

# User Guide to the CPS BusTracker For Families

Predict when your child's school bus will arrive at the bus stop, using any computer or mobile device!

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## Creating an Account



To get started, head over to: <http://BusTracker.cpsd.us>.

Click on New Account at the bottom of the page.

**Registration Page**

**Step 1: Enter username password information for your new account.**

Email/Username:

Password:

Confirm Password:

**EduLog**

Create a new Bus Tracker account using your email address and password that you create. Then click Next.

**Registration Page**

**Step 2: Enter your Contact Information:**

First Name:

Last Name:

Primary Phone:

Address:

Apartment Number:

City:

State:

Zip:

**EduLog**

Enter your information on the Contact Information page, then click Next to connect your account with your child's bus information.

## Adding Students to Your Account

Only K-8 students who are eligible for transportation can be added to your account.

To begin, click on Add Student.

**Registered Students**

**Step 3: Add Students to Account:**

Registered Students

No student records

Add students to your Parent Portal Account by clicking the Add Student link. Hit Next button when finished adding students.

[Add Student](#)

Next

Edulog

The system will only recognize your child if you use the name that we have on file in his/her student record.

You will also need your child's Student ID#. If you're not sure what his or her ID# is, please contact your child's school. Upper School student ID's are also saved in the Aspen student information system, under "Local ID."

**Add Student**

**Add Student Information:**

First Name:

Last Name:

Student ID:

Birth Date:

[Select a School](#)

Grade:

**Add Student**

**Edulog**

Be sure to click the [blue link](#), “Select a School” to get the list of schools.

When finished, click Add Student.

## Registered Students

### Step 3: Add Students to Account:

#### Registered Students

##### Atest Student

Student ID: 8000189

Birth Date: Jan 1, 2000

School: RINDGE AVE UPPER SCHOOL (06)

Grade: 07

[Remove](#)

Add students to your Parent Portal Account by clicking the Add Student link. Hit Next button when finished adding students.

[Add Student](#)

Next

Edulog

Once your first student appears under Registered Students, you can click Add Student to add more siblings if you would like.

Then click Next if all transportation-eligible students have been entered.

When finished, the students you just registered will appear. Click on a student to view their bus stop information.

**Registered Students** Logout

**Name: Atest Parent**

Following these students:

First	Last	Student ID	
Atest	Student	8000189	➤
Asecond	Student	8000190	➤

Click on a student to view current transportation.

[Update Students](#)

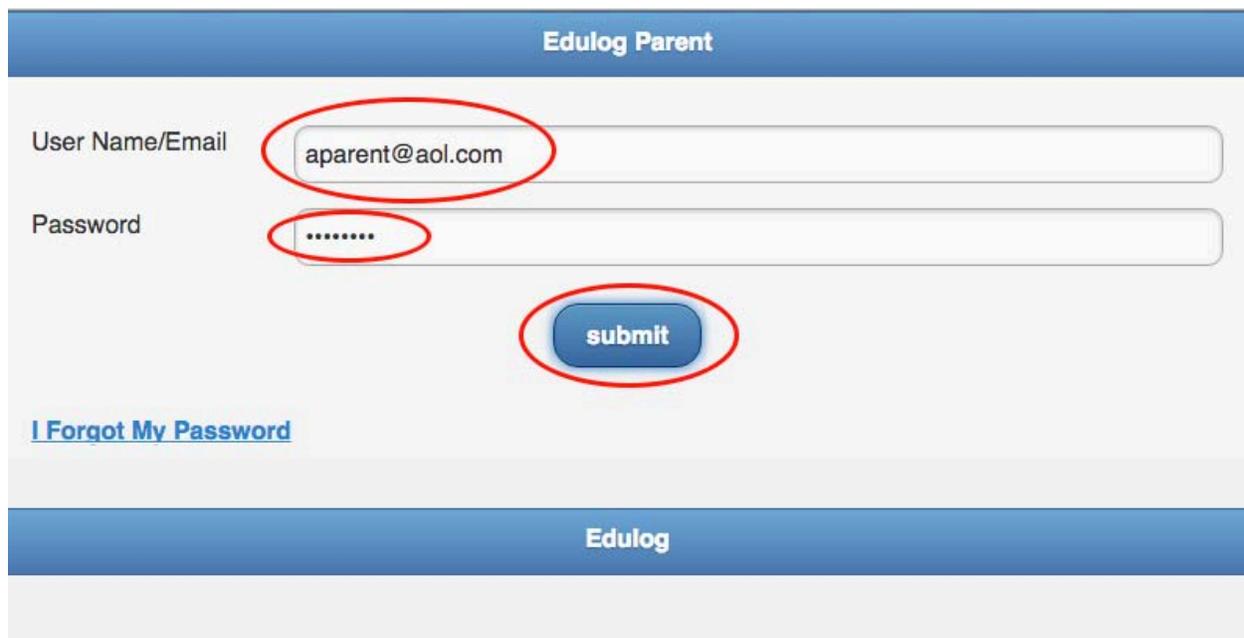
[Update Contact Information](#)

**Edulog**

## Logging Into Bus Tracker



After creating your account and registering your students, you can login by clicking on the BusTracker icon at BusTracker.cpsd.us.

The screenshot shows a web page titled "Edulog Parent" in a blue header. Below the header, there are two input fields. The first is labeled "User Name/Email" and contains the text "aparent@aol.com". The second is labeled "Password" and contains seven dots. Below these fields is a blue button with the word "submit" in white. To the left of the button is a blue link that says "I Forgot My Password". At the bottom of the page, there is a blue footer with the word "Edulog" in white. Red circles are drawn around the email address, the password field, and the submit button.

Enter the email and password used when you registered your account. Click Submit.

## Tracking the Bus

You can view your child's bus from two hours before the scheduled arrival time at your bus stop, to two hours after the scheduled arrival time. To access bus stop information, click on a student.

The screenshot shows the 'Registered Students' interface. At the top, there is a blue header bar with the text 'Registered Students' and a 'Logout' button on the right. Below the header, the user's name is displayed as 'Name: Atest Parent'. Underneath, it says 'Following these students:'. A table lists two students with columns for 'First', 'Last', and 'Student ID'. Each row has a right-pointing arrow icon. Below the table, there is a text prompt: 'Click on a student to view current transportation.' At the bottom of the main content area, there are two blue links: 'Update Students' and 'Update Contact Information'. The interface ends with a blue footer bar containing the text 'Edulog'.

First	Last	Student ID
Atest	Student	8000189
Asecond	Student	8000190

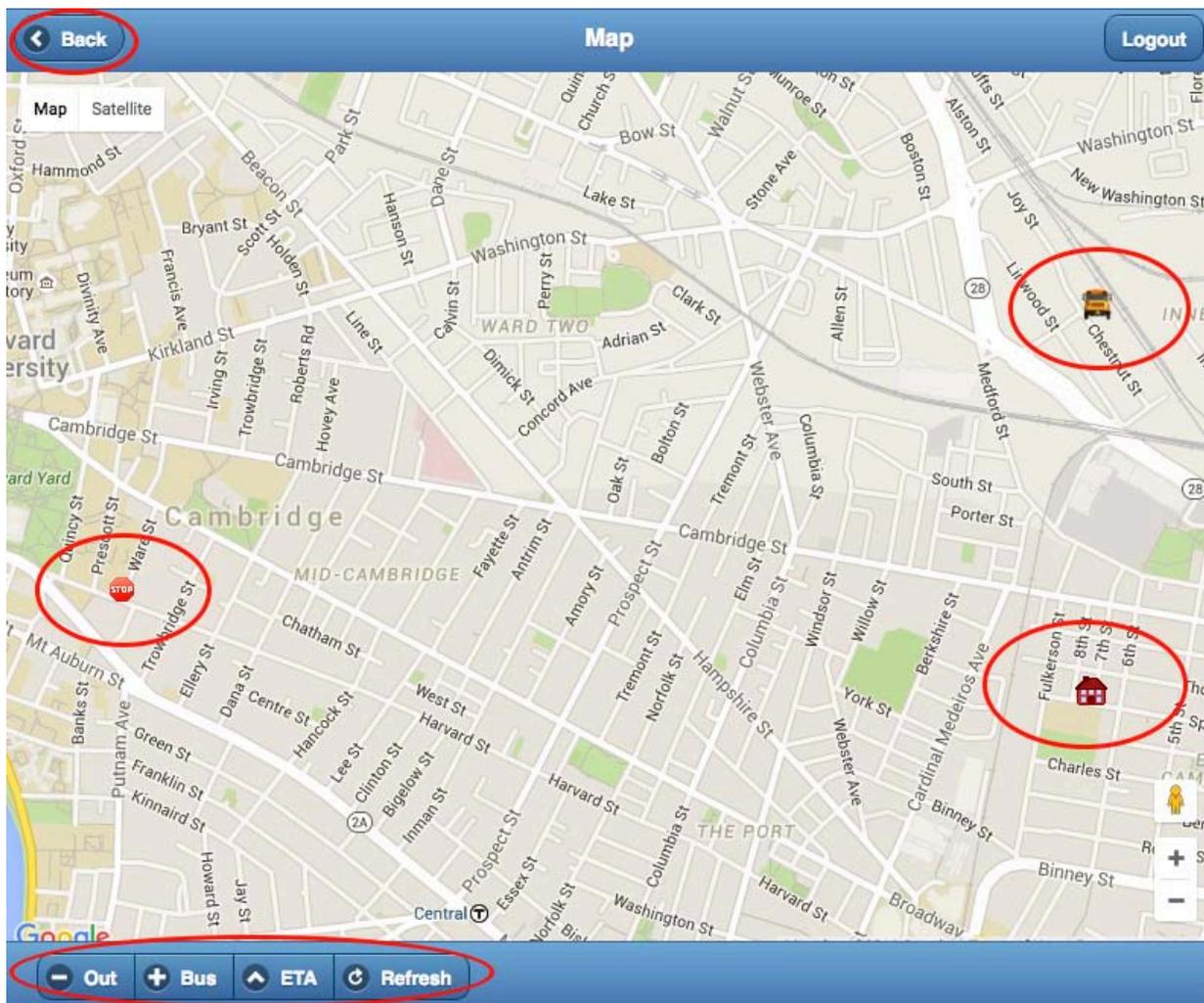
You can also update your list of students by clicking Update Students.

Each student will have a To School and From School box.

The screenshot shows a web interface for 'Student Transportation'. At the top, there is a blue header with a 'Back' button on the left, the title 'Student Transportation' in the center, and a 'Logout' button on the right. Below the header, the main content area has a title 'Select student trip to view map with current bus location.' and a sub-header 'Stops for: Atest Student'. There are two main sections: 'To School' and 'From School'. Each section contains the following information: Bus Number: 108, Route Description: GREEN CLOVER, Stop Time (8:10 AM for To School, 3:16 PM for From School), Stop ID: 06.035, Stop Description: CRLS ON BROADWAY, Run ID (21.012 for To School, 21.112 for From School), and Bus Run Description: GREEN CLOVER-TO PEABODY & RINDGE AVE UPPER SCHLS (for To School) and GREEN CLOVER-FROM PEABODY & RINDGE AVE UPPER SCHLS (for From School). Each section also has a right-pointing arrow icon. At the bottom of the interface, there is a blue bar with the 'Edulog' logo and a URL: <https://ewa.edulogweb.com/cambridgema1pp/par/redirectLogin.par#>

You can click on either box within two hours of the bus run to view the map. Please note that an individual CPS bus will travel between multiple schools on the same day, so don't be alarmed if you see your child's bus in a school or neighborhood outside of your child's specific route during that four-hour time window.

The map shows the current location of the bus in relation to the school and your stop.

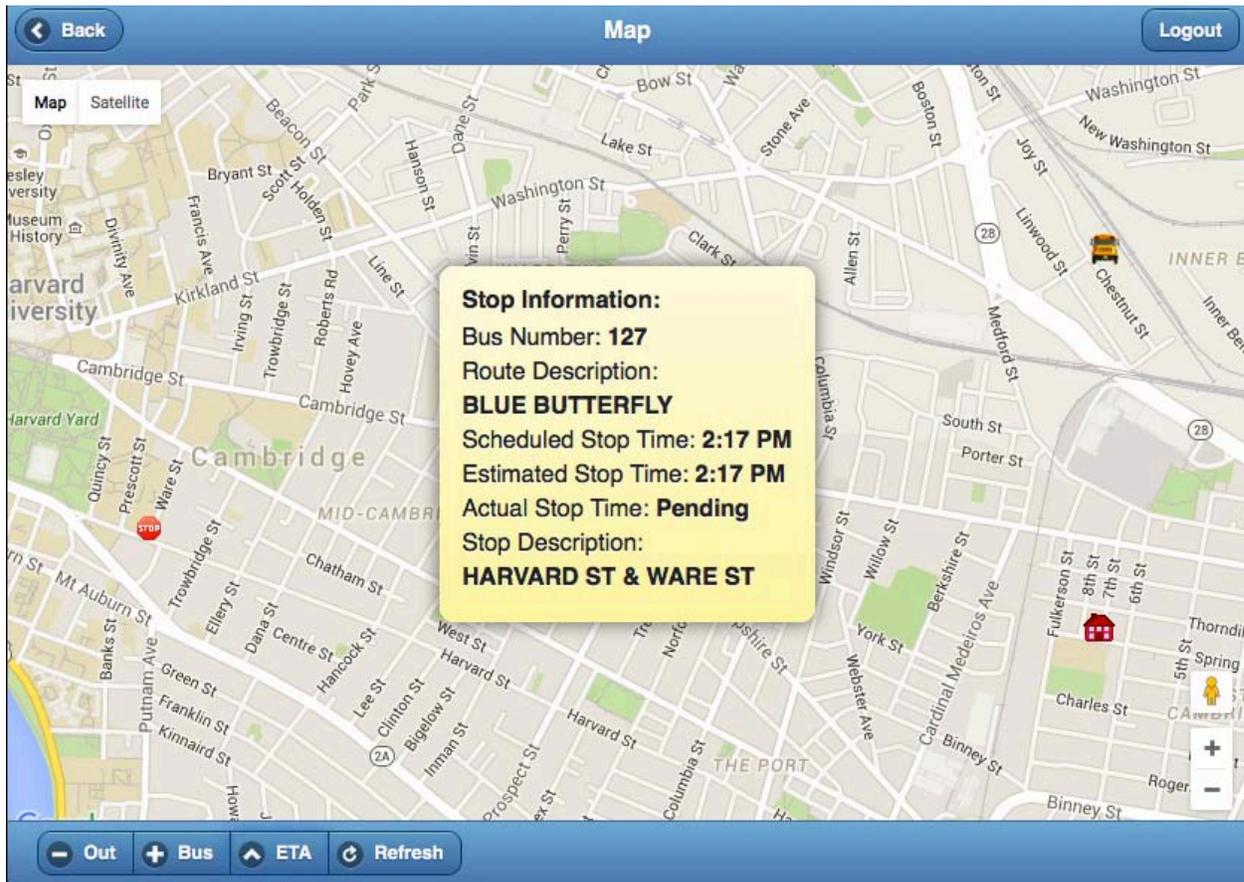


The + **Bus** button zooms in to focus on the bus.

The - **Out** button re-centers the map to view all three locations (school, bus, and bus stop).

To update the location of the bus in real time, click the **Refresh** button.

The ETA (Estimated Time of Arrival) button displays the estimated time the bus will arrive at the bus stop.



If the bus has not yet arrived, Actual Stop Time will say: **Pending**.

Once the bus has arrived and passed the stop, Actual Stop Time will show the time the bus arrived at the stop.

# Troubleshooting: Accounts & Registration

## *Don't have the student ID #*

- You can also request your child's student ID by calling the school.
- Many students have their student ID# memorized.
- Your child's student ID# is also printed on many CPS documents, including report cards and Food Service bills.
- Families who have access to the Aspen student information system can find their children's Student ID# under "Local ID" in the Student Tab.

## *Can't Register Student for Bus Tracker*

Only students who are eligible for CPS bus transportation will be found in the Bus Tracker system. If your child takes the bus but the Bus Tracker can't find them in the system, please contact your child's school for further assistance or email [BusTracker@cpsd.us](mailto:BusTracker@cpsd.us).

## *Incorrect Afternoon Bus Information*

Please contact your child's school to make sure they have an Afternoon Bus Form for your child and that it has been entered in Aspen.

## *Report a Problem*



The Report a Problem button at [BusTracker.cpsd.us](http://BusTracker.cpsd.us) will take you to a brief survey that you can use to log any problems. If you provide your email address, we will get back to you as soon as we can!

# Troubleshooting: Using the System

## *First Stop on the Route*

If your bus stop is the first stop on the bus route, you may find that the tracker will be less accurate. Luckily, the bus is most likely to be on time earlier in the route than after battling Cambridge traffic.

## *Actual Stop Time Still Says Pending*

The system will update the Actual Stop Time if the bus driver stops and opens the door. If the door is not opened at a particular stop, the Actual Start Time will say “Pending” even after the bus passes by. In this instance, the refresh button can help track the location of the bus.

## *Timeout (Request failed)*

If the Request failed message is displayed, please logout and re-login to reconnect.

Request failed. The server may be taking too long to respond or an error occurred.

## *Viewing Timeframe (Run is not within the time window)*

Your child’s bus can only be tracked close to and during a set time window that starts two hours before the first scheduled stop and ends two hours after the last scheduled stop.

When attempting to track a bus outside of this time window, you will see this message.

Run is not in within the time window to be viewed.

## *Report a Problem*



The Report a Problem button at BusTracker.cpsd.us will take you to a brief survey that you can use to log any problems. If you provide your email address, we will get back to you as soon as we can!