

Why Do You Need to Set Up the Zūm Parent App?

With Zūm App, you can better protect your student's safety by:

1. Tracking your student's ride in real-time and receive ride updates
2. Knowing the driver profile and vehicle assigned to transport your student
3. Viewing pick-up and drop-off time estimates
4. Starting real-time chat with our support team if needed
5. Canceling rides when necessary

If you have any questions or unable to complete the actions below, please call or email Zūm Support

How to Download the App:

1. **Download** the Zūm App ([iOS](#)) ([Android](#)) from your carrier's App Store
2. **Set-up your account:**
 - » Open your Zūm App and click "Sign In"
 - » On the Sign In screen click "Forgot Password?"
 - » Enter your account email address — use the same email address you entered during the verification process!
 - » Click "Reset Password". You'll receive a reset password email within a few minutes — make sure to check your "Spam" inbox if you don't see the email within a few minutes
 - » Reset the password through the link in the email and use it to log into the app
 - » Once you log into the app, under the "Manage Members" section, click on your rider, click on "Edit" and click on the pencil to upload a picture of your child so their Zūm driver can identify them

