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Welcome to Edyen Track!

As a parent of one or more students enrolled in ASF school transportation, you can enjoy the benefits that the Edyen app offers you.

How can I access the Edyen app?

The first thing to do is to **download and install the app**.

Follow these simple steps:

1. From the **welcome email**, click on *download our app* [here](#).
2. You will be directed to the app store: Google Play or App Store. Click **Install** and wait for the download and installation to complete.
3. Click **Open** to go to the app.

You can also download the app directly from your app store:

1. Go to the **app store**: Google Play or App Store and search for **Edyen**.
2. Click the **Install** button and wait for the download and installation to complete.
3. Click **Open** to go to the app.

 To install the app on your device, you should consider the following:

- **If you have an iOS system:** Your operating system must be 11.0 or higher, you can check this in your phone settings in the about phone section.
- **If you have an Android system:** Your operating system must be 6.0 or higher, you can check this in your phone settings in the about phone section.

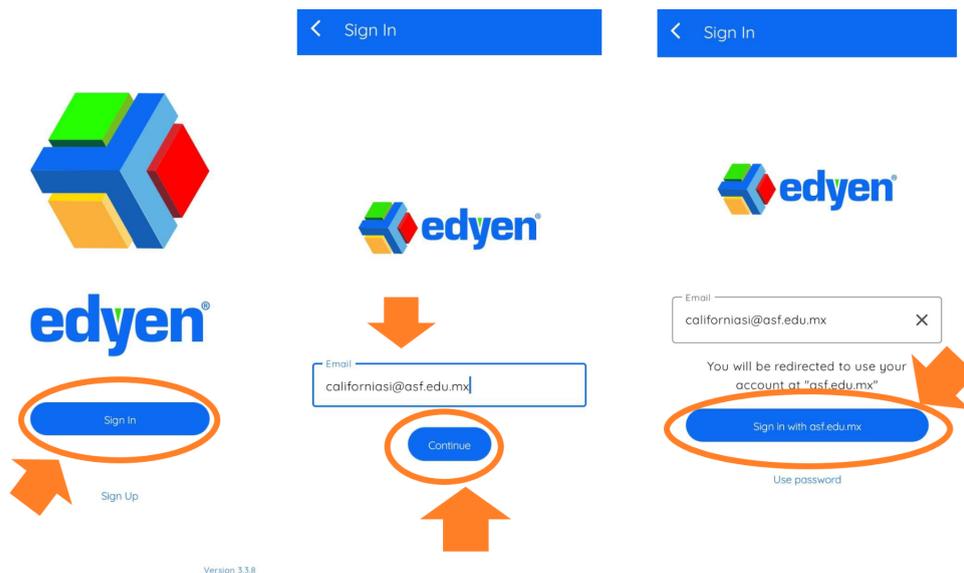
 The Edyen app is only available in the **App Gallery of Huawei devices that still have Google Mobile Services**. If you do not have these services, you will not be able to download the app.

👉 Now that I have the app on my cell phone, How do I Sign in?, Do I need to register?

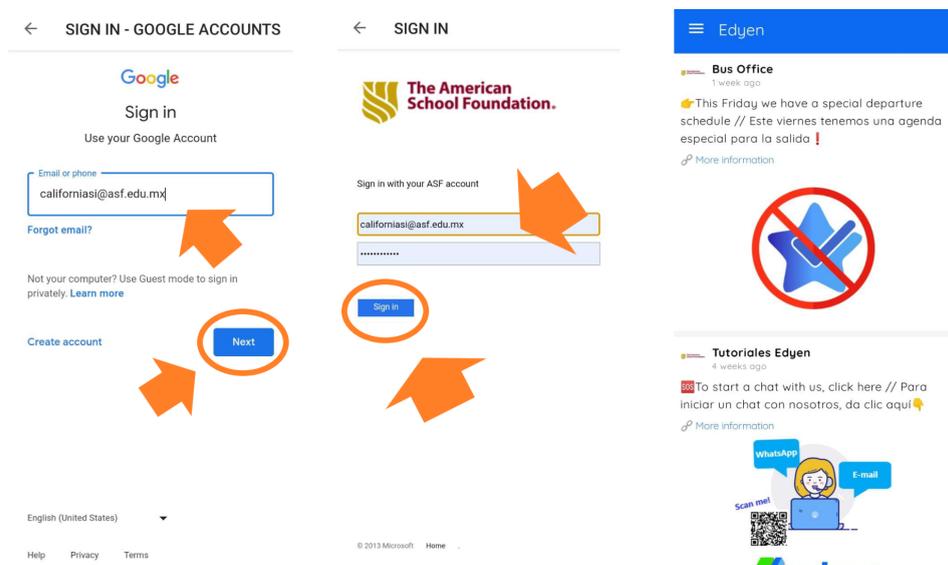
For the ASF community, access has been linked to the institution's e-mail account, so it is **no longer necessary to register in the app**.

To sign in to the app follow these steps:

1. Open the app
2. Click on **SIGN IN**
3. Enter your **ASF email** (@asf.edu.mx), click **CONTINUE**
4. Click on the **SIGN IN TO ASF.EDU.MX** button



5. It will direct you to the google login screen, where you will need to enter your ASF email and continue
6. Finally, it will redirect you to the ASF sign in screen. Enter your **ASF account email** and **password** and click **Sign in**



! IMPORTANT: You need to log in to the Edyen app with your ASF parent email, as students are only assigned to ASF email accounts and if you do not log in with your ASF email account, you will not see the transportation section.

NOTE: If you have forgotten your ASF email password, you must contact the ASF HELP DESK to get your email credentials back so you can log in to the app. The password cannot be changed or reset from the app, that can only be done by the ASF HELP DESK.

A role for parents or guardians

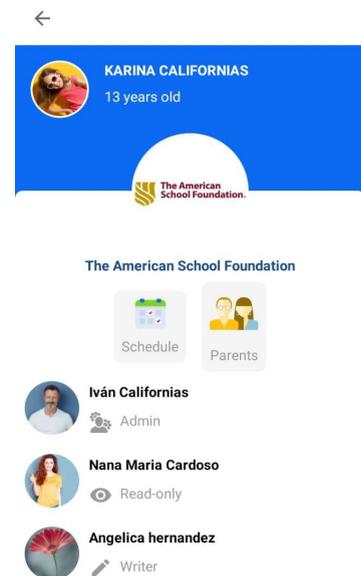
Roles determine the functions a parent or guardian may perform. The **existing roles** are the following:

 **Read-only:** They can only **consult the student's information**, view the agenda, permissions, and route notifications. It is only an **informative profile**.

 **Editor:** You can **view the student information**; you can also **request, cancel and authorize transportation permissions** for the student.

 **Admin:** You can **view the information**; you can also **request, cancel and authorize transportation permissions** for the student.

The **financially responsible parent** registered at the school will have the **role of Administrator**, while the **relative parents** will be assigned the **role of Editor**.



NOTE: For more information on changes or role assignments, contact the ASF transportation administrators.

Modify parent or guardian role

Only ASF can change the role of a parent or guardian. Contact **ASF school transportation administrators** if you need to change the role of a parent or guardian authorized for your student.

Parent or guardian registration

Students are registered with two parents: The **financially responsible parent** (who has the role of Administrator) and the **Relative** (who has the role of Editor).



To register another **parent or guardian**, you must contact the ASF transportation administrators to request the registration.

Once the school has registered the parent or guardian, he/she must **register with his/her personal email address** if he/she does not have a school email address. To register he/she must follow these steps:

1. **Download** and install the app (see page 1)
2. Once installed, open the app and click on **REGISTER**
3. **Enter the** requested **data** and **create a password** (must be at least 8 characters long and contain a **CAPITAL letter** and a **NUMBER**).
4. **Accept** the terms and conditions
5. **Click** on **REGISTER**
6. You will be sent to the **Account validation screen**
7. You will be asked to enter a **code to verify your account**. The code **will be sent to your email address**.
8. **Enter the code you received in the app** and click on **CHECK**

Once the registration and validation of the account are completed, the student's information will be visible.

NOTE: You should be sure to ask **ASF transportation administrators to add the additional parent or guardian to the record of each student for which you need to view the information.**

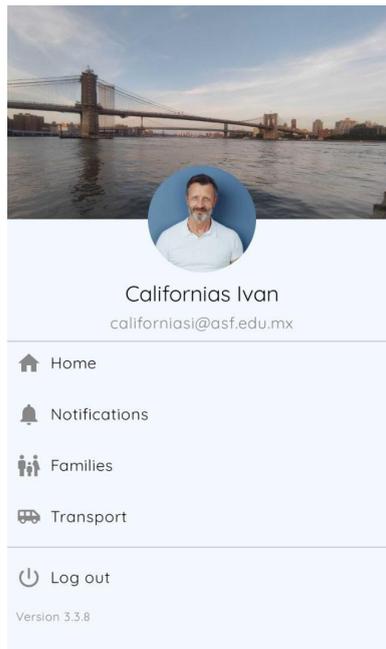
Delete or change parent or guardian

Only ASF can remove or change an authorized parent or guardian, so you will need to **contact ASF school transportation administrators.**



➔ Edyen app menu sections

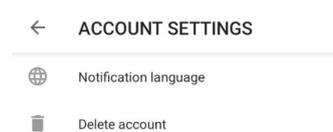
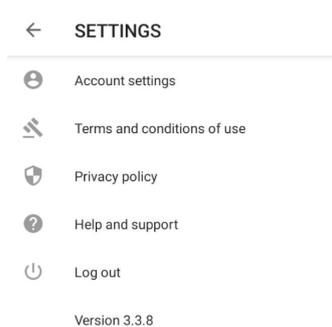
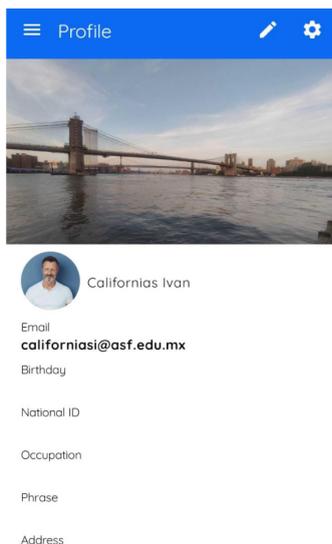
The Edyen app has a menu with different options for you to access the app's functionalities:



Profile:

You will be able to access your profile by clicking on your name in the menu. Here you will be able to:

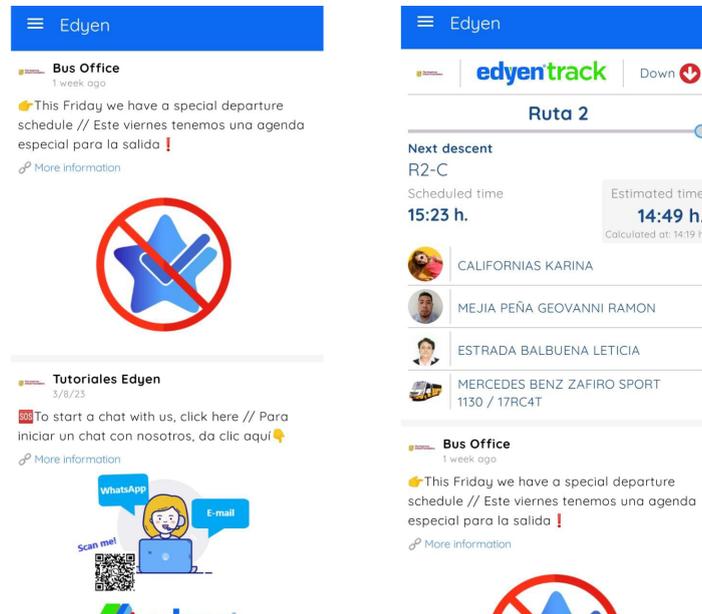
- Edit your general profile information (description, occupation, and address or home).
- Edit your profile and cover photo.
- Access the app settings, where you can change the notification language, delete your account or view the help and support section.



Home:

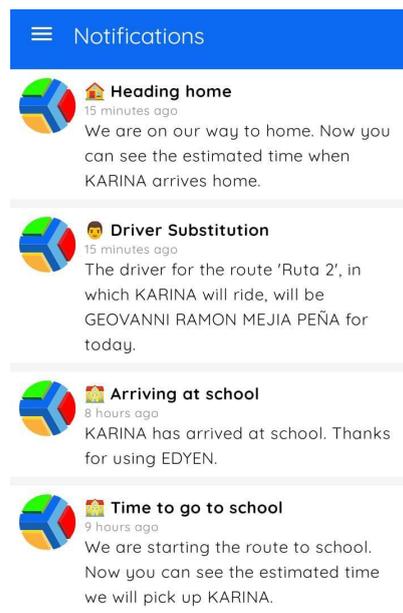
In the Home, you will find the **news feed**, where **news** or **releases** that the **transport service** wants to notify will be displayed. Each time a publication is sent, you will receive a **notification with the title and author of the publication**. When you **click** on the publication, it will **show you the details and information**.

Here you will also see the **route progress box** when the route is active.



Notifications:

Here you can **check the history of notifications received in your account**. These notifications can be about your **child's transport**, **permissions accepted and rejected by other parents** or **by the school**, **route changes**, **permission reminders**, **messages**, and **news sent by the school**.



Families:

This section is for **school management products** and **does not affect the transport section**. You don't need to add information and if you add your family members, **it will not modify the transport information**.

Transport:

In the transport section you will find **all the information related to your children's routes**: you will see the **list of students you have linked to your account**, the **permissions buttons** (*permissions you have created and that are current*), and the **permissions historic button** (*previous permissions*). Also, for each student, you will be able to see the **transportation schedule, parents authorized to pick up the student, and the option to create permissions**. If you wish, you can also **add a photo of your children**.



Edyen app features step by step

Below, we will explain step by step how to make use of some of **Edyen app features**:

Language of notifications

The **app language** is **defined** by the **phone language**. But to receive **notifications in English**, you must **change the notification language setting** because the default notification language is Spanish. At the moment only **two languages are available: English and Spanish**.

To change the notification's language, follow these steps:

- In the app, **click on the menu** at the top left of the screen, next to the word Edyen
- **Click on your name** to go to your **Profile**
- Click on the  icon at the top of the screen.
- **Click on Account Settings**
- **Click on Notification language**
- Select language

You will now receive notifications in the selected language.

Edit profile

To personalize your profile follow these steps:

- In the app, **click on the menu** at the top left of the screen, next to the word Edyen
- **Click on your name** to go to your **Profile**
- **Click on the icon  at the top of the screen.**
- **Edit the information** you want to show in your profile, you can add your **date of birth, CURP, occupation, a phrase you like and your address**.
- If you want to **modify your profile picture or cover photo, click on the box corresponding to each one and choose a photo**.
- Once you have edited the information you are interested in, **click on UPDATE**.

Consult student information

To view your child(ren)'s schedule and parent(s) or authorized guardian(s) information, follow these steps:

1. In the app, **click on the menu** at the top left of the screen, next to the word Edyen
2. Click on the **Transport** section
3. **Click on the student's name**



4. In the student **menu**, click  **Schedule**.
5. You will see the student's details, where you will be able to consult:
 - a. **Schedule:** see the details of the student's transportation schedule by day of the week and a note if the student has permission for that day.
 - b. **Parents:** consult the student's authorized parents and the role assigned to each one.

Edit student photo

1. In the app, **click on the menu** at the top left of the screen, next to the word Edyen
2. **Click** on the **Transport** section
3. **Click** on the **student's name**
4. In the student **menu**, **click on**  **+Edit photo**
5. **Select the photo you want to upload**
6. **Adjust the photo and click on**  **at the top of the screen.**
7. **Confirm** the photo you have chosen



Permission creation

In the transport tab of the Edyen Track section **you can create and consult the information of 6 types of permissions:**



Absence: Notifies the school that **the student will not use transportation on any of the routes on the selected day.**



Bus Invitation: Invite classmates or school friends to **ride together on your child's route on school transportation.** This permission requires authorization from the school.



Car: Notify that **your child is going to school or will be picked up after school in a private car.** It is important to **confirm the information of the responsible person who will pick up your child** from school. This permission requires confirmation from the school.



Carpooling: Invite classmates or friends to ride in a private car with your child and **confirm who will pick them up from school.** This permission requires confirmation from the school.



Party bus: ¡Invite all of the friends or classmates of your child to go on **special transport!** Just make sure you have **adequate transportation for the number of people you are inviting.** It is important to **confirm the information of the responsible person who will pick them up from school.** This permission requires confirmation from the school.



Period car: Notify that **for a specific period of time, your child will not use school transportation and will go to school and/or will be picked up after school in a private car.** It is important to **confirm the information of the responsible person who will pick up your child from school.** This permission requires confirmation from the school.

NOTE: Not all parent or guardian roles can request permissions. Only the Administrator and Editor roles have permission to request or cancel permissions.

⚠ For each type of permission, there is a creation deadline date, and time. See the Information icon on the permission creation screen for more details on the conditions of each type of permission.

In the Edyen Track section, you can create the permissions in each student's menu.

Next, we will explain how to create each type of permission:



Absent



1. In the app, **click on the menu** at the top left of the screen
2. Click on the **Transport** section
3. Click on  **the name of the student** for whom you want to create permission
4. In the student's menu, **click on the Create new permission button**
5. In the permission type, **click on Absent**
6. Select the  **date** for the permission

NOTE: Permissions may be requested with **some days of maximum anticipation** determined by the ASF. Permissions may also be requested on the **same day** with a maximum timetable determined by the ASF.

Remember that when you create the permission you will be able to check the conditions for creating the permission. If you still have any questions, please contact the ASF transportation administrators at transportationoffice@asf.edu.mx.

7. Enter the **permission reason**
8. **Click on Create permission**
9. It will show you the **permission details** and the **school's response**
10. To return to the list of students, click on the arrow at the top left of the screen

Cancel absent permission

If for some reason you need to cancel the absence permission, you can do it from the **PERMISSIONS** button.

To cancel the absent permission, follow these steps:

- In the app, **click on the menu** at the top left of the screen
- **Click on the Transport section**
- **Click on the Permissions button**
- Find the absent permission that you want to cancel and click on it to see the details.
- At the top right of the screen, you will see a **3-dot menu**, **click to view the cancel option**
- **Click on cancel** and enter the reason for the cancellation
- **Click Cancel permission**

Now the status of the permission will change to  **Canceled**.



Bus invitation



- In the app, **click on the menu** at the top left of the screen
- Click on the **Transport** section
- Click on **the name of the student** for whom you want to create permission
- In the student's menu, **click on the [Create new permission button](#)**
- In the permission type, **click on Bus invitation**
- Select the  **date** for the permission

NOTE: Permissions may be requested with **some days of maximum anticipation** determined by the ASF. Invitation permissions only can be generated one day before the date of the invitation and with a maximum time limit as defined by the ASF.

Remember that when you create the permission you will be able to check the conditions for creating the permission. If you still have any questions, please contact the ASF transportation administrators at transportationoffice@asf.edu.mx.

- Select the **stop on the route** where they will descend
- Enter the **permission reason**
- **Click on [Create permission](#)**
- It will show you the **details of the permission**
- Now  share the invitation to be accepted by the **parent or guardian of the student you wish to join your child's route.**

 To share the invitation you must select one of the following options:

- A. **[Invite a classmate](#):** Click this option to choose a student from your child's class and only that **student's parent or guardian will receive the invitation.**

 **Upper School** students do not belong to a particular group and when you try to share by group, you will get the message "**Unable to retrieve group**", so you will need to send the link if your child or their guest belongs to this grade.

- B. **[Share permission link](#):** Click to see the options where you can **share the permission link:** social media messaging, text message or email. You will be able to share the link as many times as you want, but **the permission will only apply to the first person who accepts the invitation in the app.**

NOTE: Any option applies to only one invitation, so if you wish to invite more students, you will need to create an invitation for each one.



- Once you have shared the invitation, to return to the list of students, click on the arrow at the top left of the screen
- If you wish to share the invitation later, you can do it from the PERMISSIONS button by clicking on the bus invitation permission you wish to share to see the details and sharing buttons

When the parent or guardian of the student invited accepts or declines the invitation, you will receive a notification. You will also be able to view the information in the permission detail, on the Permissions button.

The ASF transportation office can see all of this information, so there is no need to notify them that the invitation was declined or accepted by the guest.

All invitation permissions must be approved by the ASF. In order for the ASF to accept or reject your permission, the guest's parent must accept the invitation and then they will only need to wait for the ASF to approve the permission.

When the ASF approves or denies the permission, a notification will be sent to you and your guests and you will be able to see the response from the ASF transportation office in the permission detail under the Permissions button.

Once the leave is approved, a reminder note will appear in the student's schedule. In addition, on the day of the permission, you will receive a permission reminder notification to check the details and route changes.

✗Cancel bus invitation permission

If for some reason you need to cancel the bus invitation permission, you can do it from the PERMISSIONS button.

To cancel the bus invitation permission, follow these steps:

- In the app, **click on the menu** at the top left of the screen
- **Click on the Transport section**
- **Click on the Permissions button**
- Find the bus invitation permission that you want to cancel and click on it to see the details.

NOTE: *You will need to cancel each guest's permissions so that all your guests receive the cancellation notification.*

- At the top right of the screen, you will see a **3-dot menu**, **click to view the cancel option**
- **Click on cancel** and enter the reason for the cancellation
- **Click Cancel permission**

Now the status of the permission will change to **✗Canceled**. In the parent guest app, the permission status will also change.



Accept or reject a bus invitation

To accept a bus invitation from another parent or guardian, follow these steps:

 **Classmate invitation:** If a **classmate** from your child's group sends you an invitation, **you will receive a notification.**

To accept the invitation you can click on the notification in the **Notifications section** in the app menu. You can also view the invitation from the **PERMISSIONS button** in the Transportation section. To accept the invitation follow these steps:

- In the app, **click on the menu** at the top left of the screen
- **Click on the Notification or Transport section**
- **In the app, click on the menu at the top left of the screen.**
- **Click on the Transportation or Notifications section.**
- If you do it from the **Notifications section**, you must **click on the invitation notification.**
- If you do it from the **Transportation section**, **click on the Permissions button** and then **click on the bus invitation.**
- Whatever option you choose, **it will show you the details of the invitation you received.**
- Enter a **short response** to the parent or guardian sending the invitation.
- Click on **ACCEPT** or **REJECT**.

 **Invitation by link:** You will receive by social network messaging, email or text message the invitation link. To accept the invitation follow these steps:

- **Click on the link** in the invitation message.
- If you already have the application downloaded, it will open when you click on the link. If you don't have the application yet, it will send you to the app store so you can download it and log in (after installing it, you will have to open the link again).

 **IMPORTANT:** *If you have already installed the app and it keeps sending you to the app store, please contact us at ayuda@edyen.com or through any of the support channels for help.*

- It will show you the **details of the invitation** you received.
- **Select the student** for whom the permission will apply (you can only choose one student per invitation).
- Enter a short response to the parent or guardian sending the invitation
- **Click on ACCEPT or REJECT**

When you accept the invitation, you will be able to see the details in the Permissions button and you will have to wait for the ASF approval for the permission to be valid.

When the ASF approves or rejects the permission, you and the host parent will receive a notification and you will be able to view the detail of the permission and the ASF's response in the Permissions button.



If you reject the invitation, you will be able to see the detail in the Permissions section and the status will change to Rejected by the parent. The reason for the rejection will be visible to the host parent.

Once the permission is authorized, a reminder note will appear in the student's schedule. Also, on the day of the leave, you will receive a permission reminder notification to check the details of the permission.

Car



- In the app, **click on the menu** at the top left of the screen
- Click on the **Transport** section
- Click on  **the name of the student** for whom you want to create permission
- In the student's menu, **click on the Create new permission button**
- In the permission type, **click on Car**
- Select the  **date** for the permission

NOTE: Permissions may be requested with **some days of maximum anticipation** determined by the ASF. Car permissions only can be generated one day before the date of the permission and with a maximum time limit as defined by the ASF.

Remember that when you create the permission you will be able to check the conditions for creating the permission. If you still have any questions, please contact the ASF transportation administrators at transportationoffice@asf.edu.mx.

- Choose the time when you will take your child to school or when you will pick up your child from school. These times are already predetermined by the ASF.

 **IMPORTANT:** Verify that you have chosen the correct departure time, because if it is wrong, the ASF may reject the permission.

- Write the reason for the permission
- If your permission is to Depart, you must write the full name of the person who will pick up the student at the school and the relation.
- Click on **Create permission**

Now you just need to wait for the school to approve the permission. When the ASF approves the permission, you will receive a notification.



Cancel car permission

If for some reason you need to cancel the car permission, you can do it from the **PERMISSIONS** button.

 **IMPORTANT:** *Cancel the permission with enough time and let your child know to board the school bus.*

NOTE: *If the person you indicated as responsible will not pick up the student, it is necessary to cancel the permission and you need to generate a new permission to add the correct data or else the student will not be able to leave by car.*

To cancel the car permission, follow these steps:

- In the app, **click on the menu** at the top left of the screen
- **Click on the Transport section**
- **Click on the Permissions button**
- Find the car permission that you want to cancel and click on it to see the details.
- At the top right of the screen, you will see a **3-dot menu**, **click to view the cancel option**
- **Click on cancel** and enter the reason for the cancellation
- **Click Cancel permission**

Now the status of the permission will change to **X Canceled**.

Carpool



- In the app, **click on the menu** at the top left of the screen
- Click on the **Transport** section
- Click on  **the name of the student** for whom you want to create permission
- In the student's menu, **click on the Create new permission button**
- In the permission type, **click on Carpool**
- Select the  **date** for the permission
- Choose the departure time, which is the time when you will pick up your child and guests from school. These times are already predetermined by the school

 **IMPORTANT:** *Verify that you have chosen the correct departure time, because if it is wrong, the ASF may reject the permission.*

- Enter the number of students you will invite



NOTE: Carpool permissions are for inviting from 1 friend to a maximum defined by the school, which can be up to 8 children.

If you still have questions, please contact the ASF Transportation Administrators at transportationoffice@asf.edu.mx

- Enter the reason for the permission
- Enter the full name and relation of the person picking up your child and guests.
- Click on **Create permission**
- Share the permission link with all guests through a social network messenger or email

! IMPORTANT: In the Carpool permissions you can only invite by link. There is no way to share a classmate like the Bus Invitation permissions.

When the parent or guardian of the invited student accepts or declines the invitation, you will receive a notification. You will also be able to view the information in the permission details under the Permissions button.

All invitational permissions must be approved by the ASF. In order for the ASF to accept or reject your permission, the inviting parent must accept the invitation and then they will only need to wait for the ASF to approve the permission.

When the ASF approves or rejects the permission, you and your guests will receive a notification and you will be able to see the response from the ASF transportation office in the permission detail under the Permissions button.

Once the permission is approved, a reminder note will appear in the student's schedule. Also, on the day of the permission, a permission reminder notification will be sent to you so you can check the details.

Cancel carpool permission

If for some reason you need to cancel the carpool permission, you can do it from the **PERMISSIONS** button.

To cancel the carpool permission, follow these steps:

- In the app, **click on the menu** at the top left of the screen
- **Click on the Transport section**
- **Click on the Permissions button**
- Find the carpool permission that you want to cancel and click on it to see the details.
- At the top right of the screen, you will see a **3-dot menu**, **click to view the cancel option**
- **Click on cancel** and enter the reason for the cancellation
- **Click Cancel permission**



 **IMPORTANT:** *Cancel the permission with enough time and let your child know to board the school bus.*

Now the status of the permission will change to  **Canceled**. In the parent guests app, the permission status will also change.

Accept or reject a carpool invitation

To accept or reject an invitation to carpool, follow these steps:

You will receive by social network messaging, email or text message the invitation link.

 **IMPORTANT:** *In the carpool permissions can only be invited by link. There is no way to accept the invitation by notification in the app or in the permissions button. It is important that you ask the inviting parent for the carpool invitation link.*

- **Click on the link** that is in the invitation message.
- If you already have the app downloaded, it will open when you click on the link.
- If you do not have the app installed, it will send you to the app store so you can download it and log in. After installing the app and logging in, you will need to click on the link again to open the invitation.

 **IMPORTANT:** *If you have already installed the app and it keeps sending you to the app store, please contact us at ayuda@edyen.com or through any of the support channels for help.*

- It will show you the **details of the invitation** you received.
- **Select the student** for whom the permission will apply (you can only choose one student per invitation).
- Enter a short response to the parent or guardian sending the invitation
- **Click on ACCEPT or REJECT**

When you accept the invitation, you will be able to see the details in the Permissions button and you must wait for the ASF's approval for the permission to be valid.

When the ASF approves or rejects the permission, you and the host parent will receive a notification and you will be able to view the detail of the permission and the ASF's response in the Permissions button.

If you decline the invitation, you will be able to see the details in the Permissions section and the status will change to Canceled. The reason for the rejection will be visible to the host parent.

Once the permission is authorized, a reminder note will appear in the student's schedule. Also, on the day of the leave, you will receive a permission reminder notification to check the details of the permission.



Party bus



- In the app, **click on the menu** at the top left of the screen
- Click on the **Transport** section
- Click on  **the name of the student** for whom you want to create permission
- In the student's menu, **click on the Create new permission button**
- In the permission type, **click on Party bus**
- Select the  **date** for the permission
- Choose the departure time, which is the time when you will pick up your child and guests from school. These times are already predetermined by the school

 **IMPORTANT:** Verify that you have chosen the correct departure time, because if it is wrong, the ASF may reject the permission.

- Enter the number of students you will invite

NOTE: Party bus permissions are for inviting 6 or 9 friends depending on the minimum set by the school, up to a maximum of 99 guests. Just make sure you have adequate transportation for your guests.

If you still have questions, please contact the ASF Transportation Administrators at transportationoffice@asf.edu.mx

- Enter the reason for the permission
- Enter the full name and relation of the person picking up your child and guests.
- Click on **Create permission**
- Share the permission link with all guests through a social network messenger or email

 **IMPORTANT:** In the Party bus permissions you can only invite by link. There is no way to share a classmate like the Bus Invitation permissions.

When the parent or guardian of the invited student accepts or declines the invitation, you will receive a notification. You will also be able to view the information in the permission details under the Permissions button.

All invitational permissions must be approved by the ASF. In order for the ASF to accept or reject your permission, the inviting parent must accept the invitation and then they will only need to wait for the ASF to approve the permission.

When the ASF approves or rejects the permission, you and your guests will receive a notification and you will be able to see the response from the ASF transportation office in the permission detail under the Permissions button.



Once the permission is approved, a reminder note will appear in the student's schedule. Also, on the day of the permission, a permission reminder notification will be sent to you so you can check the details.

✗ Cancel party bus permission

If for some reason you need to cancel the party bus, you can do it from the **PERMISSIONS** button.

To cancel the carpool permission, follow these steps:

- In the app, **click on the menu** at the top left of the screen
- **Click on the Transport section**
- **Click on the Permissions button**
- Find the party bus permission that you want to cancel and click on it to see the details.
- At the top right of the screen, you will see a **3-dot menu**, **click to view the cancel option**
- **Click on cancel** and enter the reason for the cancellation
- **Click Cancel permission**

 **IMPORTANT:** *Cancel the permission with enough time and let your child know to board the school bus.*

Now the status of the permission will change to **✗Canceled**. In the parent guests app, the permission status will also change.

Accept or reject a party bus invitation

To accept or reject an invitation to carpool, follow these steps:

You will receive by social network messaging, email or text message the invitation link.

 **IMPORTANT:** *In the party bus permissions can only be invited by link. There is no way to accept the invitation by notification in the app or in the permissions button. It is important that you ask the inviting parent for the carpool invitation link.*

- **Click on the link** that is in the invitation message.
- If you already have the app downloaded, it will open when you click on the link.
- If you do not have the app installed, it will send you to the app store so you can download it and log in. After installing the app and logging in, you will need to click on the link again to open the invitation.



! **IMPORTANT:** *If you have already installed the app and it keeps sending you to the app store, please contact us at ayuda@edyen.com or through any of the support channels for help.*

- It will show you the **details of the invitation** you received.
- **Select the student** for whom the permission will apply (you can only choose one student per invitation).
- Enter a short response to the parent or guardian sending the invitation
- Click on **ACCEPT** or **REJECT**

NOTE: *On the Party Bus permissions, you can use the same link to accept the invitation for each of your children. Just be sure to correctly select which of your children you are accepting the invitation for.*

When you accept the invitation, you will be able to see the details in the Permissions button and you must wait for the ASF's approval for the permission to be valid.

When the ASF approves or rejects the permission, you and the host parent will receive a notification and you will be able to view the detail of the permission and the ASF's response in the Permissions button.

If you decline the invitation, you will be able to see the details in the Permissions section and the status will change to Canceled. The reason for the rejection will be visible to the host parent.

Once the permission is authorized, a reminder note will appear in the student's schedule. Also, on the day of the leave, you will receive a permission reminder notification to check the details of the permission.

^{July} 17 **Car period**



- In the app, **click on the menu** at the top left of the screen
- Click on the **Transport** section
- Click on  **the name of the student** for whom you want to create permission
- In the student's menu, **click on the Create new permission button**
- In the permission type, **click on Car period**
- Select the ^{July} 17 **date** for the permission
- Choose between **Arrival** or **Departure**
- Select the ^{July} 17 **start date for the permission**
- Select the ^{July} 17 **end date for the permission**



NOTE: Permissions may be requested with **some days of maximum anticipation** determined by the ASF. Car period permissions only can be generated one day before the date of the permission and with a maximum time limit as defined by the ASF.

Remember that when you create the permission you will be able to check the conditions for creating the permission. If you still have any questions, please contact the ASF transportation administrators at transportationoffice@asf.edu.mx.

- Choose the time when you will take your child to school or when you will pick up your child from school. These times are already predetermined by the ASF.

 **IMPORTANT:** Verify that you have chosen the correct departure time, because if it is wrong, the ASF may reject the permission.

- Write the reason for the permission
- If your permission is to Depart, you must write the full name of the person who will pick up the student at the school and the relation.
- Click on **Create permission**

Now you just need to wait for the school to approve the permission. When the ASF approves the permission, you will receive a notification.

Cancel car period permission

If for some reason you need to cancel the car permission, you can do it from the **PERMISSIONS** button.

 **IMPORTANT:** Cancel the permission with enough time and let your child know to board the school bus.

NOTE: If the person you indicated as responsible will not pick up the student, it is necessary to cancel the permission and you need to generate a new permission to add the correct data or else the student will not be able to leave by car.

To cancel the car period permission, follow these steps:

- In the app, **click on the menu** at the top left of the screen
- **Click on the Transport section**
- **Click on the Permissions button**
- Find the car period permission that you want to cancel and click on it to see the details.
- At the top right of the screen, you will see a **3-dot menu**, **click to view the cancel option**
- **Click on cancel** and enter the reason for the cancellation
- **Click Cancel permission**



Now the status of the permission will change to **✗Canceled**.

Important information for the transport

QR scan of parent or guardian at student pick-up.

In order for the student to be released to the parent or guardian who will receive him/her at the drop-off stop, he/she must show the Supervisor the QR code in his/her account profile. The student will only be released to authorized parents in the application.

The Supervisor scans the code and delivers the student. If the person at the stop to receive the student is not listed as an authorized guardian in the app, the student will not be released.

Help and support

To receive technical support, we present the following options:

 **Help Center**



In our **Help Center**, you can find step-by-step **articles on the** functions of the application. You can also create support tickets if you still have questions.

To visit our Help Center click **here**.

You can also access from the application:

1. Go to the **Profile** section
2. Click on the  **icon** at the top of the screen.
3. Click on  **Help & Support**.
4. Select **EDYEN Track for parents**

If you want to **create a support ticket**, go to the **bottom of the item listing** and click on **"Need to generate a ticket? Contact us"**.

E-mail

If you wish you can **write to us** at ayuda@edyen.com for assistance.

Whatsapp

Start a chat with our support team by clicking on the following link:

<https://wa.me/message/XABDBTAYYYPWM1>

or if you prefer, scan the following code:



In any of the options, you choose we will attend your request from **Monday to Friday** from **8 a.m. to 5 p.m. Mexico City time zone**.

