

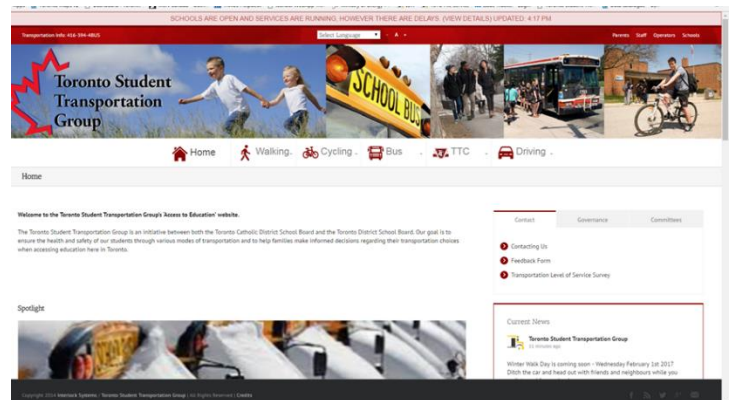
Accessing the Transportation Portal – A Step-by-Step Guide

Welcome to the Transportation Portal.
This document will walk you through the process of creating an account, adding your children to your account, and subscribing to the late bus notification system.

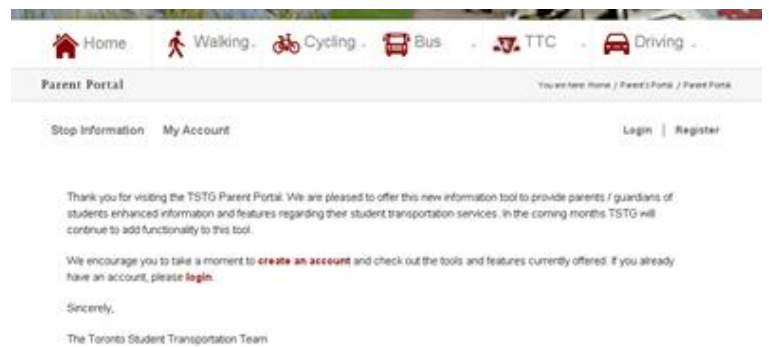
Creating an Account

Step 1: Go to the Toronto Student Transportation Group webpage at www.torontoschoolbus.org

Step 2: From the home page, click on 'Parents' at the top right hand corner of the screen to access the portal page.



Step 3: Login to the portal if you already have an account. If this is your first time accessing the portal, you will need to register to create an account. Click on the 'Register' link to start the process.



Step 4: Register by providing your First Name, Last Name, and a mobile phone number. A mobile phone number is not required to register. However, mobile phone numbers may be used in the future to send text messages about late buses. Phone numbers can be added or edited to your account at any time.

The screenshot shows a website header with navigation links: Home, Walking, Cycling, Bus, TTC, and Driving. Below the header is a 'Register' section with a breadcrumb trail: 'You are here: Home / Parent's Portal / Account / Register'. There are links for 'Stop Information' and 'My Account' on the left, and 'Login' and 'Register' on the right. The main content area is titled 'Register for an Account' and contains three input fields: 'First Name', 'Last Name', and 'Mobile Number'.

Step 5: Fill in all the required fields. Please ensure you record your user name and password for future reference. You will always be able to reset your password in the future if needed based on your e-mail address. Complete all the fields' including the security questions and the 'captcha' to complete this page. You will get a confirmation on screen if the account was successfully created. Click the 'continue' button which will generate an activation code that will be sent to your e-mail address.

Note: Passwords must be at least 6 characters in length and require 1 non-alphanumeric character (such as !, \$, ^, etc.).

The screenshot shows the registration form with the following fields: 'User Name:', 'Password:', 'Confirm Password:', 'E-mail:', 'Security Question:' (with a dropdown menu showing 'What was your childhood nickname?'), and 'Security Answer:'. Below the form is a CAPTCHA section with the text: '** Seeing non-English characters below? Click "refresh" to get different words. **'. The CAPTCHA image shows the word 'CANE' and a 'reCAPTCHA' logo. There is a text input field for the CAPTCHA and a 'Privacy & Terms' link.

The screenshot shows the same website header and navigation links as the previous screenshot. Below the header is a 'Register' section with a breadcrumb trail: 'You are here: Home / Parent's Portal / Account / Register'. There are links for 'Stop Information' and 'My Account' on the left, and 'Login' and 'Register' on the right.

Thank You!

Your account has been successfully created.

[Continue](#)

Step 6: The website prompts you to check your e-mail account. Often times your virus software will move this e-mail to your junk folder. Please check that folder if you do not receive the e-mail before requesting another code.

Stop Information My Account

Please check your email for an activation link and code.

If you have not received the email, we'd be happy to [send it again](#).

Before requesting a new email, please ensure that you have checked your spam folder for an email from parentportal@torontoschoolbus.org.

Step 7: After opening the e-mail please follow the instructions in the e-mail to finish creating your account

From: Toronto Student Transportation Group Parent's Portal [mailto:parentportal@torontoschoolbus.org]
Sent: 04-15-14 3:01 PM
To: [redacted]
Subject: Please activate your account with Toronto Student Transportation Group
Importance: High

Thank you for creating an account with Toronto Student Transportation Group Parent's Portal

Please [activate your account](#), or if you are unable to click the link in this email, please enter the following link into your browser:
<http://www.torontoschoolbus.org/parent-portal/Public/NextSteps/114-6268390-1400-4018-834e-b0026e1007d5>

and enter [redacted] when prompted for the activation code.

Thanks,
Toronto Student Transportation Group Parent's Portal

Step 8: You will get a prompt indicating you have successfully activated your account

Home Walking Cycling Bus TTC Driving

Next Steps You are here: Home / Parent's Portal / Public / Next Steps

Stop Information My Account Login | Register

Your account has been successfully activated. Please **Login** to continue.

Step 9: Now that your account has been created you can log in.

The screenshot shows the 'Login' page of the TSTG Parent Portal. At the top, there is a navigation bar with 'Login' and a user icon. Below the navigation bar are links for 'Stop Information' and 'My Account'. A message states: 'If you do not already have an account, please **Register**.' Underneath is the 'Account Information' section with two input fields: 'Username' and 'Password', each with a 'Forgot?' link. There is a checkbox for 'Keep me logged in' and a 'Log In' button.

Step 10: You will first be prompted if you want to subscribe to the late bus e-mail notifications. This subscription will send you an e-mail alert any time the school bus operator reports a delay for a school bus that you have on your account

The screenshot shows a prompt for email notifications: 'Opting in for email notifications will allow us to send you an email in the event that you child's bus is delayed or cancelled.' Below this is a line of text: 'I understand and agree that, due to the nature of email, delivery of delay notification cannot be guaranteed.' At the bottom, there are two buttons: 'NO THANK YOU' and 'I AGREE. SIGN ME UP!'.

Step 11: Most of the items above have to deal with setting up your account for the first time. After that initial setup; once you login you will land on the main transportation portal page where you have a menu selection to choose from.

The screenshot shows the main page of the TSTG Parent Portal after login. At the top, there is a navigation bar with 'Stop Information', 'My Account', and 'Logged in as: Kevin Logout'. Below the navigation bar is a message: 'Thank you for visiting the TSTG Parent Portal. We are pleased to offer this new information tool to provide parents / guardians of students enhanced information and features regarding their student transportation services. In the coming months TSTG will continue to add functionality to this tool.' Below this is a prompt: 'Please choose a function from the menu above, or choose from the following options:' followed by three buttons: 'Stop Information', 'My Account', and 'TSTG Main Site'. At the bottom, there is a signature: 'Sincerely, The Toronto Student Transportation Team'.

Step 12: Selecting 'My Account' will simply bring you to a page where you can add and or change your e-mail, phone number, and passwords for your account.

Here you can change your password, and update your account information.

Update Your Account Info:

Email Address:

Mobile Number:

You are currently receiving delays via email. **(Change)**

Additional Email Addresses

Add Email

Old Password:

New Password:

Confirm New Password:

Additional Phone Numbers

Add Phone

Cancel Save Changes

Step 13: Selecting 'Stop Information' will show you the transportation information for your children or those that you have authorization to view. Your initial entry to this page will advise you that you have to add the students to your profile.

You are currently receiving delays via email. **(Change)**

There are no students associated with your account.

ADD STUDENT

Step 14: You can add your children to the account by confirming the information provided. The 'OEN' number is found on your child's report card. You will need to know the school name, your home address street number (not the address you may receive transportation from if different) grade, and birth date.

Stop Information My Account Logged in as: Kevin Logout

OEN OPTIONAL

Choose the school the child attends I will be attending:

Enter the number of your house or apartment building:

Choose the child's grade:

Enter the child's date of birth:

The information provided is for information purposes only. Efforts are taken to ensure the information provided by this tool is as accurate as possible, however we cannot guarantee it is correct. Website users should always contact TSTGO to verify all information before acting on it. In the case of any discrepancies, the TSTGO routing software data will be considered the final authority.

All the information must match in order for students to be added to your profile. If you have trouble adding a student it may be a result of missing or mismatch information in the transportation system. Please contact transportation@tstgoconstruction.com or your local school for assistance.

I AGREE

ADD STUDENT **CANCEL**

Copyright 2011 Interlink Systems, Toronto School Transportation Group. All Rights Reserved. Credits

Step 15: In any case where the custody of a child may be in place you may receive a response that asks you to visit the school to confirm your custodial arrangements with the child.

Last Name, First Name		
To School:	Contact School	Contact School
From School:	Contact School	Contact School

Step 16: Once you have added a student their transportation information will show up on your account until you remove them or they are no longer on transportation. The profile will confirm their pick-up and drop-off location, the time of this service and what company is providing the service.

You are currently receiving delays via email. [\(Change\)](#)

Simpson, Bart				Remove
To School	No Bus Available	EXC	12:00 AM	
From School	448 WESTMORELAND AVE	PAR1649	3:33 PM	

ADD STUDENT

Step 17: In some cases where the student is not eligible for service but has applied under the empty seat protocol you may see partial assignments depending on bus availability.

You are currently receiving delays via email. [\(Change\)](#)

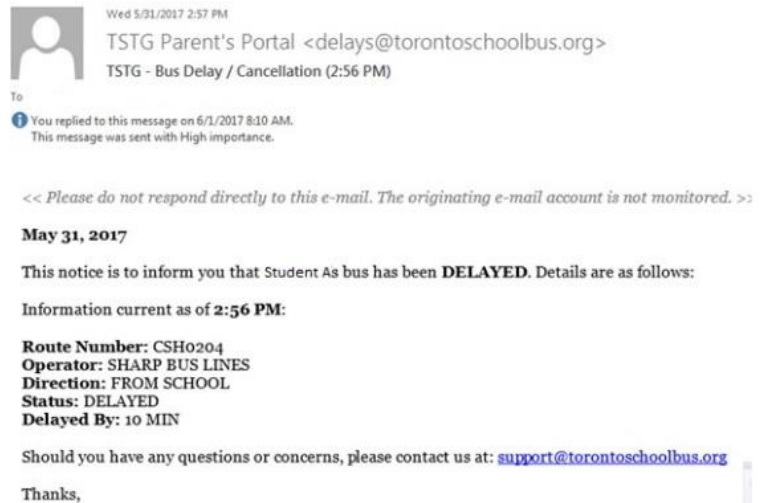
Simpson, Lisa				Remove
To School	402 MILITARY TRL	PSN491B	8:03 AM	
From School	402 MILITARY TRL	PSN491B	4:01 PM	

Simpson, Bart				Remove
To School	No Bus Available	EXC	12:00 AM	
From School	448 WESTMORELAND AVE	PAR1649	3:33 PM	

ADD STUDENT

Step 18: Simply repeat the process to add additional students to your profile.

Step 19: When a bus is late you will receive an e-mail similar to the one here indicating the time of the delay.



Step 20: If you encounter any problems either registering your account or adding students to your account please check our 'frequently asked question' (FAQ) page or contact us at support@torontoschoolbus.org