



Parent Guide: Moving to EZ Arrival from BusQuest

Same log-in and familiar, user-friendly in-app experience - now in EZ Arrival!

EZ Arrival is an updated and integrated parent app launching this summer for parents and guardians currently using BusQuest. It provides real-time bus tracking, proactive parent notifications and broad foreign language support. Best of all, getting set up on EZ Arrival is simple; follow the step-by-step guidelines below to set up the app on your device.



Familiar App Navigation

A similar, intuitive layout that is easy to understand.

✓ NO TRAINING REQUIRED



Same Account, Same Login

Existing credentials carry over seamlessly, with no new passwords or account setup needed.

✓ ZERO FRICTION LOGIN



Download & Go

Install the app, log in with your existing account, and you're up and running immediately.

✓ READY IN MINUTES

To make the transition easy and seamless, existing parent accounts and settings in BusQuest work automatically in EZ Arrival. EZ Arrival delivers a user-friendly, easy-to-navigate in-app experience, with no new registration, setup or training required!

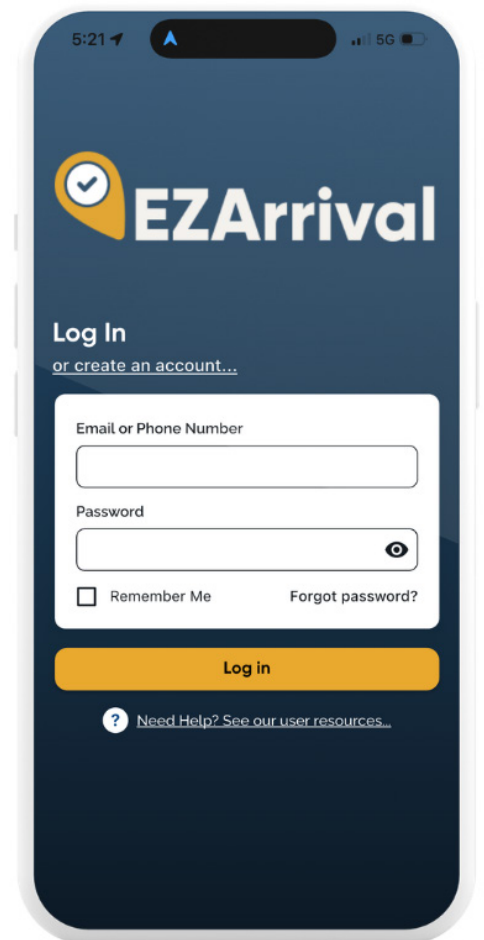
Step 1: Download the EZ Arrival App

EZ Arrival can be downloaded at no charge from the Apple App Store and Google Play Store.

Apple App Store	Google Play Store
https://apps.apple.com/us/app/ezarrival-k12-transportation/id6759999918 	https://play.google.com/store/apps/details?id=com.pathwise.ezarrival 

Step 2: Open and Log-in to the EZ Arrival App

Your same user name and password for BusQuest will work in the new EZ Arrival app. This means that you may also use any log-in details saved in your device password manager for BusQuest, in EZ Arrival.



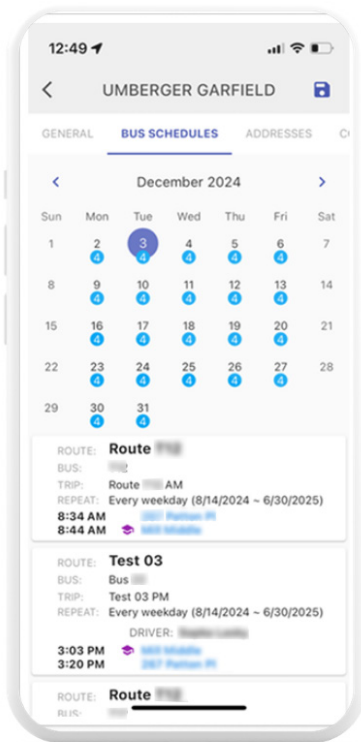
Step 3: Use the EZ Arrival App as Normal

EZ Arrival includes all the features currently available in BusQuest, and adds broad foreign language support (expanded from BusQuest). Navigating within EZ Arrival is simple. There are four primary categories along the bottom tray in the app:

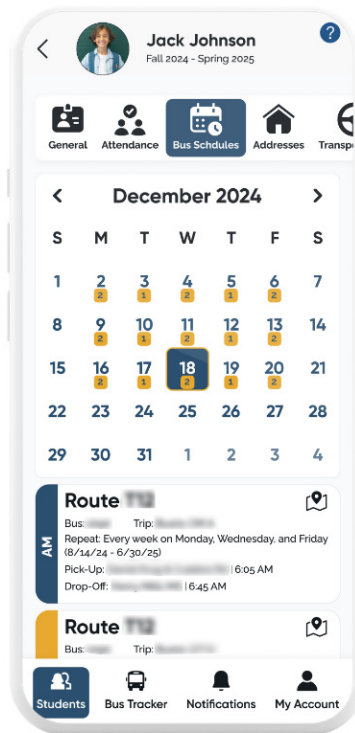
- Students: includes general information, attendance, bus schedule, addresses, transportation, contact, and request history options
- Bus Tracker: see the location of your child’s bus as it approaches your stop, while your child is riding the bus, and more
- Notifications: view your child’s scanned ridership data, receive push notifications when the bus is delayed or rerouted, the schedule changes and/or the bus enters your child’s notification zone, and more
- My Account: select your language of choice, update your password, get app support, and more

Below, you can see some of the key screens you may have used in BusQuest, and their replacement screen in EZ Arrival.

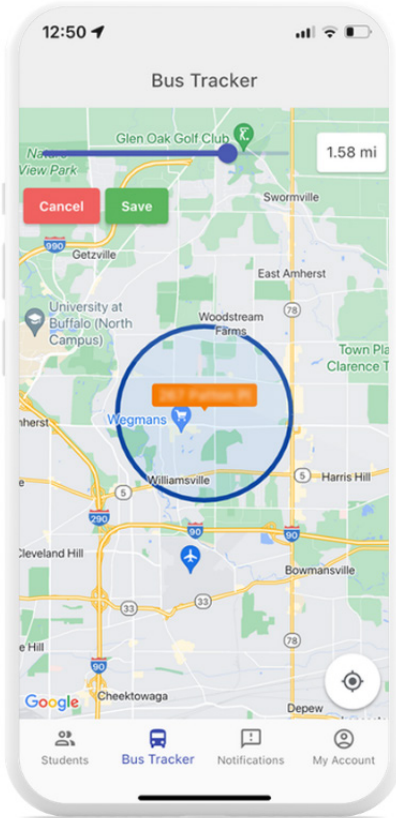
Student Bus Schedule - BusQuest



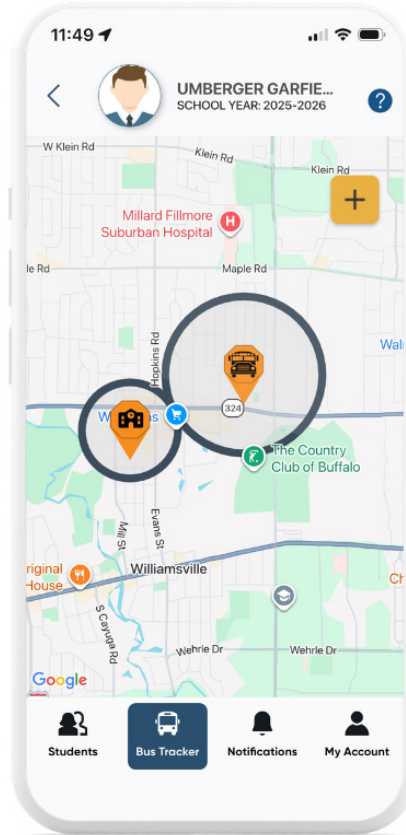
Student Bus Schedule - EZ Arrival



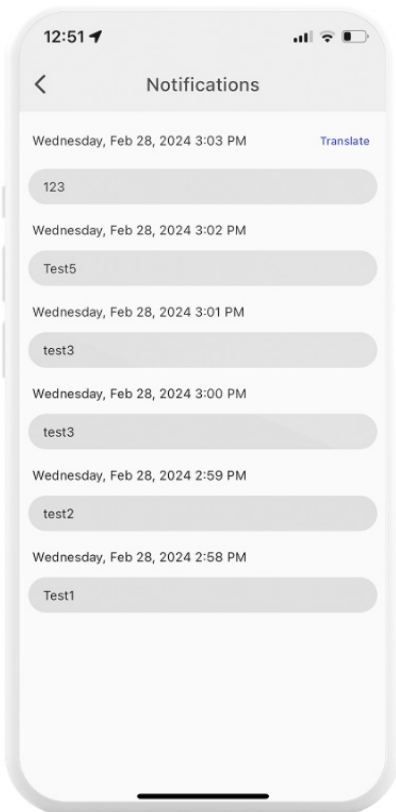
Bus Tracker - BusQuest



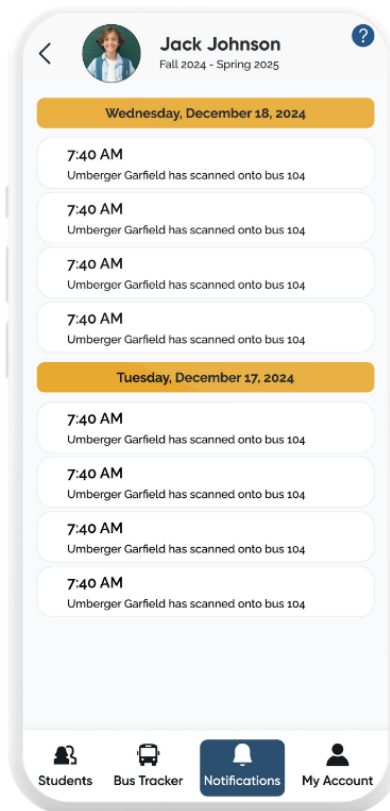
Bus Tracker - EZ Arrival



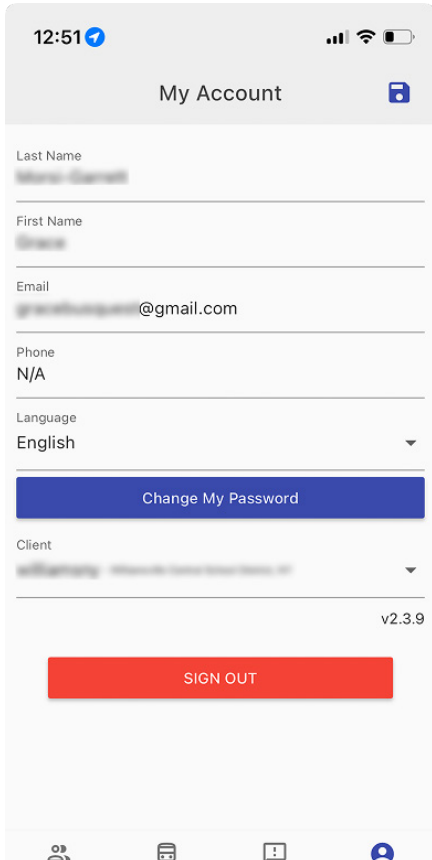
Notifications - BusQuest



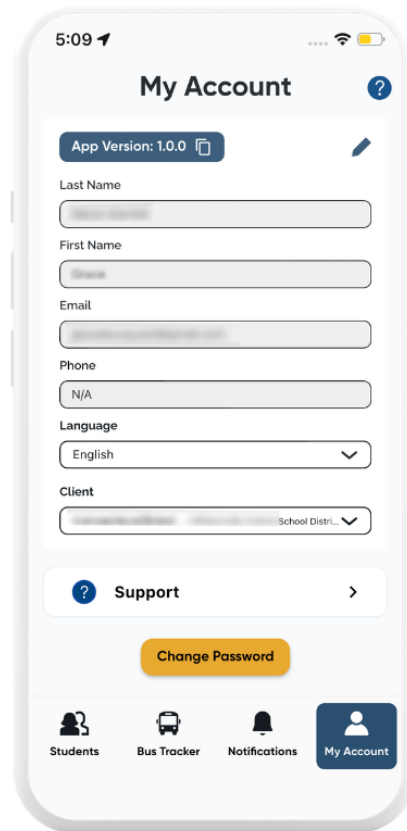
Notifications - EZ Arrival



My Account - BusQuest



My Account - EZ Arrival



Step 4: Access In-App Support

EZ Arrival is designed to be intuitive and user friendly, but sometimes questions pop up. Accessing support resources directly from the app is easy; simply tap the blue question mark icon located at the top right of the screen to be directed to the in-app Support center. Here, you will find links to FAQs, PDFs and videos, as well the option to share feedback on the app.

Note that this Support page can also be accessed directly from the EZ Arrival app sign-in page.

