



## PARENT PORTAL LITE

PARENT PORTAL LITE allows you to see real time information about the location of your child's school bus and to receive notifications when the bus is getting close.

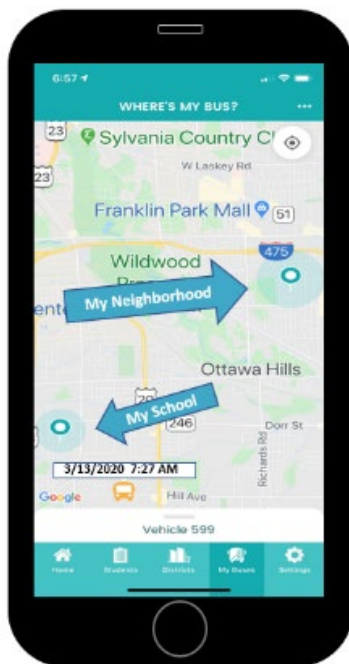
### DOWNLOAD THE APP



Google Store



Apple Store



- All CCPS buses are equipped with GPS for location tracking. That same GPS signal reaches the app so parents have information about their child's bus.
- Parents can set alert zones to receive notifications on their phone. Parents can control the size of the notification area, the time period when they want to receive notifications and the number of alert zones,
- The Transportation Department will provide parents and/or legal guardians with a registration code. Parents will need this information to begin using the app.

## **Frequently Asked Questions**

### **What is Edulog's Parent Portal Lite? How do I sign up to use it?**

The Parent Portal Lite mobile app by Education Logistics, Inc. (Edulog) allows school districts to share school bus locations with parents and caregivers. The app can show the position of the school bus and give an alert as the bus enters a notification zone.

Download the Edulog Parent Portal Lite from the Google Play Store or the Apple App Store. Search for "Edulog Parent Portal Lite" and choose the app with the White bus and yellow background. The word "LITE" at the bottom distinguishes this app.

*NOTE: Edulog's standard Parent Portal app uses a logo with a WHITE bus on a TEAL background, so take care to download the correct app.*

Once you download the app, register using your email address. If you do not receive the confirmation email right away, check your spam or junk mail folder.

### **Is there a Spanish Version?**

Yes. Once you have the app installed, the language can be changed from English to Spanish on the SETTINGS tab. Make sure to select SAVE to continue in the language of your choice.

### **How do I follow a bus in the Parent Portal Lite App?**

In order to get started, you must receive a registration code from your school. This code is specific to one or more buses in the district. Go to the DISTRICTS tab, tap the plus sign (+) in the top right to add your school code. When the code is accepted, you will see the name of your district and the number of buses (initially zero) that you are following. You might need to add another registration code for the same school to follow more than one bus for your family. This depends on your district's app configuration.

Please note, reference to a "district code," is your assigned school's individual registration code. Please reach out to your school or schools directly to retrieve your bus tracker app code.

### **How do I choose buses to follow in the app?**

Tapping your district's name on the DISTRICTS tab shows the list of buses that your code authorizes you to follow. Sliding the toggle to the right allows a bus to be moved to the MY BUSES tab. On the MY BUSES tab, you will see the list of buses that you selected.

## **How do I see the bus location in the app?**

The location of a bus can be viewed by tapping that particular bus in the MY BUSES tab.

## **What does the date and time stamp mean on the map?**

The last reported time for the school bus is displayed beside the bus icon

**NOTE:** App users should understand if the bus location has not been reported for a while, there could be problems with the GPS signal or other communications issues. Students should report to their bus stop at the usual time, 5 minutes before the expected arrival of the bus. The time display is important information to help parents correctly interpret the Where's My Bus information.

## **What does the HOME tab tell me?**

The HOME tab shows the list of vehicles that you have selected, along with the registration code and the number of notification zones that are active for each.

## **Why can't I see the location of our school bus at night or on the weekend?**

The school district has the option of when to allow the bus icon to be visible on the map. Many districts opt to show the bus icon only when buses are running routes.

## **What if the map is inaccurate?**

EduLog's parent app uses Google Maps as its base map for display. No map source is perfect, but we have found the data in Google Maps to be sufficiently accurate to support the app. Unfortunately, EduLog has no ability to immediately correct Google's base map. You may provide information directly to Google Maps via their "send feedback" option at <https://www.google.com/maps>.

## **How reliable are the notifications?**

The notifications are sent immediately when a GPS ping from your bus occurs within the notification zone. The school bus sends regular GPS pings to the app database in the cloud every 10-20 seconds. As with all technology, disruptions can occur. A lag can be produced if there is a disruption in cellular service or the GPS unit on the bus is disconnected. Make sure to monitor the app for bus movement prior to the expected time of the bus.

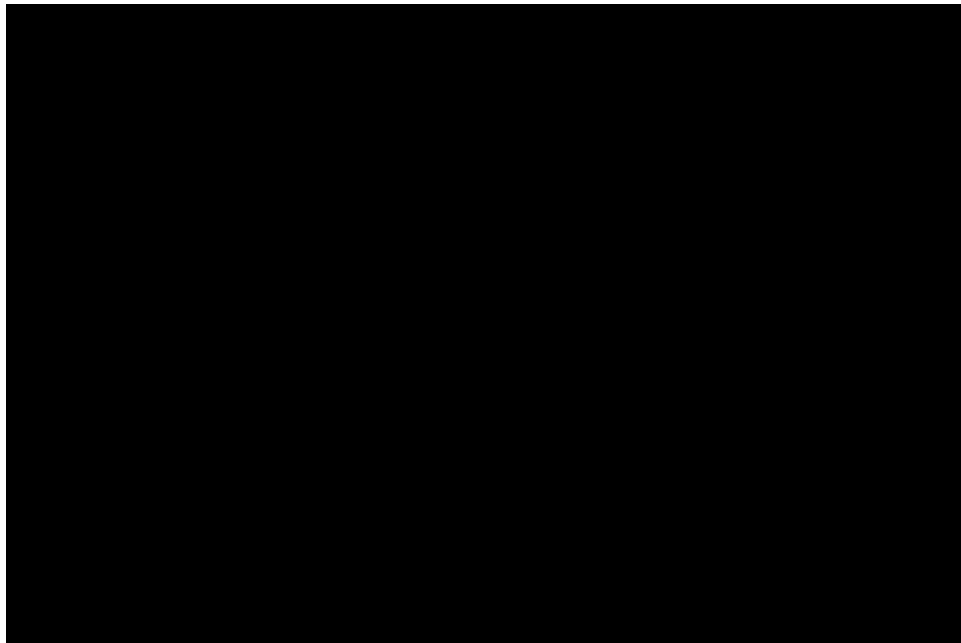
## **How can I be notified when my bus enters a certain area?**

Setting alert zones in the app allows you to receive notifications when the bus enters one or more zones that you define. Choose an address as the center of the notification zone (enter the address or move the map graphically) and a radius from 0.1 to 2.0 miles. Alert zones are created specific to each bus.

### **When will I get notifications in the radius around my student's bus stop?**

You can receive notifications when the bus enters any of your alert zones. In addition to designating the distance of the radius, you can also designate a time window in which you want to receive notifications. For instance, if the bus runs a field trip and enters your alert zone in the evening, you probably do not want to receive that alert. Set each time window to make the most sense for each bus route. If you want to receive notifications in the morning and in the afternoon, you will need to have a time window covering the entire day, or create one alert zone for the morning and another alert zone for the afternoon.

# **PARENT PORTAL LITE INSTRUCTIONAL VIDEO**



- 1. How to Download the Edulog Parent Portal Lite App**
- 2. How to Register an Account and Log in to the App**
- 3. How to Subscribe to a School District and Follow Your Bus**
- 4. How to View a Bus on the Map**
- 5. How to Alter the App Settings**

# Step-by-Step Guide on how to install the APP

Parent Portal Lite Infographic

## 1 Install App



Find the Edulog Parent Portal Lite app in the Google Play Store or iOS App Store and install. Use the QR code on Page 2.

## 2 Registration



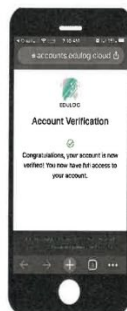
Select Sign Up at the Log In. Enter your Email. Enter and Confirm Password. Add your First and Last Name. Tap on Sign Up.

## 3 Confirm Email



You will receive a message: Registration successful! Please check your e-mail abrunsonbun@gmail.com to confirm your e-mail address.

## 4 Verification



Open the email from support@edulog.com and click on the link to activate your email. An Account Verification will appear.

## 5 Sign In



Then enter your Email, your Password and tap Sign In.

Education Logistics

## 6 No Vehicles



No vehicles will be listed until you subscribe to a district. Tap on Districts in the Main Menu at the bottom of the app.

## 7 Registration Code



Then tap on + sign to Subscribe. Enter the code provided by your district then tap OK.

## 8 Districts



Tap on your district name to view the bus list.

## 9 Follow Buses



Then tap on the slide button to activate one or more buses.

## 10 Where's My Bus



Tap on My Buses in the Main Menu below. You can scroll to each bus by swiping the vehicle box.

## 11 View Alert Zones



To view previously created Alert Zones, tap on See All or tap on Create to add your Alert Zones.

## 12 Create Alert Zones



To add an Alert Zone, tap on + sign.

13 Add Alert Zones



Enter an address or move the map, name the alert zone, add a time frame, adjust the radius with the slide button, then Save.

14 Home



Once your vehicles have been added and alert zones created, they will be listed at the Home screen.

15 Inbox



To access your Inbox, tap the envelope icon on the Home screen where you can view Messages and Notifications.

16 Settings



To adjust your settings, tap on Settings in the Main Menu at the bottom of the app.

17 Change Password



Select Change Password in Settings to change your password and Submit. Then check your email from support@edulog.com.

18 Notifications



To enable all notifications, select Notifications in Settings.

19 Allow Notifications



When selecting Notifications Enabled, you will be directed to your device notifications. Select Notifications and then Allow Notifications.

20 Bus Notifications



Select Bus Notifications in Notification Settings and tap on the slide button to enable buses.

21 Units



When selecting Units in the Settings screen, you can select Miles or Kilometers and then Save.

22 Language



Tap on Language in Settings to select your language and Save.

23 Updates



Tap on Version to check for the latest software updates.



Scan the QR code with your smart phone to install the Edulog Parent Portal Lite App.