



# get there

## **SchoolPool Frequently Asked Questions (FAQ) for Families**

**How does carpooling work?** Carpooling is a way for people going to the same destination to share a ride. This carpool matching service is free, and drivers are not compensated for participating in a carpool.

### **How do I join SchoolPool?**

You will be emailed a link unique to your school by your Network Manager for SchoolPool, where you will create your profile. You can only see households that have opted into the system and are from your school.

### **Who is my school's Network Manager?**

A SchoolPool Network Manager is someone who works at the school and has existing access to school and household information. They verify and maintain information in the database, and can help you with issues related to most SchoolPool issues.

### **How is my family information secure in SchoolPool?**

Only authorized families can join school networks. SchoolPool data are distinguished from other types of records in both reporting and general Get There system use. They are not mixed with general data for ridematching, leaderboards, gaming, etc.

### **Do I need to give my information to the Get There portion of the web site?**

You are welcome to find carpools for your work commute while in Get There, but you do NOT need to disclose any of that information to claim your household in SchoolPool.

### **How long is my information kept in SchoolPool?**

At the beginning of every school year the previous years' data is erased, and new household data is uploaded.

### **There is not a network for my school, what do I do?**

Please contact your school to find out if your school is set-up through SchoolPool. If not, your school will need to identify a Network Manager to get your school set up.

### **I have students at different schools. Can I join two SchoolPools?**

Each school will send you links to join their SchoolPool. After creating an account, the schools will both show up in your "schools" tab.

**For technical issues, please contact [info@getthereoregon.org](mailto:info@getthereoregon.org)**