



Announcing School Bus TRACKER

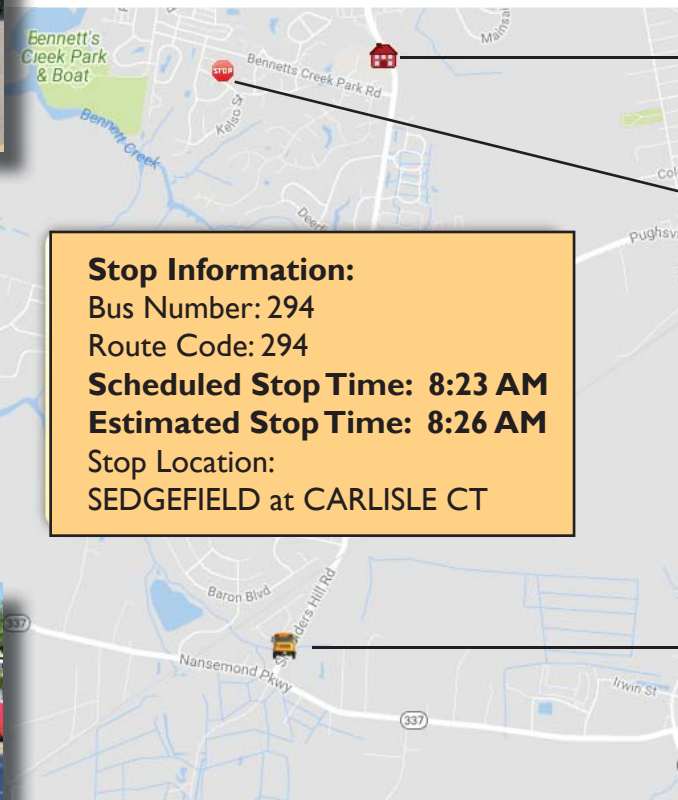
Because you need to know:


Where is the bus?

Did she miss it already?

Why hasn't he gotten home yet?

**School Bus Tracker puts
STUDENT SAFETY FIRST,
but also provides more convenience
and less worry for parents.**




 **Creekside Elementary**
Bennetts Creek Park Road
at Shoulders Hill

 Bus stop at Sedgefield & Carlisle Ct

Stop Information:
 Bus Number: 294
 Route Code: 294
Scheduled Stop Time: 8:23 AM
Estimated Stop Time: 8:26 AM
 Stop Location:
 SEDGEFIELD at CARLISLE CT

If the bus is on time, both times would say 8:23 AM.

 Bus currently on Shoulders Hill Road near Nansmond Parkway

Registration Details on Next Pages ...

How to Get Started in School Bus TRACKER

School Bus Tracker monitors the location of school buses as they travel their routes across the city. By connecting to the Parent Portal, you can see how close the bus is to the bus stop. The Parent Portal is available for all students assigned a bus stop.

To get started:

1. **Have your child's Student ID # ready.** *If you're registered to follow your child's grades on Home Access Center, you can find that ID # there. If not, you can visit the school.*
2. **Click Here to register a new account** or navigate directly to: <https://busportal.spsk12.net/livepp/par/showRegistrationForm.par>
3. **To follow the bus online, Click Here** or navigate directly to: <https://busportal.spsk12.net/livepp/par/showLoginForm.par>

NOTE: School Bus Tracker will not work if your browser's privacy setting is turned on.

Private Browsing in Safari, Incognito Browsing in Chrome, or similar private internet browsing modes cause Bus Tracker to be unable to access the database information that includes your child and his/her bus stop. 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](#)

Troubleshooting Tips:

Don't have the Student ID # ... You can also request your student's Student ID # by visiting the school. If you're registered to follow your child's grades on Home Access Center, you can find that ID # there. Many students have their Student ID # memorized.

Can't Register Student for Bus Tracker ... Only students who are eligible for SPS 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 (757) 925-5573.

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. See the links under the NOTE above to learn how to turn off Privacy mode.

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.

[Click here Parent Portal User Guide](#)

Troubleshooting: Request Help or Report a Problem ... Contact us at kebabaldwin@spsk12.net