

Edulog's Parent Portal App

Frequently Asked Questions for Parents and Caregivers

Cobb County Public Schools Transportation Office
620 S Cobb Dr SE, Marietta, GA 30060

Phone: 678-594-8000
Website: cobbk12.org
Email: ParentPortal@cobbk12.org

GETTING THE APP

Q: What is Edulog's Parent Portal? How do I sign up to use it?

A: The Parent Portal mobile app by Education Logistics, LLC. (Edulog) allows school districts to share planned and actual school transportation information with parents and caregivers. The app provides the latest information on the planned time and location of the student's school bus stop. It can show the position of the school bus and give an alert as the bus nears the bus stop.

Download the Edulog Parent Portal from the Google Play Store or the Apple App Store. Search for "Edulog Parent Portal" and choose the app with the white bus on the teal background.

Once you have the app downloaded, sign up using your email address.

NOTE: Edulog's other parent app, Parent Portal Lite, has a yellow icon, so take care to download the correct app.

Q: Is the app available in other languages?

A: Yes. There are several languages available. Once you have the app installed, the app language can be changed from English on the SETTINGS tab. Make sure to select SAVE to continue in the language of your choice.

Q: Should I register separately for each of my children?

A: Just register once with your email address and a secure password. A single registration allows you to access information for all students for whom you have the security information.

NOW THAT YOU HAVE INSTALLED THE APP — GETTING STARTED

Q: How do I register my student in the Parent Portal?

A: This is done from the STUDENT LIST tab by selecting the "+" icon or the ADD STUDENT button. In order to register your student, you must have the correct information to ensure security.

1. Student's First Name (spelled correctly)
2. Student's Last Name (spelled correctly)
3. School to which the student is assigned
4. Student's date of birth
5. CCSD Student ID number

Q: My student's first or last name is often misspelled or has multiple spellings. Which spelling do I use to access his/her information in the app?

A: You must use the spelling of the first and last name that matches the spelling used by ParentVUE, the school district's student information system.

Q: I am having trouble finding my student's school to fill in the SCHOOL field. What am I missing?

A: There are two ways to select your student's school.

1. Search based on the school name. As you type part of the school name, you will see schools that match that name, in full or in part. For instance, for Booker T. Washington School, you can begin typing "Booker" or "Washington" and a list of matching schools will appear.
2. Click on the small map icon to the right of the school field and then locate the school on the map, selecting the icon displayed at the school location.

Q: My student shows as PENDING. What do I do?

A: Typically, a student registration shows as PENDING if any of the 5 security fields do not match. You can see the data you entered by selecting this student in the app and examining it for typographical errors. If you have questions about the spelling of the name or the district ID number, contact the student's school. CCSD staff may contact you via email or a message in the app.

Ready to try again with modified information? Delete the student request by swiping left on the Student List screen and then add the student again.

USING THE APP

Q: What does the HOME tab tell me?

A: The HOME tab shows the basic trip information for each student that you have added on your app. Typically this will be a morning and afternoon trip. For each trip, the app displays the student's name, whether notifications are activated for the trip, the scheduled pickup and drop-off times, and the bus number. Trips are displayed in the order of the next pick-up or drop-off time.

Q: What is the envelope icon on the top right of the Home screen?

A: Your school district transportation department may send messages to parents and others using the app. Messages may be sent to specific individuals or those with students assigned to a specific bus route. App users receive these messages as a notification on their phone. Selecting the envelope icon allows you to see previous messages. Arrival notifications are also shown in this in-box.

Q: What do the pickup and drop-off times mean? What about the distance?

A: On the HOME tab or the Transportation Schedule screen, the locations and times for pickup and drop-off are those planned by the school district. On the MY BUS tab, there is a distance that indicates how far, as the crow flies, the bus currently is from the planned bus stop.

Q: There is a date and time displayed by the bus icon. What does that mean?

A: On the MY BUS tab, the last reported time for the school bus is displayed beside the bus icon. NOTE: if the bus location has not been reported recently, there could be problems with the GPS signal or other communications issues. In such a case, students should report to their bus stop at the usual time, 5 minutes before the expected time of the bus.

Q: Why can't I see the location of our school bus?

A: CCSD allows the bus icon to show the GPS location on the map from 6:00 AM – 10:00 AM and 11:00 AM – 6:00 PM, Monday through Friday. Outside these hours, the bus location is not shown in the app.

Q: My student transfers to another bus. How will the app handle that?

A: The school you enter to access a student's data is the school where they are enrolled. It may be that they transfer to a second bus before arriving at the school. However, morning alerts are sent as the bus arrives at the “home” school bus stop — you will view the bus that picks up the student at the bus stop of origin, presumably near home. Similarly, in the afternoon you will see the bus as it approaches the “home” bus stop and receive notifications as it approaches that stop.

Q: How often is student information updated in the app?

A: CCSD updates the app from the student information system twice a week. If your student is new to the district or changing schools, that information will be in place every Tuesday and Thursday morning. If you sign up to follow your student before that update, your request may go into a pending status until updated by the school district.

Q: How often are bus stops updated in the app?

A: CCSD updates bus stops and routes on a daily basis, and sends updates to the app twice a week. If your student is receiving a new bus stop or being placed on a new bus, that information will be in place every Tuesday and Thursday morning.

RECEIVING NOTIFICATIONS

Q: How can I be notified when my student gets on or off the bus?

A: Setting notification zones in the app allows you to receive alerts when the bus assigned to serve your student's bus route enters the zone you define around your student's bus stop. The notification zone is centered on the bus stop and can have a radius from 0 to 2 miles. Notifications are set and zones are created under the SETTINGS tab. Notifications are based on the bus location.

Q: Can I modify my alert zone to be more specific?

A: Yes. Keep in mind you will get a notification each time your bus crosses into the alert zone (within the specified time window). If it crosses into your zone and then leaves and comes back before visiting your bus stop, you may want to modify the zone. You can tap the map at an alternate location for the center of the circle zone (move it slightly so it doesn't overlap a main road), or use a Polygon alert zone to craft a shape that best meets your needs.

Q: When will I get notifications as the bus arrives at the bus stop?

A: You can receive notifications for the morning bus stop, the afternoon bus stop, or both. Each notification zone has a time window for notifications which you also control. There is a default time, but you should modify it so that it works for you — for instance, if the same bus serves another school before or after your route, you may want a “tighter” time window.

Q: How reliable are the notifications?

A: Notifications are sent immediately when a GPS ping from your bus occurs within the notification zone. The school bus sends regular GPS pings to the app database in the cloud every 10–20 seconds. As with all technology, disruptions can occur — a lag can result from a disruption in cellular service or a disconnected GPS unit. Make sure to monitor the app for bus movement prior to the expected time of the bus.

ABOUT THE INFORMATION

Q: Can other app users see my student's information?

A: No. Only persons with information in the required security fields are able to access a student's transportation information in the app.

Q: Where does the information about my bus stop come from?

A: The planned time and location of your student's bus stop comes from the Athena route management system used by CCSD.