



OLMC PRIVATE SCHOOL BUS FAQ'S

Dyson Group are pleased to be partnering with RollCall to enhance the parent and student experience for school bus services.

For any queries, please refer to the Frequently Asked Questions section. Should you have any additional enquiries, please contact olmc@dysongroup.com.au

FREQUENTLY ASKED QUESTIONS

REGISTRATION QUERIES

How do I register my child for the OLMC bus service?

Please click the following link to register: [OLMC 2024 Bus Registration Form](#)

What are the next steps?

- You will receive a "Welcome Email" from notifications@rollcall.com.au email address
- Set up a password within 7 days of receiving the email by clicking the link provided
- Download the RollCall Parent app via Apple or Google Play Store onto your mobile device
- Log into the app using the password you set up via the link in the first step
- Bus tag will be received in the mail ready for use

I have registered however I have not yet received a response.

The RollCall system sends emails from notifications@rollcall.com.au email address. Please check your junk email box and ensure that this email is set up as a trusted email address or added to your contact list.

If you have not received any communication, please contact olmc@dysongroup.com.au

GENERAL ENQUIRES

What is RollCall?

RollCall is a Transport Management Software that allows the school, parents, and students to manage the use of the OLMC school bus service. You can:

- View child's journey live via the app
- See when the child taps on/off
- Receive alerts via email or SMS regarding bus timing or service issues
- Payment Portal for payment invoices

Who will manage the RollCall System? Who do I call for help?

The software will be administered and managed by Dyson Group.

Registration bus service and payment related queries should be addressed to olmc@dysongroup.com.au

BUS TAG/PASS ENQUIRIES

How does my child tap ON/OFF the bus?

Upon registration, a tag and retractable lanyard will be sent to your home address. Please refer to attached image for detail. These are to be attached to the child's school bag.



My child has lost their access tag. How do I order a new one?

Replacement tags are available from Dyson Group. A replacement fee of \$33 will be applied to your RollCall account. Fee covers tag and administration costs. Please send an email request to olmc@dysongroup.com.au

ROUTE AND STOP ENQUIRES

Which bus route will my child use?

The current bus stops and routes are listed at <https://www.dysongroup.com.au/olmc>

Parents can make occasional changes to stops on the route via the RollCall app. E.g. When visiting a friend after school. However permanent route and stop changes must be communicated to olmc@dysongroup.com.au

Which bus stop will my child catch?

The current bus routes are listed at <https://www.dysongroup.com.au/olmc>

Parents can make occasional changes to stops on the route via the RollCall app. E.g. When visiting a friend after school. However permanent route and stop changes must be communicated to olmc@dysongroup.com.au

Can I have a bus stop closer to my house?

Bus route or stop change requests can be emailed to olmc@dysongroup.com.au. However please note: **NO changes will be made during the school term. They are not guaranteed and are reviewed on a case-by-case basis.**

WAITLIST ENQUIRIES. What can I do if there are no available seats on the bus routes?

As some services are more popular than others, we recommend registering NEW students (i.e. incoming year 7's the year before). You can do this by emailing our team with the incoming student's details at olmc@dysongroup.com.au

FEES, INVOICE, PAYMENTS, AND REFUND QUERIES

When do I pay for this service?

The annual private bus fee for 2024 (TBC) will be invoiced via the RollCall app at the commencement of Semester 1.

Bus payments are to be made via the Roll Call system directly, **NOT** via School Fee Accounts. Payments are to be set up during registration and paid within 7 days.

How to make a payment via RollCall?



RollCall making a payment - leaflet.pdf

I have already paid, however no longer require the service. What should I do?

Please provide details regarding cancellations to olmc@dysongroup.com.au. Refunds will only be provided if your child is no longer attending the school. An administration fee will apply.

My child does not use the service AM and PM or every day. Do I need to pay the full fee?

Unfortunately, there is currently no option for casual bus use. The full annual fee is applicable.

ROLLCALL APP ENQUIRIES

The RollCall app is not working, who do I call?

All RollCall issues should be reported to Dyson Group following checking the FAQ page.

Why can't I progress past the initial RESET Password screen?

(Link from Welcome to the RollCall Parent Portal email)

Please ensure that the password used meets the requirements specified on the Reset Password screen, and that the New Password and Confirmed New Password are the same. This page does not provide an error message if requirements are not met. **Note:** The Welcome Email link **expires in 7 days**. Please contact olmc@dysongroup.com.au if you require a new Welcome Email to be sent to you.

Why can't I log into the Web portal following resetting of the password?

There is no access to the web portal. The mobile RollCall app provides all the functionality needed and it is simple to use.

When I start the RollCall app "YOUR ROUTE IS NOT LOGGED ON" is shown. Is the app working?

When the app first starts, it opens on the "Map" tab. During the school run times, between when drivers leave the depot and drops students off (E.g., When drivers are logged into the route), there is a map and parents can track the bus movement. Out of these times you will see "Your Route is not logged on" message.

In addition, there will be instances when our drivers will not have the RollCall device with them for a school run. These devices are used to log the route on, track the bus and manage the students tapping on and off. Under these circumstances, unfortunately you will see the same message. We are reviewing how these instances can be minimised and how we can notify parents of these events as early as possible.

Any other queries not addressed above can be directed to olmc@dysongroup.com.au. Dyson Group will respond as soon as possible. Subject to queries, this FAQ page will be updated with the relevant response.