# Parent Portal Guide
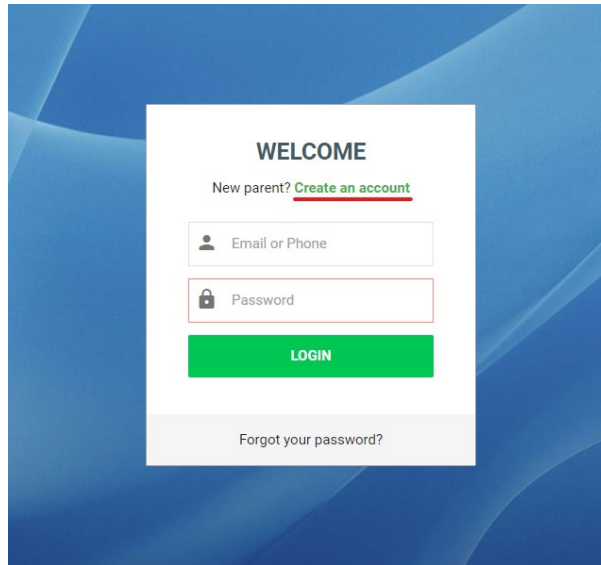
Using the Website: Creating a Parent Portal Account

To create a **Parent Portal Account**, please go to https://www.ezrouting.com/idami

Click **Create an Account** at the top of the page.



You will be directed to a **Parent Registration** page. You can use either your **email** or **phone number** as your account username. We strongly recommend that you use the same phone number or email that is on your child's school records, as this will allow their record to be connected to your account automatically. Fill in your **name**, **relationship** to the student, and a **password** of your choice.

Please make sure you create a password that meets all of the security requirements, as you will not be able to create your account if your password is too weak.
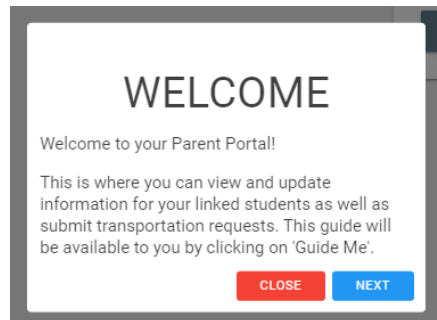
Don't forget to **check** the box for the reCAPTCHA at the bottom of the page.

## PARENT REGISTRATION

**User name type**

Email

**Email**
_____

**Relationship**

- SELECT -

**Parent First Name**
_____

**Parent Last Name**
_____

**Password**

...

**Retype Password**
_____

✖ 8 Characters: 3
✖ Uppercase letter
✔ Lowercase letter
✖ Number
✖ Symbols (e.g. ~!@#$%^&)
Strength: **Very Low**

[ ] I'm not a robot — reCAPTCHA
Privacy - Terms

SUBMIT                    CANCEL

Once you have clicked **submit**, you will receive a **verification message** to confirm the username (email or phone number) that you have used to sign up. This will arrive as either an email or a text message. Clicking on the verification link in your email or entering the verification code you receive via text message will finish setting up your account.

Once the account is made, you can log in at https://www.ezrouting.com/idami with the username (email or phone number) and password you created. You will now be able to view your student's bus schedules as they become available.

## WELCOME

Welcome to your Parent Portal!

This is where you can view and update information for your linked students as well as submit transportation requests. This guide will be available to you by clicking on 'Guide Me'.

CLOSE      NEXT

With this account you may also update your student's information, including contact information address changes, transportation requests, and more. If your student is not automatically linked to your new account, you can also request to have them linked.

## Signing into Your Parent Portal Account

Once you have created a parent portal account, you can sign it at
https://www.ezrouting.com/idami .

Please enter the email or phone number you used to create your account as well as your account password, then click **Login**.

## How Are My Children Linked to My Account?

EZRouting uses your **login username** (your email or phone number) to link children with their parents. If a parent creates an account with their phone number and that same phone number is registered with the school as a point of contact, the system will link that child's record with that parent account. The phone number or email in question must be verified for the student to be linked to their parent.

## My Child Wasn't Automatically Linked to My Account. What Do I Do Now?
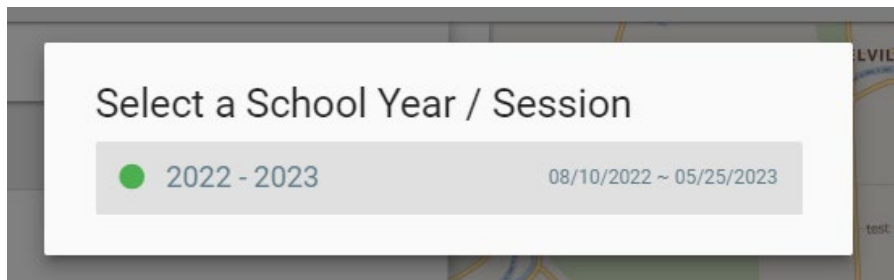
If the phone number or email used to register with EZRouting is not registered with your child's school, they can be linked to your account. After signing in, click on **Check for/Register Student with Transportation Department**.



*If your student is new to the district, please register them with the school before requesting transportation.*

Select the school year or session for which you would like to register your child.



Enter your child's information, including their **name**, **date of birth**, **school**, and **grade**.

If your child already has a record with the school, an option will show up to **link** this child to your account.

## Register New or Check for Student

**Student General Information**                                                    ∧

| Student School ID | First Name | MI | Last Name |
|---|---|---|---|
| 116 | Mia | | Barreiro |

| Date of Birth | Gender | School | Grade (2022 - 2023) |
|---|---|---|---|
| 10/29/2008 | Female | North High School | Grade 9 |

Found student with same last name and first name, you may want to **link student** instead of creating new student.

From here, you can choose to have a verification code emailed or texted to the primary email or phone number on your child's account. This five-digit code can then be entered to link your child's record to your account. You can also request this code from the school directly if you no longer have access to the accounts on your child's record.

## Child Information

| First Name | Last Name | Student ID# (optional) | Date of Birth |
|---|---|---|---|
| Mia | Barreiro | 116 | 10/29/2008 🗓 |

Verification Code

5-character code          ✉ EMAIL VERIFICATION CODE          🗩 TEXT VERIFICATION CODE

Notes

SUBMIT

## How Can I Request Transportation for My Child?

To view your child's bus schedules, request transportation, or update their information, simply click on their name on your EZRouting home page.
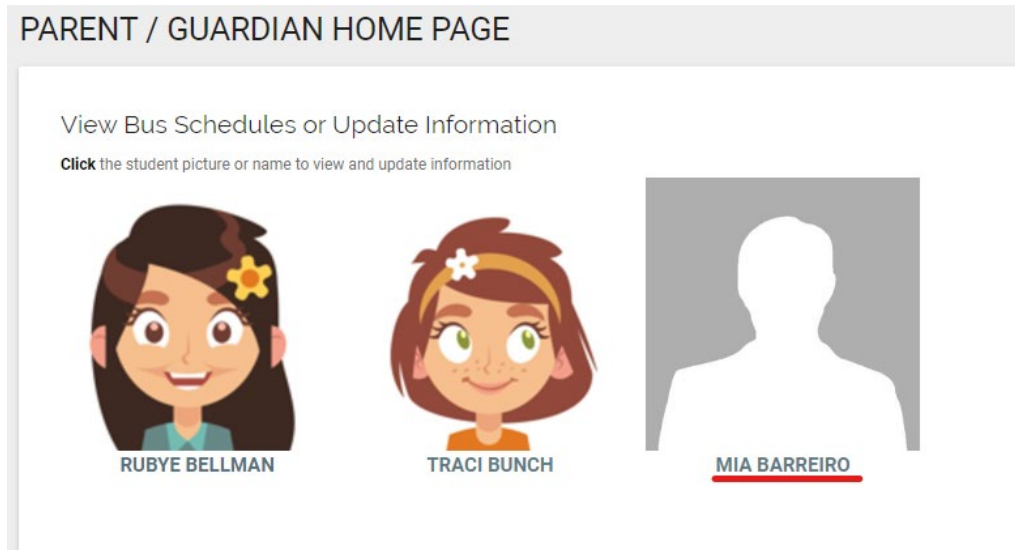


If there have been any changes to your address, please register these with the school.

Click on **Submit Student Transportation Request**, then check that your student **does need transportation**. Click **+ Add Transportation**.



Select where your child rides **to/from**, then choose the **session** for which the require transportation (morning, afternoon, or both).

If your child rides the bus to or from a site other than their listed home address, please select this option from the dropdown menu, then list the **address** of the alternative site as well as the **type** of site.



If your child has multiple transportation schedules, click **+ Add Transportation** to add to your request.

Once you have filled out the transportation request for your child, click the green **Submit** button at the top of the page. Your transportation request will now be reviewed by transportation staff.

On your EZRouting homepage, you will now see that a transportation request has been submitted for this student.
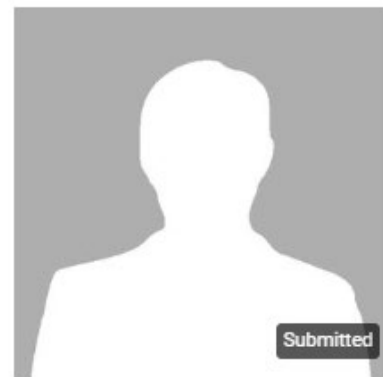
## How Can I View My Child's Bus Schedules?

To view bus schedules, simply select your child's **name/photo** from your EZRouting home page. Then, select **View Current Bus Schedules**. You will be able to see your child's assigned buses, stops, and pickup/drop-off times.
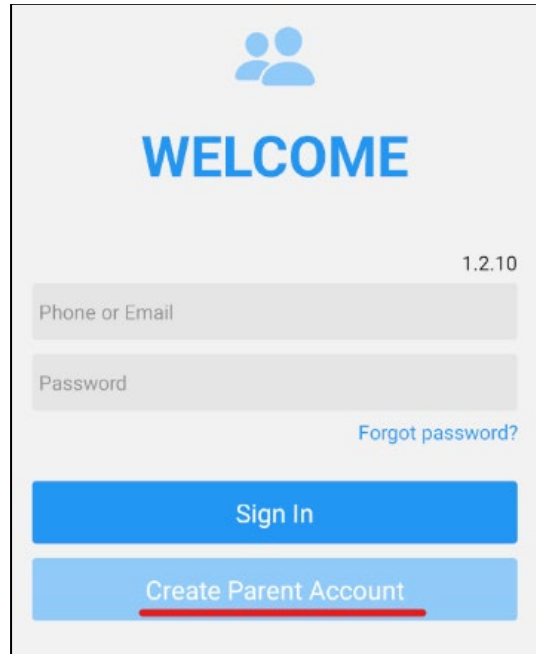
🔵 Every weekday (08/10/2022 ~ 05/25/2023)

| Time | Bus | Action | Address | School |
|------|-----|--------|---------|--------|
| 7:55 AM | Bus 03 | Pick up | 100 Northwood Drive ⚲ | |
| 7:57 AM | Bus 03 | Drop off | North High School ⚲ | North High School |

🔴 Every weekday (08/10/2022 ~ 05/25/2023)

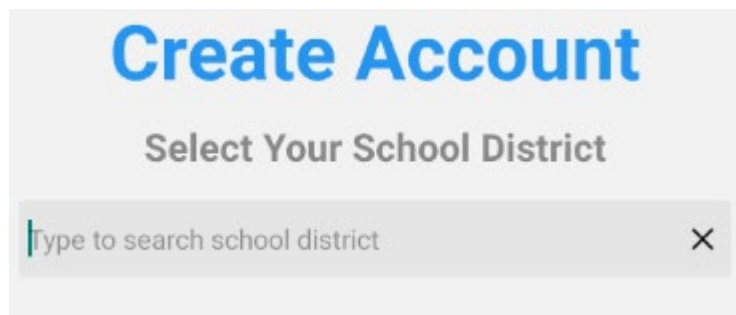| Time | Bus | Action | Address | School |
|------|-----|--------|---------|--------|
| 4:41 PM | Bus 03 | Pick up | North High School ⚲ | North High School |
| 6:08 PM | Bus 03 | Drop off | 100 Northwood Drive ⚲ | |

# Using the BusQuest App

If you would like to access the parent portal on your phone, you can download the **BusQuest app** from the App Store or Google Play Store.
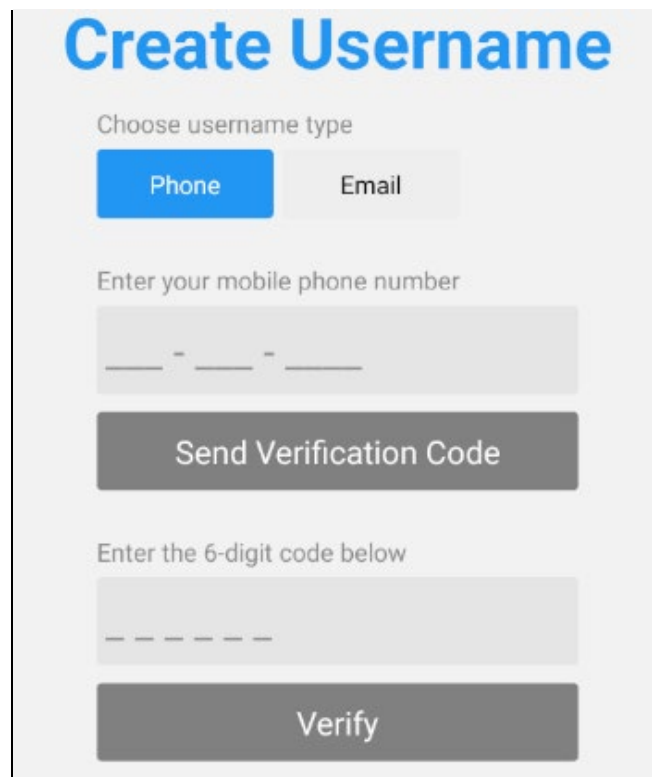


To make a new account, select **Create Parent Account**.

Search for the name of your child's school district. Once the name appears in the drop-down list, **select** the correct district and tap the green **Next** button at the top right of your screen.

You will be prompted to choose your username – either your cell phone number or your email. This will be used as your username for signing into your account. You will receive either a text or an email with a verification code.
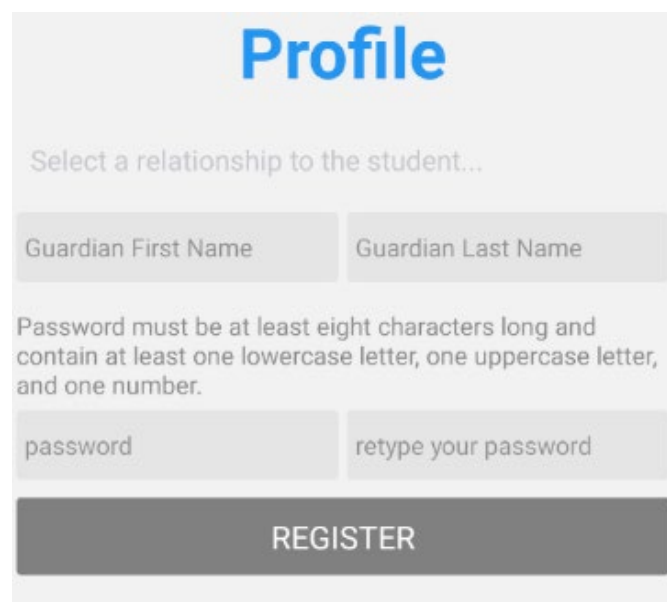


Click on **select a relationship** to choose your relationship to your student. Enter your **name** and choose a **password**. Your password must be eight or more characters and contain at least one lowercase letter, uppercase letter, number, and special character.
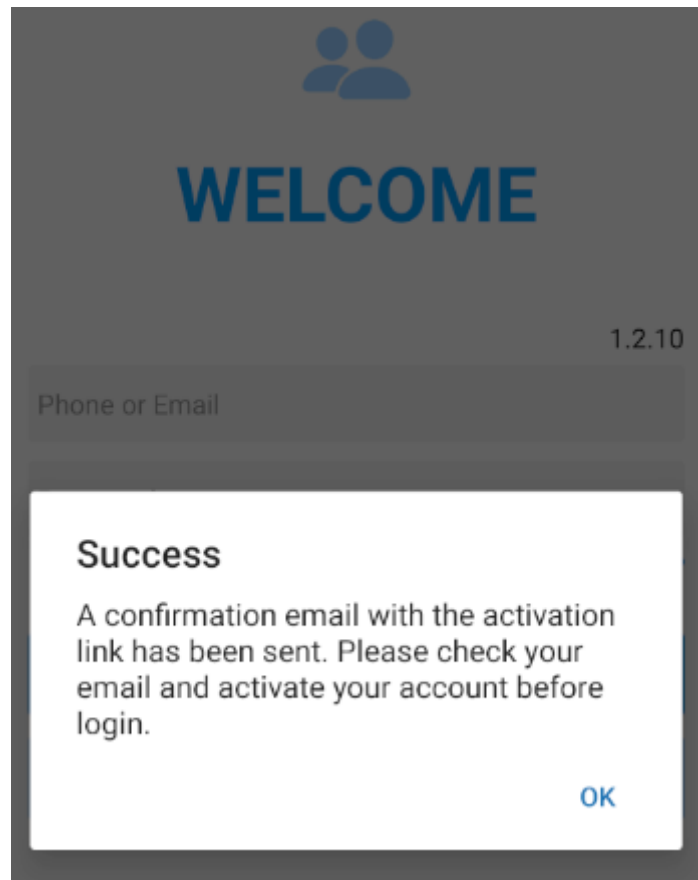
Once all five fields have been filled in, the Register button will turn blue. Click **Register**.



You will receive an email with a link to verify your account, or a text message with a verification code. Either click the link to finish setting up your account, or enter the code.

If your school has a **Parent/Guardian Consent Agreement**, you must read the agreement and click the blue **Agree** button to continue.
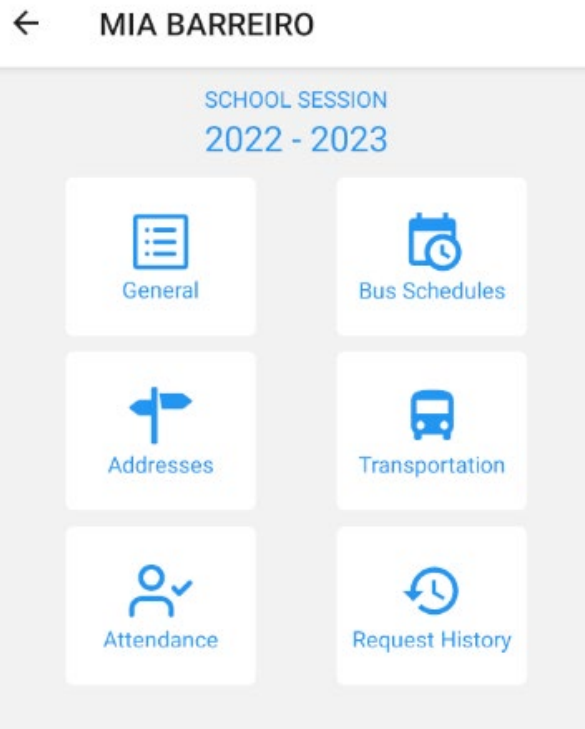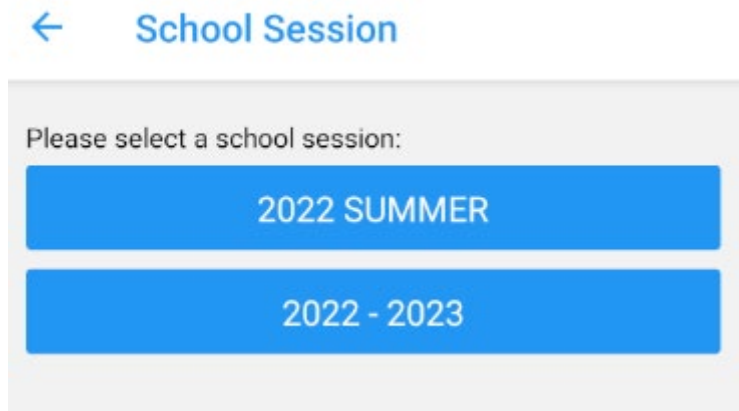
You will be able to view any students linked to your account on the **Students** tab.
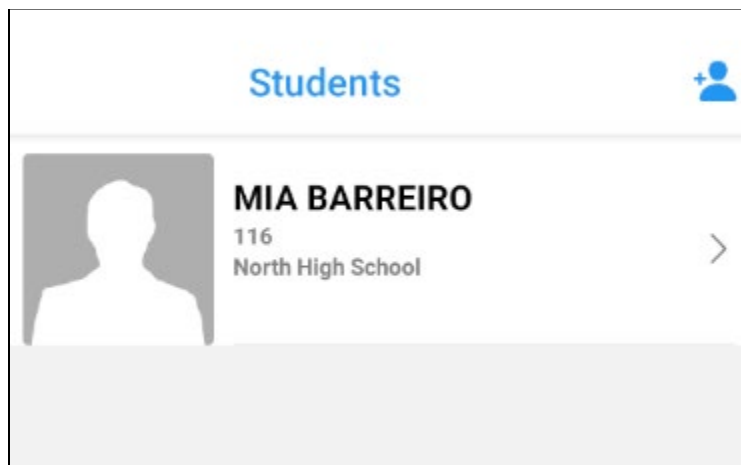
Click the blue **+person** button to add a student who is not already linked to your account.

Click on the name of a linked student to view their record and request transportation.

You may be prompted to choose the appropriate school session.





Under **General**, you can view your student's basic information.

Under **Addresses**, you can view the addresses on file for your student and request changes, if allowed by the school district.

If your school participates in student tracking, your child's bus usage can be viewed under **Attendance**.

Under **Bus Schedules**, you can view the bus schedules currently assigned to your student.

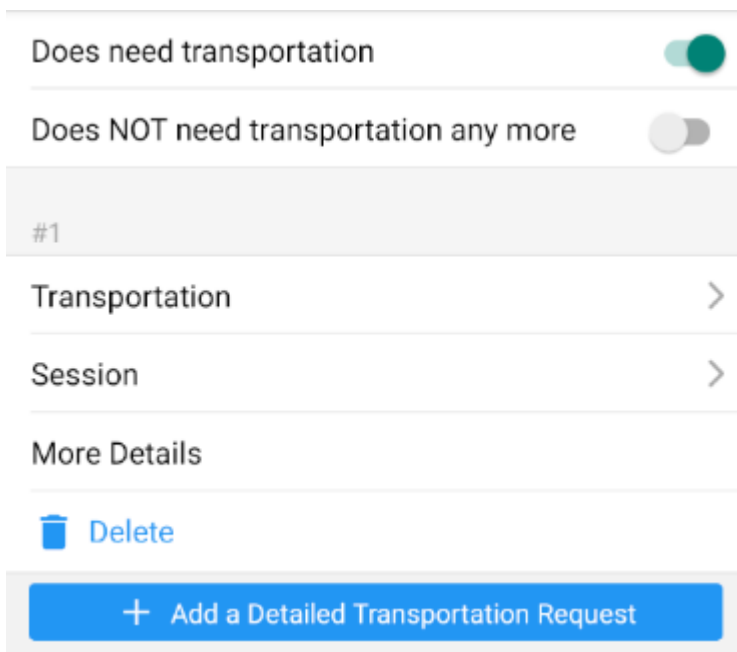Under **Transportation**, you can request transportation for a current or upcoming school session.

Under **Request History**, you can view past or pending requests for your child.

## How Can I Request Transportation?

If your school allows you to request transportation through the parent portal, you can also submit requests in BusQuest. To **request transportation**, click on **Transportation**, then select that your child **Does need transportation**.
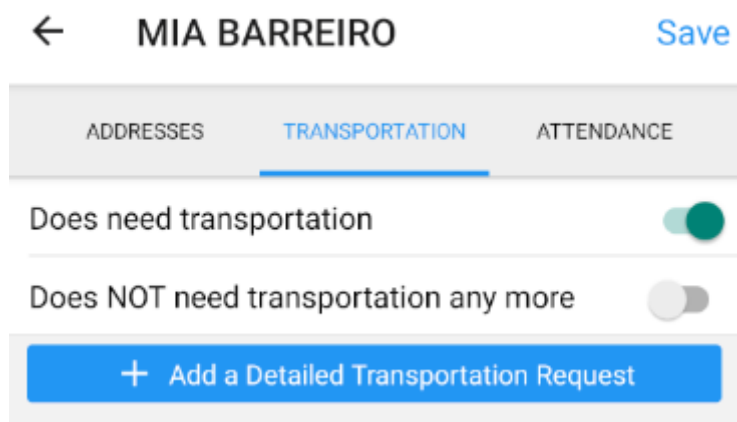


Next, select the blue box to **Add a Detailed Transportation Request**.

Under **Transportation**, you can input if your child is being transported **from/to home** or **from/to other site**.

Note – if you choose **Other Site**, you will be asked for the address of that site.

Next, choose the **Session** for which your child needs transportation – in the morning, afternoon, or both.

Any notes can be added under **More Details**.

If your child has more detailed transportation needs, you can also add another detailed transportation request.

Once all fields have been filled out, click **Save** at the top right corner of your screen.

You will receive a message telling you your request has been submitted to the school for approval.
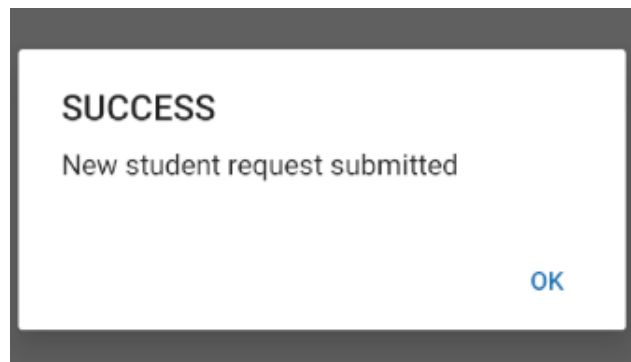


## How Does the Bus Tracker Work?

To set up a notification zone around your child's bus stop, click on the second tab in your BusQuest app – **Bus Tracker**.

The Bus Tracker allows you to set up a customized notification zone around your child's bus stop. Once the bus is within this zone, you will receive a notification so you know to make sure your child is ready.

You can choose **Circle** to set up a circular radius around your child's stop, or **Draw** to make a customized boundary. If choosing Circle, simply set the radius for your circle, then choose **Apply**. If choosing Draw, use your finger to draw the zone you want around your child's stop, then click **Apply**.
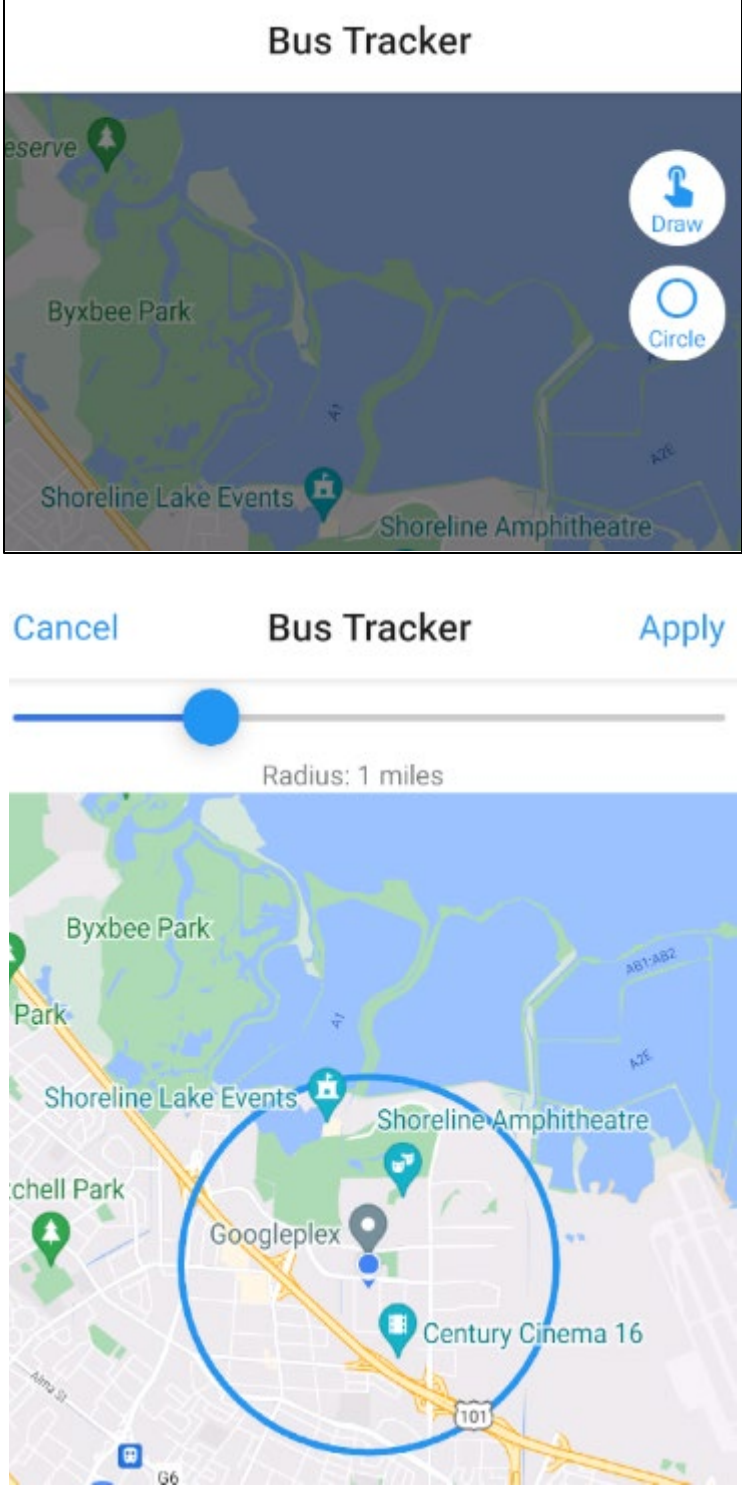
You will now receive notifications when your child's bus is near their stop each morning.