



Parent App User Guide

A complete step-by-step guide to help you track your child's van journey, manage school leaves, pair with drivers, and stay fully informed — all in one app.



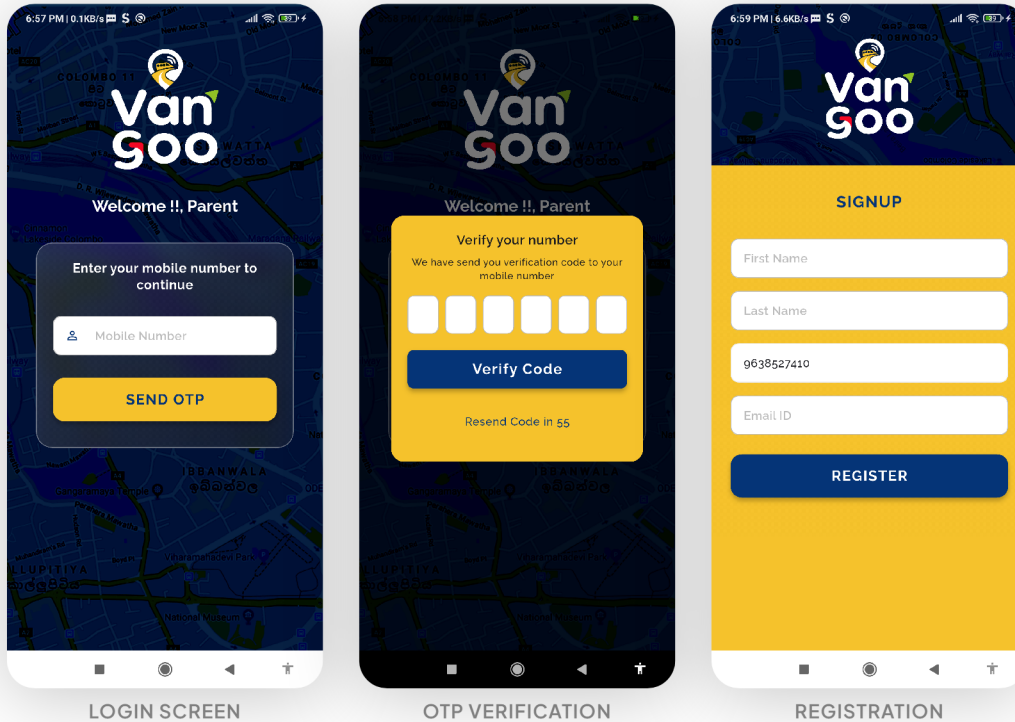
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About This Guide

This guide covers the VanGoo Parent App for Android and iOS. Screenshots may look slightly different based on your device or app version. For support, please contact your school's transport coordinator.

1 Getting Started



STEP-BY-STEP INSTRUCTIONS

- 1 Download & Install** — Search for **VanGoo** on the Google Play Store or Apple App Store and install the app on your smartphone.
- 2 Open the App** — Launch VanGoo. You will see the welcome screen with a map background and a mobile number input field labelled **Welcome !!, Parent**.
- 3 Enter Your Mobile Number** — Type your registered mobile number in the field, then tap the golden **SEND OTP** button. A 6-digit verification code will be sent to you via SMS.
- 4 Enter the OTP** — On the verification screen, type the 6-digit code into the boxes and tap **Verify Code**. If the code expires, wait for the countdown to finish and tap **Resend Code**.
- 5 New User? Register** — First-time users are taken to the Sign Up (SIGNUP) screen. Fill in your **First Name**, **Last Name**, and **Email ID** (mobile number is pre-filled), then tap **REGISTER**.
- 6 You're In!** — After successful verification or registration, you are taken directly to the Home screen and are ready to use all features of the app.

Tip: Use the same mobile number that is registered with your school's transport system. If login fails, contact your school's transport coordinator to verify your number is in the system.

2 Home Screen

OVERVIEW

The Home screen is your main dashboard. It shows a card for each child linked to your account, displaying their name, school, class, and current live status such as **At School**, **In Van**, or **At Home**.



⊕ Add / Reminder (top-right)

Add a new child shortcut or set your van proximity reminder distance.



🔔 Bell Icon (top-right)

Opens the Notifications screen with all driver and journey alerts.



Child Status Card

Tap the card to open full child details — school, driver, vehicle, and map.

BOTTOM NAVIGATION BAR



Home

View all children's real-time status cards.



Leave

Notify the driver when your child will not use the van.



Report

View your child's complete pickup and drop-off history.



Account

Manage your profile, children, driver pairing, and family members.

SETTING A PROXIMITY REMINDER

1

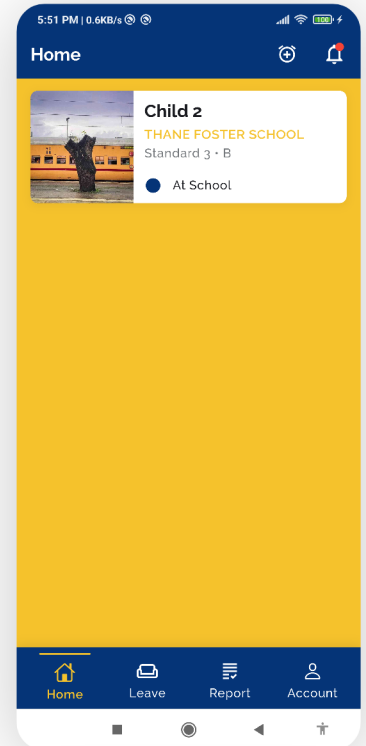
On Home, tap the ⊕ icon (top-right). A dropdown appears: **Select Distance to get reminder**.

2

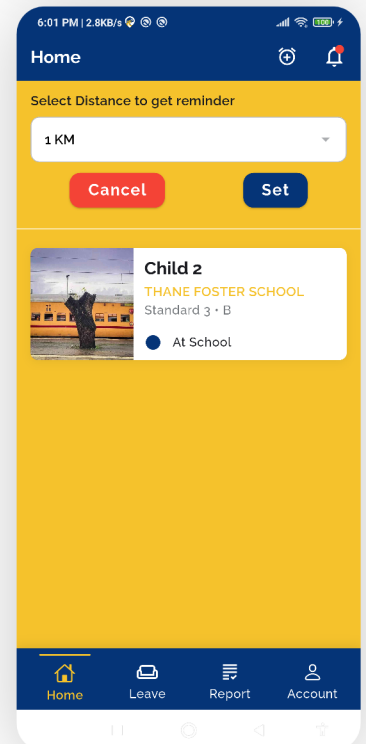
Choose a distance (e.g. **1 KM**, **2 KM**, **3 KM**) then tap **Set**.

3

You will receive an automatic notification when the van is within your chosen distance from home.

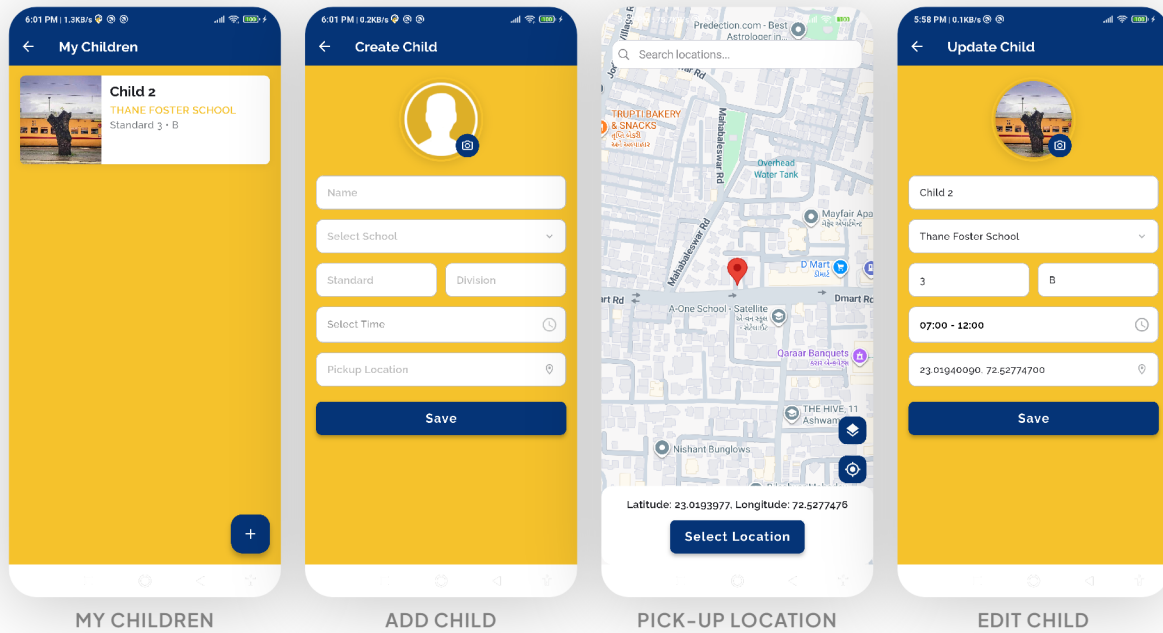


HOME SCREEN



SET REMINDER

3 Managing Children



VIEWING YOUR CHILDREN

- 1 Go to **Account** (bottom nav) → tap **My Children**. All children linked to your account are listed with their name, school, and class.

ADDING A NEW CHILD

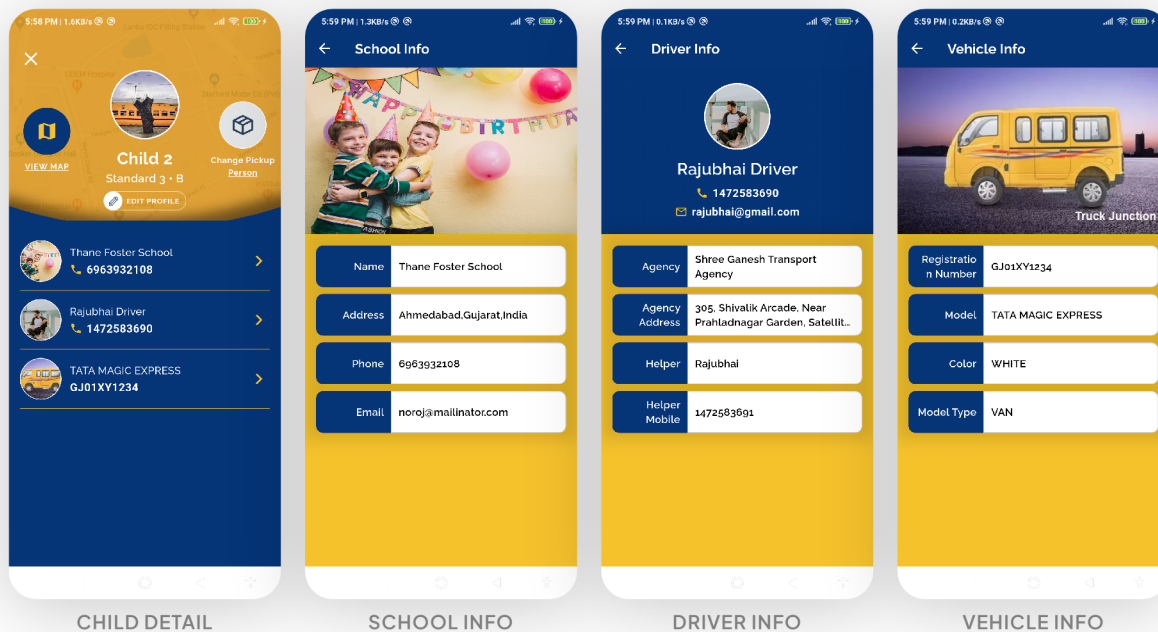
- 1 On the My Children screen, tap the blue **+** button in the bottom-right corner to open the Create Child form.
- 2 Tap the **camera icon** on the profile circle to optionally add a photo of your child.
- 3 Enter the child's **Name**, then choose their **School** from the dropdown list.
- 4 Enter the **Standard** (grade number) and **Division** (e.g. A, B, C) in the two fields provided.
- 5 Tap **Select Time** to set the scheduled van pickup time slot for your child.
- 6 Tap **Pickup Location** — a full-screen map opens. **Drag the red pin** to your exact home/pickup spot, or use the search bar to find your address. Then tap the blue **Select Location** button at the bottom.
- 7 Tap **Save** to create the child profile. The child card will now appear on your Home screen.

EDITING A CHILD'S PROFILE

- 1 Tap the child's card (on Home or My Children) to open the detail sheet, then tap **EDIT PROFILE**.
- 2 Update any fields (name, school, standard, time, or pickup location) and tap **Save** to apply changes.

Tip: The pickup location on the map tells the driver exactly where to collect your child. Place the pin as accurately as possible — within a few metres of the real pickup spot.

4 Child Details



OPENING CHILD DETAILS

- 1 From the **Home screen**, tap your child's card. A detail sheet slides up showing the child's photo, name, and class on a map background.
- 2 Three information rows appear at the bottom of the sheet: **School** (with phone), **Driver** (with mobile), and **Vehicle** (with registration). Tap any row to see full details.
- 3 Tap **VIEW MAP** (top-left) to open live van tracking. Tap **Change Pickup Person** (top-right) to change who picks up the child.

SCHOOL INFO

- 1 Tap the **School row** to view the school's full **Name**, **Address**, **Phone number**, and **Email**.

DRIVER INFO

- 1 Tap the **Driver row** to see the driver's **name**, **mobile**, **email**, their transport **Agency** name and address, plus the **Helper's** name and contact number.

VEHICLE INFO

- 1 Tap the **Vehicle row** to see the **Registration Number**, **Model** (e.g. TATA MAGIC EXPRESS), **Colour**, and **Vehicle Type**.

Tip: Save the driver's phone number from the Driver Info screen in your phone contacts so you can call quickly in an emergency or if the van is late.

5 Live Van Tracking

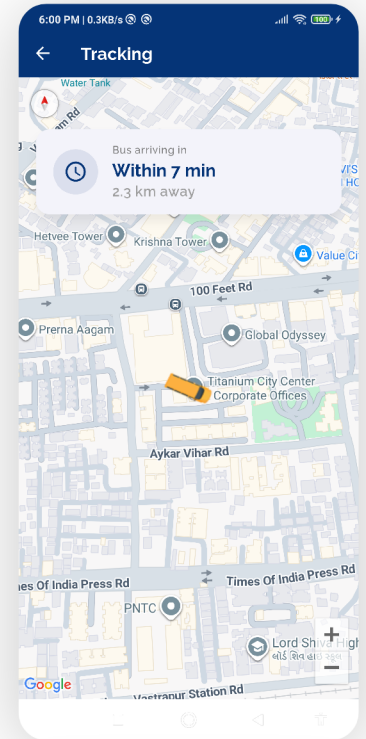
HOW TO TRACK THE VAN

- 1 From the **Home screen**, tap your child's card to open the Child Details sheet.
- 2 Tap the blue **VIEW MAP** button in the top-left corner of the detail sheet.
- 3 The **Tracking screen** opens. A **yellow van icon** on the map shows the driver's current real-time GPS location, updating automatically as the van moves.
- 4 A card at the top of the screen shows **"Van arriving in X min"** along with the current distance (e.g. **2.3 km away**). This refreshes continuously.
- 5 Use the **+** and **-** buttons on the map to zoom in or out for a clearer view of the route.
- 6 Tap the **back arrow** at the top-left to return to the previous screen.

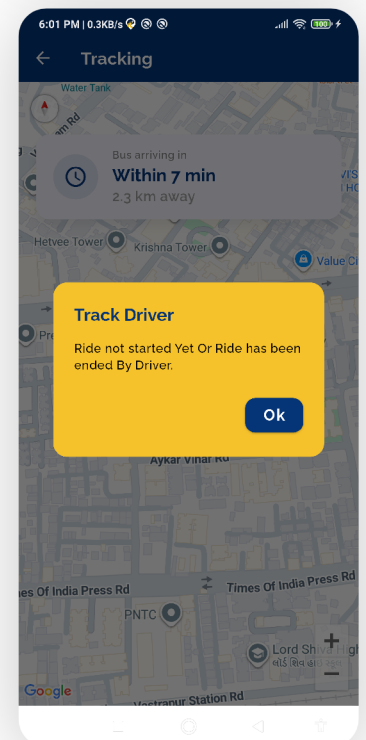
WHEN TRACKING IS NOT AVAILABLE

- 1 If the van tracking screen shows the message: **"Ride not started Yet Or Ride has been ended By Driver"** — it means the driver has not begun the ride for the day, or has already completed it.
- 2 Tap **Ok** to dismiss the alert. Try opening the tracking screen again closer to your child's scheduled pickup time.

Tip: Use the **Proximity Reminder** (Section 2) to get an automatic alert when the van is within 1–3 KM — so you never need to keep the tracking screen open manually.



LIVE TRACKING



RIDE NOT STARTED

6 Pair / Unpair Driver

Pairing a driver links them to your child's account, enabling live tracking and ride notifications. Pairing uses a **QR code scan** followed by an **OTP verification** step to keep your account secure.

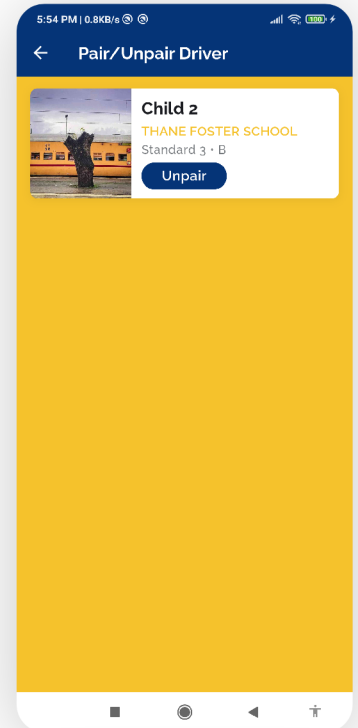
PAIRING A DRIVER

- 1 Tap **Account** in the bottom navigation bar, then tap **Pair/Unpair Driver**.
- 2 Your children are listed. If a child has no driver linked, a **Pair** button appears on their card. Tap it.
- 3 Your phone's **QR code scanner** opens. Ask the driver to open their **VanGoo Driver App** and go to **My QR Code** to display their unique code.
- 4 Point your camera at the driver's QR code and hold steady — it **scans automatically**. The app reads the driver's details from the code.
- 5 **OTP Verification** — After the QR scan, an OTP is sent to your registered mobile number. Enter the 6-digit code in the verification screen and tap **Verify** to confirm the pairing.
- 6 Once verified, the child card shows an **Unpair** button confirming the driver is now linked. Live tracking and ride notifications are now active.

UNPAIRING A DRIVER

- 1 Go to **Account** → **Pair/Unpair Driver**. Find the child with an active pair and tap the **Unpair** button on their card.
- 2 **OTP Verification** — An OTP is sent to your registered mobile number. Enter the 6-digit code to confirm you authorise the removal of this driver.
- 3 Once verified, the driver link is removed and live tracking is disabled until a new driver is paired.

Tip: If the driver changes, unpair the old driver first (OTP required), then pair the new driver via their QR code (OTP required again). This two-step security ensures only authorised changes are made to your child's account.



PAIR / UNPAIR



QR SCAN

7 Leave Management

Use the Leave section to inform the driver when your child will **not** be using the van on certain days. This prevents unnecessary pickup stops and keeps the driver informed.

VIEWING LEAVES

- 1 Tap **Leave** in the bottom navigation bar. All upcoming and past leaves are listed in cards showing the child name, date range, number of days, and leave type.

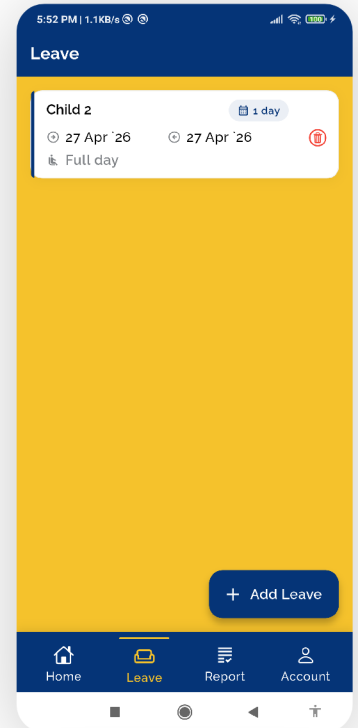
ADDING A NEW LEAVE

- 1 Tap the blue **+ Add Leave** button in the bottom-right of the Leave screen.
- 2 Tap **Select Child** and choose which child the leave is for from the list.
- 3 Tap **From Date** and pick the leave start date from the calendar. Then tap **To Date** to set the end date. For a single day off, set both to the same date.
- 4 Tap the **Leave Type** dropdown and select the type of absence (e.g. **Full day**, **Morning only**, **Evening only**).
- 5 Tap **Save**. The driver is automatically notified of the leave and will skip the pickup accordingly.

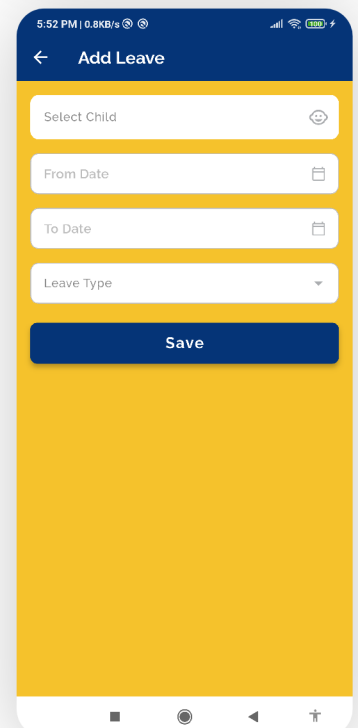
DELETING A LEAVE

- 1 On the Leave list, tap the **red trash icon** on the right side of any leave card to delete it. The driver is notified of the cancellation immediately.

Tip: Always add a leave at least a day in advance so the driver can plan the route. Last-minute leaves may not reach the driver in time before they start the journey.



LEAVE LIST



ADD LEAVE

8 Reports

The Reports section gives you a complete daily history of your child's van rides — with exact timestamps for each milestone of the journey.

USING THE REPORT SCREEN

- 1 Tap **Report** in the bottom navigation bar.
- 2 Use the **Child dropdown** at the top to select which child's history you want to view. Tap the dropdown arrow and choose the child's name.
- 3 Daily ride records appear as cards in reverse-chronological order (newest first). Each card shows the date and a **4-milestone journey timeline**.
- 4 A dash (—) under any milestone means that event has not happened yet today, or data was unavailable.
- 5 Scroll down to browse older records across previous days and weeks.

UNDERSTANDING THE JOURNEY TIMELINE

Picked from Home

Time the driver collected your child from the home pickup location.

Dropped to School

Time your child arrived at and was dropped off at school.

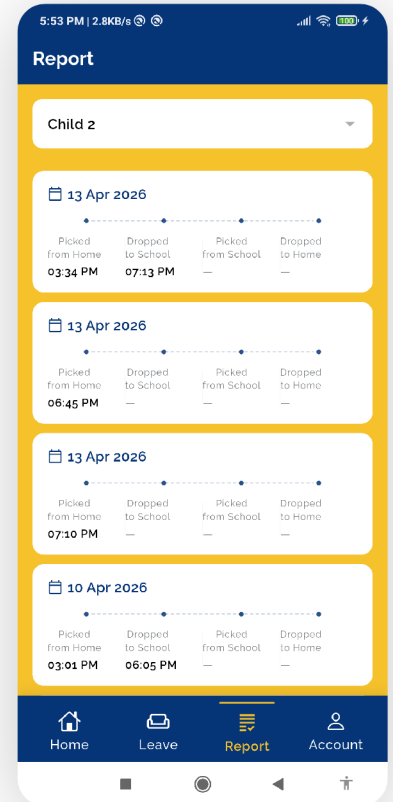
Picked from School

Time the van collected your child at the end of the school day.

Dropped to Home

Time your child was safely dropped back at the pickup location.

 **Tip:** Check the Report each evening to confirm your child safely completed both the morning pickup and afternoon return journey. Contact the driver or school if any milestone is missing.



REPORTS SCREEN

Account & Family Members



MY ACCOUNT

- 1 Tap **Account** in the bottom nav. Your name and phone number appear at the top of the screen.
- 2 The Account menu gives access to: **Family Members**, **My Children**, **Pair/Unpair Driver**, **Change Password**, **Terms of Use**, **Privacy Policy**, and **Support**.

EDIT PROFILE

- 1 Tap **EDIT PROFILE** on the Account screen to update your **First Name**, **Last Name**, **Mobile**, **Email**, and **Address**.
- 2 Tap the **camera icon** on your profile picture to upload a photo. Tap **Save Changes** to apply.

FAMILY MEMBERS

- 1 Tap **Family Members** to see all alternate pickup persons saved in your account.
- 2 Tap the blue **+** button to add a new member. Enter their **First Name**, **Last Name**, and **Mobile Number**, then tap **Add**.
- 3 Use the **edit** icon to update a member's details, or the **delete** icon to remove them from the list.

CHANGE PICKUP PERSON

- 1 From any child's detail sheet, tap **Change Pickup Person** (top-right icon).
- 2 All saved family members are listed. Tap the person who will be collecting your child — a **✓ checkmark** confirms the selection. The driver is notified of the change.

10 Notifications

VanGoo keeps you informed at every step of your child's journey through both push notifications on your phone and an in-app notification list.

VIEWING NOTIFICATIONS

- 1 Tap the  **bell icon** at the top-right of the Home screen to open the Notifications screen.
- 2 Notifications are listed newest first. **Unread** items have a blue bar on the left and bold text; **read** ones appear lighter.
- 3 Each item shows a **title**, a brief **description**, and the **time** received (e.g. "16m ago" or an exact date).

TYPES OF NOTIFICATIONS YOU'LL RECEIVE



Pick Up Reminder

Sent when the driver starts the pickup journey. Get your child ready at the door!



Driver Has Reached School

Confirms the van has arrived at school and your child has been safely dropped off.



Child Picked from Home

Confirms your child has boarded the van from their pickup location.

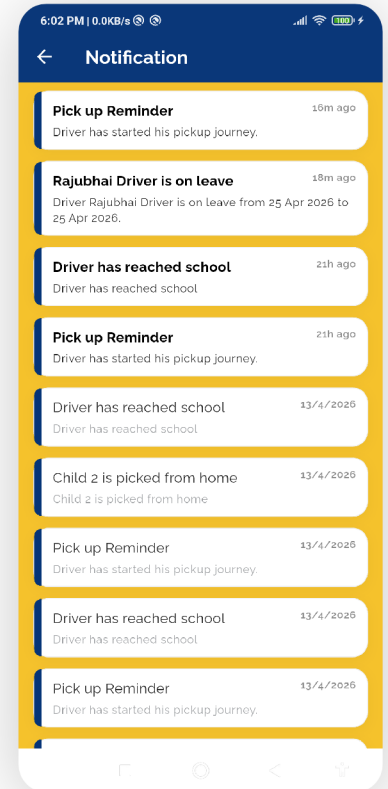


Driver is on Leave

Sent when your driver has applied for leave on specific dates — arrange alternate transport.



Tip: Make sure push notifications are **enabled** for VanGoo in your phone's Settings → Apps → VanGoo → Notifications. Without this, you will miss real-time alerts.



NOTIFICATIONS