



**SUNCOAST**  
CHRISTIAN COLLEGE

# ROLLCALL **PARENT** APP HOW TO GUIDE

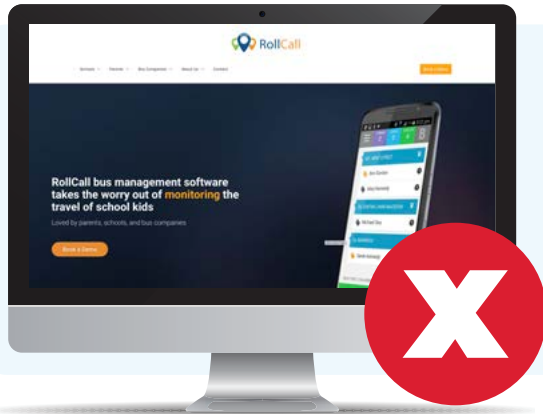
ALL  
NEW APP

**RollCall** brings together state-of-the-art travel smartcard technology via the Student ID Card (similar to Opal and Miki cards) with advanced GPS/telematics bus-tracking technology to give parents and schools full visibility of children travelling on College buses.



# ROLLCALL PARENT APP HOW TO GUIDE

ABOUT | REGISTER | INSTALL APP | APP FEATURES | MAP | ABSENCES | BUS CHANGES | ALERTS | ACCOUNT SETTINGS



## The RollCall Website is no longer in use.

Prior to the introduction of the RollCall Smartphone APP, you may have created a home screen icon that linked to the RollCall Website. The website version of **RollCall** is **NOT** to be used



RollCall

This is how that icon may appear.  
Please **REMOVE** this icon on your home screen that link to this web page.



This is how the website version of **RollCall** appears in the web browser on smartphones.

**The website version is NOT to be used.**



RollCall Parent

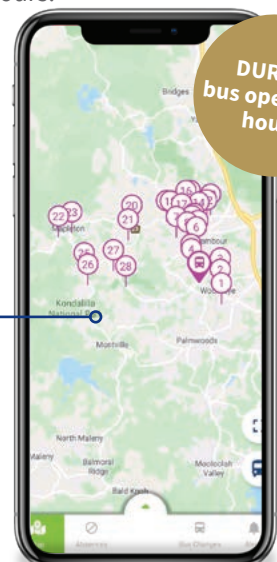
The APP icon is different from the redundant one (left)

OUTSIDE  
bus operation  
hours



This display is **normal**. Maps are dormant **outside service hours**. Your child's map will display during bus operating hours.

DURING  
bus operation  
hours



During the **hours of bus operation**, your logged on maps will **appear like this**.

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## What is RollCall?

RollCall is a tracking system providing parents with visibility of child movements on buses to and from College



## Benefits for parents

### Peace of mind when your children are in transit

With **RollCall**, you know when your child is in transit. You can **track your child's journey** in real-time. You can **receive real-time email alerts** about any variations or deviations from the intended journey.



### RollCall is a compulsory condition for users of the college bus service

Our child safety policies require that any student travelling on the College Bus Service be logged on via the RollCall App. Students cannot board a College Bus, unless the parent/guardian has installed and is using the RollCall App. Students must be removed if not traveling on the bus.

## How RollCall works

### App view and real-time alerts for parents

**RollCall** brings together **state-of-the-art travel smartcard technology** (similar to Opal and Miki cards) with advanced GPS/telematics bus-tracking technology to give parents and schools full visibility of children travelling on school buses.

- Secondary Students **tap-on, tap-off** the bus via a hand-held device
- Primary students use the on-board device to check on/off
- You know which bus your child is travelling on
- You know where your child is getting off the bus
- You receive email alerts if travels aren't going to plan
- The College knows what's happening with your child
- The College knows your child's planned route

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## STEP 01

### Register

Complete these steps **PRIOR** to downloading the APP

NEW  
REGISTRATIONS  
ONLY

1. **Contact the Transport Department** to apply for access if you are new to RollCall
2. Transport department will forward you a “**Welcome Email**”
3. Within the email, select “**Register Password**”
4. Once you have registered your password, you then **install the RollCall Parent APP** on your smartphone/device. (See instructions below).

#### Determining your optimal BUS solution

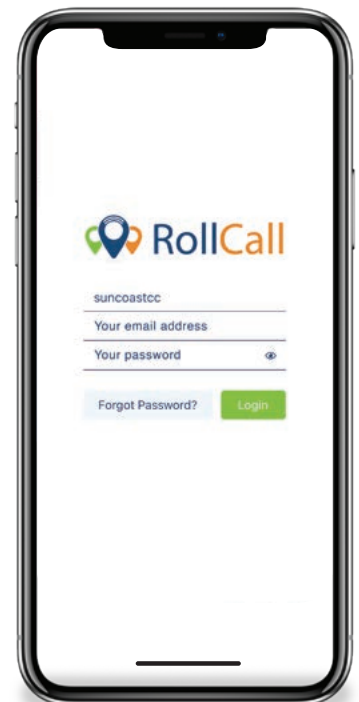
The Transport Department will collect all the information relevant to your needs, including; routes and stops that best suit your location, road conditions and logistics, pick up times and any medical considerations. We will then consult with you to fine-tune how our buses will service your needs.

## STEP 02

### Installing the RollCall APP

#### Accessing the Parent Portal

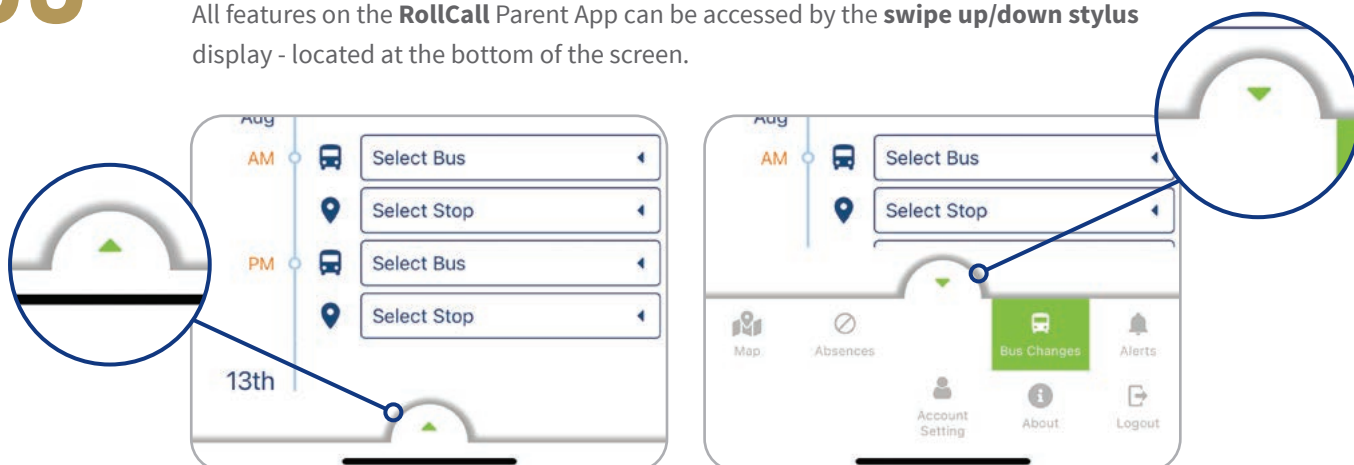
1. **Visit** the App Store (iPhone) or the Play Store (Android)
2. **Search** for - RollCall Parent App
3. **Download/Install** the App to install on your smart device
4. **Launch** the RollCall Parent App
5. Enter School = **suncoastcc** (lowercase letters)
6. Enter the **email address** used to receive the welcome email
7. Enter the **password** you created earlier



## STEP 03

## Familiarise yourself with the RollCall APP navigation

All features on the **RollCall** Parent App can be accessed by the **swipe up/down stylus** display - located at the bottom of the screen.



## APP features

Bus Mapping

College Attendance Notifications

Bus and Stop Changes

Email Notifications

Period bookings of student to a bus

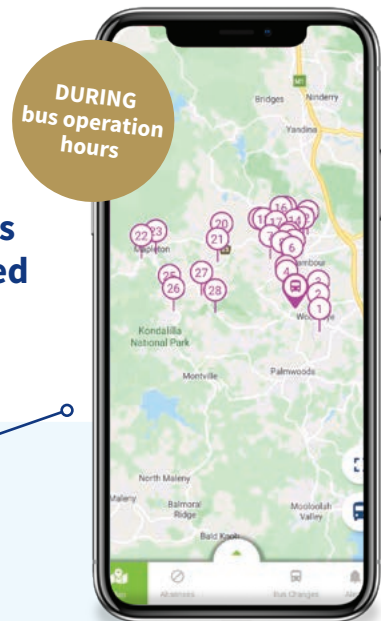
Setting up secondary carers to access Parent App

## View map

Once logged in, the Bus Map relative to your child's booking will display. The Map will only be displayed during the hours of bus operation, i.e. 6:30am to 8:30am and 2:45pm to 5:15pm

**During** the hours of bus operation, your logged on maps will appear like this.

**Outside** the hours of bus operation, your RollCall APP maps will appear like this, **this is perfectly normal**, it simply means that maps are dormant. If your child is booked to be on a bus, then during bus operating hours, your maps will display.



## If your child is absent If your child is no-pickup

If your child is absent from school, you **MUST**:

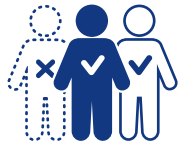
1. Remove your child via **RollCall** – via the Absence section for each occasion, i.e. AM and PM
2. Call the College **Absentee Hotline on 5451 3602**



### Important information regarding absences

- Please ensure any absence in either AM or PM is **logged in the RollCall APP**.
- Once logged, the **APP will alert your bus driver**.
- If a child will be absent or late to school you **must call the Student Absentee hotline**.
- The **Absentee Hotline is not connected to RollCall**. If your child is absent you must notify both the College and log the absence in RollCall.

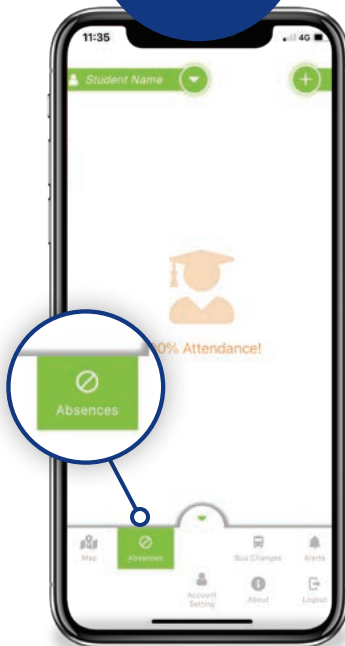




## Managing absences

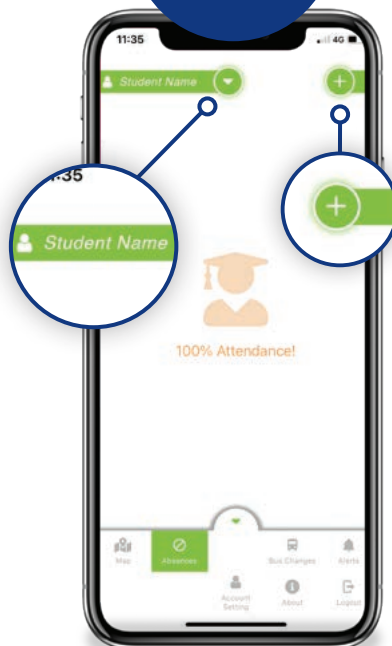
Here are 3 easy steps to managing absences

STEP  
01



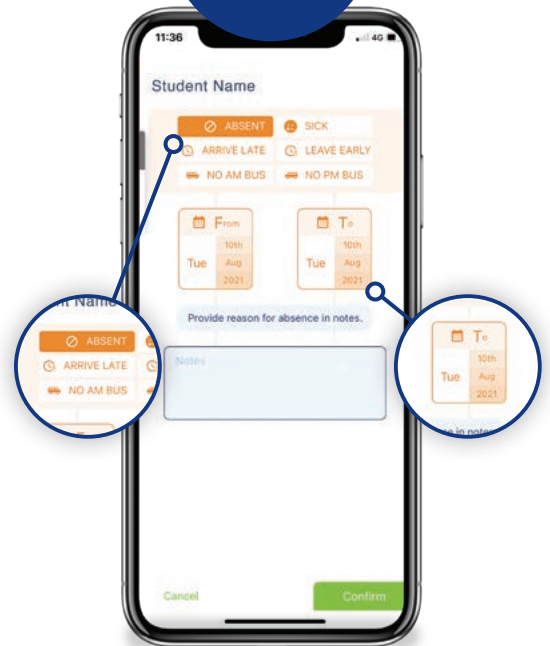
- View and manage changes to attendance by **selecting Absences from the main navigation.**

STEP  
02



- **Select student** and add absence details.
- Choose **student name** from the dropdown
- Press **+** button to add an absence

STEP  
03



- Choose absence category and **from** and **to** dates
- Choose a **category** that describes the circumstances
- Press the **“from”** or **“to”** button to bring up a future date or to book more than one day off in a row
- A reason is not required in RollCall
- Please only select NO AM BUS or NO PM BUS

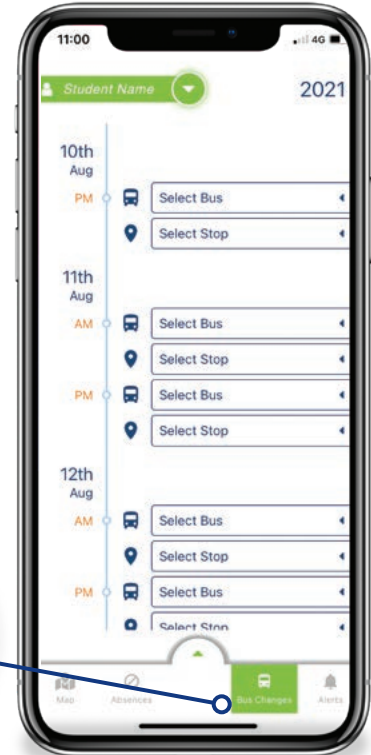
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## Bus changes

### Viewing and managing Bus Routes and Stops is easy through RollCall

1. To view and manage Bus Routes and Stops, select Bus Changes from the main navigation
2. Choose a date, Select Bus and Select Stop and adjust accordingly
3. Use this to add a Casual student to a bus and stop
4. If you have accidentally removed your child from a bus run, then please use the Bus Changes functions to reinstate them to that run
5. This cannot be done during the hours: 6:30 am to 2:30 am, nor 2:30 pm to 5:00 pm for the same day



## Manage alerts

1. To view and manage notifications, select Alerts from the main navigation
2. Select how you would like to be alerted when your child scans on or off for AM and/or PM trips.



#### Note

"POP UPS" is still in development and is scheduled for release in 2022.

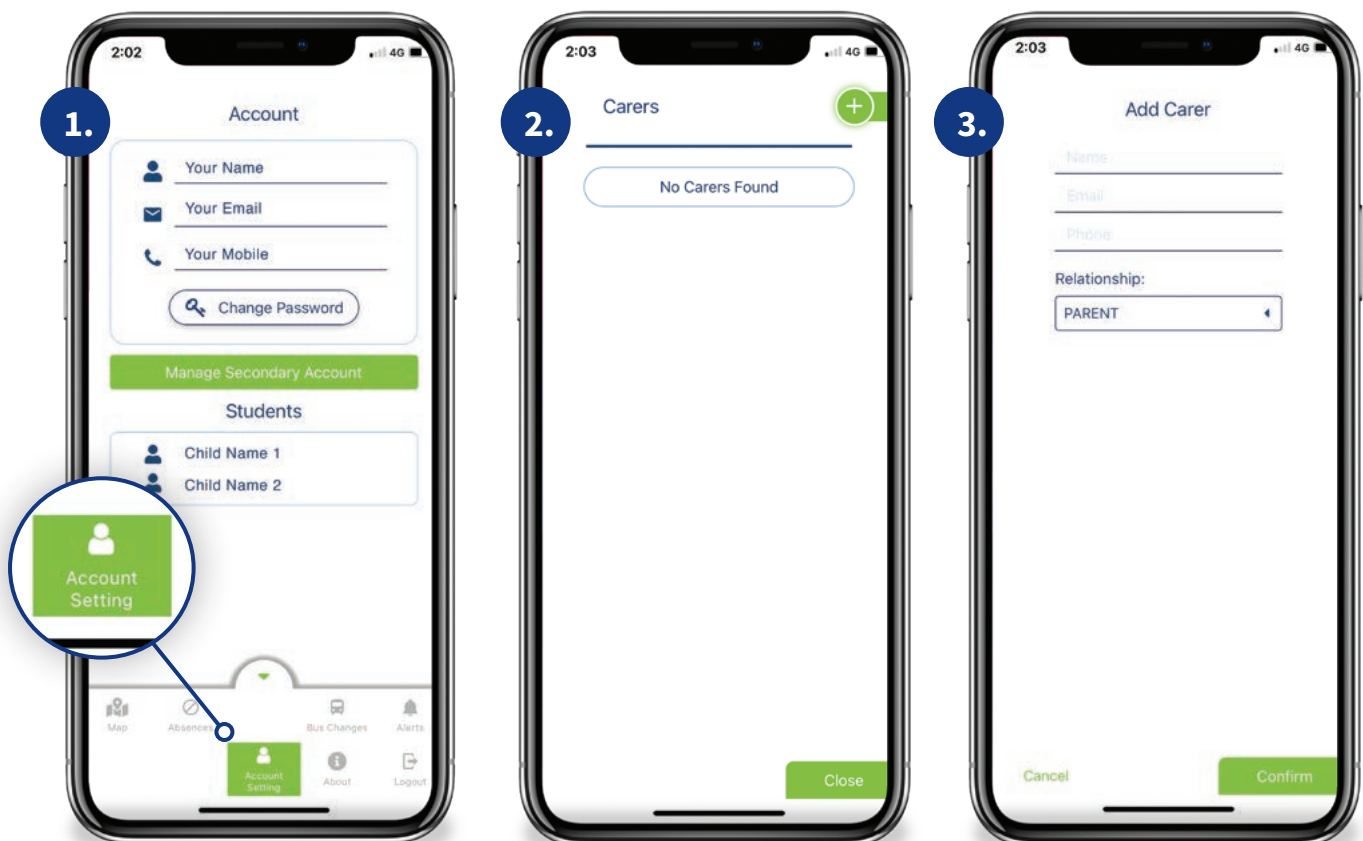




## Account Settings

**RollCall allows you to easily manage your account and add carers**

1. Select Account Settings to update your details
2. To add additional carers, select Manage Secondary Account from the Account Settings Page
3. Use the "+" button at top right to Add Additional Carers and enter details. Please note that the Additional Carer will receive a notification to their nominated email address. Additional Carers will have equal account access as the primary account.
4. There is now an option for a student to be added. Please note; that students will have the same controls for student travel removal, as do parents.



## Assistance

If you require assistance with installing and operating RollCall and making permanent changes to bookings, please contact:

**Andy James** Transport Manager

**07 5451 3600** | [transportmanager@suncoastcc.qld.edu.au](mailto:transportmanager@suncoastcc.qld.edu.au)