

Mobile Application Usage Policy

In order for a Provider to be involved in the SOOT program all provided software must be used. The Mobile app. Is no exception as it must be use for the full duration of a student transport.

- During a student transport the location settings for the phone and the mobile app. must be set to "Always On".
- The Driver has to demonstrate the continuous ability to punch accurately and reliably
- Providers' Dispatchers must be available at all times to provide assistance to Drivers when they need No-Show approval to proceed to their next scheduled pickup/drop-off
- Mobile App. troubleshooting tips to keep in mind
 1. Confirm your application setting are correct
 2. Confirm if the device or the application needs to be updated
 3. Restart the device and the application
 4. Report issues that you are experiencing to ABH if steps 1-3 do not solve your problems
- Failure to utilize the app. as intended and maintain a 70% percent or more usage rate may lead to the following
 1. Provider probation for a minimum of (1) week until the next Driver App. audit is run
 2. During probation Providers are ineligible for new /readmit referrals
 3. Consecutive weeks (2 or more weeks in a row) in probation will result in the removal of (1) student per week until compliance is achieved