



Parent Portal User Guide

# STUDENTS SAFE

Toby Bellman

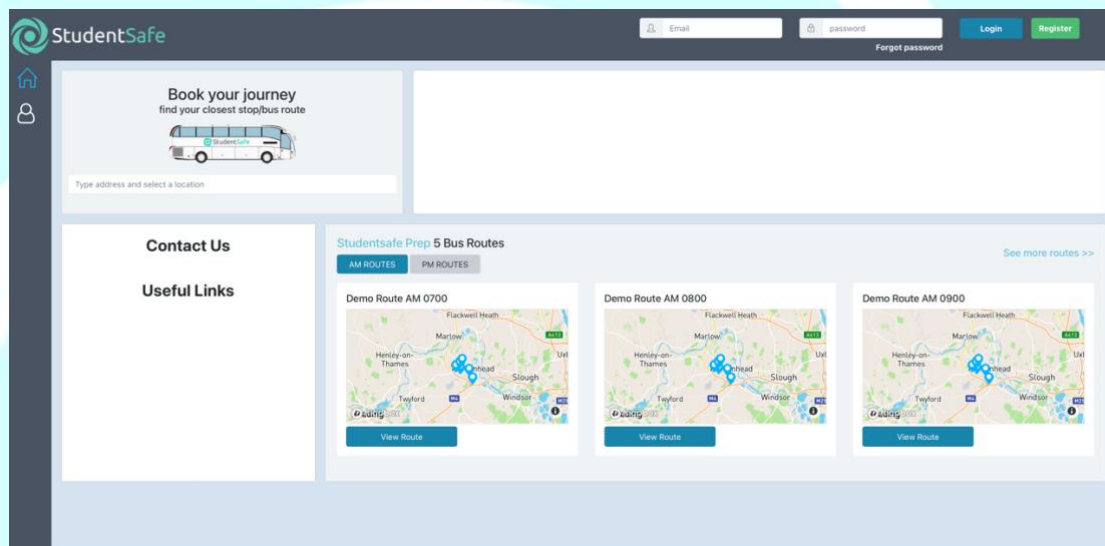
Version 1.0



## Registering for the StudentSafe Parent Portal -

This section details how to sign up (register) to the StudentSafe Parent Portal and therefore make bookings for your child(ren).

1. To visit the portal, follow the link in the email that has been sent by your school, asking you to book your child(ren)s travel for the coming term/year.
2. Your school's portal will look similar to the one pictured below with a welcome message from the school, links to see all the routes, stops and timings, Terms and Conditions, Frequently Asked Questions and also how to book your journey.

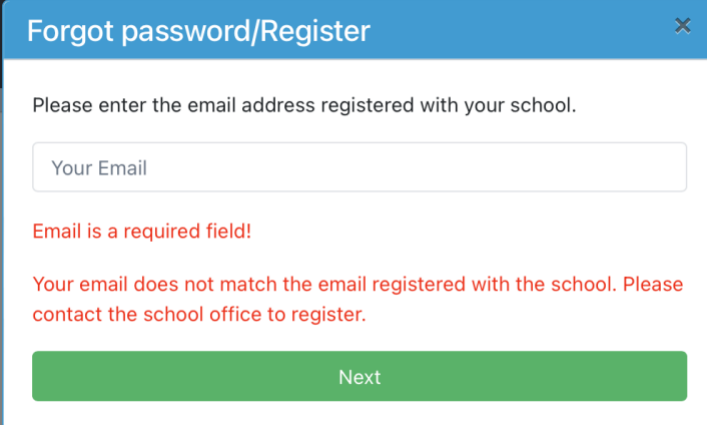


3. If this is your first time on the portal, you will first need to register your account. To do this, click the [Register](#) button in the top right-hand corner of the screen. A window will then pop up prompting you to enter your email address. PLEASE NOTE, this email address must match the address that the school holds on record for you.

Forgot password/Register
✕

Please enter the email address registered with your school.

4. If you do not enter a recognised email address, the below window will appear. Please re-enter the correct email address to continue. If you are unsure which email the school has on record for you, please contact them directly.



Forgot password/Register

Please enter the email address registered with your school.

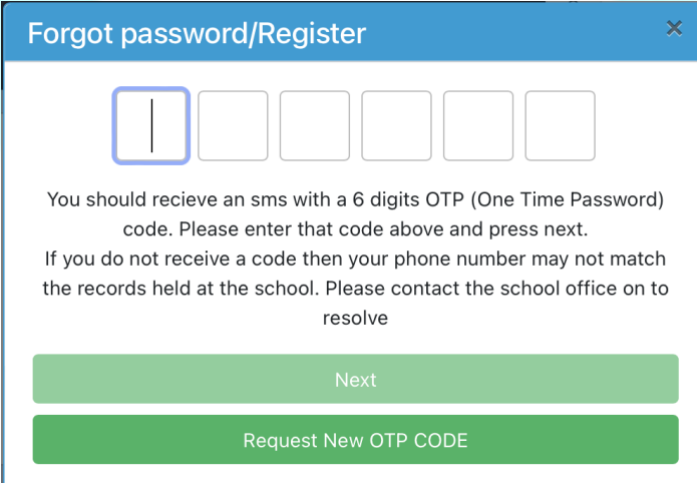
Your Email

Email is a required field!

Your email does not match the email registered with the school. Please contact the school office to register.

Next

- Once you have entered a recognised email address, you will then be sent an OTP (One Time Passcode) to the **mobile** number that the school has registered to you. If you do not receive a passcode, please contact your school's office to confirm what number they hold for you.



Forgot password/Register

You should receive an sms with a 6 digits OTP (One Time Password) code. Please enter that code above and press next.  
If you do not receive a code then your phone number may not match the records held at the school. Please contact the school office on to resolve

Next

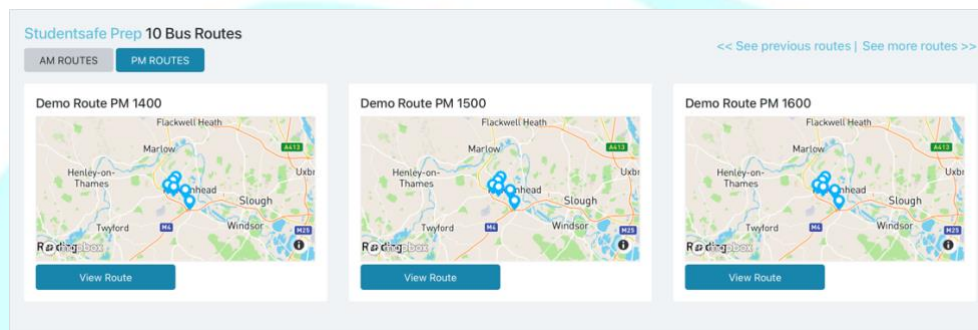
Request New OTP CODE

- Enter the passcode that you have been sent to your mobile phone, press the "Next" button. You will then be invited to set a password.
- Once you have set and confirmed your password, you are now able to start placing bookings.

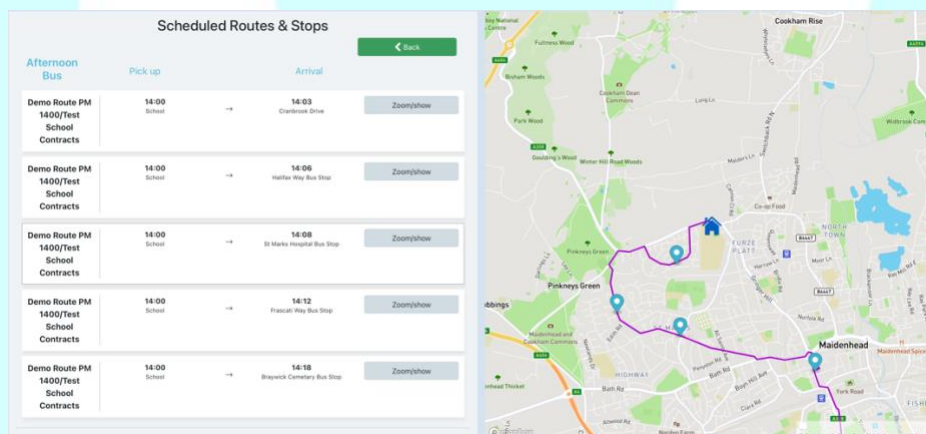
## Viewing the routes and times available -

This section details how to see the available routes including stop locations and timings. Please note, you can do this prior to registering for the service if required.

- Both AM and PM routes and timings are shown on the Parent Portal. Simply click the relevant button in the top left-hand side of the “Routes” box.



- To view a route, simply press the [View Route](#) button on the route you wish to see. Please note that the screen only shows three routes at a time so you may need to press the [<< See previous routes | See more routes >>](#) text to see the route you require.
- Once you have selected a route, it will show you all of the stop names and timings as well as a map of the route. Pick up and Arrival times can be seen against each stop. In the PM example below, the pick-up time from the school is 1400 with the drop off times shown on the right-hand side. In the AM, the pick-up time will be shown on the left with the time to school being shown on the right-hand side.



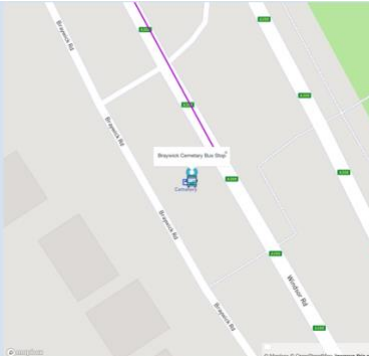
- To see the exact location of a stop, press the Zoom/show button next to your chosen stop. The map will then re-centre on your chosen stop. PLEASE NOTE that stop locations may vary from AM to PM so make sure you check both to be clear where your child will board/alight.

**Scheduled Routes & Stops**

← Back

**Morning Bus**

	Pick up	Arrival	
Demo Route AM 0700/Test School Contracts	07:00 Brewick Community Bus Stop	→	07:18 School <span style="background-color: #f44336; color: white; padding: 2px 10px; border-radius: 5px;">Zoom/show</span>
Demo Route AM 0700/Test School Contracts	07:02 Fountain Way Bus Stop	→	07:18 School <span style="background-color: #9e9e9e; color: white; padding: 2px 10px; border-radius: 5px;">Zoom/show</span>
Demo Route AM 0700/Test School Contracts	07:06 St Marks Hospital Bus Stop	→	07:18 School <span style="background-color: #9e9e9e; color: white; padding: 2px 10px; border-radius: 5px;">Zoom/show</span>
Demo Route AM 0700/Test School Contracts	07:08 Wetherby Bus Stop	→	07:18 School <span style="background-color: #9e9e9e; color: white; padding: 2px 10px; border-radius: 5px;">Zoom/show</span>
Demo Route AM 0700/Test School Contracts	07:12 Overbrook Drive	→	07:18 School <span style="background-color: #9e9e9e; color: white; padding: 2px 10px; border-radius: 5px;">Zoom/show</span>



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## Placing a booking -

This section details how to place a booking by entering your address and finding your nearest stop.

1. To find your nearest stop, simply enter your address (or just postcode) into the “Book your journey” box found in the top left corner of the page.

### Book your journey

find your closest stop/bus route




Type address and select a location

2. A drop down will appear with suggested locations. Select the location that applies to you.

### Book your journey

find your closest stop/bus route




SL6 6SL

**Suggestion By Mapbox**

- [SL6 6SL, Maidenhead, Windsor And Maidenhead, England, United Kingdom](#)
- [SE15 6SL, London, Greater London, England, United Kingdom](#)
- [SM4 6SL, Morden, Greater London, England, United Kingdom](#)
- [NN15 6SL, Kettering, Northamptonshire, England, United Kingdom](#)
- [S63 6SL, Rotherham, South Yorkshire, England, United Kingdom](#)

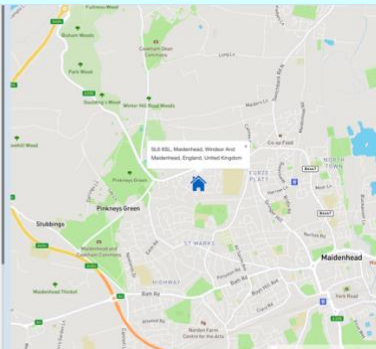
3. Once selected, you will be shown the closest stops to your locations – you will be shown two AM options and four PM options (you may need to scroll down to see all four suggestions). Each stop suggested will show you distance from your address and the time to walk or drive.

**Scheduled Routes & Stops**

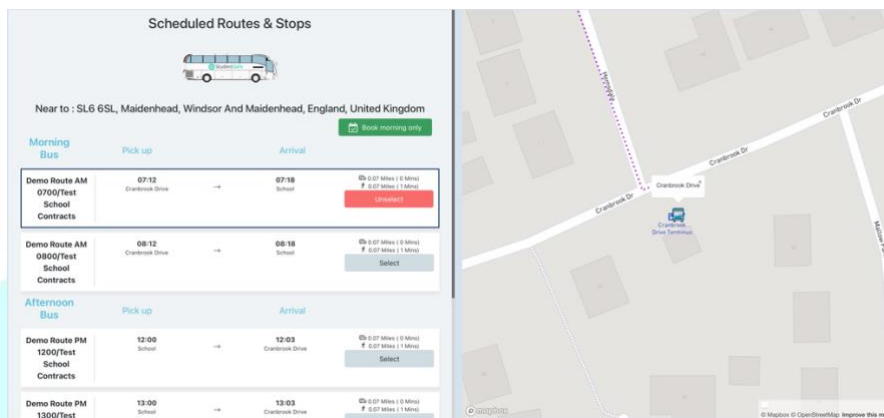





Near to: SL6 6SL, Maidenhead, Windsor And Maidenhead, England, United Kingdom

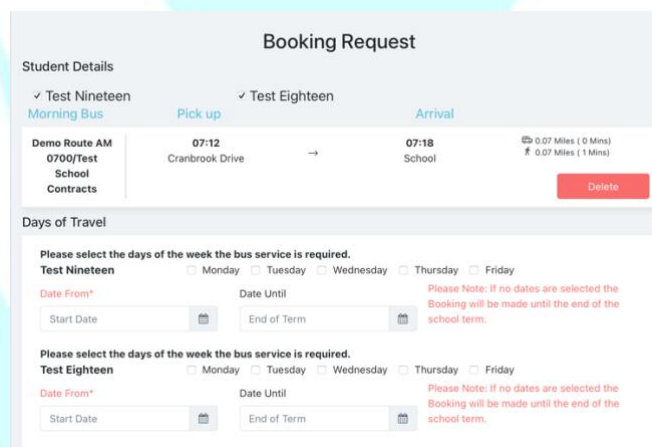
Morning Bus		Pick up	Arrival	
Demo Route AM 0700/Test School Contracts	07:12	Chesham Drive	07:18	07:12 Miles (1.0 Miles) / 07:17 Miles (1.1 Miles) Select
Demo Route AM 0800/Test School Contracts	08:12	Chesham Drive	08:18	08:12 Miles (1.0 Miles) / 08:17 Miles (1.1 Miles) Select
Afternoon Bus		Pick up	Arrival	
Demo Route PM 1200/Test School Contracts	12:09	School	12:03	09:07 Miles (1.0 Miles) / 09:12 Miles (1.1 Miles) Select
Demo Route PM 1300/Test School	13:00	School	13:03	09:07 Miles (1.0 Miles) / 09:12 Miles (1.1 Miles) Select



- If you select a stop, the map will re-centre to show it's exact location. You are able to place a booking for AM only, PM only or both AM and PM at the same time.



- Once you have selected your stop(s), press the green button at the top of the page. This will either say ,  or  depending on your choices. PLEASE NOTE that you can only proceed past this point if you are logged in to the Parent Portal.
- You will then be taken to asked to choose what days of the week you wish your child(ren) to travel as well as when you want your booking to start and end. PLEASE NOTE if you have more than one child, you are able to place bookings for them at the same time as long as their route/stop is the same. If they have different routes/stops then you will need to place two separate bookings.



### Booking Request

Student Details

Test Nineteen       Test Eighteen

Morning Bus      Pick up      Arrival

Demo Route AM 0700/Test School Contracts	07:12 Cranbrook Drive	→	07:18 School 0.07 Miles ( 0 Mins) 0.07 Miles ( 1 Min)	Delete
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Days of Travel

Please select the days of the week the bus service is required.

**Test Nineteen**       Monday     Tuesday     Wednesday     Thursday     Friday


Date From\*      Date Until      Please Note: If no dates are selected the Booking will be made until the end of the school term.

Start Date      End of Term

**Test Eighteen**       Monday     Tuesday     Wednesday     Thursday     Friday

Date From\*      Date Until      Please Note: If no dates are selected the Booking will be made until the end of the school term.

Start Date      End of Term

- Select the days of the week you wish your child(ren) to travel as well as the date range. Typically, this will be the first day of term. If you leave the "Date Until" empty, the system will place a booking until the end of the term. Once done, press the  button.

Days of Travel

Please select the days of the week the bus service is required.  
**Test Nineteen**  Monday  Tuesday  Wednesday  Thursday  Friday

Date From\*  Date Until  Please Note: If no dates are selected the Booking will be made until the end of the school term.

Please select the days of the week the bus service is required.  
**Test Eighteen**  Monday  Tuesday  Wednesday  Thursday  Friday

Date From\*  Date Until  Please Note: If no dates are selected the Booking will be made until the end of the school term.

Afternoon Bus	Pick up	Arrival
Demo Route PM 1500/Test School Contracts	15:00 School	15:03 Cranbrook Drive
	→	🚶 0.07 Miles ( 0 Mins) 🚶 0.07 Miles ( 1 Mins)
<a href="#">Delete</a>		

Days of Travel

Please select the days of the week the bus service is required.  
**Test Nineteen**  Monday  Tuesday  Wednesday  Thursday  Friday

Date From\*  Date Until  Please Note: If no dates are selected the Booking will be made until the end of the school term.

Please select the days of the week the bus service is required.  
**Test Eighteen**  Monday  Tuesday  Wednesday  Thursday  Friday

Date From\*  Date Until  Please Note: If no dates are selected the Booking will be made until the end of the school term.

- You will then be presented with a pop up showing the Terms and Conditions. You will asked to enter your name and tick the box to confirm you have read and understand them.

**Transport Terms and Conditions** ✕

**Parent portal terms and conditions**

Type your Full Name here to accept the above terms and conditions

Please tick to confirms you understand the term and conditions mentioned above.

[Click To Confirm Booking](#)

- Your booking is now complete. You will receive an email confirmation with details of your booking. Please note, this email can sometimes go into your “Junk/Spam” folder so please check there if you do not see it in your inbox.

**Success** ✕

Thank you, Your Booking is now complete and you will receive an email confirmation.


[Finish](#)




## Reviewing your booking -

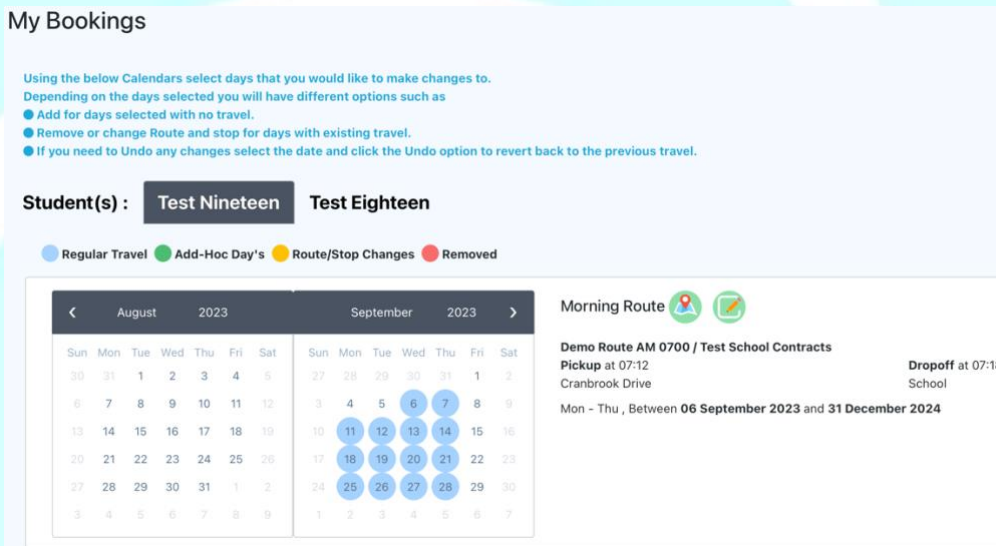
This section details how to review current bookings placed for your child(ren).

1. To see your current bookings, you must first log in to the portal by entering your email address and password into the boxes at the top of the portal home page.



[Forgot password](#)

2. To view your bookings, click on the  icon on the left-hand side of the home page. You can only view one child's bookings at a time. To change child simply click on their name next to where it says "Student(s):".



**My Bookings**



Using the below Calendars select days that you would like to make changes to.  
Depending on the days selected you will have different options such as

- Add for days selected with no travel.
- Remove or change Route and stop for days with existing travel.
- If you need to Undo any changes select the date and click the Undo option to revert back to the previous travel.

**Student(s) :** **Test Nineteen** **Test Eighteen**

Regular Travel
  Add-Hoc Day's
  Route/Stop Changes
  Removed

August 2023							September 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5	27	28	29	30	31	1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31	1	2	24	25	26	27	28	29	30
3	4	5	6	7	8	9	1	2	3	4	5	6	7

**Morning Route**  

**Demo Route AM 0700 / Test School Contracts**

Pickup at 07:12  
Cranbrook Drive

Dropoff at 07:18  
School

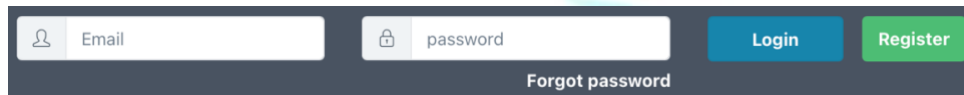
Mon - Thu , Between 06 September 2023 and 31 December 2024

3. The calendar view will show you upcoming bookings for both the "Morning Route" and "Afternoon Route".


## Amending your booking schedule -

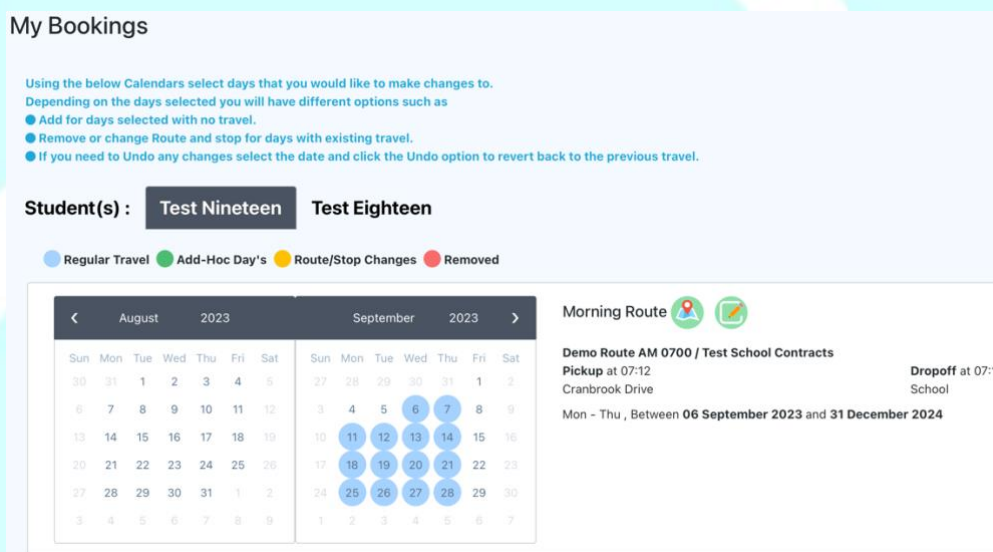
This section details how to amend the current booking schedule placed for your child(ren).

- To see your current bookings, you must first log in to the portal by entering your email address and password into the boxes at the top of the portal home page.



[Forgot password](#)

- To view your bookings, click on the  icon on the left hand side of the home page. You can only view one child's bookings at a time. To change child simply click on their name next to where it says "Student(s):".



**My Bookings**



Using the below Calendars select days that you would like to make changes to.  
Depending on the days selected you will have different options such as

- Add for days selected with no travel.
- Remove or change Route and stop for days with existing travel.
- If you need to Undo any changes select the date and click the Undo option to revert back to the previous travel.


**Student(s) :** **Test Nineteen** **Test Eighteen**

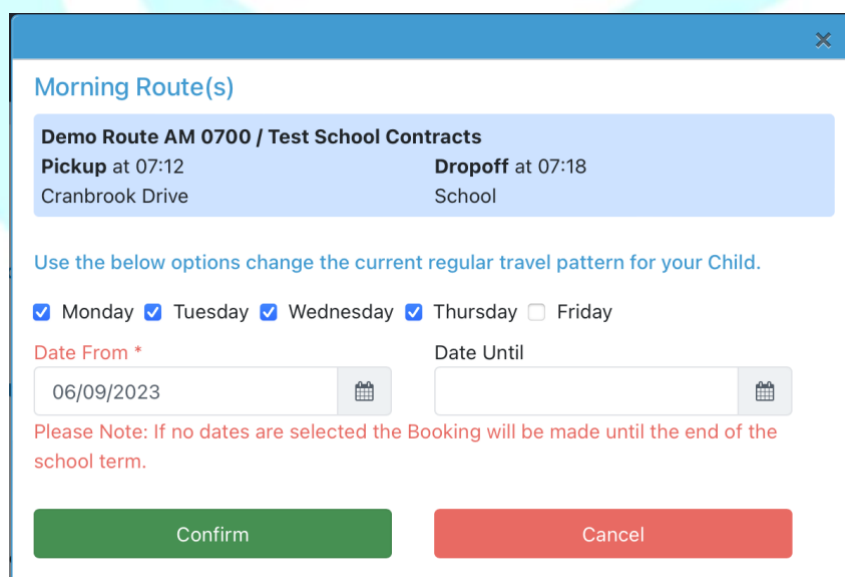
Regular Travel
  Add-Hoc Day's
  Route/Stop Changes
  Removed

August 2023							September 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5	27	28	29	30	31	1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31	1	2	24	25	26	27	28	29	30
3	4	5	6	7	8	9	1	2	3	4	5	6	7

**Morning Route**  

**Demo Route AM 0700 / Test School Contracts**  
**Pickup at 07:12** **Dropoff at 07:18**  
 Cranbrook Drive School  
 Mon - Thu , Between 06 September 2023 and 31 December 2024

- The calendar view will show you upcoming bookings for both the "Morning Route" and "Afternoon Route".
- To amend the scheduled days of travel, click on the  icon. You will then be given the option to either amend the days of the week you wish to use or the date range for travel. Once amended, press the  button.





**Morning Route(s)**

**Demo Route AM 0700 / Test School Contracts**  
**Pickup at 07:12** **Dropoff at 07:18**  
 Cranbrook Drive School

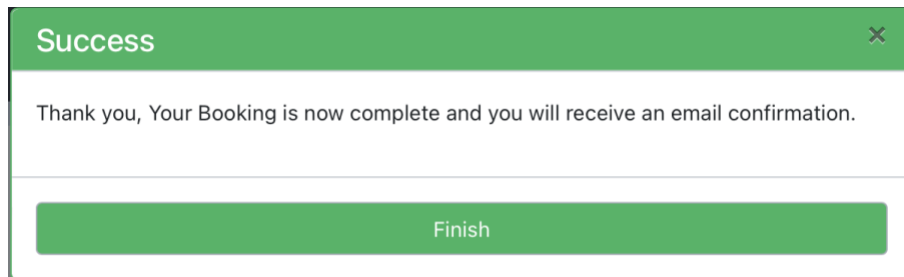
Use the below options change the current regular travel pattern for your Child.

Monday
  Tuesday
  Wednesday
  Thursday
  Friday

Date From \*  
 Date Until  

Please Note: If no dates are selected the Booking will be made until the end of the school term.

6. Once complete, the confirmation window will appear.



7. Your booking is now complete. You will receive an email confirmation with details of your booking. Please note, this email can sometimes go into your "Junk/Spam" folder so please check there if you do not see it in your inbox.