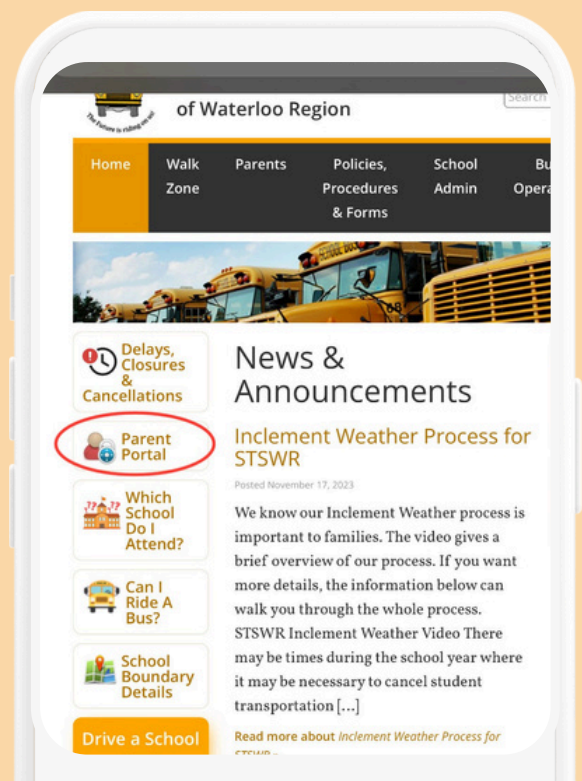


Parent Portal and Delay Notification Subscriptions

Follow these steps on how to create an account to view your student's transportation information and subscribe to delay notifications for Waterloo Region schools and buses:

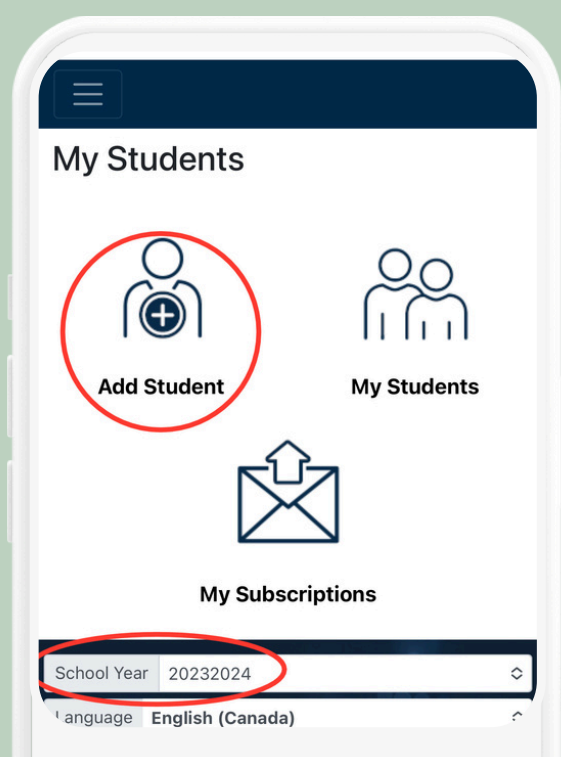
CREATING AN ACCOUNT

- Visit www.stswr.ca and select 'Parent Portal'
 - If you are unsure if your student is eligible to ride the bus, visit www.stswr.ca and click on 'Can I Ride A Bus?' to find out
- Sign up with the email you wish to receive notifications to
- A confirmation email will be sent to your email to complete your sign up
 - Check your junk/spam folders if you do not see the confirmation email in your inbox
- Click on 'Confirm Email' link and log-into your account



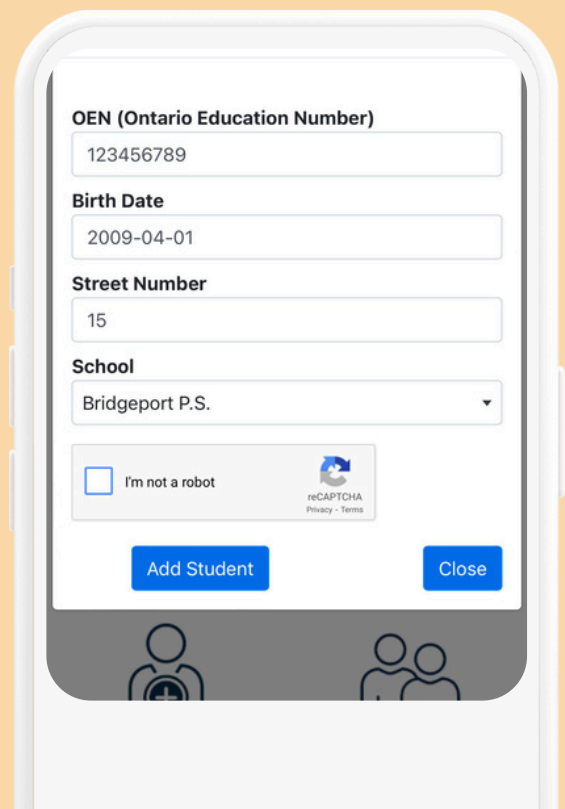
ADDING A STUDENT

- When logged in, if you do not see the 3 options pictured (left), ensure the year at the bottom of the page reflects the current school year
 - **You cannot add a student for the next school year until late August**
- New students and JK/SK students cannot be added to your Parent Portal until an OEN (Ontario Education Number) is provided by the school
 - Contact STSWR at the end of August to have your student added manually: <https://www.stswr.ca/contacts/feedback/>



ADDING A STUDENT

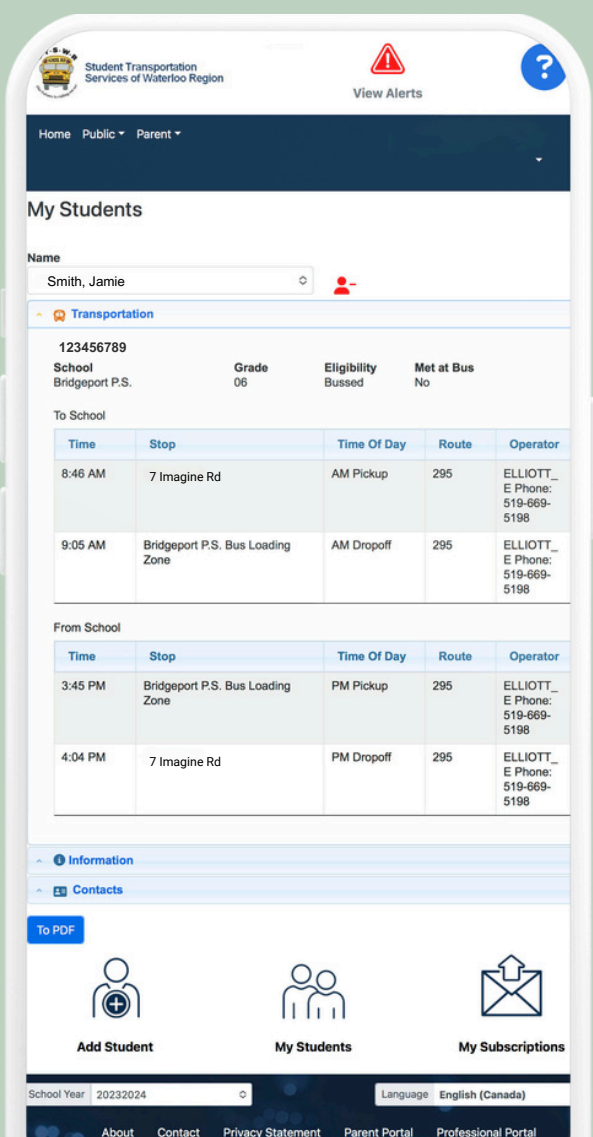
- Add in the students information in the 4 mandatory fields:
 - The OEN can be found on the student's past report cards. This is a 9-digit number
 - Birth date is YYYY/MM/DD
 - Input the home address **street number only** (e.g., Unit 99-15 Maple Leaf Drive, you will only type 15)
 - Select your student's school
- Complete the Captcha and click 'Add Student'



VIEWING TRANSPORTATION INFORMATION

- Once you have added your student, their information will show as assigned under the 'Transportation' tab
 - Turn your mobile device 'landscape' to view the full details
- You will now automatically receive delay notifications via email as they are posted by the bus operator
- If a bus is delayed or if your student has left something on the bus, please contact your operator directly
- For any additional questions regarding the student's route or bus stops, please contact STSWR: <https://bpweb.stswr.ca/Contact>

***You can only add students to your list during the current school year. To add students to your list for the next school year, please return to the Parent Portal at the end of August.**

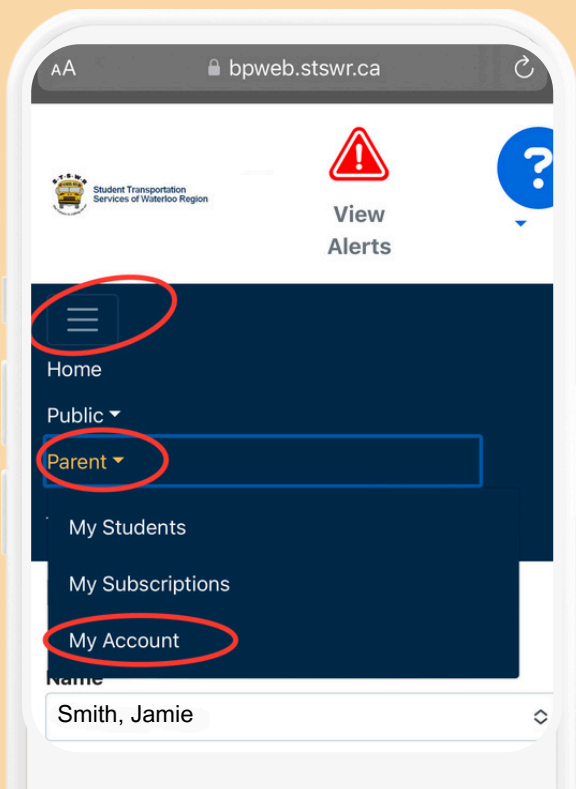


ADDING YOUR PHONE NUMBER FOR TEXT NOTIFICATIONS

You can add up to five (5) phone numbers for text notifications by following these steps:

- Click on the 'Parent' drop down at the top of the page (or the 3 lines if you are on mobile)
- Select 'My Account'
- Click on 'Mobile Numbers'
- Check 'I want to receive texts alerts'
- Add phone number(s)
- Update

All US based phone numbers will not receive text messages. The only option for those families is email.

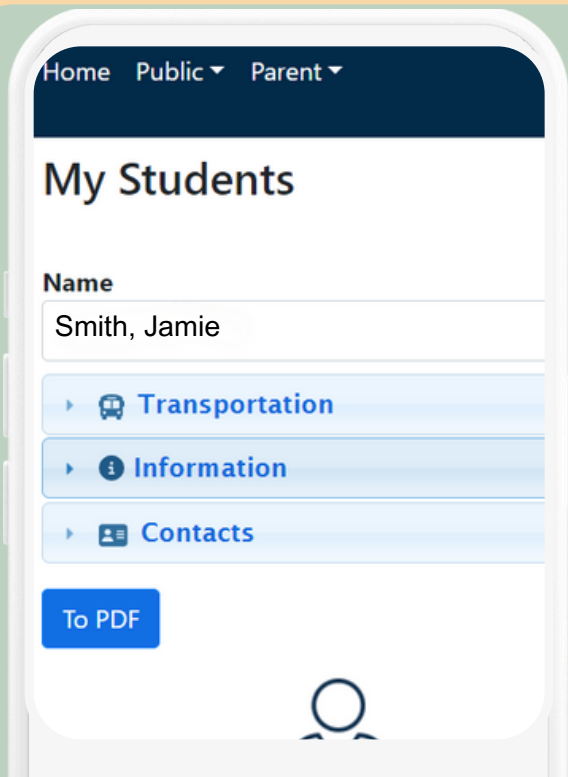


REVIEWING STUDENT INFORMATION & CONTACTS

Transportation is assigned using information provided by the school on the student's school record.

If any of the information for your student in the Parent Portal is incorrect or you would like to add a contact or have moved, please contact the student's school directly to update.

Not seeing updated information in your portal? Information is updated online 24 hours after the change is made at STSWR.



FREQUENTLY ASKED QUESTIONS

My student isn't listed when I log into the Parent Portal!

- Ensure the school year at the bottom of the page reflects the current school year. If it is reflecting as next year, you will not be able to see or add student information. If needed, try adding your student again using the instructions above.

I am not receiving delay notifications via email or text!

- Notifications are posted by the bus operator when the bus is more than 10 minutes late from its scheduled morning pick up location or afternoon departure time from school. The delay is calculated from the scheduled time, not the notification time.
 - For example, if a bus scheduled for 8:30am arrival is delayed by 20-30 minutes and the notification is sent at 8:45am, the bus should arrive between 8:50am and 9:00am.
- If your student's bus is delayed and you have not received a delay notification, please contact the bus operator listed on your Parent Portal directly for updates. They are responsible for posting delays and can provide you with information you request.

All US based phone numbers will not receive text messages. The only option for those families is email.

My student forgot or lost something on the bus!

- For lost & found, please contact the bus operator directly that is listed on your Parent Portal account.

How do I know if my student is eligible to take the bus?

- To see if your student is eligible to take the bus, visit www.stswr.ca and select 'Can I Ride a Bus?'. Or click here: <https://bpweb.stswr.ca/TransportationEligibility>

My younger student is eligible for the bus, but my older student is not.

What can I do?

- In the case of two siblings in different grades having different eligibilities, it is up to the parent to decide how they get their students to school. No exceptions will be given to older siblings to ride with their younger sibling.

The information on my Parent Portal for my student is wrong. How do I fix it?

- Transportation is assigned using information provided by the school on the student's school record. If any of the information for your student in the Parent Portal is incorrect, please contact the school directly to update.

Not seeing updated information in your portal? Information is updated online 24 hours after the change is made at STSWR.

I have questions/concerns about my students route or bus stop.

- Contact your schools transportation planner for questions/concerns regarding routes and bus stops. You can find the technician for your school here: <https://www.stswr.ca/schools/your-area-transportation-planner/>

Have a question not listed? Click here to send us a message!