Using My Stop Frequently Asked Questions - FAQs

Q = Why don’t I get a black screen asking me to put in my Username and Password?

A = It is important to download Versatrans My Stop; there are multiple similar applications in the application store and downloading the incorrect application will create confusion.

Q = Why are my username and password saying they are incorrect?

A = First, make sure you have selected the Ann Arbor Public Schools from the menu. Select Not your school to go back to a list of districts. Second, make sure you are using the correct login:
   - User name: Student ID
   - Password: Family ID

Q = Why does the screen say No Active Route Found?

A = If your student’s bus is not running then the message will be No Active Route Found. As soon as the bus is running you will see route information updated.

Q - How do I switch to look at another one of my student’s bus information?

A = Simply click the drop-down arrow next to your student’s name on the Map section. This will show all students assigned to you. If one or more of your students are missing contact lhayman@durhamschoolservices.com to have this fixed.

Q = Why am I not getting any notifications in the application?

A = Notifications must be turned On; click on the Setup tab and ensure notifications are turned on.

Q = What if I need to change my address because I moved?

A = Please notify your student’s school to change your address mid-year. If you moved within the transportation service area your student will be assigned a new bus route.

Q = Who do I contact for any questions about My Stop?

A = You may email Liz Margolis - margolisl@aaps.k12.mi.us or Laura Hayman - lhayman@durhamschoolservices.com or Ashanda King, asking@durhamschoolservices.com for questions about My Stop.
Please ensure you have reviewed all the items listed above before reaching out.