Bus Tracker

Bus Tracker is a web-based application that allows students and their parents/guardians to view the location of their bus during transportation hours. The goal is to increase student safety and improve communication on changes to bus schedules. The application uses GPS data from the school bus to provide this information. We recommend registering on a computer, tablet, or smartphone. Logging in to Bus Tracker can be done from the internet browser on your PC or mobile device.

To sign up for the Bus Tracker application, your student(s) must be assigned to a bus stop in our bus routing software. You will need the student's Student ID during the registration process. If you need the student's District ID please visit the student's school for this information.
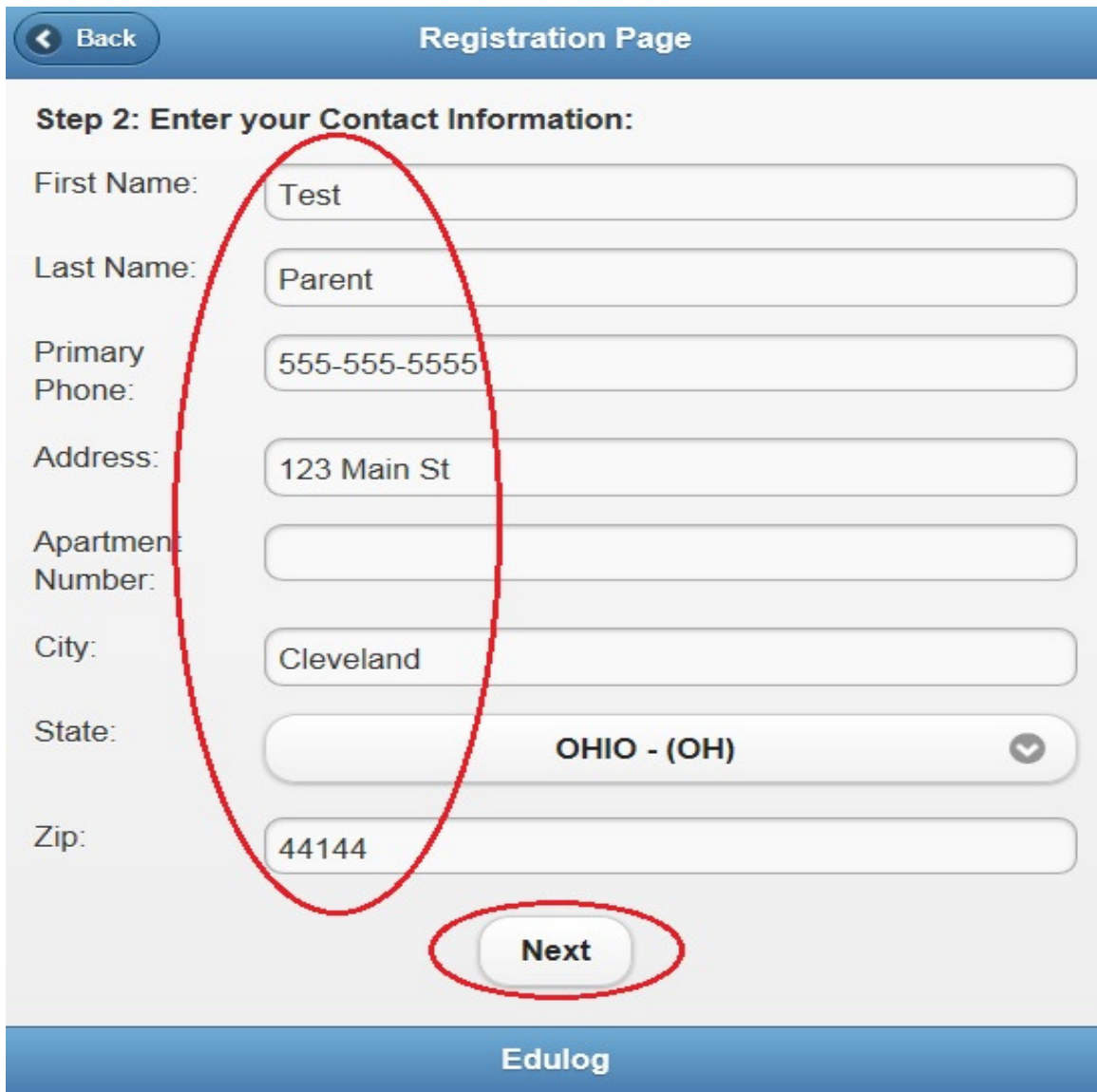
User Guide: Bus Tracker

Topics

1. Creating an Account

Click on New Account on the Bus Tracker page (**https://buslink.clevelandmetroschools.org/livepp/par/showRegistrationForm.par**)

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

Enter your information on the Registration Page, then click Next to connect your account with your child's bus information.

2. Adding Students to Your Account

The Registered Students Page will display your student(s) once you have added them. Only K-8 students who are eligible for transportation can be added to your account. To begin, click on Add Student.

On the **Add Student** screen, enter the student's First Name, Last Name, Student ID # and Birth Date. <mark>Requiring all of information helps us to protect our privacy.</mark>

A Few Tips:

- Bus Tracker will only recognize names as they appear in our database.

- If you're not sure what his or her ID# is, please contact the school.

- Click the blue link, "Select a School" to get the list of schools.

- When finished, click Add Student.

- The student you just added should appear on the **Registered Students** page.
- You can add more students by clicking Add Student again.
- When you're done adding students, click Next.

Registered Students

Step 3: Add Students to Account:

Registered Students

Test Student
Remove

Student ID: **88888888**
Birth Date: **Jan 1, 2000**
School: **RIVERSIDE (485)**
Grade: **KG**

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

Add Student

Next

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To check that the bus stop information is accurately reflected in the Bus Tracker, click on each student you just registered.

Registered Students | Logout

Name: Test Parent

Following these students:

First	Last	Student ID	
Test	Student	88888888	◉
Student	Test	99999999	◉

Click on a student to view current transportation.
Click **here** to see all activity buses on a map.

Update Students
Update Contact Information

Edulog

3. Logging In to Bus Tracker

After creating your account and registering your students, you can login by clicking **here for Bus Tracker** or, navigate directly to **http://clevelandmetroschools.org/buslink**.

You must log in each time you use the Bus Tracker. Enter the email and password used when you registered your account. Click Submit.

4. Logging in from a Mobile Device

To save time, you may want to create a shortcut on the Home Screen of your smartphone or other mobile device.

Click here for tutorial on how to add a website to your smart phone's home page so you can find the page with one click.

Note about Private Browsing/Incognito: The system won't work if you have enabled Private Browsing in Safari or Incognito Browsing in Chrome. Click the link below to learn how to turn off ***Private Browsing/Incognito*** mode:
Turn off *Private Browsing/Incognito* in Safari, Chrome, Firefox or Explorer

5. Tracking the Bus

Your child's bus will be visible during the time window surrounding the scheduled arrival time at your bus stop. To access this information, click on a student.

Registered Students			Logout

Name: Test Parent

Following these students:

First	Last	Student ID	
Test	**Student**	**88888888**	⊙
Student	**Test**	**99999999**	⊙

Click on a student to view current transportation.
Click here to see all activity buses on a map.

Update Students

Update Contact Information

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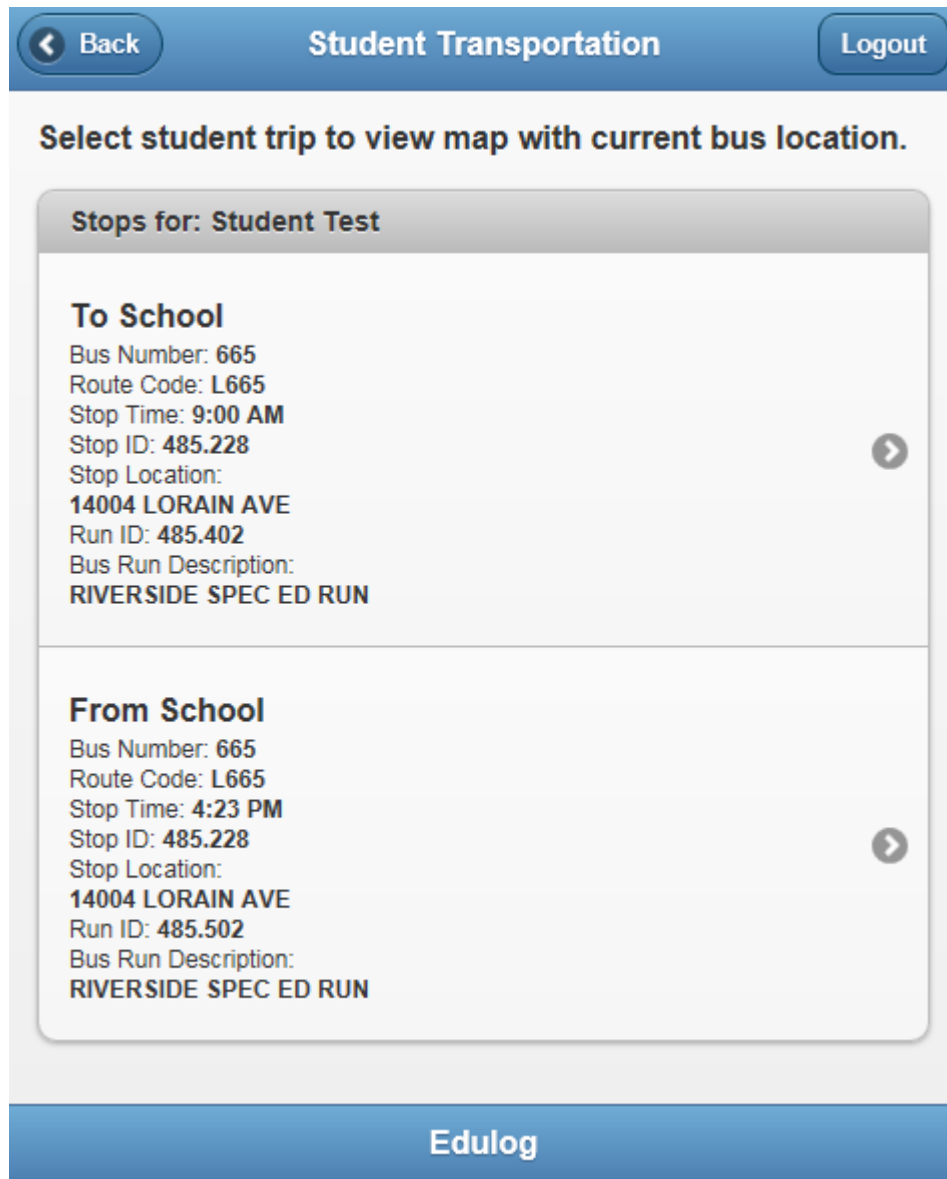
You can also update your list of students by clicking Update Students.

On the Student Transportation page, each student will have a To School bus route and a From School. Depending on time of day, you'll need to click the correct option.

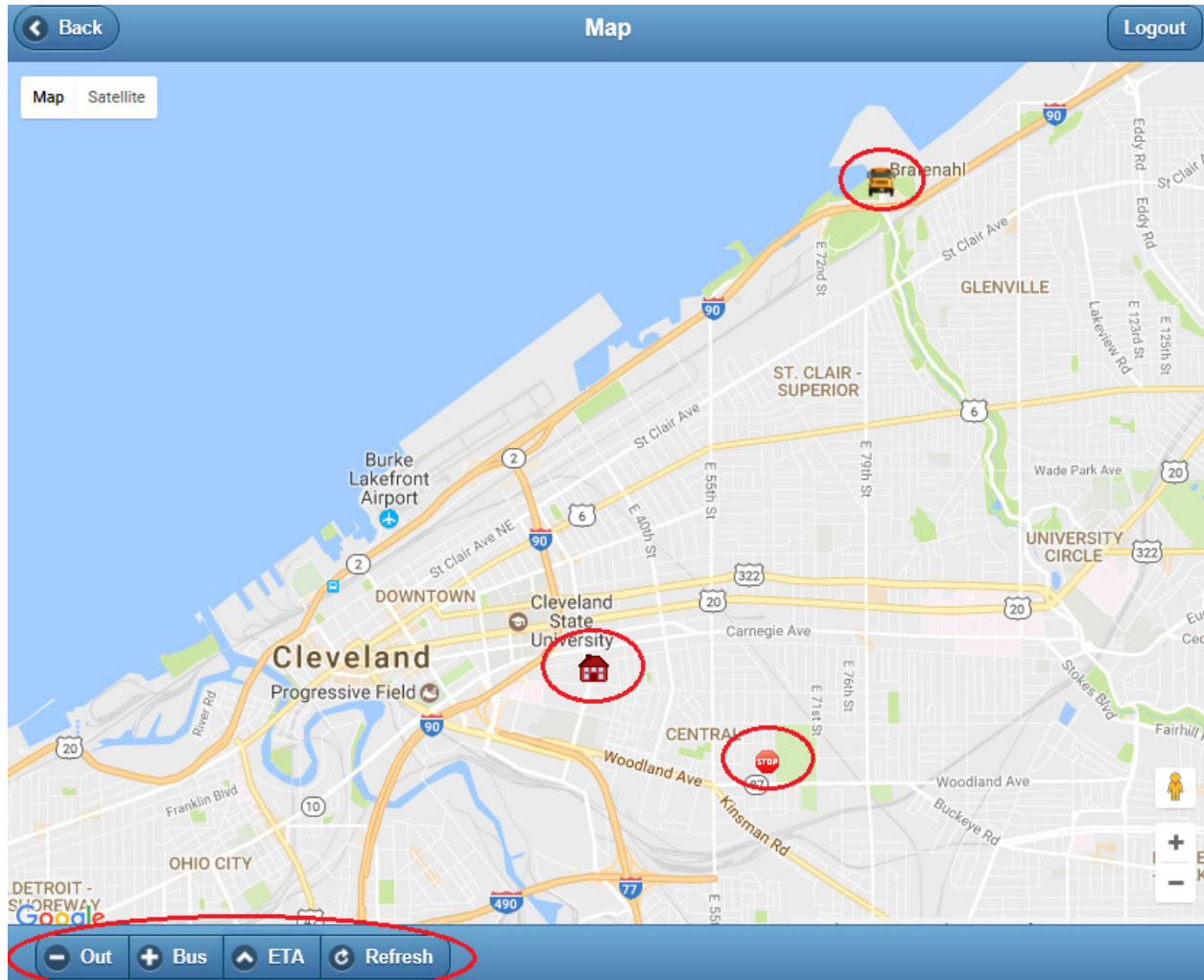The map will be able to be viewed within about an hour of the scheduled bus stop time. The map shows the current location of the bus in relation to the school and your stop.

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 icon] **Refresh** button.

The *ETA* (Estimated Time of Arrival) button displays the estimated time the bus will arrive at the bus stop.
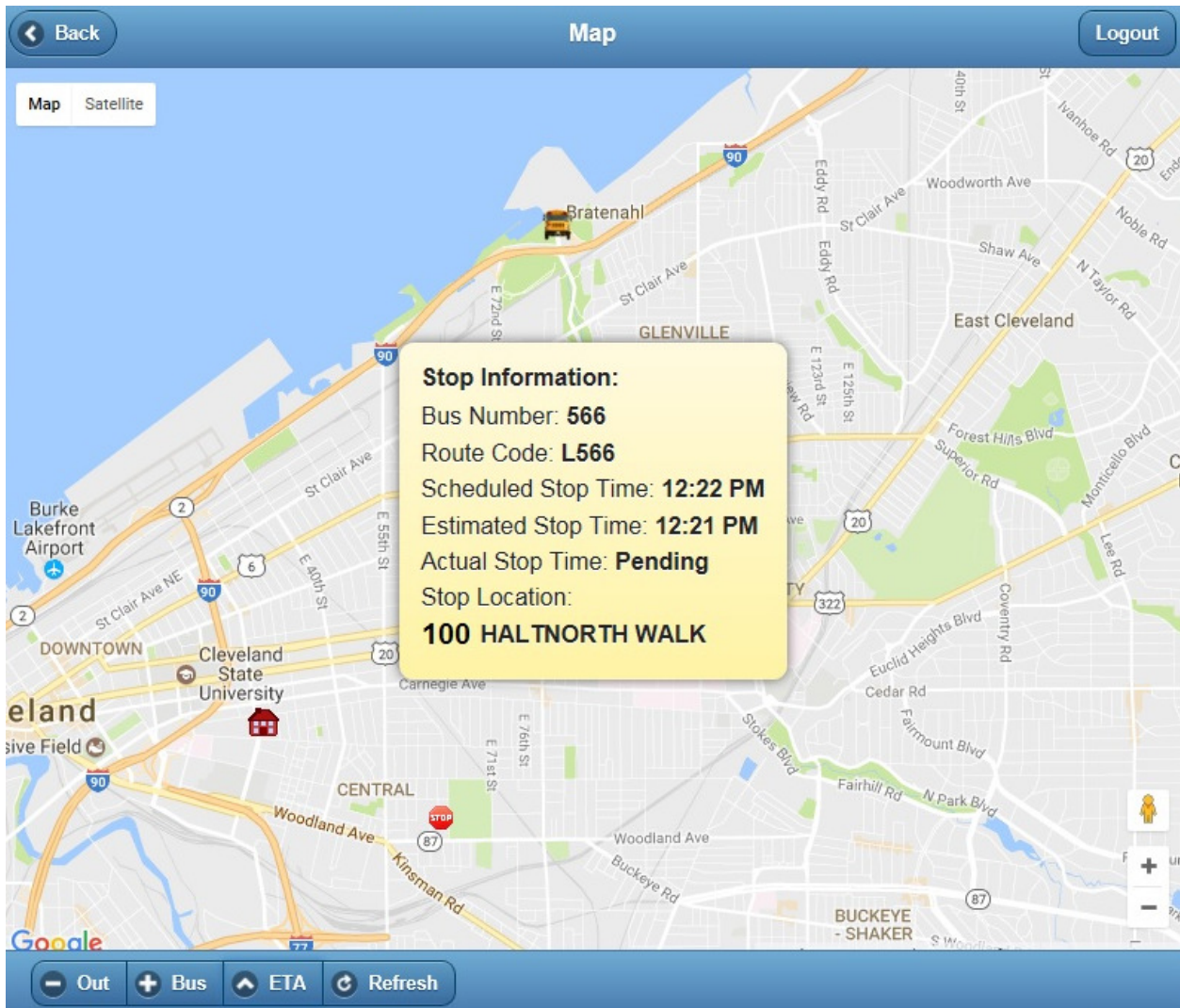
If the bus has not yet arrived, *Actual Stop Time* will say: ***Pending***.

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

6. Troubleshooting: Accounts & Registration

Don't have the Student ID

- You can also request your student's Student ID # by visiting the school.
- Many students have their Student ID # memorized.
- Your student's Student ID # is also printed on the Transportation Mailer sent prior to the start of the school year.

Can't Register Student for Bus Tracker

Only students who are eligible for CMSD bus transportation will be found in the Bus Tracker system. If your student is assigned to a bus but the Bus Tracker can't find them in the system, please contact the Transportation Department at 216-838-4BUS(4287) or email us BusTracker@clevelandmetroschools.org.

7. Troubleshooting: Using the System

Student Doesn't Appear under Registered Students when I use my SmartPhone
In order to display students, your web browser must not be in Private Mode or Incognito Mode. Click the links below to learn how to turn off Privacy mode:
- Turn off Private Browsing in [Safari](#)
- Turn off Privacy mode in [Chrome, Firefox or Explorer](#)

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.

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.

Viewing Timeframe
(Run is not within the time window)
Your child's bus can only be tracked during a set time window that is based on the first and last bus stops on the bus route. If you attempt to track a bus too early or too late in the day, you will see this message.

8. Troubleshooting: Request Help or Report a Problem

Email BusTracker@clevelandmetroschools.org at any time to request technical assistance.