



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

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**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.



The screenshot shows the OSTA website homepage. At the top left is a circular logo with an orange background and a white bus icon. To the right of the logo, the text "OSTA" is displayed in large, bold, black letters, followed by "Ottawa Student Transportation Authority" in a smaller, black font. Below this is a dark blue navigation bar with the text "Home" and "Can I Ride a Bus?". Underneath the navigation bar are two buttons: one with a white bus icon on a white background labeled "Can I Ride a Bus?", and another with a white person icon on a yellow background labeled "Parent Portal".

**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**




**OSTA**  
Ottawa Student  
Transportation  
Authority

Home Can I Ride a Bus? Log In ▾

Log In

Email

Password  

Remember me

[Forgot Your Password?](#)  
[Create Account](#)

Efforts are made to ensure this information is accurate and up-to-date. Should there be any discrepancy, the transportation office has the final word. Georef & BusPlanner Web are registered trademarks of Georef Systems Ltd.

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

### Create Account ×

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**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


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

[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.

The screenshot displays the OSTA (Ottawa Student Transportation Authority) user interface. At the top left is the OSTA logo, which consists of a circular orange icon containing a white bus silhouette, followed by the text "OSTA" in large bold letters and "Ottawa Student Transportation Authority" below it. A dark blue navigation bar contains links for "Home", "Public", and "Parent", along with a user profile icon and an email address ending in "@gmail.com". Below the navigation bar, the "My Students" section features a "Name" dropdown menu, a red person icon, and two expandable menu items: "Transportation" and "Information". A "To PDF" button is located below these items. At the bottom of the dashboard, three icons are displayed: "Add Student" (a person with a plus sign), "My Students" (two people), and "My Subscriptions" (an envelope with an upward arrow). Each icon has a red circle with a white number (1, 2, and 3 respectively) next to it.

# 1. Add Student



Add Student

If you are a new subscriber or want to add a 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**.

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Add Student ×

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**OEN**

**Birth Date**

**School**

**Grade**

**\*If you are having issues adding a child try contacting your school to make sure you have the correct OEN. 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 PUBLIC SCHOOL Grade 4 Eligibility Bussed Travel Code 0B: Eligible - Bus Met at 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.

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

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](#)

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#### 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: [redacted] (MID BLOCK)	
Pickup: [redacted] (MID BLOCK)	

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#### School Alerts

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

**Current Schools**

School	Remove
[redacted] PUBLIC SCHOOL	

[Add a School](#)

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#### 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.

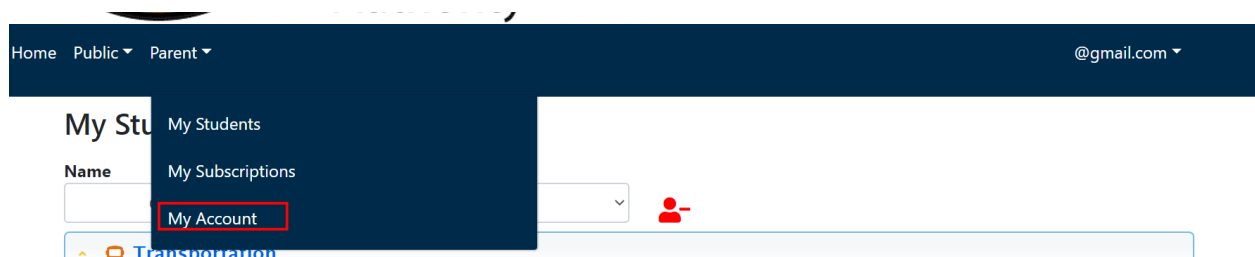
The **Transportation Alerts** section allows parents to sign up for email subscriptions for an individual run.

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](#).