



Frequently Asked Questions

1. Who can use the Stock Bus Tracker?

Students who are eligible for busing and parents/guardians of any student who is eligible for busing.

2. How do I use the Stock Bus Tracker?

The infographic is a light blue rectangular box with rounded corners. At the top, it features three logos: the Halifax Regional School Board logo on the left, the 'STOCK BUS TRACKER SM' logo in the center, and the 'STOCK On the Journey of Learning' logo on the right. Below the logos, there are five numbered steps, each with a circular icon on the left and a screenshot of the app interface on the right. Step 001 shows a QR code. Step 002 shows the app's main screen. Step 003 shows a plus sign icon. Step 004 shows a yellow school bus icon. Step 005 shows two location pins. The text for each step is centered between the icons.

001. download the free app
Download the free Stock Bus Tracker app from the App Store, Google Play or by scanning this QR Code.

002. create a secure account
Enter your name, email address & create a password.

003. add a student to track
Select the + symbol. In the Student Information field, select Nova Scotia & Halifax, NS. In the Student Id field, use your child's last name (**alphanumeric only, no hyphens or apostrophes, etc.**) followed by the **LAST FOUR DIGITS** of your child's Provincial Student ID number (**no spaces**). In the Student last name field, enter your child's last name exactly as it is registered at the school, **including spaces, hyphens or apostrophes**.

004. log in & track your bus!
Log in to track your child(ren)'s bus(es) to & from school. View near real-time bus location and information, including the scheduled arrival time of your child's bus.

005. need assistance?
Don't know your child's Student ID? You can find it on an old report card, in PowerSchool, or by contacting the school. If you need app support or info about bus routing, call Stock at 902.481.8400. For more: www.stockbustracker.com/stockbustracker

3. Does the Stock Bus Tracker track my child's whereabouts?

No. The Stock Bus Tracker only tracks buses, not the individuals who ride them.

4. Does the Stock Bus Tracker track special needs buses?

Yes.

5. Does the Stock Bus Tracker track bus routes of students who receive courtesy busing?

No.

6. What does near-real time mean?

It's *nearly* real time. Location data is refreshed every 15 seconds.

7. Why does the app ask me for a Student ID number, but instead I have to create one consisting of my child's last name and last four digits of their Provincial Student ID? Why not just use the Provincial Student ID?

The Stock Bus Tracker is available for use in 50 districts in the US. We are the only Canadian jurisdiction to have the app. We had to create a unique identifier to use the app in Canada. See below for directions on how to log in.

Add Student

STUDENT INFORMATION

Province Nova Scotia

Location Halifax, NS

Student Id LASTNAME4321

Student last name

ADDITIONAL INFORMATION

Student first name

For Student Id, combine child's last name **(alphanumeric only, no spaces, hyphens, apostrophes, etc.)** with last four digits of their Provincial Student ID:

310565 4321

EXAMPLE:

Student Id: SMITHMCKAY4321
Student last name: Smith-McKay

Student last name should be entered **WITH appropriate spaces, hyphens, apostrophes, etc.**, exactly as it is registered with the school.

8. What if a student uses a bus route other than their home stop (i.e. daycare, sitter, etc)?

To ensure Stock Transportation has the correct busing information, it is critical that the child's school has the information in the right spot in PowerSchool.

On a student's PowerSchool file, look under the information section.

1. Click **Transportation**
2. Go to the **Alternate Busing Information**
3. Select **am**, **pm** or **both** and then enter the civic address of where the student is going to be picked up or dropped off, including house or apartment number, community or city/town, and postal code.

Don't forget to **Save**. This Alternate Busing Information is what Stock Transportation uses to determine a student's route. This information may take several days to be updated in the app.

1

2

3

9. Is it possible to have different stops for different days of the week in the app (i.e., stop at the sitter's on Mondays, Wednesdays and Fridays and then stop at home on Tuesdays and Thursdays)?

No. You can only have one pick up and drop off, 5 days a week.

10. Who do I call for support?

Call school if:

- you don't know your child's Student ID
- you need to update your child's alternate busing information in PowerSchool

Call Stock Transportation at 902.481.8400 if:

- you need support with the Stock Bus Tracker app
- you have bus routing questions