

EDULOG'S PARENT PORTAL APP

FREQUENTLY ASKED QUESTIONS FOR PARENTS AND CAREGIVERS

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 districts to share planned and actual school transportation information with parents and caregivers. The app provides the latest information on the planned time and location of the student's school bus stop. It can show the position of the school bus and give an alert as the bus nears the bus stop. With Edulog's Student Ridership module, parents and caregivers receive notifications when their student swipes an ID card on an RFID card reader as they board and disembark the bus.

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.

Q: Is there a Spanish version?

A: 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.

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

A: Just register once for your school district. 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 on the STUDENT tab. You will need the following information:

1. Student's name (last, first, and middle)
2. Student's date of birth
3. School to which the student is assigned.
4. Student's data of birth
5. Student ID Number, assigned by the school district.

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?



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, whether notifications are activated for the trip, 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 school district transportation department 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? What about the distance?

A: On the HOME tab of the app, you can see the pickup and drop-off times for each trip. The pickup and drop-off times are listed in the order of the next pick-up or drop-off time. The distance is listed in miles.



RECEIVING NOTIFICATIONS

Q: How can I be notified when my student gets on or off the bus?

A: Setting notification zones in the app allows you to receive alerts when the bus enters the zone that you define around your student's bus stop. The notification zone is centered on the bus stop and can have a radius from 0 to 2 miles. Notifications are set and zones are created under the SETTINGS tab. Notifications are based on the bus location. Some districts provide notification when students "swipe on" or "swipe off" the bus. This information is stored on the "WHERE'S MY CHILD" option on the STUDENT tab.

Q: When will I get notifications as the bus arrives at the bus stop?

A: You can receive notifications for the morning bus stop or the afternoon bus stop or both. Set a notification zone for each. Each can have a different radius. Set it to one that makes the most sense for each bus route. Further, there is a time window for notifications which you also control. The default time is from one hour before until one hour after the scheduled bus stop time. You may want to set a "tighter" window, especially if the same bus is in your area, perhaps serving another school, before or after your bus route.

Q: How reliable are the notifications?

A: 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.



