

# HOW TO: STUDENT LOGIN

\*\*\* FAQ's are on page 5 of this document.

## CREATE AN ACCOUNT

Step 1: Visit [www.buskids.ca](http://www.buskids.ca), scroll down to “My Bus Information”, click on it.



Step 2: Select Create Account: Fill in necessary fields and click “Submit”

A screenshot of a web form titled "Create Account" with a close button (X) in the top right corner. The form contains the following sections:

- Password Requirements:** A list of requirements: "One upper case letter.", "One lower case letter.", "One special character(!&#\$@).", and "At least 8 characters".
- Email:** A text input field with a small icon on the right.
- Password:** A text input field with masked characters (dots) and a small icon on the right.
- Confirm Password:** A text input field with a small icon on the right.
- reCAPTCHA:** A checkbox labeled "I'm not a robot" next to a reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms".
- Buttons:** Two blue buttons at the bottom: "Submit" and "Close".

Step 3: A confirmation email will be sent to the email address you used to create the account. Open the email and click “confirm”, or copy/paste the link provided into your internet browser. The link will redirect you back to the student login website. **IF YOU DON'T CONFIRM, YOUR ACCOUNT CANNOT BE COMPLETED.**

\*\*\* If the confirmation email is not received, please check your spam or junk folders. Also, if you misspelled your email address in step 2, you won't receive a confirmation, you need to start over from Step 2, type your email in correctly.

Step 4: Confirm you are back on this site <https://geoquery.buskids.ca/login> Enter your newly created email address and password to proceed, click Log In. Your account has been created!

## ADD STUDENTS

**Note:** You cannot add any students for the next school year until after Aug 15<sup>th</sup>

Step 1: After logging in, click the “Add Student” Icon:



### Add Student

Step 2: Fill in the necessary fields.

Add Student ×

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**Student ID (OEN from report cards Format to enter: ###-###-##)**

**Birth Date**

**School**  
 × ▾

**Grade**  
 ▾

\*\*\* Student ID used here is the OEN number (Ontario Education Number). This number can be found on report cards. If you are a new JK that has not started yet, you are to use the temporary ID. If the OEN is not working, refer to the student login FAQ

Click Add Student. Do you have multiple students? Repeat step 2.

If you see the “Unable to retrieve student” message, refer to the student login FAQ.

Read on to see what the transportation information means

## Transportation Information

After logging in, click on the “My Students” icon to view your student’s specific transportation arrangements:



My Students

Explanation of Information:

The Number (Bus Number) in the window of the bus

Transportation Effective date

To School

Scheduled Pickup time

The Bus Stop

Time	Departure	Stop	Time Of Day	Route	Operator	Starting	Ending
8:10 AM	8:11 AM	WYANDOTTE ST W & BRIDGE AVE – West Bound / North Side	AM Pickup	569	First Student Canada Phone: 519-969-0184	2021-09-20	
		WEST GATE SCHOOL	AM Dropoff	569	First Student Canada Phone: 519-969-0184	2021-09-20	

All information is read only, you cannot edit it (i.e contact names or numbers). All changes must be done through the school.

Scroll on to read about Email Notifications

## EMAIL NOTIFICATIONS

Select the “Subscriptions” icon to manage your subscription settings



### **My Subscriptions**

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”

School Alerts:

School alerts are only posted in the event of a school closure due to a specific issue, i.e. no hydro. If all schools are closed, they are posted in the general notice

General Notice

Your email address has automatically been included to receive general notices. These notices are alerts intended for all subscribers, not specific to schools or routes. Normally weather cancellations would generate a general notice. You can opt out by unchecking the box.

Should you wish to no longer receive email notifications, you can click on the link in the notification email, or, you can also decide you are finished with your account, you can delete the account. This is done through the “Parent” drop down menu.

# STUDENT LOGIN FAQ'S

## **#1 I get the message "Unable to retrieve student"/I've tried adding my student but it is not working.**

A) Student ID – most common issue.

The student ID that is needed is the OEN (Ontario Education Number) found on report cards. It is normally not the ASPEN ID (GECDSB), or Trillium ID (WECDSB,PROVIDENCE,VIAMONDE). However in certain cases:

- A new JK
- Switching school boards
- New student to the board

Those non OEN numbers will work temporarily. If you don't have that number, contact your school

B) Birthdate

Try choosing the year first

Try switching the month and the day

Confirm with the school that they have the correct birthdate in their system, the information is imported from the school boards

C) Grade

Ensure you have the correct grade for the school year you are trying to add to.

D) School

Make sure you have chosen the correct school. If you are in the process of moving schools, try putting in your old school if the new one isn't working.

## **#2 My Student Login username and password are not allowing me to log in**

Make sure you are clicking on Student Login, not Professional Portal.

## **#3 I tried to set up a student login 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 or spam
- 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 "Windsor Essex school bus", the originating email. Do not reply to this email address - it is not a monitored account
- 2) Try again. Spell your email address correctly.

**#4 I've set up a Student Login 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 is invalid, use the "I forgot my password" button to reset your account.

**#5 I've logged into the student login, how do I see my student's bussing information?**

You must add your student(s). Refer to the "Add student" section above.

If you have added your student(s) and still see no transportation details, it may be that:

- A) You are not eligible for transportation (i.e. live with the walk zone policy of the school or out of the attendance boundary of the school)
- B) You are eligible, but you did not apply for transportation at the school. Please contact the school to complete a transportation application.

**#6 I've added all of my students to the student login, why can't I see them all?**

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

**#7 I'm having issues logging in/viewing the student login on my device**

Try a different device or alternate internet browser. There has been some issues with chrome, please try something other than chrome.

If you are using a smartphone, try flipping your phone sideways.

**#8 I logged in and my student's school is showing as "INACT"**

If you changed school board's over the summer or during the school year, remove that student from the account and re-add them.

If you did not change school or school board's over the summer, please contact your school to resolve this issue. It is likely the student is in active in their system, which we are synced with.