



# TRAKOM PARENT APP USER MANUAL



Asti Infotech Pvt. Ltd  
TRAKOM PARENT APP

**Asti Infotech Pvt Ltd.**  
**No. 90 Manka building, Ground Floor,**  
**2nd Main, Electronic city, Phase-1,**  
**Bangalore - 560100**  
Email: [info@astinfotech.com](mailto:info@astinfotech.com)



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## Table of Contents

<b>INTRODUCTION .....</b>	<b>3</b>
<b>LOGIN.....</b>	<b>3</b>
<b>HOME.....</b>	<b>4</b>
<b>BUS .....</b>	<b>4</b>
<b>NOTICE BOARD.....</b>	<b>5</b>
<b>SELECT STUDENT .....</b>	<b>6</b>
<b>HOMEWORK .....</b>	<b>6</b>
<b>NURUTRE .....</b>	<b>7</b>
<b>BUS .....</b>	<b>4</b>
<b>CALENDAR.....</b>	<b>8</b>
<b>CHAT BOX.....</b>	<b>8</b>
<b>NOTIFICATION.....</b>	<b>9</b>
<b>SUPPORT .....</b>	<b>10</b>
<b>CHANGE PASSWORD .....</b>	<b>11</b>
<b>LOGOUT .....</b>	<b>11</b>



# TRAKOM PARENT APP USER MANUAL

## INTRODUCTION

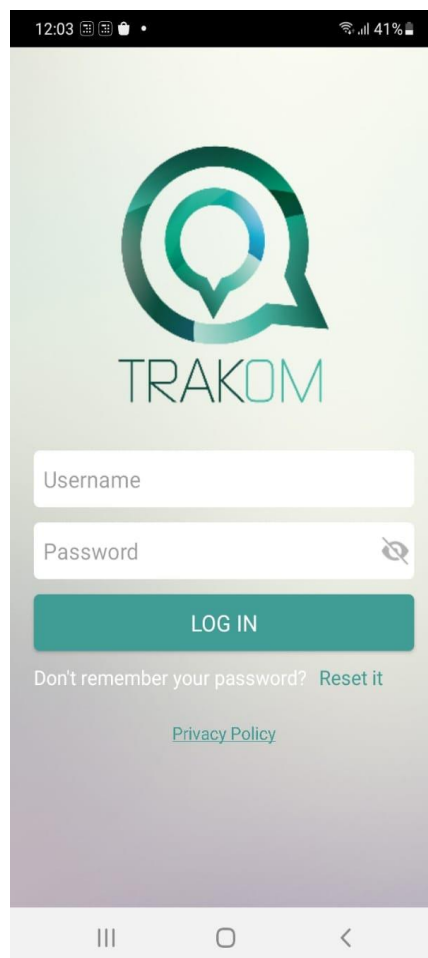
Parent app is available on android as well as iOS on play store and app store respectively. Parent can have a better insight from parent app for tracking the bus on move, getting timely notifications, updates on bus movement and location, ETA, notices from school and many more.

## LOGIN

Parents/Mentor can login in the TRAKOM Parent App via credentials shared by school transport admin.

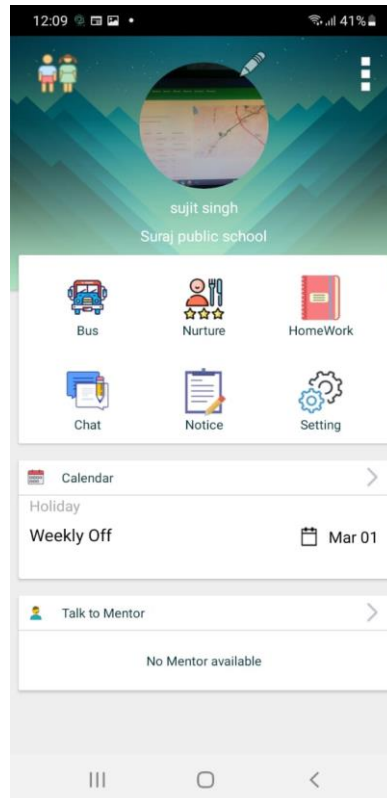
In case you have forgot the password, they can use rest password facility and receive the new password on their registered mobile number.

Privacy policy link is also given on the same page where users can read the data privacy policies related details.



## HOME

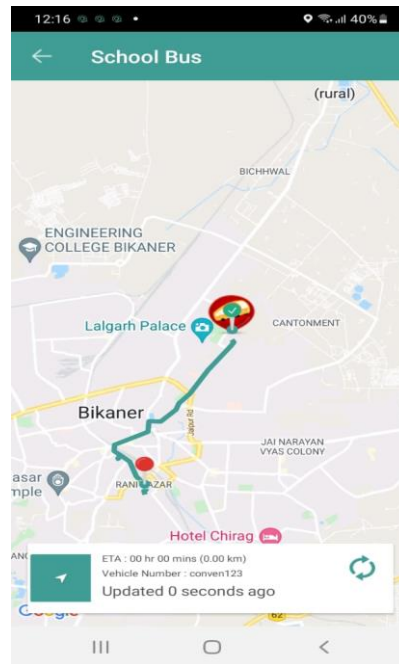
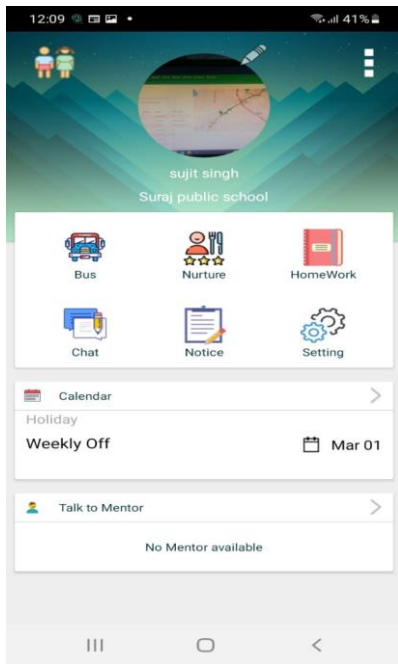
All the menu tabs are available on the screen for parents to check the day-to-day activities like bus movement, food details, homework, chat, notices etc. The profile pic of the student can also be set from the profile pic section.



## BUS

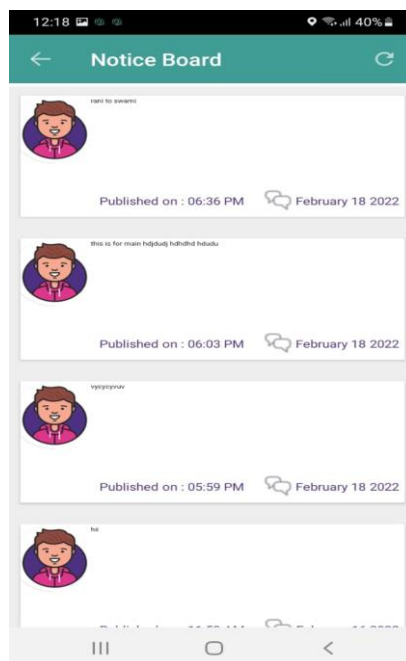
Real-time location tracking for subscribe running cab's information in transit is available. Parents will receive the notification in text as well as voice when the bus left school. Then the tracking will start. Parents can click on the bus icon and view the bus movement, ETA and distance of bus in KM is visible.

A refresh button is available to be used in case the bus location is not updated may be due to poor internet connection, then on clicking this button the bus location will be updated.



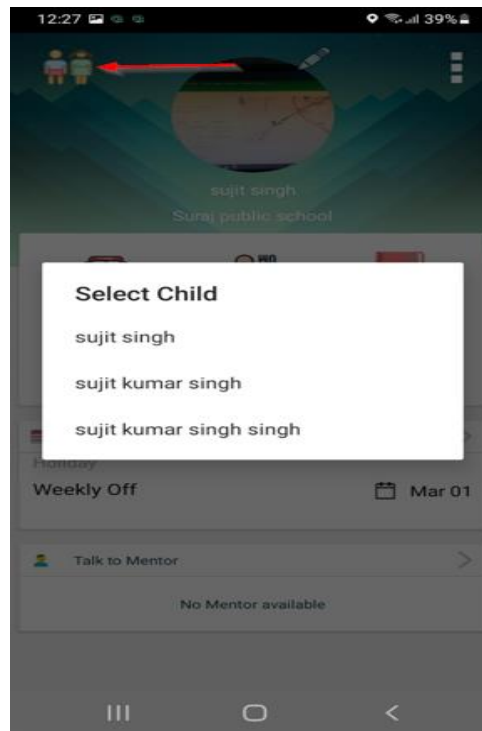
## NOTICE BOARD

Notice will be displayed on notice board section. Parents will receive notification once notice is published by the school.



## SELECT STUDENT

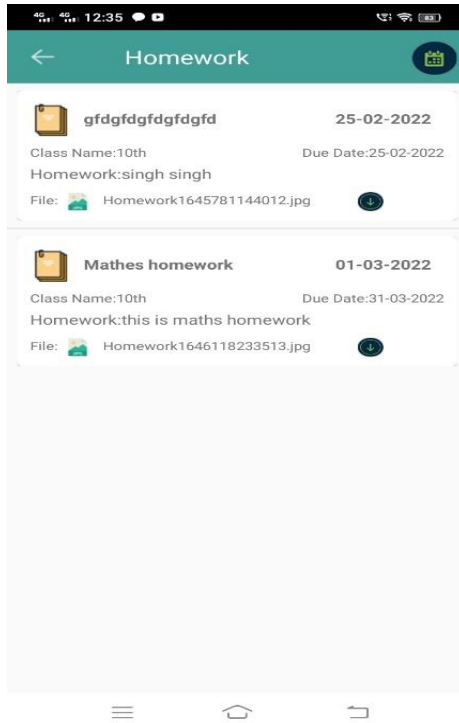
In case a parent is having more than one child within same school, then parent have feature to select any one student in the app and check their related information.



## HOMEWORK

Parent can see all the homework given by mentor on this page. The following details will be available.

- ✓ Subject name
- ✓ Assigned date
- ✓ Due date
- ✓ Description
- ✓ Attached file (PDF or image file)
- ✓ Download button



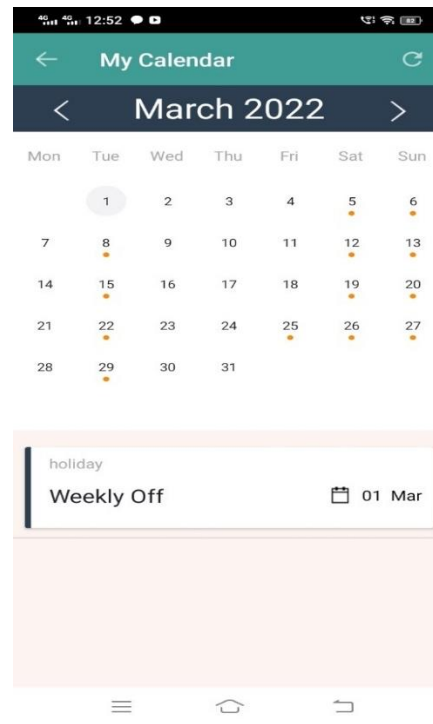
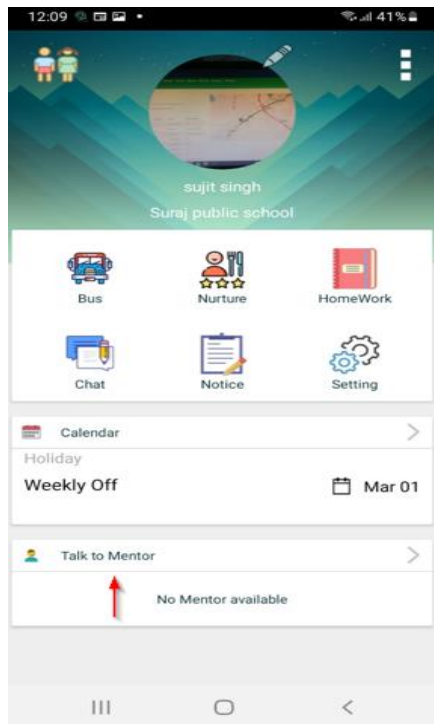
## NURTURE

Parent can see Nurture Detail for each child. The food served in the school along with student intake quantity is available on this page.



## CALENDAR

All school holidays & events will be marked in school calendar. Parent can view all the weekly offs, holidays or events with details on click of any dates.



## CHAT BOX

Chat feature is available for parents to chat with member in a closed group with following features.

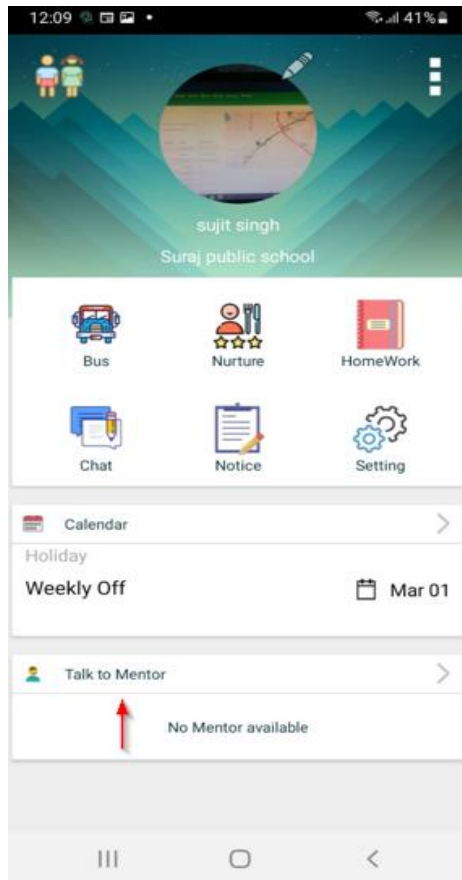
**Individual** – One to one chat with mentor

**Group Chat** – One to many chats in a group i.e. class wise, subject wise etc. created by mentors.

The TRAKOM chat is having following advantages:

- ✓ No parent-to-parent chat available
- ✓ No contact numbers are visible to maintain privacy.
- ✓ No restriction on group member numbers.





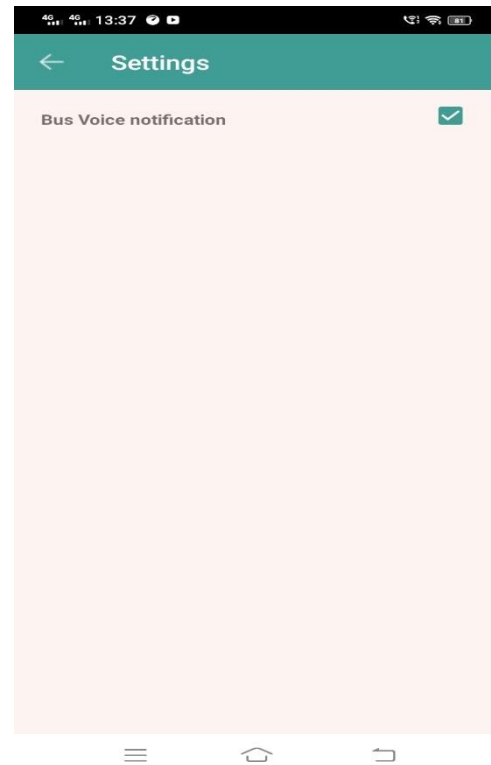
## NOTIFICATION

Parents will be notified at -

- Real-Time Location tracking for the particular route
- When bus will leave school – Bus has left school
- Prior to 1 KM about arrival (By Default) – Bus arriving shortly
- When bus will reach school – Bus has reached school
- Student boarding and de-boarding from bus
- On new notice & calendar
- Chat notification

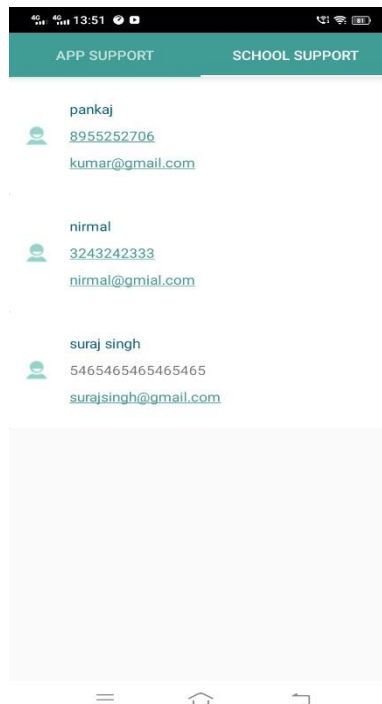
Voice Notification will be notified at –

- When bus arrive/depart from school voice notification will triggered.
- We can enable/disable voice notification from setting button available next to Notice button.



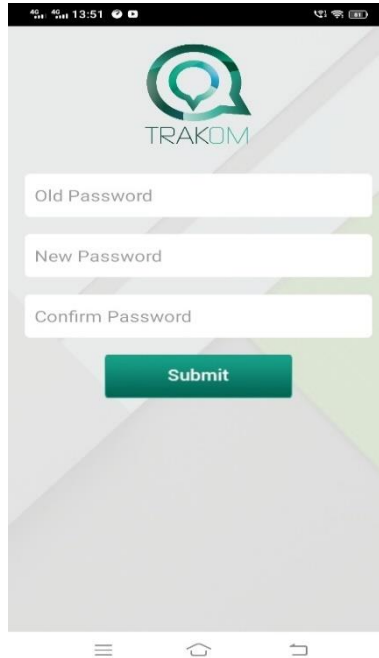
## SUPPORT

Parent Can Contact School Help Desk name, contact number and email id to contact in case of any queries.



## CHANGE PASSWORD

Parent can change password anytime when they wish to change it setting a secure password.



## LOGOUT

Parent can logout by clicking on Logout option on top right side three dots button and click OK.

