



## TripTracker FREQUENTLY ASKED QUESTIONS document



**Q. How many days before my trip to I need to submit my request?**

A. Requests should be submitted at least 21 school days.

**Q. What if the location I am taking a trip to is not in TripTracker?**

A. Contact the transportation department by emailing [transport@atlanta.k12.ga.us](mailto:transport@atlanta.k12.ga.us).

**Q. Am I able to cancel a trip?**

A. Yes. You are able to do so in TripTracker. If it is within 48 hours of the trip being taken, please contact transportation by emailing [transport@atlanta.k12.ga.us](mailto:transport@atlanta.k12.ga.us).

**Q. How do I add contacts for my trip?**

A. There is a contact name field at the bottom of the trip request. You can also attach documents of emergency contacts on the attachments tab.

**Q. Can I use TripTracker if I am not on the APS network? What web browser should I use?**

A. Yes. TripTracker is accessible as long as you have an internet connection. Supported web browsers are Internet Explorer 11.0 or higher, Mozilla Firefox & Google Chrome.

**Q. Will I receive an email notification concerning my trip being approved/scheduled?**

A. Yes. Email notifications are sent from '*VersaTransTripTracker@yourmailserver.com*' when a request is made or any changes to the request.

**Q. If I have an emergency and need to cancel a trip due to weather but the district has not cancelled school activities, how should I cancel my trip?**

A. Contact the transportation department by emailing them at [transport@atlanta.k12.ga.us](mailto:transport@atlanta.k12.ga.us).

**Q. What if I cancel the bus request the same day the trip is expected to be taken on?**

A. It is recommended that you provide adequate notice to cancel the bus. Once the bus is in route to your school, you will be charged for the minimum amount of 3 hours.

**Q. How do I get access to TripTracker for a new requester?**

A. Once you have completed training, your name will be submitted for access to be granted.

**Q. Does the system provide a mileage estimate?**

A. Yes. When you enter the request, you will have an opportunity to see an estimate of the cost.

**Q. What if the system is not allowing me to log-in after I have been through training?**

A. Please make sure the "*Authenticate using network credentials*" box is checked if you are an APS employee and that you are using your normal windows login info.

**Q. What if I try to log on and TripTracker locks me out?**

A. After 5 attempts you will be locked-out and you will have to call APS Client Support at (404)802-1000 to reset your login credentials.

**Q. When I click on the VersaTrans link I receive this error box, what should I do.**



A. When a certificate box like this one below displays, Please click **Cancel**.

**Q. What if I do not see the report I am looking for?**

A. Please email Transportation at [transport@atlanta.k12.ga.us](mailto:transport@atlanta.k12.ga.us).

**Q. How do I submit the Rationale form in TripTracker?**

A. First, type a short reason in the Reason for Trip box then use the Attachment feature to attach any documentation.

**Our goal is to make the requesting, scheduling and billing of fieldtrips a more streamlined process.**

We welcome your questions and concerns. Please email us ([transport@atlanta.k12.ga.us](mailto:transport@atlanta.k12.ga.us)) if you have additional suggestions.

You may also call (404) 802-5500.