tafwej تفويج

SCHOOL · HOME · BUS — EVERY RIDE ACCOUNTED FOR

User Guide

School buses, class entry and dismissal — for schools, parents, drivers and teachers

School admins
Dashboard · tafwej.com/admin

Parents
Tafwej app · tafwej.com/parent

Drivers & teachers
Tafwej Staff · tafwej.com/staff

Tafwej · tafwej.com · Version 1.0 · October 2026

Contents

1 **Welcome to Tafwej** 3

What Tafwej does 3

Who uses what 3

A school day with Tafwej 3

Signing in 4

Arabic or English 5

2 **Setting up your school** 6

The setup checklist 6

School settings 6

Grades and classes 8

Buses and drivers 8

Staff: teachers, drivers and admins 9

Students 9

Parents and invitations 11

Home locations 12

Planning routes 12

3 **Running the school day** 15

The day at a glance 15

The live map 15

Trips and changes for one day 16

Absences 18

Class entry 19

Alerts and escalation 20

Dismissal and call-outs 21

4 **For parents** 24

Getting started 24

My children 24

The live countdown 25

Notifications you receive 25

Reporting an absence 26

Your home location 27

Class entry and photos 28

Collecting your child at dismissal 30

Settings and several schools 31

5 **For drivers and bus attendants** 33

My trips 33
Starting a trip 33
Stop by stop 34
Scanning badges 34
When something is different 35
At school: “Bus cleared” 36
Sharing the bus location 36

6 **For teachers** 37
The class-entry list 37
Confirming class entry 37
Dismissal: sending children out 38

7 **School admins on the move** 41
Alerts 41
The dismissal board 41
Live buses 42

8 **Privacy, security and reliability** 44
Privacy 44
Who sees what 44
Reliability 44

9 **Questions and answers** 45

CHAPTER 1

Welcome to Tafwej

Tafwej connects the school, the home and the bus: everyone sees the same trip, live, in Arabic or English.

What Tafwej does

Tafwej runs the school day around the child: the morning bus, arriving in class, and going home at dismissal. Each person gets the screen they need, and every change reaches the others within seconds.

- **Automatic routes** on real roads: the school chooses the buses, Tafwej places the stops and works out the times.
- **Live tracking** of every bus, with a minute-by-minute countdown for each family.
- **Absence in one tap**: the bus skips the stop and everyone else's countdown updates.
- **Class entry with a photo**: the teacher confirms each child, and the parents receive the photo.
- **Alerts that escalate** when a child came by bus but was not confirmed in class.
- **Calm dismissal**: parents call their children from the gate, the teacher sends them out, and the parent confirms the pickup.

Who uses what

Who	App	Where
School admins	Admin dashboard	A computer browser: **tafwej.com/admin**
Parents and guardians	**Tafwej**	Android and iPhone, or the browser: **tafwej.com/parent**
Drivers and bus attendants	**Tafwej Staff**	Android and iPhone, or the browser: **tafwej.com/staff**
Teachers	**Tafwej Staff**	Same app: class entry and dismissal
School admins on the move	**Tafwej Staff**	Alerts, dismissal board and live buses

Students do not have accounts. Each child is linked to their parents, and a parent with children in several schools uses one account for all of them.

A school day with Tafwej

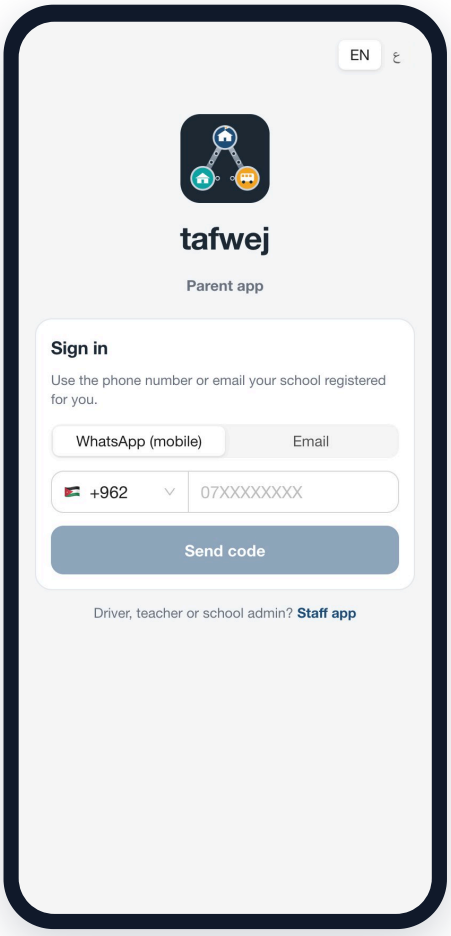
1. **Morning.** The driver starts the trip. Parents get "the bus is on its way" and follow a live countdown to their stop.
2. **At each stop** the driver scans the child's badge. Parents are told the child boarded.
3. **At school** the driver confirms the bus is empty. Teachers confirm each child in class with a photo, which the parents receive.

4. **If a child is not confirmed**, the school's admins are alerted at once, then by WhatsApp and email after two minutes, and the parents after three.
5. **Dismissal.** Children going by bus board it with a badge scan. Parents collecting by car call their children from the gate; the teacher sends them out.
6. **Afternoon drop-off.** The countdown runs again to each home, and parents are told when their child has been dropped off.

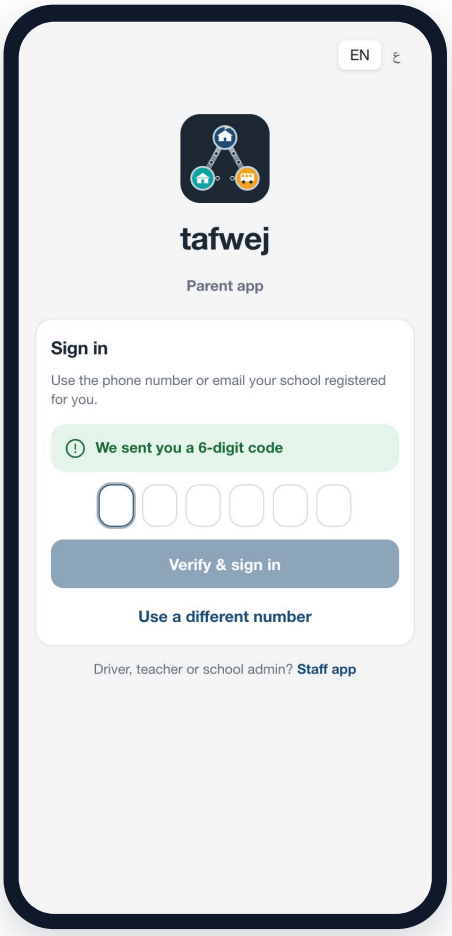
Signing in

There are no passwords. The school registers each person's phone number or email; signing in sends a one-time 6-digit code to it.

1. Open the app and choose how to sign in: **WhatsApp (mobile)** or **Email**.
2. Enter the number or email the school registered, then tap **Send code**.
3. Type the 6-digit code you receive and tap **Verify & sign in**.



Sign in to the parent app



Enter the code

- The code is valid for **5 minutes**. After 5 wrong attempts, request a new code.
- "No account found" means the school has not registered this number or email yet. Contact the school.
- You stay signed in on your phone for months; you can sign out from **Settings**.

> **NOTE**
> At launch, sign-in codes are sent by email. Ask your school to register your email address.

Arabic or English

Every screen, notification, email and message exists in Arabic and English. Switch with **EN / ع** at the top of the dashboard or under **Settings** in the apps; your choice is saved to your account, so the messages you receive follow it too.

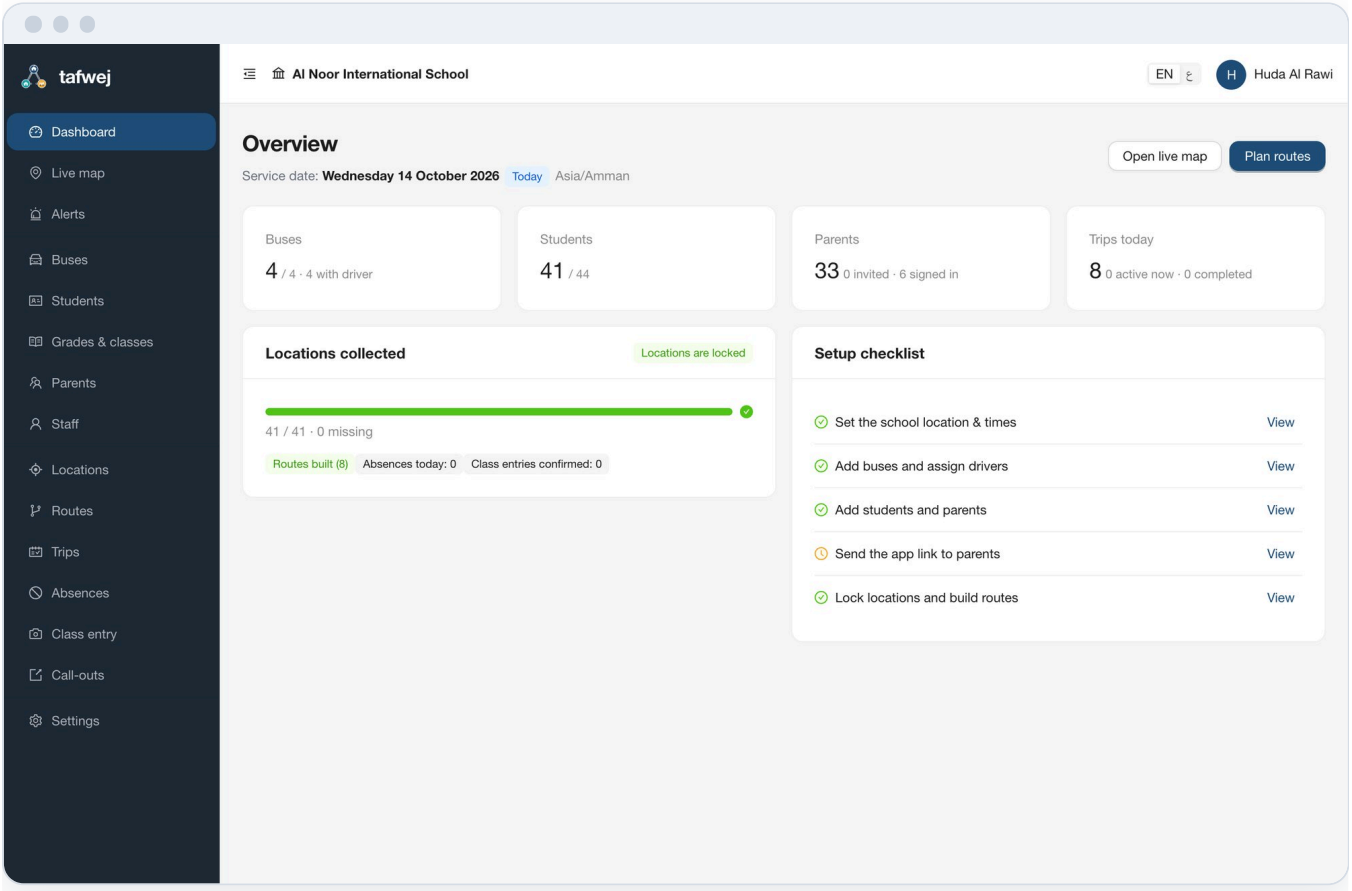
CHAPTER 2

Setting up your school

From an empty school to planned routes, in the order the dashboard's setup checklist suggests.

The setup checklist

Sign in at **tafwej.com/admin**. The **Dashboard** shows the day at a glance and, while the school is new, a **Setup checklist**: each item turns green when done and **View** takes you to the right page.

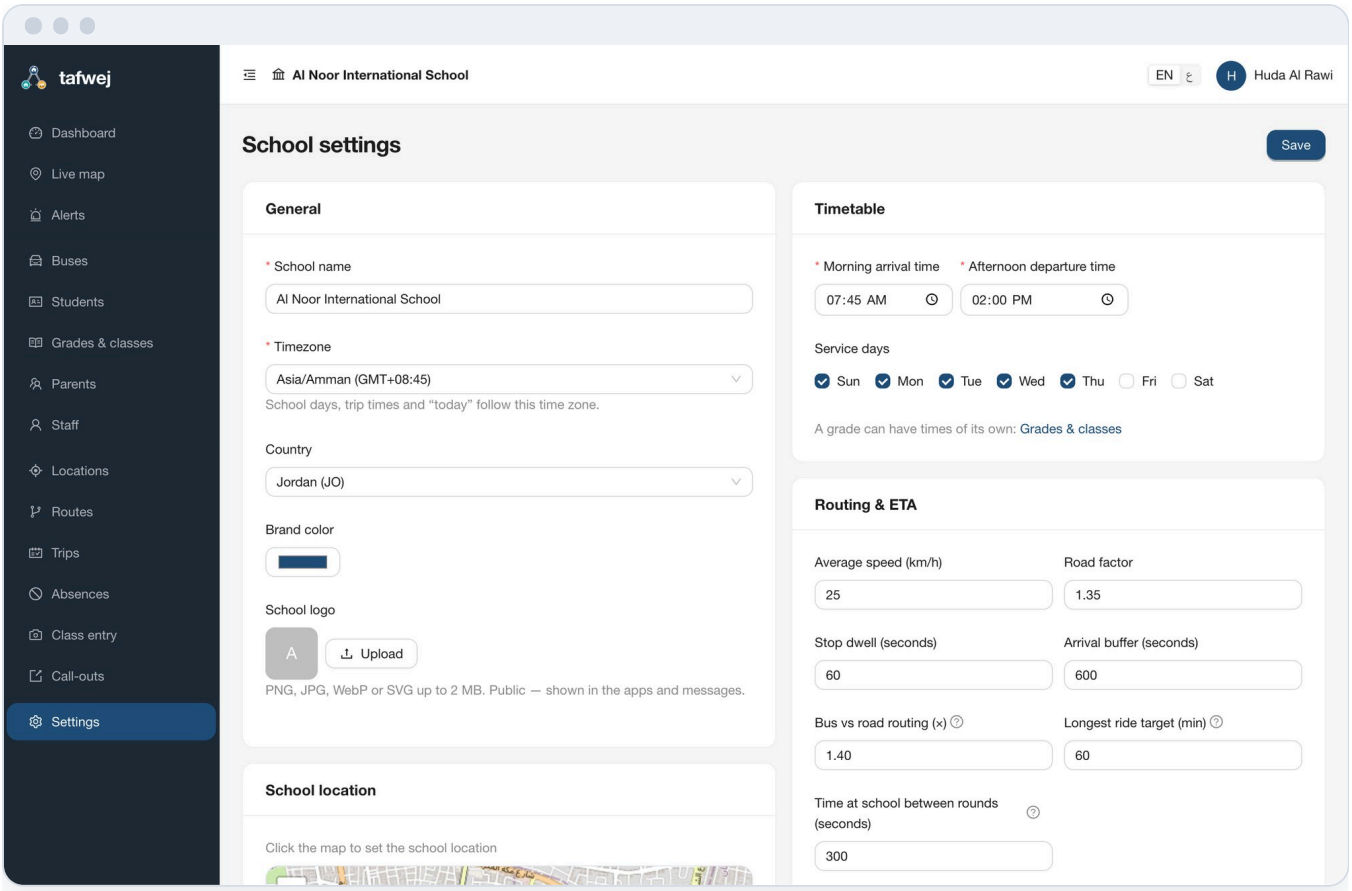


The dashboard with the setup checklist

1. Set the school location and times (**Settings**).
2. Add buses and assign drivers (**Buses**).
3. Add students and parents (**Students** , **Parents**).
4. Send the app link to parents (**Parents**).
5. Lock locations and build routes (**Locations**).

School settings

Settings holds everything the rest of Tafwej relies on. Click the map to place the school, then set the times and the rules.

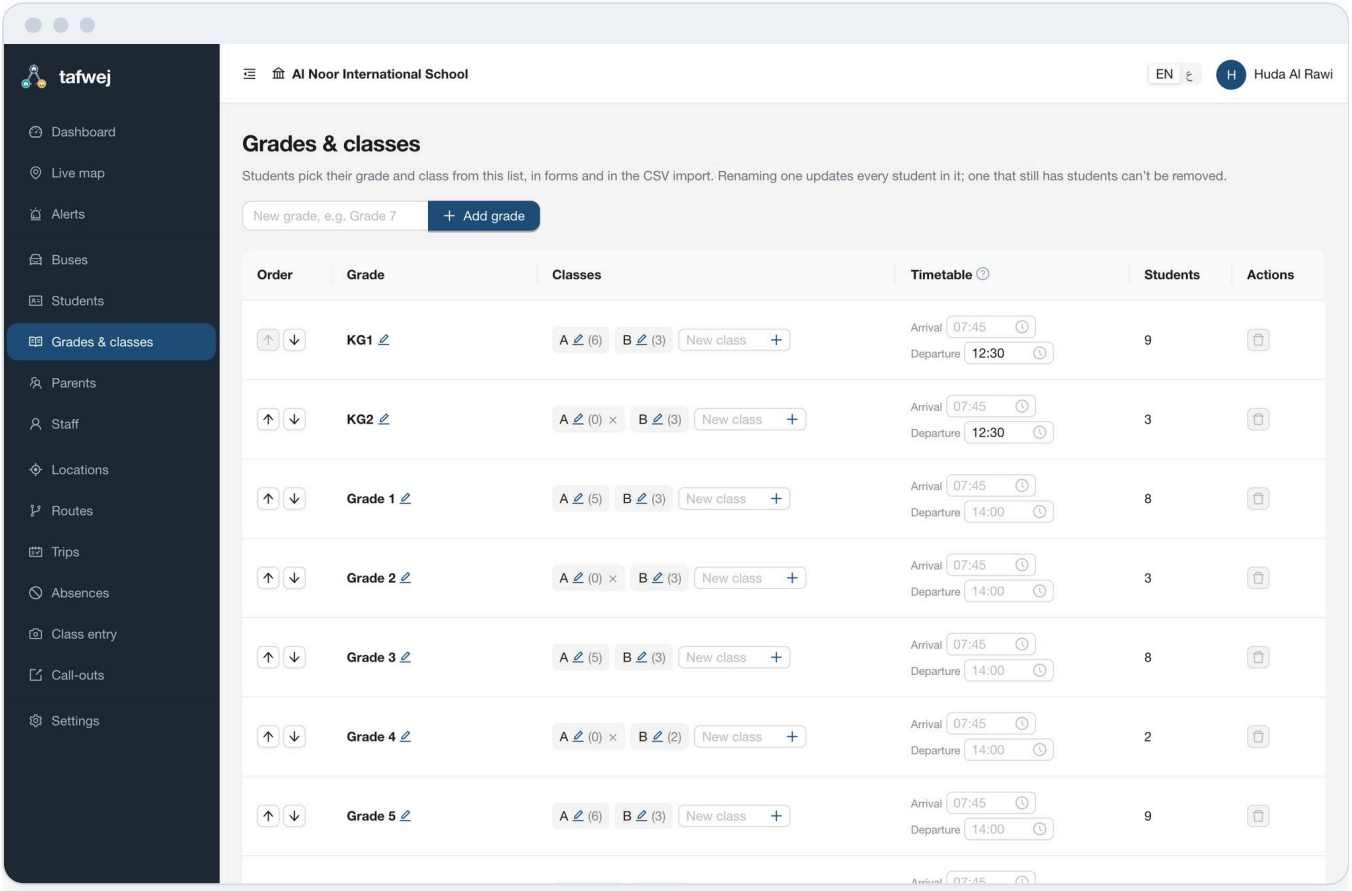


School settings

Section	What you set
Timetable	Morning arrival time, afternoon departure time and the school days. A grade can have times of its own (Grades & classes).
Routing & ETA	Average speed, road factor, stop dwell and arrival buffer used before Tafwej has learned from real trips; the longest-ride target (default 60 min) and the time at school between two rounds of a bus.
Escalation	When admins are messaged (default 120 s) and parents notified (default 180 s) about a child not confirmed in class.
Class-entry confirmation	The allowed method: QR badge, face, or either; and the face match threshold.
Parent invitations	The app download link and the invitation message sent to parents.
Call-outs	Switch call-outs on or off; close sent-out calls as received automatically after N minutes (default 10); tell admins when a call is not answered within N minutes (default 5).
General	School name, time zone, brand colour and logo.

Grades and classes

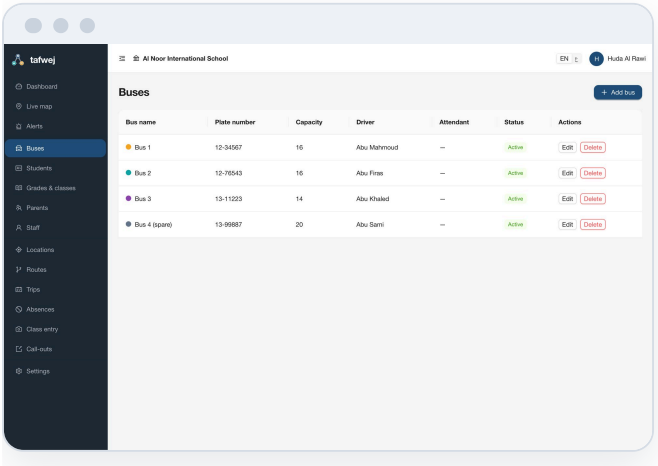
Students are placed only in the grades and classes defined here, both in forms and in imports. Add a grade, then its classes; give a grade its own arrival and departure times if it keeps a different timetable. Renaming updates every student.



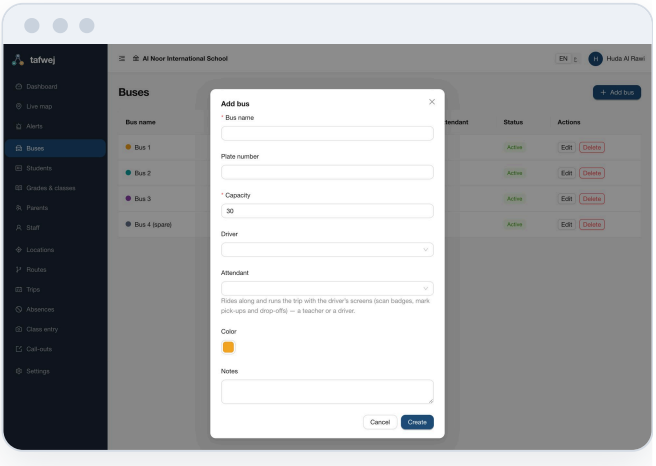
Grades & classes, with grade timetables

Buses and drivers

Add each bus with **Add bus**: name, plate number, capacity (seats), the driver, and optionally an attendant who rides along and can run the trip. Drivers are added first under **Staff**.



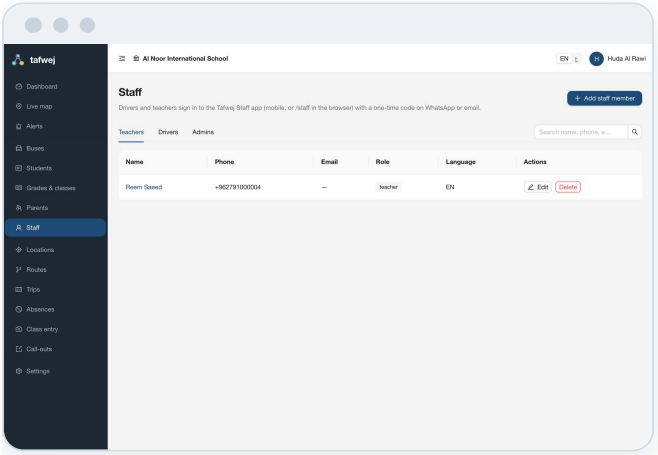
Buses



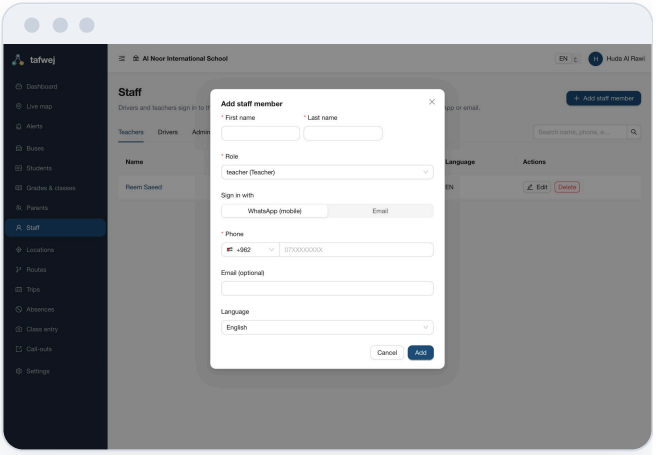
Adding a bus

Staff: teachers, drivers and admins

Under **Staff**, **Add staff member** with a name, a role (teacher, driver or admin) and the phone or email they sign in with. They sign in to the Tafwej Staff app with a one-time code. Removing someone takes them out of this school only; their history is kept.



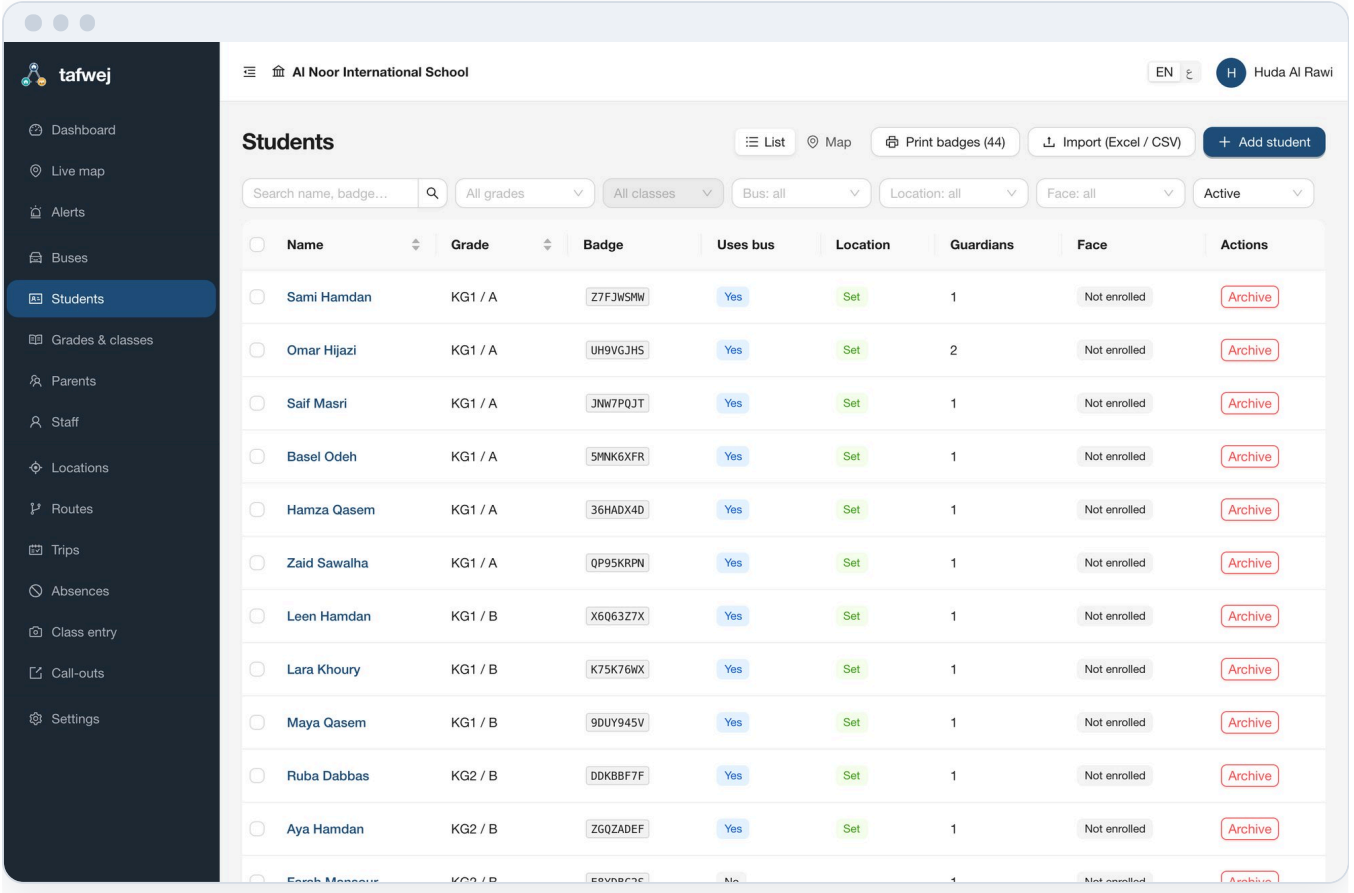
Staff



Adding a staff member

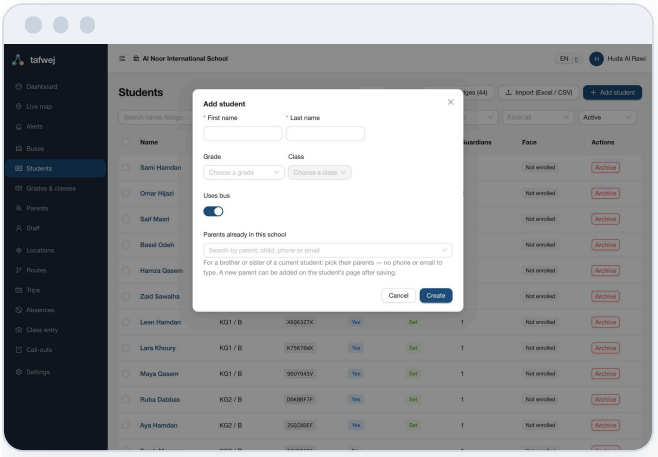
Students

Add students one by one with **Add student**, or many at once with **Import (Excel / CSV)**. The list can be filtered by grade, class, bus use, location and status, and shown as a map.

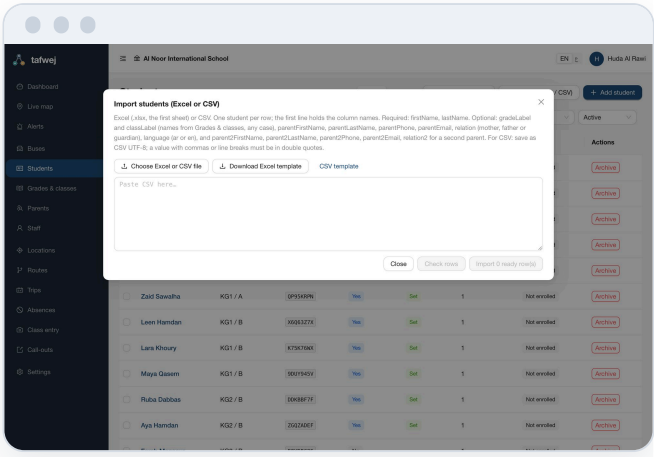


Students

1. **Import:** download the Excel template (it includes your grades and classes), fill one row per student with up to two parents, and choose the file.
2. **Check rows** validates every row without saving: each one shows Ready, Skipped (already there) or Error.
3. **Import** saves the ready rows. Existing parent accounts are linked, never duplicated; rows are never imported twice.

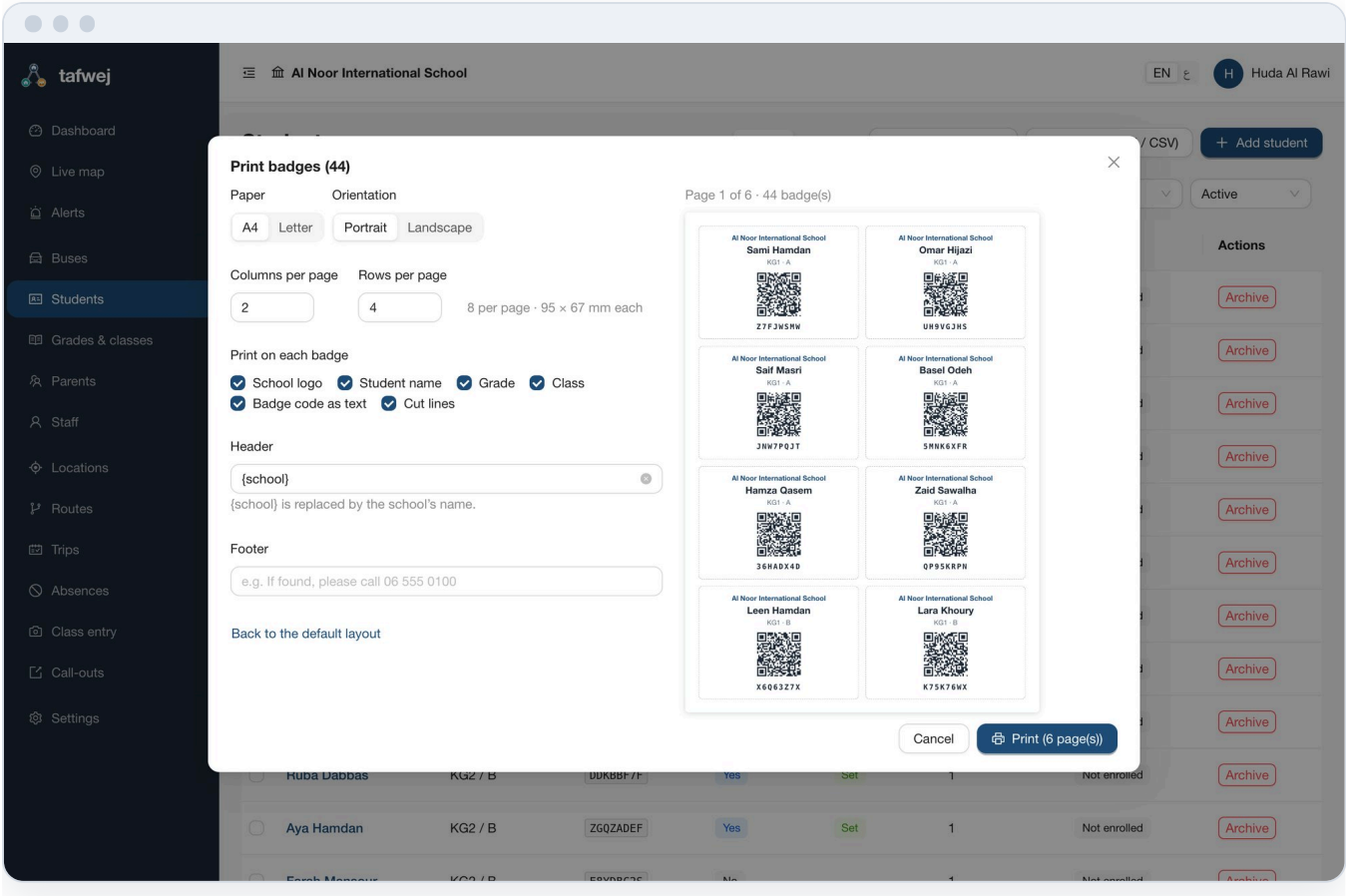


Adding a student



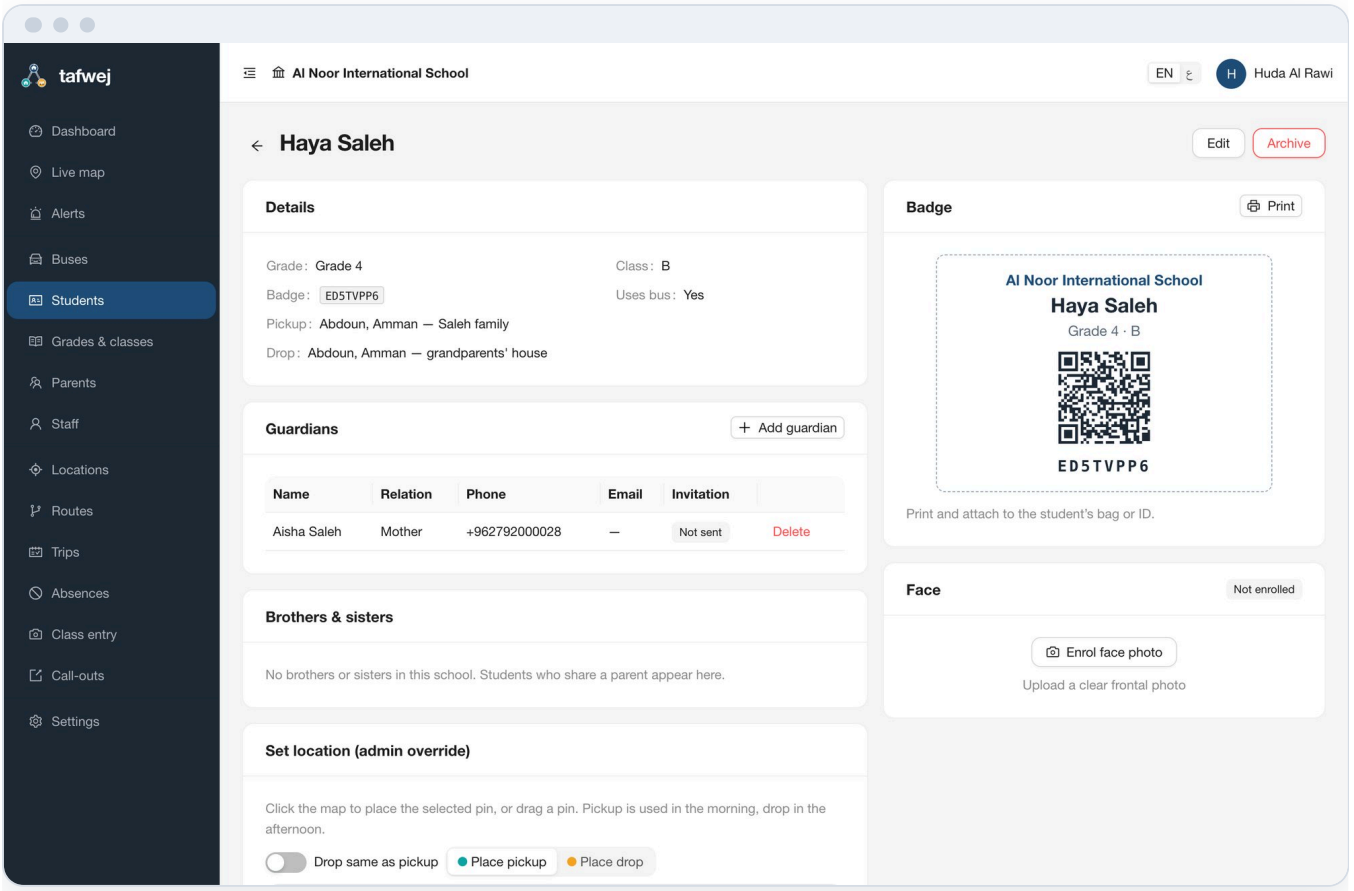
Importing from Excel or CSV

Badges. Each student has a badge with a QR code, used by drivers and teachers. **Print badges** prints the selected students (or the whole list) on A4 or Letter, with the layout you choose; the layout is remembered for the school.



Printing badges

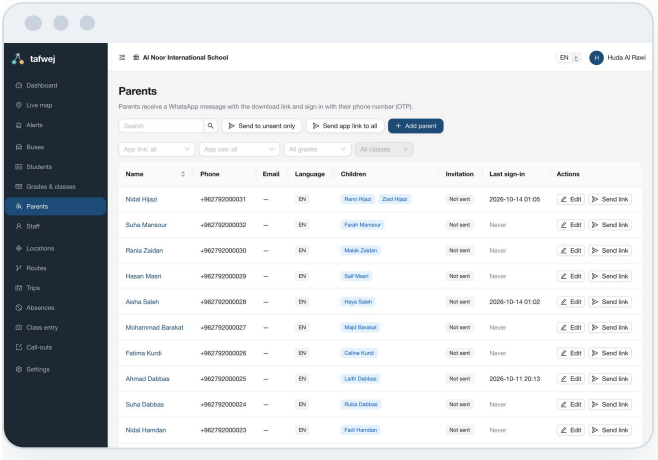
The student page shows the details, the parents (**Add guardian**), brothers and sisters, the home location (which an admin can always change), the badge and the face photo.



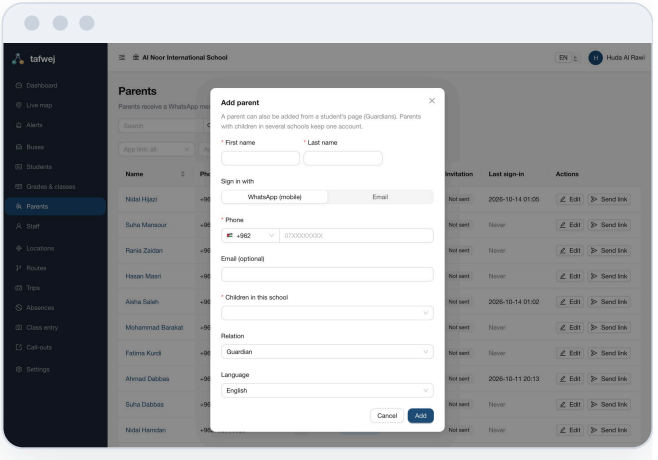
A student's page

Parents and invitations

Parents are added with their children (in the import, on the student page, or with **Add parent**). A parent of several children keeps one account. To link a brother or sister, pick the parent who is already in the school instead of typing their number again.



Parents, with invitation and sign-in status

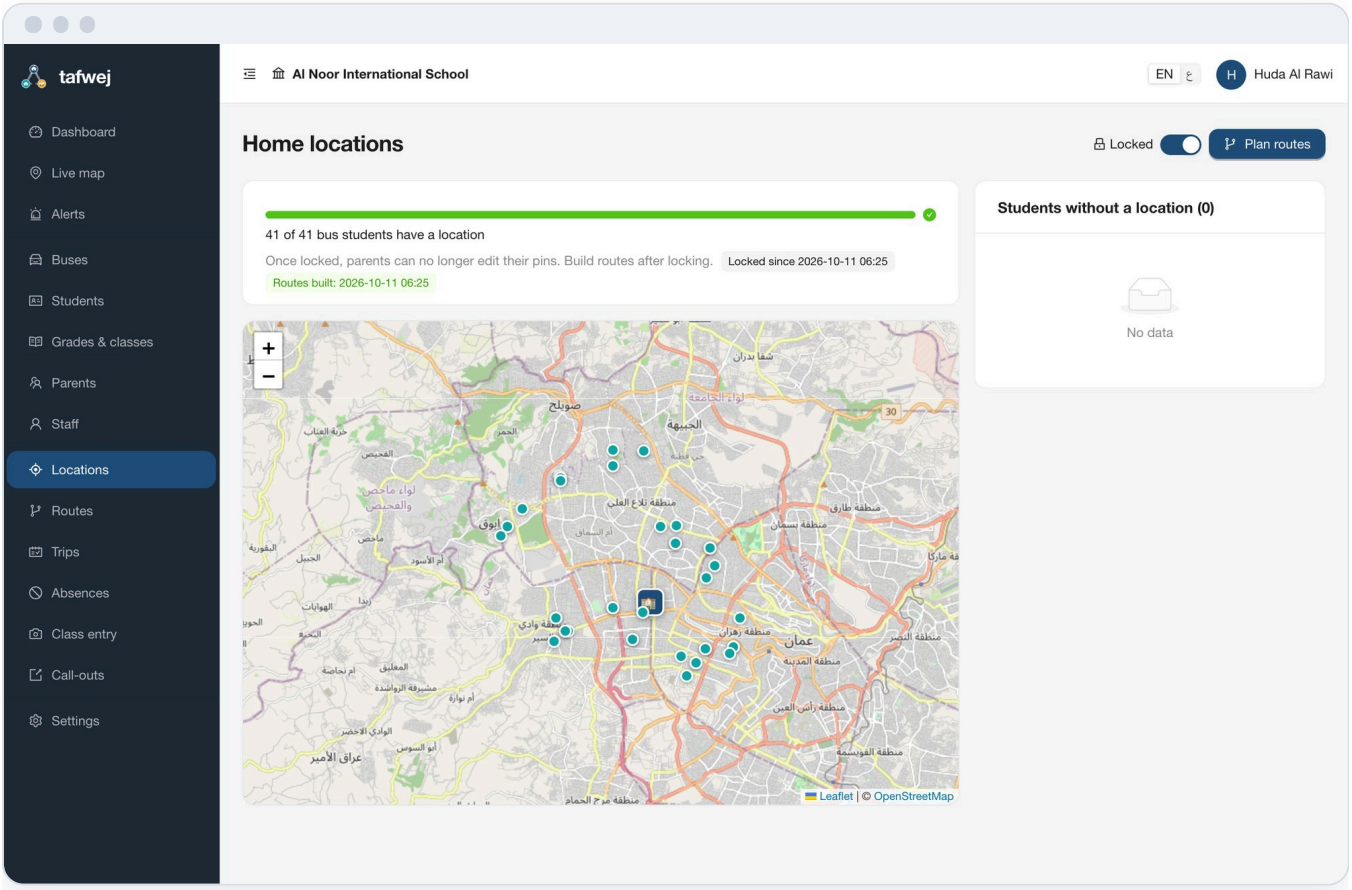


Adding a parent

Invitations. **Send app link to all** (or **Send to unsent only**) sends each parent one message naming all their children, with the download link and how to sign in. The list shows who was invited and who has signed in.

Home locations

Parents place their home pins from the app. **Locations** shows the progress, a map of all pins and the list of students still without one.

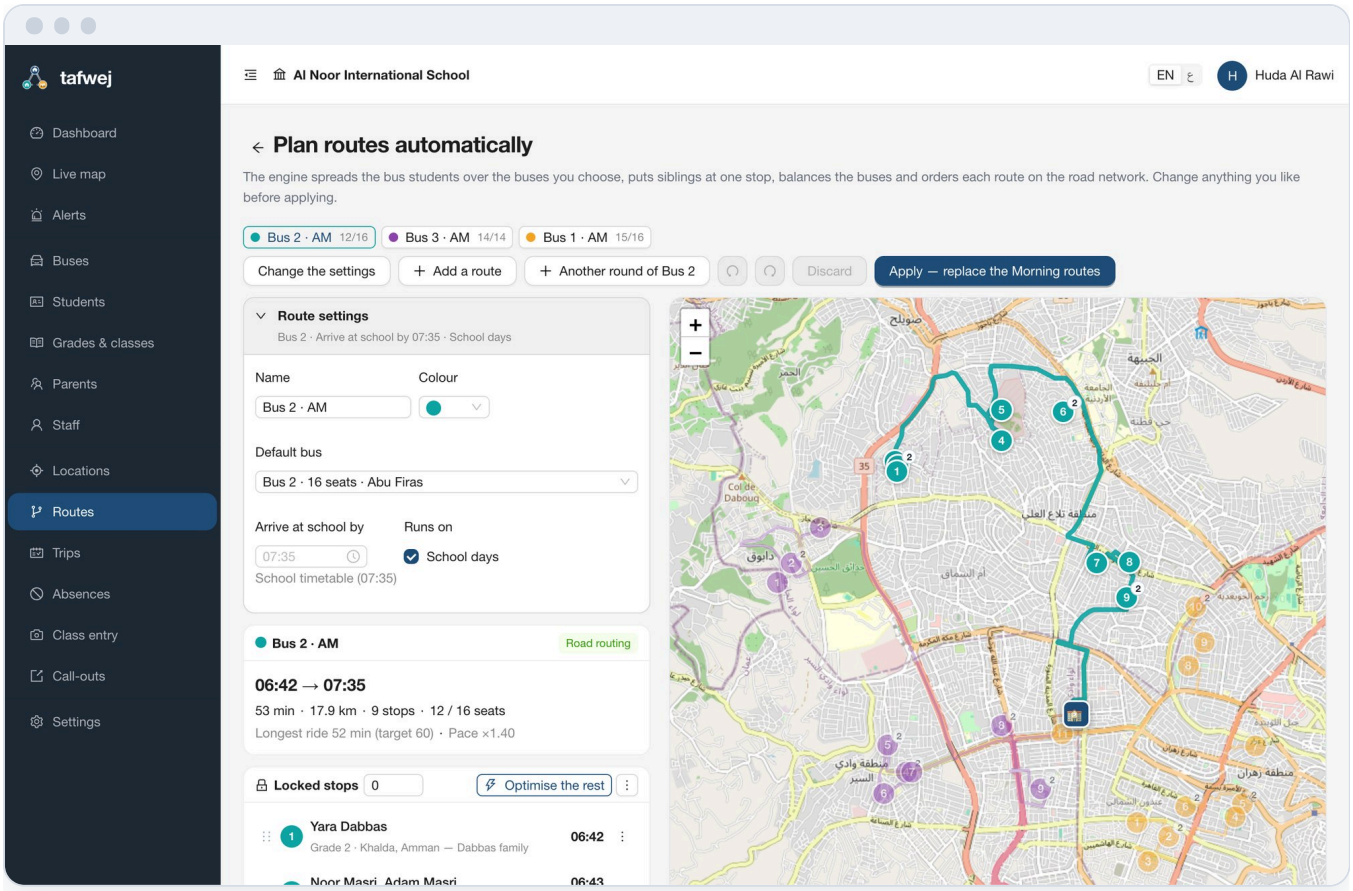


Home locations

When enough locations are in, turn on the lock: parents can no longer move their pins, and you can build routes (**Lock and build routes**). Admins can still change any child’s location from the student page.

Planning routes

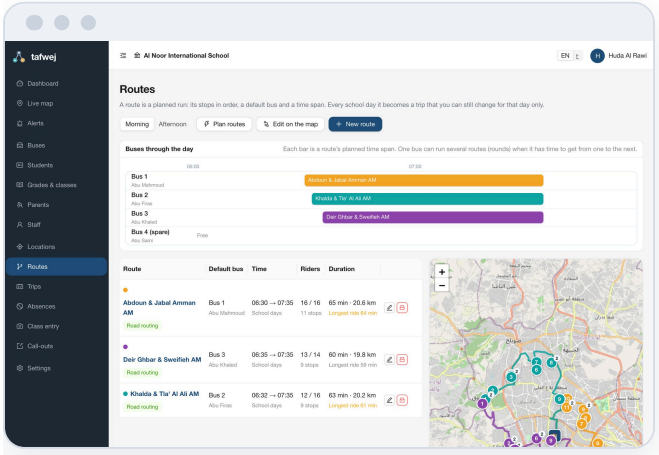
Plan routes proposes the routes for the morning or the afternoon on the real road network. Choose the buses to use and how many rounds each bus may run, then **Generate proposal** .



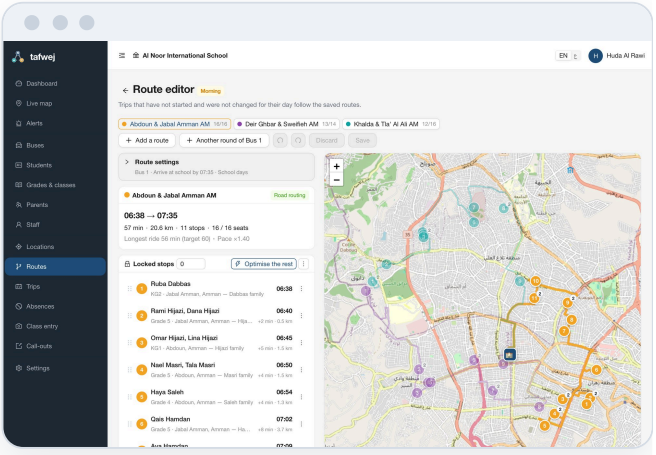
A proposal on the map, ready to review

- Brothers and sisters at the same door share one stop.
- No bus carries more children than its seats, and the buses are balanced.
- Every ride aims to stay under the longest-ride target; grades with their own timetable get their own round when possible.
- Children who do not fit are reported, never dropped silently.

Change anything before applying: drag stops into another order, move a child to another route, lock the first stops and **Optimise the rest**. **Apply** replaces the routes; trips that have not started follow them.



Routes, with the buses through the day



Editing one route

NOTE

A route is a plan; every school day it becomes a trip. Changing a trip for one day (on the Trips page) never changes the route.

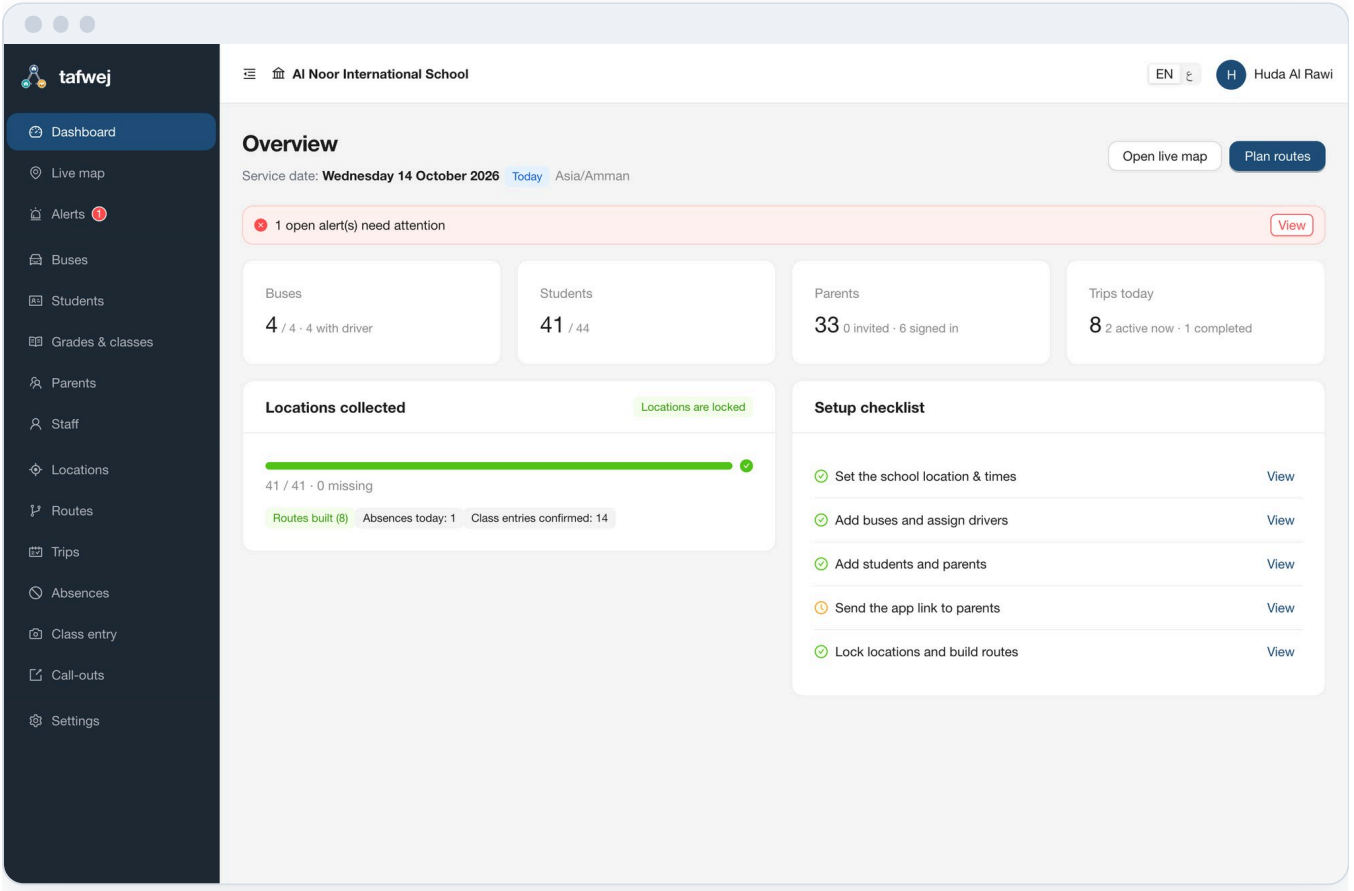
CHAPTER 3

Running the school day

What the school sees and does while the buses run, from the first stop to the last child collected.

The day at a glance

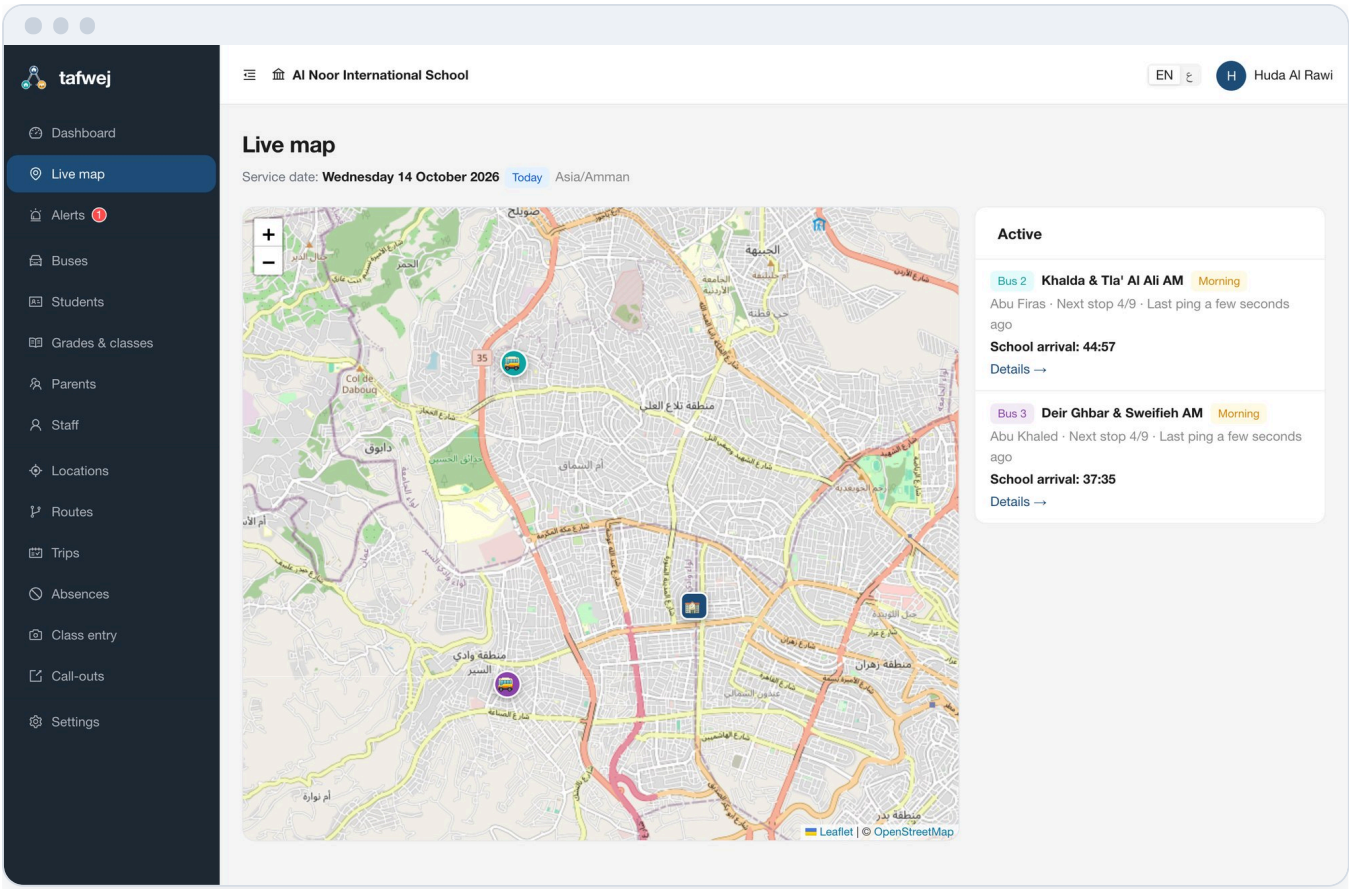
During the day the **Dashboard** shows the trips active and completed, the absences reported, the class entries confirmed and, in red, any open alert.



The dashboard during the morning

The live map

Live map shows every bus on a trip, moving as it drives. Beside the map, each trip shows its next stop, the time of the last position, and the countdown to school (morning) or to its last drop-off (afternoon). **Details** opens the trip.

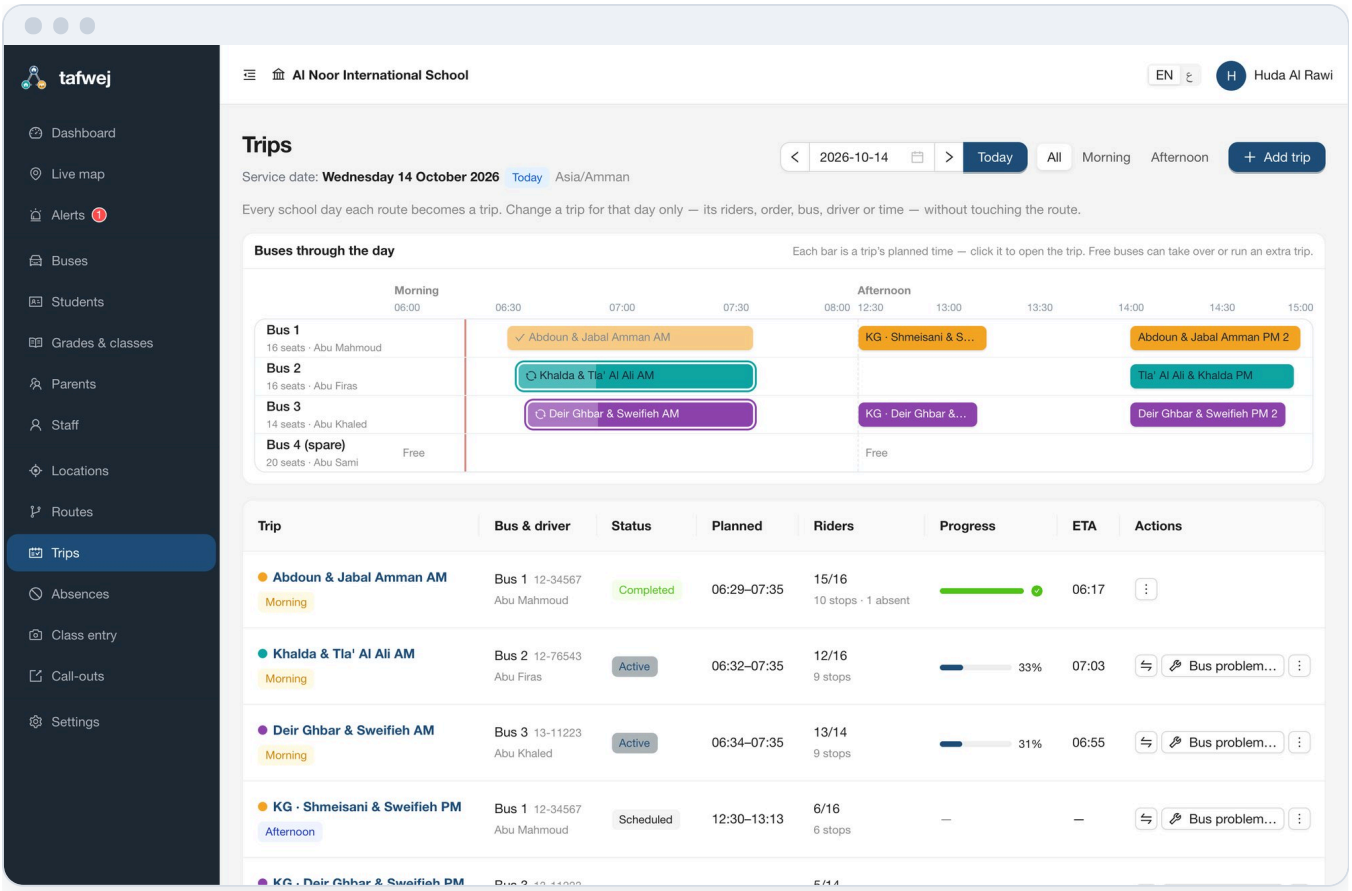


Buses on the live map

> **NOTE**
> If live data cannot be loaded, the page says so instead of showing an empty map that could be read as “no buses running”.

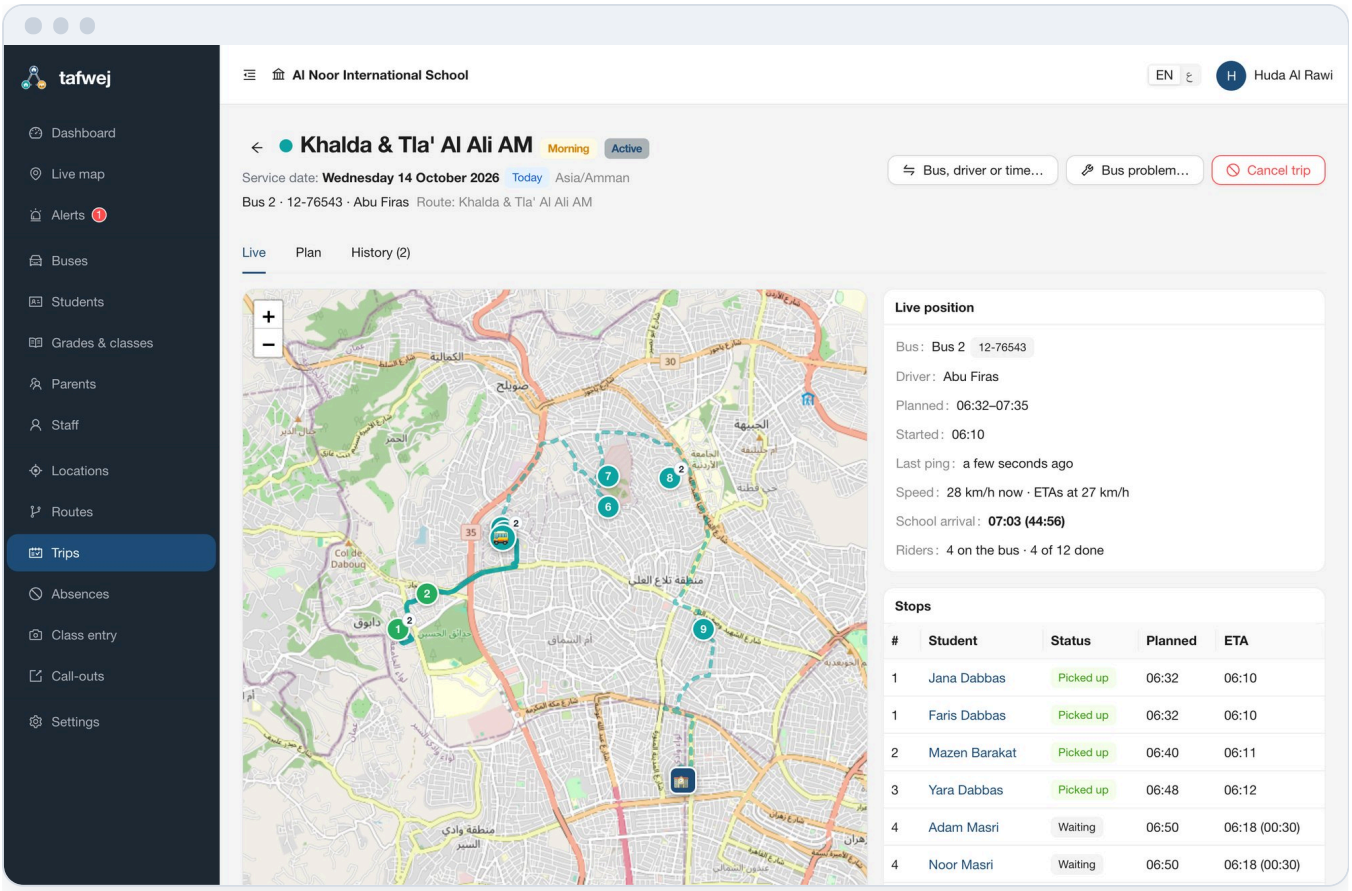
Trips and changes for one day

Every school day each route becomes a trip. **Trips** lists the day’s trips with a timeline of the buses, and a **Needs attention** box for anything to fix: a child without a bus, a bus out of service, too many riders for the seats, a trip without a driver.



The day's trips

Open a trip to follow it live or change it **for that day only**: its riders, the order of stops, the bus, the driver or the time. Parents affected are told what changed for them.

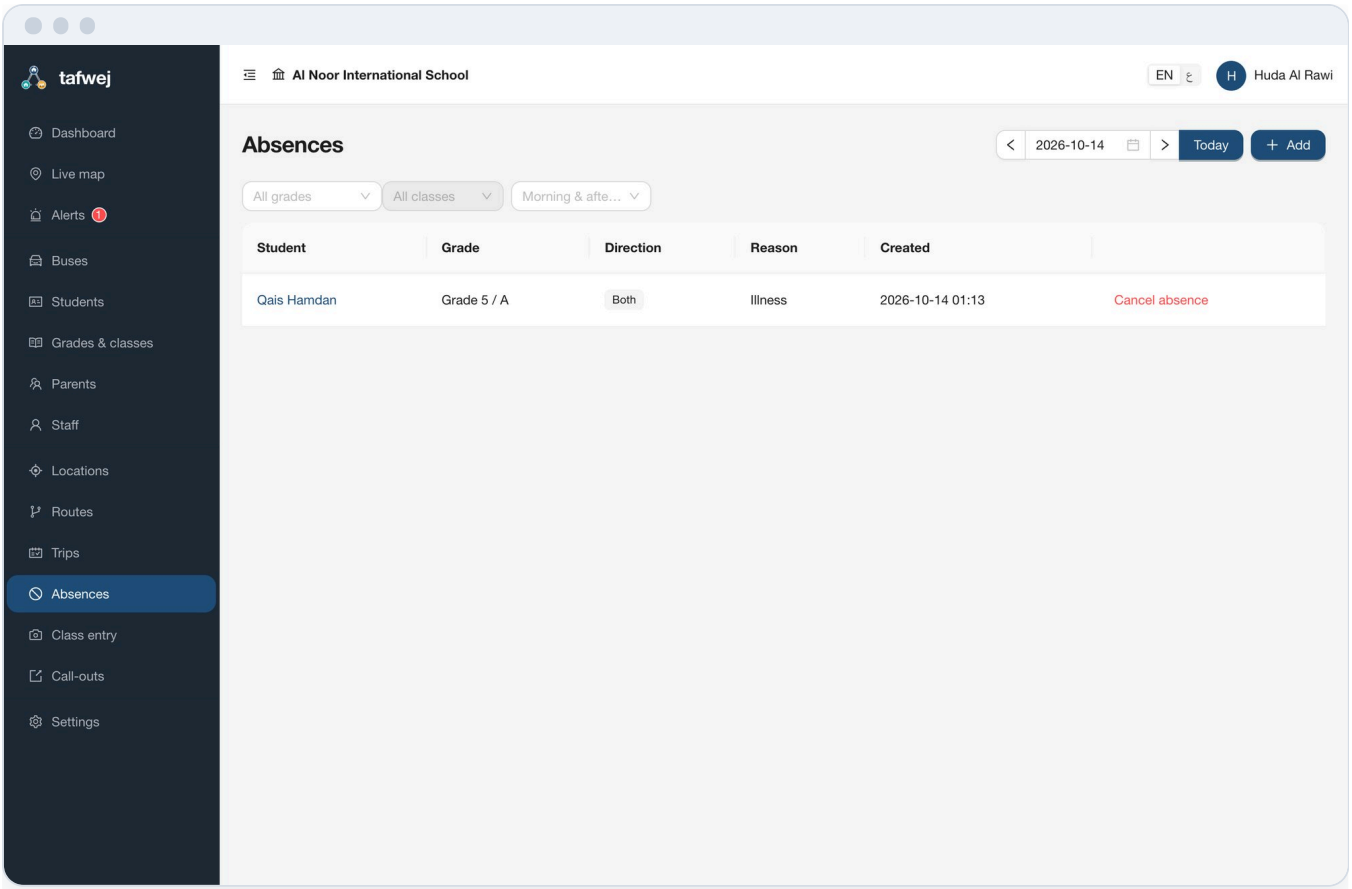


A trip, live

> **TIP**
>
> A bus broke down? Use **Bus problem…** on the trip: swap in another bus (the driver can stay with it), or spread its children over the other buses with a proposal you review before applying. Parents of the children affected are told.

Absences

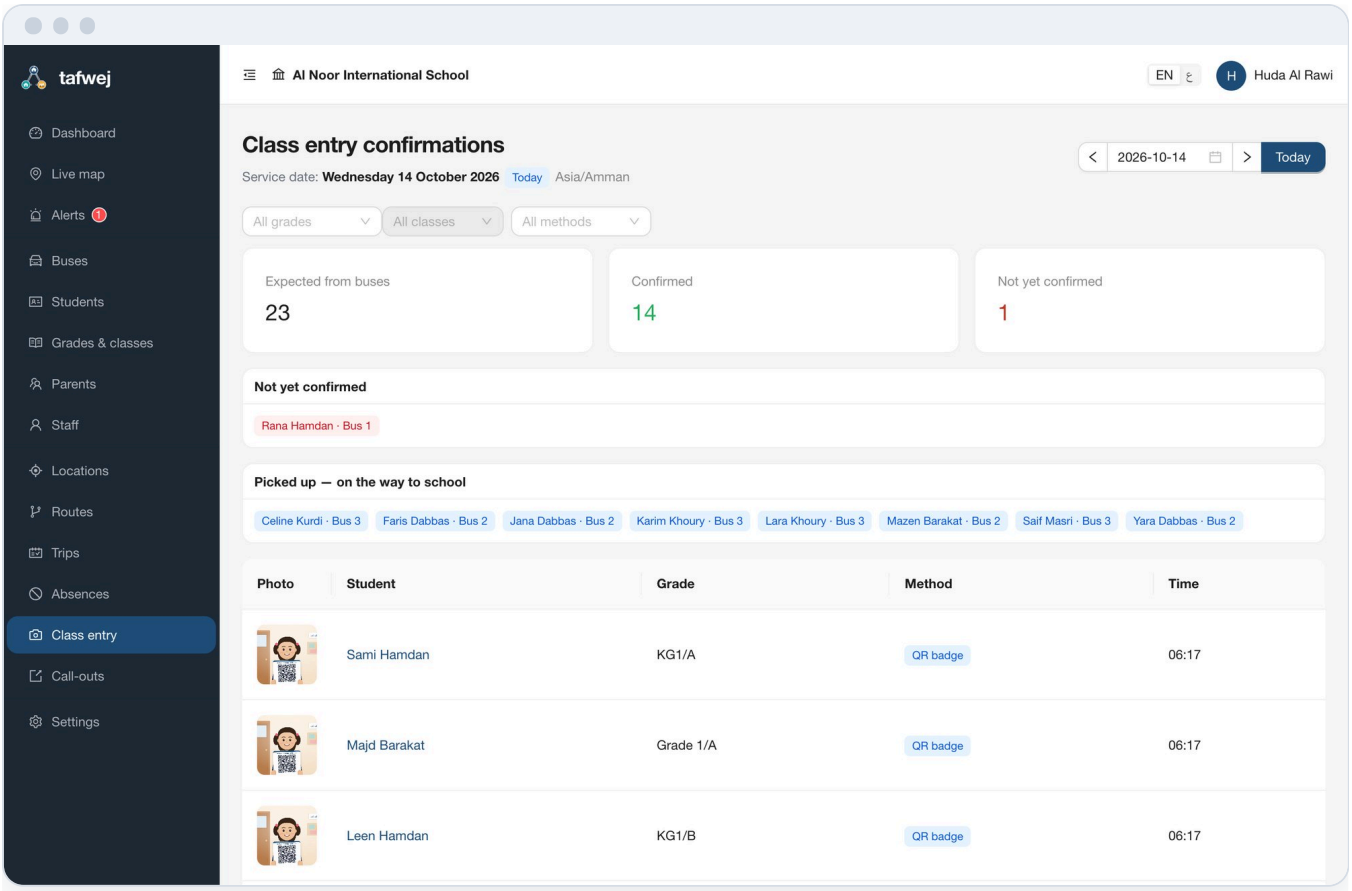
Absences lists the absences of the day, whoever reported them. When an absence is reported, the bus skips the stop and every family's countdown on that route is recalculated.



Absences of the day

Class entry

Class entry shows every confirmation of the day with the photo, the time, the method (badge, face or from the list with a reason) and the teacher.

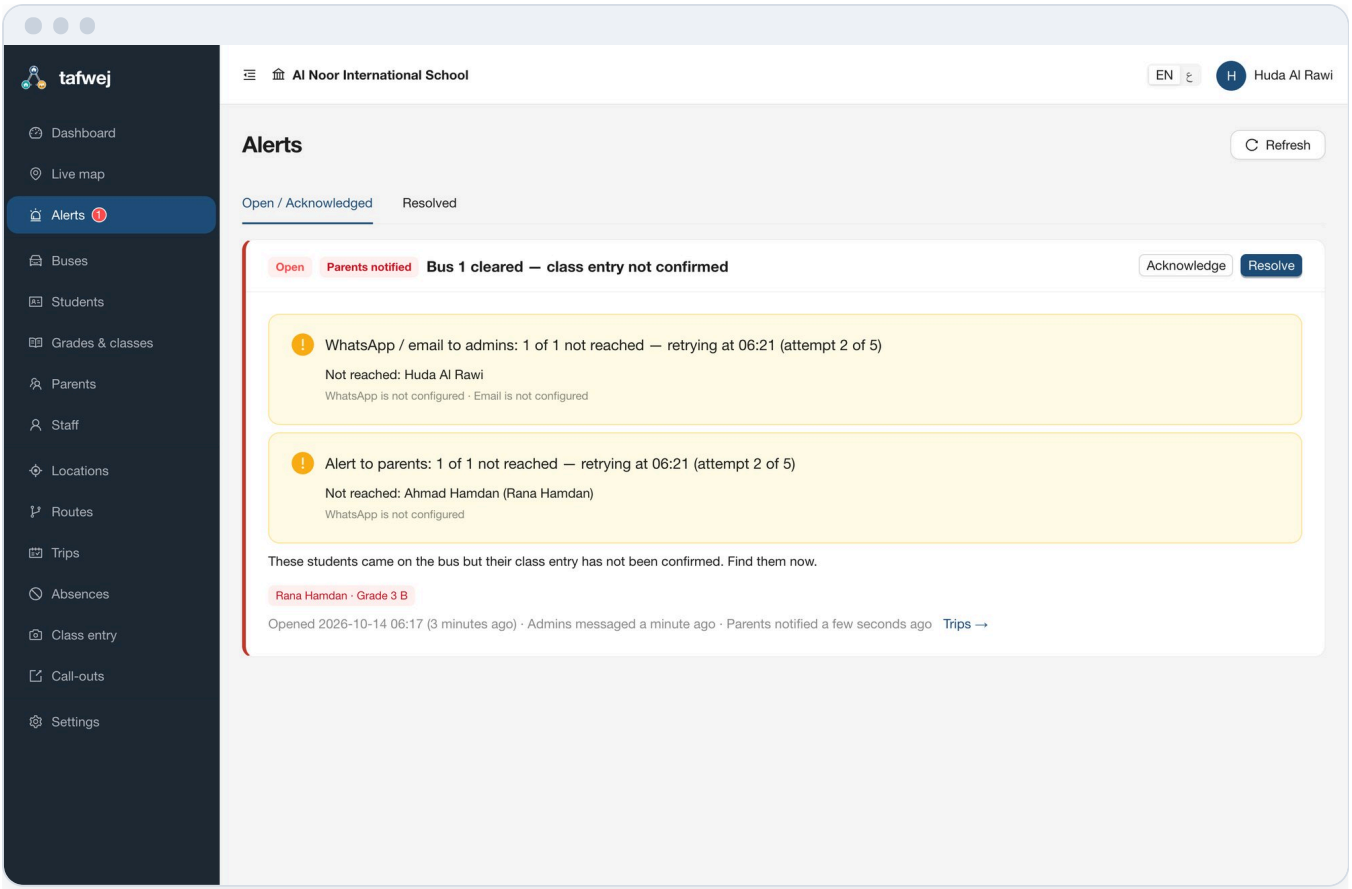


Class entries with photos

Alerts and escalation

When the driver taps “Bus cleared” after a morning trip, every child who came on that bus but is not yet confirmed in class opens an alert. It escalates on its own until the children are confirmed:

Time after “Bus cleared”	Who is alerted	How
Immediately	The school’s admins	In the apps and by push notification
After 2 minutes	The school’s admins, marked URGENT	WhatsApp, email and push
After 3 minutes	The parents of each child still unconfirmed	In the app, push and WhatsApp



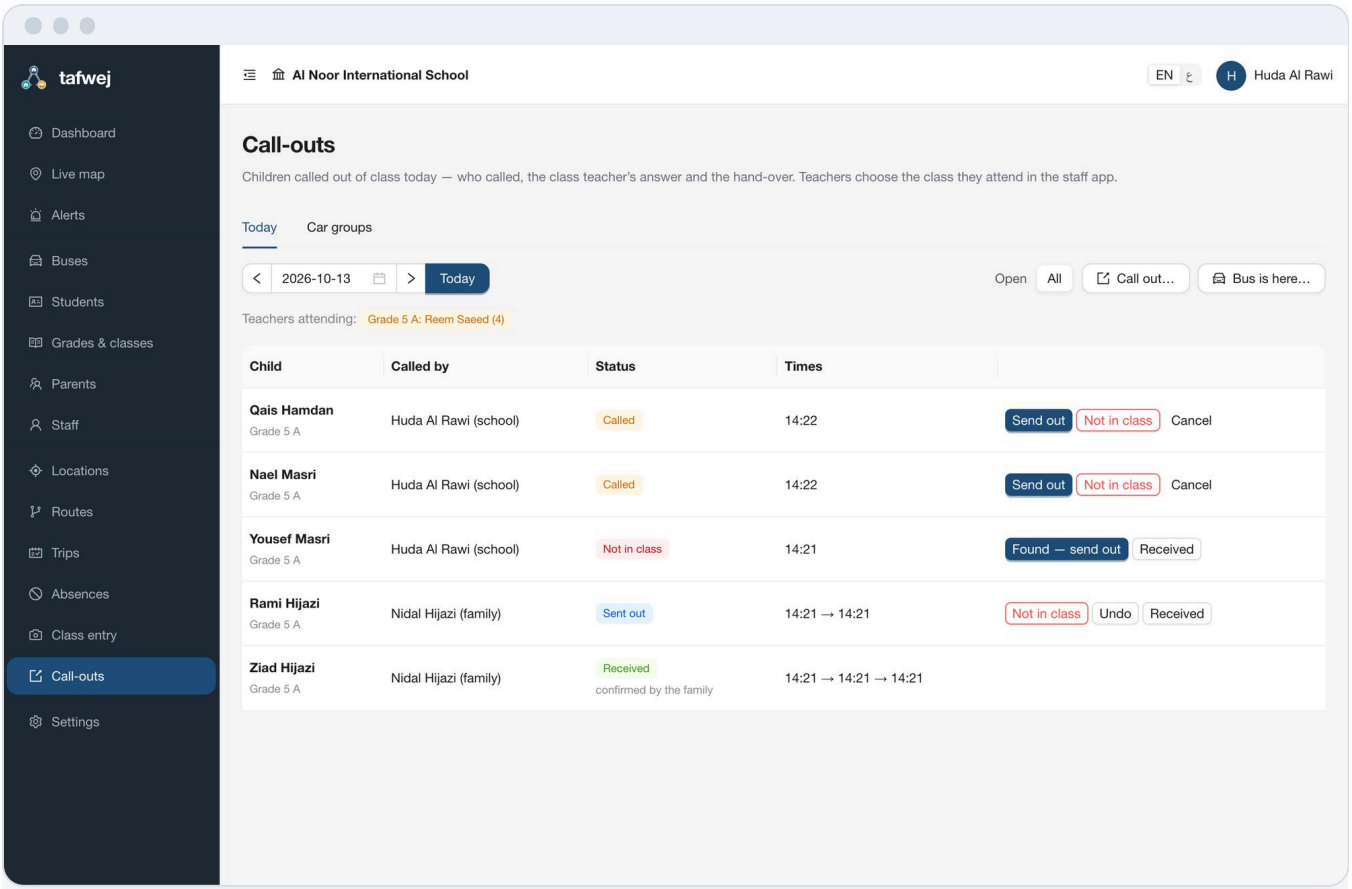
An alert after escalation

- The alert closes by itself as soon as every child is confirmed.
- **Acknowledge** shows you are handling it; it does not stop the clock.
- **Resolve** while children are still missing asks where they are; the answer is kept with your name. A resolved alert can be reopened.
- If a message could not be delivered, the alert says to whom; it is retried automatically.

> **NOTE**
> The two delays are school settings (**Settings → Escalation**).

Dismissal and call-outs

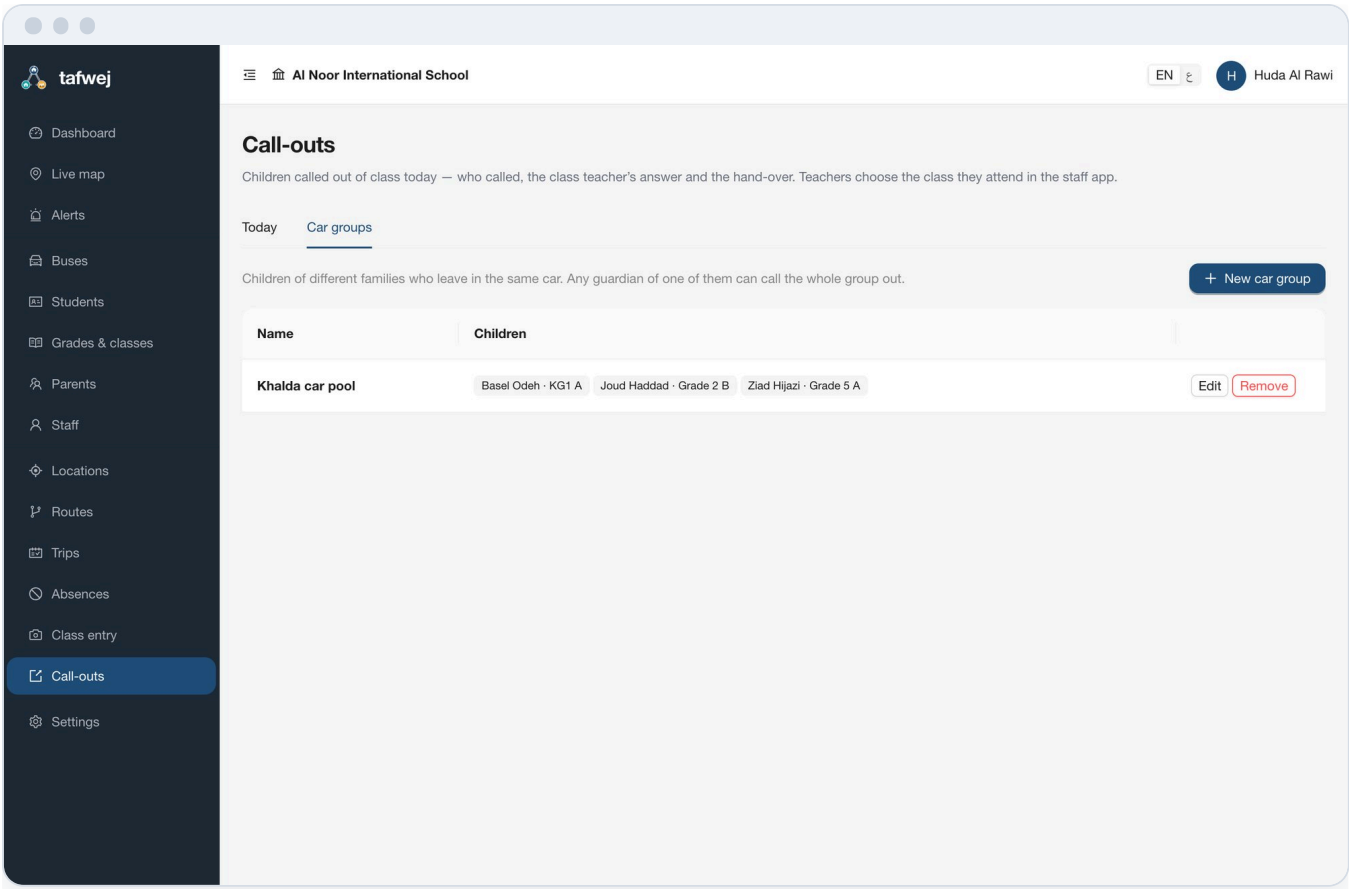
Call-outs shows the day’s calls: who was called, by whom, when, and where each one stands (called, sent out, not in class, collected). Use the date arrows to look at another day, and the filter to show only the open ones.



All the call-outs of the afternoon

- Admins are told when a call waits too long (default 5 minutes) and immediately when nobody is attending a class.
- At most one open call per child per day; a call can be cancelled until the child is sent out.
- Calling a child who takes the bus takes them off that afternoon's bus; cancelling puts them back.

Car groups are children of different families who leave in the same car. Any parent of one child in the group can call the whole group at once; other families see only first names and classes. Create them under the **Car groups** tab.


tafwej
Dashboard
Live map
Alerts
Buses
Students
Grades & classes
Parents
Staff
Locations
Routes
Trips
Absences
Class entry
Call-outs
Settings
Al Noor International School
EN ع
H
Huda Al Rawi
Call-outs
Children called out of class today — who called, the class teacher's answer and the hand-over. Teachers choose the class they attend in the staff app.
Today
Car groups
Children of different families who leave in the same car. Any guardian of one of them can call the whole group out.
+ New car group
Name
Children
Khalda car pool
Basel Odeh · KG1 A
Joud Haddad · Grade 2 B
Ziad Hijazi · Grade 5 A
Edit
Remove

Car groups

CHAPTER 4

For parents

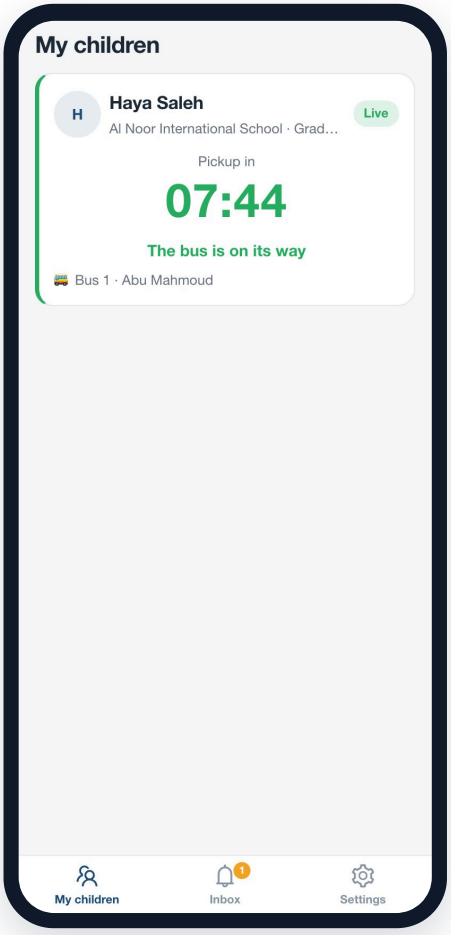
Everything about your children’s school day in one app: the bus, class entry and pickup at dismissal.

Getting started

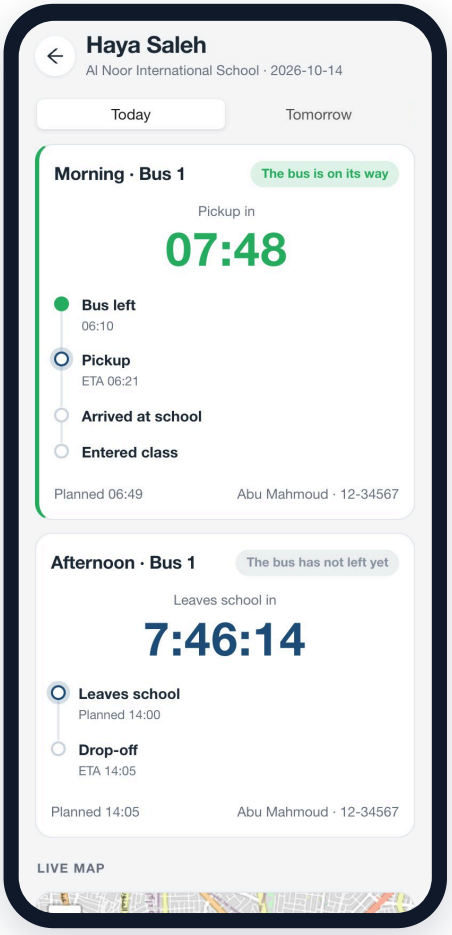
1. The school sends you a message with the app link. Install **Tafwej** from the store, or open **tafwej.com/parent** in your phone’s browser.
2. Sign in with the phone number or email the school registered for you (see “Signing in”).
3. Allow notifications when asked: that is how the bus and the school reach you.
4. Set your home location for each child who takes the bus (below).

My children

The **My children** tab lists each child with where they are now and their next step: the bus on its way, in class, or collected. A summary at the top counts your children at school, on the bus and at home.



My children, morning



A child’s day with the live countdown

Tap a child to open their day: the **Morning** and **Afternoon** trips step by step, the live countdown, and the map with the bus.

The live countdown

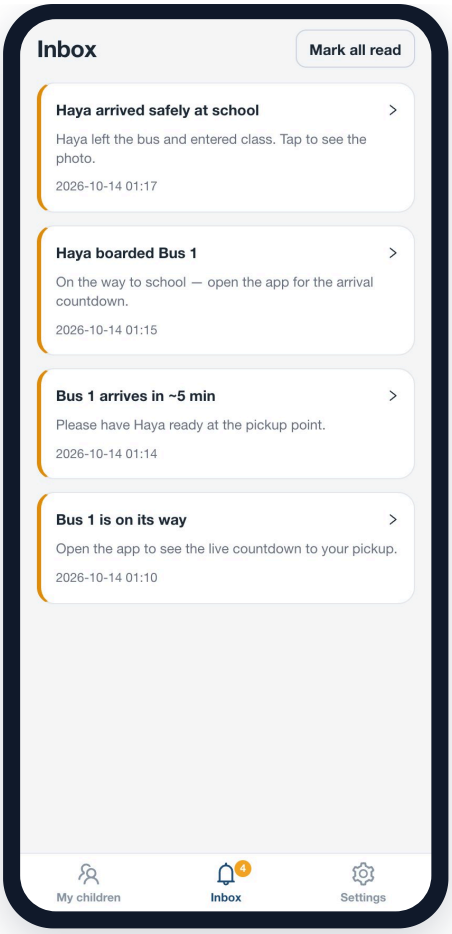
As soon as the driver starts the trip you can follow the bus on the map. The countdown shows the minutes until it reaches your stop (morning) or your home (afternoon), and updates every few seconds from the bus's real position.

- When the bus is about **5 minutes** away you get "the bus arrives in ~5 min": please have your child ready.
- Times get more accurate every day: Tafwej learns each route's real pace and how long each stop takes.
- "Signal paused" means no position has arrived from the bus for two minutes (for example in a tunnel); the countdown resumes by itself.

Notifications you receive

When	Message
The driver starts the trip	The bus is on its way / left school
The bus is about 5 minutes away	The bus arrives in ~5 min
Your child boards (badge scanned)	Boarded the bus
The teacher confirms class entry	Arrived safely at school — with the photo
Your child is dropped off	Was dropped off
Your child was not at the stop / not on the bus	Not at the stop — please contact the school
Class entry not confirmed 3 minutes after the bus arrived	Class entry not confirmed yet — the school is checking
The school changes today's bus	Today, your child rides another bus / no bus today
At dismissal	On the way to the gate / not in class

Brothers and sisters on the same event get **one** message that names them all. Every notification is also kept in the **Inbox** tab.

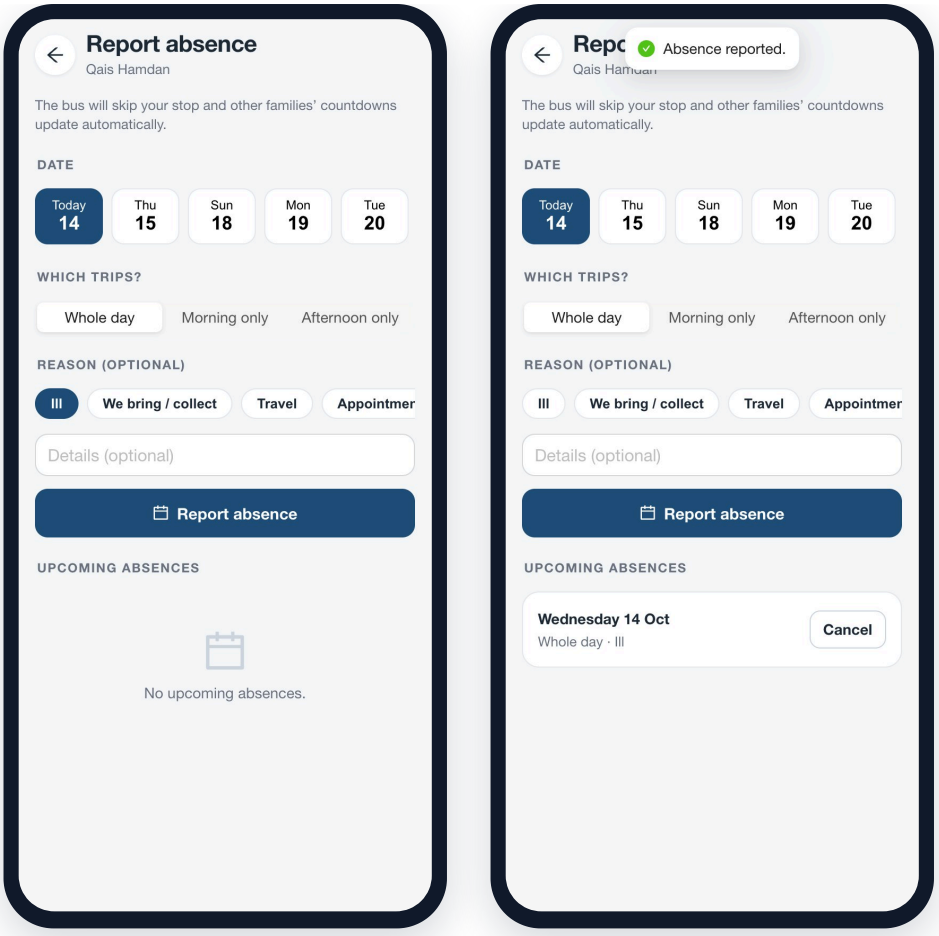


The inbox

Reporting an absence

If your child will not take the bus, tell the school in one tap: the bus skips your stop and the other families' countdowns update at once.

1. Open the child's page and tap **Report absence**.
2. Choose the day (the next 10 school days) and the trips: **Whole day**, **Morning only** or **Afternoon only**.
3. Optionally choose a reason (**Ill**, **We bring / collect**, **Travel**, **Appointment**, **Other**) and tick brothers or sisters under **Also for**.
4. Tap **Report absence**.



Choosing the day and the reason

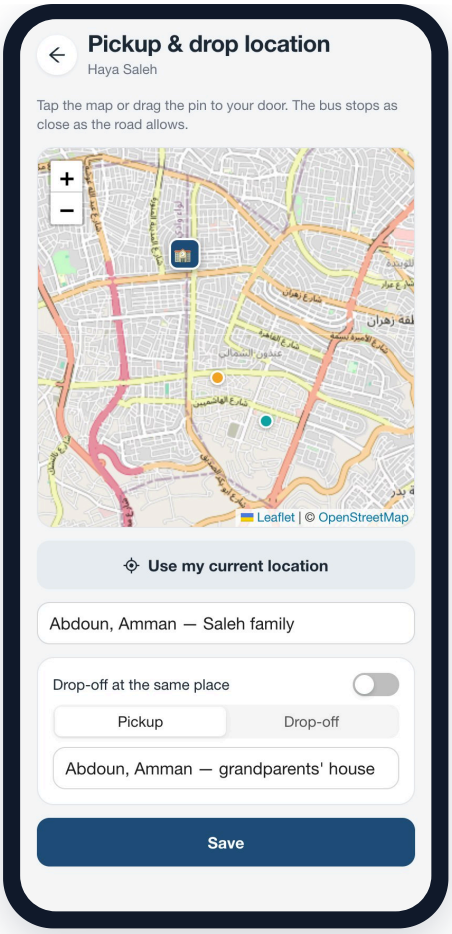
Reported

- You can cancel an upcoming absence under **Upcoming absences**, as long as the bus has not passed your stop.
- If it is too late (your child is already on the bus, or the bus passed the stop), the app says so: please contact the school.

Your home location

Routes are built from the pins parents place. Place the pickup point (and the drop-off point if it is different) exactly where the bus should stop.

1. On the child's page tap **Set pickup location** (or **Edit pickup location**).
2. Tap the map or drag the pin to your door, or use **Use my current location** when you are standing there.
3. If the afternoon drop-off is elsewhere, turn off **Drop-off at the same place** and place the **Drop-off** pin too.
4. Under **Also use this location for**, tick brothers and sisters who live at the same door, then **Save**.



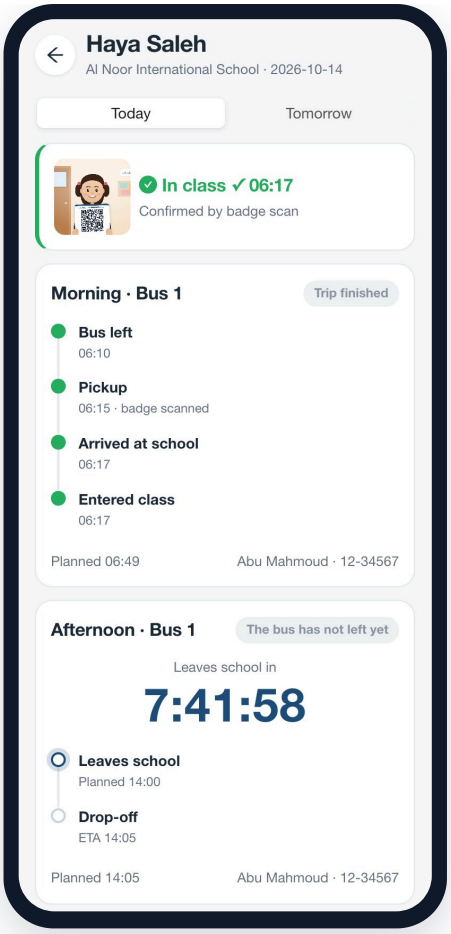
Placing the home pin

IMPORTANT

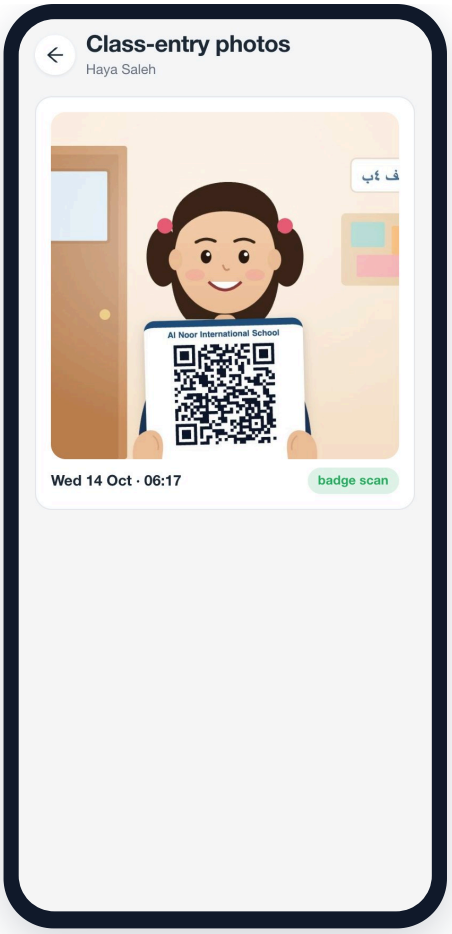
Once the school builds its routes, locations are locked. To change your address after that, contact the school.

Class entry and photos

When the teacher confirms that your child entered class, you receive “arrived safely at school” with a photo taken at that moment. All the photos are under **Class-entry photos** on the child’s page.



In class, with the time

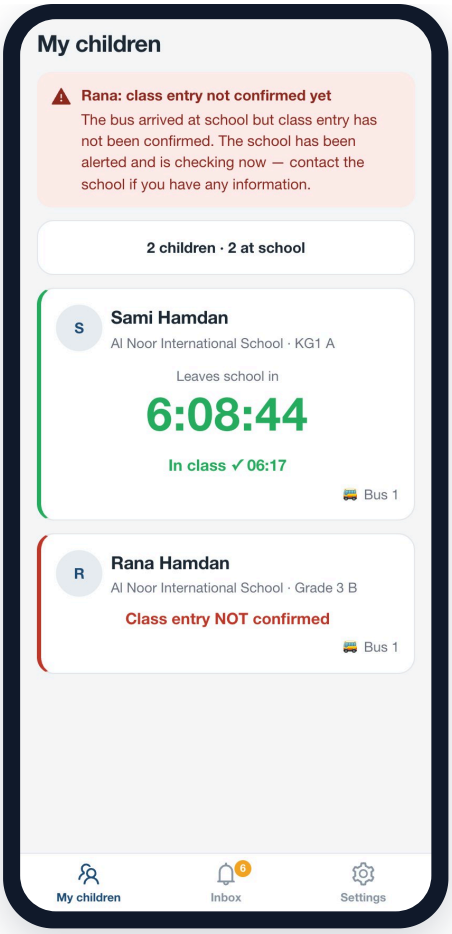


Class-entry photos

NOTE

Photos are private: only the child’s parents and the school can open them, through links that expire after an hour.

If the bus arrived but class entry was not confirmed after three minutes, you see a red notice and receive a message: the school has been alerted and is checking.

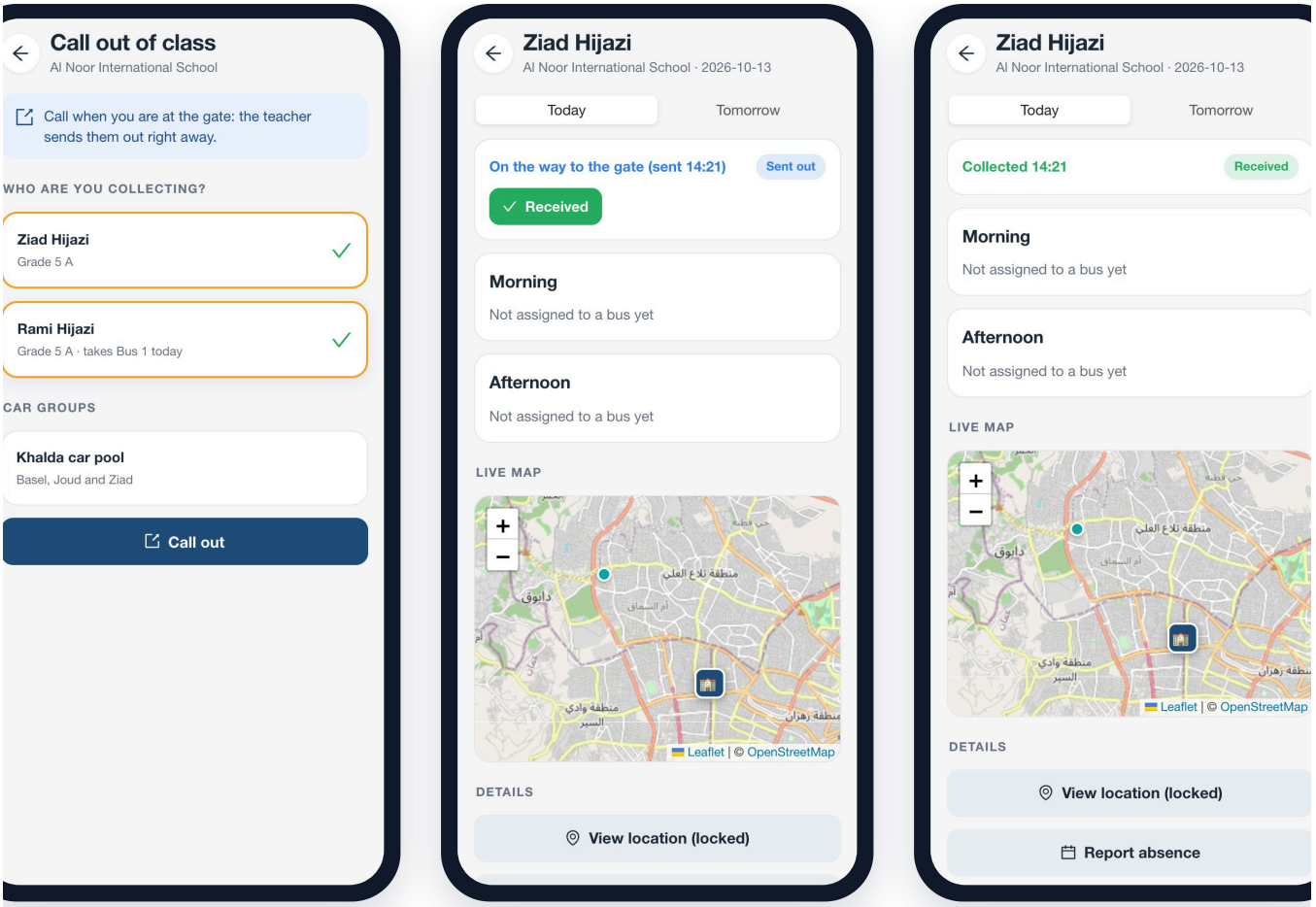


The red notice when class entry is not confirmed

Collecting your child at dismissal

When you arrive at the school gate, call your child from the app instead of waiting: the call reaches the teacher of their class, who sends them out.

1. On **My children**, tap **Call out** on your child.
2. Under **Who are you collecting?** the child is ticked, and so are brothers and sisters who do not take the bus today. Tick or untick as you need.
3. If your child is in a **car group** (children of several families who leave in the same car), you can choose the group to call them all at once.
4. Tap **Call out**. The child's card shows **Called — waiting for the teacher**.
5. When the teacher sends them out you receive "on the way to the gate". When your child is with you, tap **Received**.



Calling two brothers

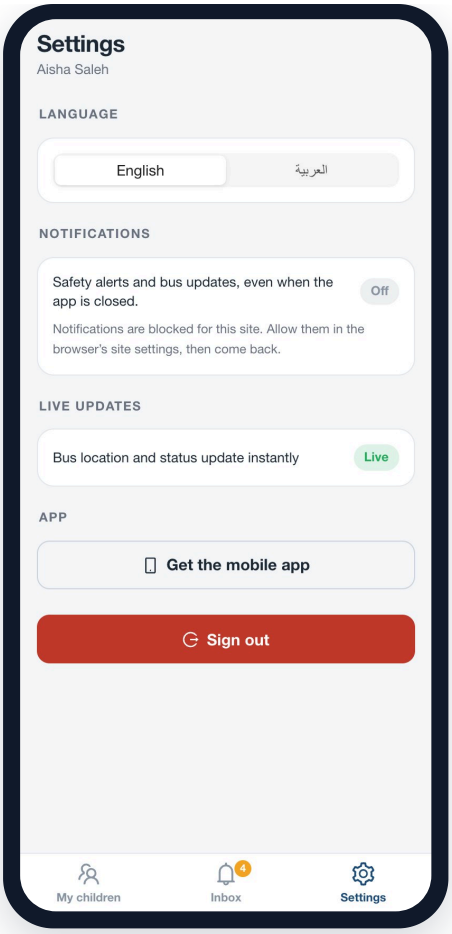
On the way to the gate

Received

- A child who normally takes the bus can be called too; they then won't take the bus that afternoon.
- You can cancel a call while it says **Called — waiting for the teacher**.
- If the teacher cannot find your child, you see **Not in class — the school is looking**, and the school admins are alerted at once.
- If you forget to tap **Received**, the call closes by itself after 10 minutes.

Settings and several schools

Under **Settings** you choose the language, turn notifications on, and sign out. If your children are in different schools, they all appear in the same app, each with their school's name; each school's rules apply to its own children.


Settings
Aisha Saleh
LANGUAGE
English
العربية
NOTIFICATIONS
Safety alerts and bus updates, even when the app is closed.
Off
Notifications are blocked for this site. Allow them in the browser's site settings, then come back.
LIVE UPDATES
Bus location and status update instantly
Live
APP
Get the mobile app
Sign out
My children
Inbox
4
Settings

Settings

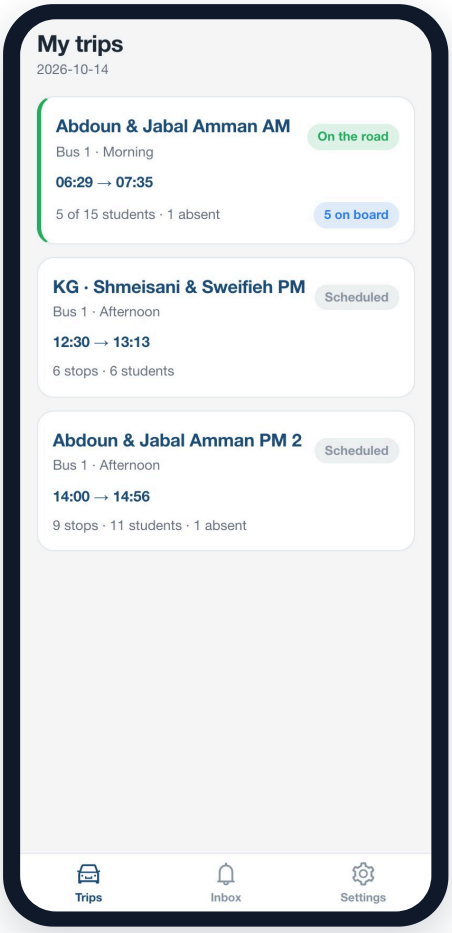
CHAPTER 5

For drivers and bus attendants

Your trips, stop by stop: no paper lists and no phone calls while driving.

My trips

Sign in to **Tafwej Staff**. The **Trips** tab lists today's trips in order, each with its bus, time span, number of stops and students, and how many are absent.



Today's trips

> **NOTE**
> A bus attendant (a teacher or a second driver assigned to the bus) sees exactly the same screens and can run the trip.

Starting a trip

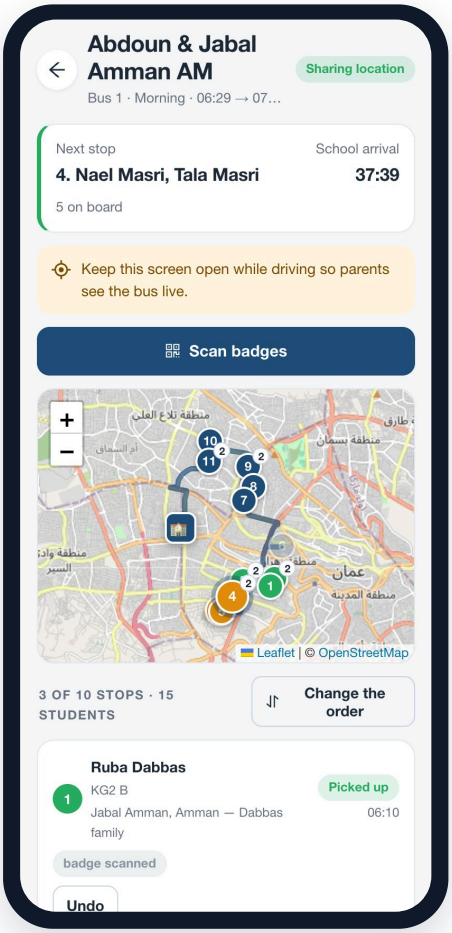
1. Open the trip and tap **Start trip**. Parents are told the bus is on its way.
2. Allow location access: the app shares the bus position with the school and the parents during the trip only.
3. In the afternoon, scan each child as they get on at school (or tap **Board**), then start.

IMPORTANT

If you start an afternoon trip while some children have not boarded, they stay at school and their parents are told they are not on the bus.

Stop by stop

The trip screen shows the next stop with the children waiting there, the countdown to school (morning) or the last drop-off (afternoon), the map with the road path, and the full list of stops.

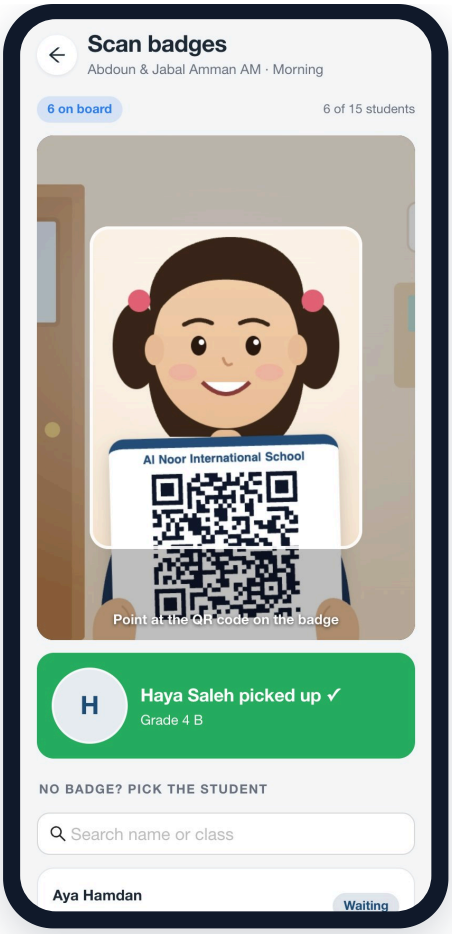


The trip screen while driving

- **Navigate** opens Google Maps directions to the stop.
- Brothers and sisters at the same door share one stop.
- Absent children are marked **Absent**: the bus does not need to stop for them.
- If the school changes the trip, you see **The school updated this trip**, and a note from the school if there is one.

Scanning badges

Each child has a badge with a QR code. Tap **Scan badges** and hold each badge in front of the camera: scanning is continuous, the phone vibrates, and the child is recorded as picked up (or dropped off).



A badge scanned

- No badge? Use **No badge? Pick the student** and choose the child from the list, or type the badge code.
- You can also tap **Picked up** / **Dropped off** next to a child in the stop list.
- The app warns you if a child rides another bus today, if a badge belongs to another school, or if the parents had reported an absence.

When something is different

Situation	What to do
The child is not at the stop	Tap **No show**. The parents are told.
Nobody can receive the child in the afternoon	Tap **Return to school**. The parents (also by WhatsApp) and the school are told.
A road is closed, or a parent asks for a different order	Tap **Change the order** and move the stops ahead up or down, then **Save the order**. Parents see the new times.
You pressed something by mistake	Tap **Undo** next to the child.

At school: “Bus cleared”

When every child has left the bus, tap **Bus cleared — everyone off**. In the morning this starts the class-entry check: any child who came on the bus but is not confirmed in class triggers the school’s alert.

> **IMPORTANT**
> Always check the seats before tapping **Bus cleared**. A bus runs one trip at a time, so the next round cannot start until this one is cleared.

Sharing the bus location

- In the **mobile app**, the location keeps being shared when the screen is locked. On Android a “Trip in progress” notification shows while it runs; set location access to **Allow all the time** (iPhone: **Always**).
- In the **browser** (tafwej.com/staff), keep the trip screen open while driving: browsers cannot share the location in the background.
- No signal? The positions are kept and sent as soon as the connection returns.
- Sharing stops by itself when the trip ends.

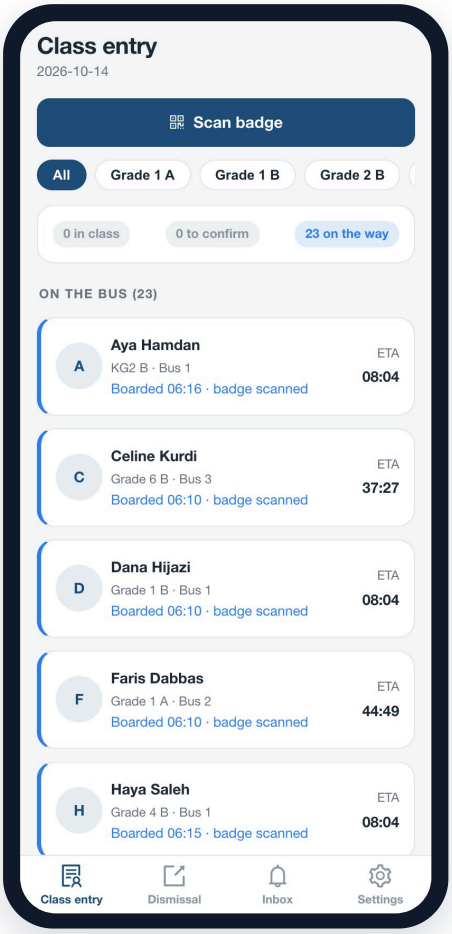
CHAPTER 6

For teachers

Two jobs in one app: confirming that each child who came by bus is in class, and sending children out at dismissal.

The class-entry list

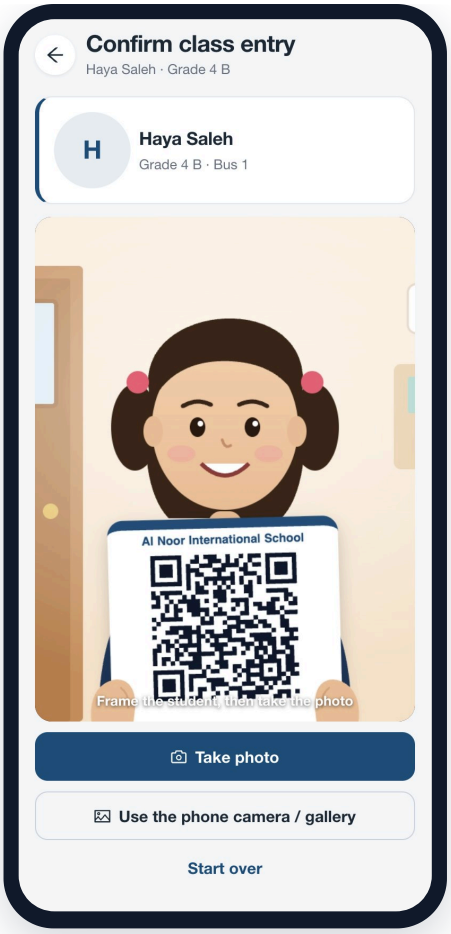
In **Tafwej Staff**, the **Class entry** tab lists every child coming by bus this morning, most urgent first: **Arrived — confirm now**, **On the bus** (with a live countdown), **Waiting for pickup**, **Not picked up**, **Absent** and **In class**. Filter by class with the chips at the top.



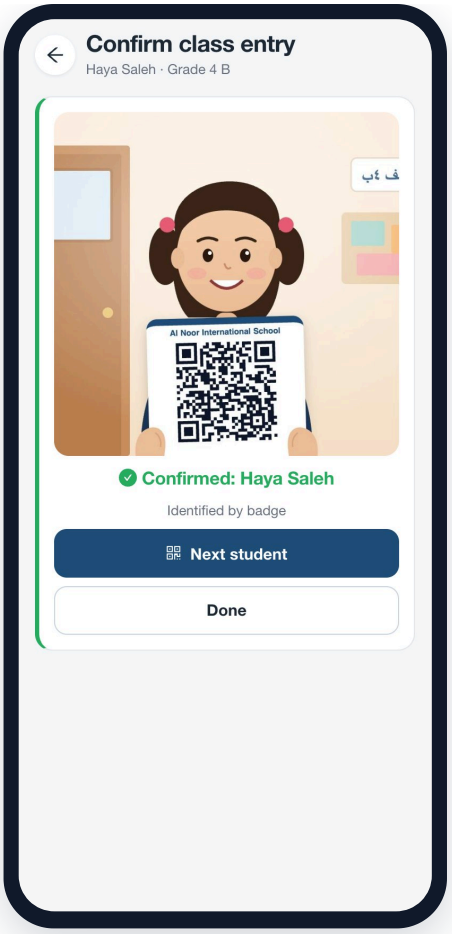
Children coming by bus

Confirming class entry

1. Tap **Scan badge** (or tap the child in the list).
2. Hold the child's badge in front of the camera. The child is identified.
3. Take the photo with **Take photo**. It is what the parents receive.
4. You see **Confirmed** with the photo. Continue with **Next student**.



Badge identified, ready for the photo



Confirmed

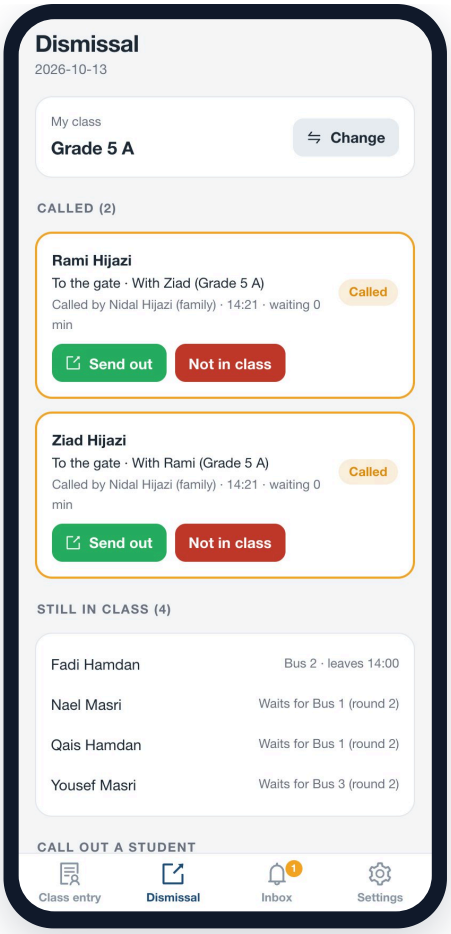
- Forgotten or damaged badge? Use **Pick from list** and choose the reason. It is recorded with your name as an exception.
- If the school uses face recognition, **Face match** identifies the child from the photo itself.
- Each child is confirmed once a day. Confirming also closes any alert about that child.

IMPORTANT

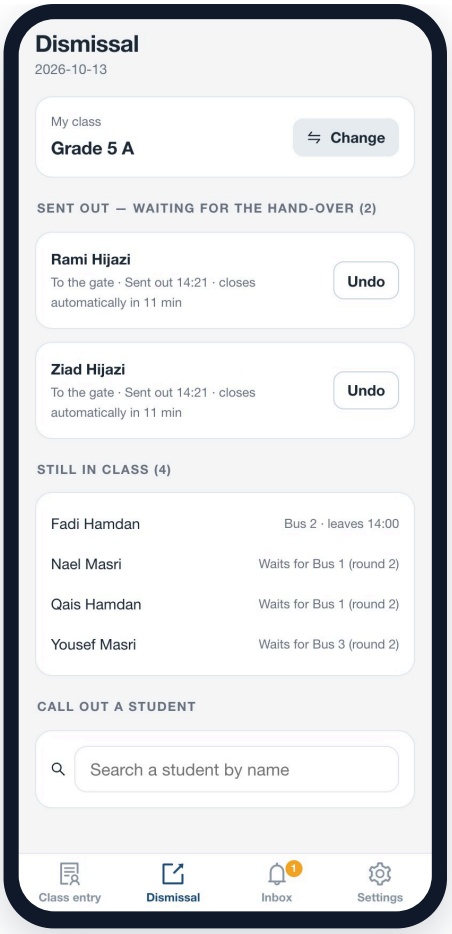
Confirm quickly after the bus arrives: two minutes after the driver taps “Bus cleared”, the school admins are messaged about unconfirmed children, and after three minutes their parents.

Dismissal: sending children out

1. Open **Dismissal** and choose the class you are attending (**Which class are you attending?**). You keep it until you change it; several teachers can attend one class.
2. When a parent calls a child from the gate, you get a notification and the child appears under **Called**, with who is collecting and since when.
3. Tap **Send out**. The parent is told the child is on the way to the gate.
4. The child moves to **Sent out — waiting for the hand-over** until the parent confirms the pickup.

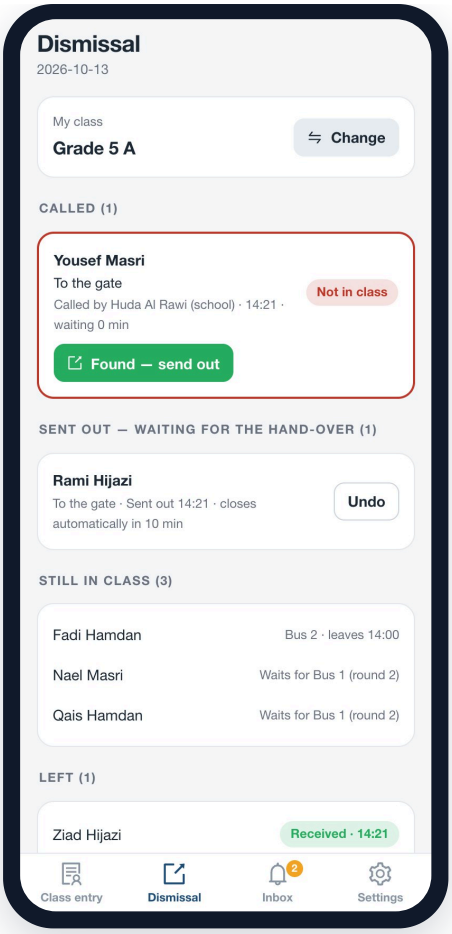


Two brothers called from the gate



Sent out, waiting for the hand-over

- Can’t find the child? Tap **Not in class**. The parent and the school admins are told immediately. When you find them, tap **Found — send out**.
- Sent out by mistake? Tap **Undo**.
- **Still in class** shows how every other child goes home (which bus, collected, or walking), and **Left** the children already handed over.
- You can also call any student yourself with **Call out a student**, for example when a grandparent waits at reception.



“Not in class” — the school is looking

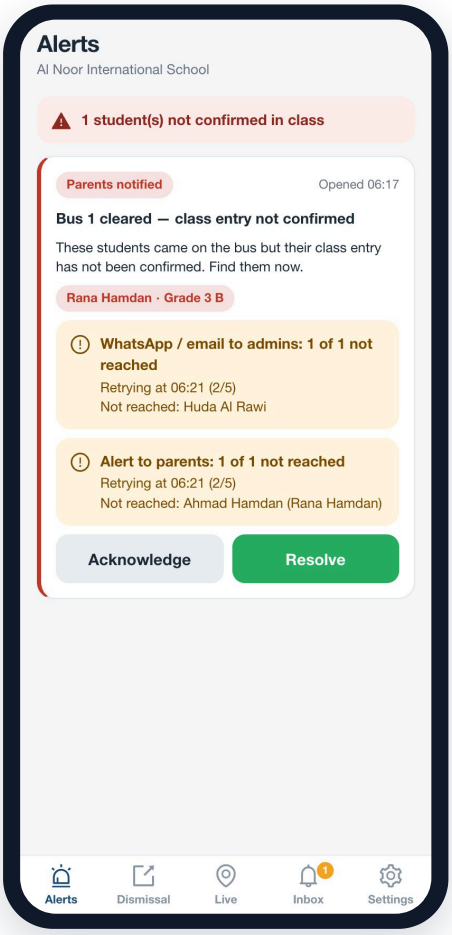
CHAPTER 7

School admins on the move

The essentials of the dashboard in the Staff app: alerts, dismissal and the live buses, from anywhere in the school.

Alerts

A red banner counts the children not confirmed in class. Each alert shows its stage (**New** , **Escalated** , **Parents notified**), the bus, and the children concerned.

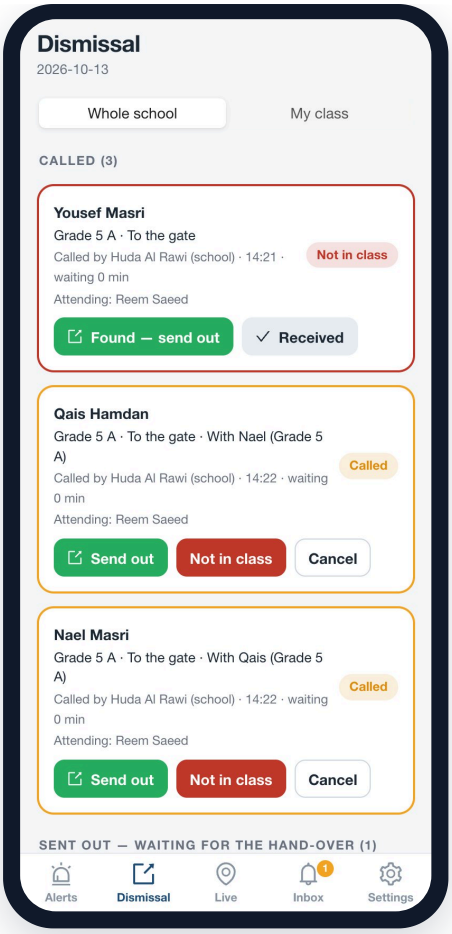


Alerts in the Staff app

- **Acknowledge** tells the team you are on it; the escalation clock keeps running by design.
- **Resolve** asks where the children are (found in class, picked up by a guardian, not at school today, or other with a note). It is recorded with your name.
- When the teacher confirms the last child, the alert closes by itself.

The dismissal board

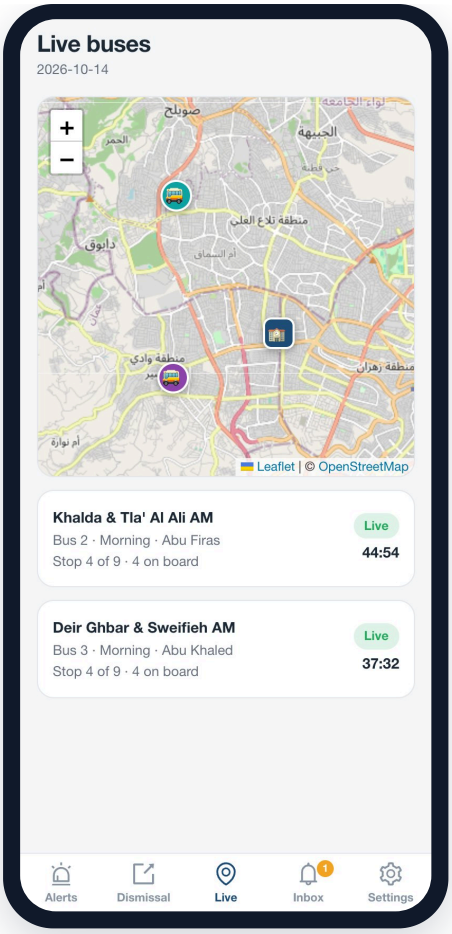
Dismissal shows the whole school's call-outs (or just your class): waiting calls first, the ones waiting more than five minutes marked **Unanswered** , and whether a teacher is attending each class. From here you can send a child out, mark them not in class, confirm a hand-over or cancel.



The dismissal board

Live buses

Live shows every bus on a trip on the map, with its next stop, how many children are on board and the countdown to its last stop.


Live buses
2026-10-14
صويلح
الحبيبة
منطقة تلاع العلي
دابوق
منطقة وادي
منطقة زهران
أم نوارة
Leaflet | © OpenStreetMap
Khalda & Tla' Al Ali AM
Bus 2 · Morning · Abu Firas
Stop 4 of 9 · 4 on board
Live
44:54
Deir Ghbar & Sweifieh AM
Bus 3 · Morning · Abu Khaled
Stop 4 of 9 · 4 on board
Live
37:32
Alerts
Dismissal
Live
Inbox
Settings

Live buses

CHAPTER 8

Privacy, security and reliability

How Tafwej protects children’s data and keeps working on difficult days.

Privacy

- **Children’s photos are private.** Class-entry and face photos are stored privately and shown only to the child’s parents and the school, through links that expire after one hour.
- **Home locations stay with us.** Routes and travel times are calculated on Tafwej’s own servers; children’s home locations are never sent to an outside mapping service.
- **Live updates carry no names.** The live messages between the apps contain identifiers only, never names or addresses.
- **Data in Europe.** The servers, database, email and file storage run in Frankfurt (Germany) and Western Europe.

Who sees what

Person	Sees
Parent	Only their own children, and the buses carrying them today
Other families in a car group	Your child’s first name and class only
Driver	Their own trips and riders
Teacher	Class entry and the dismissal of the class they attend
School admin	Their school only

- Sign-in uses one-time codes: no passwords to forget or share.
- Suspended accounts are refused immediately, and removing someone from a school removes their access to it.

Reliability

- If the live connection drops, every screen keeps updating every few seconds on its own.
- Safety screens never show a failed load as “nothing to report”: they say the data could not be loaded.
- Nothing is ever created twice: imports, call-outs, confirmations and alerts are protected against repeated taps and retries.
- Unreached alert messages are retried automatically, and the alert shows who was not reached.

CHAPTER 9

Questions and answers

I didn’t receive the sign-in code

Check that you entered the number or email the school registered, and look in your spam folder. Wait a minute and tap **Send code** again: each new code replaces the previous one. If it still doesn’t arrive, ask the school to check your details.

“No account found for this identifier”

The school hasn’t added this number or email yet, or used a different one. Tafwej has no self-registration: the school adds every parent and staff member.

I can’t change my home location

The school has locked locations to build its routes. Contact the school; an admin can change the location for you at any time.

The countdown seems wrong

The countdown follows the bus’s real position and road times, and improves day by day as Tafwej learns each route. Traffic can still change it on the way. “Signal paused” means the bus’s phone has not sent a position for two minutes.

My child is ill: how do I stop the bus?

Report an absence from the child’s page (**Report absence**). Do it before the bus reaches your stop; after that, contact the school.

I don’t get notifications

Open **Settings** and turn notifications on, and allow them in your phone’s settings. On iPhone, the browser version needs to be added to the Home Screen first; the store app works directly. Everything also appears in the **Inbox** .

The teacher can’t send my child out

Only a teacher attending the child’s class (or a school admin) can send a child out. The teacher chooses the class under **Dismissal → Which class are you attending?** .

Who do I contact for help?

Parents, drivers and teachers: your school. Schools: Tafwej support, through your account manager.