

HOW TO: Parent Portal Accounts

*** FAQ's are on page 4 of this document.

CREATE AN ACCOUNT

Step 1: Visit www.buskids.ca, scroll down to "My Bus Information", click on it.



Step 2: Select Create Account: Fill in necessary fields and click "Submit"

**** you will need to use the same email address you provided to your school for your student's contact information.**

A screenshot of a 'Create Account' form. The form is titled 'Create Account' with a close button (x) in the top right corner. Below the title are 'Password Requirements' listed as: 'One upper case letter.', 'One lower case letter.', 'One special character(!&#\$@).', and 'At least 8 characters'. There are three input fields: 'Email', 'Password', and 'Confirm Password', each with a small icon on the right side. Below the input fields is a reCAPTCHA section with a checkbox labeled 'I'm not a robot' and the reCAPTCHA logo. At the bottom of the form are two buttons: 'Submit' and 'Close'.

Step 3: A confirmation email will be sent to the email address you used to create the account. Open the email and click “confirm”, or copy/paste the link provided into your internet browser. The link will redirect you back to the student login website. **IF YOU DON’T CONFIRM, YOUR ACCOUNT CANNOT BE COMPLETED.**

*** If the confirmation email is not received, please check your spam or junk folders. Also, if you misspelled your email address in step 2, you won’t receive a confirmation, you need to start over from Step 2, type your email in correctly.

Step 4: Confirm you are back on this site <https://geoquery.buskids.ca/login> Enter your newly created email address and password to proceed, click Log In. Your account has been created!

Students should automatically appear in your account. This is dependent on using the same email address you just used to create this account and the email address you provided to your school for your student’s contact information. If there are multiple students attached to your email address, they will appear in a pull down list.

Transportation Information

After logging in, click on the “My Students” icon to view your student’s specific transportation arrangements:



My Students

Explanation of Information:

Time	Departure	Stop	Time Of Day	Route	Operator	Starting	Ending
8:10 AM	8:11 AM	WYANDOTTE ST W & BRIDGE AVE – West Bound / North Side	AM Pickup	569	First Student Canada Phone: 519-969-0184	2021-09-20	
		WEST GATE SCHOOL	AM Dropoff	569	First Student Canada Phone: 519-969-0184	2021-09-20	

Annotations for the table above:

- To School (points to Time)
- Scheduled Pickup time (points to Departure)
- The Bus Stop (points to Stop)
- The Number (Bus Number) in the window of the bus (points to Route)
- Transportation Effective date (points to Starting)

All information is read only, you cannot edit it (i.e contact names or numbers). All changes must be done through the school.

Scroll on to read about Email Notifications

EMAIL NOTIFICATIONS

Select the “Subscriptions” icon to manage your subscription settings



My Subscriptions

Transportation Alerts:

When a student is added to your account, their route is automatically added to the “current routes” section to receive transportation alerts. Should you wish to change the current routes and/or add more, select “Add a route”

School Alerts:

School alerts are only posted in the event of a school closure due to a specific issue, i.e. no hydro. If all schools are closed, they are posted in the general notice

General Notice

Your email address has automatically been included to receive general notices. These notices are alerts intended for all subscribers, not specific to schools or routes. Normally weather cancellations would generate a general notice. You can opt out by unchecking the box.

Should you wish to no longer receive email notifications, you can click on the link in the notification email, or, you can also decide you are finished with your account, you can delete the account. This is done through the “Parent” drop down menu.

BUS PLANNER DELAYS APP for iphone/android

It is highly recommended that you download the Bus Planner Delays app (Found in the apple store or google store) for your phone. There are times where email delivery is unreliable and beyond our control. Please visit www.buskids.ca and scroll to “Busplanner Delays” for instructions on how to use the app. You will need the student’s run numbers in order to set this up.

Parent Portal FAQ's

#1 I am able to log in, but I do not see my student(s)

Verify with the school the email address you used to create this account matches with at least one of the email addresses you provided to the school for your student's contact information in the school's Aspen system.

#2 My Parent Portal username and password are not allowing me to log in

Make sure you are clicking on PARENT PORTAL, not Professional Portal.

#3 I tried to set up a Parent Portal account, but never received a confirmation email. Why not?

Two things cause this:

- 1) The confirmation email was issued, but your email filters sent it to a folder like junk or spam
- 2) The email was invalid because of a user error at the time of entry, like a spelling mistake, incorrect domain (i.e. .com instead of .ca)

Possible solutions:

- 1) Search your email for "Windsor Essex school bus", the originating email. Do not reply to this email address - it is not a monitored account
- 2) Try again. Spell your email address correctly.

#4 I've set up a Parent Portal account, but when I try to log in, it says that my password is "invalid"

Make sure that the password you are using is correct. If the webpage is still showing the password is invalid, use the "I forgot my password" button to reset your account.

#5 I've logged into the Parent Portal, how do I see my student's bussing information?

If you see no transportation details, it may be that:

- A) You are not eligible for transportation (i.e. live with the walk zone policy of the school or out of the attendance boundary of the school)
- B) You are eligible, but you did not apply for transportation at the school. Please contact the school to complete a transportation application.

#6 I have multiple students, why can't I see them all?

The website only allows you to see one student at a time. There is a drop-down pull that allows you to switch between your added students.

#7 I'm having issues logging in/viewing the student login on my device

Try a different device or alternate internet browser. There has been some issues with chrome, please try something other than chrome.

If you are using a smartphone, try flipping your phone sideways.

#8 I logged in and my student' school is showing as "INACT"

If you changed school board's over the summer or during the school year, remove that student from the account and re-add them.

If you did not change school or school board's over the summer, please contact your school to resolve this issue. It is likely the student is in active in their system, which we are synced with.