

Edyen Track:

User Guide for Parents



Welcome to Edyen Track!

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



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How to Download and Install the App

From the welcome email:

1. Tap on "Download the Edyen Track app here".
2. You will be directed to the Google Play Store or Apple App Store.
3. Tap on "Install" and wait for the download and installation to complete.
4. Select "Open" to launch the app.

NOTE:

To install the app, please make sure your device meets the required version:

- For iOS: Version 11.0 or higher.
- For Android: Version 6.0 or higher.

(check in Settings > About Phone).

IMPORTANT:

For Huawei devices, the Edyen app is only available for devices with Google Mobile Services. Without them, downloading the app is not possible.

Welcome to Edyen Bienvenido a Edyen



Hi / Hola Lisseth,

As a parent of a student enrolled in ASF's school transportation service, you can enjoy the benefits offered by the Edyen Track app. To do so, follow these steps to access your account:

Como papá de un alumno inscrito en el servicio de transporte escolar de ASF, podrá disfrutar de los beneficios que la aplicación Edyen Track le ofrece. Por favor siga estos pasos para poder acceder:



1. Download the Edyen Track App [here](#).

1. Descargue la aplicación Edyen Track [aquí](#).

Directly from your device's app marketplace:

1. Open the Google Play Store or Apple App Store on your device.
2. Search for "Edyen."
3. Click "Install" and wait for the download and installation to complete.
4. Click "Open" to launch the app.

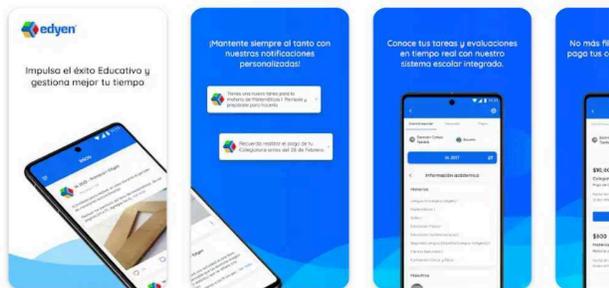
edyen
EDYEN

Install

3.7 ★
44 reviews ⓘ

10 MB

Everyone ⓘ



Your school in the palm of your hand quickly, safely and easily.

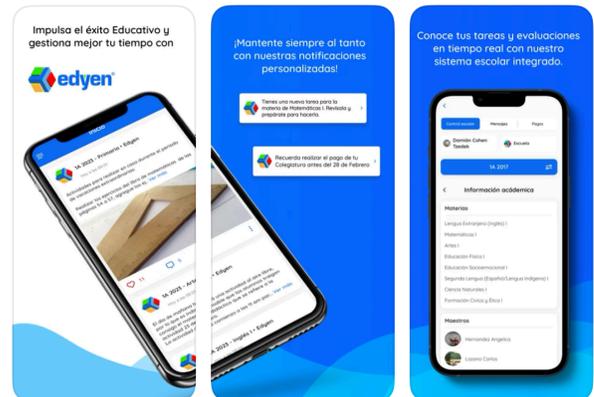
ANDROID

Edyen
Estilo de vida

★★★★☆ 12

EDYEN S.A...

Estilo de vi...



IOS

How to Sign In

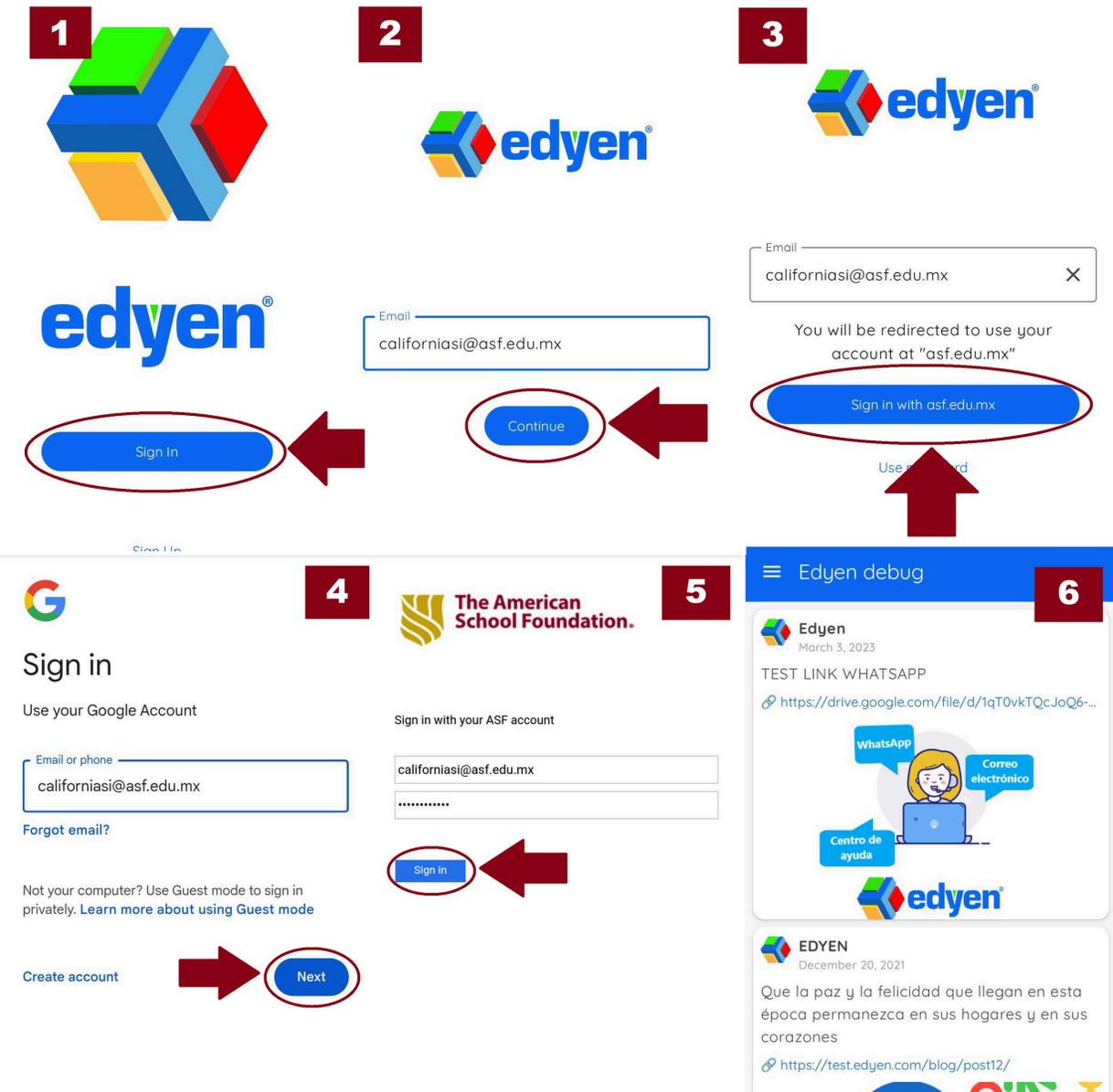
For the ASF community, access is linked to the institution's email account. Registration in the app is not necessary.

To sign in to the app, follow these steps:

1. Click on SIGN IN
2. Enter your ASF email (@asf.edu.mx), click CONTINUE
3. Click on the SIGN IN TO ASF.EDU.MX button
4. It will direct you to the Google login screen, where you need to enter your ASF email and click "Next."
5. Finally, it will redirect you to the ASF sign-in screen. Enter your ASF account email and password, and click "Sign in".

IMPORTANT: You must log in to the Edyen app using your ASF parent email; otherwise, you will not be able to access the transportation section, which is exclusively linked to ASF email accounts

NOTE: If you have forgotten your ASF email password, please contact the ASF HELP DESK to recover your email credentials for app login. Password changes or resets can only be facilitated by the ASF HELP DESK and cannot be done through the app.



Role for parents or guardians

Students are registered with two parents: the financially responsible parent (who holds the role of Administrator) and the relative (assigned the role of Editor).

Roles determine the functions that a parent or guardian may perform.

Roles:

Read-only: Can only access the student's information, such as viewing the agenda, permissions, and route notifications. This profile is solely for informational purposes.

Editor: Can view student information and also request, cancel, and authorize transportation permissions for the student.

Admin: Can view student information and also request, cancel, and authorize transportation permissions for the student.

The parent financially responsible for the student's tuition, registered at the school, will have the role of Administrator, while other parents or guardians will be assigned the role of Editor.

NOTE:
To add or remove a parent or guardian, as well as modify their roles, please contact the ASF school transportation administrators.



Californias Vargas Esmeralda
14 years old



The American School Foundation

Schedule Parents

Salvador Californias
Admin

Liseth Vargas
Writer

Daniela Vargas
Read-only

Parent or guardian registration

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

Once the school has registered the parent or guardian, they must create an account in the app using their personal email address if they do not have a school email address. To do so, they should follow these steps:

1. Open the app and click on REGISTER.
2. Enter the requested data and create a password (must be at least 8 characters long and include at least one CAPITAL letter and one NUMBER).
3. Accept the terms and conditions
4. Click on REGISTER
5. You will be directed to the Account Validation screen.
6. Enter the code sent to your email address to verify the account.
7. Click on CHECK

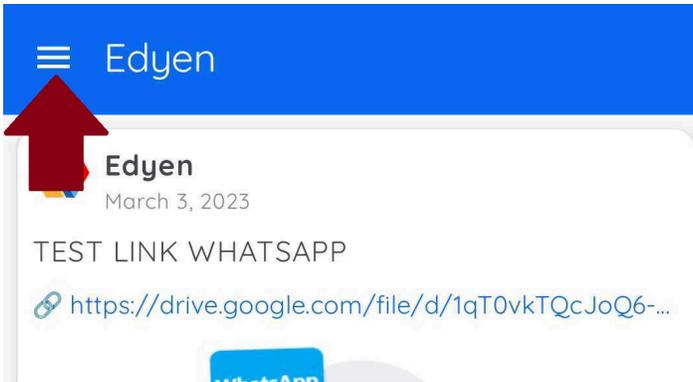
Once the registration and validation of the account are completed, the student's information will be visible.

Edyen App Menu

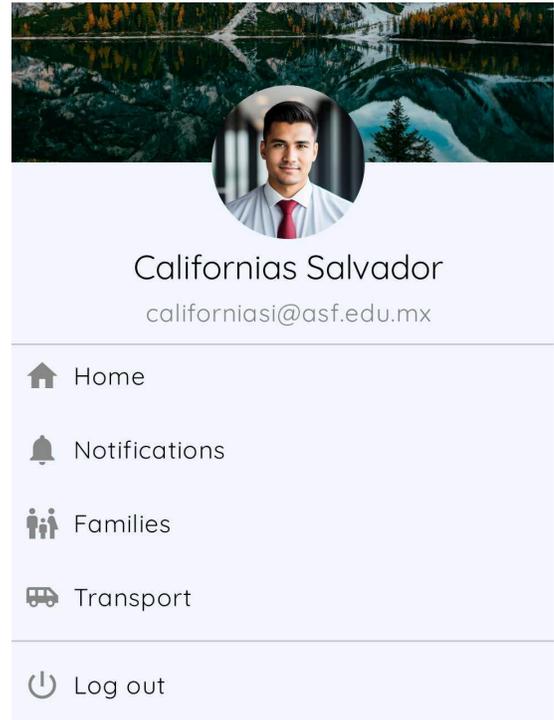
The Edyen app menu includes the following sections:

- Home
- Notifications
- Families
- Transport

To access the menu, simply tap the icon in the top left corner of the screen.



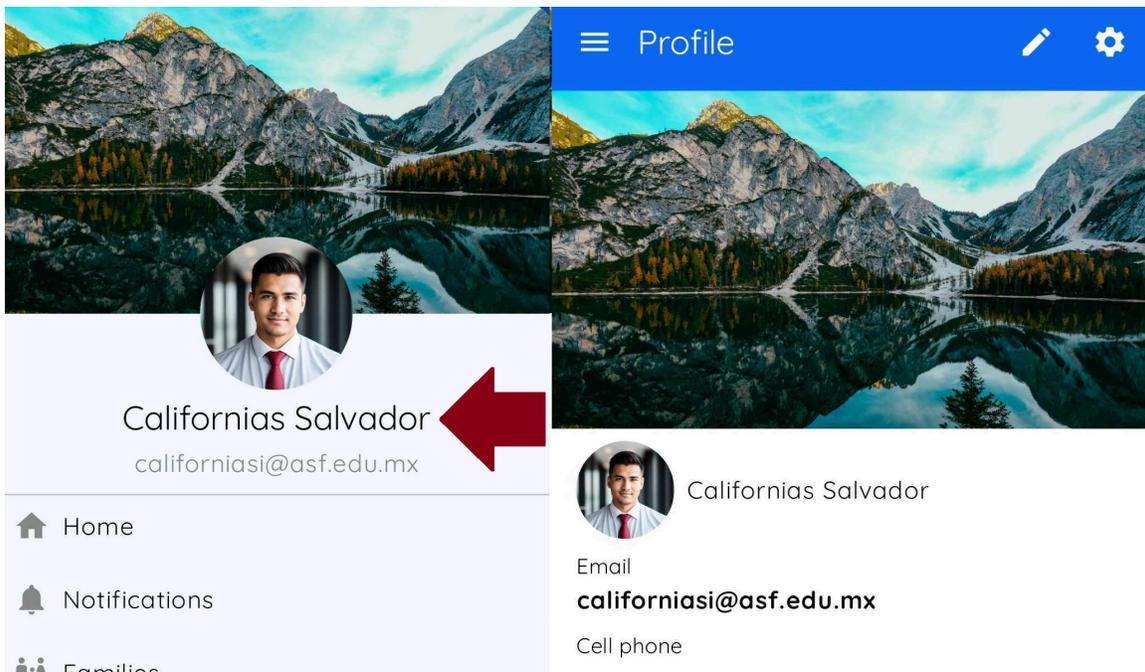
To log out of your account, select the log-out option in the app menu.



Profile:

You can access your profile by clicking on your name in the menu. From there, you can:

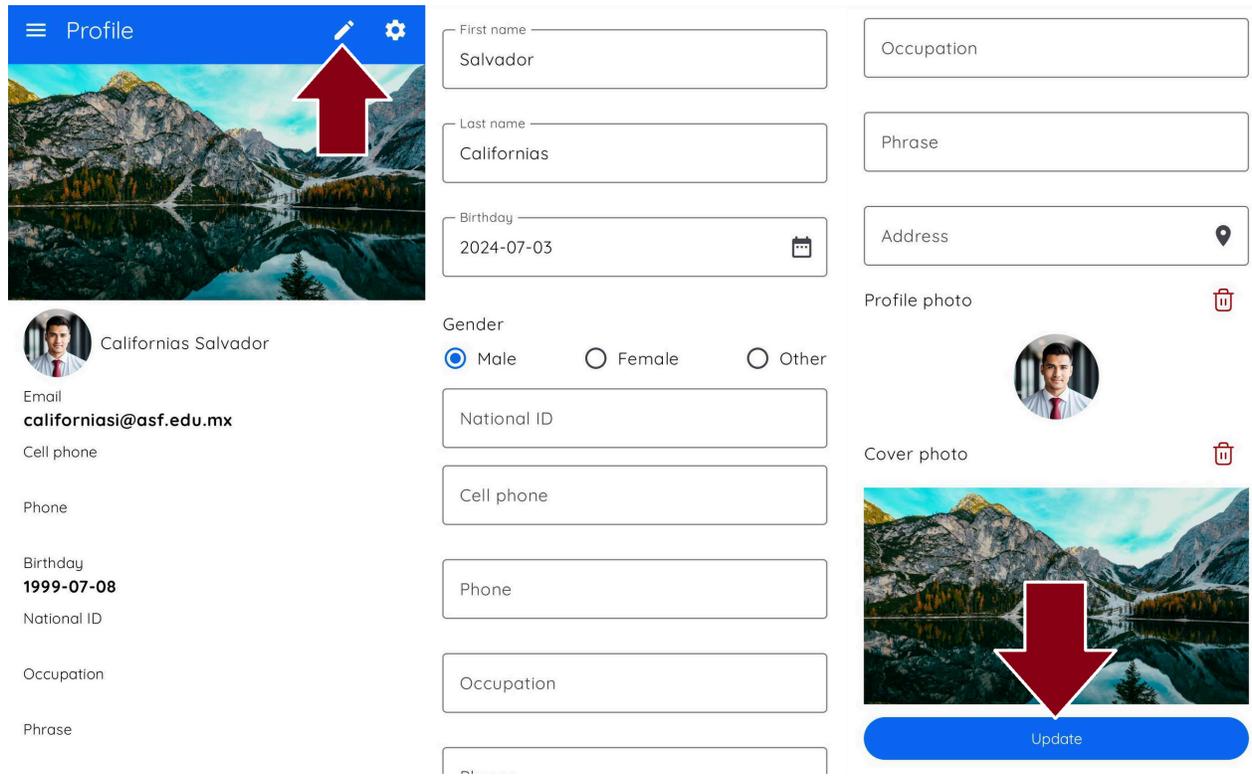
- Edit your profile
- Access the app settings



Edit profile

To personalize your profile, follow these steps:

- In your profile, tap the  icon at the top of the screen to edit.
- Edit the information you want to display in your profile. You can add your date of birth, CURP, cell phone, phone, occupation, phrase, and your address.
- To change your profile picture or cover photo, tap the corresponding area and select a photo.
- Once you have made the desired changes, tap "UPDATE".



Profile

First name
Salvador

Occupation

Last name
Californias

Phrase

Birthday
2024-07-03

Address

Profile photo

Gender
 Male Female Other

National ID

Cell phone

Phone

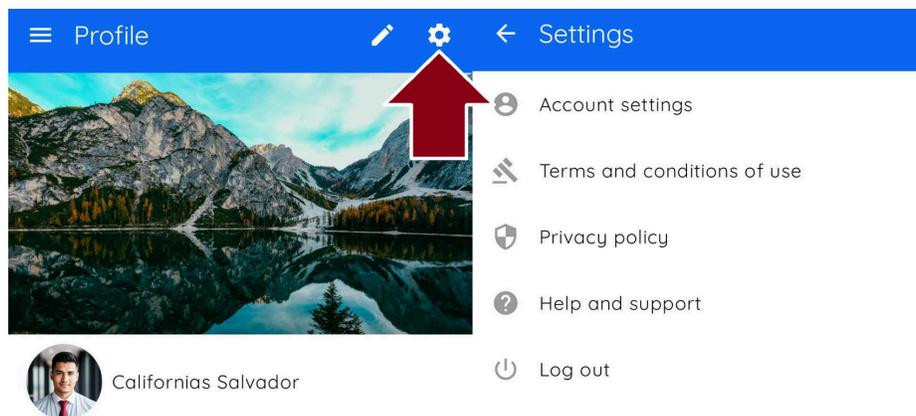
Profile photo

Cover photo

Update

App settings

To access the settings, click on the gear icon at the top right corner of the screen.



Here, you will have access to the following options: Account settings, Terms and conditions of use, Privacy policy, Help and support, and the Log-out option.

⚙️ Account settings

Here, you will have two options:

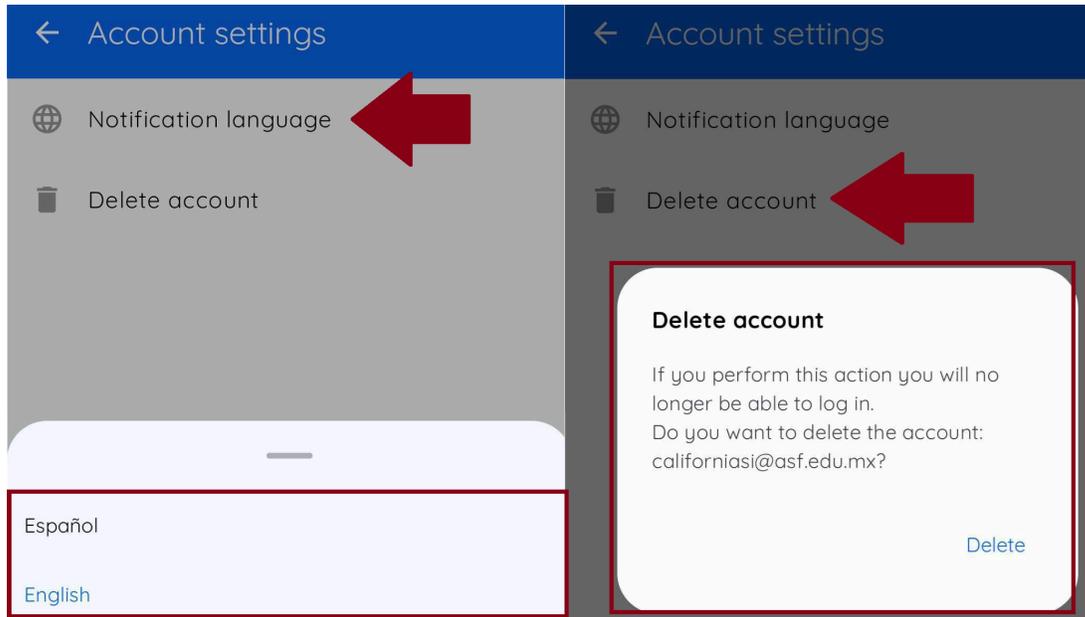
- Changing the notification language
- Deleting your account.

⚠️ IMPORTANT:

The app's language is determined by your phone's language setting. To receive notifications in English, you must manually change the notification language setting within the app.

📌 NOTE:

*Currently, only two languages are available:
English and Spanish.*

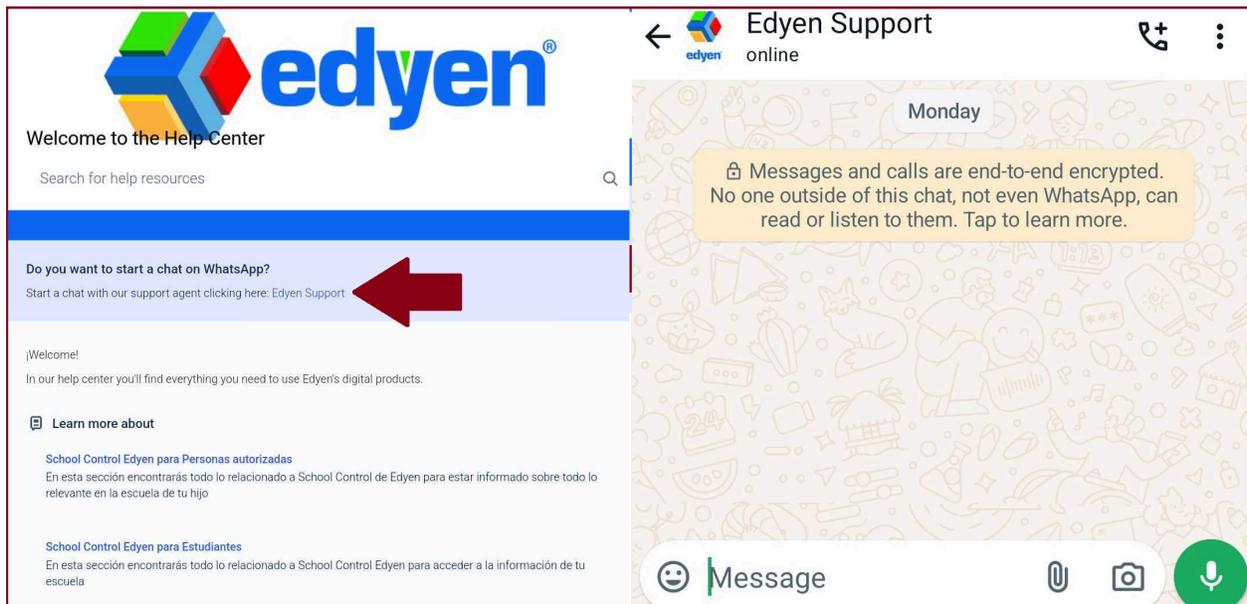


? Help and support

This option will take you to the Edyen Help Center page, where you can read support articles if you encounter any issues with the app. Additionally, you can start a WhatsApp chat with a support agent if you require assistance.

⚠️ IMPORTANT:

Support through WhatsApp is for messaging only; phone support is not available.

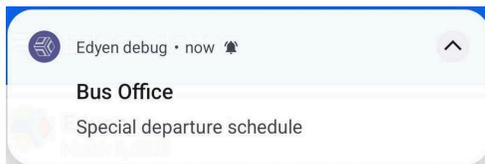


Home:

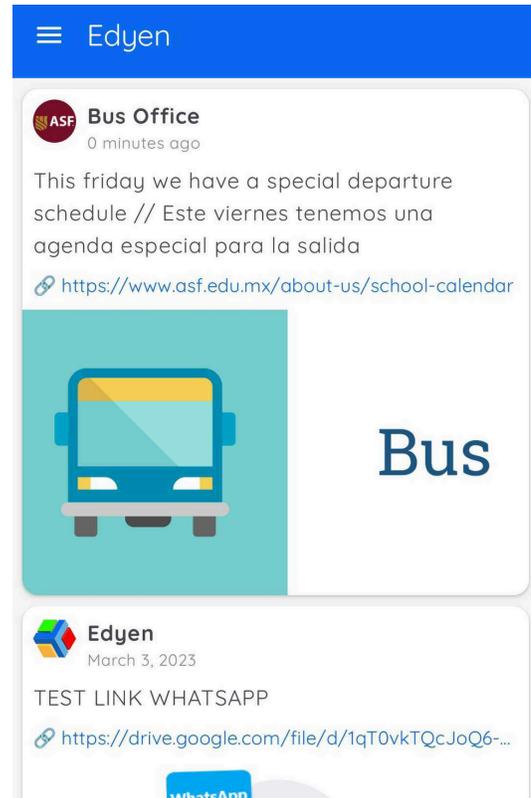
In the Home section, you will find the news feed, where announcements from the transportation service will be displayed.

Each time a new announcement is posted, you will receive a notification with the title and author of the publication.

Tapping on the notification will take you to the Home screen, where you can view the post in detail.



NOTE:
The posts will appear in chronological order, with the newest at the top and the oldest at the bottom.

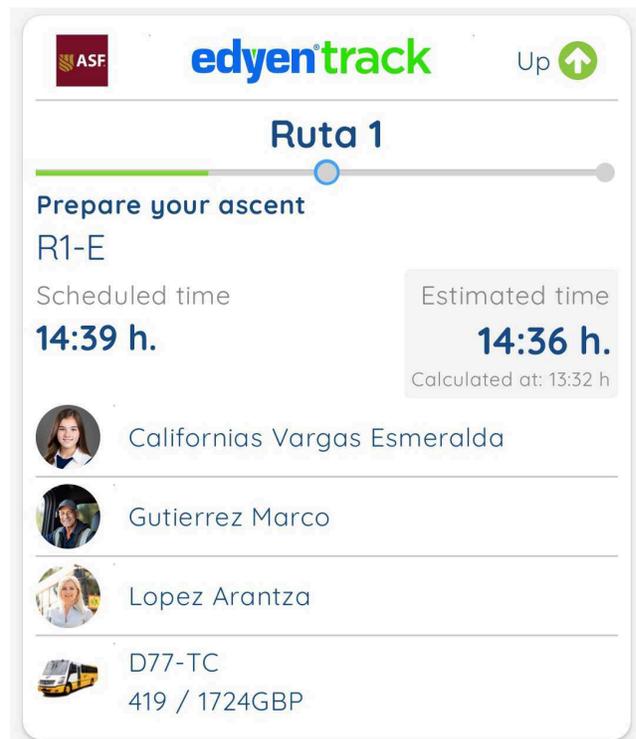


Additionally, you will see the route progress box when the route is active.

Here you will see:

- The name of the route
- The scheduled and estimated time of arrival at your stop
- The name and photo of the student
- The name and photo of the operator and monitor
- Information and photo of the unit

IMPORTANT:
Remember, the times do not update automatically. You must drag the screen down to refresh the information and see the updated times.

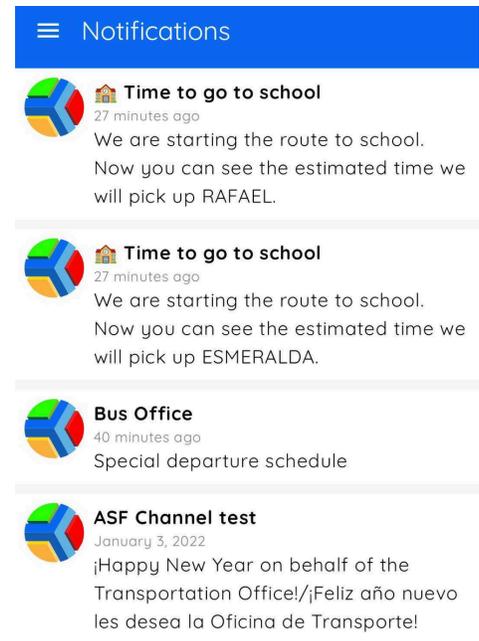
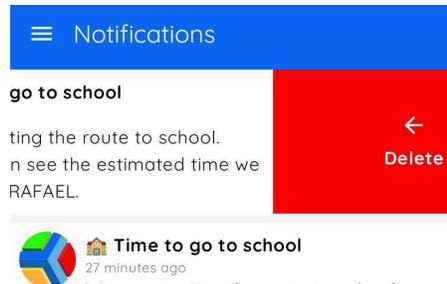


Notifications:

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 the school, route changes, permission reminders, messages, and news sent by the school.

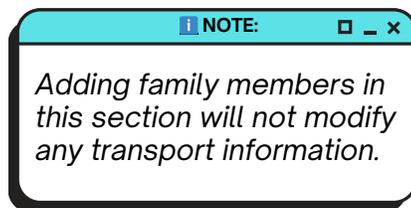
You can delete notifications by swiping each one to the side. Note that once deleted, notifications cannot be restored.



Families:

This section is for school management products and does not affect the transport section.

You do not need to add any information here.

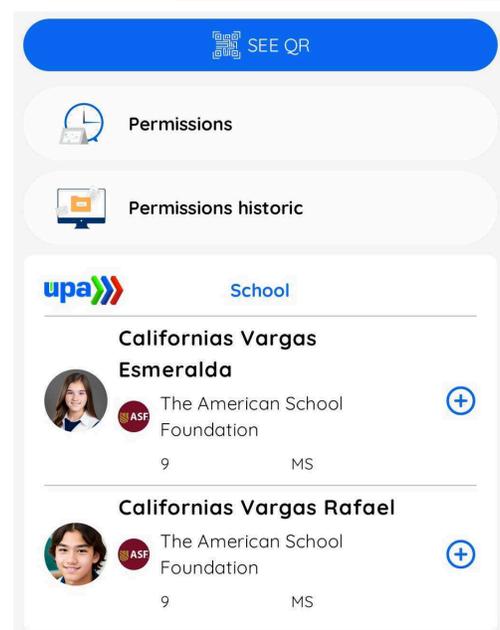


Transport:

In the Transport section, you will find all the information related to your children's routes.

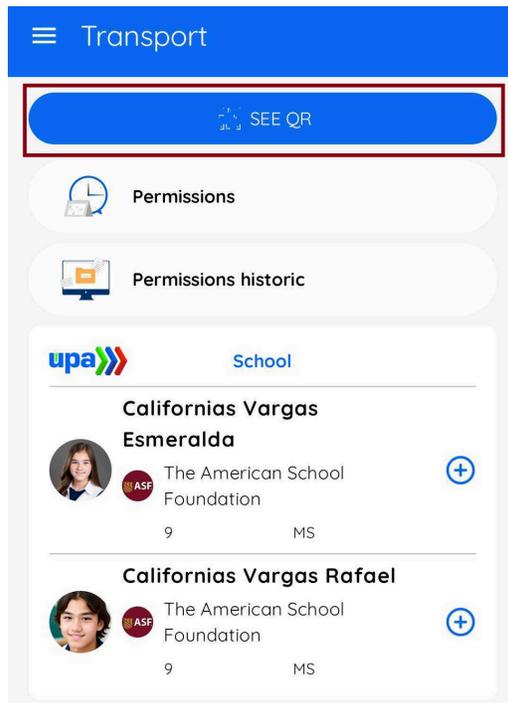
You will see the list of students linked to your account, the permissions buttons (current permissions you have created), and the permissions history button (previous permissions).

Additionally, 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.



View QR

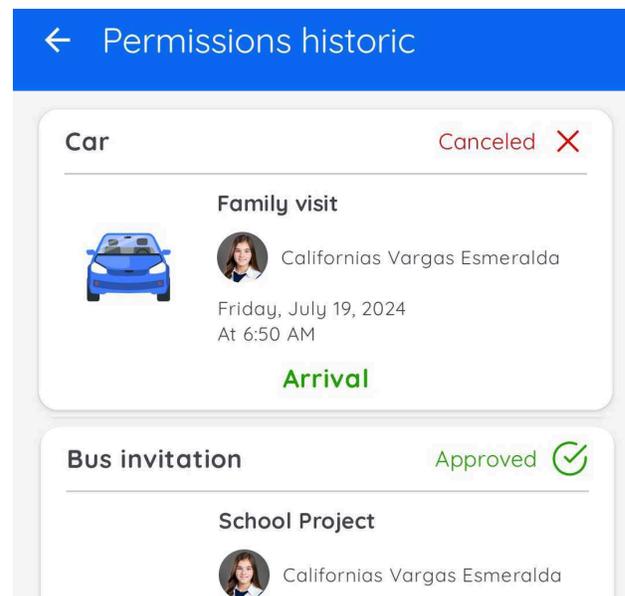
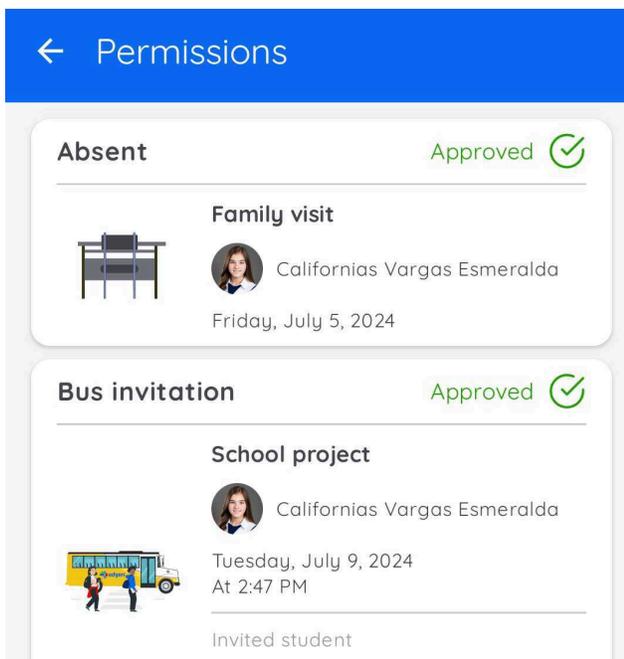
To view the QR code, tap on the "See QR" button.



✓ Permissions and Permissions history

The Permissions button displays all upcoming permissions and invitations for your students for the following days.

The Permissions History section shows all past permissions recorded for all your students.

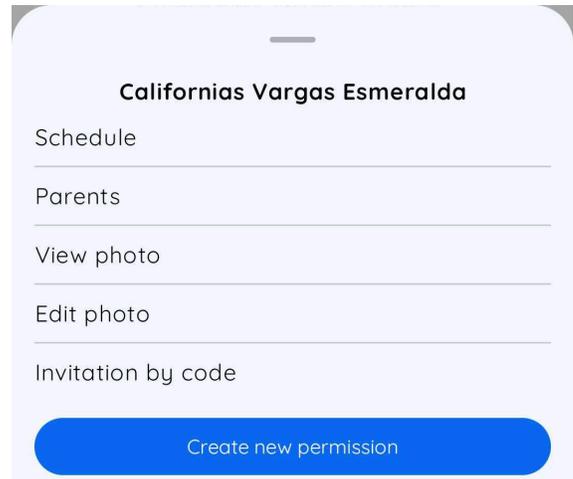


Student menu

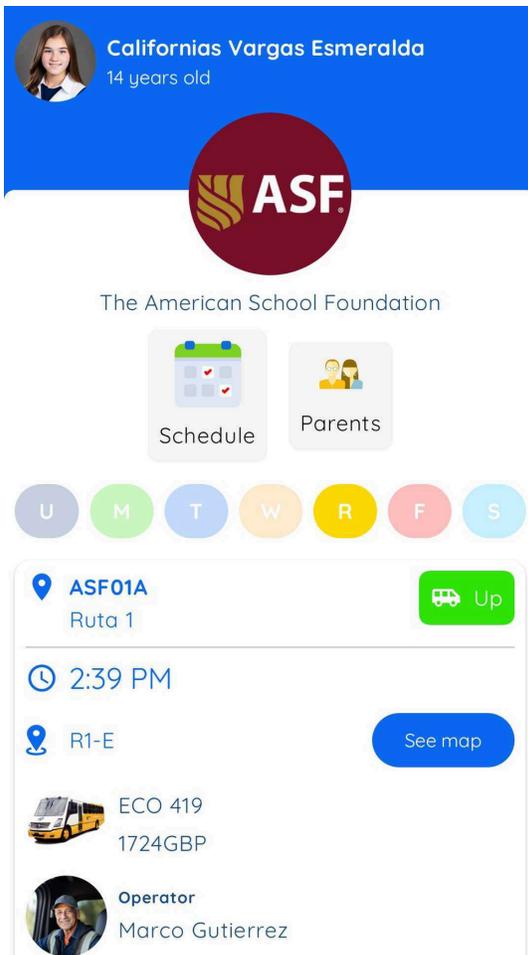
In the transport section, tapping on the student's name will display a menu

Here you can:

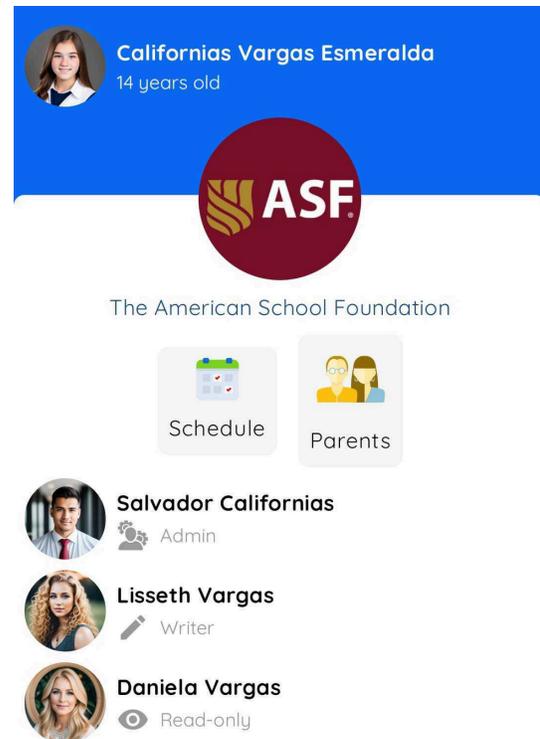
- View and edit your child's photo
- Create a permission
- Manually enter an invitation code for a permission
- View the information of the schedule and authorized parents



- **Schedule:** Details of the student's transportation schedule by day of the week, including a note if the student has a permission for that day.



- **Parents:** The names of the student's authorized parents and the role assigned to each one.





Permissions

In the "Transport" section tab of the Edyen Track app, you can create and view information for six types of permissions:



Absent: 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 travel together on the same route as your child on the school bus. School authorization is required.



Car: Notify that your child will be going to school or will be picked up after school by private car. Do not forget to confirm the information of the responsible person who will pick up your child at school. School authorization is required.



Carpooling: Invite your child's classmates or friends to go by private car and confirm who will pick them up at school. School authorization is required.



Party bus: Invite all your child's friends or classmates!. Just make sure you have adequate transportation for all the guests. Remember to confirm who will pick them up at school. School authorization is required.



Period car: Notify the school that for a certain period of time, your child will not use the school transport service and will go to school and/or will be picked up after school in a private car. Do not forget to confirm the information of the responsible person who will pick up your child from school. School authorization is required.

NOTE:

Not all parent or guardian roles can request permissions. Only those with the Administrator and Editor roles have the authority to request or cancel permissions.

IMPORTANT:

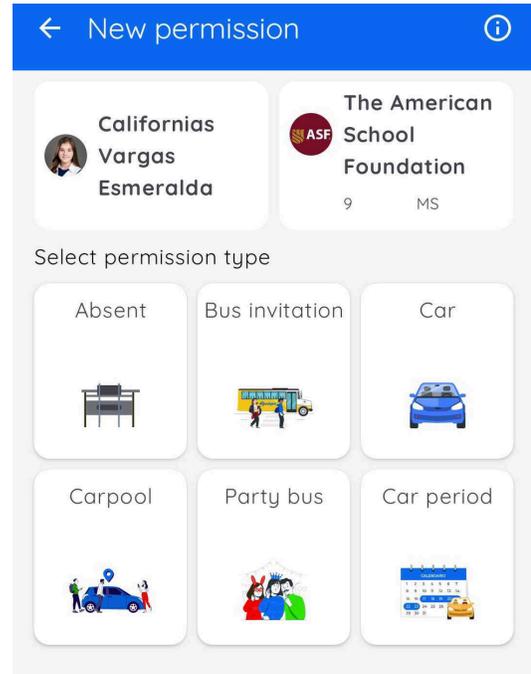
Each type of permission has a specific deadline for creation. Refer to the Information icon on the permission creation screen for detailed conditions regarding each type of permission.

Permissions can be requested with a maximum advance notice period determined by ASF. Same-day permissions can also be requested within a timeframe specified by ASF.

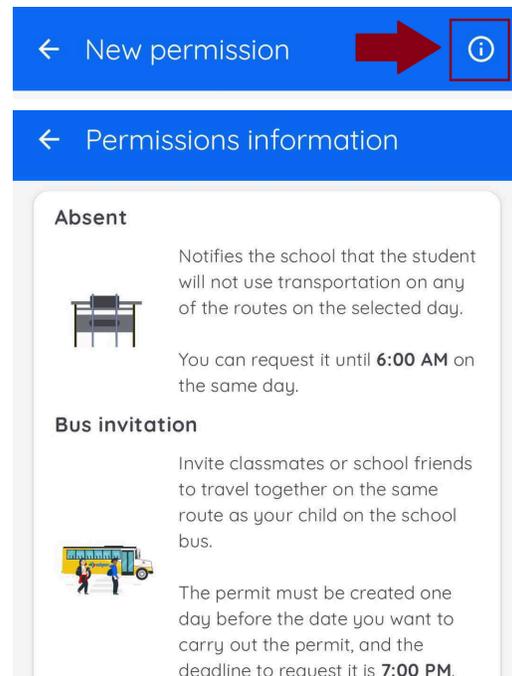
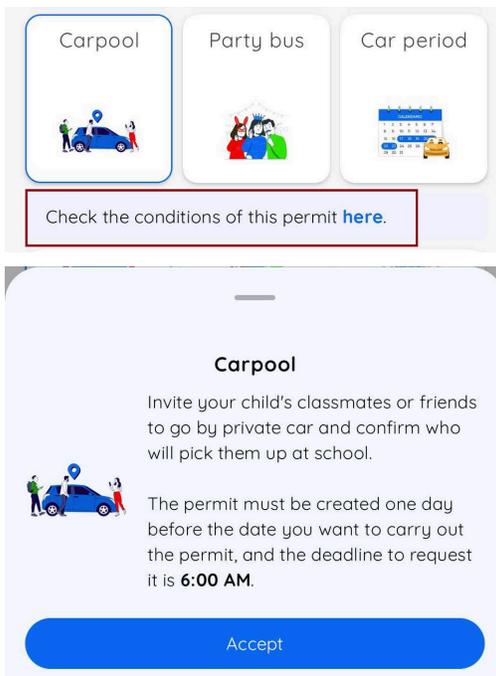
When creating a permission, you will be able to review the specific conditions for each type. If you have any further questions, please contact the ASF transportation administrators at transportationoffice@asf.edu.mx.

How to create a permission

1. In the transport section, tap on the student's name.
2. Select "Create New Permission."
3. This action will direct you to the permission screen. There, choose the type of permission you want to create.
4. Fill out the required fields and click on "Create permission"



You can view the conditions of the permission by selecting it and clicking "here," or by tapping the icon on the top right corner to see the conditions for all available permissions.



Absent

Fill out the following fields:

- The date for the permission
- The permission reason

Date

Permission reason

After filling out the fields, tap on: Create permission

Create permission

You will see the permission details and the school's response.

NOTE:

The absence permission is automatically approved as it merely notifies that the student will not attend school on the chosen date.

← Permission Detail

Absent Approved ✓

Medical appointment
Friday, July 5, 2024

  Californias Vargas Esmeralda

 The American School Foundation

9 MS

Created by

 Californias Salvador
0 minutes ago

School

 **The American School Foundation**
Approved
0 minutes ago
OK



Bus invitation

Fill out the following fields:

- The date for the permission
- The stop on the route where they will descend
- The permission reason

Date
Select date

Route
Select route

Permission reason

After filling out the fields, tap on: Create permission

Create permission

It will show you the details of the permission.

Now, you can share the invitation with the parent or guardian of the student you wish to join your child's route.

To share the invitation, select one of the following options:

- Invite a classmate
- Share permission link

Bus invitation Created

Birthday Party
Tuesday, July 9, 2024
At 2:47 PM

Californias Vargas Esmeralda
 The American School Foundation
9 MS

Created by
 Californias Salvador
4 minutes ago

ASF01D - Ruta 1
2:47 PM R1-E

Invite a classmate

Share permission link

Invite a classmate: Select this option to choose a student from your child's class. Only that student's parent or guardian will receive the invitation.

IMPORTANT:

Upper School students are not assigned to specific groups. If you attempt to share by group, you will receive the message "Unable to retrieve group." Therefore, if your child or their guest is an Upper School student, you will need to send the link directly.

Unable to retrieve group Accept

← Classmates

The American School Foundation
MS 9

Select the classmate you want to receive the invitation

MATEO ALEJANDRO A

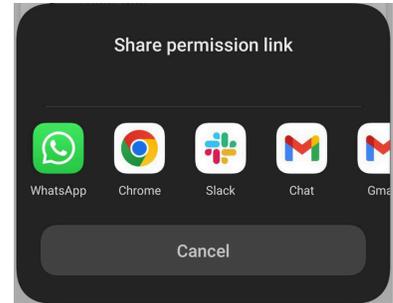
NAHIM A M

NAHO A

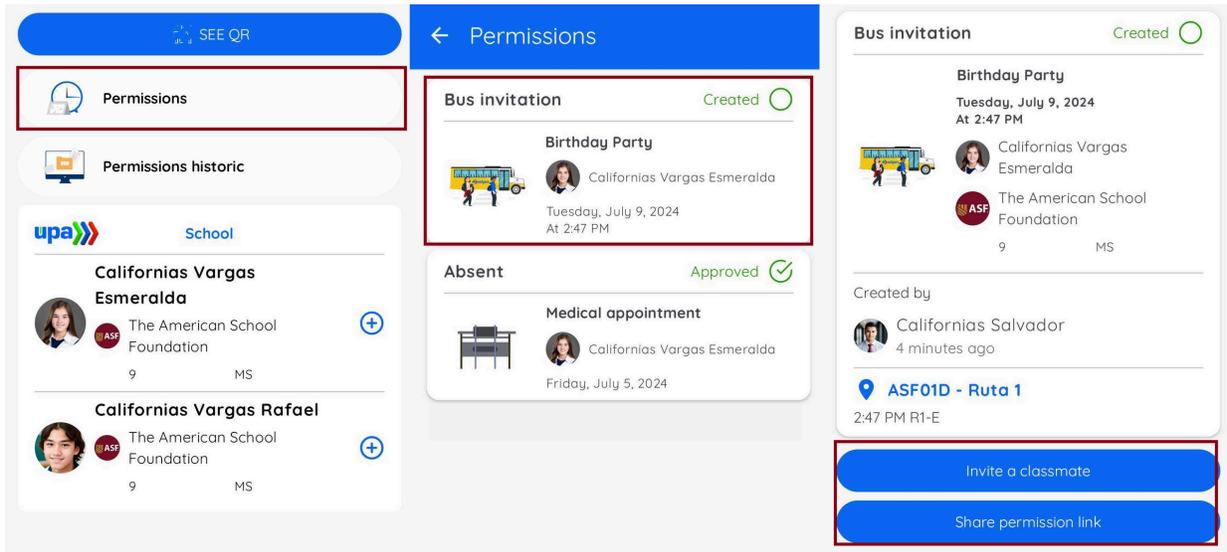
Share Permission Link: Select this button to view options for sharing the permission link, including social media messaging, text message, or email. You can share the link multiple times, but the permission will only apply to the first person who accepts the invitation in the app.

NOTE:

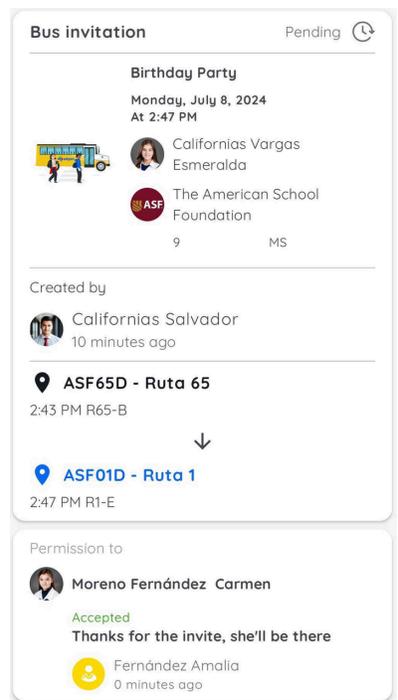
Each invitation applies to one student. To invite more students, create a separate invitation for each.



If you wish to share the invitation later, you can do so from the "Permissions" button. Tap on the bus invitation permission you wish to share to view its details and sharing options.



When the parent or guardian of the invited student accepts or declines the invitation, you will receive a notification. You can also view this information in the permission details accessed through the Permissions button.



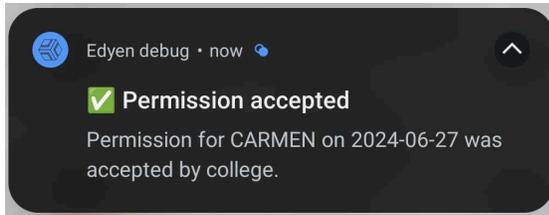
NOTE:

The ASF transportation office has access to all this information. It is not necessary to notify them of whether the invitation was declined or accepted by the guest.

IMPORTANT:

All invitation permissions require approval from the ASF. Once the guest's parent accepts the invitation, they must wait for the ASF to approve the permission. The ASF can only accept or reject the permission after the guest's parent has accepted the invitation.

Both you and your guest will receive a notification when the ASF approves or denies the permission, and can view the response from the ASF transportation office in the permission details under the Permissions button.



← Permission Detail

Bus invitation Approved ✓

Birthday Party
Monday, July 8, 2024
At 2:47 PM

  Californias Vargas Esmeralda
 The American School Foundation
9 MS

Created by
 Californias Salvador
36 minutes ago

 **ASF65D - Ruta 65**
2:43 PM R65-B

↓

 **ASF01D - Ruta 1**
2:47 PM R1-E

Guest
 **Moreno Fernández Carmen**
Accepted
Thanks for the invite, she'll be there

 Fernández Amalia
26 minutes ago

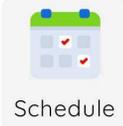
School
 **The American School Foundation**
Approved
0 minutes ago
Approved

Once the permission is approved, a reminder note will appear in the student's schedule. Additionally, on the day of the permission, you will receive a notification reminding you to review the details and any route changes.

 **Californias Vargas Esmeralda**
14 years old



The American School Foundation

 Schedule  Parents

U M T W R **F** S

Student has permission to: Friday, July 5, 2024

 **ASF01A**
Ruta 1  Up

 **2:39 PM**

 R1-E [See map](#)

 ECO 419
1724GBP

 **Operator**
Marco Gutierrez



Car

Select Arrival or departure

Arrival

Departure

Fill out the following fields:

- The date for the permission
- The time when you will take your child to school or pick them up from school. These times are predetermined by the ASF.
- The reason for the permission

IMPORTANT:

Verify that you have selected the correct arrival/departure time, as the ASF may reject the permission if it is incorrect.

Date

Select date

Arrival time

Select an option

Permission reason

If your permission is for departure, you must provide the full name of the person who will pick up the student at the school and their relation.

Data of the responsible person who collects

First name

Last name

Relation

After filling out the fields, tap on: Create permission

Create permission

It will show you the details of the permission.

Car Pending

Family Visit
Wednesday, July 10, 2024
At 2:00 PM

California Vargas Esmeralda
 The American School Foundation
9 MS

Created by
 California Salvador 0 minutes ago **Departure**

Person in charge
Vargas Daniela
Aunt

Now, simply wait for the school to approve the permission. A notification will be sent to you once the ASF has approved it.

Edyen debug · now

Permission accepted
Permission for ESMERALDA on 2024-07-01 was accepted by college.

Additionally you can view the response from the ASF transportation office in the permission details under the Permissions button.

Car Approved

Family Visit
Wednesday, July 10, 2024
At 2:00 PM

California Vargas Esmeralda
 The American School Foundation
9 MS

Created by
 California Salvador 0 minutes ago **Departure**

Person in charge
Vargas Daniela
Aunt

School
 The American School Foundation
Approved
0 minutes ago
Approved



Carpool

Fill out the following fields:

- Date of the permission
- Departure time: This is when you will pick up your child and guests from school. These times are predetermined by the school.
- Number of students you will invite
- Reason for the permission
- Full name and relationship of the person picking up your child and guests

NOTE:

Carpool permissions allow you to invite from 1 friend up to a maximum defined by the school, which can be up to 5 children.

IMPORTANT:

Verify that you have selected the correct departure time, as the ASF may reject the permission if it is incorrect.

Date

Departure time

Guests

Data of the responsible person who collects

First name

Last name

Relation

After filling out the fields, tap on: Create permission

Create permission

It will show you the details of the permission.

Carpool Pending

School Science Project
Thursday, July 11, 2024
At 2:00 PM

California Vargas Esmeralda
 The American School Foundation
9 MS

Created by California Salvador
0 minutes ago

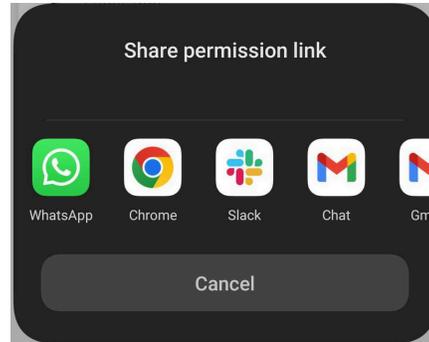
Person in charge
Vargas Daniela
Aunt

Share permission link

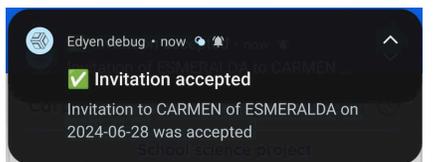
Share the permission link with all guests through social media messaging or email.

IMPORTANT:

For Carpool permissions, you can only invite via link. Unlike Bus Invitation permissions, there is no option to share directly with a classmate.



When the parent or guardian of the invited student accepts or declines the invitation, you will receive a notification. You can also view this information in the permission details accessed through the Permissions button.



Carpool Pending

School Science Project
Thursday, July 11, 2024
At 2:00 PM

Californias Vargas Esmeralda
The American School Foundation
9 MS

Created by Californias Salvador
0 minutes ago

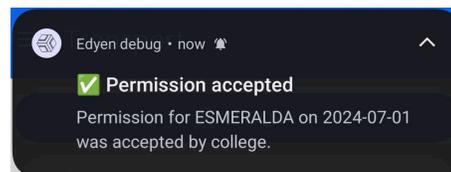
Person in charge
Vargas Daniela
Aunt

Permission to
Moreno Fernández Carmen
Accepted
She'll be there
Fernández Amalia
0 minutes ago

IMPORTANT:

All invitation permissions require approval from the ASF. Once the guest's parent accepts the invitation, they must wait for the ASF to approve the permission. The ASF can only accept or reject the permission after the guest's parent has accepted the invitation.

Both you and your guests will receive a notification when the ASF approves or denies the permission, and can view the response from the ASF transportation office in the permission details under the Permissions button.



Carpool Approved

School Science Project
Thursday, July 11, 2024
At 2:00 PM

Californias Vargas Esmeralda
The American School Foundation
9 MS

Created by Californias Salvador
0 minutes ago

Person in charge
Vargas Daniela
Aunt

Permission to
Moreno Fernández Carmen
Accepted
She'll be there
Fernández Amalia
0 minutes ago

School
The American School Foundation
Approved
0 minutes ago
Approved



Party bus

Fill out the following fields:

- Date for the permission.
- 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
- Number of students you will invite
- The reason for the permission
- Full name and relation of the person picking up your child and guests.

NOTE:

Party bus permissions allow you to invite between 6 and 99 friends, with the minimum determined by the school. Ensure that you have adequate transportation for your guests.

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

IMPORTANT:

Verify that you have selected the correct departure time, as the ASF may reject the permission if it is incorrect.

Date

Departure time

Guests

Data of the responsible person who collects

First name

Last name

Relation

After filling out the fields, tap on: Create permission

Create permission

It will show you the details of the permission.

Party bus Pending

Birthday party

Friday, July 12, 2024
At 2:00 PM

California Vargas Esmeralda

The American School Foundation

9 MS

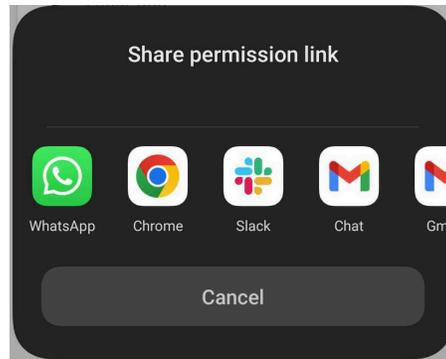
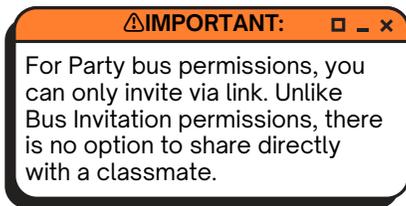
Created by California Salvador
0 minutes ago

Person in charge
Vargas Daniela
Aunt

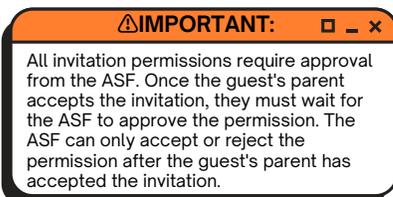
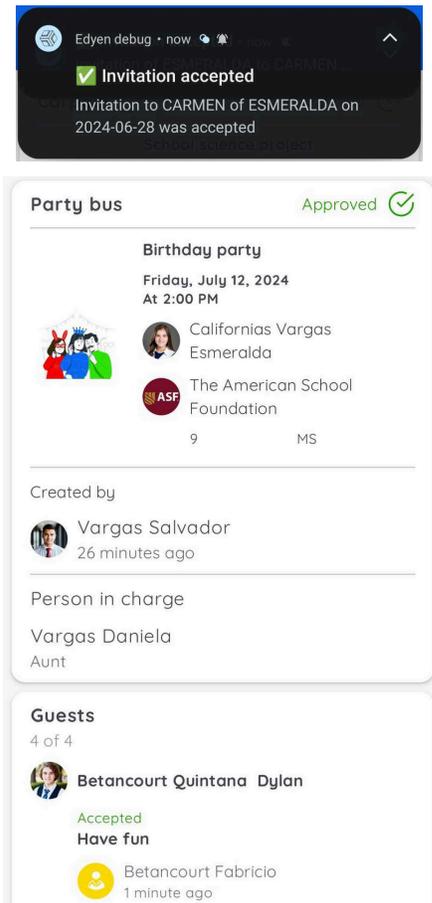
Share permission link

Make sure you have adequate transportation to take your guests, send us an email to contacto@edyen.com to obtain information about our transportation units.

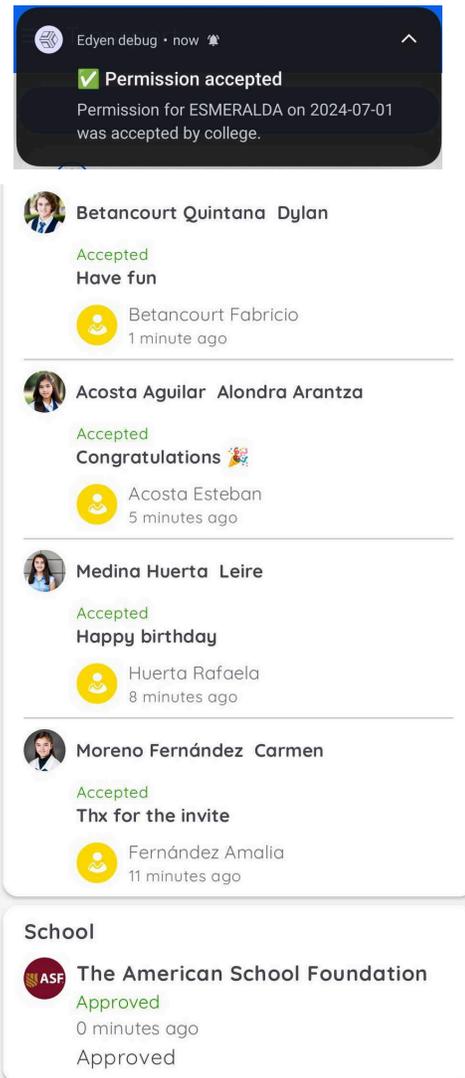
Share the permission link with all guests through social media messaging or email.



When the parent or guardian of the invited student accepts or declines the invitation, you will receive a notification. You can also view this information in the permission details accessed through the Permissions button.



Both you and your guests will receive a notification when the ASF approves or denies the permission, and can view the response from the ASF transportation office in the permission details under the Permissions button.





Car period

Select Arrival or departure

Arrival

Departure

Fill out the following fields:

- The start date for the permission
- The end date for the permission
- Departure time: This is when you will pick up your child and guests from school. These times are predetermined by the school.
- The reason for the permission

IMPORTANT:

Verify that you have selected the correct departure time, as the ASF may reject the permission if it is incorrect.

From date

Select date

End date

Select date

Departure time

Select an option

Permission reason

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.

Data of the responsible person who collects

First name

Last name

Relation

After filling out the fields, tap on: Create permission

Create permission

It will show you the details of the permission.

Car period Pending

Family Visit

From
Monday, July 15, 2024

To
Friday, July 26, 2024
At 6:50 AM

Californias Vargas Esmeralda

The American School Foundation

9 MS

Created by Californias Salvador
0 minutes ago Arrival

Now you simply need to wait for the school to approve the permission. Once the ASF approves it, you will receive a notification. Additionally you can view the response from the ASF transportation office in the permission details under the Permissions button.

The screenshot shows a notification from 'Edyen debug' at 'now' with a bell icon. The notification title is 'Permission accepted' with a green checkmark icon. The message text reads: 'Permission for ESMERALDA on 2024-07-01 was accepted by college.'

Below the notification is a card titled 'Car period' with a green 'Approved' status and a checkmark icon. The card details a 'Family Visit' from 'Monday, July 15, 2024' to 'Friday, July 26, 2024' at '6:50 AM'. It includes a small calendar icon, a car icon, and profile pictures for 'Californias Vargas Esmeralda' and 'The American School Foundation'. The location is listed as '9 MS'.

Underneath the card is a 'Created by' section showing a profile picture of 'Californias Salvador' and the text '0 minutes ago' with a green 'Arrival' label.

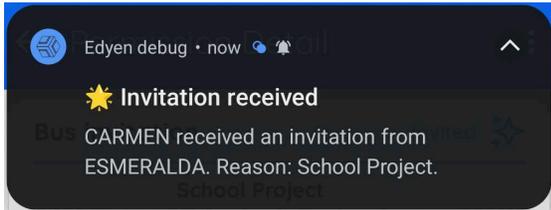
At the bottom is a 'School' section with the ASF logo, the name 'The American School Foundation', and the text 'Approved 0 minutes ago'.

How to accept or reject an invitation

Classmate invitation (only available for bus invitations):

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

Tap on the notification; this will take you to the permission detail.



Bus invitation Invited

Birthday Party
Monday, July 8, 2024
At 2:47 PM

  Californias Vargas Esmeralda
 The American School Foundation
9 MS

Created by
 Californias Salvador
10 minutes ago

 **ASF01D - Ruta 1**
2:47 PM R1-E

Permission to
 Moreno Fernández Carmen

Response

[Reject](#)

[Accept](#)

Alternatively, you can view the invitation from the PERMISSIONS button in the Transportation section.

 **Permissions**

 **Permissions historic**

 **School**

Moreno Fernández Carmen
  The American School Foundation 
9 MS

Bus invitation Invited

Birthday Party

 Californias Vargas Esmeralda
Tuesday, July 9, 2024
At 2:47 PM

 Invited student

 Moreno Fernández Carmen

Bus invitation Invited

Birthday Party
Monday, July 8, 2024
At 2:47 PM

  Californias Vargas Esmeralda
 The American School Foundation
9 MS

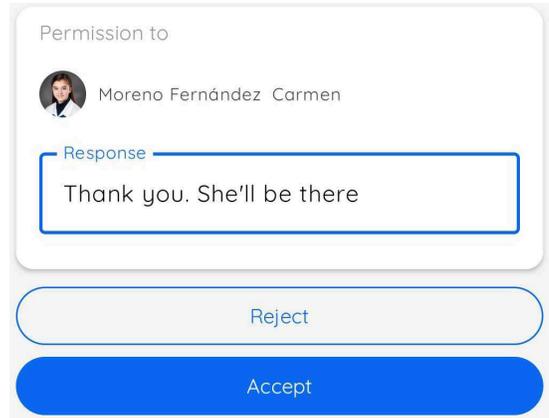
Created by
 Californias Salvador
10 minutes ago

 **ASF01D - Ruta 1**
2:47 PM R1-E

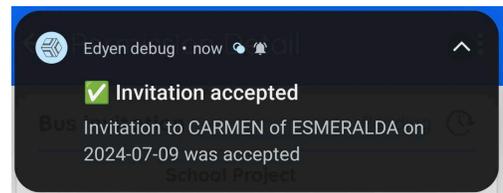
Permission to
 Moreno Fernández Carmen

Response

Enter a brief response to the parent or guardian who sent the invitation.
Tap on ACCEPT or REJECT.

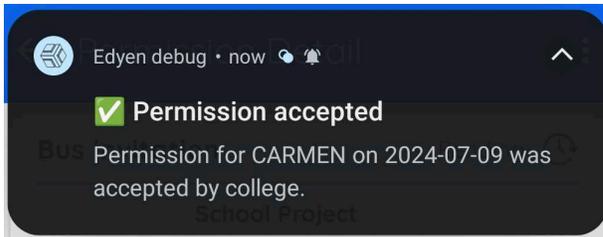


The parent or guardian who created the invitation will receive a notification informing them whether the invitation was accepted or rejected.

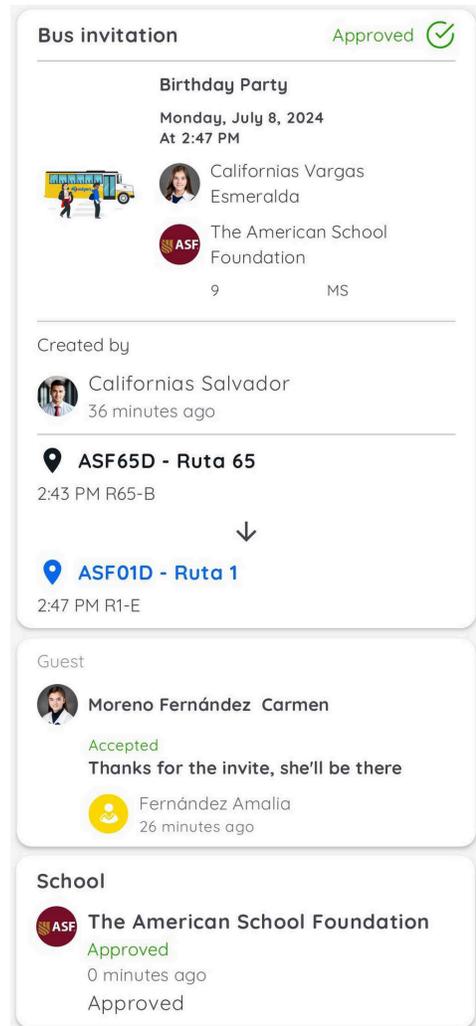


You will need to wait for the school's approval or rejection

Once the ASF approves or rejects the permission, both you and the host parent will receive a notification.



You can then view the details of the permission and the ASF's response in the Permissions button.



Permission Link (Available for bus, carpool, and party bus invitations):

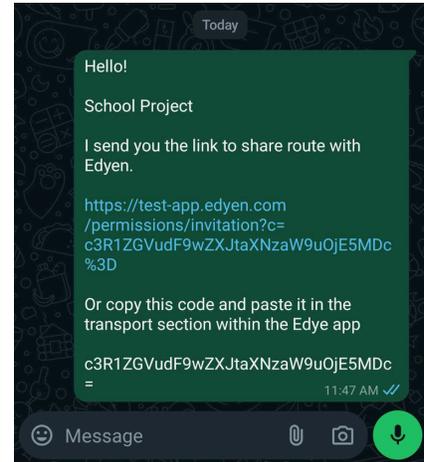
You will receive the invitation link via social media messaging, email, or text message.

Click on the link provided in the invitation message.

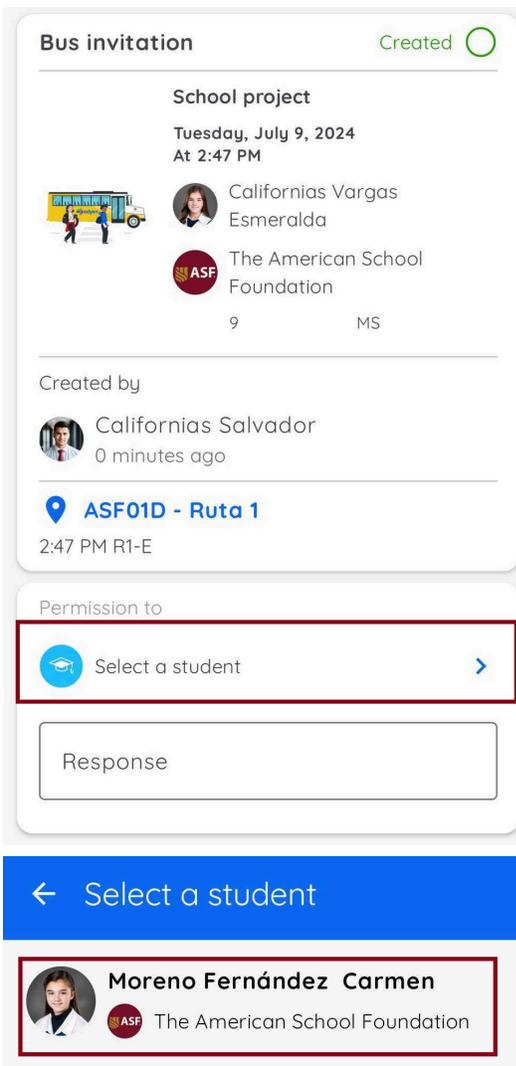
If you already have the app installed, clicking the link will open it directly.

If the app isn't installed yet, you'll be redirected to the app store to download and install it.

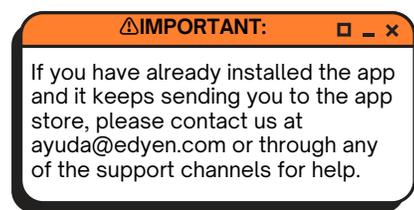
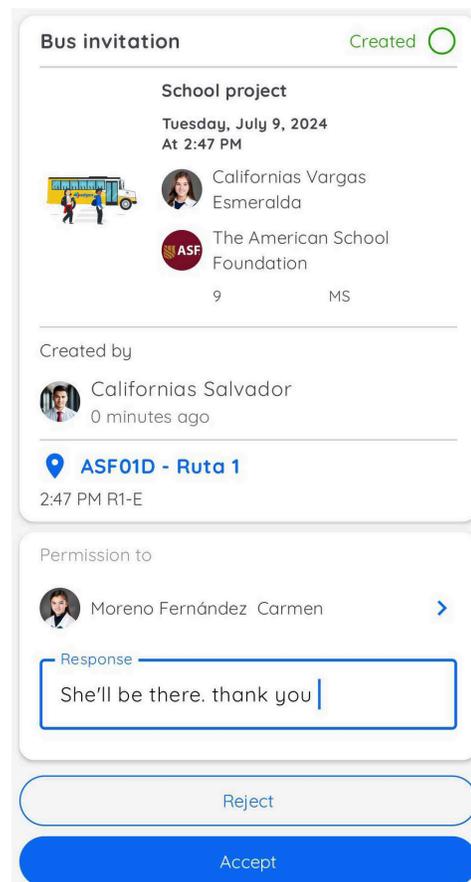
After installation and login, click the link again to open the invitation.



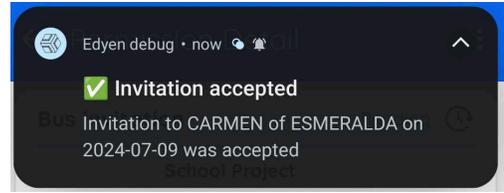
It will display the details of the invitation you received. Choose the student for whom the permission will apply (you can only select one student per invitation).



Enter a brief response to the parent or guardian who sent the invitation. Select either ACCEPT or REJECT.

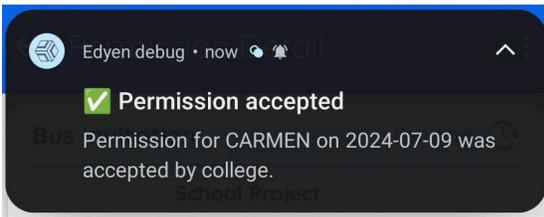


The parent or guardian who created the invitation will receive a notification informing them whether the invitation was accepted or rejected.



You will need to wait for the school's approval or rejection

Once the ASF approves or rejects the permission, both you and the host parent will receive a notification.



You can then view the details of the permission and the ASF's response in the Permissions button.

NOTE:
For Carpool and Party Bus permissions, you can use the same link to accept the invitation for each of your children. Ensure to select the correct child when accepting the invitation.

Bus invitation Approved

School project
Tuesday, July 9, 2024
At 2:47 PM

California Vargas Esmeralda
 The American School Foundation
9 MS

Created by
 California Salvador
1 minute ago

ASF65D - Ruta 65
2:43 PM R65-B

↓

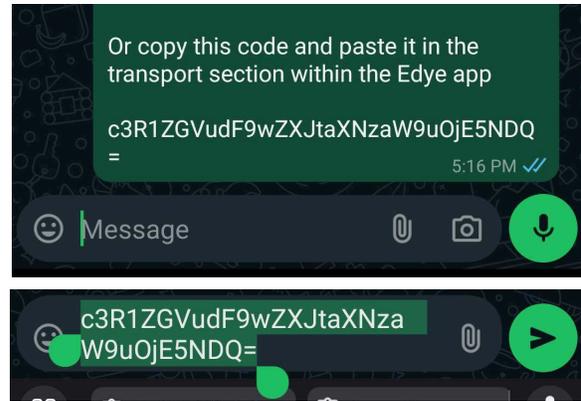
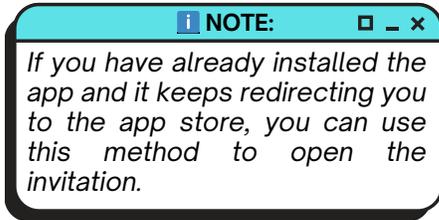
ASF01D - Ruta 1
2:47 PM R1-E

Permission to
 Moreno Fernández Carmen
Accepted
She'll be there. thank you
 Fernández Amalia
0 minutes ago

School
 The American School Foundation
Approved
0 minutes ago
Approved

Invitation by Code:

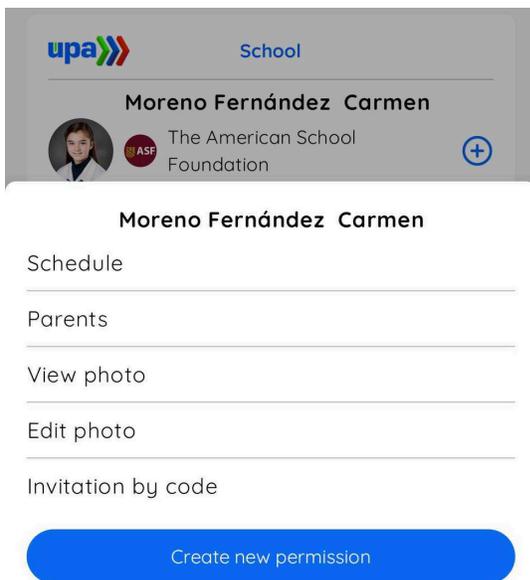
When you receive the invitation message via social media or email, you can copy the code at the end of the message.



The code you copied can be used in the transport section.

Click on the student's name for whom you want the invitation to apply.

Select "Invitation by Code" from the student's menu



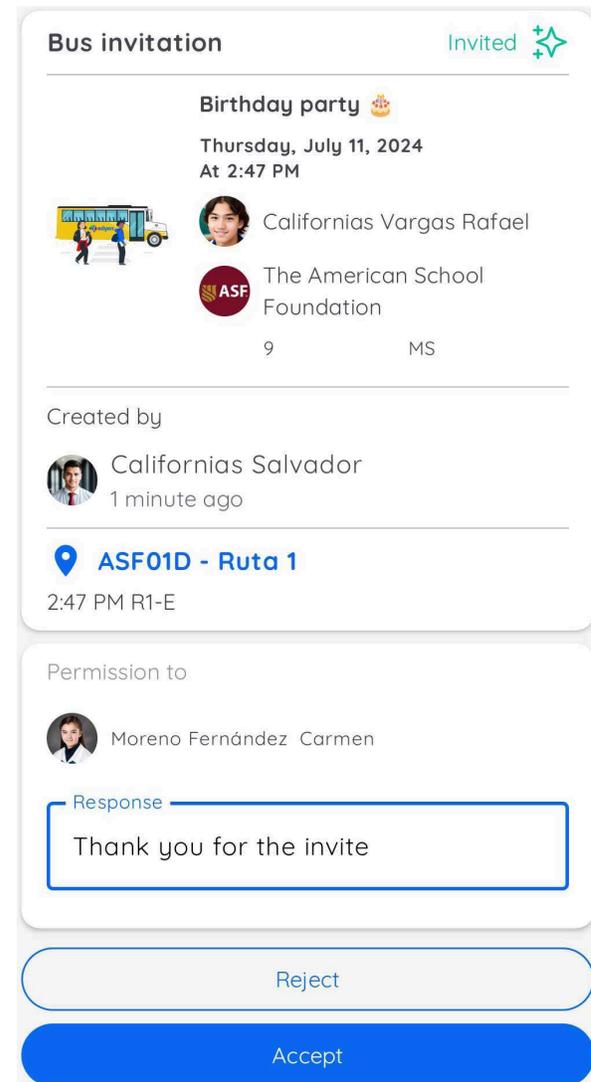
Paste the invitation code and click on "Send".



This will open the invitation.

Write a brief response to the parent who sent the invitation.

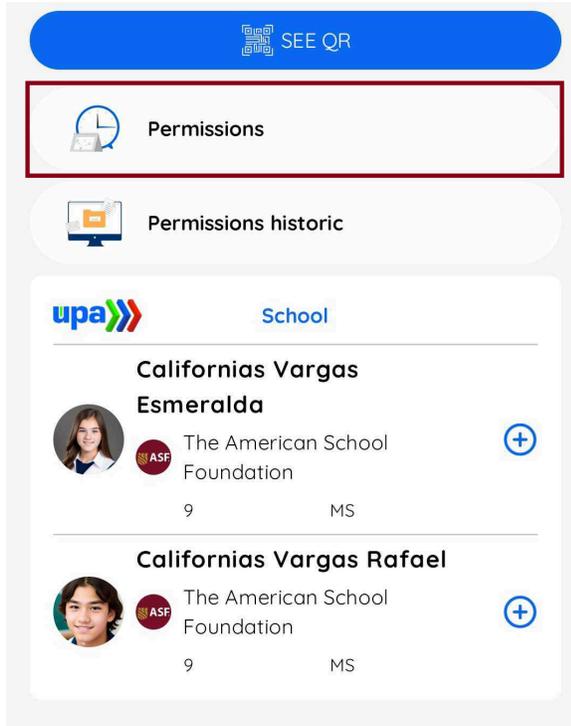
Click on Accept or Reject.



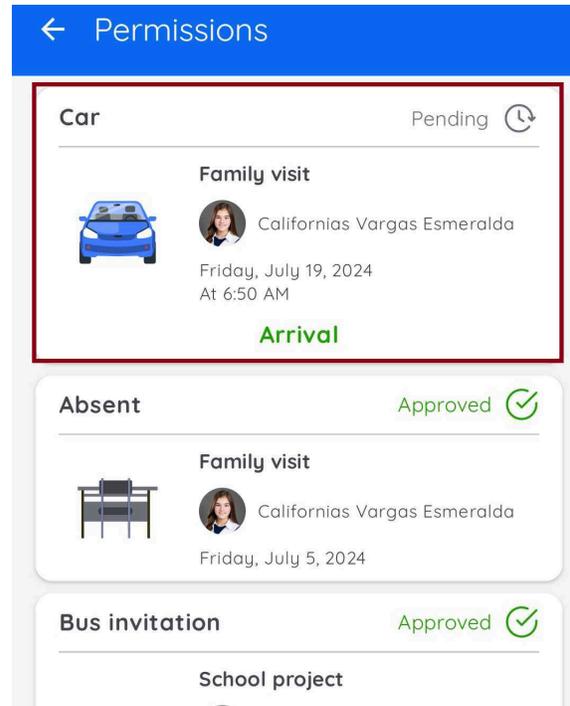
How to cancel a permission

To cancel a permission, go to the transport section and follow these steps:

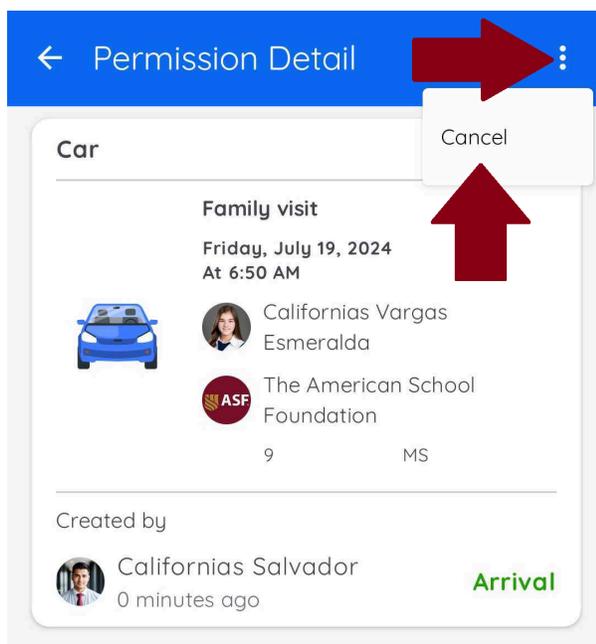
Tap on the Permissions button.



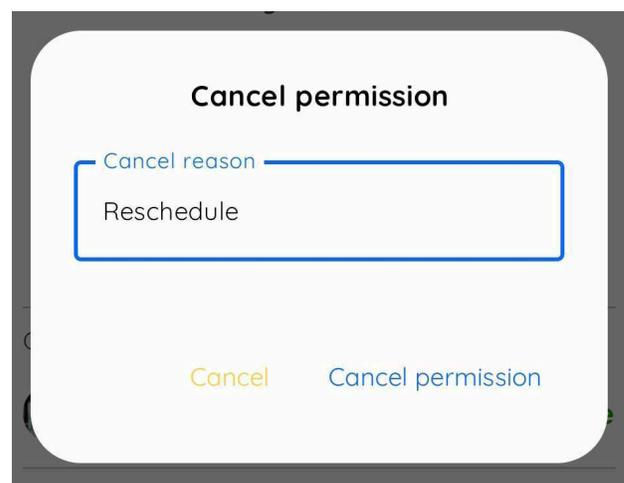
Locate the permission you wish to cancel and tap on it to view details.



At the top right of the screen, tap on the three-dot menu to see the cancel option.



Tap on "Cancel" and enter the reason for cancellation. Confirm by tapping "Cancel Permission".



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

You can only cancel permissions that are still pending approval from the school.

If you wish to cancel a permission that has already been approved, you must contact the school transportation office.

Only absent permissions can be canceled after being approved. These are automatically approved at the moment of creation as they serve solely to notify the school that the student will not attend that day. If you need to cancel an absent permission, please do so in advance.

If the designated responsible person will not pick up the student, you must cancel the permission. Generate a new permission with the correct information to ensure the student can leave by car.

Car Canceled X

Family visit
Friday, July 19, 2024
At 6:50 AM

 Californias Vargas Esmeralda

 The American School Foundation

9 MS

Created by

 Californias Salvador Arrival
0 minutes ago

Reason

 Californias Salvador
Canceled
0 minutes ago
Reschedule

IMPORTANT:□ _ X

If you need to cancel a car permission, please do so in advance and ensure your child knows to board the school bus.

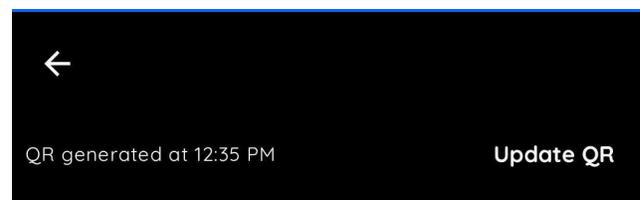
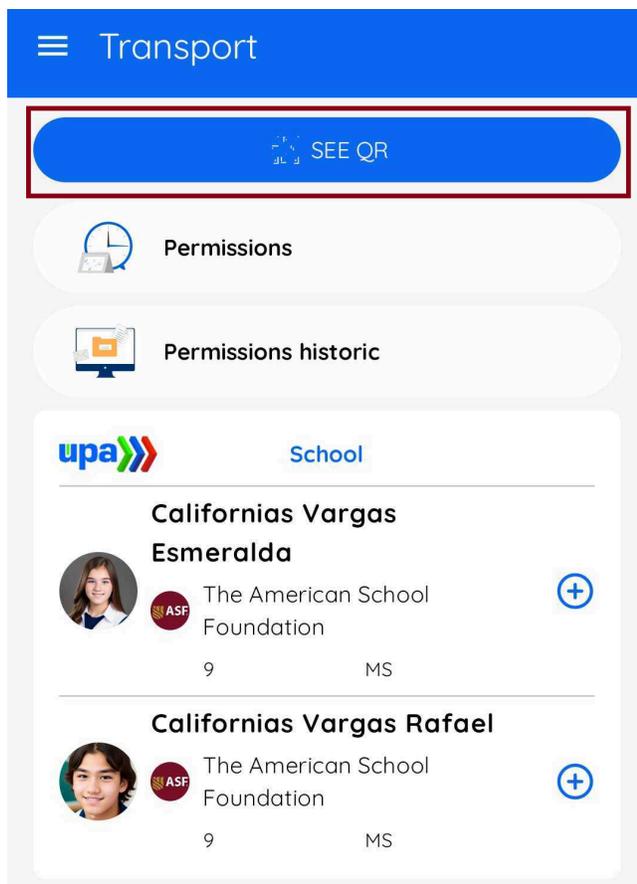
NOTE:□ _ X

Please note that for bus invitations, you must cancel each one individually to ensure all your guests receive the cancellation notification.

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

To ensure the student is released to the designated parent or guardian at the drop-off stop, they must present the QR code from their account profile to the Supervisor. Only authorized parents listed in the application can receive the student.

The Supervisor scans the QR code and facilitates the student's release. If the individual at the stop is not listed as an authorized guardian in the app, the student will not be released.



? Help and support

To receive technical support, we offer the following options:

Help Center

To visit our Help Center click [here](#).

You can also access it from the application:

- Go to the Profile section
- Tap on the  icon at the top of the screen.
- Tap on "Help & Support".
- 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 reach out to us for assistance at ayuda@edyen.com.

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:

We're available to assist you Monday to Friday from 9 a.m. to 5 p.m. Mexico City time zone through any of these options.

