

## Parent Portal Account

Parents or students wanting to confirm busing information require an OEN number.

Junior (**JK**) and Senior Kindergarten (**SK**) students or **NEW** students that have not yet been assigned an OEN number will use the **School Assigned Student ID number** until such time that an OEN number is assigned.

**Parents and students can contact the school (not the Board Office) if they do not know the OEN or Student ID number.**

You will be required to create a **Parent Portal Login Account** before being able to access the transportation information. A valid email address will be required to authenticate your account.

The Parent Portal is available via this link [www.transportation.steo.ca](http://www.transportation.steo.ca)



# To Create a Parent Portal Account

1. Click on the Parent Portal Icon
2. Select **Create Account**

## Log In

Email

Password

This field is required.



Remember me

Log In

[Forgot Your Password?](#)

[Create Account](#)

3. Enter your Email address, Password, Confirm Password, Check the “I’m not a robot” Captcha box and then click on submit

### Create Account ×

#### Password Requirements

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

Email

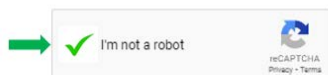
Enter your email address in this field

Password

Enter your desired password in this field

Confirm Password

Confirm your desired password in this field



By clicking 'Submit', you agree to the [Collection Notice](#).

[Submit](#) [Close](#)


4. After clicking on “Submit”, you will see a message “An email has been sent to this address. Please check your email and confirm your account.” You are required to click on the link within the email to confirm the creation of your account.

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

## Log In

Email

Password

This field is required. 

Remember me

[Log In](#)

[Forgot Your Password?](#)

[Create Account](#)

# Logging in to the Parent Portal Account

Note: Steps must be followed to create an account before being able to login.

1. If you have just created a Parent Portal account, you will then be on the Login Screen. Enter your email address and Password and click on the Log In link on this screen.

Home School Information School Eligibility: Transportation Eligibility: Log In ▾  
Which School do I Attend? Can I Ride a Bus?

## Log In

Email  
youremail@yourdomain.ca

Password  
.....

Remember me

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

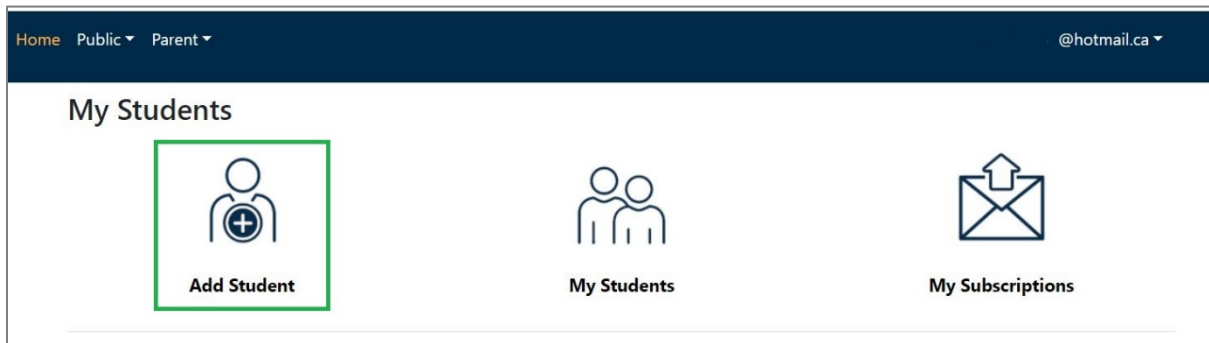
If you are returning back to this website [www.transportation.steo.ca](http://www.transportation.steo.ca) at a later point in time you will need to click on the Parent Portal icon in order to login to correct location.

Note: The website address can be bookmarked for easier future access.



# Adding “Students” to the Parent Portal Account


1. Login to the Parent Portal. Then click on the **Add Student** icon to add one or multiple students to your account.



2. To add a student, there are 4 identifying factors required. You will need the student's OEN number (Student Number), their Birthdate, the Home Address street number and the school they are registered at.

A screenshot of the 'Add Student' form with several green callout boxes providing instructions. The form fields are: OEN Number (Numbers Only) with the value '123456789'; Birth Date (YYYY-MM-DD) with the value '2009-04-01'; Home Address Street # (Number ONLY) with the value '123456'; and School with a dropdown menu showing 'Almonte Intermediate School'. There are 'Add Student' and 'Close' buttons at the bottom. Callout boxes include: 'Enter the student 9 digit OEN number.'; 'New students who have not been assigned an OEN number: CDSBEO - enter the 9 digit CDSBEO School Assigned Student ID number UCDSB - enter the 6 digit UCDSB School Assigned Student ID number'; 'NOTE: After a student's OEN number has been assigned and entered in the student information system, School Assigned student numbers will no longer work.'; 'Birth Date in the format displayed: 4 digit Year-2 digit Month- 2 digit Day'; 'Home Address Street Number, number only'; 'School - select the appropriate school from the drop down list. Note: Grade 7 and 8 Intermediate Schools are listed separately from the Grade 9-12 High Schools'; and 'After all of the 4 security criteria information has been entered, click on the "Add Student" icon' with an arrow pointing to the 'Add Student' button.

3. The Ontario Education Number (OEN) is a unique 9-digit number for your child, that will be requested on the login page. This OEN number can be found – on a Provincial report card, or other official documents. Below is an example of a Provincial Report Card.

 <b>Ontario</b> Ministry of Education		<b>Elementary Provincial Report Card</b>	
		Ontario Education Number	Date:
Student:		OEN:	Days Absent:
Grade:	Teacher:		Total Days Absent:
			Times Late:
			Total Times Late:

4. Providing all of the correct information has been entered, then the student transportation information will be displayed onscreen. The transportation information will include pick up time from the morning address, drop off time at the school, pickup time from the school and drop off time at the home address.

### My Students

**Name**

+

+ 🚌 **Transportation**

School	Grade	Eligibility	Travel Code	Met at Bus
Rothwell-Osnabruck Elementary School	6	Bussed	RG: ReGular Eligible - Transported Only	No

**To School**

Time	Stop	Time Of Day	Route	Operator
8:30 AM	2958 ANY ST, Township of South Stormont	AM Pickup	6655U	Bus Operator Name
9:05 AM	Rothwell-Osnabruck Public School	AM Dropoff	6655U	Bus Operator Name

**From School**

Time	Stop	Time Of Day	Route	Operator
3:35 PM	Rothwell-Osnabruck Public School	PM Pickup	6655U	Bus Operator Name
4:05 PM	2958 ANY ST, Township of South Stormont	PM Dropoff	6655U	Bus Operator Name

5. NOTE: If there is an “Effective” date being displayed, that indicates that the transportation is only in effect for a future date – it is not available at the current date/time. Example: (Eff: 2023-11-01)

Student Summary

0:	Jamie	Eligibility Unknown	Schedule Unknown	Met at Bus No
To School (Eff: 2023-11-01)				
Pickup	6027U: 6027RO-2a	Time 8:53 AM	Operator Roxborough Bus Lines Ltd.	
	COUNTY RD 15			
Drop off	6027U: 6027RO-2a	Time 9:25 AM	Operator Roxborough Bus Lines Ltd.	
	St. Andrew's CS, 613-932-6592, 17283 Dundas St, South Stormont/St Andrews West			
From School (Eff: 2023-11-01)				
Pickup (TWRF)	6027U: 6027RO-2p	Time 3:55 PM	Operator Roxborough Bus Lines Ltd.	
	St. Andrew's CS, 613-932-6592, 17283 Dundas St, South Stormont/St Andrews West			
Drop off (TWRF)	6027U: 6027RO-2p	Time 4:27 PM	Operator Roxborough Bus Lines Ltd.	
	COUNTY RD 15			

[View Details](#)

6. If there is not a match, you will receive the message **“Unable to retrieve student”**

Please carefully review the information you entered is correct, edit if necessary and try “Add”ing again.

If the student is a new student, (example JK or SK or new student to the School) – enter the School Assigned Student ID number and try adding again.

If the student cannot be added, it can be for a variety of reasons: the student has not been entered by the school yet, there is incorrect information in the student data record (example address change has not been updated), the wrong school is selected (Grade 7-8 select Intermediate School vs Grade 9-12 select High School), not a student in the STEO transportation service region for the Catholic District School Board of Eastern Ontario (CDSBEO) or the Upper Canada District School Board (UCDSB).

Ensure all of the student information is accurate and up to date at the school. STEO receives the student record information by the School only – we do not make manual changes in our system as it would be overwrote on the next student record import.

If all the information is updated at the school, allow for 1 business day for the information to be updated into the STEO transportation software system. If the student still can not be added, feel free to email or call STEO for further troubleshooting.

The screenshot shows a web form titled "Add Student" with a close button (X) in the top right corner. The form contains several input fields and a dropdown menu. A red error message "Unable to retrieve student" is displayed at the top of the form, enclosed in a green rectangular box. Below the error message, the form fields are as follows:

- OEN Number (Numbers Only)**  
(New students - use School Assigned Student ID number)  
Input field containing: 123456789
- Birth Date (YYYY-MM-DD)**  
Input field containing: 2009-04-01
- Home Address Street #**  
(Number ONLY)  
Input field containing: 123456
- School**  
Dropdown menu showing: Almonte Intermediate School

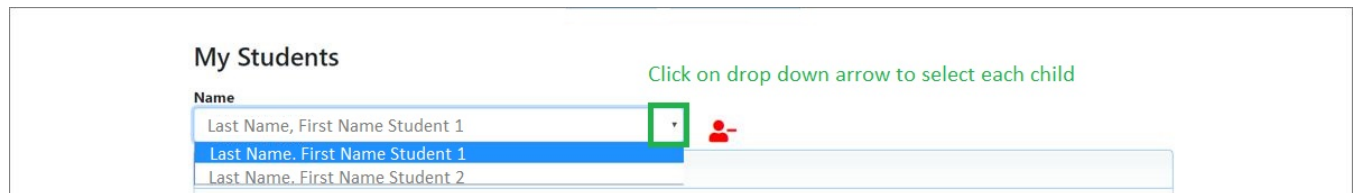
At the bottom of the form, there are two blue buttons: "Add Student" and "Close".



7. To ADD additional children, scroll to the bottom of the Parent Portal page, and click on Add Student again. Students can be added to your account from either school board Catholic District School Board of Eastern Ontario (CDSBEO) or the Upper Canada District School Board (UCDSB) and student attending different schools within the Boards.
8. To view the children you have added to your Parent Portal Account, click on **My Students** at the bottom of the Parent Portal page.



9. Click on the drop-down arrow to select see the children you have added, and to view their transportation information.



10. Parents can update their **Transportation Alerts** and **School Alerts** to match their students' current transportation and enrollment. Click on **My Subscriptions**, at the bottom of the Parent Portal page. Note: If you have already signed up for alerts, (notifications), you will continue to receive them.



11. Alerts can be managed by the routes your children are assigned to.

### 🔔 Transportation Alerts

Transportation subscriptions are generally handled automatically as you manage students. However, you can still update your subscriptions here.

**Current Routes**

Route #	Remove
6655U	
6654U	

12. Alerts can be managed for the schools your children attend.

### 🔔 School Alerts

With school alert subscriptions, you can receive all school alerts that are posted for your children's schools.

**Current Schools**

School	Remove
Rothwell-Osnabruck Elementary School	
Tagwi Secondary School	

13. General Notice Alerts – this setting is recommended – when this option is checked, email notifications will be sent for General Notices – these General Notices are used for Inclement Weather days – all school transportation has been cancelled.

After updating any of the “My Subscriptions” make sure to click on “Update Subscriptions” to save your changes.

### 🔔 General Notices

General Notices are alerts that are intended for all subscribers, not specific schools or routes.

Receive General Notices

[Save Changes](#)

[Update Subscriptions](#)

Check back frequently especially during the school startup period to ensure you have the most accurate and up to date information.