

# Southwestern Ontario Student Transportation Services

www.mybigyellowbus.ca  
Tel: 519-649-1160

Release Date: Aug 24, 2020

## How To: Parent Portal Login



**YOU WILL NEED YOUR STUDENT'S ID # TO VIEW THEIR TRANSPORTATION ARRANGEMENTS.**

Your student ID # is available from the school office.

### Create an Account

STEP 1: Visit [www.mybigyellowbus.ca](http://www.mybigyellowbus.ca) and select 'Parent Portal Login'

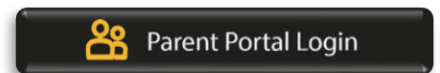
STEP 2: Select 'Create Account'

STEP 3: Fill in the necessary fields and click 'Submit'

STEP 4: A confirmation email will be sent to your email address. Open the email and click 'Confirm' OR copy and paste the link provided into an internet browser. The link will redirect you back to the Parent Portal website. You must action on the confirmation email or your account will not be set up.

*\*If the confirmation email is not received, please check your spam and junk folders.\**

STEP 5: Select 'Login' and use your Email and Password to proceed. Your account has been created!



Create Account

**Password Requirements**

- One upper case letter.
- One lower case letter.
- One special character(!&#%\$@).
- At least 8 characters

Email

Password

Confirm Password

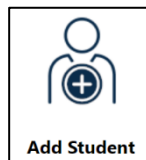
I'm not a robot

reCAPTCHA  
Privacy - Terms

Submit Close

### Add Student(s)

STEP 1: After logging in, click on the 'Add Student' icon



STEP 2: Fill in the necessary fields

Don't know your Student ID #?  
Your student ID # is available from the school office.

STEP 3: Click 'Add Student'

STEP 4: Repeat steps 1 through 3 to add more students to your account

Add Student

Student ID

Birth Date

School  
A. B. LUCAS SS

Grade  
9

Add Student Close

Use the calendar and drop down menus to fill in these fields

# Transportation Information

After logging in, click on the 'My Students' icon to view your student's specific transportation arrangements including:

- Pick-Up & Drop-Off Times
- Stop Location
- Run ID (bus number)
- Bus Operator



Name

Doe, Jane



## Transportation

123456789

School  
EAGLE HEIGHTS PS

Grade  
1

Met at Bus  
No

To School

Time	Departure	Stop	Time Of Day	Run	Operator
8:48 AM	8:50 AM	(CS) ON WONDERLAND RD N - NEAR #710 (NORTH OF APARTMENT ENTRANCE)	AM Pickup	EAGL_02AM	Langs Bus Lines 83
9:00 AM	9:02 AM	SCHOOL: EAGLE HEIGHTS 284 OXFORD ST. W.	AM Dropoff	EAGL_02AM	Langs Bus Lines 83

# Email Notifications



Select the 'Subscriptions' icon to manage your subscription settings

## Transportation Alerts

When a student is added to your account, their route is automatically added to the 'Current Routes' section to receive transportation alerts. Should you wish to change the current routes and/or add more, select 'Add a Route'.

### Transportation Alerts

## School Alerts

If you wish to receive notifications for ALL bus routes at your student's school use the School Alerts section and select 'Add School' to find your student's school.

**NOTE:** If one bus at your student's school is cancelled, it DOES NOT mean that all routes have been cancelled. **STS recommends subscribing to your student's individual bus route ONLY.**

### School Alerts

## General Notices

Your email address has automatically been included to receive General Notices. General Notices are alerts intended for all subscribers, not specific to schools or routes. You can opt out by unchecking the box.

### General Notices

## Parent Portal FAQs

---

### **My School Portal username and password are not allowing me to Log In.**

The School Portal is not the same as the bussing Parent Portal. This year, all families must create a Parent Portal login on the MyBigYellowBus website. This will allow you to add multiple students to one account and view them all under a single login.

To create a Parent Portal account read the following instructions:

<http://www.mybigyellowbus.ca/uploads/how-to-login-to-the-parent-portal.pdf>

### **I tried to set up a Parent Portal account but never received a confirmation email. Why not?**

Two things cause this:

1. The confirmation email was issued, but your email filters sent it to a folder like junk, spam, or promos.
2. The email was invalid because of a user error at the time of entry, like a spelling mistake, incorrect domain (i.e. .com instead of .ca)

Possible solutions:

1. Search your email for [notifications@mybigyellowbus.ca](mailto:notifications@mybigyellowbus.ca), the originating email. Do not reply to this email address – it is not a monitored account.
2. Try again. Spelling or typing mistakes happen to all of us.

### **I've set up a Parent Portal account, but when I try to log in, it says that my password is 'invalid'.**

Make sure that the password you are using is correct. If the webpage is still showing the password as invalid, use the 'I forgot my password' button to reset your account.

### **I've logged in to the Parent Portal. How do I see my student's bussing information?**

Follow these steps to add your student:

1. Click the 'Add Student' icon
2. Fill in the necessary fields
3. Click the blue 'Add Student' button to confirm

### **I've tried adding my student to the Parent Portal but it's not working. 'Add Student' TIPS**

#### Student ID

- The PublicID from your bus registration form is NOT your student's ID number
- The Student ID number is NOT the OEN number
- For instructions on how to find your student's ID # click here: <http://www.mybigyellowbus.ca/uploads/how-to-find-your-student-id-number.pdf>

#### Birth Date

- Try choosing the year first
- Try switching the month and day
- Confirm with the school that the correct birth date was inputted when you registered your student (an error or typo could have occurred)

## Grade

- Ensure that the correct grade for the 2020-2021 school year has been selected

### **I've added my student to the Portal. Why are there no transportation details?**

Your Parent Portal might be blank for one of two reasons:

1. No Bus Registration Form was submitted.

In late July, STS announced a mandatory Bus Registration process for bus eligible students that wish to secure a seat on a school bus. If you have not completed a Bus Registration Form your student is not assigned to the school bus and therefore the Parent Portal will remain empty.

Bus Registration closed on August 14, 2020. Any registrations received after that date will not be processed before school starts so that routes can be finalized, and bus loads balanced where possible. Parents/guardians should prepare alternate transportation arrangements unless expressly notified by STS that a bus seat is available.

If you wish to submit a Bus Registration Form, you can do so here:

<https://transportation.mybigyellowbus.ca/Workflow/SWOSTS/TransportationRequest.aspx?FormVersionId=a7137c5c-ea6a-4f3b-8dad-91c9b7537a83>

2. Your address is not eligible to receive transportation.

Check your address using our Eligibility Tool here:

<https://transportation.mybigyellowbus.ca/TransportationEligibility.aspx?Page=Transportation&DatabaseGuid=3a75dcfe-4f09-490d-a9f0-3ad86866f39d>

### **I've added all of my students to the Portal. Why can't I see them all?**

The website only allows you to see one student at a time. There is a drop-down button that allows you to switch between your added students.

### **I'm having issues logging in/viewing the Parent Portal on my device.**

Try a different device or alternate internet browser.