



FSSD Families Now Able to Track Child's Bus

Edulog Parent Portal Lite Available in App Store or Google Play

The Franklin Special School District is excited to offer families the opportunity to follow their child's bus using a new mobile app, called Parent Portal Lite.

The Parent Portal Lite mobile app by Education Logistics, Inc. (Edulog) allows the FSSD to share school bus locations with parents and caregivers. The app can show the position of the school bus and give an alert as the bus enters a notification zone.



FSSD families and caregivers simply download the Edulog Parent Portal Lite from the Google Play Store or the Apple App Store by searching for "Edulog Parent Portal Lite" and choose the app with the yellow icon - it says "LITE" at the bottom.

Once you download the app, register using your email address. You must confirm registration via the email you will receive from support@edulog.cloud. If you do not receive the confirmation email right away, check your spam or junk mail folder.

Once the app is 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.

USING THE APP

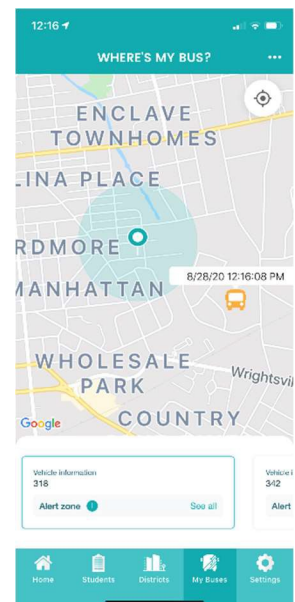
To get started, enter the FSSD registration code received in your email or call your child's school. Go to the DISTRICTS tab, tap the plus sign (+) in the top right to add the code. When the code is accepted, you will see the district name and the number of buses (initially zero) that you are following.

Q: How do I choose buses to follow in the app?

A: Tapping the district's name on the DISTRICTS tab shows the list of buses that you are authorized to follow. Sliding the toggle to the right allows a bus to be moved to the MY BUSES tab. On the MY BUSES tab, you will see the list of buses that you selected.

Q: How do I see the bus location in the app?

A: The location of a bus can be viewed by tapping that particular bus at the bottom of the MY BUSES tab. Swipe to see additional buses.



Q: What does the date and time stamp mean on the map?

A: The last reported time for the school bus is displayed beside the bus icon. **NOTE:** App users should understand if the bus location has not been reported for a while, there could be problems with the GPS signal or other communications issues. Students should report to their bus stop at the usual time, 5 minutes before the expected arrival of the bus. The time display is important information to help parents correctly interpret the Where’s My Bus information.

Q: What does the HOME tab tell me?

A: The HOME tab shows the list of buses that you have selected, along with the registration code and the number of notification zones that are active for each.

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 the data in Google Maps is sufficiently accurate to support the app. Unfortunately, Edulog has no ability to immediately correct Google’s base map. If you want to report a map inaccuracy, you may provide information directly to Google Maps via their “send feedback” option at <https://www.google.com/maps>.

RECEIVING NOTIFICATIONS

Q: How reliable are the notifications?

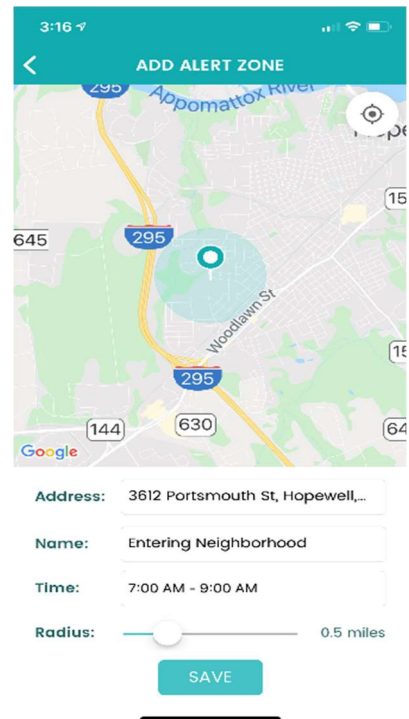
A: The notifications are sent immediately when a GPS ping from your bus occurs within the notification zone. The school bus sends regular GPS pings to the app database in the cloud every 10-20 seconds. As with all technology, disruptions can occur. A lag can be produced if there is a disruption in cellular 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.

Q: How can I be notified when my bus enters a certain area?

A: Setting alert zones in the app allows you to receive notifications when the bus enters one or more zones that you define. Choose an address as the center of the notification zone (enter the address or move the map graphically) and a radius from 0.1 to 2.0 miles. Alert zones are created on your mobile device, specific to each bus.

Q: When will I get notifications in the radius around my student’s bus stop?

A: You can receive notifications when the bus enters any of your alert zones. In addition to designating the distance of the radius, you can also designate a time window in which you want to receive notifications. For instance, if the bus runs a field trip and enters your alert zone in the evening, you probably do not want to receive that alert. Set each time window to make the most sense for each bus route. If you want to receive notifications in the morning and in the afternoon, you will need to have a time window covering the entire day, or create one alert zone for the morning and another alert zone for the afternoon.



For questions or more information about Parent Portal Lite, please email schoolbus@fssd.org.