TripAid User Guide

Here are our top tips to help you get the most out of your TripAid subscription.

Downloading the app

When you first download the app, make sure location settings are set to always and notifications are switched on with the banner style set to "persistent" and not "temporary". This ensures any chat messages you receive, will stay in your notifications until you read them.

At the start of your trip

Check that the students and teachers have signed up against your trip register. It's best to do this before you click the 'begin trip' button. Students can be added individually, but staff cannot be added once you have clicked on 'begin trip'. This can be done on the coach/at the airport. Also check that everyone has only logged in once (delete any duplicates) and that you only have the members of your school group and not strangers/parents on the list.

Once 'begin' has been pressed, ask the students to open the app to check it is working. The opening of the app will start the location sharing process.

Map

Users' last recorded locations will be shown on the map, along with the time the location was recorded. This location will only update when the user is moving, so any location that has not updated for a while, will be because the user has not moved from that location. The user's location will also update when they open the app. This means you can get an up to date location by sending them a message and when they open the message, the location will automatically update, although this will take a few seconds to update on your phone.

Users need to ensure that their location is set to 'always' for TripAid to track their location. During several hours of travelling (e.g. long coach journeys), the app may use more battery than normal. This can be offset by turning the location setting off whilst all together on the coach, but then turning setting back to "always", during stops or completion of the coach journey.

One easy way to monitor this on students' phones is that each teacher on the trip is given 8-10 students, to check they have changed their location settings. Once this is done, the students can be released for free time.

Chat

The 'teacher notifications' tab is where teachers can send out messages to the whole group. The students and other staff members can read the messages but not reply. For students to message teachers or for teachers to message selected individuals you need to create a 'chat'. This is done by clicking the name(s) in the map sections and then 'message'. Chats appear below the 'teacher notifications' tab in the chats section. Students can set up chats and not actually send a message, so you may see chats with 0 messages there too. This function is ideal for sending out reminders e.g. "Don't forget to bring a pen". "Meet for breakfast in the dining room at 7.30am". To function best users need to ensure that notifications are set to 'persistent' in the banner style settings of the app.

Having trouble?
Try closing the app fully to re-boost.