

## Parent Portal – Parent Guide

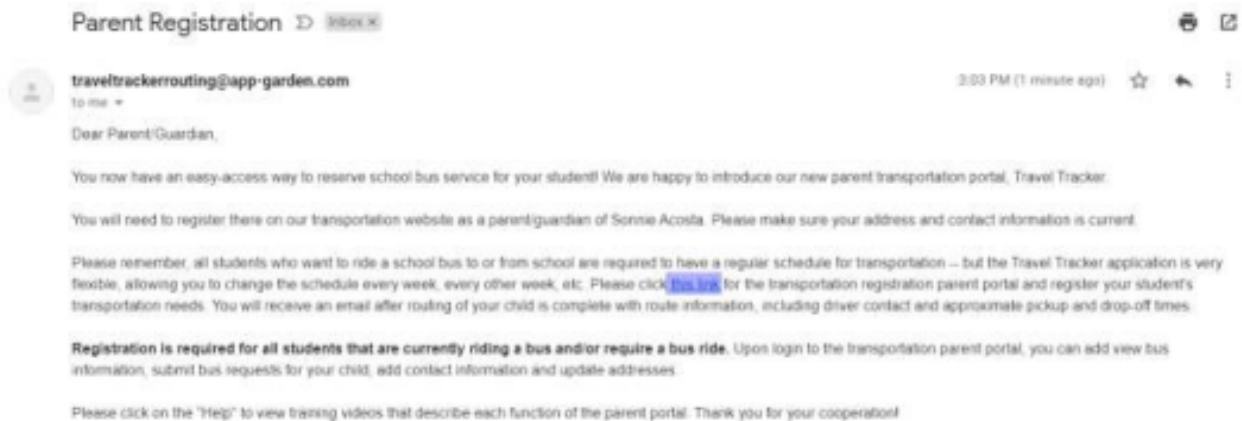
Mercer Island School District has opted to use the BusQuest App and Travel Tracker Routing Parent Portal – What does that mean for you? You will now have access to information about your child's transportation at your fingertips. With the BusQuest App, you will be able to see where your student's bus is and plan accordingly!

The following document outlines the steps you need to take to successfully set up and login to these features.

### Step One:

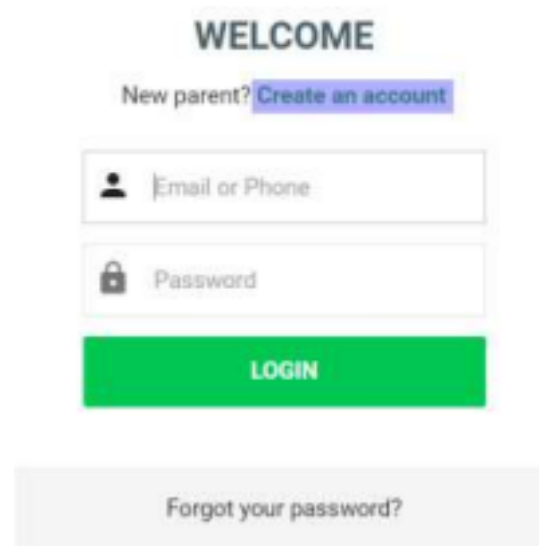
#### Parent Portal Registration Link




You should receive an email from your school district with a link to access the Parent Portal for Travel Tracker Routing. Follow the hyperlink in the email to begin setting up your login.



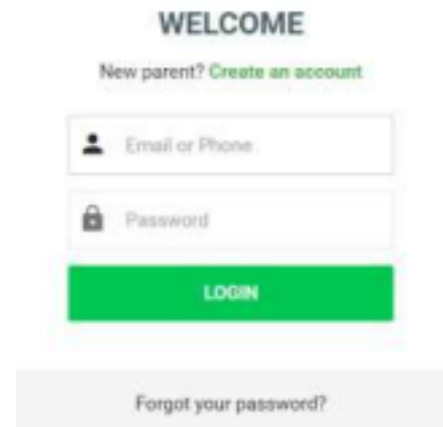
You will be redirected to a login screen that looks like the image on the right.

From here, click "Create an Account"



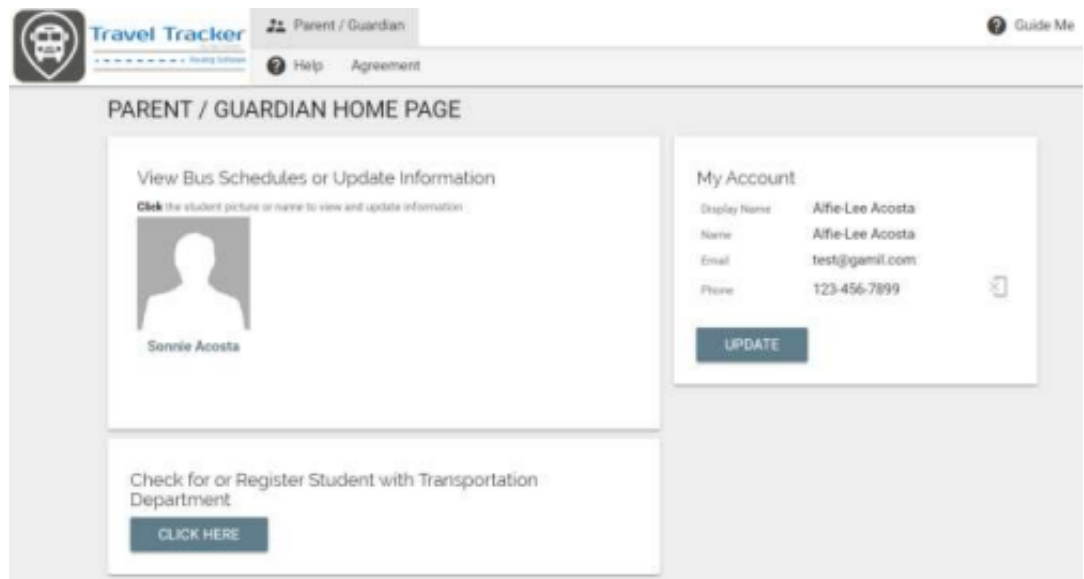
<p>Fill out the requested information.</p>	
<p>Password requirements are listed below:</p> <ul style="list-style-type: none"> <li>○ 8 Characters</li> <li>○ Uppercase letter</li> <li>○ Lowercase letter</li> <li>○ Number</li> <li>○ At least one symbol</li> </ul> <p>You will not be able to submit until these requirements are met and the passwords match.</p>	
<p>Once you have filled out the information correctly, follow the reCAPTCHA instructions and click “submit.”</p>	

You will be prompted to login. Use the Email and password that you previously created.



The login page features a 'WELCOME' heading, a link to 'Create an account' for new parents, and two input fields for 'Email or Phone' and 'Password'. A green 'LOGIN' button is positioned below the password field. At the bottom, there is a link for 'Forgot your password?'.

Once logged in, your home page will look like this:



The home page is titled 'PARENT / GUARDIAN HOME PAGE'. It includes a navigation bar with 'Travel Tracker', 'Parent / Guardian', 'Help', and 'Agreement'. The main content area has three sections: 'View Bus Schedules or Update Information' with a student profile for 'Sonnie Acosta', 'My Account' with fields for 'Display Name', 'Name', 'Email', and 'Phone', and a 'Check for or Register Student with Transportation Department' section with a 'CLICK HERE' button.

*Note: If you have more than one student attending Mercer Island School District, they will all be listed., You will **not** need multiple log-ins for multiple students.*

If your student does not show up and all of your student's names show at the top of the page please confirm they have been listed in the Mercer Island School District Student Information System (Skyward prior to the 2023 - 2024 school year or Qmlativ thereafter) for more than 24 hours. You will be able to request access to have their information linked to your account. As long as you are listed in the student contacts this should not be an issue.

To add a student

Check for or Register Student with Transportation Department

[CLICK HERE](#)

Select the appropriate session.

### Select a School Year / Session

● 2022 ~ 2023

08/31/2022 ~ 06/23/2023

Fill out the form as accurately as possible with the information you used when registering your student. If your student is in the MISD student information system you should fill in the complete information for your student.

Date of Birth

Date of Birth

MM/DD/YYYY

Click on the Date of Birth field and a pop-up will appear.

A screenshot of a date picker interface. It features a grid of days from Sunday to Saturday. A dropdown menu is open, showing the months of the year from January to December. The month of February is currently selected and highlighted. A 'CLOSE' button is visible at the bottom right of the date picker.

A screenshot of a date picker interface, similar to the one above but with a different dropdown menu. The month of February is selected. The dropdown menu shows a list of years from 2016 to 2027. The year 2023 is currently selected and highlighted. A 'CLOSE' button is visible at the bottom right of the date picker.

We will link you to the student information tab as long as you are listed as a contact for that student in our SIS (Student Information System).

Found student with same last name and first name, you may want to [link student](#) instead of creating new student.

Comment (Put your specific request or other information here)

Click link student

Parent / Guardian

Guide Me

[Home Page](#) [Submit](#) [Delete](#) [Help](#)

2022 ~ 2023

Please click on the **“EMAIL VERIFICATION CODE”** link (**MISD Transportation does not offer text notifications at this time.**)

new

Child Information

First Name

Last Name

Student ID# (optional)

Date of Birth

Verification Code

5-character code

EMAIL VERIFICATION CODE

TEXT VERIFICATION CODE

Notes

SUBMIT

This will send an email to the person listed as the primary contact to approve. Click “YES”.

System will send the verification code to

Continue?

YES

NO

The primary parent will receive an email notifying them that a verification code has been sent for the student requested. The primary parent may share that code with the student or additional people they deem appropriate to access their students information related to their transportation file.

From: [transportation@mercerislandschools.org](mailto:transportation@mercerislandschools.org)  
Date: March 1, 2023 at 7:10:29 AM PST  
To: [REDACTED]  
Subject: Registration Verification Code

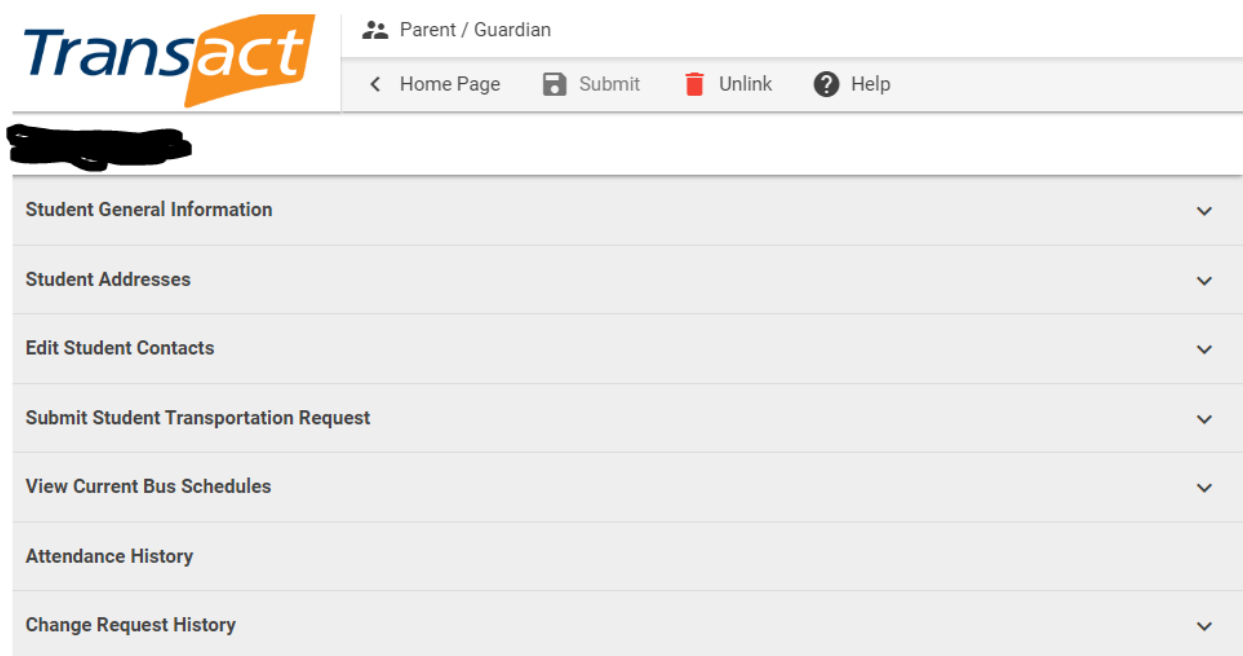
Dear Parent/Guardian,

Thank you for using our parent registration portal. The verification code for your student, [REDACTED] is [REDACTED]. This code uniquely identifies the student in our transportation system and should be kept confidential. By entering this code our system will be able to link your account to the student record. Once this link is effective you will be able to communicate with your school district transportation department regarding any changes such as contact information, pickup and drop off address and schedule changes.

On behalf of the transportation department and the school district we thank you for your continued support!

## **Requesting Changes to Your Students Transportation**

From the "PARENT / GUARDIAN HOME PAGE" click on the link for the student that you would like to make changes to.



The screenshot shows the 'Transact' Parent / Guardian Home Page. The header includes the 'Transact' logo and a navigation bar with links: Home Page, Submit, Unlink, and Help. Below the header is a list of menu items, each with a dropdown arrow:

- Student General Information
- Student Addresses
- Edit Student Contacts
- Submit Student Transportation Request
- View Current Bus Schedules
- Attendance History
- Change Request History

The following sections of information are visible to anyone you allow access to.

1. Student General Information - Student School ID, Name, DOB, Gender, School and Grade.
2. Student Addresses
3. Edit Student Contacts **(Please do not attempt to change information in the above sections, please make changes in the district's student information system. We import information from the district's student information system nightly.)**
4. Submit Student Transportation (Instructions will follow below).
5. View Current Bus Schedule (Instructions will follow below).
6. Attendance History (Not used at this time)
7. Change Request History (Instructions will follow below).


To request Transportation for the student please click on the down arrow next to Submit

**Submit Student Transportation Request** ^

Please check one of the boxes below

☐ Does need transportation

☐ Does NOT need transportation any more (current bus schedules will be removed)



If you wish to remove your child from receiving transportation, Check the bottom box and choose the option that applies.

**Submit Student Transportation Request** ^

Please check one of the boxes below

☐ Does need transportation

☒ Does NOT need transportation any more (current bus schedules will be removed)

☒ Parent/Guardian Transported ☐ Walks to School

☐ Drives Self ☐ Other


If you wish to add or make changes to your child's transportation, check the box marked "Does need transportation."

**Submit Student Transportation Request** ^

Please check one of the boxes below

☒ Does need transportation

☐ Does NOT need transportation any more (current bus schedules will be removed)



Then click the "ADD TRANSPORTATION" button.

**Submit Student Transportation Request** ^

Please check one of the boxes below

☒ Does need transportation

☐ Does NOT need transportation any more (current bus schedules will be removed)

Transportation  
- SELECT -

Session  
- SELECT -

Weekdays

☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri

More details

In this window you can customize your students' transportation. You can choose "Rides from/to Home" or Rides from/to Other Sites (daycare,etc) You can choose the AM/PM, AM or PM rides and the days of week you want in certain scenarios. You can even have multiple requests for

the needs of your student.

#### Submit Student Transportation Request

Please check one of the boxes below

- ☒ Does need transportation  
☐ Does NOT need transportation any more (current bus schedules will be removed)

Transportation	Session
<input type="text" value="Rides from/to Home"/>	<input type="text" value="AM"/>
<p>Weekdays</p> <p><input checked="" type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input type="checkbox"/> Fri</p> <p>More details</p> <p>Please transport Name to Mercer Island High School for 1st period music on Monday's and Tuesday's starting 01/09/2023 until furthe</p>	

+ ADD TRANSPORTATION




Transportation	Session
<input type="text" value="Rides from/to Home"/>	<input type="text" value="AM &amp; PM"/>
<p>Weekdays</p> <p><input type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri</p> <p>More details</p> <p>To School of attendance.</p>	

+ ADD TRANSPORTATION



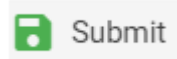


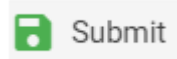
Transportation		Session	
<input type="text" value="Rides from/to Other Site (daycare, etc)"/>		<input type="text" value="PM"/>	
Weekdays			
<input checked="" type="checkbox"/> Mon	<input type="checkbox"/> Tue	<input type="checkbox"/> Wed	<input checked="" type="checkbox"/> Thu <input type="checkbox"/> Fri
<a href="#">More details</a>			

---

Other Site: Pickup/Dropoff Information (Relative, Sitter, Daycare etc.)

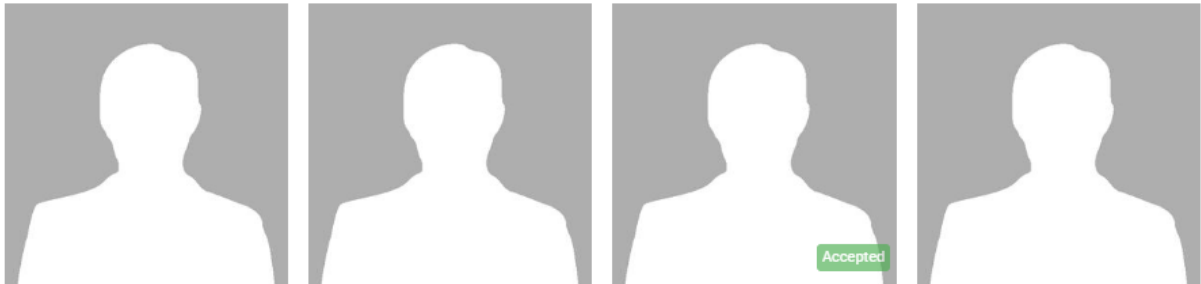
Name	Phone Number	Type
<input type="text" value="Boys and Girls Club"/>	<input type="text" value="111111111"/>	<input type="text" value="Daycare"/>
Street Address		
<input type="text" value="4120 86th Ave SE WA 98040"/>		
City	State	Zip Code
<input type="text" value="Mercer Island"/>	<input type="text" value="WA"/>	<input type="text" value="98040"/>



Once your request has been completed, please click  and this will send the request to transportation. Please allow up to 48 hours to process the request. When the request has been processed you will notice that the homepage for the Parent Portal will show that the change for that child was Accepted.

### View Bus Schedules or Update Information

Click the student picture or name to view and update information





You can then open that student file and view their current Bus Schedule.



[View Current Bus Schedules](#)





● Every week on Tuesday, Friday (03/09/2023 ~ 06/23/2023)

Time	Bus	Action	Address	School
7:27 AM	401	Pick up	Avalon Drive & East Mercer Way North 	
7:51 AM	401	Drop off	MERCER ISLAND HS 	MERCER ISLAND HIGH SCHOOL



● Every week on Tuesday, Wednesday, Friday (03/08/2023 ~ 06/23/2023)

Time	Bus	Action	Address	School
8:48 AM	401	Pick up	Avalon Drive & East Mercer Way North 	
9:03 AM	401	Drop off	LAKERIDGE ES 	LAKERIDGE ELEMENTARY



● Every week on Wednesday (09/24/2022 ~ 06/23/2023)

Time	Bus	Action	Address	School
2:10 PM	401	Pick up	LAKERIDGE ES 	LAKERIDGE ELEMENTARY
2:19 PM	401	Drop off	Avalon Drive & East Mercer Way North 	

● Every week on Monday, Thursday (09/24/2022 ~ 06/23/2023)

Time	Bus	Action	Address	School
3:50 PM	404	Pick up	LAKERIDGE ES 	LAKERIDGE ELEMENTARY
4:25 PM	404	Drop off	86TH AVE SE @ BOYS AND GIRLS CLUB 	

● Every week on Tuesday, Wednesday, Friday (09/24/2022 ~ 06/23/2023)

Time	Bus	Action	Address	School
3:50 PM	401	Pick up	LAKERIDGE ES 	LAKERIDGE ELEMENTARY
3:59 PM	401	Drop off	Avalon Drive & East Mercer Way North 	

If you are not sure what to do, feel free to reach out to our transportation staff at 206 236 3335/3338/3337 or 206 230 6335.