



Edulog Parent Portal



Edulog Parent Portal is a web and mobile 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 Edulog Parent Portal can be done from the internet browser on your PC or mobile device or via the *Edulog Parent Portal* app.

To sign up for the Edulog Parent Portal application, your student(s) must be assigned to a bus stop in our bus routing system. You will need the student's Student/District ID during the registration process. If you need the student's Student/District ID please visit the student's school for this information.

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1. Creating an Account

Click on New Account on the Edulog Parent Portal page

(<https://buslink.clevelandmetroschools.org/livepp/par/showRegistrationForm.par>)

The screenshot shows the 'Registration Page' header in a blue bar. Below it, the instruction 'Step 1: Enter username password information for your new account.' is displayed. There are three input fields: 'Email/Username:' containing 'Parent.Gaurdian@email.com', 'Password:' with masked characters, and 'Confirm Password:' also with masked characters. A 'Next' button is centered below the fields. The footer is a blue bar with the 'Edulog' logo.

Create a new Edulog Parent Portal account using your email address and password that you create. Then click Next.

The screenshot shows the 'Registration Page' with a 'Back' button in the top left. The main heading is 'Step 2: Enter your Contact Information:'. The form contains the following fields and values:

Field	Value
First Name:	Test
Last Name:	Parent
Primary Phone:	555-555-5555
Address:	123 Main St
Apartment Number:	
City:	Cleveland
State:	OHIO - (OH)
Zip:	44144

At the bottom of the form is a 'Next' button, which is circled in red. The Edulog logo is visible at the bottom of the page.

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.

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

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

The screenshot shows the 'Add Student' form with the following fields and values:

- Back** button
- Add Student** title
- Add Student Information:**
 - First Name: Test
 - Last Name: Student
 - Student ID: 88888888
 - Birth Date: 2000-01-01
 - [Select a School](#): RIVERSIDE (485)
 - Grade: KG
- Add Student** button (circled in red)
- EduLog** footer

A Few Tips:

- EduLog Parent Portal 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

Edulog

To check that the bus stop information is accurately reflected in the Edulog Parent Portal, 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 Edulog Parent Portal

After creating your account and registering your students, you can login by clicking [here for Edulog Parent Portal](#) or, navigate directly to <http://clevelandmetroschools.org/buslink>.

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

The screenshot shows the login interface for the Edulog Parent Portal. At the top is a blue header bar with the text "Edulog Parent". Below this is a form with two input fields. The first field is labeled "User Name/Email" and contains the text "Parent.Guardian@email.com". The second field is labeled "Password" and contains a series of black dots. Below the password field is a blue button with the word "submit" in white text, which is circled in red. Below the button is a link that says "I Forgot My Password". At the bottom of the form is a blue footer bar with the text "Edulog".

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.

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

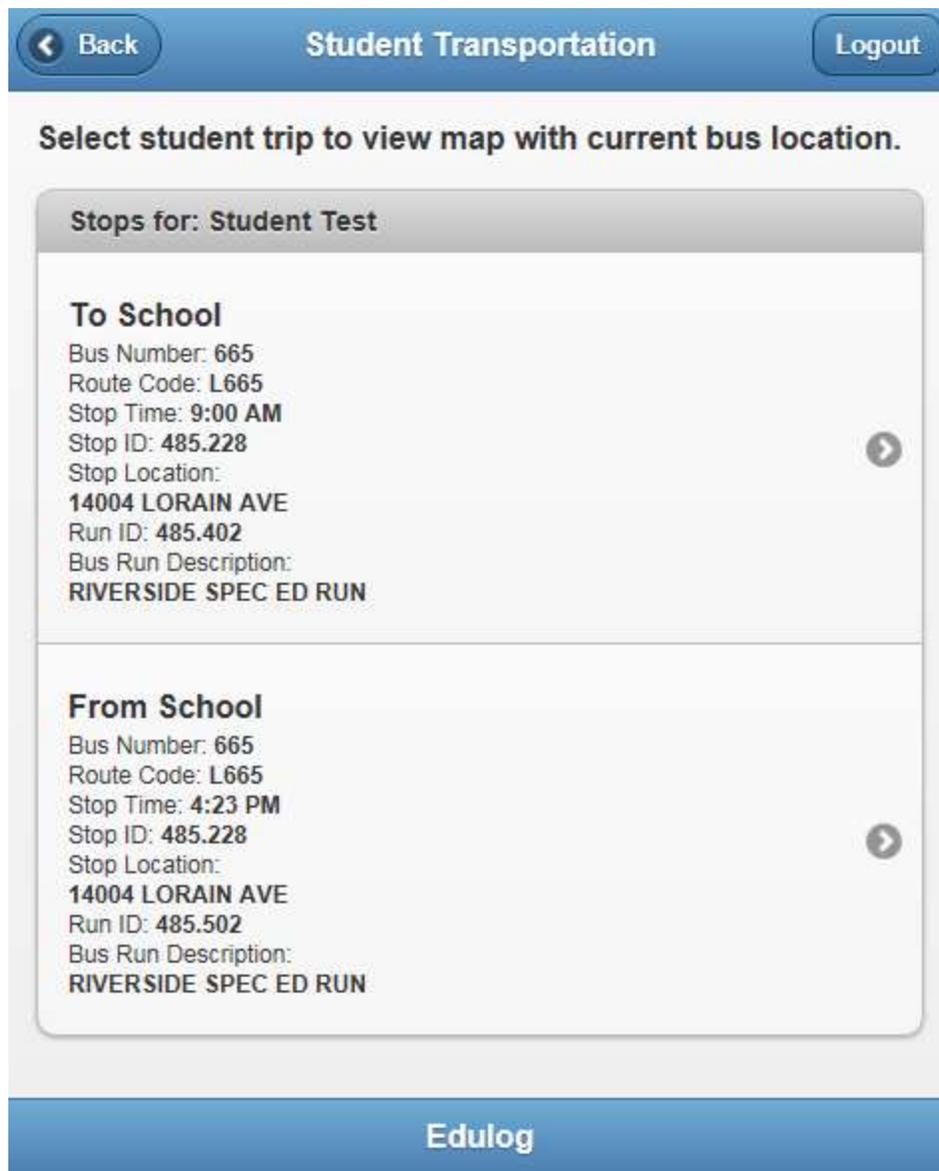
Following these students:

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](#)

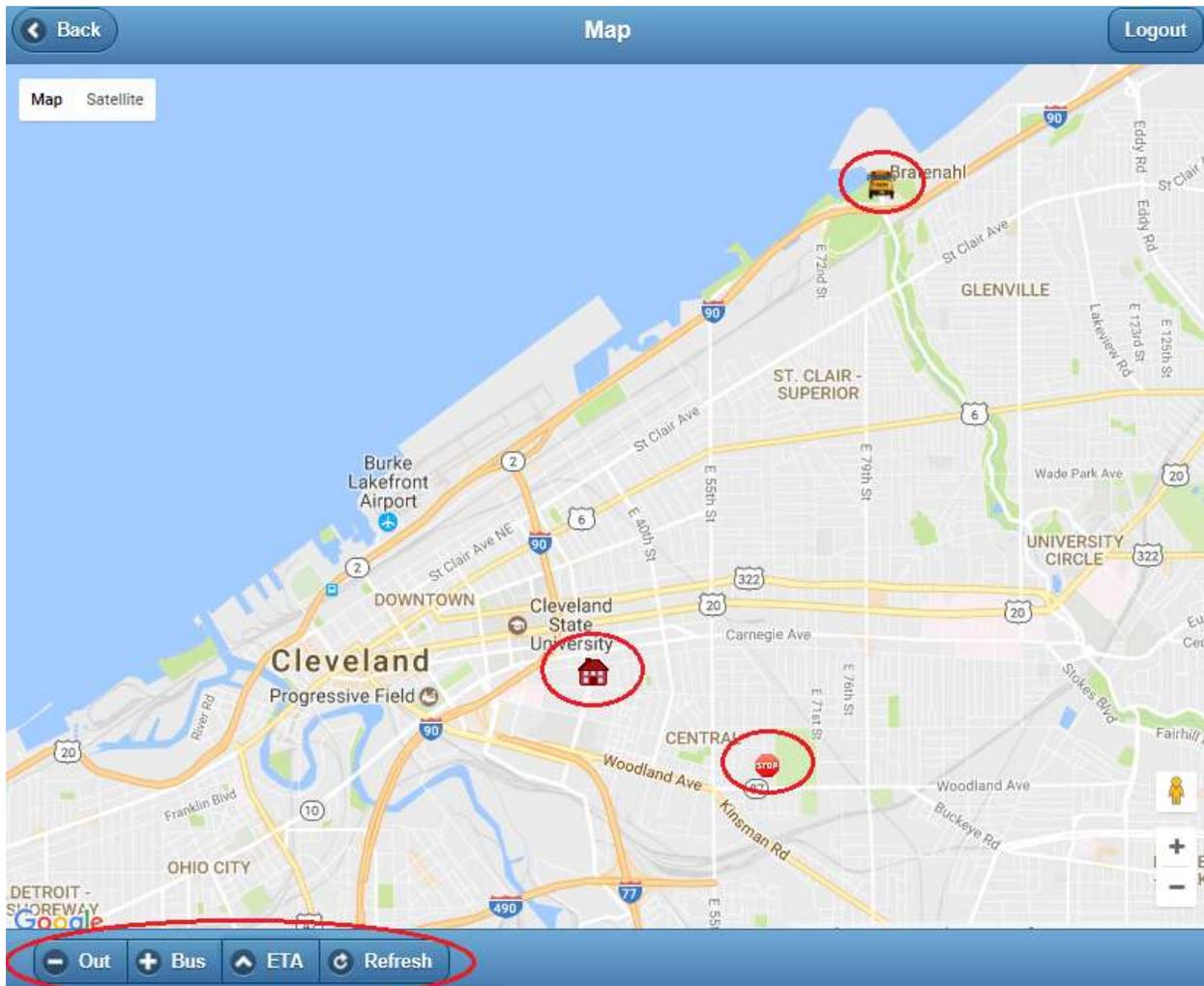
Edulog



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.

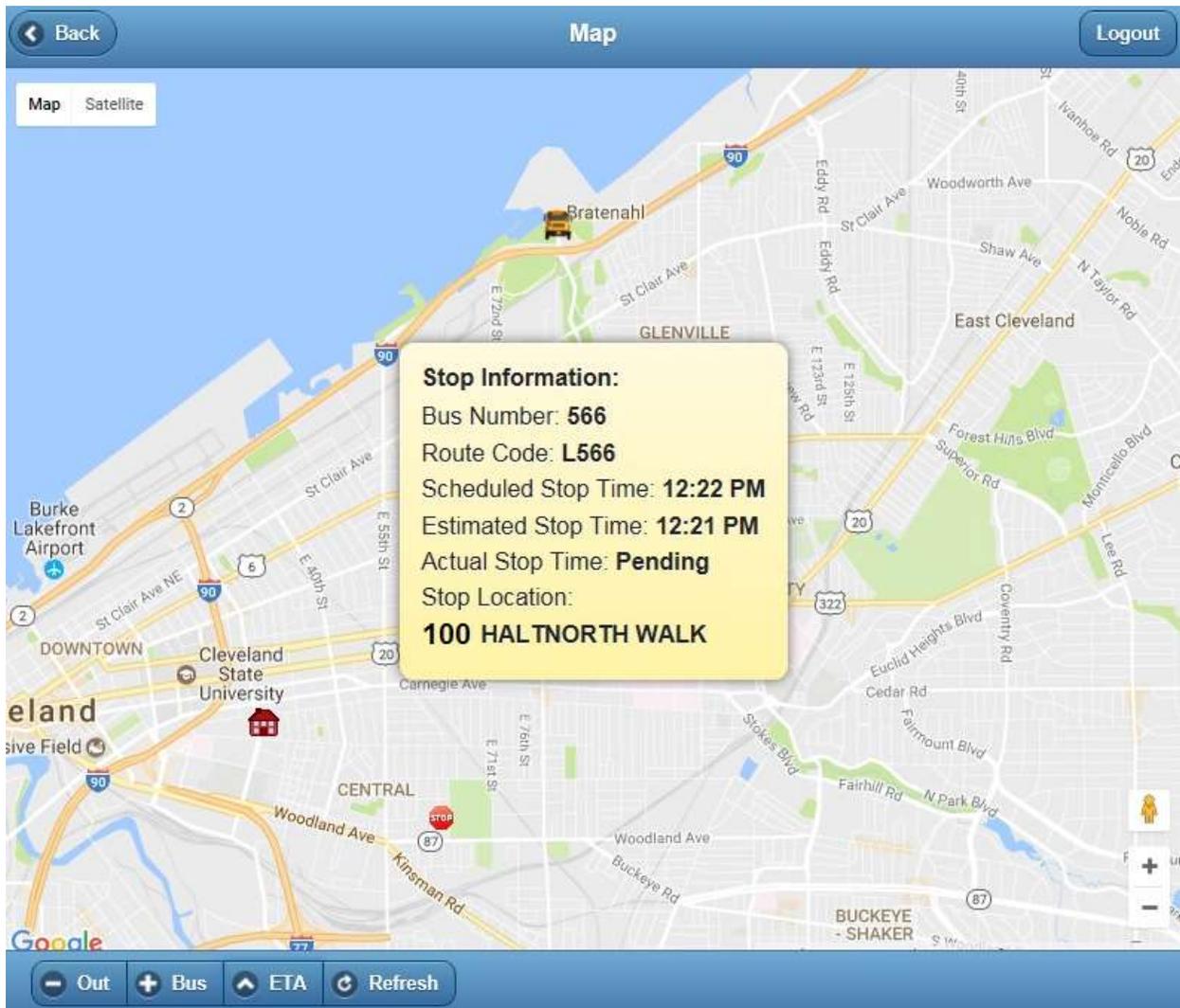
The map will be able to be viewed within about an hour of the scheduled bus stop time. The map shows the current location of the bus in relation to the school and your stop.



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** 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 EduLog Parent Portal

Only students who are eligible for CMSD bus transportation will be found in the EduLog Parent Portal system. If your student is assigned to a bus but the EduLog Parent Portal 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 or call us at 216-838-4287(4BUS).

Frequently Asked Questions

Why are some of the links named Edulog Parent Portal?

Parent Portal is the actual name of the software used by the vendor. CMSD sometimes calls it “Bus Tracker”.

Where do I register for Web Edulog Parent Portal?

Visit CMSD’s Transportation webpage at <http://www.ClevelandMetroSchools.org/BusTracker> to register for Edulog Parent Portal.

Where do I register for the Edulog Parent Portal mobile app?

Visit the [Google Play Store](#) or the [iTunes Store](#) and install the **Edulog Parent Portal** app. Once **Edulog Parent Portal** app has been installed and launched you can then proceed with registering an account. For more information on the **Edulog Parent Portal** app please visit our webpage at <http://www.ClevelandMetroSchools.org/BusTracker> for instructions and guides.

What if I’m not sitting at a computer?

Edulog Parent Portal can be accessed from your smartphone, tablet, or computer via a web browser or mobile application available for Android and Apple iOS.

How do I update my account?

You are able to login and update the information you have provided in your account. Changes made to your account will be updated in real time. If your email address changes, your account must be deactivated and a new account will need to be set up. To create a new account, follow the instructions starting on page 2 under **Registering a New Account** section.

Can I share my account information?

Each account you create will only have one username and password. Additional users must sign up for the service to get access. Your child's information can only be accessed using the profile's unique, secure login credentials. No one else can see/view that information elsewhere.

What is a session time out?

Your account will automatically log out after 30 minutes of inactivity while logged into the web (non mobile app) version of EduLog Parent Portal.

Why am I locked out of my account?

If you attempt to log in to your account multiple times unsuccessfully, your account will lock you out. You will be locked out for a set amount of time determined by the district. You will also receive an email notifying you that your account has been locked.

What Internet browser should I use to run this application?

Latest versions of Chrome, Internet Explorer, Firefox and Safari will work for accessing EduLog Parent Portal. Private Browsing may need to be disabled while using EduLog Parent Portal.

Why did I receive a message “*student has no stops*” when trying to view the bus stop location over the weekend?

EduLog Parent Portal is tied to our routing software which is set-up for regular school days on Monday through Friday.

Who do I contact for technical issues?

Email BusTracker@ClevelandMetroSchools.org or call us at 216-8384BUS(4287).