



RoutePassenger

User guide

A step-by-step, illustrated guide to the RoutePassenger panel and both mobile apps.

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1 Create your account and company

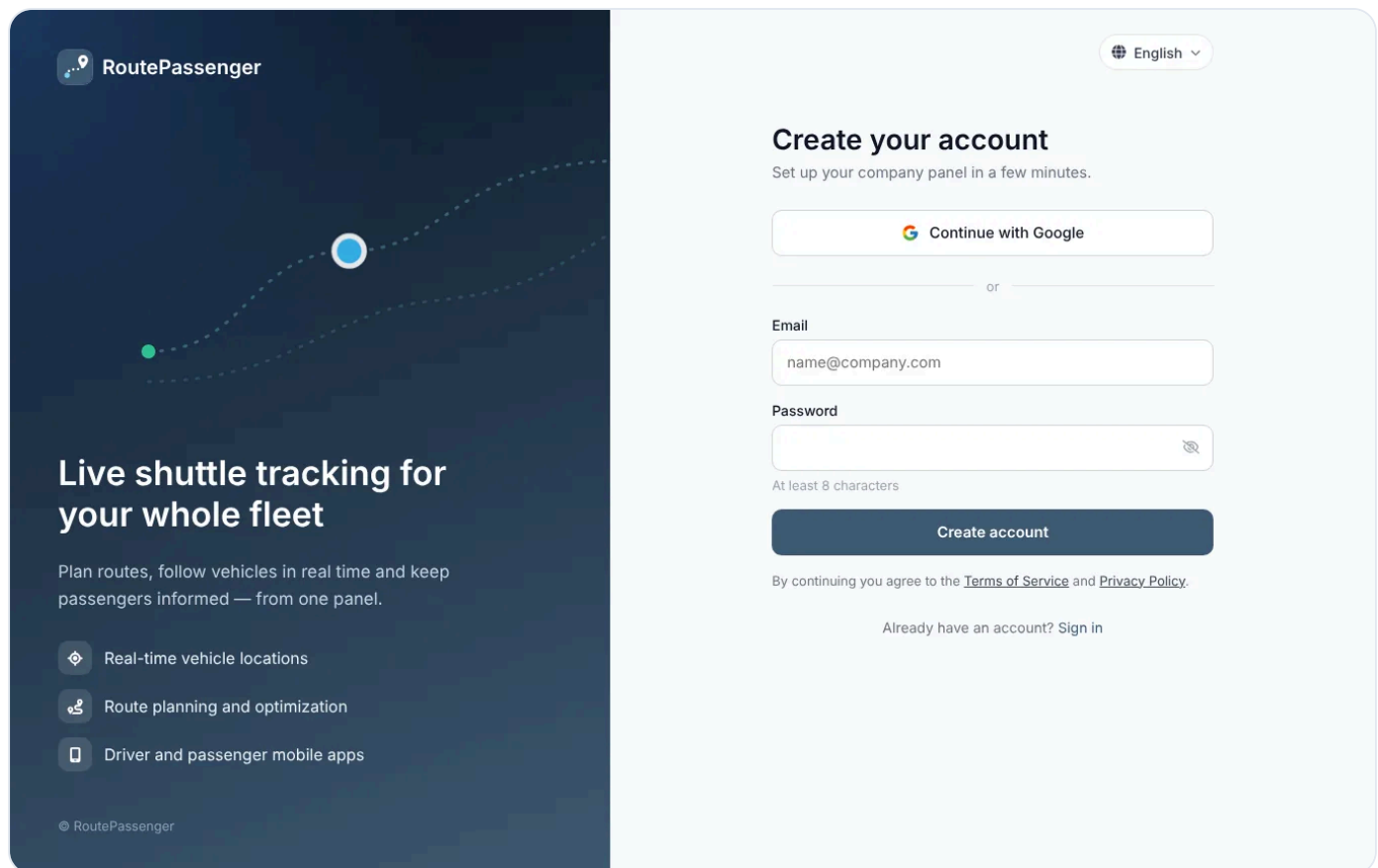
To use RoutePassenger you first open an account as the company owner and then create your company. Setup takes a few minutes; after that you can add routes, vehicles and drivers.

Who uses what?

WHO	WHERE	WHAT THEY DO
Company owner and team	Web panel (this site)	Manage routes, vehicles, drivers and passengers; follow trips and reports.
Driver	Route Driver app	Starts the trip; the vehicle's location is shared while the trip runs.
Passenger or parent	Route Passenger app	Follows the vehicle live, chooses a stop, gets approach notifications and announcements.

1. Open an account

- 1 Click **Get started** at the top of the site.
- 2 Choose **Continue with Google**, or enter your email and a password of at least 8 characters and click **Create account**.
- 3 If you signed up with email, open the verification link we send you. There is no such step with Google.



RoutePassenger

English

Create your account

Set up your company panel in a few minutes.

Continue with Google

or

Email

name@company.com

Password

At least 8 characters

Create account

By continuing you agree to the [Terms of Service](#) and [Privacy Policy](#).

Already have an account? [Sign in](#)

Real-time vehicle locations

Route planning and optimization

Driver and passenger mobile apps

© RoutePassenger

Creating an account

2. Set up your company

After signing up you see a two-step setup.

- 1 Company details:** enter the company name, country, city and time zone. Address and phone are optional. Trips, reports and late alerts use this time zone.
- 2 Access level:** under "Who can see your routes?" choose Private, Organization or Public. Nothing is preselected; see Access levels for details.
- 3** Tick "I understand that this choice is permanent" and click **Continue**.
- 4 Location:** mark your main destination on the map: the school for school buses, the workplace for staff shuttles. The map moves to the address or city you entered; drag the pin to adjust it.
- 5** Check the summary of your access level and click **Create company**. The panel opens.

Set up your company

Two quick steps: company details and your main destination.

1 · Company

2 · Location

Company name

e.g. Northline Shuttles Inc.

Country

Türkiye

City

Address

optional

Time zone

Europe/Istanbul

Phone

optional

Who can see your routes?

Private

Passenger:

Sees only the route added with a QR code or username and password.

Examples: Military and security staff shuttles, VIP transfers

Organization

Passenger:

After adding a route account, sees all active routes and vehicles of the company.

Examples: School buses and staff shuttles

Public

Passenger:

Adds the company without a password; sees all active routes and vehicles.

Examples: Shuttles, campus and hotel loops, municipal lines

Driver:

Only the vehicle and route assigned to them. The same at all three levels.

This choice cannot be changed later.

Opening a level would show routes and locations that were hidden until then to other people. That is why the level is chosen once, when the company is created.

☐

I understand that this choice is permanent.

Continue →

Signed in as owner@guide.local

Sign out

Company setup: details and access level

⚠ Important: The access level cannot be changed after the company is created. A company cannot be created without choosing a level and confirming that it is permanent.

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3. First setup, in order

While the panel is empty, the Overview shows a short setup card. The suggested order:

- 1 Add a route (start, end, waypoints, the passengers' join details).
- 2 Add a driver and send them their join details or QR code.
- 3 Add a vehicle and assign it to the route and the driver.
- 4 Optionally add stops and a timetable.
- 5 Give passengers the route's QR code or username and key (Passenger app).

 **Tip:** Change the panel language from the language menu at the top right. Your browser remembers the choice.

2 Access levels

The access level decides which of your company's routes and vehicles passengers can see in the app. It is chosen once, when the company is created, and cannot be changed later.

LEVEL	WHAT A PASSENGER SEES	TYPICAL USE
Private	Only the route added with a QR code or username and password, and that route's vehicles.	Military and security staff shuttles, VIP transfers
Organization	After adding a route account, all active routes and vehicles of the company.	School buses and staff shuttles
Public	Adds the company without a password and sees all active routes and vehicles.	Shuttles, campus and hotel loops, municipal lines

RoutePassenger

Platform

Help

Sign in

Get started

EN

Who can see your routes?

When a company is created, one of three access levels is chosen. The level decides which routes and vehicles passengers can see.

Private
PASSENGER
Sees only the route added with a QR code or username and password.
DRIVER
Only the vehicle and route assigned to them. The same at all three levels.
Examples: Military and security staff shuttles, VIP transfers

Organization
PASSENGER
After adding a route account, sees all active routes and vehicles of the company.
DRIVER
Only the vehicle and route assigned to them. The same at all three levels.
Examples: School buses and staff shuttles

Public
PASSENGER
Adds the company without a password; sees all active routes and vehicles.
DRIVER
Only the vehicle and route assigned to them. The same at all three levels.
Examples: Shuttles, campus and hotel loops, municipal lines

This choice cannot be changed later. Opening a level would show routes and locations that were hidden until then to other people. That is why the level is chosen once, when the company is created.

The three access levels

For drivers

A driver's rights do not depend on the level and are the same at all three: a driver sees only the vehicle assigned to them and that vehicle's route, and shares location only for that vehicle. Even in a public company a driver cannot see other vehicles.

Why can't it be changed later?

Opening a level (for example from Private to Organization) would show routes and locations that were hidden until then to other passengers. Passengers and institutions join relying on this rule, so the level is chosen once, when the company is created.

Where do I see the level?

- In the panel, under the title of the Overview:
Access level: Organization · cannot be changed . Hover over it for an explanation.
- On the **My Account** page, with what it means for passengers and drivers.
- In the passenger app, under every added account, for example "This company is organization-only: you see all its active routes and vehicles."

What else the level affects

- **Pickup requests** are taken only by Private and Organization companies.
- **Route announcements** and **stops** are shown for the routes a passenger can see.
- **Route optimization:** in a Private company the passenger's phone is bound to the route they joined; if a plan moves the passenger to another route, give them the new route's QR code.

3 The overview screen

The Overview is the panel's home page. It shows your fleet right now, today's planned trips and the records that need attention. It refreshes every 15 seconds; **Refresh** updates it at once.

The screenshot shows the 'Overview' page for 'Northside Shuttle'. At the top, there's a navigation bar with 'RoutePassenger' and tabs for Overview, Routes, Drivers, Passengers, Vehicles, Optimization, Reports, and Team. On the right, there are links for 'My Account' and 'EN'. Below the navigation bar, the page title 'Northside Shuttle' is followed by an access level badge: 'Access level: Organization · cannot be changed'. A 'Refresh' button is in the top right. The main content area features several summary cards: 'Active trips' (1), 'Recent position' (1), 'Active routes' (3), and 'Vehicles needing assignment' (1). Below these are three yellow 'Attention cards': 'Trips with delayed / missing location' (0), 'Drivers awaiting approval' (1), and 'Routes with missing assignments' (0). The 'Active trips' section includes a table with columns: PLATE, ACTIVE ROUTES, DRIVER, and STARTED. The table shows one entry: '34 RP 205', 'Morning shift – Center', 'John Miller', and 'Oct 13, 2026, 1:56 PM'. At the bottom, the 'Today's planned trips' section is partially visible, with a note about time zone and a 'Timetable' button.

PLATE	ACTIVE ROUTES	DRIVER	STARTED
34 RP 205	Morning shift – Center	John Miller	Oct 13, 2026, 1:56 PM

The Overview

Top of the page

- **Company name and access level badge:** your company's level and that it cannot be changed.
- **Counters:** active trips, vehicles with a recent position, active routes and vehicles needing assignment.
- **Attention cards** (yellow): trips with a delayed or missing location, drivers awaiting approval and routes missing a vehicle or driver. Click a card to jump to its list.

Active trips

Every vehicle on the road is listed with its plate, route, driver and start time. Trips that started at night and run into the next day are shown too. The links open the related records.

Today's planned trips

Today's list comes from the timetables of your routes, in the company's time zone. The status of each row:

STATUS	MEANING
Upcoming	The departure time has not come yet.
Due now	The departure time has passed, the alert time has not.
Not started · N min	The trip has not started although the alert time has passed.
On the road	The trip is running; a late departure shows "left N min late".
Completed	The trip has ended.

Today's planned trips

From the route timetables; company time zone Europe/Istanbul.

Alert after min Save

If a trip has not started this many minutes after the planned departure it is marked late and the panel alerts you (5–120). Alerts show while the panel is open.

TIME

ACTIVE ROUTES

PLATE

STATUS

07:10
→ 07:50

[3 — School run — North College · Outbound](#)

34 RP 342

Not started · 420 min

07:30
→ 08:10

[1 — Morning shift — Center · Outbound](#)

34 RP 205

Not started · 400 min

13:00
→ 13:40

[3 — School run — North College · Outbound](#)

34 RP 342

Completedleft 2 min late

13:45
→ 14:20

[2 — Evening shift — Center · Outbound](#)

34 RP 118

Not started · 25 min

13:55
→ 14:35

[1 — Morning shift — Center · Outbound](#)

34 RP 205

On the roadleft 1 min late

14:50
→ 15:25

[2 — Evening shift — Center · Outbound](#)

—

Upcoming

17:45
→ 18:30

[1 — Morning shift — Center · Return](#)

34 RP 205

Upcoming

Today's planned trips and the alert time

When a driver starts a trip, it is matched automatically to the nearest planned departure on the same route; the driver does not choose anything in the app.

Drivers awaiting approval and routes missing assignments

Drivers awaiting approval

Check the person and approve them on the drivers page.

DRIVER	LINKED PERSONAL DRIVER	ACTIONS
Sarah Lewis	Sarah Lewis sarah.lewis@example.com	Review driver

Routes with missing assignments

ACTIVE ROUTES	ROUTE / DRIVER	ACTIONS
No records yet		

Drivers awaiting approval and routes missing assignments

- Drivers awaiting approval:** the name and email of the person who added the company account in the app. [Review driver](#) takes you to the record on the Drivers page, where you approve it.
- Routes missing assignments:** routes without an in-service vehicle or an active driver.

Fleet map and vehicles

Only vehicles on an active trip are shown on the map. A vehicle whose position is older than 2 minutes is marked yellow. The **Vehicles** table below shows each vehicle's assignment, status and how long ago its last position arrived.

Vehicles

[View vehicles](#)

PLATE	ROUTE / DRIVER	STATUS	LAST UPDATE
34 RP 077	No route assigned / No driver assigned	No active trip	—
34 RP 118	Evening shift – Center / David Clark	No active trip	—
34 RP 205	Morning shift – Center / John Miller	Recent position	12 seconds ago Oct 13, 2026, 2:10 PM
34 RP 342	School run – North College / Sarah Lewis	No active trip	—

Vehicle status and time of the last position

Late-trip alert

If a planned trip has not started when the time you set has passed (10 minutes by default), an alert box appears at the bottom right. **Enable browser notifications** also notifies you when the panel is in a background tab. Details: Timetable and late-trip alerts.

[Overview](#)
[Routes](#)
[Drivers](#)
[Passengers](#)
[Vehicles](#)
[Optimization](#)
[Reports](#)
[Team](#)

[My Account](#)
[EN](#)

Northside Shuttle

Access level: Organization - cannot be changed

Your fleet and today's trips at a glance.

Active trips
1

Recent position
1

Active routes
3

Vehicles needing assignment
1

Trips with delayed / missing location
0

Drivers awaiting approval
1

Routes with missing assignments
0

Active trips

PLATE	ACTIVE ROUTES	DRIVER	STATUS
34 RP 205	Morning shift – Center	John Miller	STARTED

Today's planned trips

From the route timetable page you can see time zone Europe/Berlin but

TRIP ID	ROUTE	VEHICLE	SCHEDULED TIME	ACTUAL TIME	STATUS
1	Morning shift – Center	34 RP 205	planned 07:30	422 min late	Pending
2	Evening shift – Center	34 RP 118	planned 13:45	27 min late	Pending

Planned trip has not started (3)

[Enable browser notifications](#)

3 — School run – North College · 34 RP 342 · planned 07:10 · 422 min late
[View](#) [Dismiss](#)

1 — Morning shift – Center · 34 RP 205 · planned 07:30 · 402 min late
[View](#) [Dismiss](#)

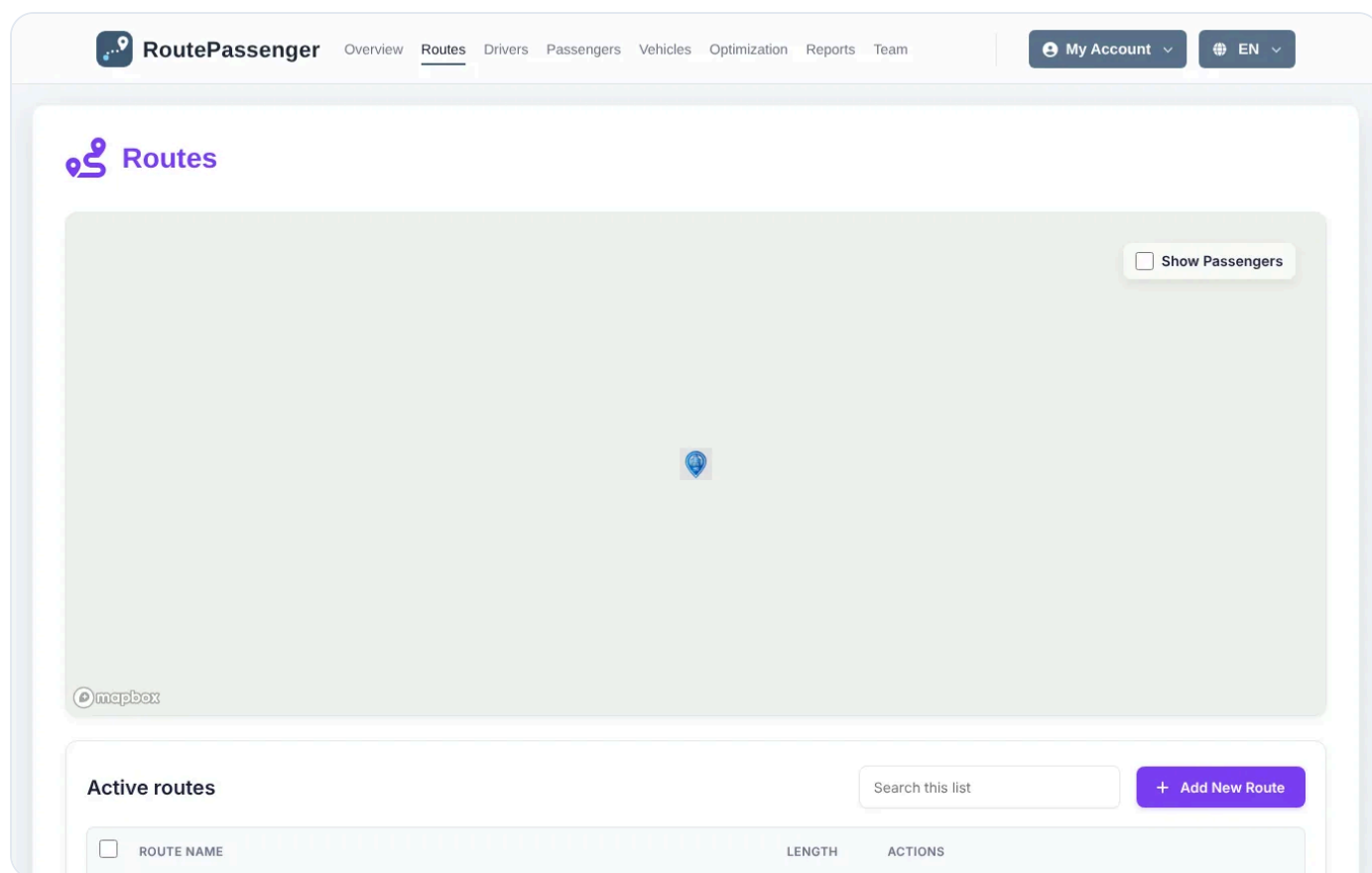
2 — Evening shift – Center · 34 RP 118 · planned 13:45 · 27 min late
[View](#) [Dismiss](#)

Alert for a trip that has not started (bottom right)

Note: The map background is simplified in these screenshots; the panel shows the real street map.

4 Routes

A route is the line a vehicle follows: a start point, an end point and the road between them. Passengers join a route in the app; drivers make trips on the route of the vehicle assigned to them.



The Routes page: map and route list

Adding a route

- 1 Open **Routes** and click **Add New Route**.
- 2 Enter a **route number** and a **route name**, for example "1" and "Morning shift – Center".
- 3 Choose a **route username** (one word, no spaces) and a **route key**. Passengers join the route in the app with these two or with the route's QR code. The page shows whether the username is available.
- 4 On the map, with **Start point** selected click the start, then select **End point** and click the end. The road is drawn automatically.

- 5 Add a **Waypoint** for places the vehicle must pass, or drag the line to change the road.
- 6 If the way back uses another road, tick **Return by a different route** and draw the return on the second map.
- 7 Click **Save route** .

RoutePassenger Overview Routes Drivers Passengers Vehicles Optimization Reports Team My Account EN

New Route

[Suggest routes](#)

Route details

Route number *

Route name *

Route User Name *

Route Key *

This username and route key will be required when adding routes in the mobile app.

Route builder

Select the start and end points on the map.
Tip: Drag the route or its control points to adjust the path.

☒ Start point ☐ End point ☐ Waypoint Clear route

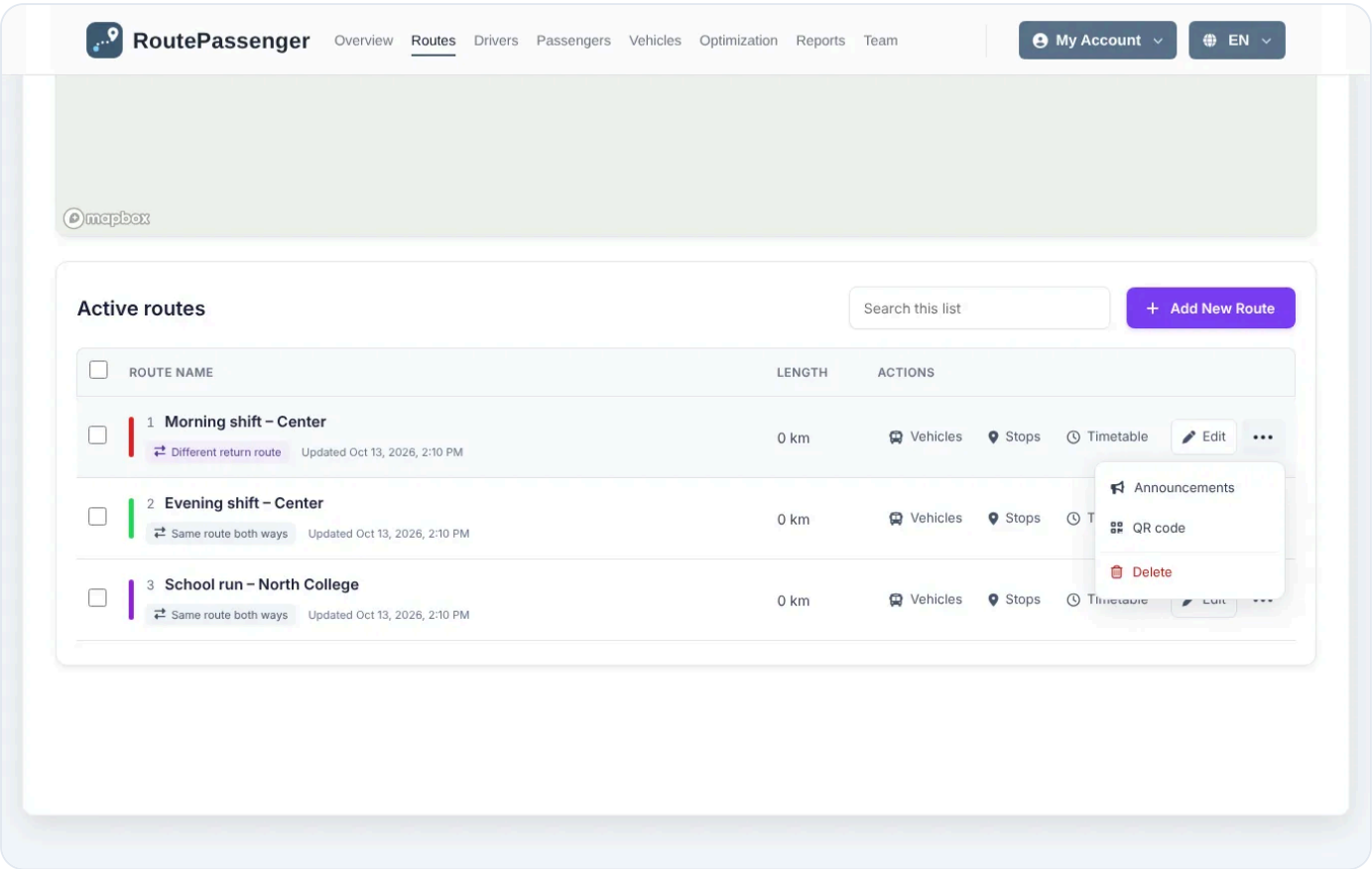
New route: details and drawing

Tip: **Clear route** starts the drawing again. If your passengers' pickup points are saved, **Suggest routes** opens route optimization.

The route list

Each row shows the route number, name and colour, whether the return uses the same road, its length and when it was last updated. The row actions:

ACTION	WHAT IT DOES
Vehicles	Vehicles assigned to this route.
Stops	The stop editor (Stops).
Timetable	Departure and arrival times (Timetable).
Edit	Change name, number, drawing and key.
••• → Announcements	Messages to this route's passengers and drivers (Route announcements).
••• → QR code	QR code and invite link for passengers.
••• → Delete	Removes the route.

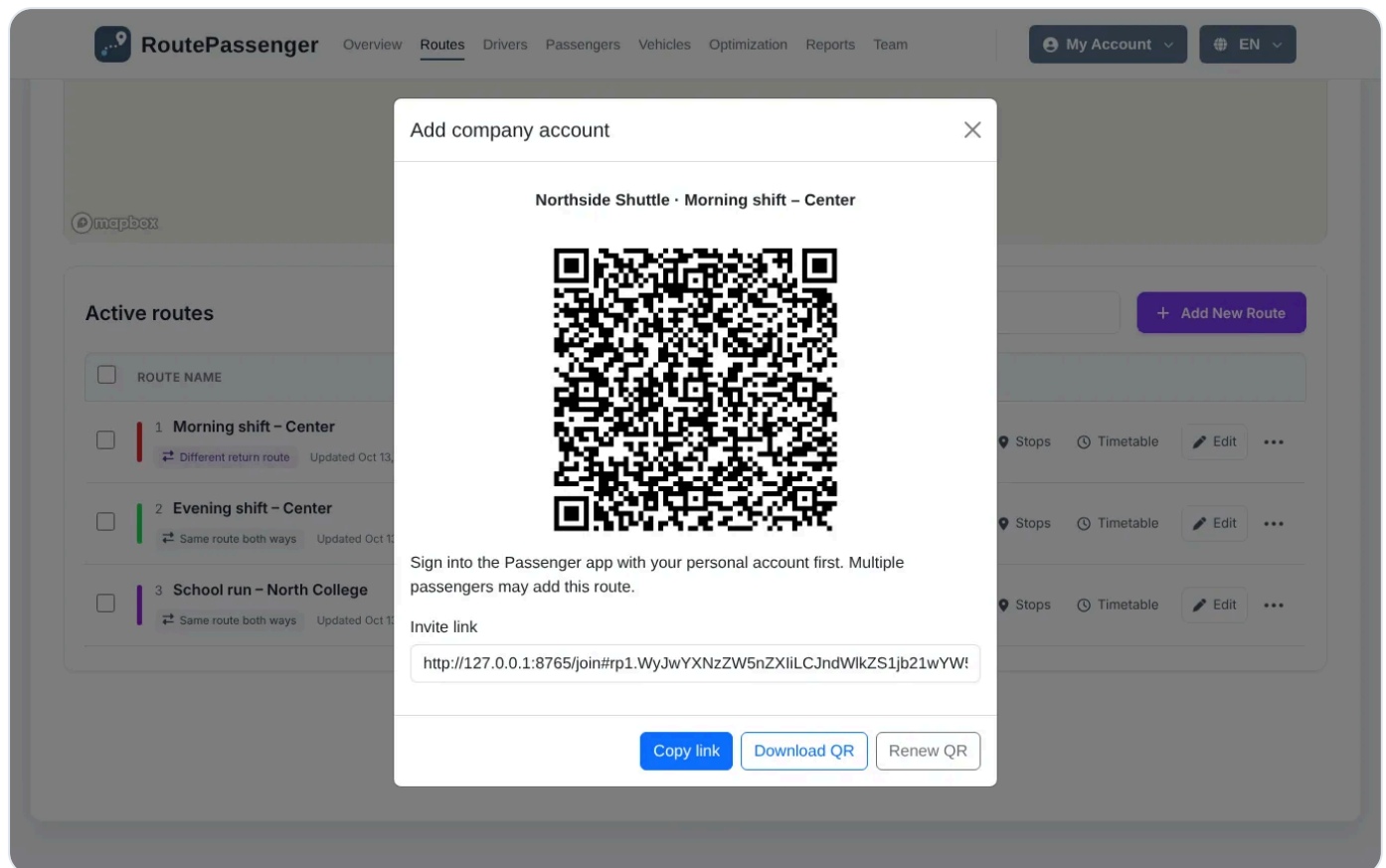


Row actions and the ••• menu

Ticking a route shows it on the map above. **Show Passengers** adds the passengers' pickup points to the map.

Giving passengers a QR code and invite link

- 1 In the route's row choose **...** → **QR code** .
- 2 Print the QR code and put it in the vehicle, save it with **Download QR** , or send the link with **Copy link** .
- 3 The passenger signs in to the Route Passenger app with their own account, then scans the code or pastes the link.



Route QR code and invite link

⚠ Important: Many passengers can use the same QR code. If the code reached the wrong people, click **Renew QR** : the old code and link stop working, existing passengers are not affected. Changing the route key also invalidates the old QR.

Editing and deleting a route

- In **Edit**, leave the key field empty to keep the current key.
- In Organization and Public companies a passenger's company account stays in the app when a route is deleted; they keep seeing the other routes. In a Private company the

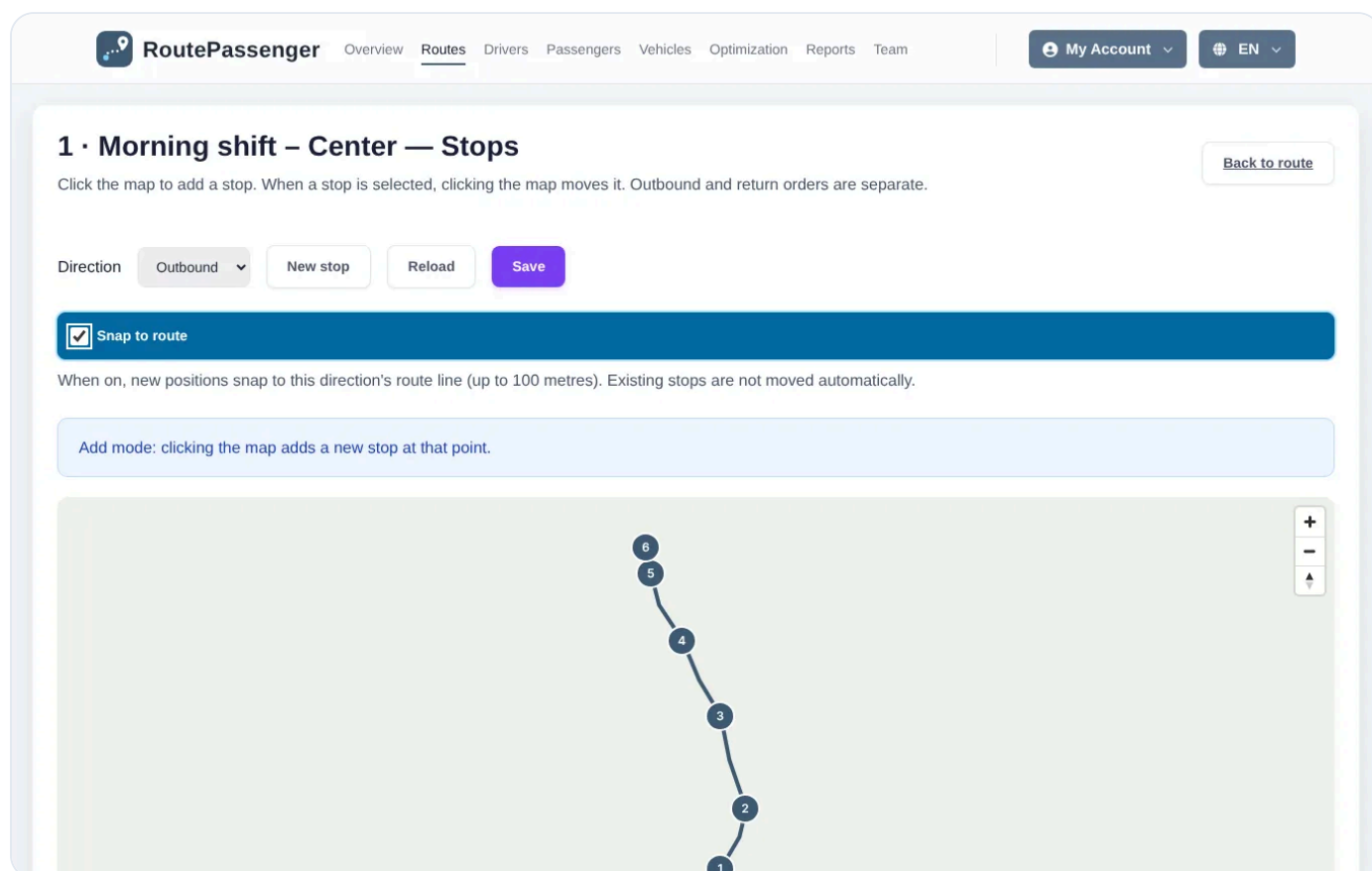
account added with that route is removed.

5 Stops

Stops are the points on a route where passengers get on. In the app each passenger chooses their stop, gets a notification when the vehicle approaches and sees the estimated arrival time.

Adding stops

- 1 In **Routes**, click **Stops** in the route's row.
- 2 Choose **Outbound** or **Return** in the **Direction** menu. Each direction has its own stops and order.
- 3 Click the stop's place on the map; the new stop is added to the list. Type its name in the list, for example "Bahariye".
- 4 Change the order with **Move up** / **Move down**.
- 5 Click **Save**. All stops are saved at once.



The stop editor

Snapping to the route

With **Snap to route** on (the default), a stop you add or move is placed on the nearest point of the selected direction's route line. A point more than 100 metres from the line is refused with a warning. Turn the option off to define a waiting point off the line.

Note: Snapping works only while editing; existing stops are not moved automatically.

Moving a stop

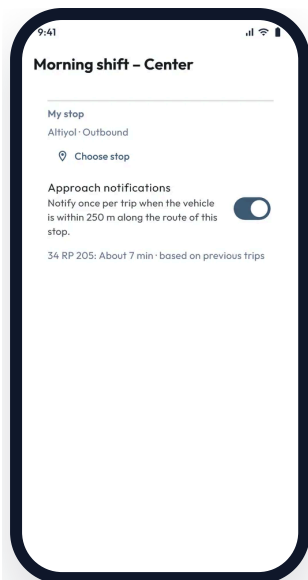
- Drag the stop's marker on the map, or
- click **Edit location** in the list (the button turns blue) and click the new place on the map. Click it again to return to adding new stops.
- If the map does not load, type the latitude and longitude in the list.

Deleting a stop

Remove the stop with **Delete** and save. If passengers chose this stop or your passenger records use it, the number of affected people is shown and you are asked to confirm. If you confirm, their stop choice is cleared; they can choose again in the app.

On the passenger side

In the Routes tab of Route Passenger, a passenger chooses their stop under **My stop**, turns on approach notifications and sees the vehicle's estimated arrival at the stop (Passenger app).



My stop in the
passenger app

6 Timetable and late-trip alerts

A timetable lists on which days and at what times a route departs and arrives. "Today's planned trips" on the Overview, late-trip alerts and the on-time rate in reports are all calculated from it. The timetable is optional.

Entering a timetable

- 1 In **Routes**, click **Timetable** in the route's row.
- 2 Add rows with **Add departure**.
- 3 On each row enter the **Direction** (Outbound/Return), the **Departure** time and, optionally, the **Arrival** time. An arrival earlier than the departure counts as the next day.
- 4 Choose the **Days**; the **Quick pick** menu offers Weekdays, Every day and Weekend.
- 5 Optionally choose a **Vehicle**; if empty, any vehicle on the route counts.
- 6 For a limited period such as a school term, enter the **Valid** start and end dates.
- 7 Click **Save**.

Timetable — 1 — Morning shift – Center

×

Planned departure and arrival times in the company time zone (Europe/Istanbul). They stay the same across daylight-saving changes.

Add departure

Copy from another route...

DIRECTION	DEPARTURE	ARRIVAL	DAYS	VEHICLE	VALID	
Outbound	07:30	08:10	Mon Tue Wed Thu Fri Sat Sun Quick pick	34 RP 205	dd/mm/yyyy dd/mm/yyyy	⌂ ×
Outbound	13:55	14:35	Mon Tue Wed Thu Fri Sat Sun Quick pick	34 RP 205	dd/mm/yyyy dd/mm/yyyy	⌂ ×
Return	17:45	18:30	Mon Tue Wed Thu Fri Sat Sun Quick pick	34 RP 205	dd/mm/yyyy dd/mm/yyyy	⌂ ×

Save

The timetable

Tip: The duplicate button next to a row adds a copy of it. **Copy from another route...** brings in another route's timetable.

Times are stored as clock times in the company's time zone; when daylight saving time changes, 07:30 is still 07:30.

How trips are matched to the timetable

When a driver starts a trip, it is matched to the nearest planned departure on the same route (on the same vehicle, if the row names one): trips that start between 45 minutes before and 120 minutes after the departure. The driver does not choose anything. A trip ended within 3 minutes counts as a false start and does not take the departure.

Late-trip alerts

- On the Overview, in the **Today's planned trips** card, enter the **Alert after** time (5–120 minutes, 10 by default) and click **Save**.

- 2 A trip that has not started this many minutes after its planned departure becomes "Not started" and an alert appears at the bottom right of the panel.
- 3 **Enable browser notifications** in the alert box also notifies you when the panel is in another tab. An alert you dismiss does not come back that day.

The screenshot shows the 'Northside Shuttle' dashboard in the RoutePassenger application. The top navigation bar includes 'Overview', 'Routes', 'Drivers', 'Passengers', 'Vehicles', 'Optimization', 'Reports', and 'Team'. On the right, there are links for 'My Account' and 'EN'. The dashboard title is 'Northside Shuttle' with an 'Access level: Organization · cannot be changed' note and a 'Refresh' button. Below the title, it says 'Your fleet and today's trips at a glance.' The dashboard features several summary cards: 'Active trips' (1), 'Recent position' (1), 'Active routes' (3), 'Vehicles needing assignment' (1), 'Trips with delayed / missing location' (0), 'Drivers awaiting approval' (1), and 'Routes with missing assignments' (0). The 'Active trips' section contains a table with columns 'PLATE', 'ACTIVE ROUTES', and 'DRIVER'. The table has one row: '34 RP 205', 'Morning shift – Center', and 'John Miller'. Below this is the 'Today's planned trips' section, which includes a note about time zones and a 'Timetable' link. An alert box is overlaid on the right side of the dashboard, titled 'Planned trip has not started (3)' with a link to 'Enable browser notifications'. The alert lists three trips: '3 — School run – North College · 34 RP 342 · planned 07:10 · 422 min late', '1 — Morning shift – Center · 34 RP 205 · planned 07:30 · 402 min late', and '2 — Evening shift – Center · 34 RP 118 · planned 13:45 · 27 min late'. Each trip entry has 'View' and 'Dismiss' links.

PLATE	ACTIVE ROUTES	DRIVER
34 RP 205	Morning shift – Center	John Miller

Planned trip has not started (3) [Enable browser notifications](#)

- 3 — School run – North College · 34 RP 342 · planned 07:10 · 422 min late
[View](#) [Dismiss](#)
- 1 — Morning shift – Center · 34 RP 205 · planned 07:30 · 402 min late
[View](#) [Dismiss](#)
- 2 — Evening shift – Center · 34 RP 118 · planned 13:45 · 27 min late
[View](#) [Dismiss](#)

Late-trip alert

⚠ Important: Alerts show only while the panel is open in a browser; no email is sent.

7 Route announcements

With a route announcement you tell a route's passengers and drivers about a delay, a vehicle change, a temporary stop change or a cancelled trip. The announcement shows in the apps, and people with notifications turned on also get a phone notification.

Publishing an announcement

- 1 In **Routes**, open **...** → **Announcements** in the route's row.
- 2 Choose the **Type**: General notice, Delay, Vehicle change, Temporary stop change or Trip cancellation.
- 3 Write a **Title** (up to 120 characters) and the **Message** (up to 2,000 characters).
- 4 Enter how long it is **Valid for**, in minutes (5 minutes to 30 days). When the time is up, it leaves the active list.
- 5 Click **Publish / Update**.


RoutePassenger

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[Reports](#)
[Team](#)

My Account

EN

1 • Morning shift – Center — Announcements

Back to route

Publish notices for authorized passengers and approved drivers assigned to this route.

New announcement

Type

General notice

Title

Message

Valid for (minutes, 5–43200)

60

Publishing and each update send a notification to passengers whose account is on this route or who picked a stop on it, and to approved drivers assigned to it (if notifications are on). Other passengers see it in the app. Up to 10 publishes/updates per route per hour; the same notice can be updated again after 1 minute. Edit stops or the timetable separately.

Publish / Update

Cancel

Publishing an announcement and the history

Who sees it, who gets a notification?

	SEES IT IN THE APP	GETS A PHONE NOTIFICATION
Passenger	Announcements of every route they can see (depends on the access level).	Only for their account's route or the route where they chose a stop, if notifications are on.
Driver	Announcements of the route of the vehicle assigned to them.	For the same route, if notifications are on.

The lock screen shows no company, route or message text; the person taps the notification and reads it in the app.

Editing and withdrawing

- Edit / Republish

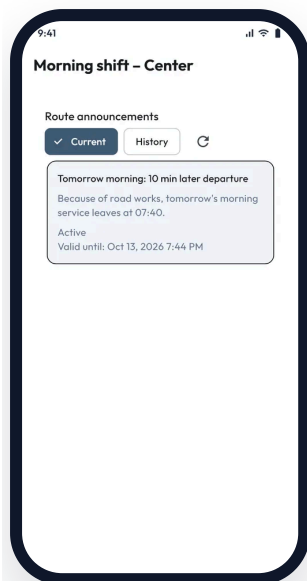
 updates the announcement; the update is also notified. Earlier texts are kept under

Previous versions

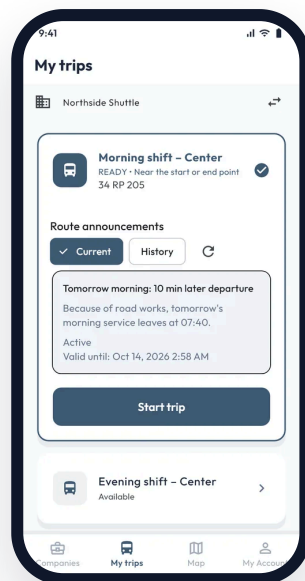
 .

- **Withdraw** removes the announcement; in the apps it shows as "Withdrawn" in the history.
- To prevent a flood of notifications, a route can have at most 10 publications or updates per hour, and the same announcement can be updated again after 1 minute at the earliest. Withdrawing is not limited.

Note: An announcement is only a message. If the vehicle assignment, a stop location or the timetable changes, change them on their own screens as well.



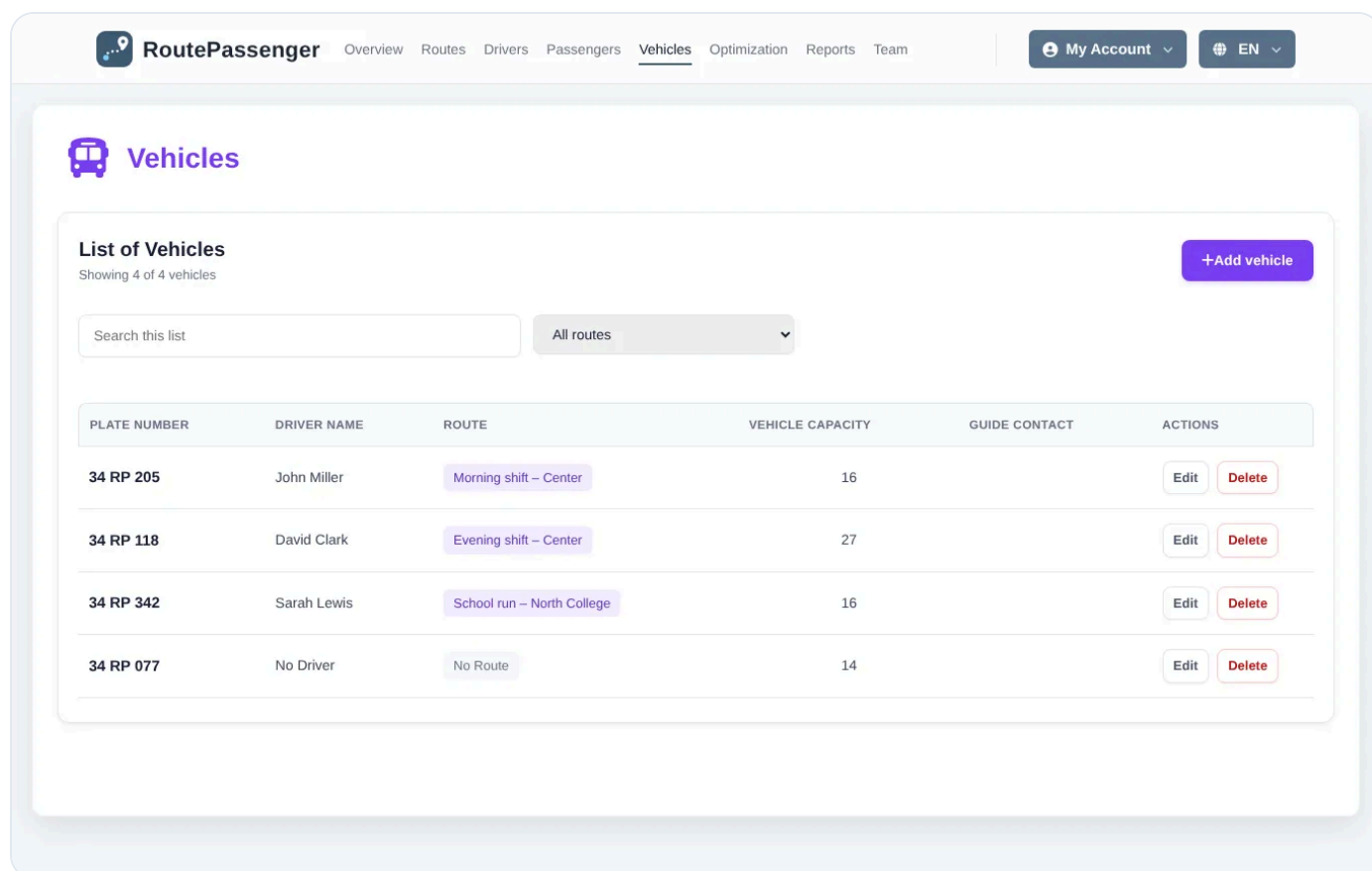
Announcement in the passenger app



Announcement in the driver app

8 Vehicles

Each vehicle is assigned to a route and a driver. A driver can start a trip only with a vehicle assigned to them and on that vehicle's route; passengers see this vehicle on the map.



The Vehicles page

Adding a vehicle

- 1 Open **Vehicles** and click **Add vehicle**.
- 2 Enter the **Plate** (required) and the **Capacity**. Capacity is used by route optimization.
- 3 Under **Driver and route** choose the vehicle's driver and route. This is optional; you can assign them later.
- 4 If an escort (guide) travels in the vehicle, enter their name and phone under **Guide contact**.
- 5 Click **Save**.

RoutePassenger Overview Routes Drivers Passengers **Vehicles** Optimization Reports Team My Account EN

Vehicles

List of Vehicles
Showing 4 of 4 vehicles

Search this list

PLATE NUMBER	DRIVER	ACTIONS
34 RP 205	John Miller	Edit Delete
34 RP 118	David	Edit Delete
34 RP 342	Sarah	Edit Delete
34 RP 077	No Driver	Edit Delete

Update Vehicle

Manage vehicle details and driver / route assignments.

Vehicle details

Plate Number * 34 RP 205 Vehicle Capacity 16

Driver and route

Driver Name John Miller Route Morning shift - Center

Driver and route selection is optional; you can assign them later.

Guide contact

Guide Name Guide Phone 0501 234 56 78

Fields marked * are required.

Cancel Update

Vehicle details and driver/route assignment

List, search and editing

- The search box filters by plate, driver or route name; the menu next to it shows only one route's vehicles.
- Change the assignment with **Edit**. When the driver or route changes, the list in the driver's app updates by itself.
- **Delete** removes the vehicle.

⚠ Important: If a vehicle's driver or route is changed during a trip, the running trip is closed. Make assignment changes outside trips.

The **Vehicles** link in the route list shows only the vehicles assigned to that route.

9 Drivers

A driver signs in to the Route Driver app with their own personal account and adds the driver account your company gave them. Until you approve this link, the driver cannot reach any vehicle or route.

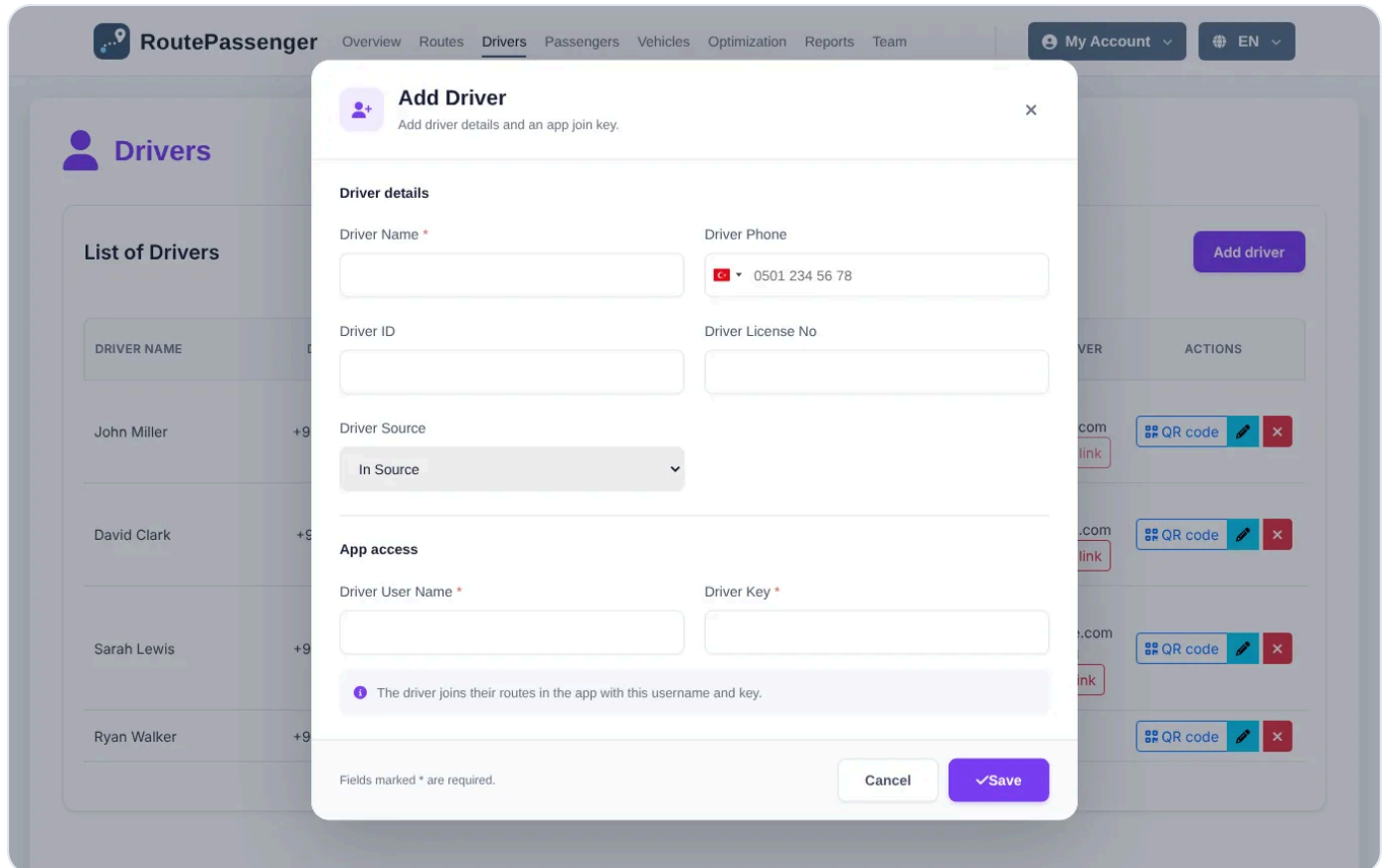
The screenshot shows the 'Drivers' page in the RoutePassenger application. The page has a navigation bar with 'RoutePassenger' and several menu items: Overview, Routes, Drivers (active), Passengers, Vehicles, Optimization, Reports, and Team. On the right, there are buttons for 'My Account' and 'EN'. Below the navigation bar, the page title 'Drivers' is displayed with a person icon. The main content area is titled 'List of Drivers' and includes a search bar labeled 'Search this list' and an 'Add driver' button. A table lists four drivers with columns for Driver Name, Driver Phone, Driver ID, Driver License No, Driver Source, Linked Personal Driver, and Actions.

DRIVER NAME	DRIVER PHONE	DRIVER ID	DRIVER LICENSE NO	DRIVER SOURCE	LINKED PERSONAL DRIVER	ACTIONS
John Miller	+90 532 555 0010	-	B-2026	In Source	John Miller john.miller@example.com Approved link	QR code, Edit, X, Cancel link
David Clark	+90 532 555 0111	-	B-2027	In Source	David Clark david.clark@example.com Approved link	QR code, Edit, X, Cancel link
Sarah Lewis	+90 532 555 0212	-	B-2028	In Source	Sarah Lewis sarah.lewis@example.com Awaiting owner approval	QR code, Edit, X, Approve, Cancel link
Ryan Walker	+90 532 555 0313	-	B-2029	In Source	No person linked	QR code, Edit, X

The Drivers page: linked person and link status

Adding a driver

- 1 Open **Drivers** and click **Add driver**.
- 2 **Driver details:** name (required), phone, and optionally a driver ID and licence number. Under **Driver source** choose whether the driver is in-house or external.
- 3 **App access:** choose a driver username and a driver password (key).
- 4 Click **Save**.

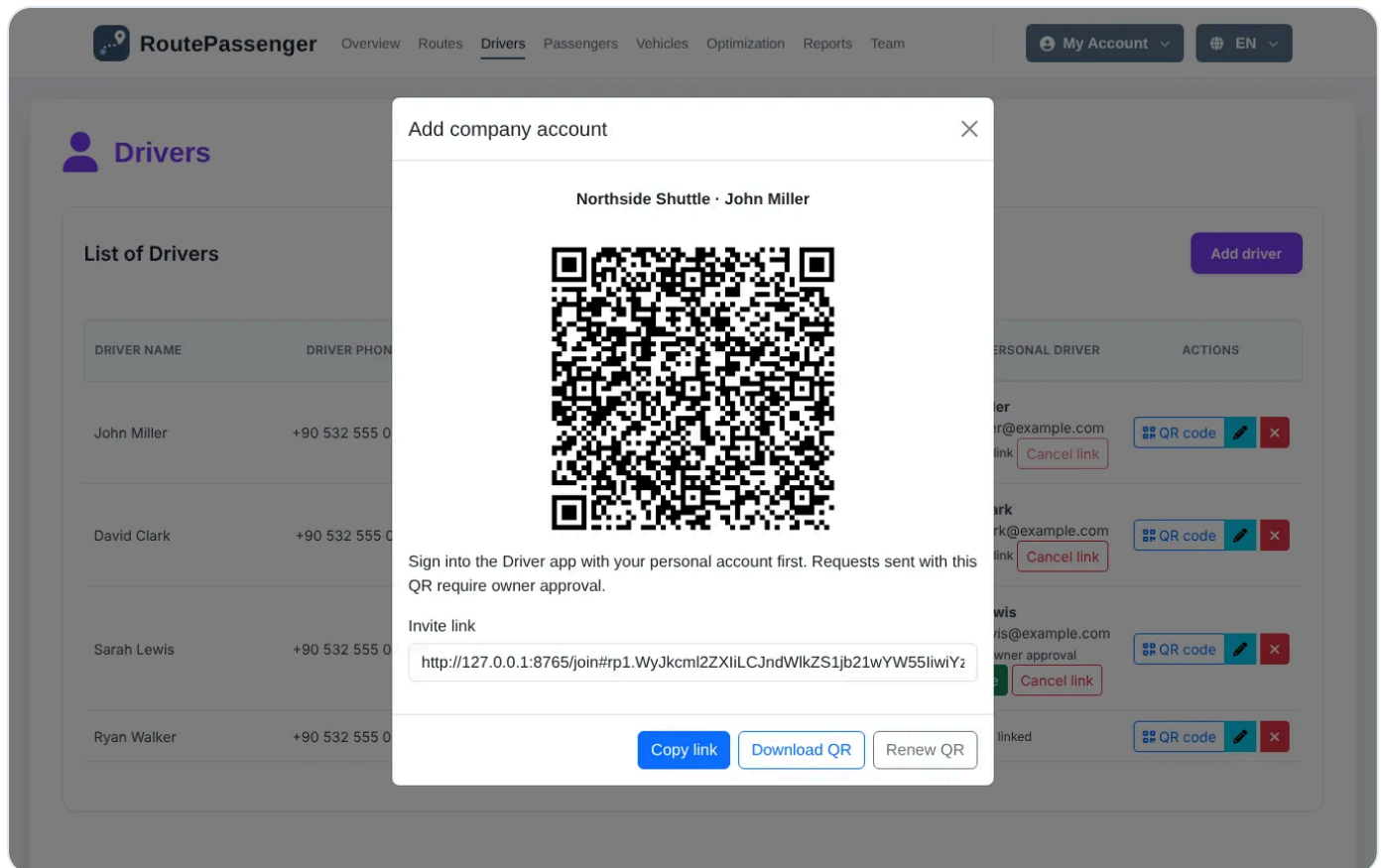


Adding a driver

Sending the driver their join details

Give the driver one of these:

- **QR code:** click **QR code** in the driver's row. Show the code, send it with **Download QR** , or send the invite link with **Copy link** .
- **Username and password:** send the driver username and password you chose.

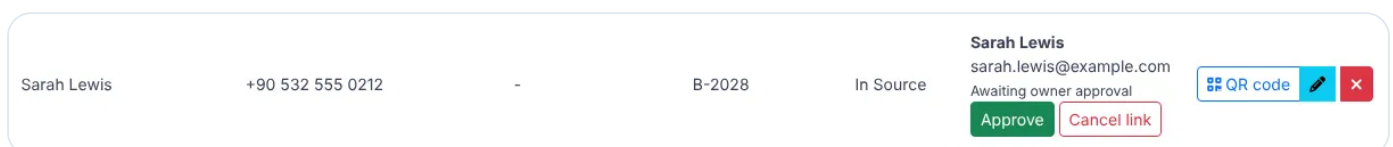


Driver QR code

The driver installs Route Driver, creates an account with their own email and enters these details with  (Driver app).

Approving the link

- 1 When the driver adds the account, the row shows the person's name and email and **Awaiting owner approval**. The "Drivers awaiting approval" count on the Overview goes up too.
- 2 Check that it is the right person and click **Approve**.
- 3 After approval the driver sees the route of the vehicle assigned to them and can start trips. If no vehicle is assigned yet, the app says the assignment is pending.



A link awaiting approval

Cancelling a link

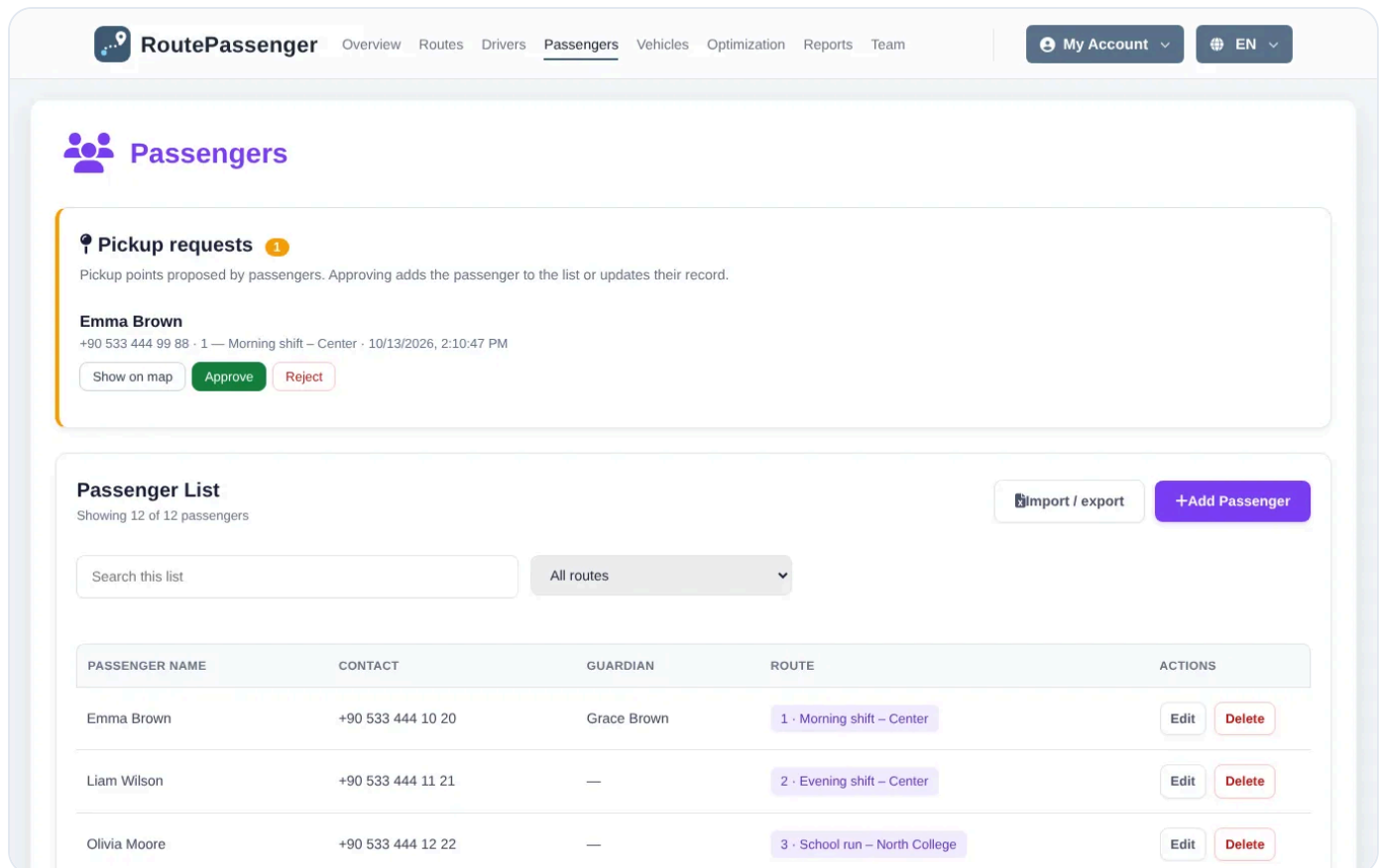
Cancel link removes a pending or approved link. The driver key is renewed and the new key is shown to you once; the old key and old QR code stop working. A driver with an active trip cannot be unlinked. The driver can also remove the account from the app; the list then shows who removed it and when.

 **Tip:** To hand a driver account over to someone else, cancel the link first, then give the new person the new key or QR code.

10 Passengers

The Passengers page is your company's passenger list: name, contact, parent, route and pickup location. It is used for route optimization and planning.

Following the vehicle in the app does not depend on this list; a passenger who joins with a QR code or key can follow it straight away.



RoutePassenger Overview Routes Drivers Passengers Vehicles Optimization Reports Team My Account EN

Passengers

Pickup requests 1

Pickup points proposed by passengers. Approving adds the passenger to the list or updates their record.

Emma Brown
+90 533 444 99 88 · 1 — Morning shift – Center · 10/13/2026, 2:10:47 PM

Show on map Approve Reject

Passenger List

Showing 12 of 12 passengers

Import / export +Add Passenger

Search this list All routes

PASSENGER NAME	CONTACT	GUARDIAN	ROUTE	ACTIONS
Emma Brown	+90 533 444 10 20	Grace Brown	1 · Morning shift – Center	Edit Delete
Liam Wilson	+90 533 444 11 21	—	2 · Evening shift – Center	Edit Delete
Olivia Moore	+90 533 444 12 22	—	3 · School run – North College	Edit Delete

The Passengers page

Adding and editing a passenger

- 1 Click Add Passenger, or Edit in a row.
- 2 Enter the **passenger name** (required), **contact** and, if needed, the **parent's** name.
- 3 Choose the **Route** (optional).
- 4 Click the map on the right to choose the **pickup location**; drag the marker to adjust it.
- 5 Click Save.

Passenger details, route and pickup location

The search box and the **All routes** menu filter the list. **Delete** removes the passenger record permanently.

Pickup requests

In Private and Organization companies a passenger can suggest their own pickup point from the app. Requests appear in the **Pickup requests** card at the top of the page.

A pending pickup request

- **Show on map** : the suggested point appears on the map with an orange marker; its distance from the route is shown.
- **Approve** : if the person already has a passenger record in this company, its name, phone, route and pickup point are updated; otherwise a new record is created.

- **Reject** : nothing changes in the list. The passenger can suggest again after 24 hours.

Bulk import and export with Excel

The **Import / export** menu has three options:

The screenshot shows the RoutePassenger interface. At the top, there's a navigation bar with 'RoutePassenger' and links to Overview, Routes, Drivers, Passengers (active), Vehicles, Optimization, Reports, and Team. On the right, there are buttons for 'My Account' and 'EN'. Below the navigation bar, the 'Passengers' section is highlighted. It includes a 'Pickup requests' section with a notification icon and a list of requests. One request for 'Emma Brown' is shown with details: '+90 533 444 99 88 - 1 — Morning shift – Center · 10/13/2026, 2:10:47 PM'. Below this are buttons for 'Show on map', 'Approve', and 'Reject'. The main section is 'Passenger List' showing 12 of 12 passengers. It has a search bar and a dropdown for 'All routes'. An 'Import / export' button is visible, which has opened a dropdown menu with three options: 'Download template', 'Import from Excel', and 'Export list to Excel'. Below the menu is a table of passengers.

PASSENGER NAME	CONTACT	GUARDIAN	ROUTE	ACTIONS
Emma Brown	+90 533 444 10 20	Grace Brown	1 · Morning shift – Center	Edit Delete
Liam Wilson	+90 533 444 11 21	—	2 · Evening shift – Center	Edit Delete
Olivia Moore	+90 533 444 12 22	—	3 · School run – North College	Edit Delete

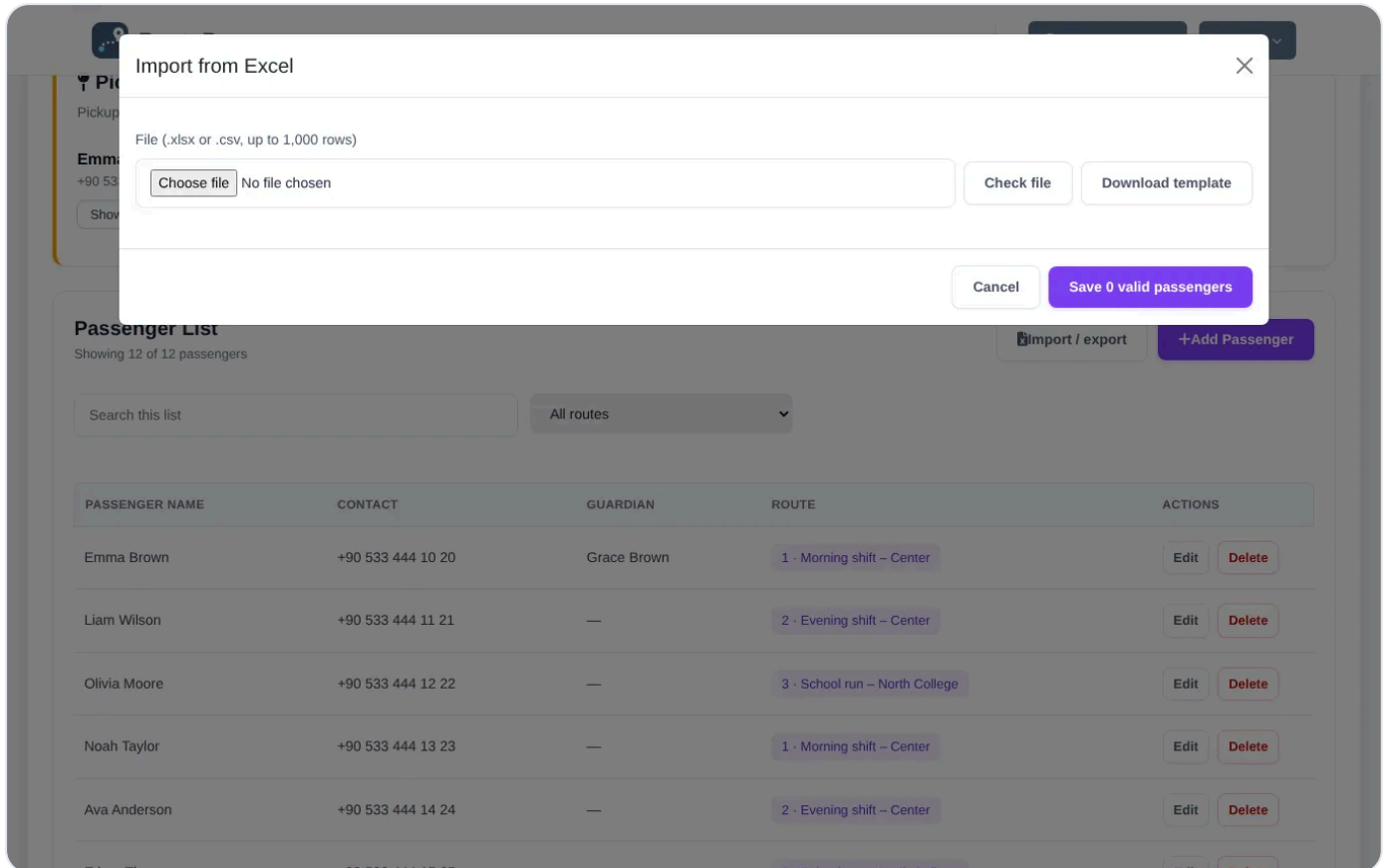
The Import / export menu

- **Download template**: an Excel file with the column headings, a sample row and an instructions sheet.
- **Import from Excel**: upload the file you filled in.
- **Export list to Excel**: the active passengers, in the same columns as the template.

Importing, step by step

- 1 Download the template and fill it in. At least the **Full name** column is needed; Phone, Parent name, Route no and Pickup latitude/longitude are optional.
- 2 Open **Import from Excel**, choose the file (.xlsx or .csv, up to 1,000 rows) and click **Check file**. This step creates no records.

- 3 The preview marks each row **Ready**, **Error** (with the reason) or **Duplicate** (a passenger already in the list). You can download an error report for the rows with problems.
- 4 Click **Save ... valid passengers**. Only valid rows are added.

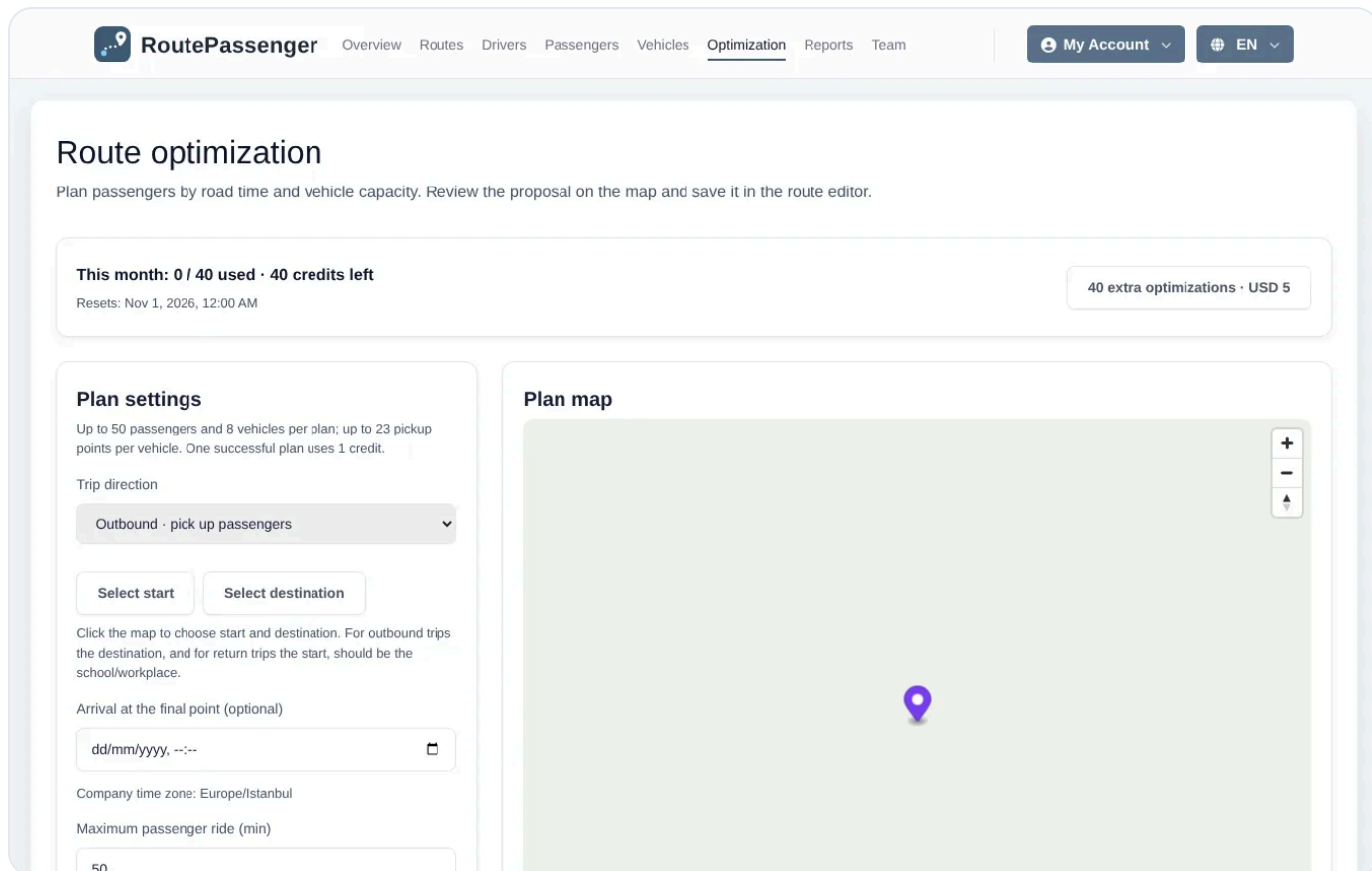


Importing from Excel

Note: Importing only adds new passengers; it never changes or deletes existing records. If you upload an exported file again, existing passengers are skipped as duplicates.

11 Route optimization

Route optimization distributes the passengers you choose among vehicles by real road travel times and vehicle capacity, and suggests the order of stops for each vehicle. The result is always a proposal; no route, vehicle or passenger assignment changes until you approve it.

The screenshot shows the 'Route optimization' page in the RoutePassenger application. The top navigation bar includes 'Overview', 'Routes', 'Drivers', 'Passengers', 'Vehicles', 'Optimization' (active), 'Reports', and 'Team'. On the right, there are buttons for 'My Account' and 'EN'. The main heading is 'Route optimization' with a subtext: 'Plan passengers by road time and vehicle capacity. Review the proposal on the map and save it in the route editor.' Below this, a status bar shows 'This month: 0 / 40 used · 40 credits left' and 'Resets: Nov 1, 2026, 12:00 AM'. A button on the right indicates '40 extra optimizations · USD 5'. The interface is split into two main sections: 'Plan settings' on the left and 'Plan map' on the right. The 'Plan settings' section includes a dropdown for 'Trip direction' set to 'Outbound · pick up passengers', buttons for 'Select start' and 'Select destination', a text input for 'Arrival at the final point (optional)' with a calendar icon, and a text input for 'Maximum passenger ride (min)' set to '50'. The 'Plan map' section shows a map with a single purple location pin and zoom controls on the right.

Route optimization

Before you start

- Passengers need a saved **pickup location** (Passengers).
- Vehicles need a **capacity** (Vehicles).

Creating a proposal

- 1 Open **Optimization**.
- 2 Choose the **trip direction**. Outbound collects passengers at their pickup points and takes them to the destination; return takes them from the start point back home.

- 3 Set the points with **Select start** and **Select destination** by clicking the map. The school or workplace is the destination outbound and the start on the return.
- 4 Optionally enter the **arrival time at the last point**; the estimated departure is calculated from it.
- 5 Set the **longest ride per passenger** (minutes).
- 6 Tick the **vehicles** and **passengers** to use. A plan can have up to 50 passengers and 8 vehicles.
- 7 Click **Suggest routes**. The proposal is shown on the map vehicle by vehicle, with a distance and time comparison against your current routes.

Applying a proposal

- 1 On the **Review fleet plan** screen choose, for each vehicle, whether to create a new route or update an existing one, its name and number, departure and arrival times, operating days and validity dates.
- 2 The preview shows which passenger moves to which route and how many timetable rows will change.
- 3 **Approve and apply all** saves the routes, vehicle assignments, passengers and timetables together. If anything fails, nothing changes.

⚠ Important: In Private companies a passenger's phone is bound to the route they joined. If the plan moves a passenger to another or a new route, the preview warns you; after applying, give those passengers the new route's QR code.

History and restoring

Optimization history keeps the proposals of the last 90 days. You can open an earlier proposal on the map, compare two plans, or bring back the routes, vehicles, passengers and timetables as they were before an applied plan with **Restore previous state**. Viewing, approving and restoring do not use up optimizations.

Monthly allowance

- Each company has 40 successful plans per month; failed attempts are not counted. The remaining number is shown at the top of the page.
- If you need more, request **40 extra optimizations · USD 5** ; they are added once the payment is confirmed.

i Note: Times are estimates based on road data; live traffic and vehicle size/weight are not taken into account. 30 seconds are added for every pickup and drop-off.

12 Reports

The Reports page shows the trips that actually happened: when they started and ended, the difference from the plan, kilometres driven, how complete the location recording was and how much each vehicle was used. Dates and times are in the company's time zone.

The screenshot shows the 'Reports' page in the RoutePassenger application. The top navigation bar includes 'Overview', 'Routes', 'Drivers', 'Passengers', 'Vehicles', 'Optimization', 'Reports' (active), and 'Team'. On the right, there are links for 'My Account' and 'EN'. The main heading is 'Reports' with a subtitle: 'Trip history and performance. Dates and times use the company time zone: Europe/Istanbul'. Below this is a 'Trip report' section with filters for 'Start' (07/10/2026), 'End' (13/10/2026), 'Route' (All), 'Vehicle' (All), 'Driver' (All), and 'Status' (All). There are buttons for 'Get report', 'Download CSV', and 'Download PDF'. A note states: 'Choose up to 93 days. CSV export supports up to 10,000 trips, PDF up to 2,000.' Below the filters is a summary section with four cards: 'Total trips' (10), 'Completed' (9), 'In progress' (1), and 'On-time departures' (90%). A fifth card for 'Total distance (GPS)' is partially visible at the bottom left.

Report filters and summary

Getting a report

- 1 Open **Reports**.
- 2 Choose the **Start** and **End** dates (the last 7 days by default, up to 93 days).
- 3 Optionally filter by **Route**, **Vehicle**, **Driver** and **Status** (completed/active).
- 4 Click **Get report**.

Summary

- **Total trips**, completed and active.
- **On-time departure**: the share of trips that left at most 5 minutes late against the plan. Only trips matched to a plan count; the number of unmatched trips is shown separately.
- **Total distance**: calculated from GPS records. Active trips and trips that ended in the last 30 minutes are not in the total yet.

Vehicle use

For each vehicle: number of trips, trip hours, kilometres and the **utilisation** (days with at least one trip / days in the period). Without filters, vehicles with no trips are listed at 0%.

Vehicle use						
Utilization: days with at least one trip in the period / days in the period. Without filters, in-service vehicles with no trips are shown at 0%.						
VEHICLE	TOTAL TRIPS	COMPLETED	TRIP HOURS	DISTANCE	DAYS USED	UTILIZATION
34 RP 205	5	4	2.9	17.5 km	5 / 7	71.4%
34 RP 342	5	5	3.3	16.7 km	5 / 7	71.4%
34 RP 077	0	0	0	0 km	0 / 7	0%
34 RP 118	0	0	0	0 km	0 / 7	0%

Vehicle use

The trip table

Each trip shows its route, vehicle, driver, start and end, duration, distance, the matched plan and the difference from it. The **Location data** column shows how complete the recording is: gaps longer than 3 minutes count as recording gaps; **Data details** lists when they happened.

- i Note:** The end of a trip is when it was closed on the server, not the arrival at the last stop. Raw GPS points are deleted after 90 days, but the trip's distance and recording summary are kept; such trips show "raw positions deleted, summary kept".

Export

- **Download CSV** : all trips for the same filters (up to 10,000), opens in Excel.
- **Download PDF** : a landscape A4 report with the summary, vehicle use and trip table (up to 2,000 trips).

The export buttons are enabled after you get the report; if you change a filter, get the report again.

13 Team and institution portal

Other people can use the panel, each with their own account; no password is shared. You can also open a portal for the institutions you serve, such as a school or factory, that shows only their routes.

RoutePassenger

OverviewRoutesDriversPassengersVehiclesOptimizationReportsTeam

My AccountEN

Team

Invite other people to the panel. Each person signs in with their own account; no shared passwords.

New invitation

E-mail

Role

Operator

Manages routes, stops, timetable, vehicles, drivers, passengers and announcements. Team, company settings and account deletion stay with the owner.

Invite

Team members

E-MAIL	ROLE	LAST SIGN-IN
office@northcollege.example Helen Price	Institution viewer ☐ 1 · Morning shift – Center ☐ 2 · Evening shift – Center ☒ 3 · School run – North College	Oct 13, 2026, 2:10 PM Remove
operations@northside.example Ryan Walker	Operator Save	Oct 13, 2026, 2:10 PM Remove

The Team page

Roles

ROLE	WHAT THEY CAN DO
Owner	Everything. Team, company settings and closing the account are owner-only.
Operator	Day-to-day work: routes, stops, timetables, vehicles, drivers, passengers, announcements, pickup requests, alert time.
Viewer	Reads the whole panel but cannot change anything. A "read-only" band shows at the top of the page.
Institution viewer	Sees only the institution portal: today's plan for the chosen routes, vehicles on the road and trips of the last 7 days.

Sending an invitation

- 1 Open **Team**.
- 2 Enter the person's **email** and choose the **role**. For an institution viewer also choose the routes they may see.
- 3 Click **Invite**. The invite link is shown only once; copy it and send it yourself (no email is sent).
- 4 The person opens the link, signs in with Google or email using the same address, and accepts the invitation.

i Note: The link is valid for 7 days, works once and can be accepted only with the invited email address. A new invitation to the same address cancels the earlier one. Cancel a pending invitation with **Revoke**.

Managing members

In the **Team members** list you can change a person's role or remove them. The change applies at their next action; they need to sign in again with the new role. A removed person can come back only with a new invitation.

⚠ Important: An email address can have only one role: an address used as a company owner, driver or passenger cannot join a team. A team member can belong to one company at a time.

Institution portal

When an institution viewer signs in, the portal opens directly. It shows only the routes you opened to them: today's planned trips and their status, vehicles on the road now (map) and trips of the last 7 days.

RoutePassenger

PlatformPricingGuides

My Account

EN

Northside Shuttle — Institution portal

Refresh

Live status and trips of the routes you use. Times use the company time zone: **Europe/Istanbul**

Your routes

3 · School run – North College

Today's planned trips

TIME	ACTIVE ROUTES	PLATE	STATUS
07:10 → 07:50	3 · School run – North College Outbound	34 RP 342	Not started · 422 min
13:00 → 13:40	3 · School run – North College Outbound	34 RP 342	Completed

Vehicles on the road now

+

–

↑

Institution portal

Account settings

On the **My Account** page you update your company details, your password and your centre point on the map. Closing the account is done here as well.

RoutePassenger Overview Routes Drivers Passengers Vehicles Optimization Reports Team **My Account** EN

My Account

Account Details

Edit Account Information

Email * owner@guide.local

Company Name * Northside Shuttle

Phone Number (0216) 555 01 23

Access level: Organization · cannot be changed

Passenger After adding a route account, sees all active routes and vehicles of the company.

Driver Only the vehicle and route assigned to them. The same at all three levels.

Examples School buses and staff shuttles

Selected when the company was created. It cannot be changed later. Opening a level would show routes and locations that were hidden until then to other people. That is why the level is chosen once, when the company is created.

☐ Change Password

The My Account page

Company details

- 1 Open the **My Account** menu at the top right.
- 2 Edit the email, company name and phone.
- 3 To change your password, tick **Change Password** and enter the new password.
- 4 You can move your company's centre point on the map.
- 5 Click **Update Account**.

Your access level is shown here with its explanation; it cannot be changed (Access levels).

Closing the account

Close account and suspend for 6 months stops access for your company: the panel and the driver and passenger apps no longer work for it. Your data is kept for 6 months; within that time you can write to support to have the account reopened. After that, the data is deleted permanently.

⚠ Important: Only the owner can do this. Team members of a suspended company cannot sign in either, and pending invitations cannot be used.

15 Driver app (Route Driver)

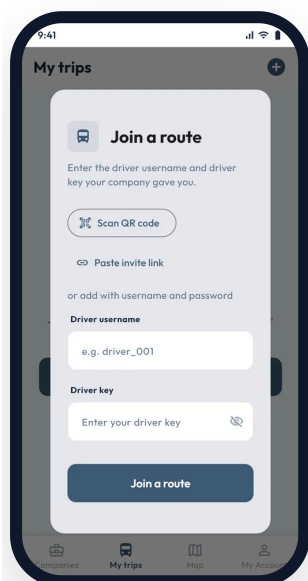
Route Driver turns the driver's phone into the vehicle's location sender. Location is shared only while a trip is running. The app has four tabs: Companies, My trips, Map and My Account.

1. Install and sign in

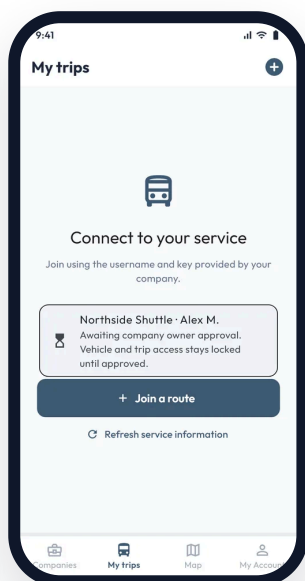
- 1 Install Route Driver from the App Store or Google Play.
- 2 Sign up with your own email using **Create account**. This is your personal account; it does not belong to the company and stays with you if you change jobs.

2. Adding the company account

- 1 Tap the **+** icon at the top.
- 2 Scan the QR code from your company with **Scan QR code**, paste the link with **Paste invite link**, or type the driver username and key.
- 3 Check the company and account name and confirm.
- 4 The app shows "Awaiting company owner approval". Vehicle and trip access stays locked until the company approves.



Adding the company account

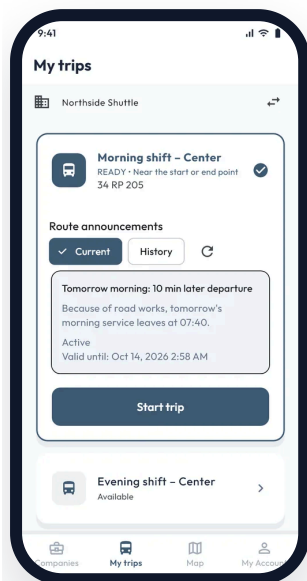


Awaiting owner approval

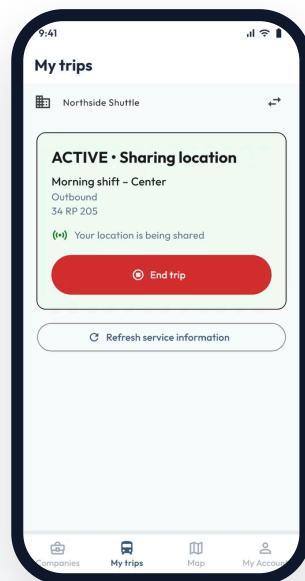
Note: After approval, if no vehicle and route are assigned to you yet, the app says the assignment is pending. While open, the app refreshes every 30 seconds; the route appears as soon as it is assigned.

3. Starting a trip

- 1 Open **My trips**. If you work for more than one company, switch company in the row at the top.
- 2 Choose your route. The vehicle's plate and readiness ("READY • Near the start or end point") are shown.
- 3 If the route has a separate return road, choose the **Trip direction** (Outbound/Return).
- 4 Tap **Start trip**. If the phone asks for location permission, allow it; choose "Always" if possible.



Route, announcements
and Start trip



Trip running

4. During the trip

- The card "ACTIVE • Sharing location" is shown. You can lock the screen or use other apps; sharing continues and a notification shows it.
- "Weak GPS signal" means sending waits until the phone gets a better position.
- Do not swipe the app away from the app list; sharing stops until you open it again.

- The route card's **Route announcements** show the company's announcements.

5. Ending the trip

Tap **End trip** and confirm. Location sharing stops immediately. Without internet the trip is closed on the phone and the server is told when the connection returns.

My Account

- The **Route announcement notifications** switch turns announcement notifications on or off; the phone's notification permission is needed.
- In the **Companies** tab you can remove a company account with **Remove driver account**. End any active trip first. Adding it again needs a new approval.

💡 **Tip:** On Android, set the app's battery use to "Unrestricted"; otherwise the phone may slow down location sending in the background.

16 Passenger app (Route Passenger)

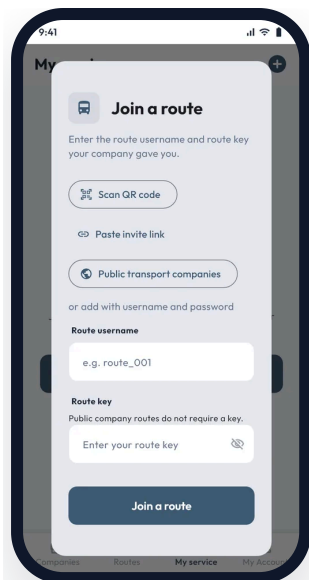
With Route Passenger a passenger or parent sees where the vehicle is in real time, chooses a stop, and gets approach notifications and announcements from the company. The app has four tabs: Companies, Routes, My service and My Account.

1. Install and sign in

- 1 Install Route Passenger from the App Store or Google Play.
- 2 Sign up with your own email using **Create account**.

2. Joining a service

- 1 Tap the **+** icon at the top.
- 2 Scan the QR code from the company with **Scan QR code**, paste the link with **Paste invite link**, or type the route username and key.
- 3 A public transport company can be chosen without a key from **Public transport companies**.
- 4 After joining, the message tells you what you will see, depending on the company's access level.

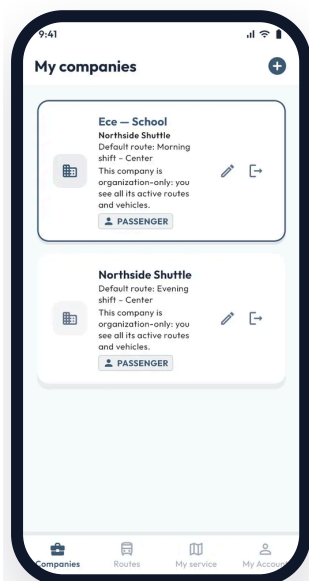


Joining a route

3. Companies: your accounts

Every company account you add is shown as a card with the company name, the default route and what the company shows you (for example "This company is organization-only: you see all its active routes and vehicles").

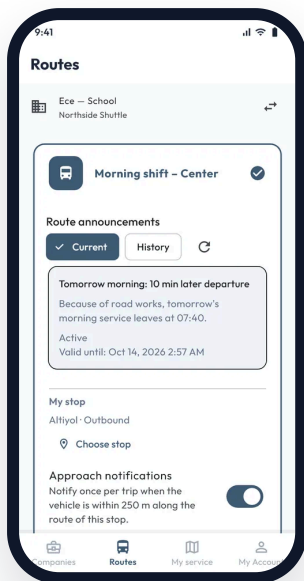
- Give the account your own name with the pencil icon, for example "Ece — School". Only you see this name.
- If two children use different services of the same company, add two accounts; each remembers its own default route.
- The exit icon removes the account; your other accounts stay.



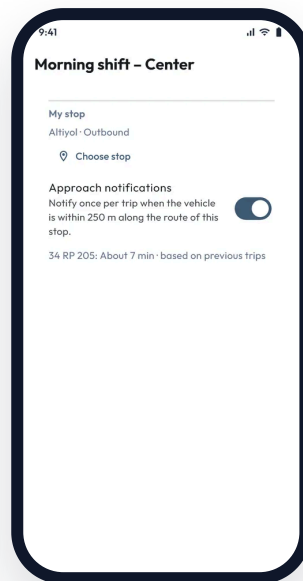
Accounts and the access line

4. Routes: my stop, notifications and announcements

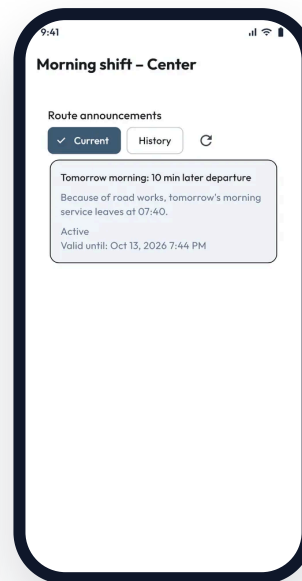
- 1 In the **Routes** tab choose the route to follow.
- 2 Under **My stop**, choose your stop with **Choose stop**.
- 3 Turn on **Approach notifications**. You get one notification per trip when the vehicle is 250 metres from the stop along the route.
- 4 During a trip the estimated arrival is shown under the stop, "based on current speed" or "based on past trips".
- 5 Read the company's current and past announcements under **Route announcements**.



Route, announcements and My stop



My stop and estimated arrival



Route announcements

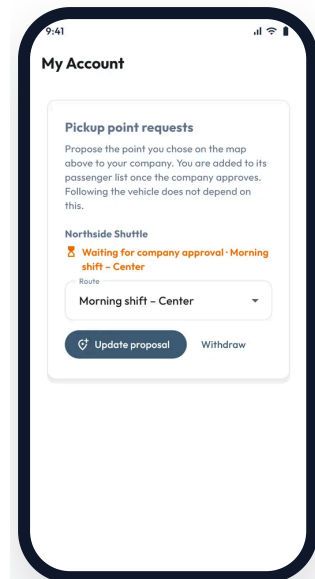
Note: Lock-screen notifications do not show the company, route or stop name; tapping the notification opens the account and route.

5. My service: live map

The **My service** tab shows the route and the vehicles on the road. Live and last known positions are marked differently, with how long ago the position arrived. If no vehicle is on the map, the trip has most likely not started yet.

6. My Account: suggesting a pickup point and settings

- 1 In **My Account**, type your name and save.
- 2 Choose your pickup point on the map.
- 3 Under your company, choose the route and tap **Propose this point**. The status becomes "Waiting for company approval"; once the company approves, you are added to its passenger list.



Pickup point request

- Pickup suggestions exist only in Private and Organization companies, and following the vehicle does not depend on them.
- The **Route announcement notifications** switch is also in My Account.

17 Troubleshooting

Try these checks before writing to us.

Passengers cannot see the vehicle

- Has the driver started the trip? Check **Active trips** on the Overview.
- Is location permission on in the driver's phone? If the driver app shows "Location permission denied" or "Location is turned off", turn it on in the settings.
- Is the vehicle in the **delayed location** list? The phone may have weak signal, or battery saving may be restricting the app.

The driver sees "Awaiting company owner approval"

Approve the person's link in **Drivers** with **Approve**. If it says "approved – waiting for vehicle and route assignment", assign a vehicle and route to the driver in **Vehicles**.

"Wrong username or key" or "invalid QR"

- Keys are case-sensitive; check the spelling.
- If the QR code was renewed or the key changed, the old code no longer works. Get the current QR code from the panel again.
- Joining is not possible while the company is suspended.

The location updates slowly

On the driver's phone set Route Driver's battery use to "Unrestricted" and allow it to run in the background. Do not swipe the app away from the app list.

No approach notification

- Has the passenger chosen a stop in the Routes tab and turned on **Approach notifications**?
- Is the phone's notification permission on?
- Is the stop in the trip's direction (outbound/return)? Notifications come only on trips in that direction.

- If the stop is more than 100 metres from the route line, no notification or estimate is produced; move the stop closer to the line.

A passenger's pickup point is not in the list

The suggestion may be waiting in the **Pickup requests** card on the **Passengers** page. Check it on the map and approve or reject it.

A planned trip shows "Not started" but the vehicle is on the road

The trip may have been started on another route, or with a different vehicle than the one named on the timetable row. A trip is matched if it starts at most 45 minutes before or 120 minutes after the planned departure.

 **Tip:** If the problem continues or you have a suggestion, write to support@routepassenger.com. A screenshot and the time the problem happened help us solve it faster.