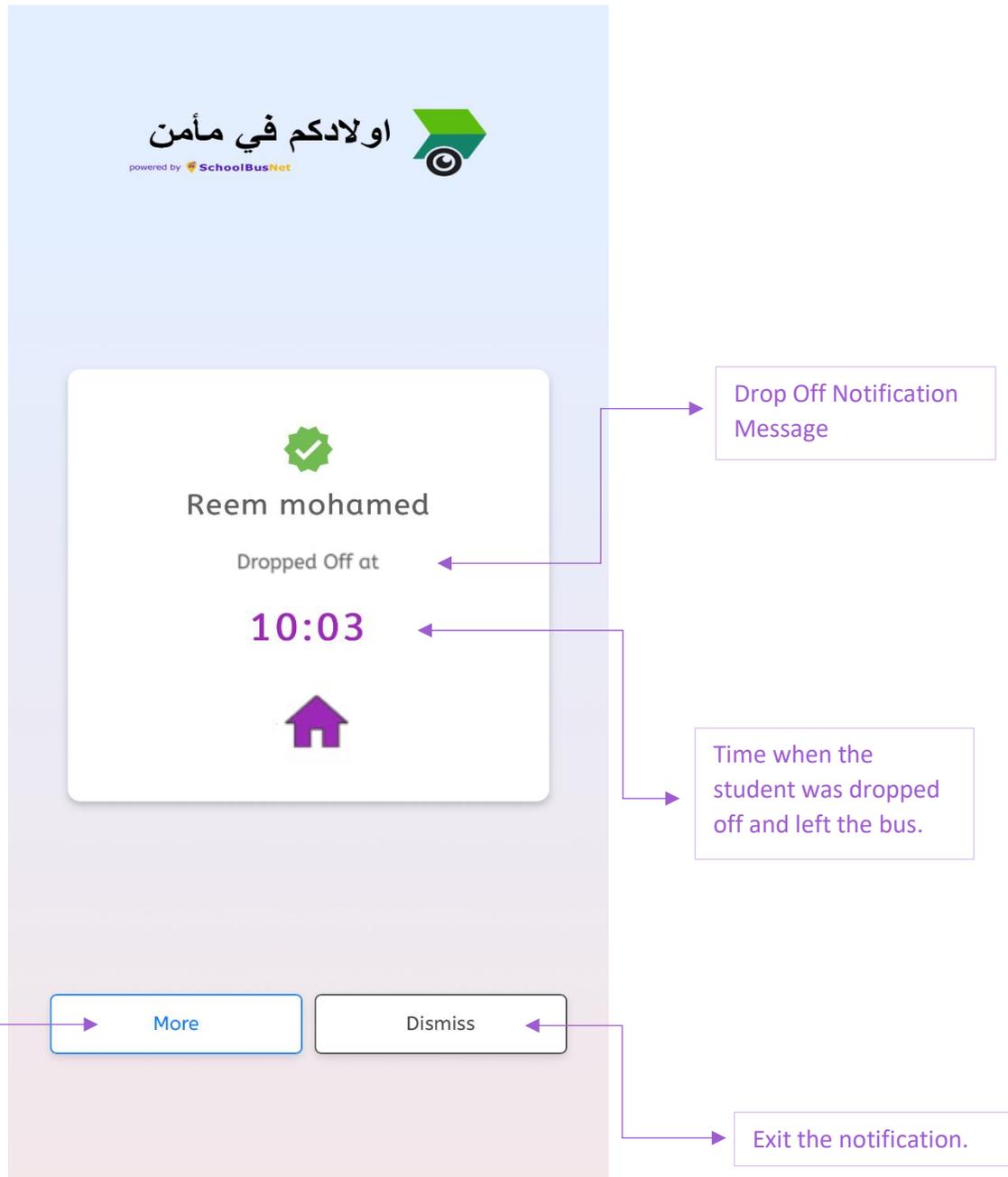
### **PICK UP NOTIFICATION**

-  The application is encouraging the parent to turn on their mobile sound for notification notice.
-  Nanny can send a notification from the supervisor tablet saying the student was already picked up and inside the bus.



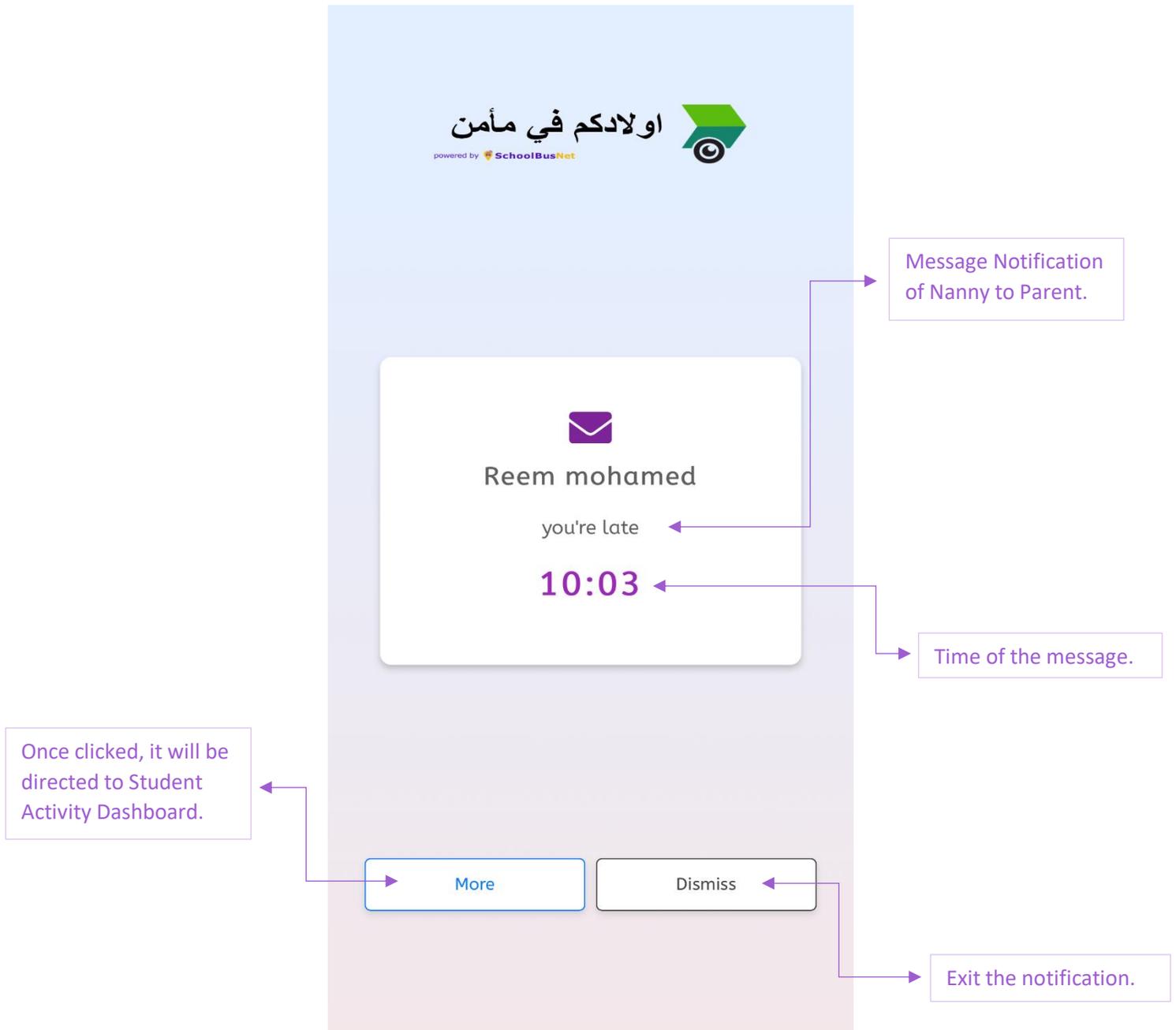
### **DROP OFF NOTIFICATION**

-  The application is encouraging the parent to turn on their mobile sound for notification notice.
-  Nanny can send a notification from the supervisor tablet saying the student was already dropped off and left the bus.



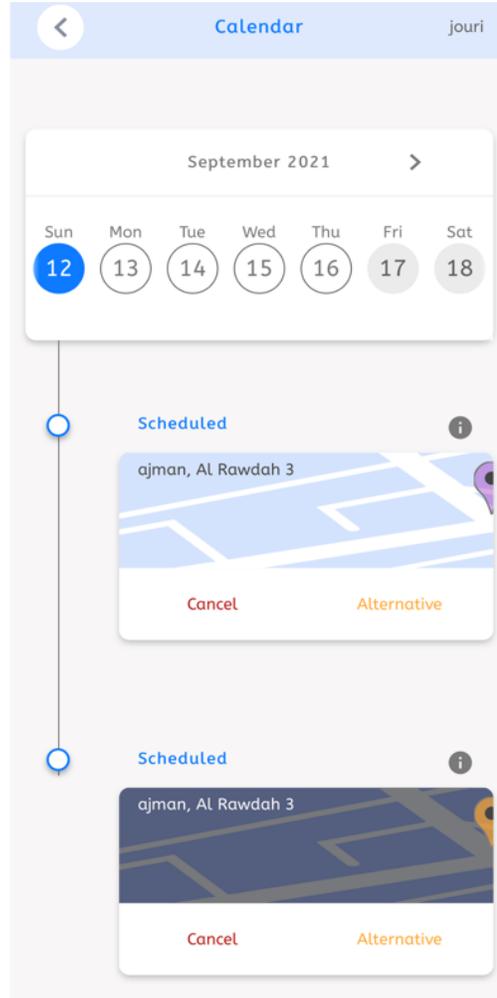
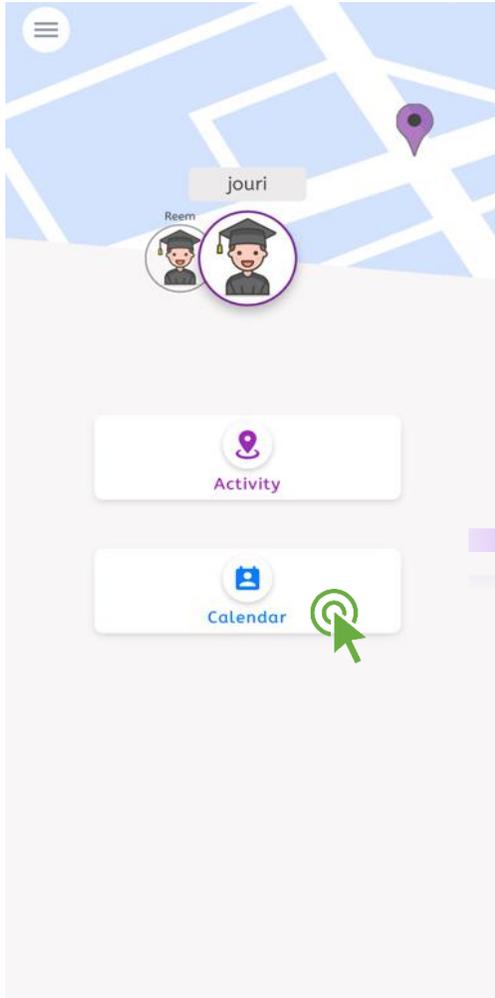
### MESSAGE NOTIFICATION

-  The application is encouraging the parent to turn on their mobile sound for notification notice.
-  Nanny can send a notification message from the supervisor tablet containing any message to relay to parents.



## ❖ HOW TO NAVIGATE YOUR CHILD SCHEDULE

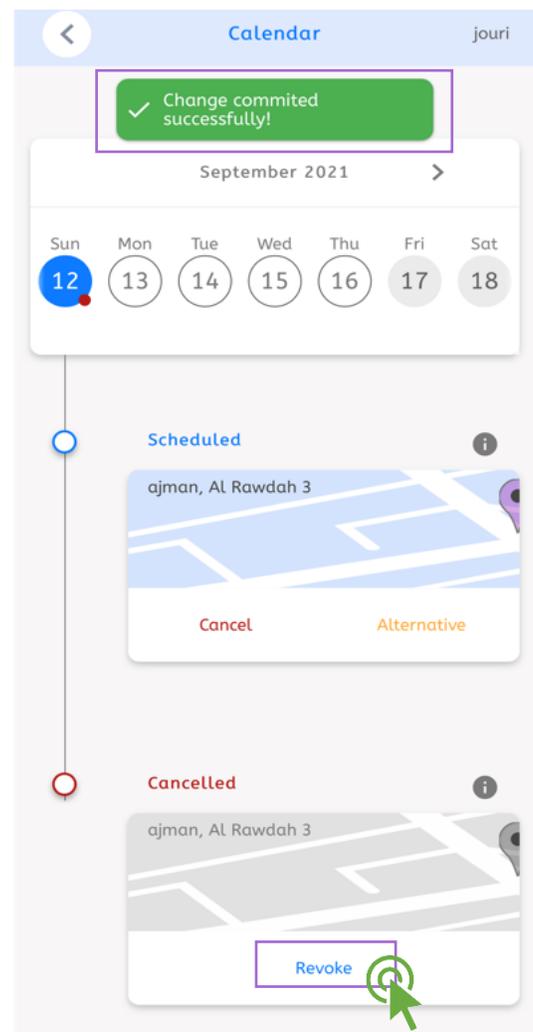
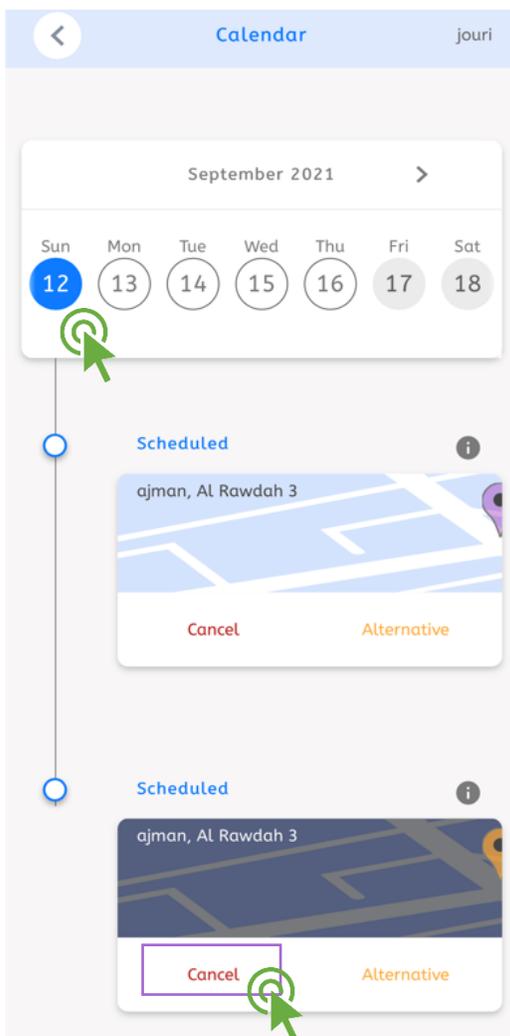
-  In the main dashboard, click the Calendar.
-  Calendar will display the planned route of the child for the following days.



## ❖ HOW TO CANCEL YOUR CHILD BUS TRIP SCHEDULE

- The parent have an option to cancel the trip of his child per trip. This can be done only 1 hour before the bus assistant start the trips.
- Once you cancel the trip of your child, it will be reflecting to supervisor tablet and will be marked as cancelled. Once cancelled, bus won't be going to pick up the student. This feature can be changed as per system configuration.

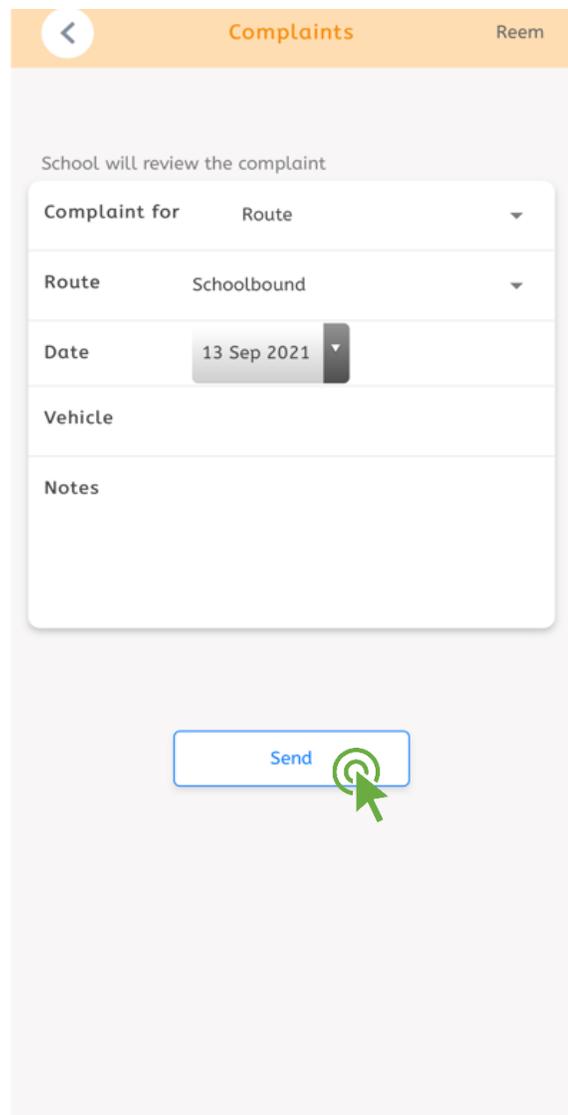
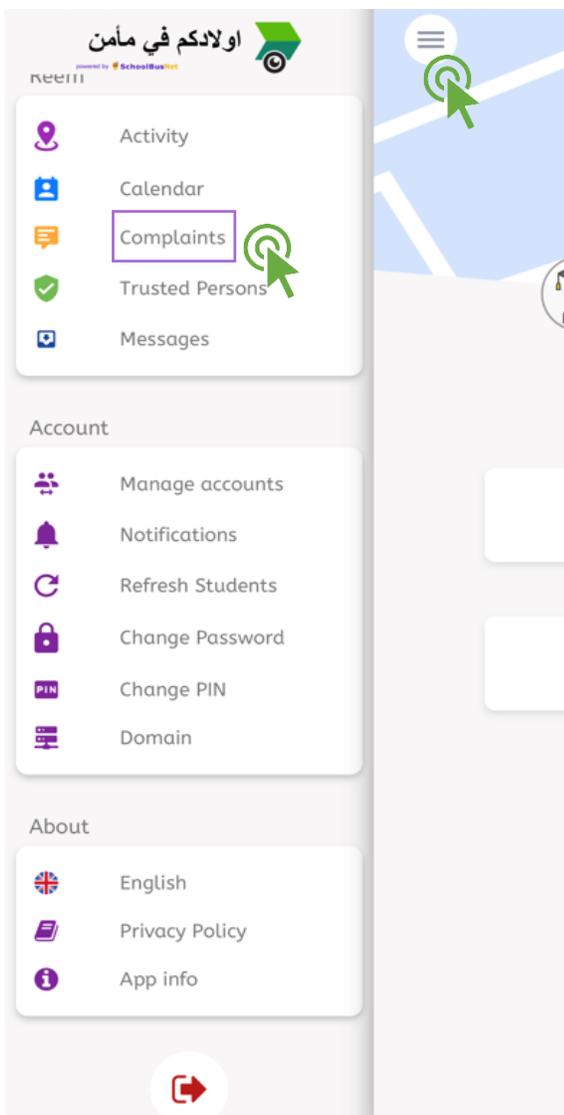
-  Choose the preferred date.
-  Choose if morning trip of evening trip.
-  Click cancel.
-  If you change your decision, you can revoke the cancellation.



## ❖ HOW TO SEND COMPLAINS TO SCHOOL

➤ This option allows the parent to report any issue regarding their child trip. Once submitted, it will be shown to the system of school.

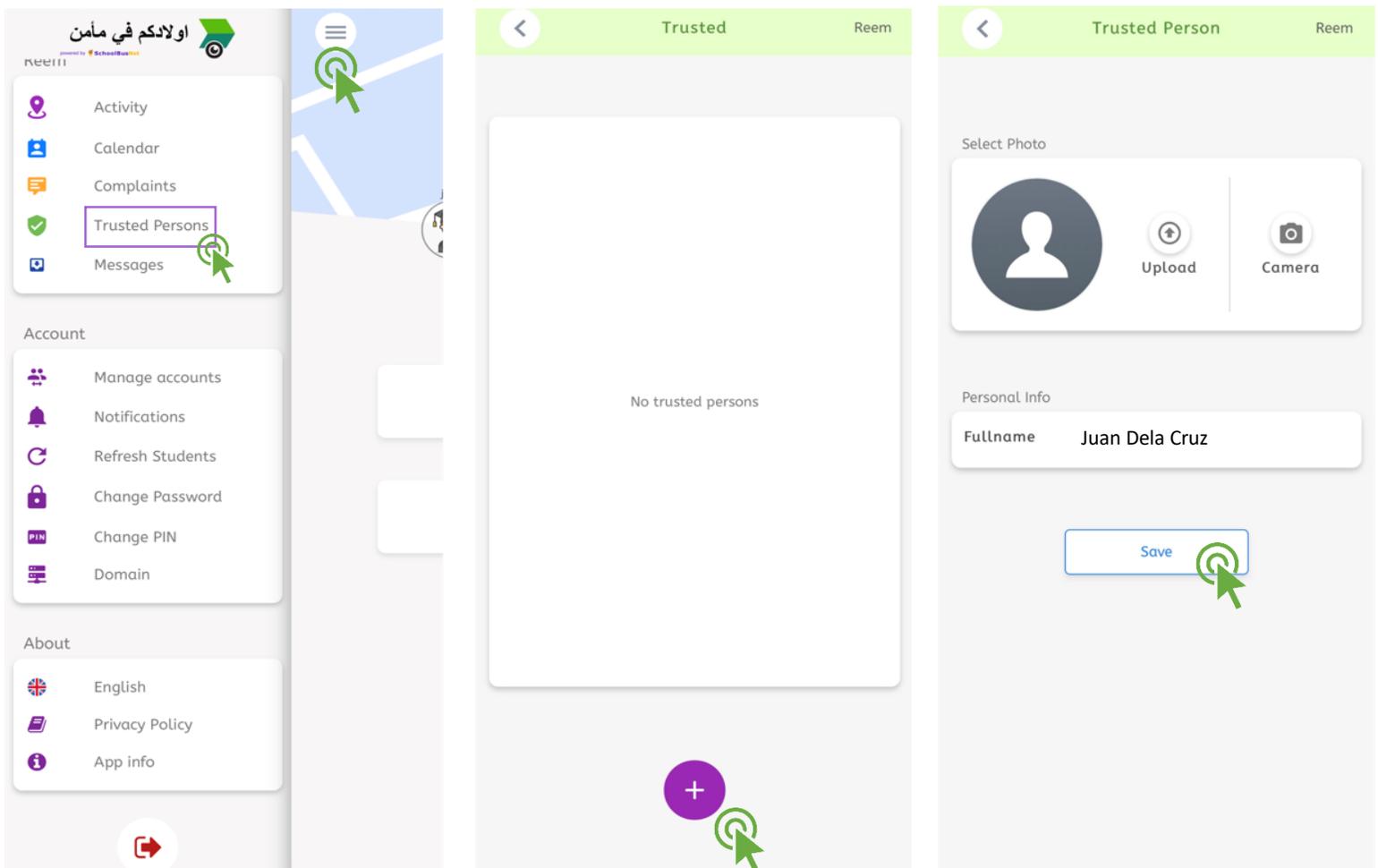
-  Go to Main Dashboard, click the main menu icon.
-  Click Complaints.
-  Choose the Route of your child.
-  Choose direction. Schoolbound is morning trip, and Outbound is evening trip.
-  Select the date.
-  Input vehicle plate number, and the description of your complain.
-  Click Send.



## ❖ HOW TO ADD TRUSTED PERSONS

➤ This option allows the parent to include trusted person who can receive their child if they are not available. The trusted person will be shown from the bus assistant tablet. This way, bus assistant can validate the picture and information of the person before the bus assistant hand over the student to the person.

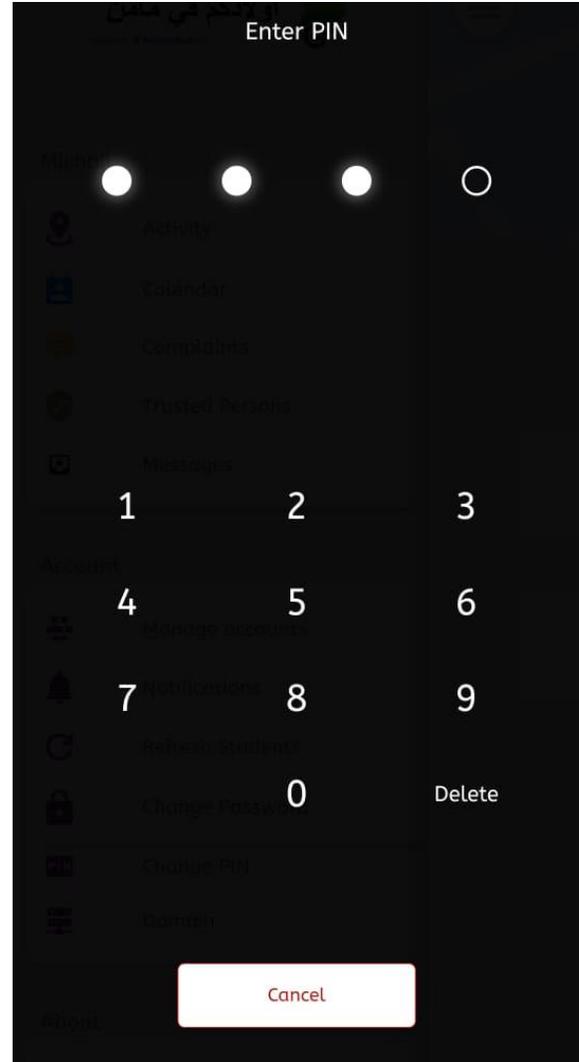
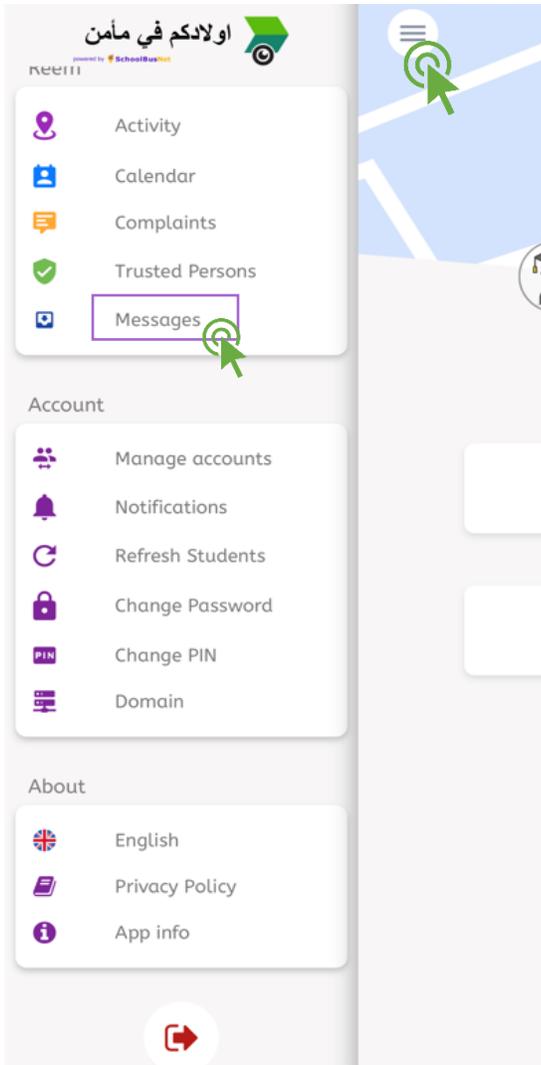
-  Go to Main Dashboard, click the main menu icon.
-  Click Trusted Person.
-  Click Add.
-  Upload a clear photo of the trusted person.
-  Insert the full name of the trusted person.
-  Click Save.



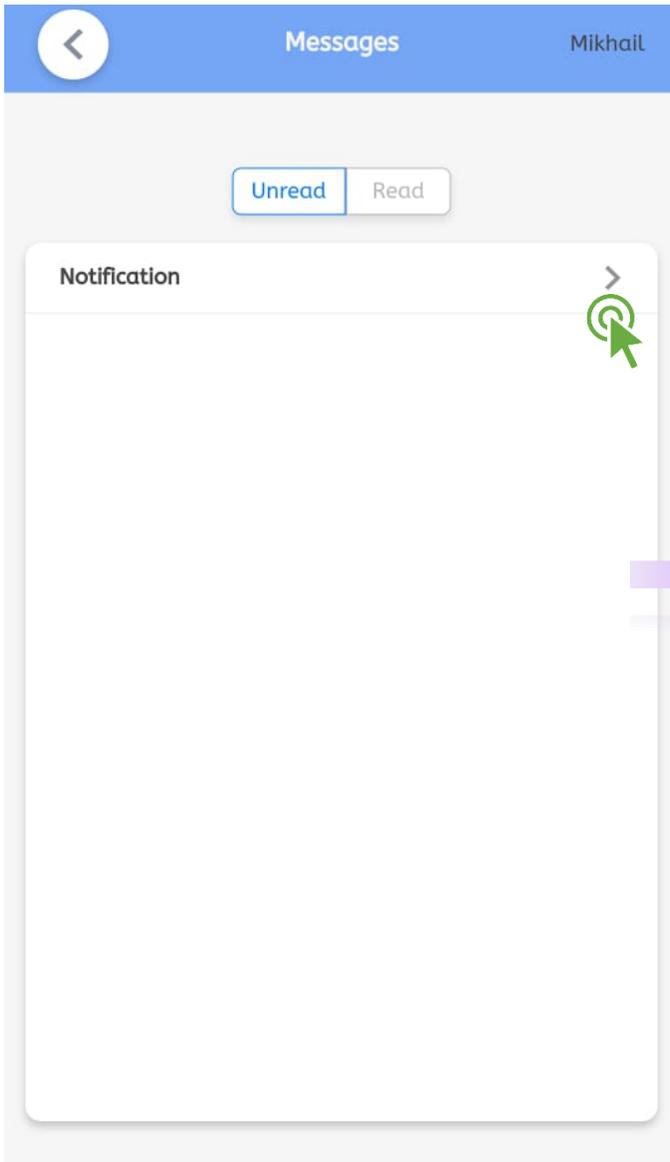
## ❖ RECEIVING MESSAGES FROM THE SCHOOL

- This feature enables the parent to check any messages or announcements sent by the school.

-  Go to Main Dashboard, click the main menu icon.
-  Click Messages.
-  Enter your 4-Digit Pin.



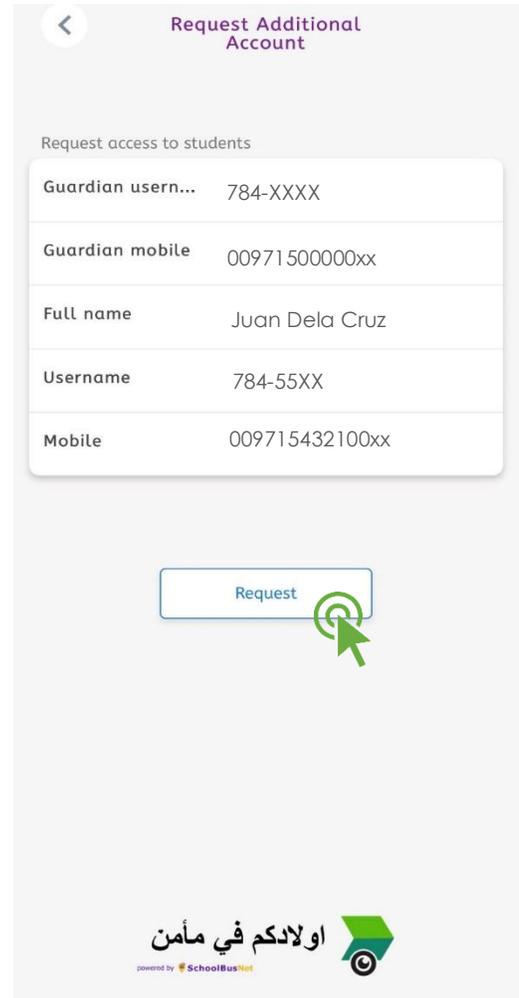
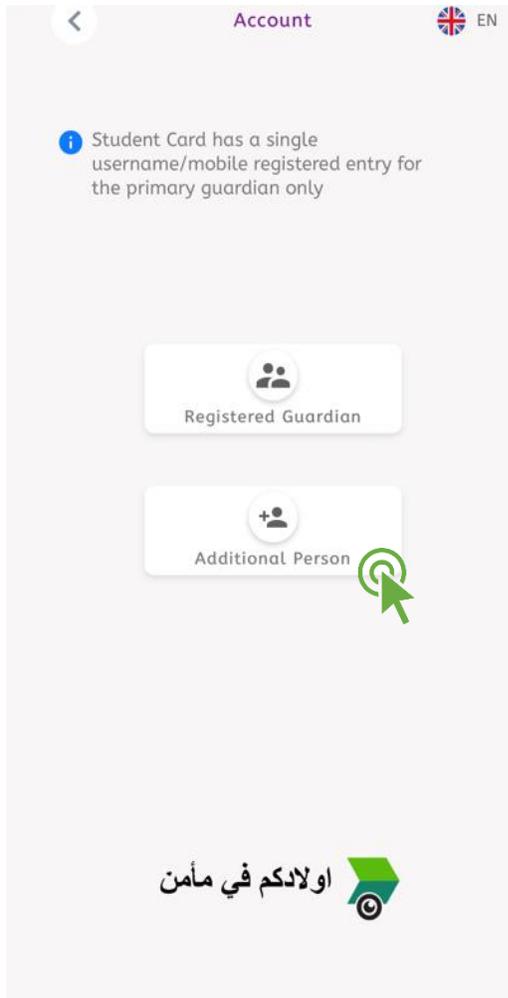
-  Open the message from Unread.
-  Message will be moved to Read once seen.



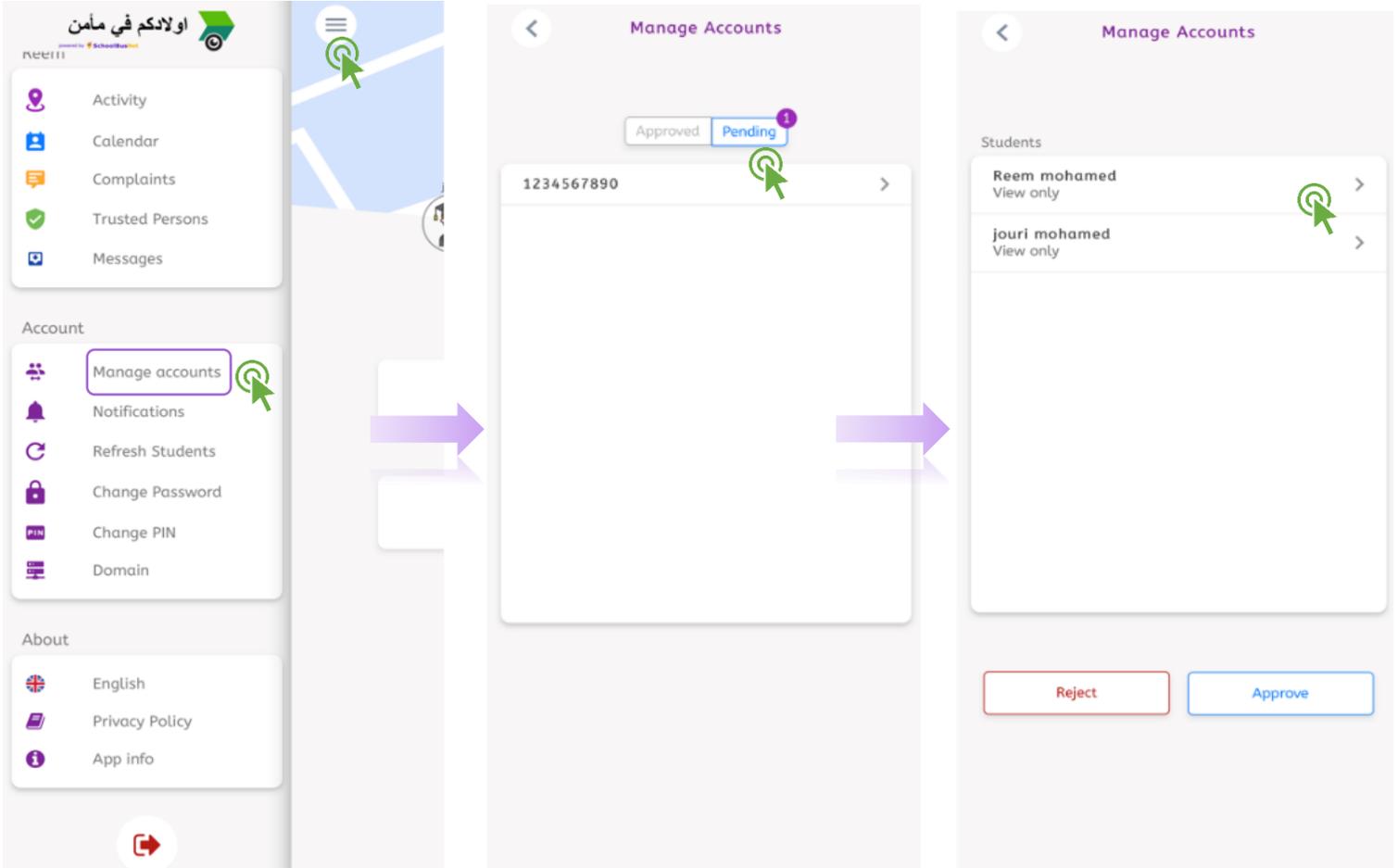
## ❖ HOW TO REGISTER ADDITIONAL PERSON

- Additional Person: This is a privilege access which parents can give to another guardian or personal helpers. This will be approved by the registered parents so that they can receive the same notifications from the student's trip activity.

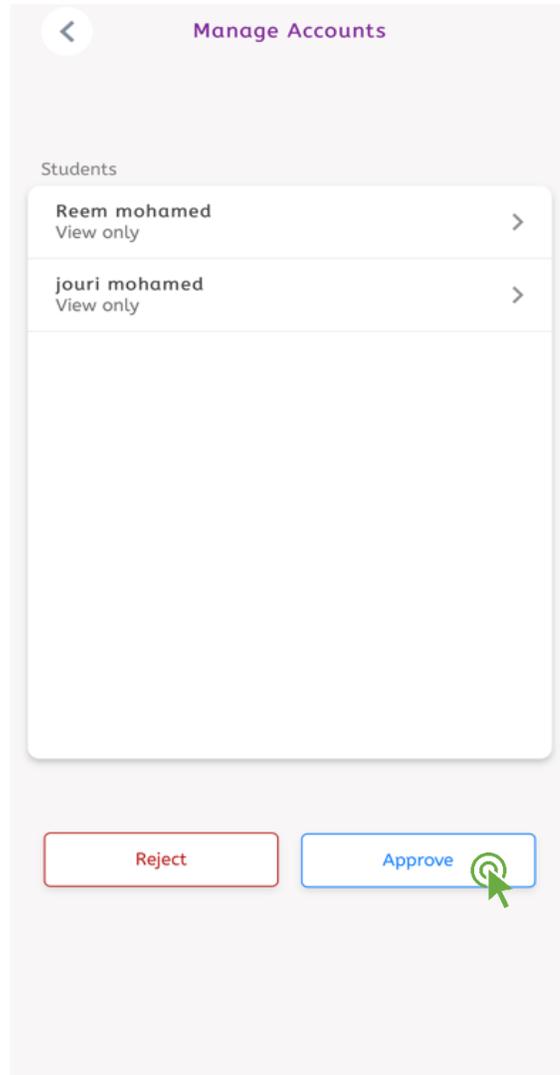
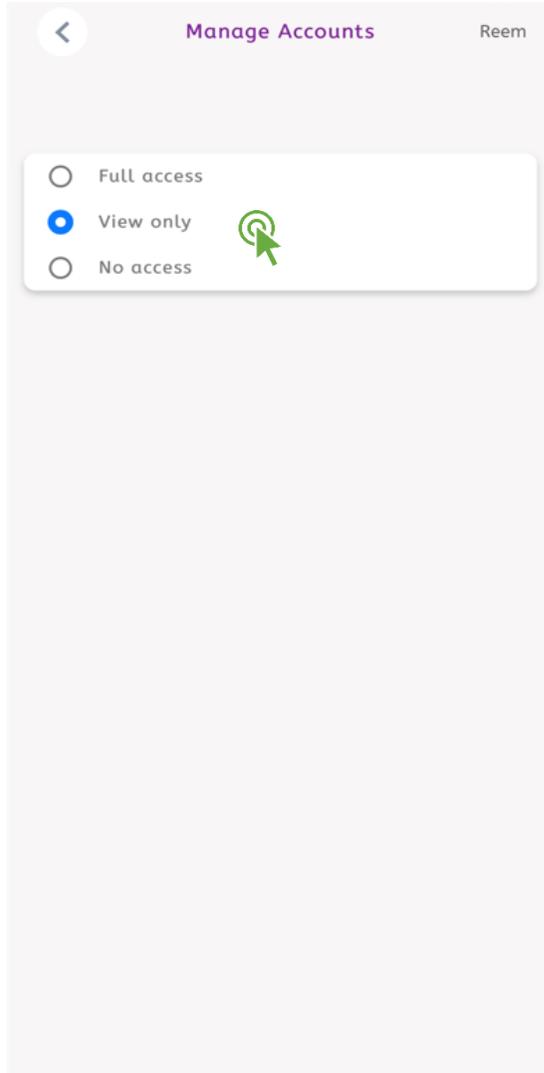
-  Click Additional Person.
-  Enter the guardian emirates ID and mobile number who was already registered.
-  Enter the full name of the person who is requesting the password.
-  Enter the emirates ID of the person who is requesting the password.
-  Enter the mobile number of the person who is requesting the password.
-  Click Request.



- The request made for additional user can be seen inside the parent's app.
  -  Go to Main Dashboard, click the main menu icon.
  -  Click Manage Accounts.
  -  Open the Pending Requests.
  -  Children under the parents will be displayed.



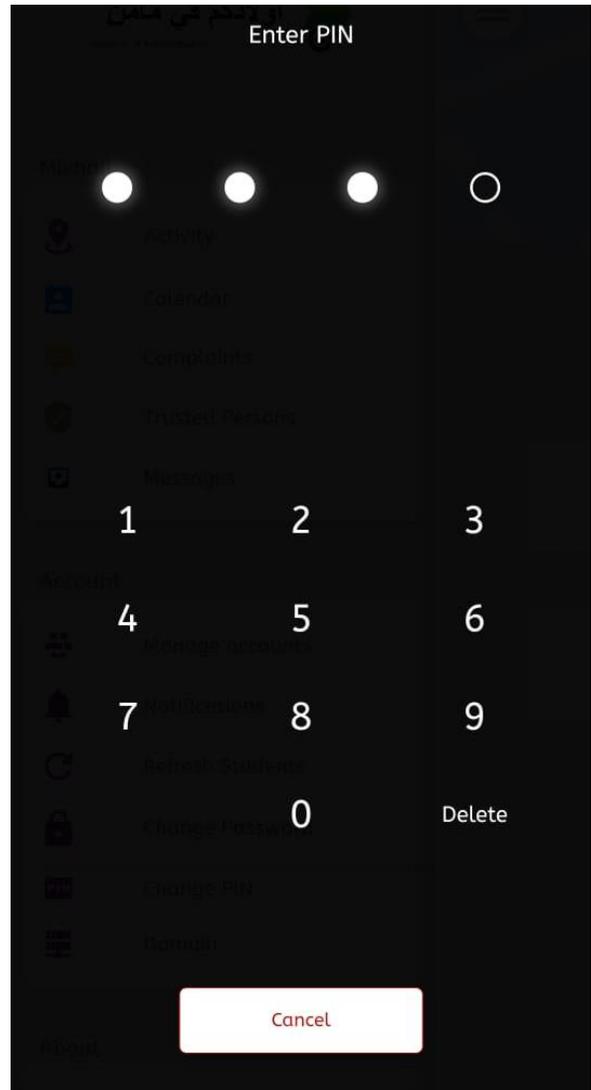
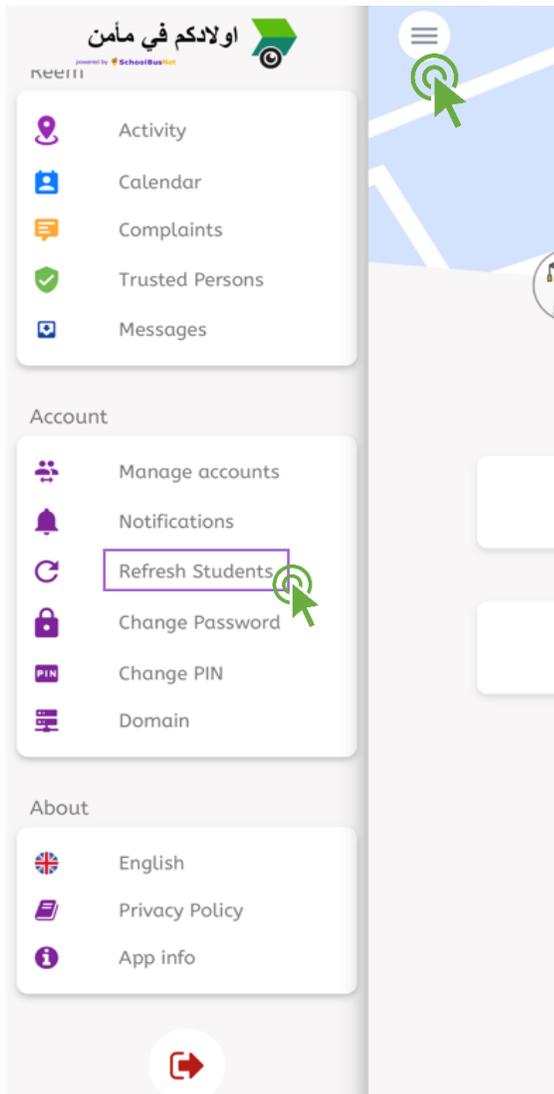
- 🚌 Parents can give the options to the additional person according to his preference whether he want to give full access where they can navigate and change the settings, or view only just to see the notifications of the student activity.
- 🚌 Click Approve.



## ❖ HOW TO REFRESH STUDENTS

➤ This feature enables the parents to refresh the dashboard in case there are changes made.

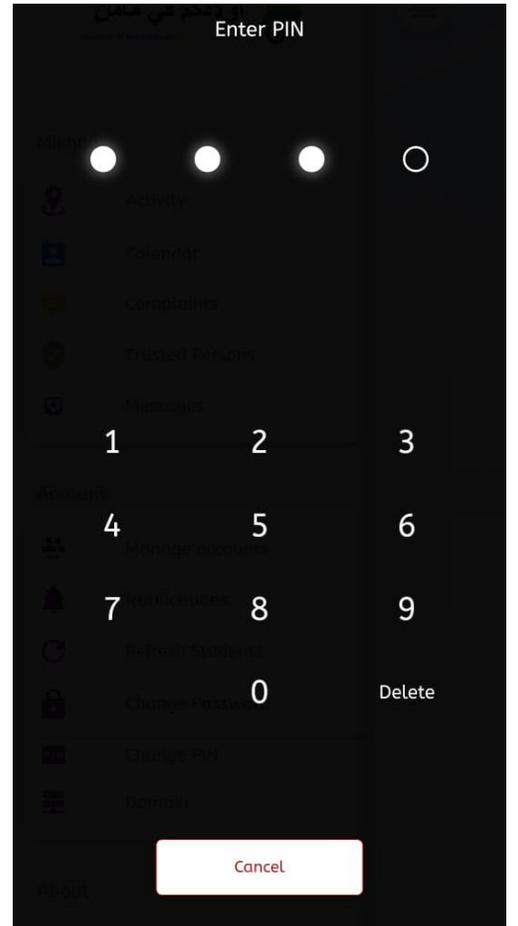
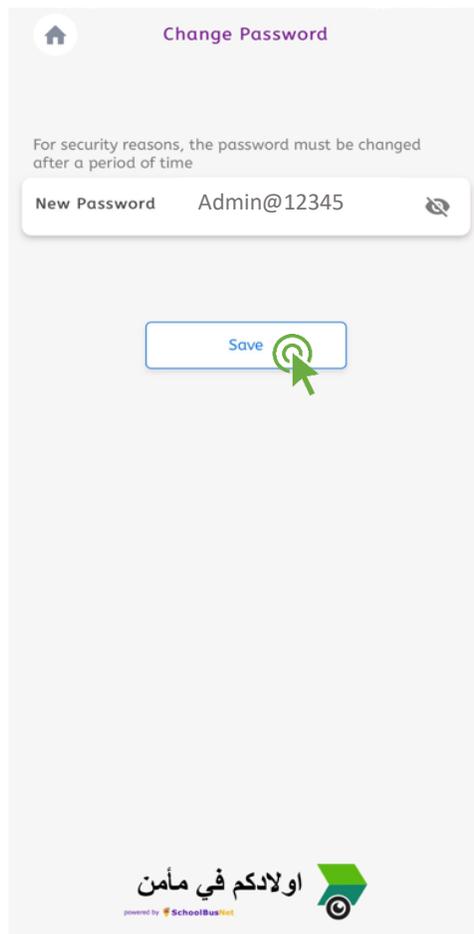
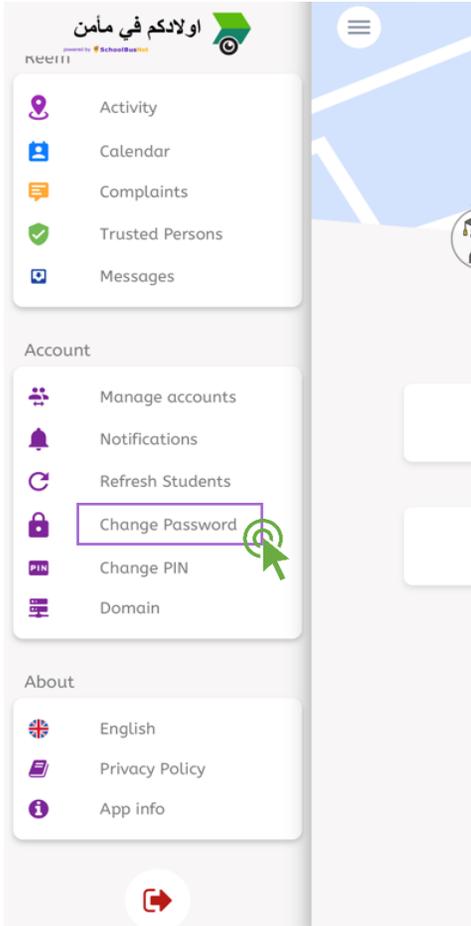
-  Go to Main Dashboard, click the main menu icon.
-  Click Refresh Students
-  Enter your 4-Digit Pin.



## ❖ HOW TO CHANGE PASSWORD

➤ This feature enables the parents to change the password according to their preference.

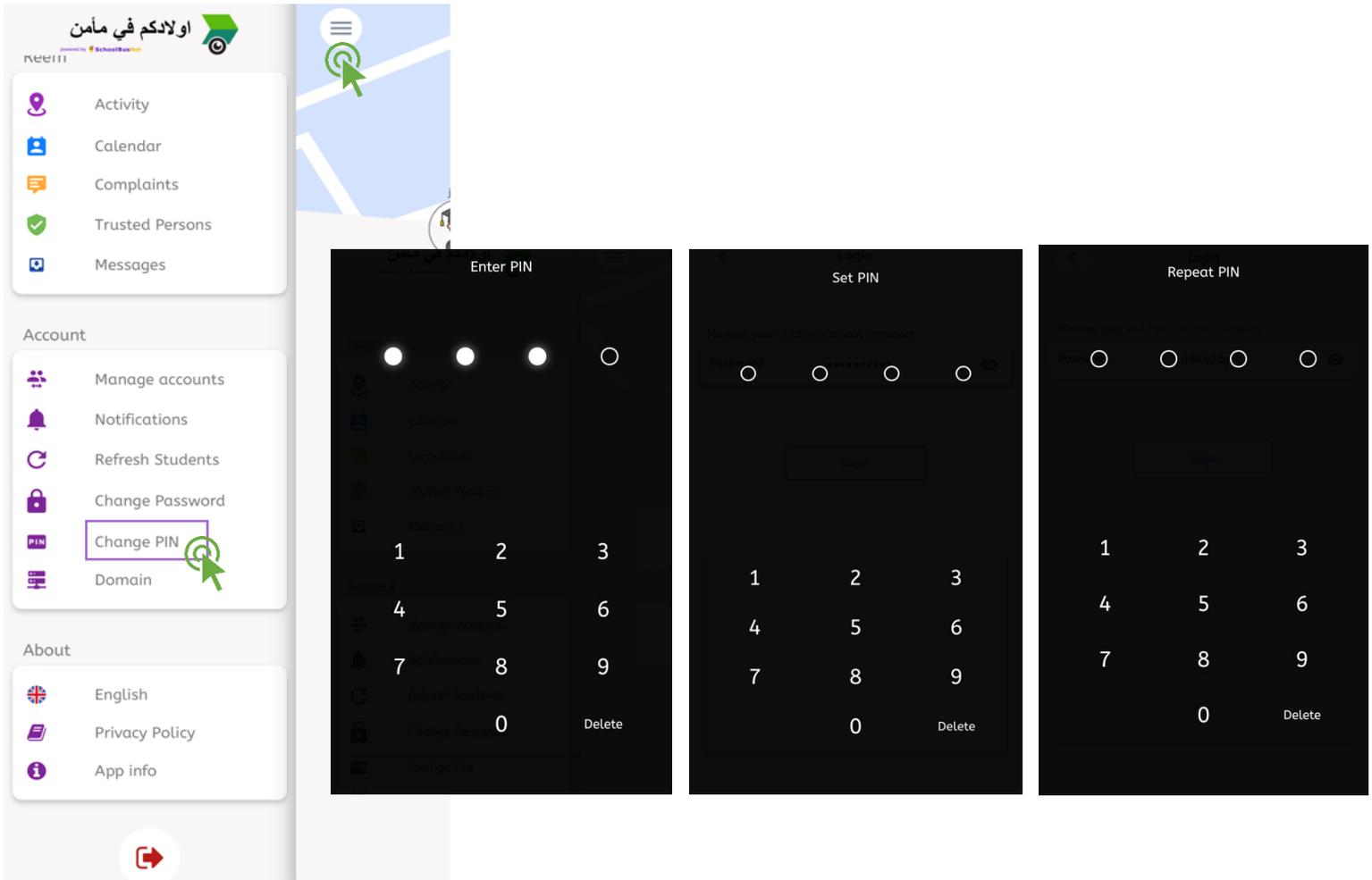
-  Go to Main Dashboard, click the main menu icon.
-  Click Change Password.
-  Enter New Password.
-  Click Save.
-  Enter your 4-Digit Pin.



## ❖ HOW TO CHANGE PIN

➤ This feature enables the parents to change the pin according to their preference.

-  Go to Main Dashboard, click the main menu icon.
-  Click Change PIN.
-  Enter the “Old” PIN.
-  Set the “New” PIN.
-  Repeat the “New” PIN.



The screenshot illustrates the 'Change PIN' process in the app. On the left, the main menu is visible with the 'Change PIN' option highlighted. The main content area shows three sequential screens:

- Enter PIN:** A screen with a numeric keypad (1-9, 0, Delete) and four indicator circles at the top. The first three circles are filled, indicating the first three digits of the old PIN have been entered.
- Set PIN:** A screen with a numeric keypad (1-9, 0, Delete) and four empty indicator circles at the top, indicating the first three digits of the new PIN have been entered.
- Repeat PIN:** A screen with a numeric keypad (1-9, 0, Delete) and four empty indicator circles at the top, indicating the first three digits of the new PIN have been entered again for verification.



## ❖ HOW TO LOGOUT

➤ This feature enables the parents to logout from their account.

 Go to Main Dashboard, click the main menu icon.

 Click Logout Icon.

