

# Williamson County Schools Track the Bus



## Introduction

Track the Bus 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 program uses GPS data from the school bus to provide this information. We recommend registering *on a computer or tablet*.

Logging in to Track the Bus can be done from the internet browser on your smartphone.

To sign up for the application, your students must attend their zoned school and be assigned to a bus stop in our routing software. **You will need the student's Other ID from his or her Skyward account in order to complete the registration process.**

Once you have the student's Other ID, click the link below to register for an account:

<https://trackbus.wcs.edu/liveapp/par/showRegistrationForm.par>

To retrieve your student's Other ID number, go to the District website: [wcs.edu](http://wcs.edu). Under Parents & Students select WCS Family Access and click the Visit WCS Family Access link. Please contact your child's school if you need a Family Access account.

**Williamson County Schools**  
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**WCS Family Access** Home / Parents & Students / WCS Family Access

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Williamson County Schools Family Access, previously known as Parent Portal, gives parents the ability to track their child's academic progress safely and securely online.

**VISIT WCS FAMILY ACCESS**

**2016-2017 REGISTRATION UPDATE FOR RETURNING STUDENTS INSTRUCTIONS**

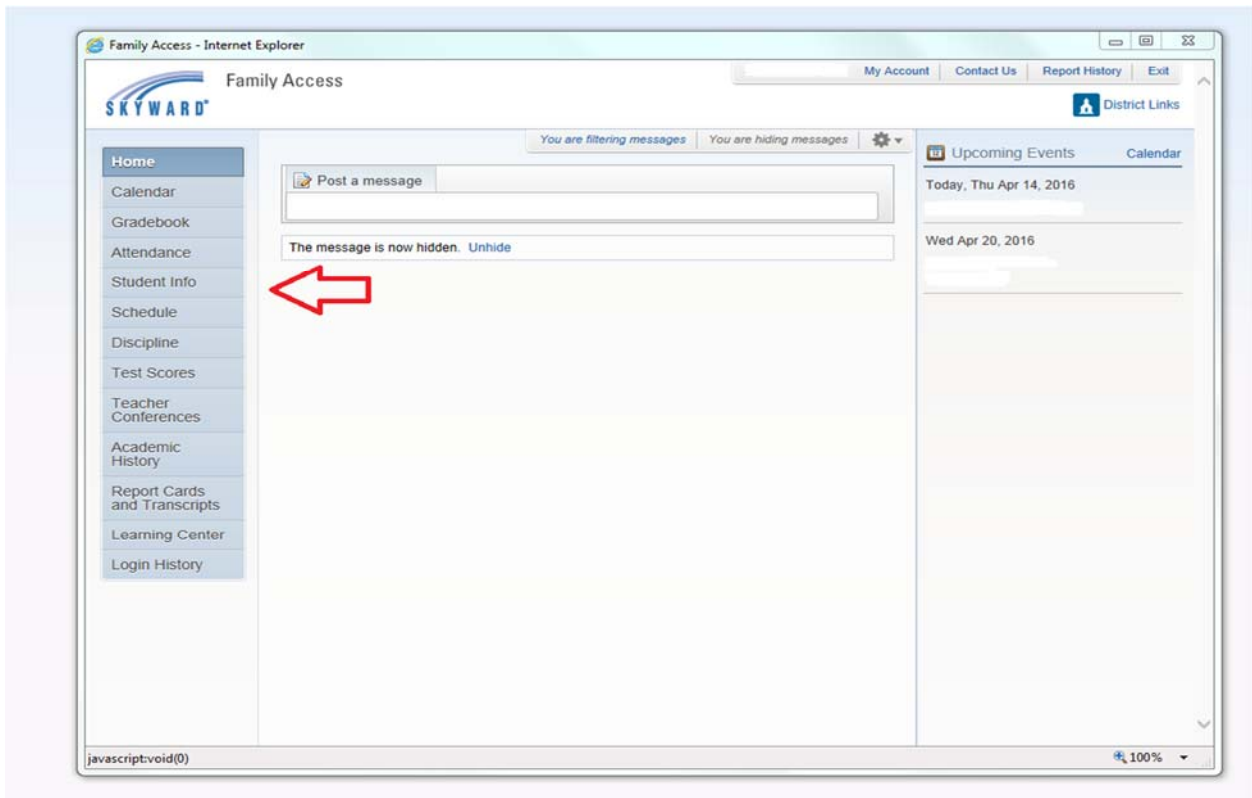
**Skyward Family Access Mobile App**

**Family Access Mobile App**

The mobile app is available for both Apple and Android devices that allows users to connect more conveniently for quick access to your student's schedule, grades and attendance.



Once you are logged into your account, click on Student Info



The "Other ID" is the 10-digit number needed for your Track the Bus account. This is for security purposes.

Family Access Student Information - Internet Explorer

Family Access My Account Contact Us Report History Exit

**SKYWARD** District Links

### Student Information

School: \_\_\_\_\_  
Call: \_\_\_\_\_

Gender: \_\_\_\_\_  
Language: \_\_\_\_\_  
Other ID: 1000014900

Phone: \_\_\_\_\_  
Grade: \_\_\_\_\_

Principal: \_\_\_\_\_  
Status: Active (Full-time)

[View Bus Schedule](#) | [View](#)

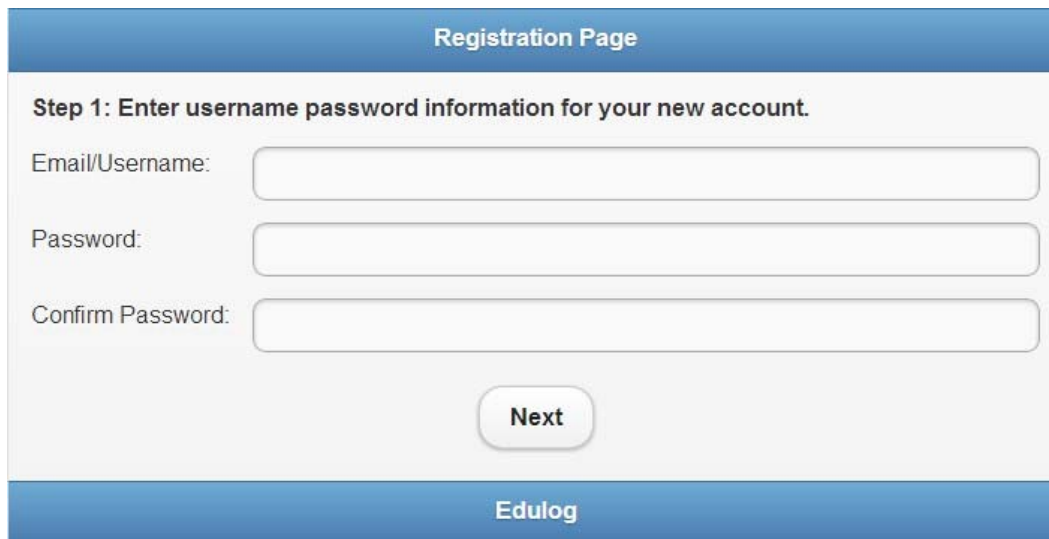
Age (Birthday): \_\_\_\_\_  
Graduation Year: 2016

Emergency Contacts	Primary Phone	Second Phone	Third Phone	Employer's Phone	Home Email

100%

## Registering a New Account

Click the Registration Link: <https://trackbus.wcs.edu/livepp/par/showRegistrationForm.par>



The image shows a web form titled "Registration Page" with a blue header and footer. The main content area is white and contains the following elements:

- Step 1: Enter username password information for your new account.**
- Three input fields: "Email/Username:", "Password:", and "Confirm Password:", each with a corresponding text box.
- A "Next" button centered below the input fields.
- The "Edulog" logo in the blue footer.

Figure 1

- Enter your <email address> in the Email/Username field.
- Enter a <password> in the **Password** field. The password must be at least 8 characters long.
- Enter the <password> again in the **Confirm Password** field.
- Once all fields shown in **Figure 1** have been completed, click the **Next** button to proceed to step 2 of the registration process.

**NOTE:**

The user name for the account is your email address. If your email address changes, your account must be deactivated and a new account will need to be set up.

Complete the fields shown in **Figure 2** with your contact information.

The image shows a registration page titled "Registration Page" with a "Back" button. The main heading is "Step 2: Enter your Contact Information:". Below this are several input fields: "First Name:", "Last Name:", "Primary Phone:" (with a placeholder "Format 555-555-5555"), "Address:", "Apartment Number:", "City:", "State:" (a dropdown menu with a downward arrow), and "Zip:". At the bottom of the form area is a "Next" button. The footer of the page contains the "Edulog" logo.

Figure 2

Click the **Next** button to begin adding students you want to monitor with this account.

The image shows a page titled "Registered Students". The main heading is "Step 3: Add Students to Account:". Below this is a box with the heading "Registered Students" and the text "No student records". Underneath is a paragraph: "Add students to your Parent Portal Account by clicking the Add Student link. Hit Next button when finished adding students." Below the paragraph is a blue link labeled "Add Student". At the bottom of the form area is a "Next" button. The footer of the page contains the "Edulog" logo.

Figure 3

Click the **Add Student** link shown in **Figure 3**

Figure 4

- Complete the student information fields as shown in **Figure 4**. The **Student ID** is the **Other ID** found in the Family Access account under Student Info.
- To enter a school, click the **Select a School** link, then **<select the school>** from the list provided.
- To enter the student's grade, click the **Grade** drop-down field and **<select the grade>** from the list.
- Click the **Add Student** button to save the information entered.

The system then returns to the Registered Students page now showing the added student's information.

To add more students to the account, click the **Add Student** link shown in **Figure 4**, and repeat the steps above. To remove students, click the **Remove** link next to the student's name.

When you are finished, click the **Next** button.

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Click the **Finish** button to finalize your subscription to WCS Track the Bus. A notification email will be sent to you.



If you receive the following message, “Unable to add student. Student does not receive transportation services from the District”, but your child does ride the bus, please email Nancy Tate, Planning & Zoning Specialist, [nancy.tate@wcs.edu](mailto:nancy.tate@wcs.edu) or call 615-472-4000. Once the student is assigned to a bus stop, you will be notified to complete the registration process.

Click the **Parent Portal** link to be taken to the Registered Students page.

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## Logging into an Existing Account

Click the Login Link: <https://trackbus.wcs.edu/livepp/par/showLoginForm.par>

A screenshot of the Edulog Parent login page. At the top is a blue header with "Edulog Parent" in white. Below the header are two input fields: "User Name/Email" and "Password". Below the fields is a blue rounded button with the word "submit" in white. Below the button is a blue underlined link that says "I Forgot My Password". At the bottom of the page is another blue header with the word "Edulog" in white.

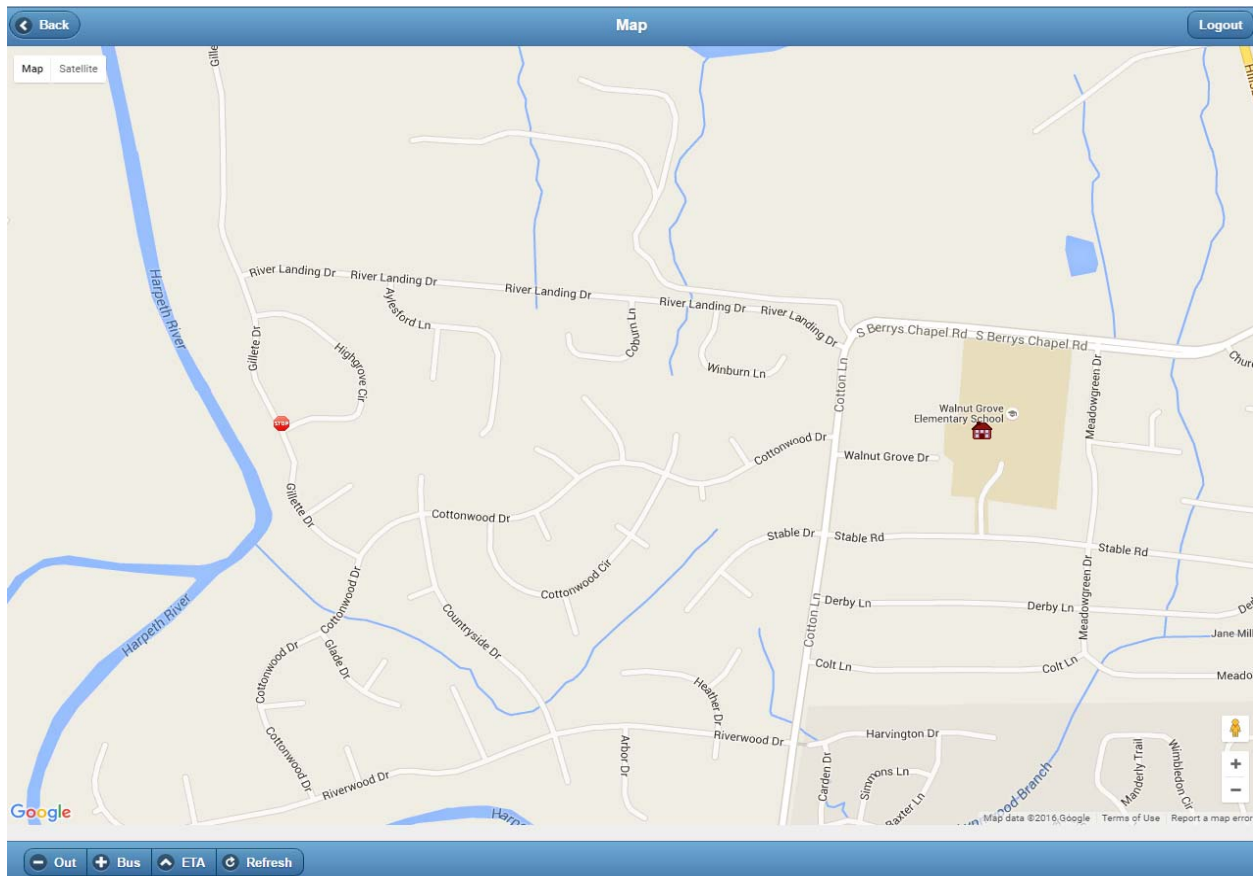
- Enter your **<email address>** in the **User Name/Email** field.
- Enter your **<password>** (If you forgot your password, click the **I Forgot My Password** link to have the system send an email to reset your password).
- Click the **Submit** button.

- View student transportation by clicking the **arrow** next to your student's name.

The screenshot shows a web interface for 'Student Transportation'. At the top, there is a blue header bar with a 'Back' button on the left, the text 'Student Transportation' in the center, and a 'Logout' button on the right. Below the header, a grey instruction box says 'Select student trip to view map with current bus location.' The main content area is titled 'Stops for:' and contains two sections: 'To School' and 'From School'. Each section lists bus details: 'Bus Number: 07-216', 'Stop Time', 'Stop Location: GILLETTE DR & HIGHGROVE CIR', and 'Bus Run Description'. The 'To School' run is 'TO WALNUT GROVE ELEM -- SAM PAUL' and the 'From School' run is 'FROM WALNUT GROVE -- SAM PAUL'. Small right-pointing arrows are visible next to the stop location text in both sections. At the bottom of the interface is a blue footer bar with the text 'Edulog'.

- To view a map display with the current bus locations, click on the **arrow** next to the **Student Trip Information**. Note that if it is not during transportation times of the day a message will state "Bus is not on a run".
- Trying to view the student's bus stop on Saturday or Sunday will display the message "Student has no stops". Track the Bus is tied to our routing software which is set-up for regular school days on Monday--Friday.





- To navigate the map, zoom in and out by clicking the + and – buttons on the bottom right corner of the screen.
- Click the **Bus** button to show the current bus position.
- Click the **ETA** button to show the time the bus is estimated to arrive at the stop. The Estimated Stop Time will refresh as the bus makes stops along the route.
- Click the **Refresh** button for the current location of the bus. **You must click the Refresh button to see the bus “move” on the map.**
- The session times out after 30 minutes of inactivity.
- Click the **Back** button twice to return to the Registered Students page.
- To add or remove a student, click the **Update Students** link. Please contact your child’s school to update address or phone number changes.

Click the **Logout** button to exit Track the Bus.

## **Frequently Asked Questions**

### **Why are some of the links named Parent Portal?**

Parent Portal is the actual name of the software used by the vendor. Williamson County Schools calls it "Track the Bus".

### **Why am I receiving the message "this email address is not registered to an account in our database"?**

You have not signed up for an account. You must do so through the Registration Portal and not the Parent Portal of Edulog using the Registration Link:

<https://trackbus.wcs.edu/livepp/par/showRegistrationForm.par>

### **Why did I receive a message "unable to add student" when trying to add my student?**

This message is received when your student is not assigned to a bus route. Call or email Nancy Tate to have your student added to a route, [nancy.tate@wcs.edu](mailto:nancy.tate@wcs.edu) or 615-472-4000.

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

Track the Bus is tied to our routing software, which is set-up for regular school days on Monday-Friday.

### **Why did I receive a message "account in use, inactive or disabled" when trying to log in to my account from my cell phone?**

The phone is in "private mode". Once you remove this setting, you can log in.

### **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 4 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.

### **What is a session time out?**

Your account will automatically log out after 30 minutes of inactivity.

**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 browser should I use to run this application?**

Latest versions of Chrome, Internet Explorer, Firefox and Safari will work for accessing Track the Bus. Popup blocker settings may need to be set to allow popups from Authorize.net if the Authorze.net forms are not showing when clicked.