



AlphaPortal Frequently Asked Questions (FAQ)

AlphaPortal FAQ provides quick answers to common questions, helping families and users navigate the portal and resolve some issues efficiently.

What is AlphaPortal?

AlphaPortal is CMS Transportation's family portal that allows you to view your student's transportation details, receive real-time transportation alerts, track requests, and monitor school bus activity using the AlphaPortal website or mobile app on iOS and Android devices.

How do I track my student's school bus?

AlphaPortal tracks the **bus**, not the individual student. Live Bus Tracking is available when the bus is actively operating on its assigned route.

To view the bus location:

1. Log in to AlphaPortal using the mobile app or web browser.
2. Select your student's assigned route.
3. Select the map to view the bus location.

Please note that tracking information may not appear when the bus is not actively serving its route.

Can I receive notifications when the bus is approaching?

Yes. Families can enable arrival notifications within AlphaPortal to receive alerts when the bus is approaching their assigned stop.

How do I turn on notifications?

1. Open the AlphaPortal app.
2. Sign in to your account.
3. Select your student.
4. Open **Settings** or **Notifications**.

5. Turn on the alerts you would like to receive, such as:

- Bus Arrival Notifications
- Route Alerts
- Bus Substitution Updates
- Live Tracking Alerts

Save your changes when finished.

Why am I not receiving notifications?

If notifications are enabled in AlphaPortal, verify that notifications are also enabled on your device.

For iPhone:

- Open **Settings**.
- Select **AlphaPortal**.
- Tap **Notifications**.
- Turn **Allow Notifications** ON.

For Android:

- Open **Settings**.
 - Select **Notifications** or **App Notifications**.
 - Choose **AlphaPortal**.
 - Turn notifications ON.
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Can I receive bus stop alerts sooner?

Yes. You can increase your stop radius setting to receive alerts earlier as the bus approaches your stop.



How do I update my stop radius?

1. Open AlphaPortal.
2. Select your student.
3. Go to **Settings** or **Notification Settings**.
4. Locate **Stop Radius**.
5. Increase the distance.
6. Save your changes.

A larger radius will provide earlier notifications.

What are Route Alerts?

Route Alerts provide important information about transportation service changes, delays, or updates. Families should review these alerts regularly for the latest information.

What are Bus Substitution Notifications?

Bus Substitution Notifications inform families when a different bus is temporarily assigned to serve their student's route.

Why don't I see route information for my student?

Transportation assignments must be processed before route information becomes available in AlphaPortal. Once the assignment is complete, the route details will appear in the app.

How do I check the status of a transportation request?

1. Log in to AlphaPortal.
2. Select your student.
3. Navigate to **Transportation Requests**.
4. Select **Track Current Requests**.



What do the request statuses mean?

Status	Meaning
Submitted	Your request has been received.
Pending	Your request is awaiting its effective date.
Rejected	The request was reviewed and not approved.
Complete	The request has been processed and finalized.

These status types apply to Ridership Requests, Alternate Stop Requests, and Unsafe Stop Requests.

What is a Ridership Request?

A Ridership Request is a request for student bus service. Ridership requests are reviewed and processed as quickly as possible, although processing times may vary based on request volume.

How do I submit an Unsafe Stop Request?

If you believe your student's assigned bus stop presents a safety concern, you may submit an Unsafe Stop Request through AlphaPortal.

To submit a request:

1. Log in to AlphaPortal.
2. Select your student.
3. Navigate to **Transportation Requests**.
4. Select **Report Unsafe Stop**.
5. Provide details about the concern and submit the request.



Transportation Services reviews each request individually and may contact families if additional information is needed. Processing times vary depending on the review required.

How do I request an alternate bus stop?

Families may request an alternate stop, such as a daycare stop, through AlphaPortal. Approval is required before the stop becomes active.

To submit a request:

1. Log in to AlphaPortal.
2. Select your student.
3. Navigate to **Transportation Requests**.
4. Select **Request Alternate Stop**.
5. Enter the requested information and submit the request.

Please note that alternate stop requests may take longer to process at the beginning of the school year because home-to-school transportation assignments are prioritized first.