



# Parent Portal Instructions

## Step-by-Step Guide for Parents/Guardians

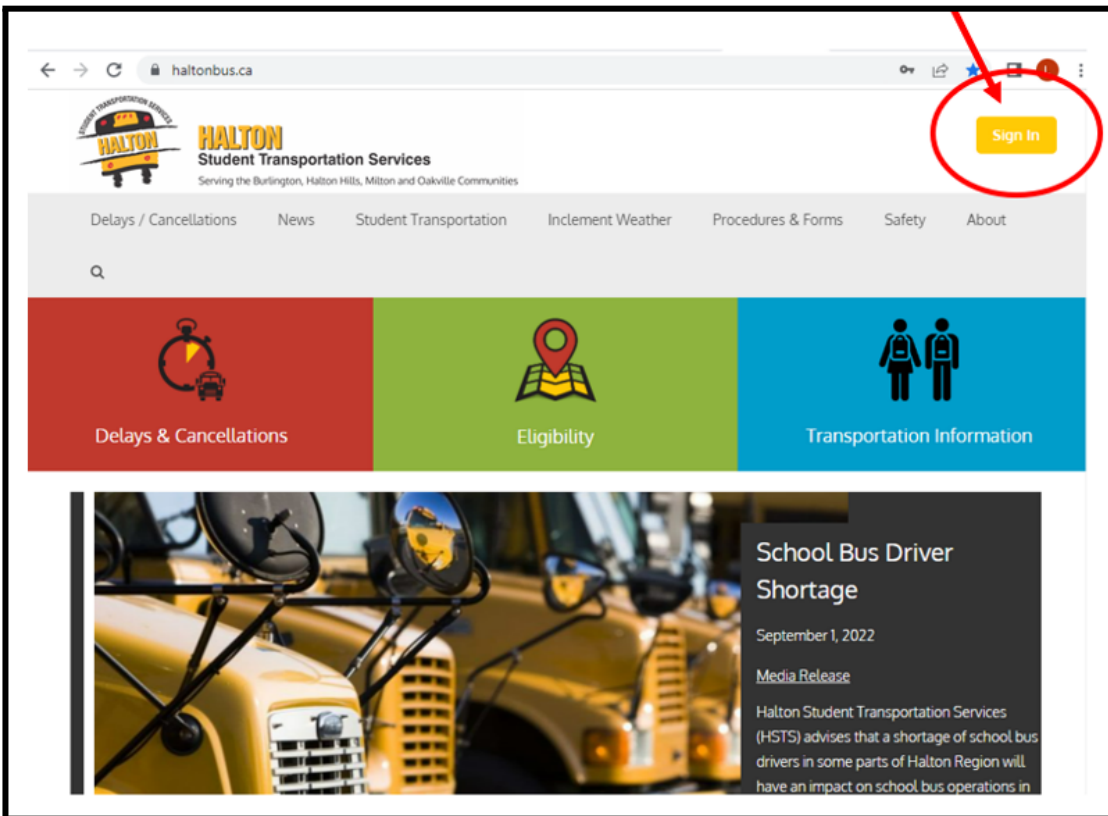
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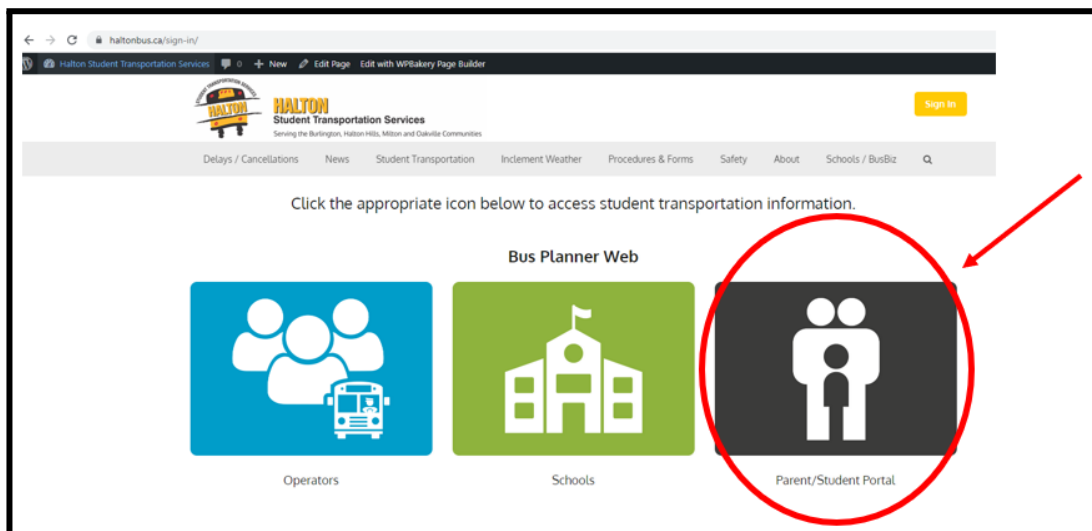


## Create New Parent Portal Account

- 1) Go to [www.Haltonbus.ca](http://www.Haltonbus.ca)
- 2) Click on the yellow 'Sign in' button on the main screen.



- 3) Click on the icon for 'Parent/Student Portal'.





4) Click on **'create account'**.

geoquery.haltonbus.ca/Login?ReturnUrl=%2FSubscriptions%2FChildTransportInfo

**HALTON**  
Student Transportation Services  
Serving the Burlington, Halton Hills, Milton and Oakville Communities

View Alerts

Home Am I Eligible for Transportation? Log In

**Log In**

Email

Password

☐ Remember me

Log In [Forgot Your Password?](#)  
[Create Account](#)

5) Enter your email address and create a password using the requirements listed.

6) Check off **'I'm not a robot'** and then click **'submit'**.

**Create Account**

**Password Requirements**

Length : 8  
At least one special character  
At least one number  
At least one lower case letter  
At least one upper-case letter

**Email**


**Password**


**Confirm Password**

☐ I'm not a robot


**Submit** **Close**



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 [View Alerts](#)

Home [Am I Eligible for Transportation?](#)

An email has been sent to this address. Please check your email and confirm your account. 

## Log In

Email

Password  
 

☐ Remember me

[Log In](#) [Forgot Your Password?](#) [Create Account](#)


7) Go to your email to confirm your account.

8) Look for an email like below (Note: Check your junk/spam folder if you do not see it in your inbox).

<b>transportation@haltonbus.ca</b>	<b>Confirm Email - <a href="https://geoquery.haltonbus.ca">https://geoquery.haltonbus.ca</a></b>
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9) Open the email and click on the link to **'confirm'**.

Confirm Email - <https://geoquery.haltonbus.ca>

 **transportation@haltonbus.ca**  
Cc: You

**[REDACTED]@hotmail.com**

Please confirm your email by clicking the link below.

[Confirm email link](https://geoquery.haltonbus.ca/Subscriptions/ConfirmEmail.aspx?id=51e8f694-b4e7-4646-ac1f-d38e5c55372c&token=cUZLPieQmzYGnOgONTiXZ7pbxvJFLpQylCH5wg7SH77a6X1p04s1LtFpp93zUyef1hd48qWhtSpnSE8CtsXLimyFPqI1w4SCua5dTX%2fb35ek2jCA)

If you are unable to click on the above link, copy and paste the below URL into your browser's address bar:

<https://geoquery.haltonbus.ca/Subscriptions/ConfirmEmail.aspx?id=51e8f694-b4e7-4646-ac1f-d38e5c55372c&token=cUZLPieQmzYGnOgONTiXZ7pbxvJFLpQylCH5wg7SH77a6X1p04s1LtFpp93zUyef1hd48qWhtSpnSE8CtsXLimyFPqI1w4SCua5dTX%2fb35ek2jCA>



10) A confirmation page will pop up on the screen that you have now created an account and can log in. Click on **'Log in'**.

11) Enter your email address and the password you created to log in. Click on login in.



## Add Student to a Parent Portal Account

1) Once you login, add your student to your account. Click on **'Add Student'**.

Halton Student Transportation Services  
Serving the Burlington, Halton Hills, Milton and Oakville Communities

View Alerts

Home Public Parent

My Students

Add Student My Students My Subscriptions

School Year: 2022-2023 Language: English (Canada)

About Contact Privacy Statement Parent Portal Professional Portal

2) Add the student information requested. The OEN (Ontario Education Number) is a 9-digit number that can be found at the top of a previous report card or through school staff. Once all the information has been entered, click on "Add Student".

OEN

Ontario Ministry of Education Elementary Provincial Report Card

Student: Smith, Adalynn Ann OEN: XXXXXXXXX

Grade: 4 Teacher: B Brown

Board: Halton Catholic District School Board

Ontario Ministry of Education Provincial Report Card, Grades 9-12

STUDENT: Smith, Adalynn Ann OEN: XXXXXXXXX

Grade: 9 Homeroom: HFC106.1

SCHOOL: Milton District High School

Add Student

Student Ontario Education Number (OEN)

Student Date of Birth (YYYY-MM-DD)

School

Grade

Add Student Close

3) If you have more than one student, add another by following steps 1 & 2 again.



- 4) Once all students are added to your account, you will be able to review information in all the tabs (i.e. Transportation, Information & Map). You will also be automatically enrolled in route notifications for delay or cancellations specific to the students that have been added..

STUDENT TRANSPORTATION SERVICES  
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Student Transportation Services  
Serving the Burlington, Halton Hills, Milton and Oakville Communities

View Alerts

Home Public Parent

## My Students

Name  
[Redacted] [Dropdown Arrow]

Transportation  
Information  
Map

To PDF

Add Student My Students My Subscriptions

- 5) To review information for a different student you added, click on the arrow in the name field and select the student you want to review bus details for

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View Alerts

Home Public Parent

## My Students

Name  
[Redacted] [Dropdown Arrow]

Transportation  
Information  
Map

To PDF

Add Student My Students My Subscriptions

As an alternative to email notifications, to receive delays and cancellation information check out our free [Delays App](#) for your mobile device



## Subscribe for Bus Delays - Without an Ontario Education Number (OEN)

This method is used when your student has no OEN yet because they are a Kindergarten student or a new student to the Ontario public school system. Prior to the first day of school, you will receive a communication from HSTS with your student(s) busing information.

- 1) Log into your account.

The screenshot shows the Halton Student Transportation Services login page. At the top, there is a logo for 'HALTON Student Transportation Services' with the tagline 'Serving the Burlington, Halton Hills, Milton and Oakville Communities'. Below the logo, there is a navigation bar with 'Home' and 'Am I Eligible for Transportation?'. The main heading is 'Log In'. There are two input fields: 'Email' and 'Password'. Below the password field is a 'Remember me' checkbox. At the bottom, there is a 'Log In' button, a 'Forgot Your Password?' link, and a 'Create Account' link.

- 2) Click on 'My Subscriptions'

The screenshot shows the 'My Students' page. At the top, there is a navigation bar with 'Home', 'Public', and 'Parent'. Below the navigation bar, there is a 'My Students' heading. There is a 'Name' dropdown menu and a red user icon. Below these are three expandable sections: 'Transportation', 'Information', and 'Map'. There is a 'To PDF' button. At the bottom, there are three icons: 'Add Student', 'My Students', and 'My Subscriptions'. The 'My Subscriptions' icon is circled in red with an arrow pointing to it. At the bottom of the page, there is a footer with links: 'About', 'Contact', 'Privacy Statement', 'Parent Portal', and 'Professional Portal'. There is also a 'School Year' dropdown set to '2022-2023' and a 'Language' dropdown set to 'English (Canada)'.

- 3) Select 'Add Run'

The screenshot shows the 'My Subscriptions' page. At the top, there is a heading 'My Subscriptions' and two buttons: 'Expand All' and 'Collapse All'. Below the heading, there is a section titled 'Transportation Alerts - Click here to see how to sign up for delay and cancellation email notifications'. Below this, there is a paragraph: 'Transportation subscriptions are generally handled automatically as you manage students. However, you can still update your subscriptions here.' Below the paragraph, there is a section titled 'Current Runs'. At the bottom, there is a button labeled 'Add a Run' which is circled in red.





- 4) Select **'Find by'** Route and select your child's Route # from the drop-down list.

**Add a Run** [X]

**Find By**  
Route [v]

**Route #**  
098 [v]

**Find**

- 5) Select **'Find'** and click in the **'Add'** column beside your child's school. Click **'Subscribe'**. You will receive a message confirming the run has been added. (You must repeat these steps for both the AM & PM bus route #s for each child (unless they are on the same bus route number in the AM and PM)).

**Add a Run** [X]

**Find By**  
Route [v]

**Route #**  
810 [v]

**Find**

Add	Run	Schools	Transfers
<input checked="" type="checkbox"/>	GRE.102	Green Acres PS	

**Subscribe** **Subscribe All** **Close**

- 6) Once all route numbers have been added, click on **'My Subscriptions'** again to refresh the page. You are now subscribed to receive bus delay email notifications for your selected routes/runs.



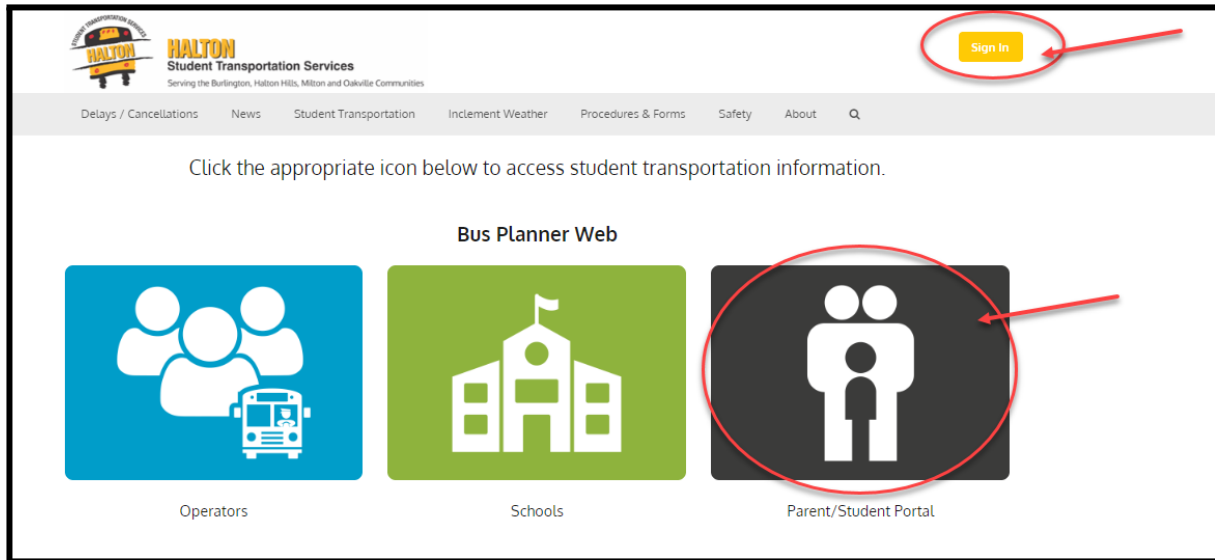
*As an alternative to email notifications, to receive delays and cancellation information check out our free [Delays App](#) for your mobile device*

Please note: Once your child receives an OEN, you can update your subscription by adding your students to your Parent Portal account using this OEN. See 'Accessing Student Transportation Schedules' above for instructions. Once completed, if/when your child's bus route changes during the school year or in future years, the subscription will automatically update to your child's current route assignment.



## Reset Password for Existing Parent Portal Account

- 1) Click on the yellow **'Sign In'** button in the upper right-hand corner of [www.haltonbus.ca](http://www.haltonbus.ca).
- 2) Select **'Parent/Student'** button and click **'Sign In'**.



- 3) Select **'Forgot Your Password?'**



- 4) Fill in your email address and click **'Reset Password'**.

STUDENT TRANSPORTATION SERVICES  
**HALTON**  
Student Transportation Services  
Serving the Burlington, Halton Hills, Milton and Oakville Communities

Home Am I Eligible for Transportation?

## Password Reset

Email

Cancel Reset Password

School Year 2022-2023

- 5) Open the email you receive from [transportation@haltonbus.ca](mailto:transportation@haltonbus.ca) and click on **'Confirm'**. Please be sure to check your junk mail folder.

An email has been sent to this address. Please check your email and click on the link to reset your password

## Password Reset

Email

Cancel Reset Password

- 6) You will be prompted to enter a new password twice and then click **'Change Password'**. You will be redirected to the log-in page.

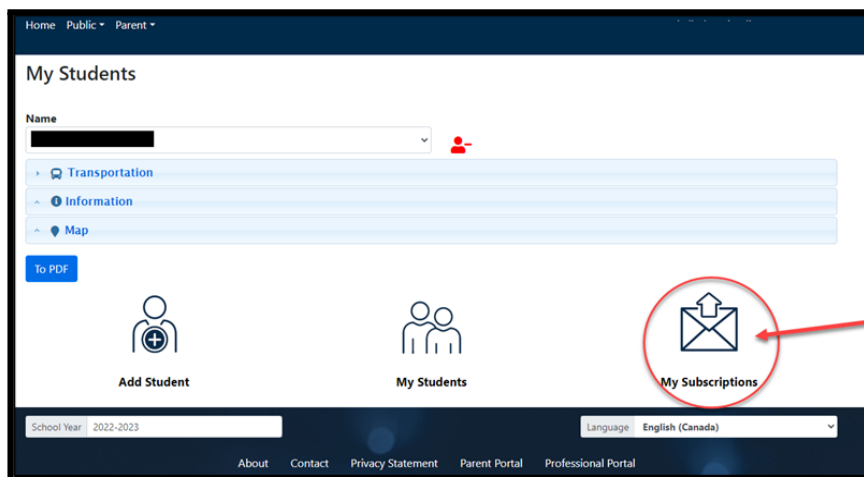


## How to Unsubscribe to Email Notifications

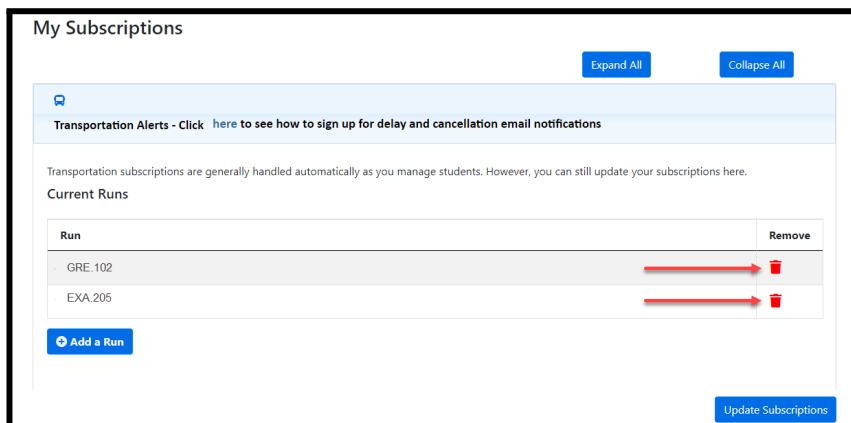
- 1) Log into your account.

The screenshot shows the login page for Halton Student Transportation Services. At the top is the logo and the text "HALTON Student Transportation Services Serving the Burlington, Halton Hills, Milton and Oakville Communities". Below this is a navigation bar with "Home" and "Am I Eligible for Transportation?". The main section is titled "Log In" and contains an "Email" input field, a "Password" input field with a toggle for visibility, a "Remember me" checkbox, a "Log In" button, and links for "Forgot Your Password?" and "Create Account".

- 2) Click on 'My Subscriptions'



- 3) You will see the list of current bus runs you have subscribed to notifications for.
- 4) Click on the **red** garbage can icon beside the run you wish to unsubscribe.





## How to Delete Your Parent Portal Account

- 1) Log into your account.

STUDENT TRANSPORTATION SERVICES  
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Home Am I Eligible for Transportation?

### Log In

Email

Password

☐ Remember me

[Log In](#) [Forgot Your Password?](#) [Create Account](#)

- 2) Click on 'Parent' and 'My Account'.

STUDENT TRANSPORTATION SERVICES  
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Serving the Burlington, Halton Hills, Milton and Oakville Communities

Home Public Parent

### My Account

Name

My Students

My Subscriptions

My Account

Email

- 3) Click on 'Preferences' and 'Delete my Account'.

Home Public Parent

### My Account

Name

Email

Preferences

Preferred Language

en-CA

☒ Account Enabled

[Update](#)

[Change my password](#)

[Delete my Account](#)