

# EDULOG'S PARENT PORTAL APP

## FREQUENTLY ASKED QUESTIONS FOR PARENTS AND GUARDIANS

### GENERAL

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

A: The Parent Portal mobile app by Education Logistics, Inc. (Edulog) allows school boards and consortia to share school bussing information with parents and guardians. The app provides the latest information on the planned time and location of the student's school bus stop.

Download the Edulog Parent Portal from the Google Play Store or the Apple App Store. Search for "Edulog Parent Portal" and choose the app with the white bus on the teal background.

Once you have the app downloaded, sign up using your email address.



**NOTE: Edulog's other parent app, Parent Portal Lite, has a yellow icon, so take care to download the correct app. Using the QR code pictured here will access the correct app.**

**Q: Is there a French version?**

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

**Q: Should I register separately for each of my children?**

A: Just register once for your school board/consortium. A single registration allows you to access information for all students for whom you have the security information.

### NOW THAT YOU HAVE INSTALLED THE APP - GETTING STARTED

**Q: How do I register my student in the Parent Portal?**

A: This is done from the STUDENT LIST tab by selecting the "+" icon or the ADD STUDENT button. In order to register your student, you must have 5 pieces of information to ensure security.

1. Student's First Name
2. Student's Last Name
3. School to which the student is assigned.
4. Student's date of birth
5. Student OEN Number (you can find this on your student's report card).



**Q: My student's first or last name is often misspelled or has multiple spellings. Which spelling do I use to access his/her information in the app?**

A: You must use the spelling of the first and last name that matches the spelling used by the school board's student information system. If you are unsure please contact your school or the Consortium for assistance.

**Q: I am having trouble finding my student's school to fill in the SCHOOL field. What am I missing?**

A: There are two ways to select your student's school.

1. One is to search based on the school name. As you type part of the school name, you will see schools that match that name, in full or in part. For instance, for Booker T. Washington School, you can begin typing "Booker" or "Washington" and a list of matching schools will appear.
2. Alternatively, you can click on the small map icon to the right of the school field and then locate the school on the map, selecting the icon displayed at the school location.

**Q: My student shows as PENDING or REJECTED. What do I do?**

A: Typically, a student registration shows as PENDING or REJECTED if all 5 security fields do not match. You can see the data that you entered by selecting this student in the app and examining the data to check for typographical errors. If you have questions about the spelling of the name or the OEN number, you should contact the student's school or the Consortium.

**Q: How do I delete a student from my app?**

A: From the STUDENTS tab, just swipe left for that student. This is also the process you use to delete a PENDING or REJECTED registration.

## USING THE APP

**Q: What does the HOME tab tell me?**

A: The HOME tab shows the basic trip information for each student that you have added on your app. Typically this will be a morning and afternoon trip. For each trip the app displays the student's name, the scheduled pickup and drop-off times and the bus number. Trips are displayed in the order of the next pick-up or drop-off time.

**Q: What is the envelope icon on the top right of the Home screen?**

A: Your Consortium may send messages to parents and others that are using the app. Messages may be sent to specific individuals or those with students assigned to a specific bus route. App users receive these messages as a notification on their phone. Selecting the envelope icon allows you to see previously received messages.

**Q: What do the pickup and drop off times mean?**

A: On the HOME tab or the Transportation Schedule screen, the locations and times for pickup and drop-off are those planned by the Consortium.

**Q: What if the map is inaccurate?**

A: 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>.



## ABOUT THE INFORMATION

**Q: Can other app users see my student's Information?**

A: NO. Only persons with information in the required security fields are able to access a student's transportation information in the app.

**Q: Where does the information about my bus stop come from?**

A: The planned time and location of your student's bus stop comes from the Edulog route management system used by your Consortium.

**Q: Is my student's picture stored on the internet?**

A: NO. Pictures that you associate with the app, either from your photo library or taken new with the camera are resident on the mobile device where it is initiated. If you load the app on two different devices, you will need to associate a photo on each device.