# Parent Web Portal (Bus Stop Finder) Spring 2020 Upgrade

## Contents

---

**Please note:**

The **Parent Portal is closed from June 30 until Mid-August** during planning for the upcoming school year. Parents may still sign up and register for General Notice subscriptions, but will be unable to add their child(ren) or view Transportation information.

---

# Introduction

*OSTA has recently upgraded the Parent Portal (Bus Stop Finder). The Parent Portal provides parents and students access to information about a student. This includes the student's transportation information, address, and contact information. Below is a guide that will help you navigate the new Parent Portal.*

---

**Important Update:**

**Bus Stop finder** has been changed in the *new* **BusPlanner Web**. OSTA now requires a login to be created using your personal email and a password to access your child's transportation information and to subscribe to notifications.

---

# Getting Started

**To login go to** https://ostabusplanner.ottawaschoolbus.ca/default **or click on the** Parent Portal Button **on OSTA's homepage. Next, click on** Parent Portal link **to get to the login screen.**

**Current users:**

If you currently have an account with BusPlanner, you can simply log in with your existing email and password.

**New users:**

Click the '**Create Account**' link if you do not currently have an account**.**

If you try to '**Create Account**' with an email that is already in use, you will see receive the following error message:



A subscriber already exists with the following email address: @gmail.com

By clicking '**Create Account**' a screen will appear that will request an email address and password.

**Create Account**                                    ×

**Password Requirements**

One upper case letter.
One lower case letter.
One special character(!&#$@).
At least 8 characters

**Email**

**Password**

**Confirm Password**

I'm not a robot    reCAPTCHA
                   Privacy - Terms

Submit    Close

Once you have created an account you can access the **Parent Portal** through the **BusPlanner Web** by clicking on the '**Parent Portal Icon'**.

Home    Can I Ride a Bus?

# Log In

**Email**

|

**Password**

☐ Remember me

Log In          Forgot Your Password?
                Create Account

Once you have logged in successfully you will see three dashboard icons: **Add Student, My Students** and **My Subscriptions**. If you only have one child registered, their name will automatically appear. If you have more than one child registered, use the drop-down menu to see their name.

# 1. Add Student

**Add Student**

If you are a new subscriber or want to add another child to the **Parent Portal** click '**Add Student**' to add their information. When you click the '**Add Student**' Icon, a box with form fields will appear. Fill in all the fields correctly to add the student.

All listed fields are mandatory. If any fields are left blank or if the information you add in these fields does not match the information the school has on file, then you will not be able to add a student*.

Click '**Add Student**' to register your child. Now their information will be viewable under **My Students.**



**\*If you are having issues adding another child try using their preferred name or a nickname. If you are still having issues adding a student please contact us.**

# 2. My Students



**My Students**

**My Students** will have all of your child's or children's transportation information. In this section you will see **Transportation** and **Information.**

## Transportation

The transportation section will show the student's eligibility, route and run information as well as the bus stop location and time.

## My Students

**Name**

### Transportation

346

| School | | Grade | Eligibility | Travel Code | Met at Bus |
|---|---|---|---|---|---|
| | PUBLIC SCHOOL | 4 | Bussed | 0B: Eligible - Bus | No |

To School

| Time | Stop | Time Of Day | Route : Run | Operator |
|---|---|---|---|---|
| 8:11 AM | (MID BLOCK) | AM Pickup | E15: VMR.0 | First Student |
| 8:20 AM | PUBLIC SCHOOL | AM Dropoff | E15: VMR.0 | First Student |

From School

| Time | Stop | Time Of Day | Route : Run | Operator |
|---|---|---|---|---|
| 3:10 PM | PUBLIC SCHOOL | PM Pickup | E15: VMR.1 | First Student |
| 3:21 PM | (MID BLOCK) | PM Dropoff | E15: VMR.1 | First Student |

### Information

To PDF

## Information

The Information section provides more detailed information about each student. This includes the student's enrollment and address information.

| | | |
|---|---|---|
| **ℹ Information** | | |
| First Name | Last Name | Student ID |
| School | District | Grade |
| PUBLIC SCHOOL | Ottawa-Carleton District School Board | 4 |
| Weather Zones | | |
| **Address:  Home** | | |
| Street Number | Street Name | Apt |
| Municipality | Province/State | Postal/Zip Code |
| OTTAWA | | |

[ To PDF ]

# 3. My Subscriptions

**My Subscriptions**

Parents can click on the '**My Subscriptions**' icon in the **Parent Portal** to set up alerts for transportation (e.g. delays, cancellations), schools, and general notices. You can also automatically update the subscriptions to match the students' transportation and school.

## Transportation alerts

**Transportation alerts** will notify families when there are updates to their assigned bus like delays or cancellations due to inclement weather. The current route is the school bus number that a student is assigned to. If your child rides to two different addresses or you have multiple children riding different buses, more than one route will appear. Subscriptions to routes can be added or removed at any time.

## My Subscriptions

**My Subscriptions** show the route information, drop off and pickup locations for the bus stops assigned to each student. The bus information cannot be changed in this section; it is automatically added as you '**add a student**'. **To remove**

**notifications for a route or specific bus stop, simply click on the trash can to remove the route or bus stops from those notifications.**

## School alerts

**School alerts** notify families with updates about their school(s) like in the event of a school closure. Every school that has notifications assigned to it will appear in this section. **To remove notifications for a specific school, select the trash can to remove the school from those notifications.**

## General notices

Below **School alerts** is the **General notices** section. General notices are alerts that are intended for *all* subscribers. General notices are sent to subscribers of all routes and schools. **If a subscriber does not want notifications about general notices, select the trash can to remove the subscriber from those notifications.**

### My Subscriptions

| | |
|---|---|
| | Expand All    Collapse All |

#### 🚌 Transportation Alerts

Transportation subscriptions are generally handled automatically as you manage students. However, you can still update your subscriptions here.

**Current Runs**

| Run | Remove |
|---|---|
| VMR.0 | 🗑 |
| VMR.1 | 🗑 |

**➕ Add a Run**

| Bus Stop | Remove |
|---|---|
| Drop off:                    (MID BLOCK) | 🗑 |
| Pickup:               . (MID BLOCK) | 🗑 |

#### ⏻ School Alerts

With school alert subscriptions, you can receive all school alerts that are posted for your children's schools.

**Current Schools**

| School | Remove |
|---|---|
|              PUBLIC SCHOOL | 🗑 |

**➕ Add a School**

#### 📝 General Notices

General Notices are alerts that are intended for all subscribers, not specific schools or routes.

☑ Receive General Notices

**Automatically Update Subscriptions**

Parents can update their **Transportation Alerts** and **School Alerts** to match their students' current transportation and enrollment:

1. At the bottom of **My Subscriptions**, click **Update Subscriptions**.

2. The **Transportation Alerts** and **School Alerts** will be updated.

---

The **Transportation Alerts** section allows parents to sign up for email subscriptions for an individual run.

The **School Alerts** section allows a parent to sign up for alerts indicating when a school is closed.

The **General Notices** are all-purpose messages the public may need to know about. *By default, parents will be automatically subscribed to General Notices. To unsubscribe, parents can uncheck the Receive General Notices box.*

---

# My Account

**To make changes to your account and preferences, click on the Parent Tab, then My Account**. The email used for the account can be changed by adding a new email and password. If you choose to not receive any notifications, this can be changed by unchecking '**I want to receive email alerts'**.

## My Account

### ✉ Email

**Current Email**

@gmail.com

**New**

email@domain.invalid

**Confirm**

email@domain.invalid

☑ I want to receive email alerts

To make these changes, please enter your password:

Update

**Preferences** allows a subscriber to make important changes to their account. This section allows families to:

- Change the language of the notification for individuals who do not speak English as a first language.
- Allows subscribers to change their password or delete their account if students graduate or no longer use transportation.

### ☑ Preferences

**Preferred Language**

en-CA

☑ Account Enabled

Update

Change my password

Delete my Account

**Deleting an account**

If you want to delete your account completely, you will have to select the **Delete my Account** found in the **Preferences** section. This will remove your account from the system, and you will not be able to see any of your child's information.

If you delete your account by mistake, you will have to [create a new account](). *A deleted account can be recreated at any time.*

**Blocking an account**

Any parent wishing to block their child's transportation file from the Parent Web Portal must request to do so **in writing and call the OSTA office** at 613-224-8800 to speak to someone handling transportation for the child's school. *A blocked account can no longer be accessed via the online parent portal. All transportation information must be obtained by calling OSTA or sending a [Transportation Issue form]().*

# Contact Information

For questions relating to student or bussing information and general inquiries, please send a [Transportation Issue Form]().