



SHARJAH INDIAN SCHOOL –Branch-1, Juwaiza

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OUR VISION

Educate Enlighten Empower

Circular No.SIS Juwaiza/034/2026-2027

09/06/2026

Subject: Mandatory Registration on MAAMAN App for Student Transport Tracking

Dear Parent

Greetings from Sharjah Indian School

To enhance the safety and security of students during their daily travel between home and school, the school transport system is integrated with the **MAAMAN Portal**, which enables parents to monitor their child's journey in real time.

Through the MAAMAN App, parents will receive notifications regarding:

- Student boarding time
- Student alighting time
- Travel updates during the journey

As per the directions issued by SPEA, it is mandatory for all parents availing the school transport service to download the MAAMAN App and complete the registration process as per the instructions provided in the attached MAAMAN App Manual. Kindly follow the instructions in the manual by using the credentials as shown in any of the patterns given below to complete the registration procedure.

Emirates ID	Mobile Number
Father's Emirate ID	Father's Mobile Number
Mother's Emirate ID	Mother's Mobile Number
Father's Emirate ID	Mother's Mobile Number
Mother's Emirate ID	Father's Mobile Number

Parents who have already downloaded and registered on the MAAMAN App may continue using the same account and need not register again.

We request all concerned parents to complete the registration process at the earliest to ensure uninterrupted access to student travel notifications and enhanced safety monitoring.

For any assistance regarding registration or usage of the application, kindly contact the Transport Department:

Mobile: 0545820515

Email: fleetoperations_bw@sisjuwaiza.com

Your cooperation in ensuring the safety and well-being of our students is highly appreciated.


VIJIMON IYYAPPAN
Principal





أولادكم في مأمن



هيئة الشارقة للتعليم الخاص
SHARJAH PRIVATE EDUCATION AUTHORITY



مواصلات الإمارات
Emirates Transport



Your children are safe with SPEA Maaman Parent App

Created By:
Emirates Transport and SPEA

Last updated:
July 22, 2025

Introduction to Maaman Parent App

Greetings, Dear Parents!

We are thrilled to introduce the SPEA Maaman Parent App, designed to make your child's daily commute safer and more convenient. Our motto, “**Your Children Are Safe**”, reflects our commitment to ensuring the safety and well-being of every student on board.

The Maaman App offers several key features to ensure a smooth and secure transportation experience, including:

- **Real-time Bus Tracking:** Keep an eye on your child's bus location and receive estimated arrival times.
- **Instant Notifications:** Get notified of any delays or schedule changes immediately.
- **Safety Updates:** Stay informed about safety protocols and other important information.

If you have any questions or need assistance, please don't hesitate to reach out to your school's transportation coordinator. They are available to help you with any concerns or support you may require.

Thank you for using SPEA Maaman Parent App! We are proud to partner with you to ensure that “**Your Children Are Safe**” every day.

Best regards,

The Sharjah Private Education Authority Team

1 Getting Started with App Installation

To access the Maaman Parent App, follow the instructions below:

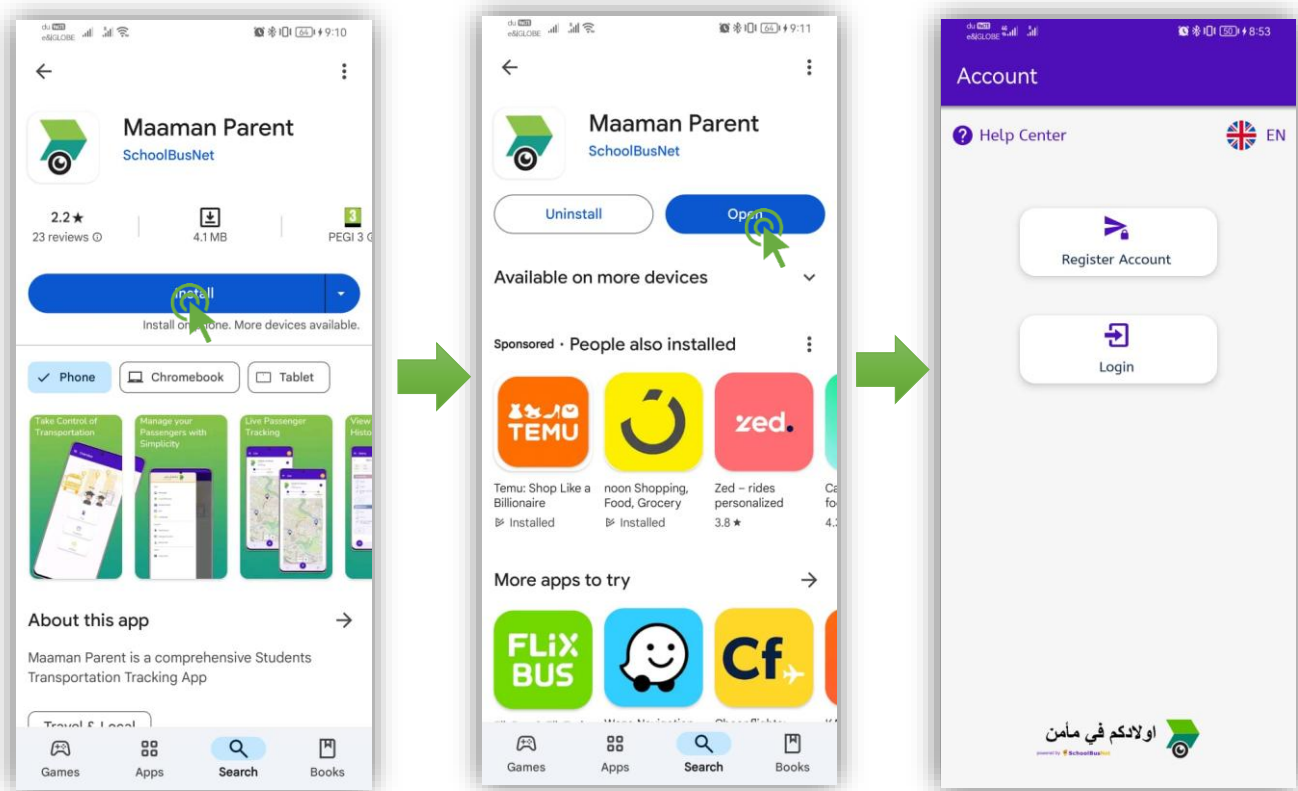
1. Install the App:

- **For Android users:** Visit the **Google Play Store** and search for "**Maaman Parent**"
- **For iOS users:** Go to the **Apple App Store** and look for "**Maaman Parent**"
- You can also click on the links below to download the application from your respective store.



2. Installation:

- Once you've found the app, click **Install** to download it to your device.
- After the installation is complete, open the Maaman Parent App.



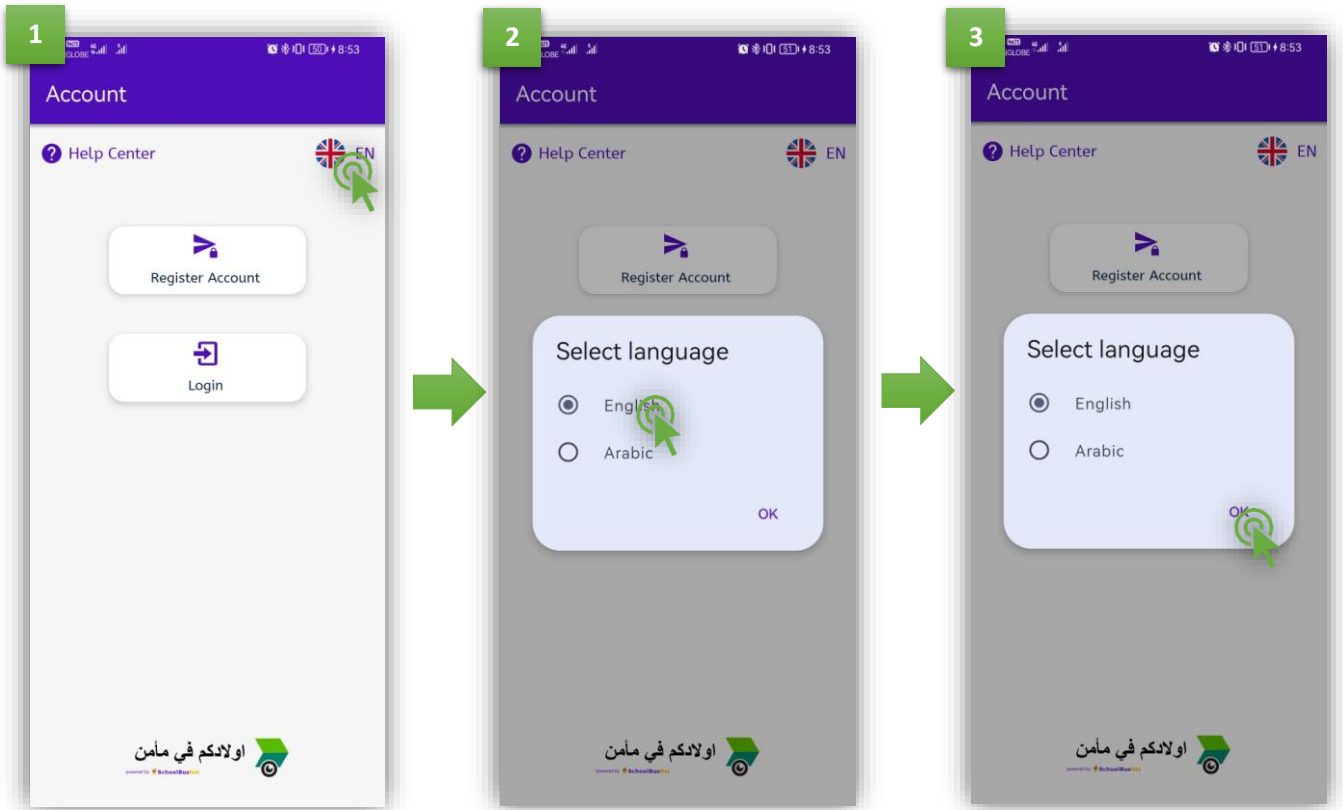
2 Select Preferred Language

After opening the application, you'll see a screen where you can either register or log in. Before proceeding with account registration, you have the option to select your preferred language.

To choose your preferred language, follow these steps:

1. Tap the **Language** button at the top of the screen.

2. Choose your preferred language. Currently, English and Arabic are available.
3. After selecting your language, tap **OK** to apply the change.




3 Parent Account Registration


Before registering your account, ensure that your Emirates ID and mobile number have been registered by the school transport coordinator as your child's guardian on the Maaman Platform.

To register your account, follow these steps below:

1. Click **Register Account**
2. Click **Registered Guardian**
3. Enter the following information:
 - a. **Emirates ID** (Ex. 784199812345678)
 - b. **Mobile Number** (Ex. 551234567 for +971 55 123 4567)
4. Click **Get OTP**
5. Enter the OTP received via SMS

 If you don't receive an OTP via SMS, you can request a password from the school admin.

6. Create a new password.

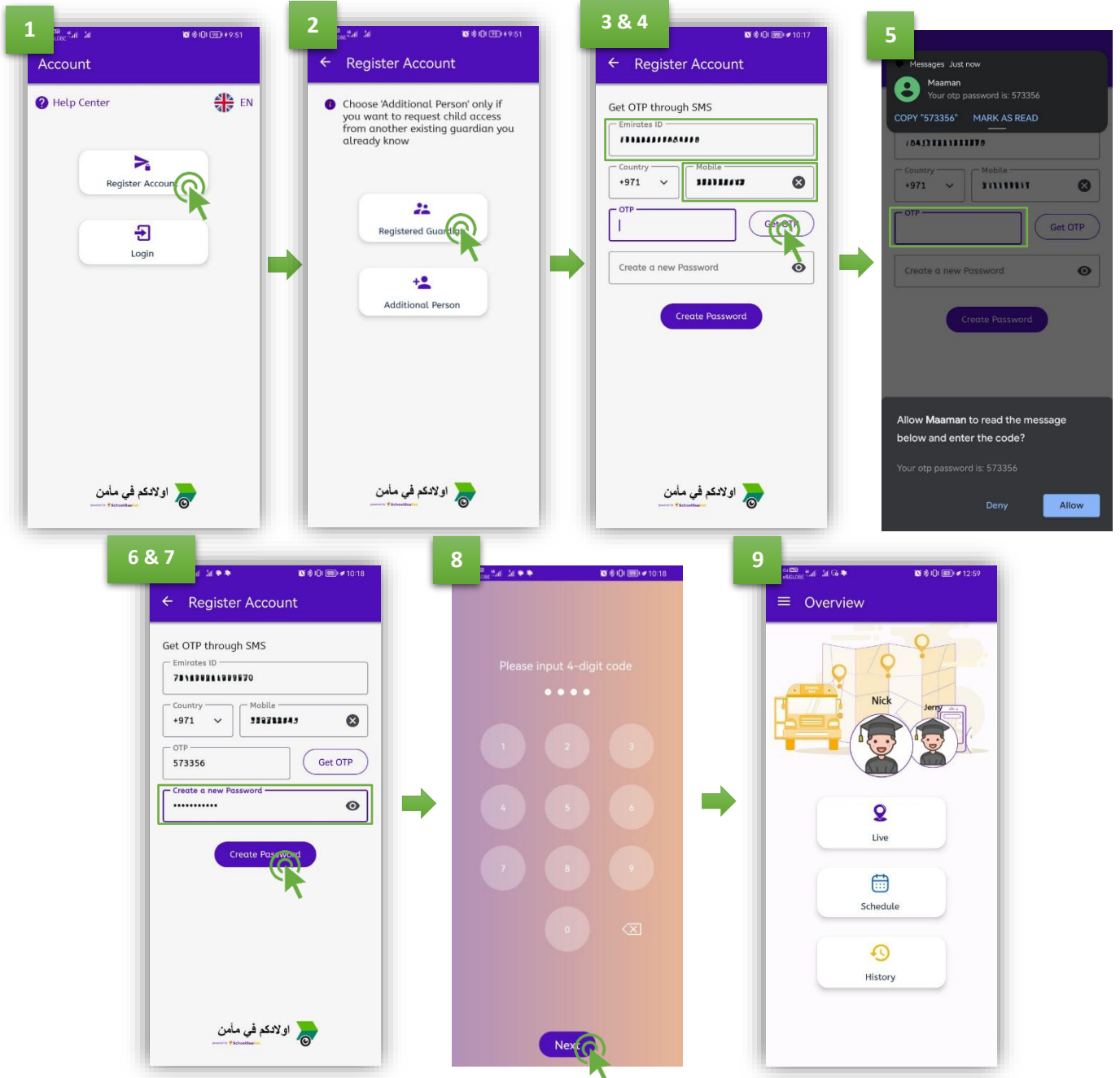
 Password must have at least 8 characters, including one uppercase letter, one number, and one special character (e.g., !@#\$%^&*()-_+=)

7. Click **Create Password**
8. Set a 4-digit login PIN and tap **Next**.

i This PIN is known only to you and is required each time you access the app or make changes to your child's bus requirements. This ensures that only you can modify these settings.

9. The [overview screen](#) will appear. **Registration Complete! Welcome to Maaman Parent App!**

i If any errors occur or you need assistance, contact the school coordinator for support.



4 Parent Account Login



If you haven't created a password yet, do the [Parent Account Registration](#) first.

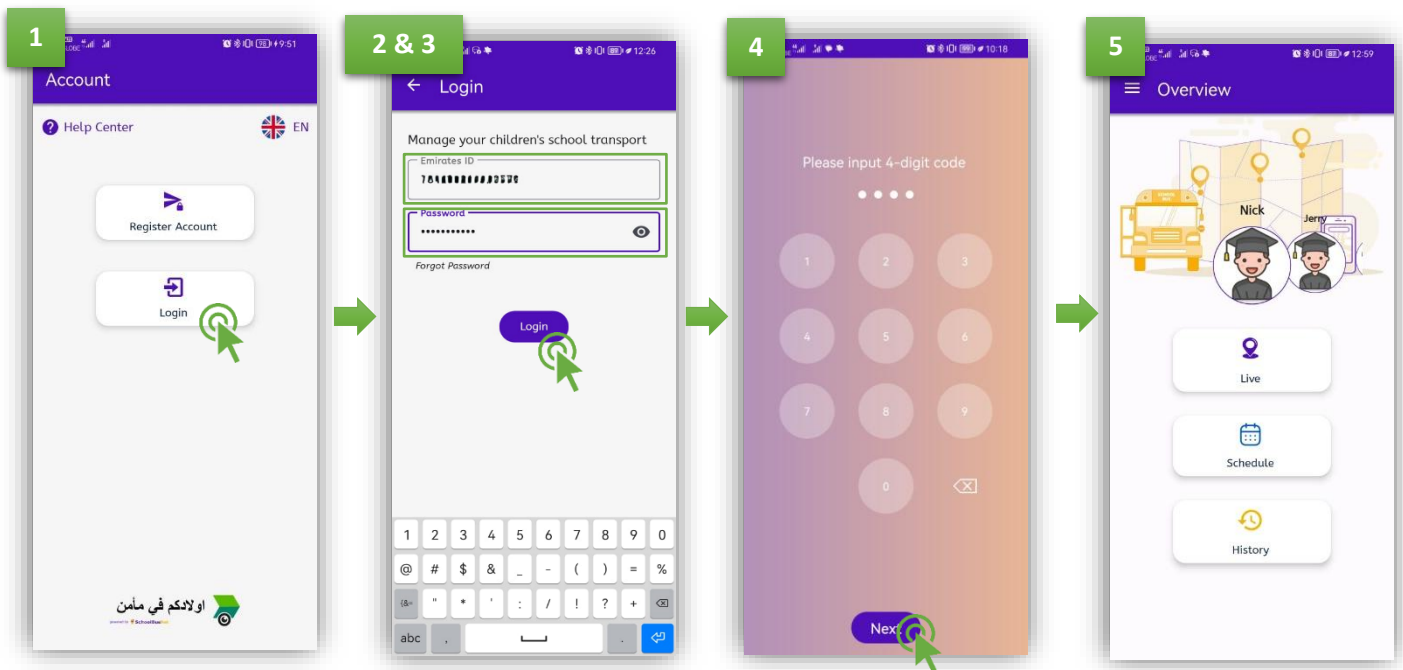
To log in to the Maaman Parent App, follow these steps:

1. Tap **Login**
2. Enter the following details:
 - a. **Emirates ID** (Ex. 784199812345678)
 - b. **Password** (the one you created during your first login or provided by the school admin)
3. Tap **Login**
4. Set a 4-digit PIN and tap **Next**



This PIN is known only to you and is required each time you access the app or make changes to your child's bus requirements. This ensures that only you can modify these settings.

5. The [overview screen](#) will appear.

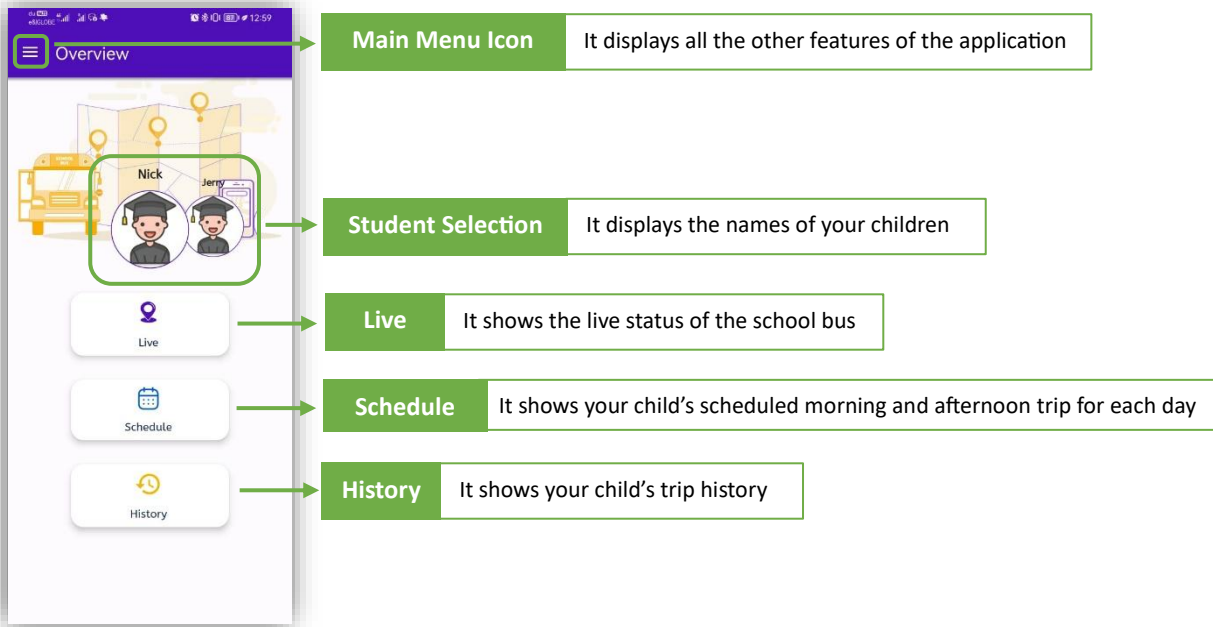


5 Main Features of the Maaman Parent App

You've completed the registration. Let's explore the app's features and screen, starting with the main one. Here are the key features of the Maaman Parent App:

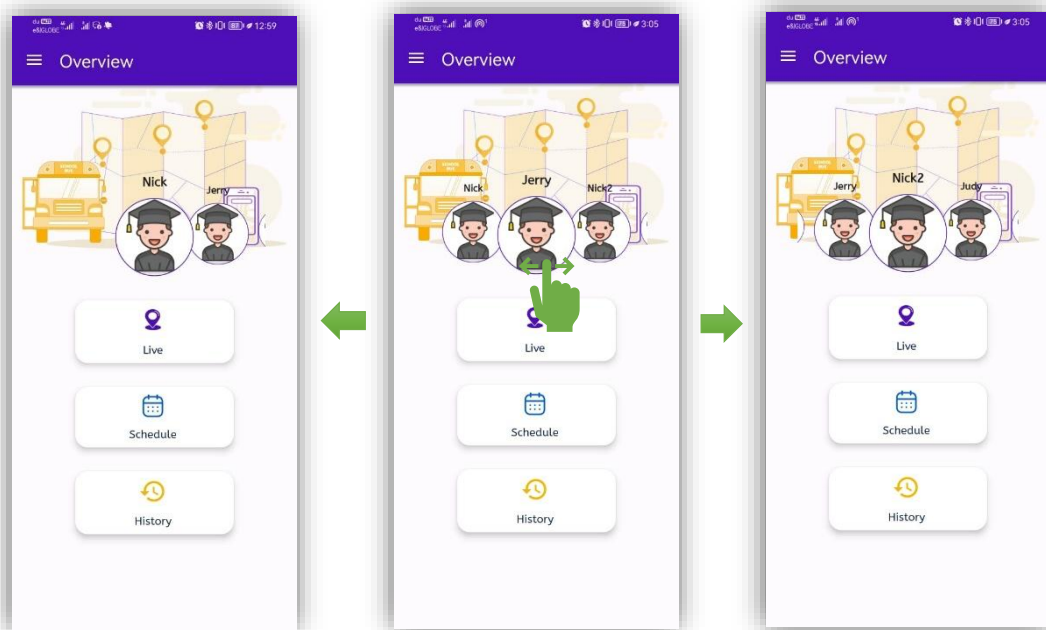
5.1 Overview Screen

The **Overview Screen** is the first screen you'll see after logging in. It consists of five main sections:



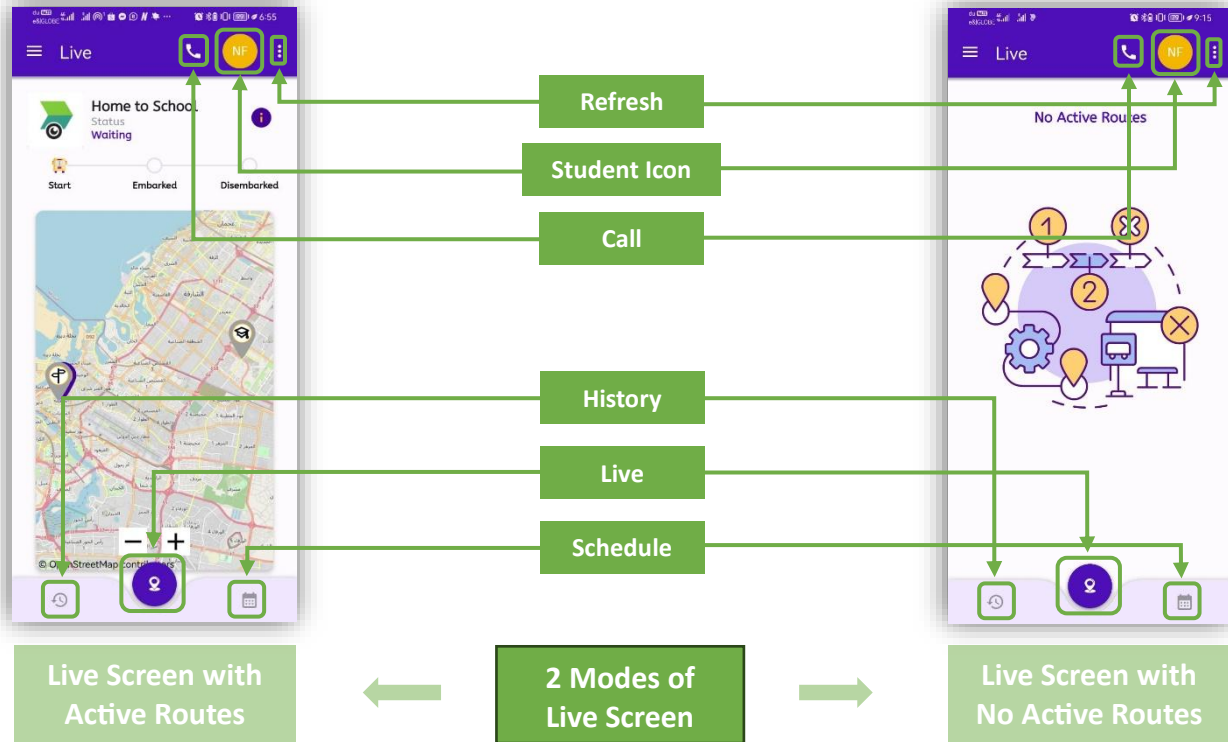
5.1.1 Select Student

On the Overview screen, you can select the child you wish to manage by simply swiping left or right.



5.2 Live Screen

The **Live Screen** displays the real-time status of the school bus. Below are the two modes of screens shown, along with the description of their common features:



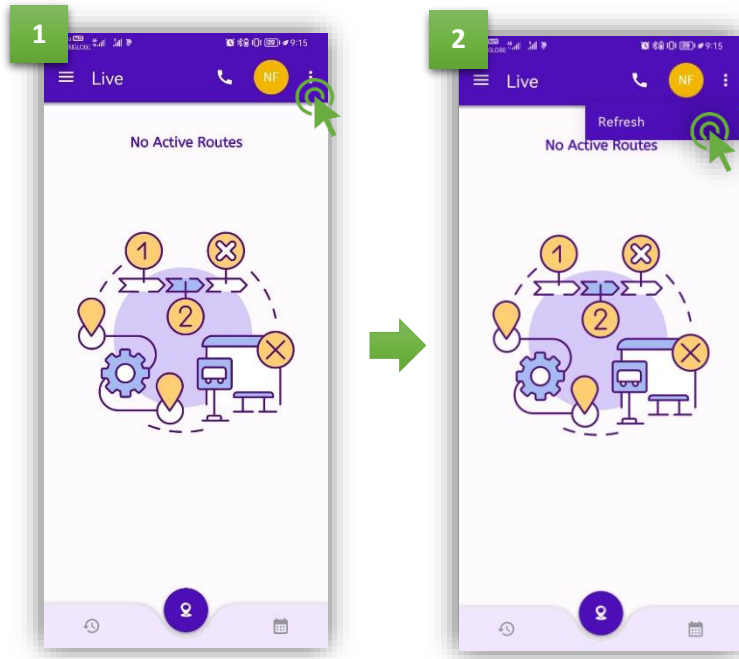
Description of the Live Screen Parts:

Parts of Live Screen	Description
Refresh	Used to refresh the live screen
Student Icon	Used to select student you want to check
Call	Used for calling the bus supervisor
History	Displays your child's trip history
Live	Displays the live status of the school bus
Schedule	Displays your child's scheduled morning and afternoon trip for each day

5.2.1 Refresh Screen

To refresh the live screen and check the real-time status of school transportation, follow the procedures below:

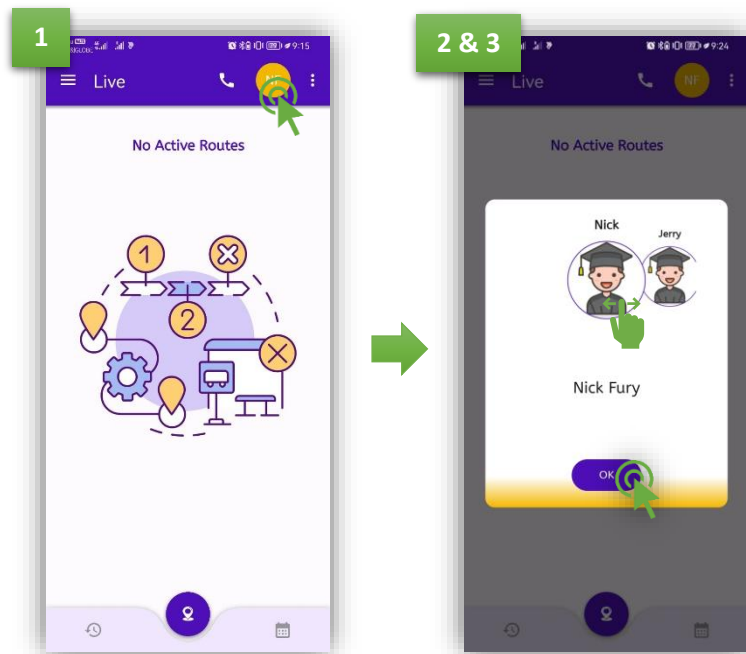
1. Click the kebab menu above.
2. Click **Refresh** and it will automatically update your screen.



5.2.2 Select Student

To check the real-time status of another child's school transportation, follow the procedures below:

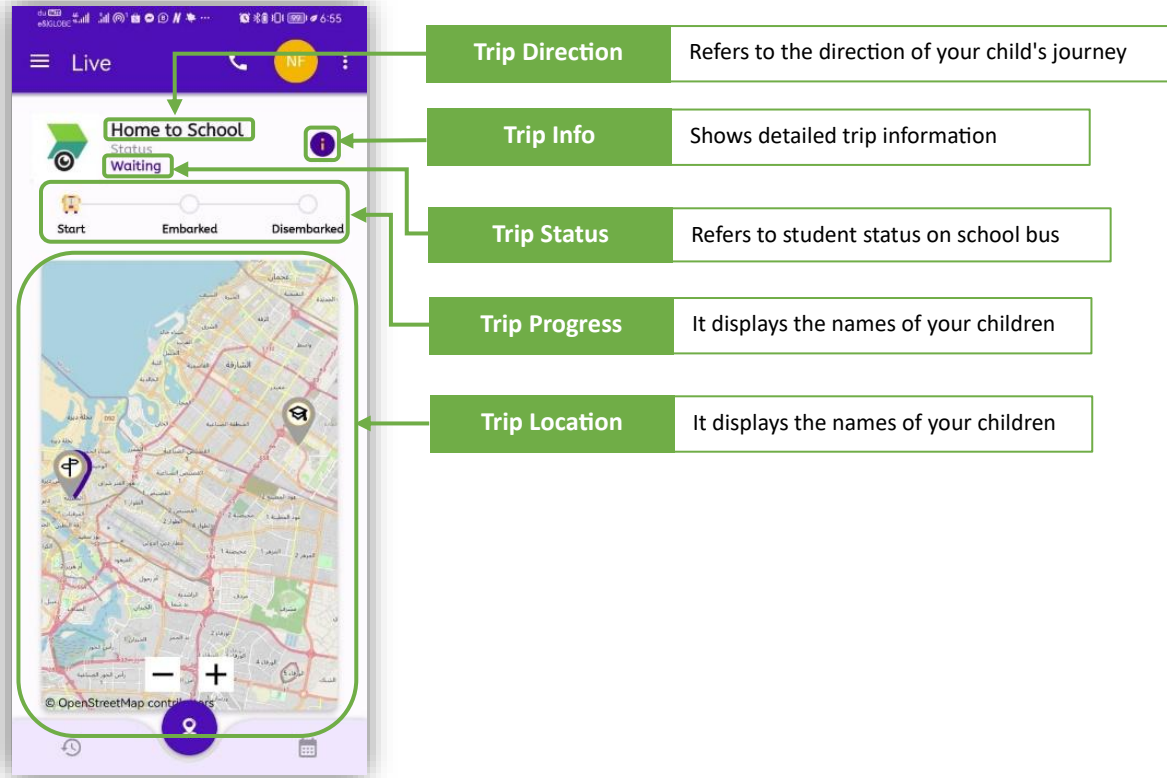
1. Click the **Student Icon**
2. Swipe left or right to select the child you want to check
3. Click **OK**





5.2.3 Live Screen with Active Routes

While your child is on an active trip, you can monitor their journey in real-time. The live screen shows their current route, along with detailed trip information below:

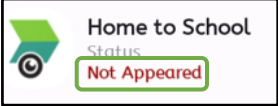
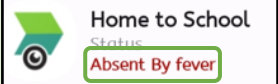


2 Type of Trip Direction:

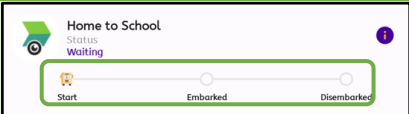
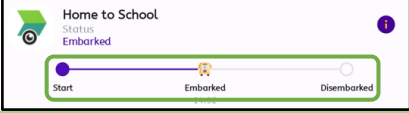
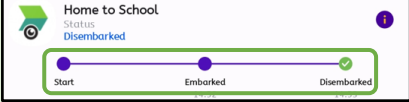
Trip Direction	Meaning	
School To Home	The trip from school going to home	
Home to School	The trip from home going to school	

5 Type of Trip Status:

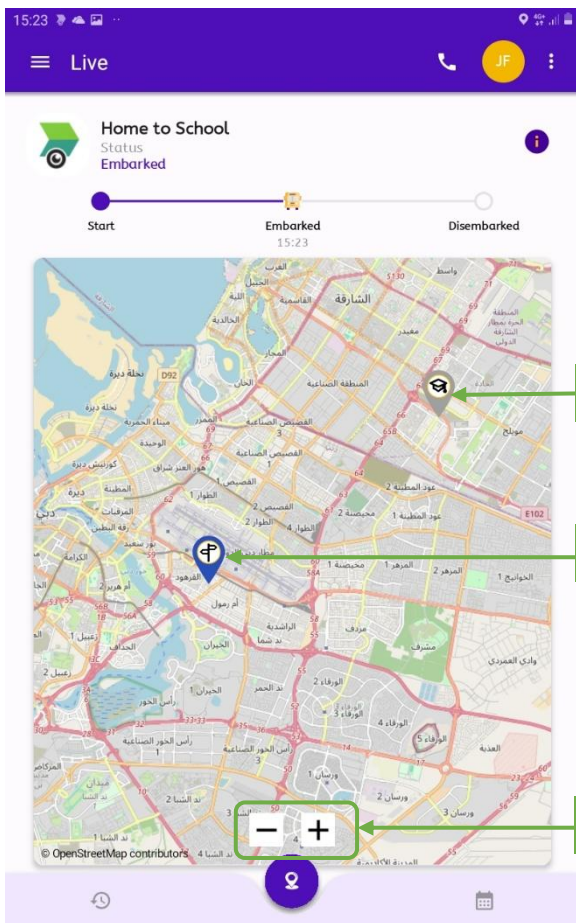
Trip Status	Meaning	
Waiting	Student is still waiting for bus	
Embarked	Student was picked up by the bus	
Disembarked	Student was dropped up by the bus	

Not Appeared	Student does not appear on pickup location	
Absent By Fever	Student is absent due to sickness	

3 Type of Trip Progress:

Trip Progress	Meaning	
Start	Bus trip was started	
Embarked	Student was picked up by the bus	
Disembarked	Student was dropped up by the bus	

Trip Location Parts:

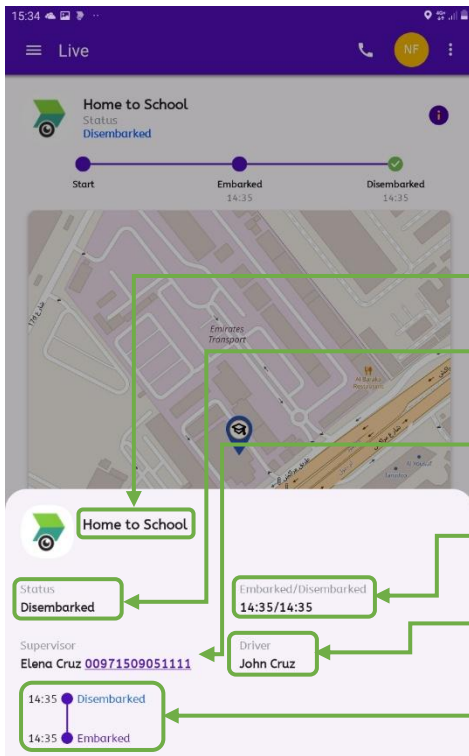


Drop-off Location Refers to student drop-off location

Pick-up Location Refers to student pick-up location

Zoom Used to zoom in and out the

Trip Information Parts:



Trip Direction Refers to the direction of your child's journey

Trip Status Refers to student status on school bus

Nanny Details Shows the nanny's name and mobile number

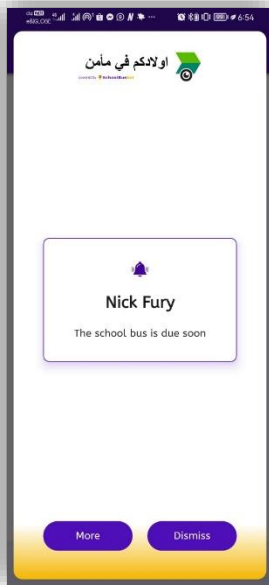
Pickup & Drop-off Timings Shows the pickup and drop off timings

Driver Details Shows the driver's name

Trip Progress Shows the trip status order along with the timings

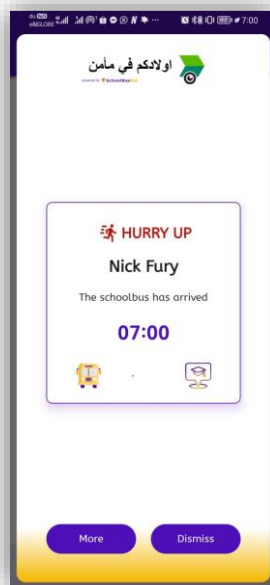
5.2.4 Live Notifications

Every time there is an active route, you will receive the following notifications below:



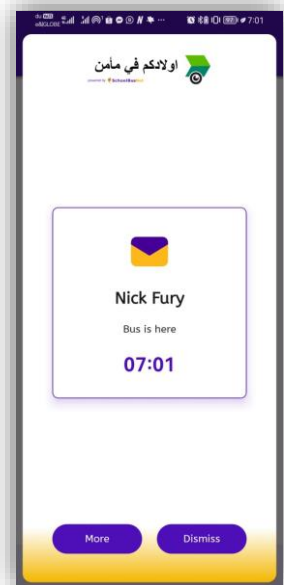
Approaching

Notification if bus is approaching your home



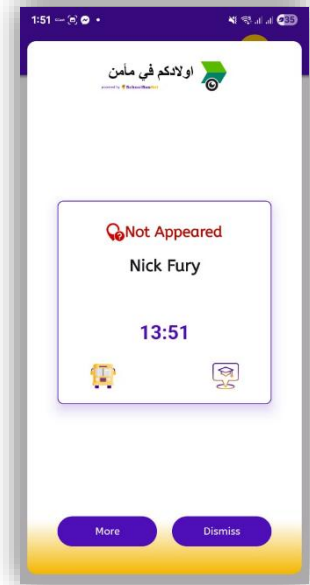
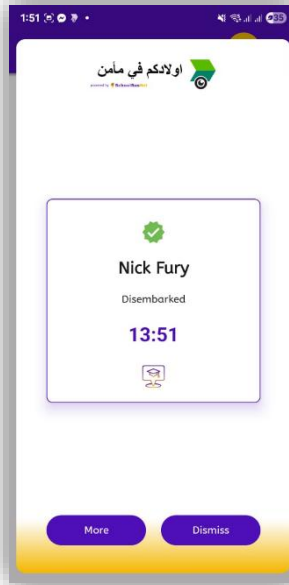
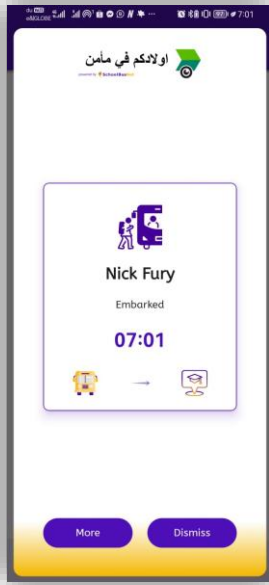
Arrived

Notification if bus is already at the student bus stop



Nanny Message

Notification from a message sent by nanny



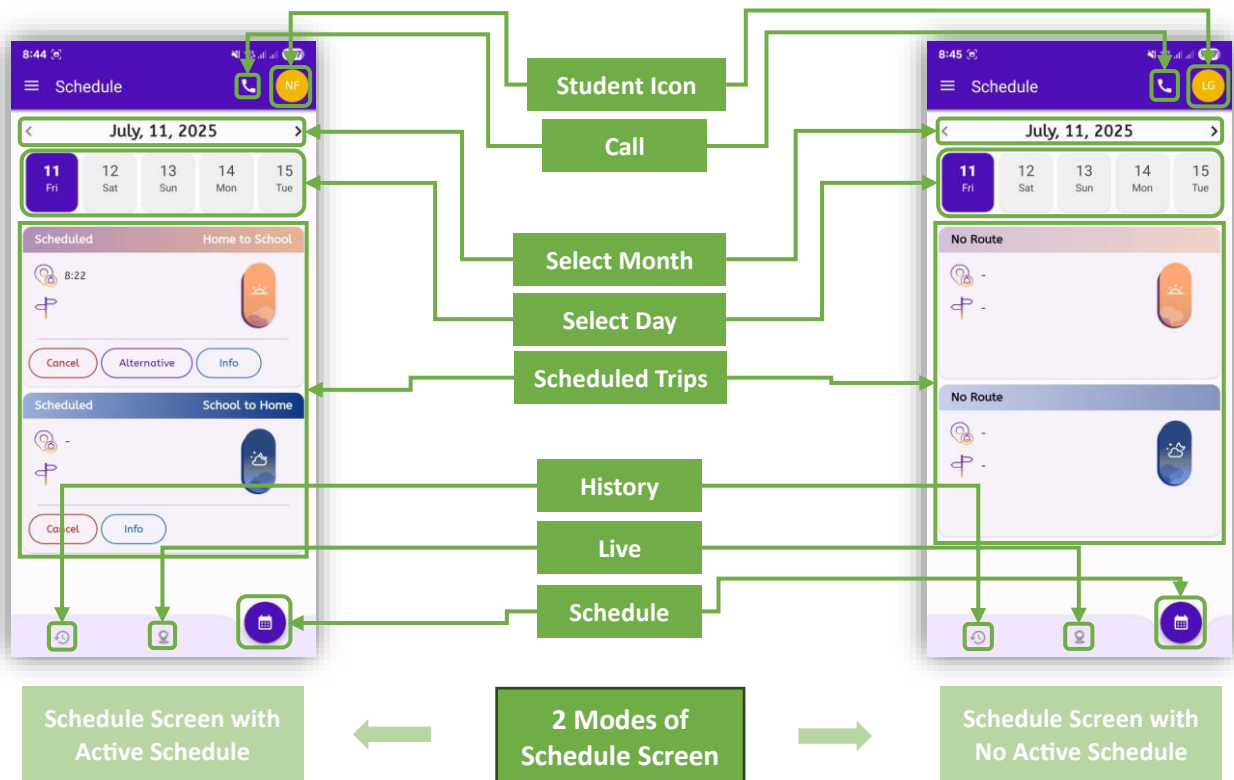
Embaraked
Notification when student was picked up

Disembarked
Notification when student was dropped-off

Not Appeared
Notification when student is absent on bus

5.3 Schedule Screen

The **Schedule Screen** shows your child’s scheduled morning and afternoon trip for each day. Below are the two modes of screens shown, along with the description of their common features:

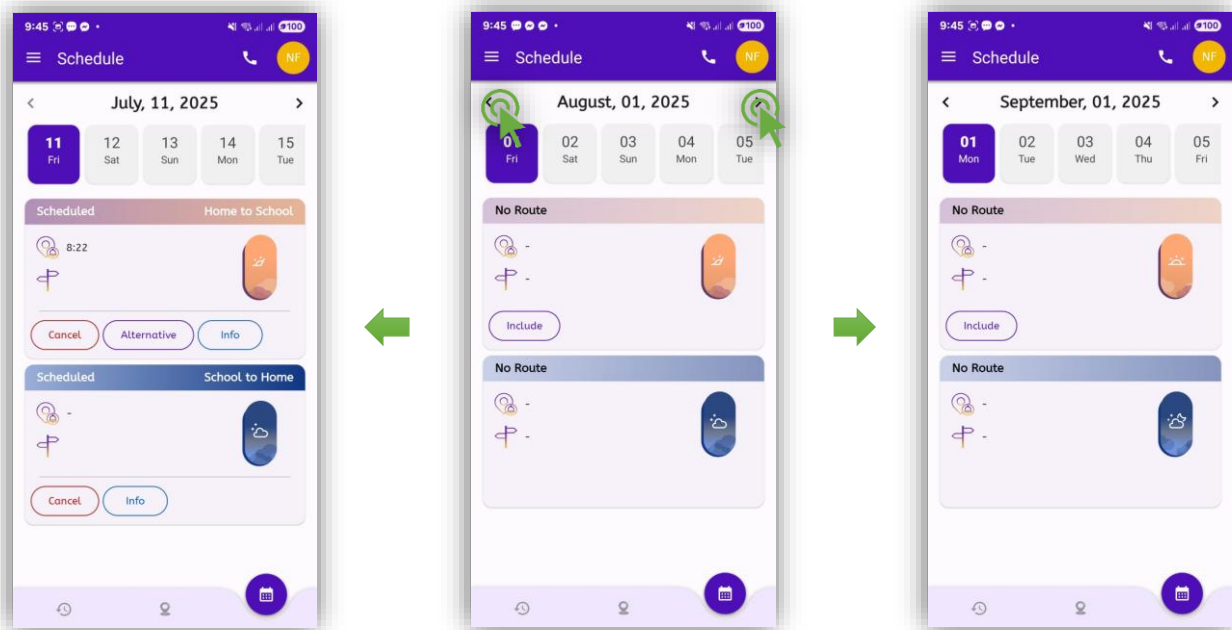


Description of the Schedule Screen Parts:

Parts of Live Screen	Description
Student Icon	Used to select student you want to check
Call	Used for calling the bus supervisor
Select Month	Used to select month of schedules you want to check
Select Day	Used to select day of schedules you want to check
Scheduled Trips	Displays your child's morning and afternoon scheduled trip
History	Displays your child's trip history
Live	Displays the live status of the school bus
Schedule	Displays your child's scheduled morning and afternoon trip for each day

5.3.1 Select Month

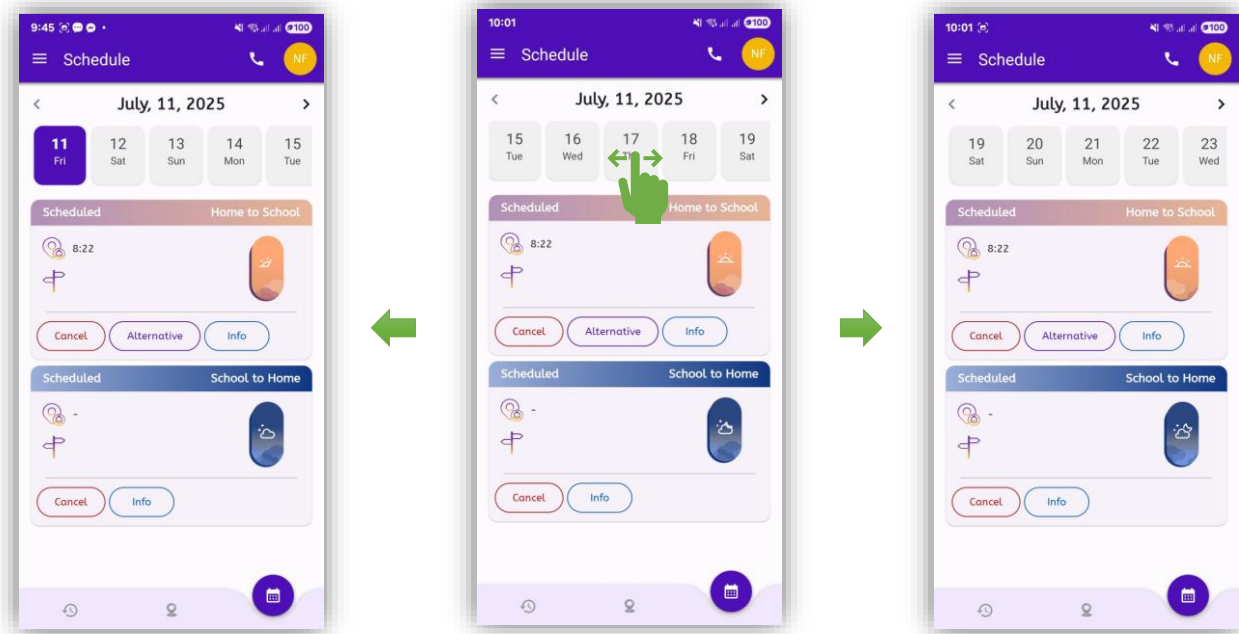
On the Schedule screen, you can select the month of schedules you wish to check by simply clicking the arrow left or right.



You can only see the present and future month and won't be able to select the previous month.

5.3.2 Select Day

On the Schedule screen, you can select the day of schedules you wish to check by simply scrolling left or right.

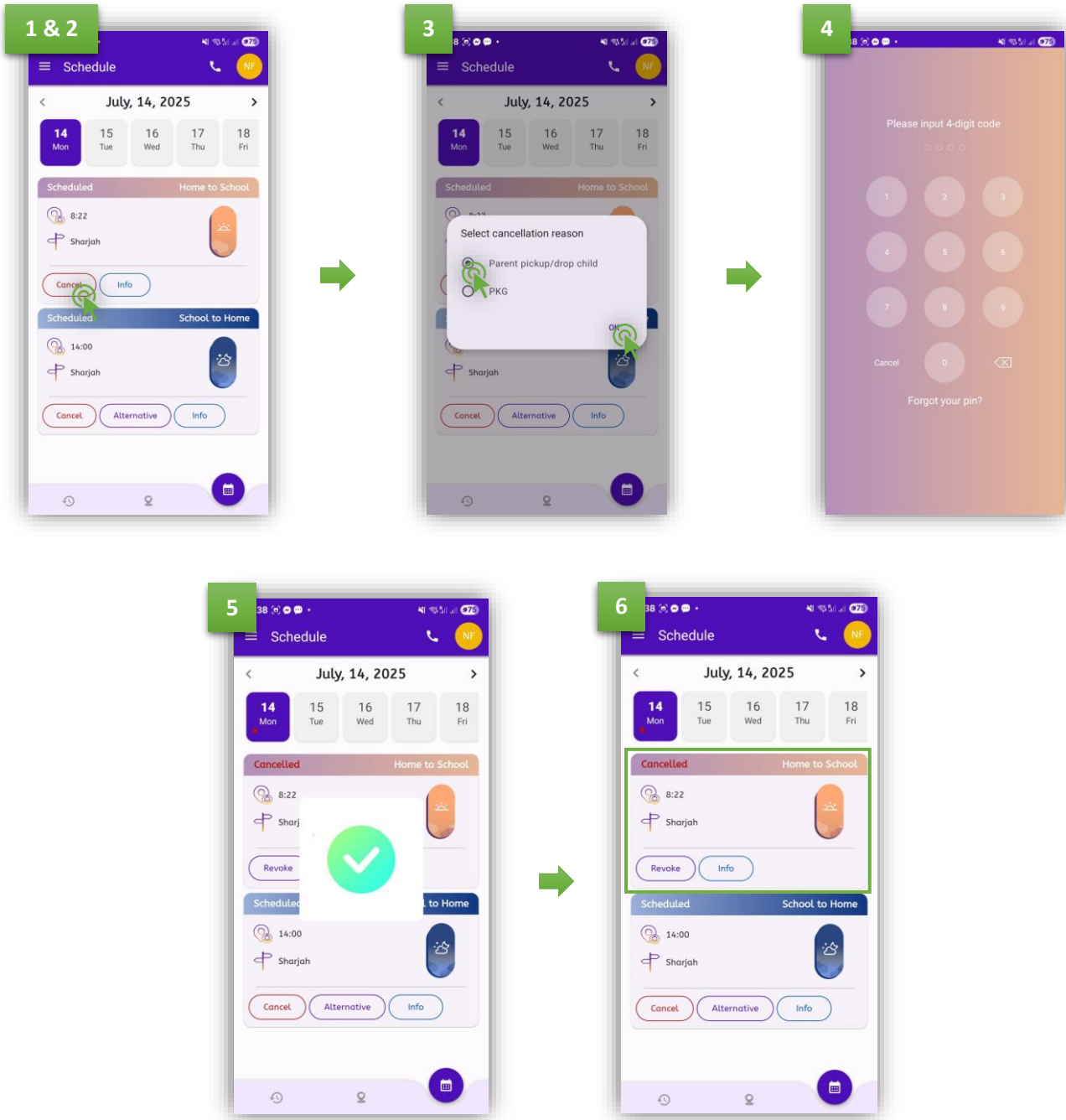



You can only see the present and future day and won't be able to select the previous days.

5.3.3 Cancellation of Scheduled Trips

On the Schedule screen, you can cancel a scheduled trip for a specific student. To do this, follow the steps below:

1. Locate the student and schedule you want to cancel.
2. Click the **Cancel** button on the scheduled trip.
3. Select the cancellation reason and click **OK**.
4. Input the 4-digit PIN.
5. A pop-up confirmation will appear once the trip has been successfully canceled.
6. The schedule trip card status should be **Cancelled**.

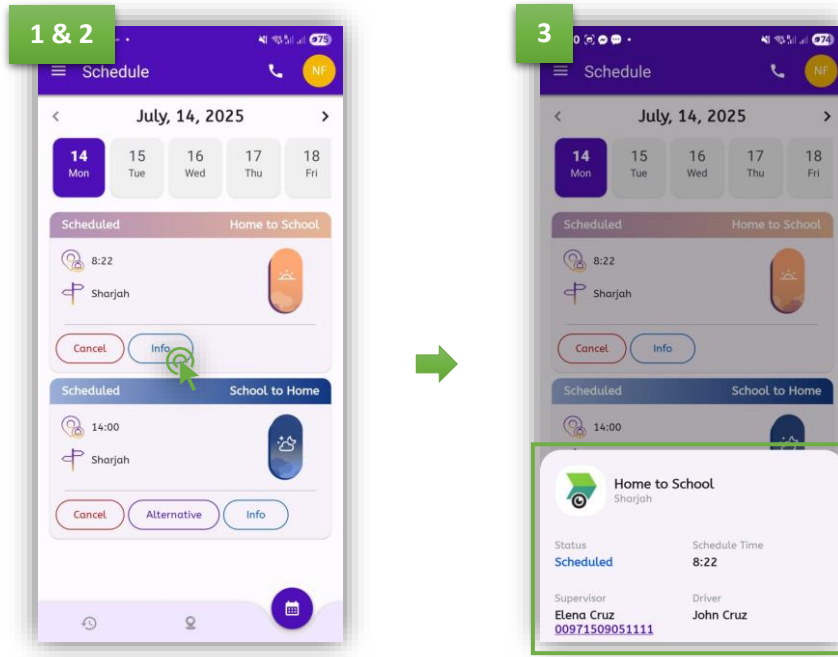


 You can cancel a scheduled trip if it hasn't started yet.

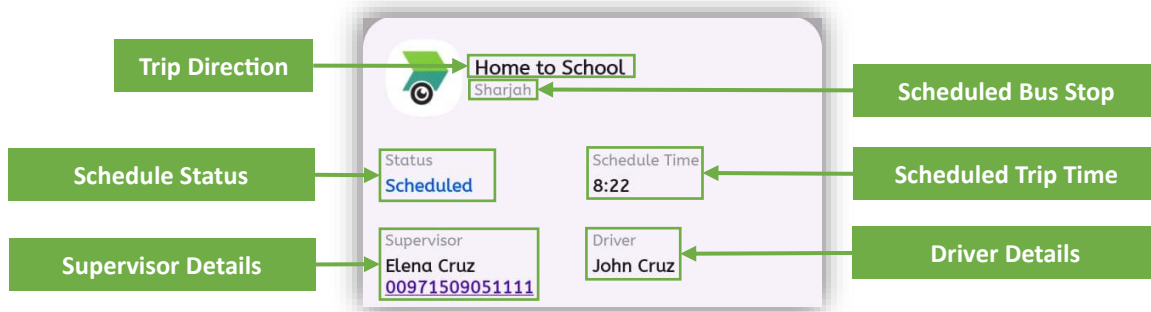
5.3.4 Show Scheduled Trip Detail

On the Schedule screen, you check scheduled trip information. To do this, follow the steps below:

1. Locate the student and schedule you want to check.
2. Click the **Info** button on the scheduled trip.
3. The scheduled trip information will show at the bottom of the screen.



Scheduled Trip Information Parts:



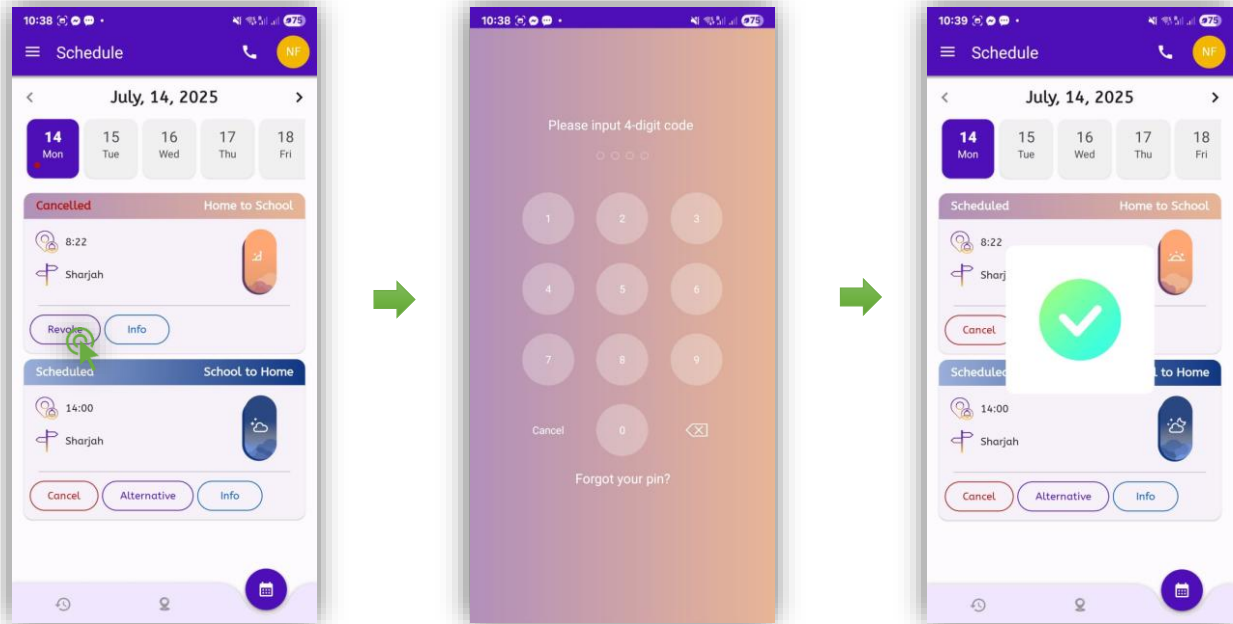
Schedule Card Part	Description	Possible Values
Trip Direction	Indicates the direction of your child's journey	- Home To School – trip from home to school - School To Home – trip from school to home
Scheduled Bus Stop	Shows the student's pickup and drop-off location	<i>(Address or bus stop name displayed)</i>
Schedule Status	Shows whether the student has a scheduled trip	- Scheduled – status if student has a scheduled trip - No Route – status if student has no scheduled trip - Cancelled – status if student scheduled trip is cancelled
Scheduled Trip Time	Displays the start time of the scheduled trip	<i>(Actual time shown on card; e.g., 07:30 AM)</i>
Supervisor Details	Shows the nanny's name and mobile number	<i>(e.g., Jessica Doe 00971551234567)</i>
Driver Details	Shows the driver's name	<i>(e.g., John Doe)</i>

5.3.5 Revoke Cancellation or Change of Scheduled Trips

On the Schedule screen, you can revoke the cancellation of scheduled trip. To do this, follow the steps below:

1. Locate the student cancelled or change trip you want to revoke.

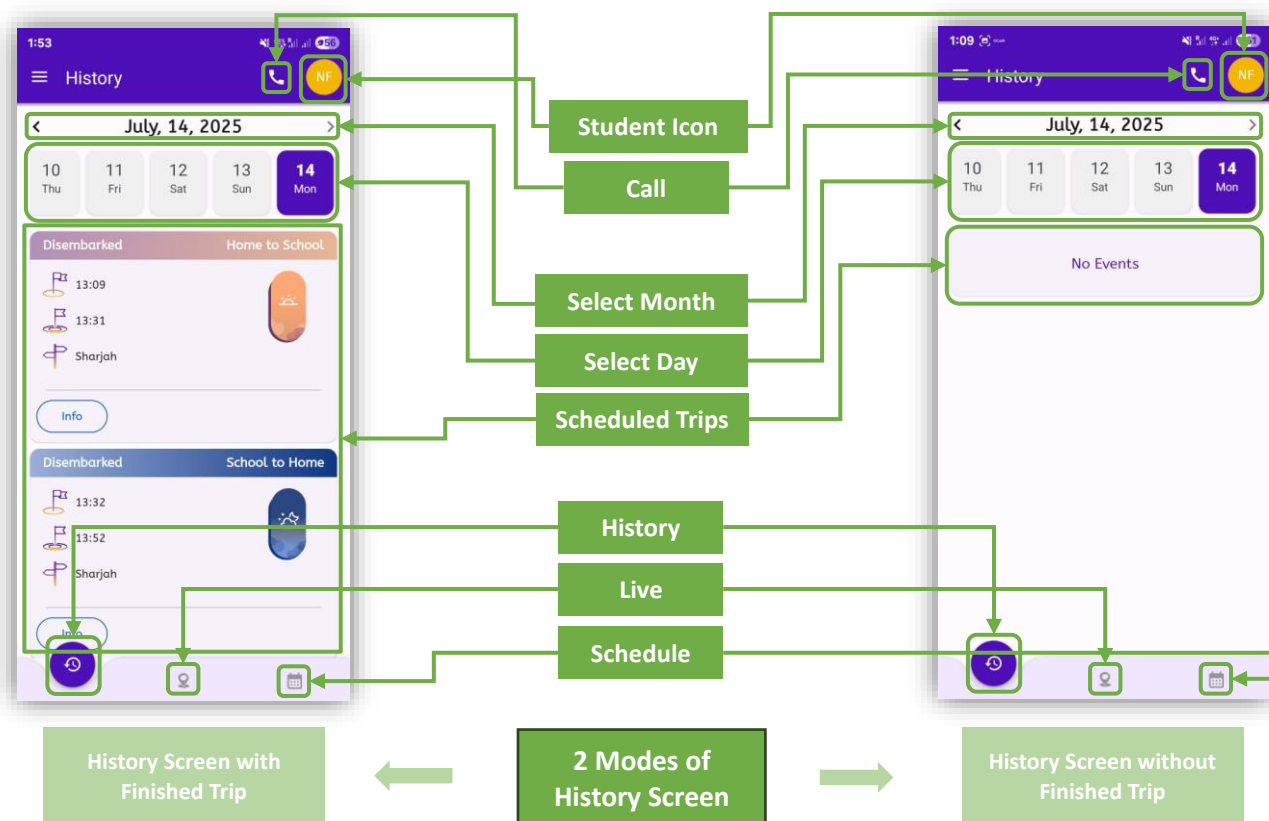
2. Click the **Revoke** button on the scheduled trip.
3. Input the 4-digit PIN.
4. A confirmation notification will appear once the cancelled or changed trip has been successfully revoked.
5. The scheduled trip card status should be reverted to its original status.



You can revoke cancellation or changes of scheduled trip if it hasn't started yet.

5.4 History Screen

The **History Screen** shows your child's trip history. Below are the two modes of screens shown, along with the description of their common features:




Description of the History Screen Parts:

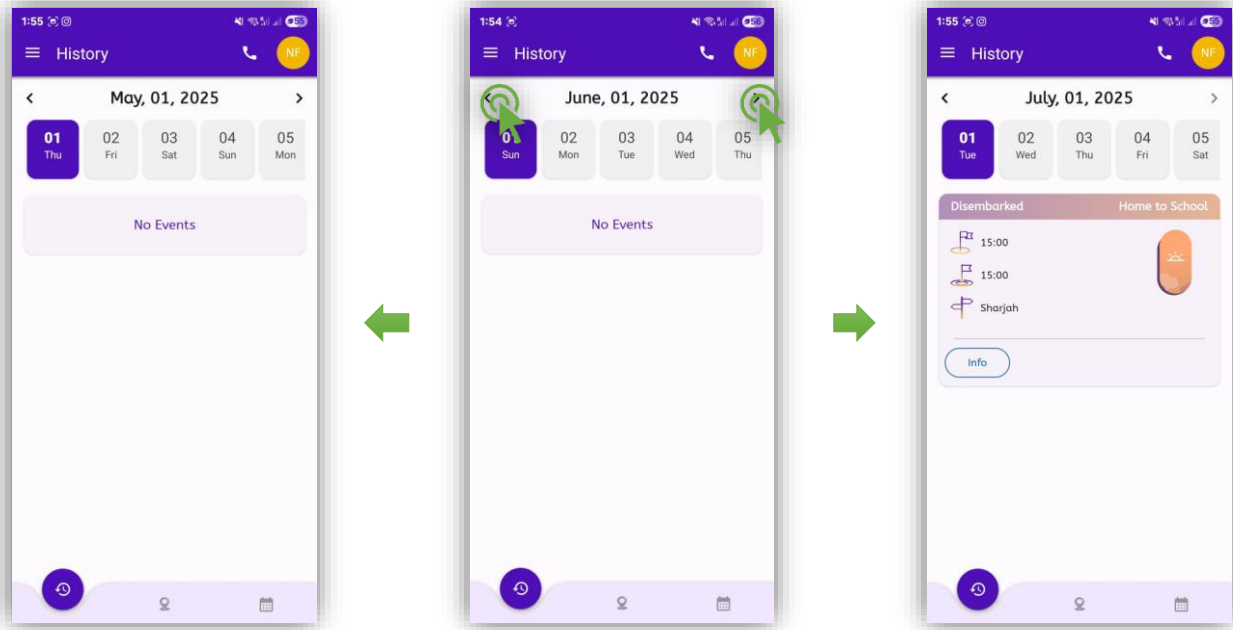
Parts of Live Screen	Description
Student Icon	Used to select student you want to check
Call	Used for calling the bus supervisor
Select Month	Used to select month of schedules you want to check
Select Day	Used to select day of schedules you want to check
Finished Trip List	Displays your child's morning and afternoon finished trip
History	Displays your child's trip history
Live	Displays the live status of the school bus
Schedule	Displays your child's scheduled morning and afternoon trip for each day

5.4.1 Select Month

On the History screen, you can select the month of schedules you wish to check by simply clicking the arrow left or right.



You can see the past and present month and won't be able to select future months.

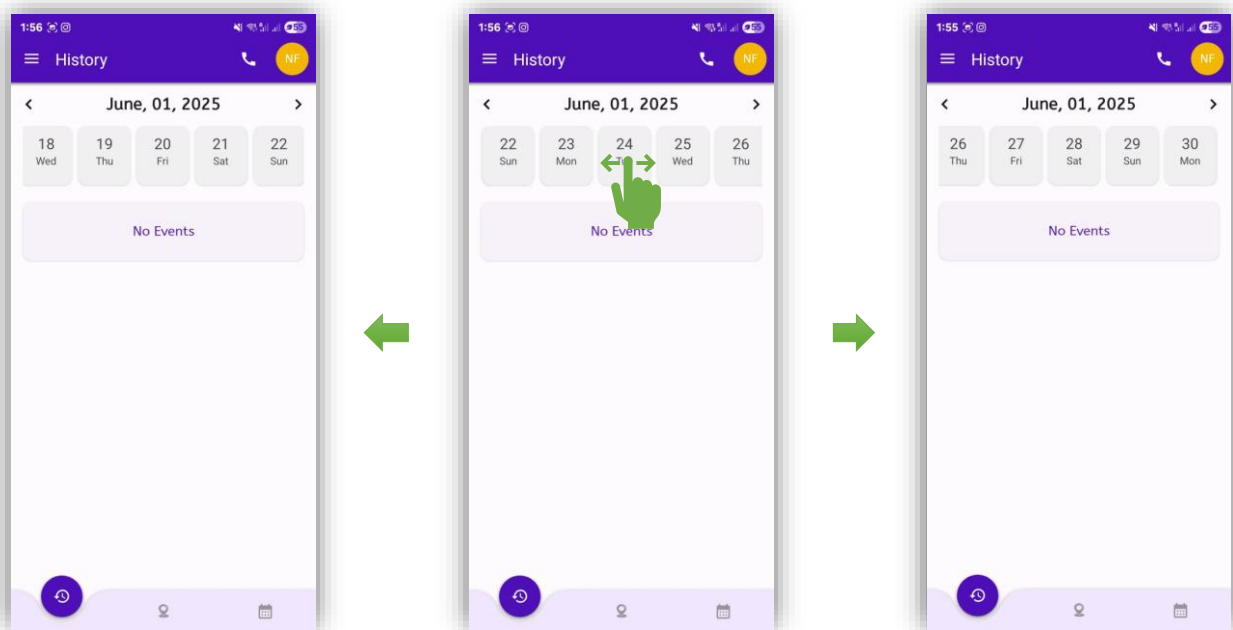


5.4.2 Select Day

On the History screen, you can select the day of schedules you wish to check by simply scrolling left or right.



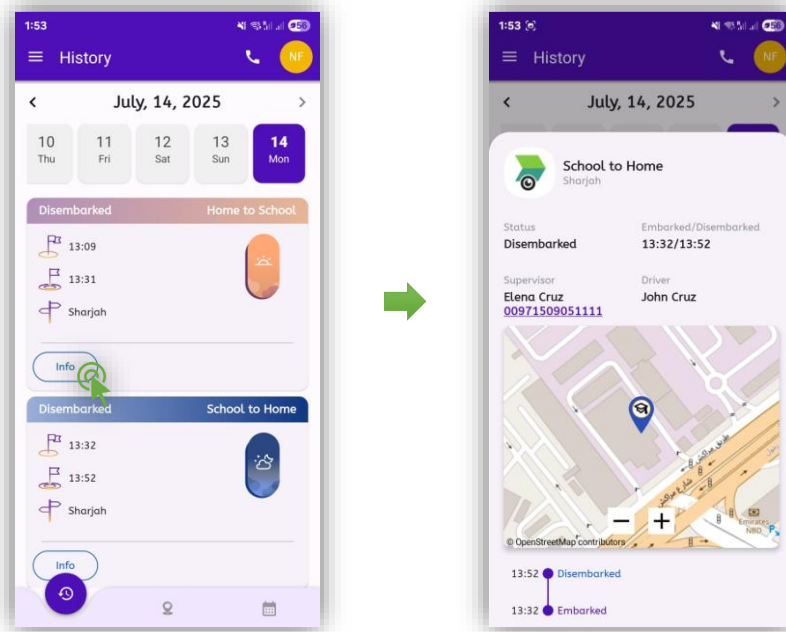
You can see the past and present day and won't be able to select the future days.



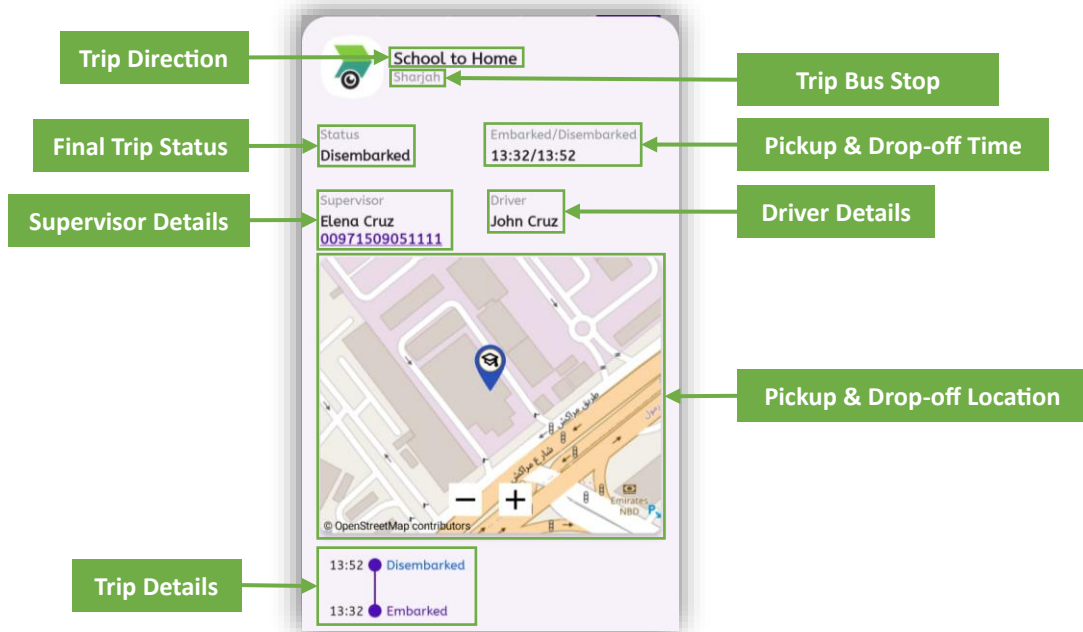
5.4.3 Show Finished Trip Detail

On the History screen, you check finished trip information. To do this, follow the steps below:

1. Locate the student and finished trip you want to check.
2. Click the **Info** button on the finished trip.
3. The finished trip information will show at the bottom of the screen.



Finished Trip Information Parts:



Finished Trip Info Part	Description	Possible Values
Trip Direction	Indicates the direction of your child's journey	<ul style="list-style-type: none"> - Home To School – trip from home to school - School To Home – trip from school to home
Trip Bus Stop	Shows the student's pickup and drop-off location	<i>(Address or bus stop name displayed)</i>
Final Trip Status	Shows the completion status of the trip	<ul style="list-style-type: none"> - Embarked – student was picked up by the bus - Disembarked – student was dropped up by the bus - Not Appeared – student does not appear on pickup location - Absent By Fever – student is absent due to sickness
Pickup & Drop-off Time	Displays the pick-up time and drop-off time of the student	<i>(e.g., 13:30/14:00)</i>
Supervisor Details	Displays the name and mobile number of the assigned nanny	<i>(e.g., Jessica Doe 00971551234567)</i>
Driver Details	Displays the name of the driver assigned to the trip	<i>(e.g., John Doe)</i>
Pickup & Drop-off Location	Indicates the exact pickup and drop-off location of the student	<i>(Bus stop point displayed)</i>
Trip Details	Provides a full timeline and status of the trip's progress	<i>(e.g., time stamps for each key event: embarked, disembarked, not appeared, etc.)</i>