

## Frequently Asked Questions

### **Q1 - Can Lokate Student be customized to suit the school's requirements?**

Yes, we strive to customize the app as much as possible for the convenience of the school's requirements. In the past the system has been updated and optimized based on the feedbacks received. Our software development team is always tasked with continuous upgrades and advancement of the system keeping in mind the ease of use for the bus assistants and for the parents.

### **Q2 - If the school does not want a feature which the Lokate student has and would like to disable it, is it possible to do so?**

Yes, some of the features in Lokate Student system can be disabled as per the school's requirement.

### **Q3 - Instead of having a list of students in a bus trip, can the list be an open list (Open List)?**

Yes, the morning students may travel back to home in different trips in the afternoon/evening. In this case the morning trip student list can be a fixed list and the afternoon list can be flexible. As the child enters the bus in the afternoon the bus assistant can scan their card or find them on scanning device and mark them. Parents will receive messages accordingly.

### **Q4 - Can notification for the "Not at stop" notification alert be changed or disabled?**

Yes, this can be done as we understand due to many reasons the parents may not want a loud alarm tone or a notification to go off which would attract unwanted attention at work or public place.

### **Q5 - Can the app send notifications when the bus approaches the pick-up or drop-off point (Geo-fencing)?**

The mechanism to send notification to the parent before the bus arrives at their stop has accuracy related issues. As part of development, we had implemented this mechanism in September 2018 but decided to disable it due to inaccurate notifications. If the bus enters the geo-fence on the opposite side of the road, a wrong alert will be sent to the parent. For this main reason it was decided to display the LIVE map of the bus thus assisting the parent to get to the bus stop of the child as the bus arrives.

### **Q6 - Where is the Lokate Student's server located and what server is being used and how safe and secured it is?**

Lokate student uses a combination of local & cloud-based server to reduce latency and data loss & security. We use AWS (Amazon) for cloud offerings & local server for data transfers. SSL security is enabled on the backend access and hence secured.

### **Q7 - How secured is the data the school provides to Lokate Student?**

All systems is SSL setup hence data is secured. We do not provide access to the backend platform to the clients as they are vulnerable to attack through browsers. All systems are run through Android and iOS Apps thus making it more secure inherently. We do not share the data with Third party apps or any marketing or promotional companies & it is not possible to access these data by a third party.

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**Q8 - If the NFC Id card is not being used or is forgotten by a student and if the student wants to enter a bus, how can the bus monitor look up for that student's details and mark that student present on the bus?**

Every Bus monitor is trained to LOOK-UP a student on the bus app. In the app, there is an option for the bus monitor to look for student details after entering the name & grade of the student and identifying him/her using their photograph while entering the bus. Even Better, we have introduced the Face ID detection for students.

**Q9 - How is the billing for Lokate Student done?**

Lokate student prefers to bill directly to the school unless otherwise advised by the school that the payment will be made to the bus transport company and Lokate Student needs to bill the bus transport company for the same. Some schools adopt this method to make the billing process easier for them. We prefer direct billing as it avoids any dispute or any issues in regards with payments.

**Q10 - What quality or Brand of NFC cards we use?**

We use Mifare 1K NFC cards. NFC Wrist bands can also be made available for scanning.

**Q11 - Instead of NFC technology, can Lokate Student use Barcode to scan log the entry of the student?**

No, Lokate Student does not have a 'barcode' scanning system as the data can be replicated. We do not recommend using this mechanism for safety and security reasons.

**Q12 - What if the NFC ID card is exchanged with another student, by mistake or on purpose, then how can we make sure the card being scanned is matching with the same student?**

Lokate Student collects the data from the school including the photographs of the students. These Photographs are uploaded matching to their names and ID card number. When a card is being scanned, it is the trained bus monitor's responsibility to double check if the person scanning the card matches the photograph on the card and the same with the Lokate Student's data base. If any discrepancy is found the bus monitors will need to be instructed to report immediately to the transport in-charge or duty teacher.

**Q13 - How many devices do the school need to purchase?**

The number of devices depends on the number of buses the school has. Each bus needs one device with mobile internet data plan. Also, we recommend that the school reserve a few spare phones just in case.

**Q14 - Which device is being used and how is the installation done on the bus?**

For the system to work seamlessly, we prefer to use the tested and approved devices. Presently, we suggest the Sony Xperia L1 models. The device is locked and can run only the required bus app. These devices are enclosed in protective case and attached to a lanyard for protection when carried by the assistant. Thus there is no physical device installation on the bus.

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### **Q15 - How much internet data is required for 1 device per month?**

Data consumption depends on the number of trips the bus has in a month. Generally, we suggest 2-2.5GB of data to be availed on a device for a month.

### **Q16 - How about the after sales, service and maintenance?**

From data collection to complete setup of the system, training to the bus assistant, Lokate Student associate will be on-site. Once the trials is over and the parents are given the access to the system, a workshop or seminar will be conducted for parents to get familiarized with the app. One of our staff will always be available to handle any sort of issues and services. The staff will make regular visits to the school to make sure the system runs smoothly on a continuous basis.

### **Q17 - Is there a trial period to see the system perform?**

Yes, we can deploy 2 devices on 2 buses for a month for you to be able to understand how the system works completely at our cost.

### **Q18 - Can we generate reports from this app?**

Yes, it is possible for the supervisor to generate reports instantly.

Types of report:

- Trip Count Report: number of times a child has entered the bus in between 2 specific dates. (Helps in billing purposes)
- Attendance Reports: Detailed report of every student who entered and exited the bus with time of pickup/drop-off
- Single Student Report: detailed information of the number of times a student has entered the

buses between 2 specific dates and the bus number

### **Q19 - Instead of Push Notifications or along with it, can the parents or school opt for SMS service?**

Presently we do not have SMS notifications

### **Q20 - Is it possible to login to supervisor app using a web-login or a computer login?**

It has been an understanding that websites and browser related addresses are prone to hacking related attacks. Hence we do not provide access to the backend to the client. The client apps are secured at the development level (native Android & iOS development) and hence secured ground up. All modifications can be made by the supervisor on their Supervisor and Editor Apps.

### **Q21 - Can a Pick-up or Not-at-Stop marking once made, be reversed if the initial marking was by error?**

This marking cannot be reversed as it is prone to misuse by the bus assistant. We recommend the usage of NFC cards or wrist band as it will maintain accuracy of the marking of the children that enter and exit the buses.

### **Q22 - Can anyone with login ID & password log into the bus app using their own mobile phone?**

No, even if a person gets the login credentials, it is not possible to login until the device which is being used to login is registered with in the server using QR Codes. Only registered devices can access the bus app at any point of time.