



**RCJTC**

Renfrew County Joint  
Transportation Consortium

# INSTRUCTIONS

STUDENT/PARENT ACCOUNT



# INTRO

The Student/Parent Account offers up-to-date transportation details and immediate notification of service interruptions via BusPlanner Alerts.

When a parent or guardian adds their child(ren) they will receive specific alerts pertaining to their transportation details.



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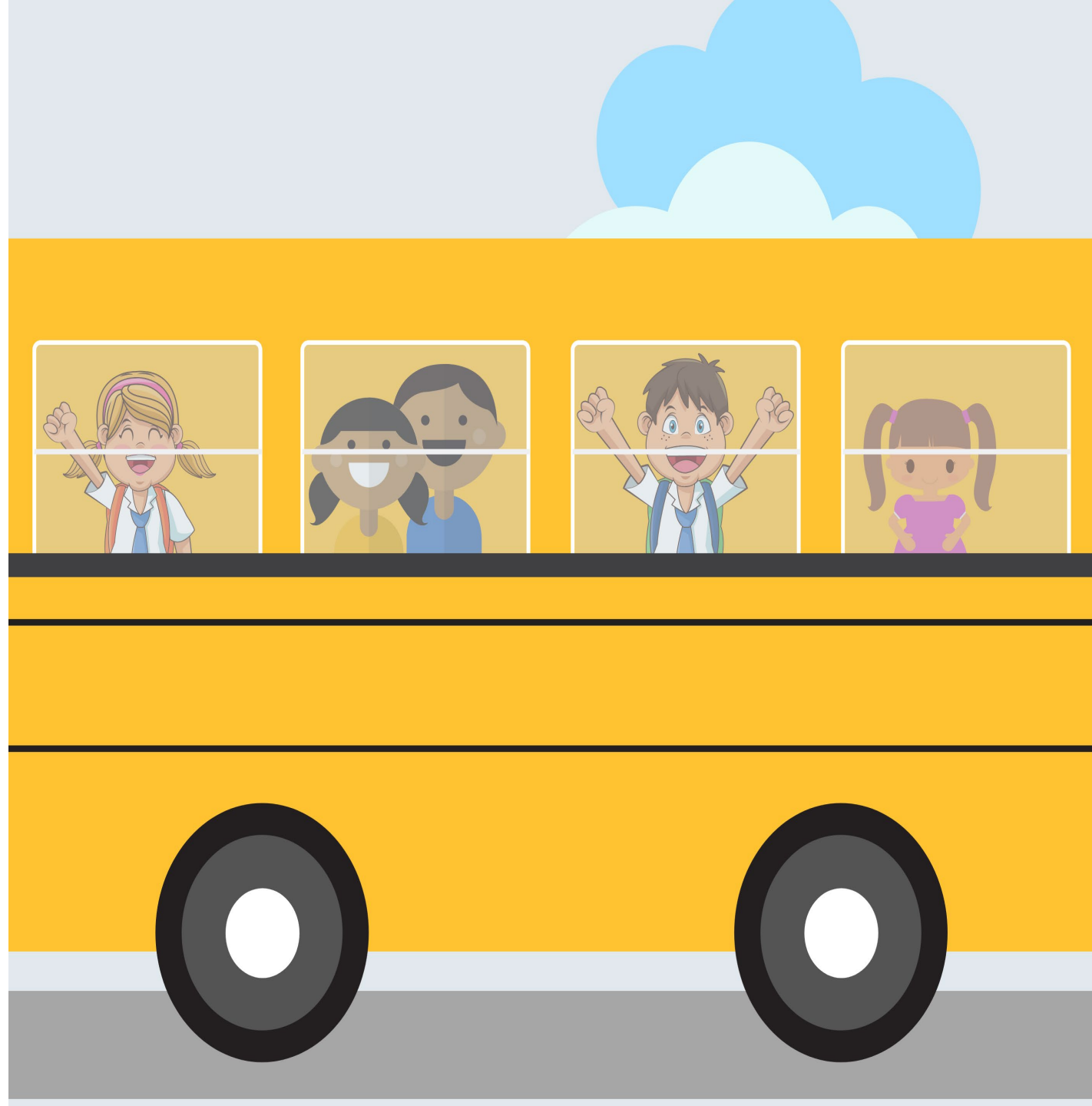
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# STEP 1 WEBSITE

Visit us at: [RCJTC \(onthebus.ca\)](https://onthebus.ca)

Navigate to the “**student/parent account**”

The screenshot shows the RCJTC (Renfrew County Joint Transportation Consortium) website. The header includes the RCJTC logo, social media icons, and a search bar. The main navigation menu has links for "Bus Info", "Student Rider Info", "About Us", and "I'd Like to". A large banner image of school buses is displayed with the text "TECHNICAL DIFFICULTIES" and "Access Cancellation and Delay information via back up website." A red sidebar on the right contains a "Current Status" section with a large "X" icon and the word "CANCELLATIONS", along with a link to "Click here for detailed area status". Below the banner, there are four tiles: "Am I Eligible for Transportation?", "Which School do I Attend?", "Report a Concern or Problem", and "Portals". The "Portals" tile lists login options: "school account", "student/parent account" (highlighted with a red box and a red arrow from the text on the left), "operator account", and "RCJTC Exec".

RCJTC  
Renfrew County Joint  
Transportation Consortium

Home Contact Us

What are you looking for?

Bus Info Student Rider Info About Us I'd Like to

**TECHNICAL DIFFICULTIES**  
Access Cancellation and Delay information via back up website.

**Current Status**

**CANCELLATIONS**

Click here for detailed area status

Am I Eligible for Transportation?  
Find out if your child is eligible for transportation.  
Read More

Which School do I Attend?  
Find out which school to attend.  
Read More

Report a Concern or Problem  
Find out how to resolve your concern or problem by selecting a topic.  
Read More

Portals  
Login to the:  
**student/parent account**  
operator account  
RCJTC Exec

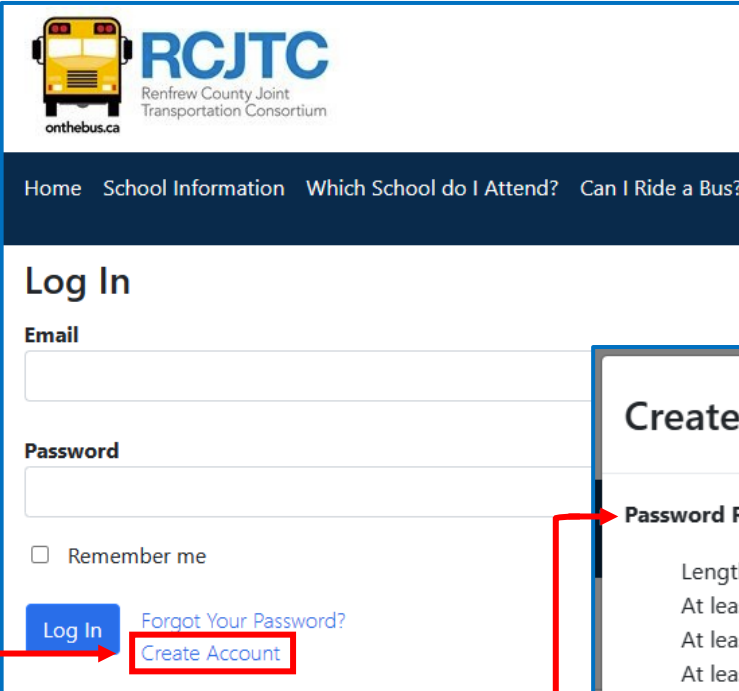
# STEP 2 CREATE

Click “**Create Account**”

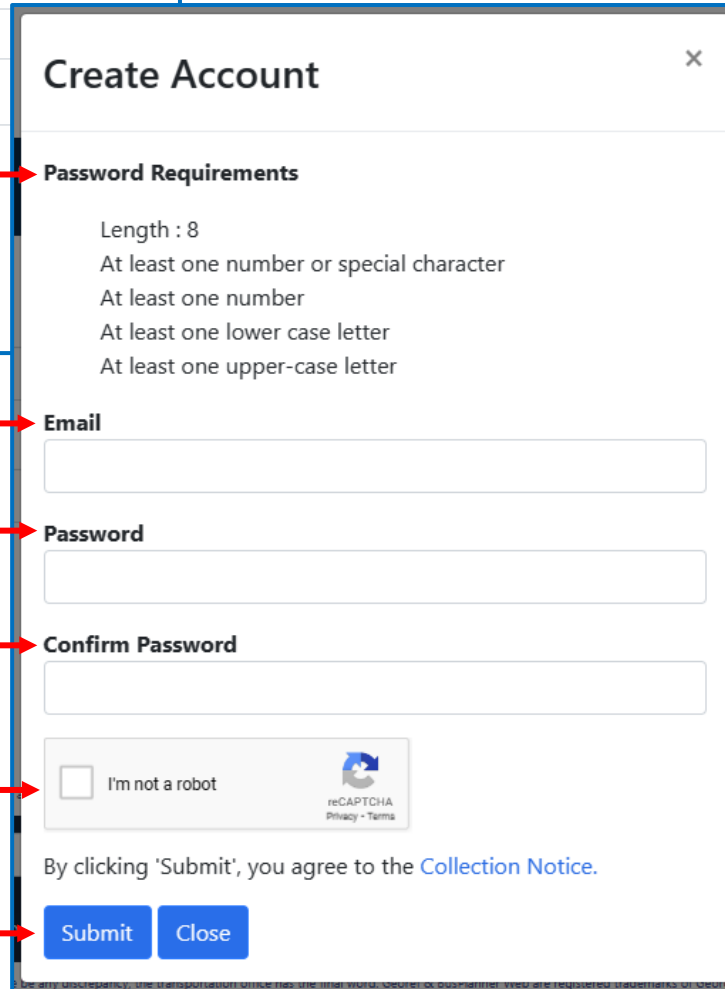
To create an account please follow the requirements.

A confirmation email will be sent to your email address.

**IMPORTANT:** Save your account information for login.



The image shows the RCJTC website header with the logo and navigation links: Home, School Information, Which School do I Attend?, and Can I Ride a Bus?. Below the header is a 'Log In' section with fields for Email and Password, a 'Remember me' checkbox, and buttons for 'Log In', 'Forgot Your Password?', and 'Create Account'. The 'Create Account' button is highlighted with a red box.



The 'Create Account' modal form contains the following sections:

- 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:** A text input field.
- Password:** A text input field.
- Confirm Password:** A text input field.
- reCAPTCHA:** A checkbox labeled 'I'm not a robot' and a reCAPTCHA logo.
- Agreement:** A text line stating 'By clicking 'Submit', you agree to the [Collection Notice](#)'.
- Buttons:** 'Submit' and 'Close' buttons.

# STEP 3 CONFIRMATION

Click on the [Confirm email link](#)

RCJTC's webpage with **Confirm Email** will display.

- “Thank you for confirming...”

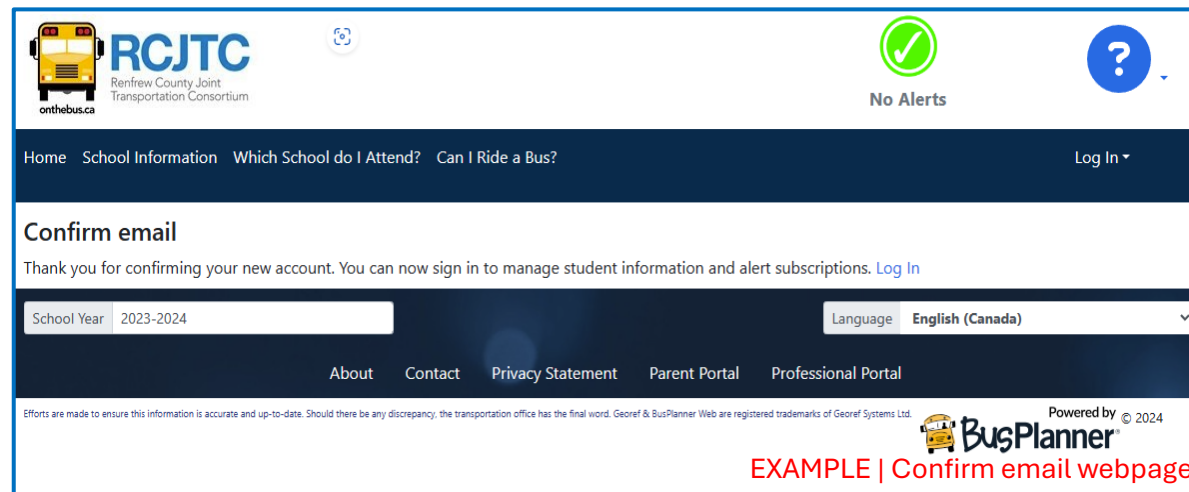
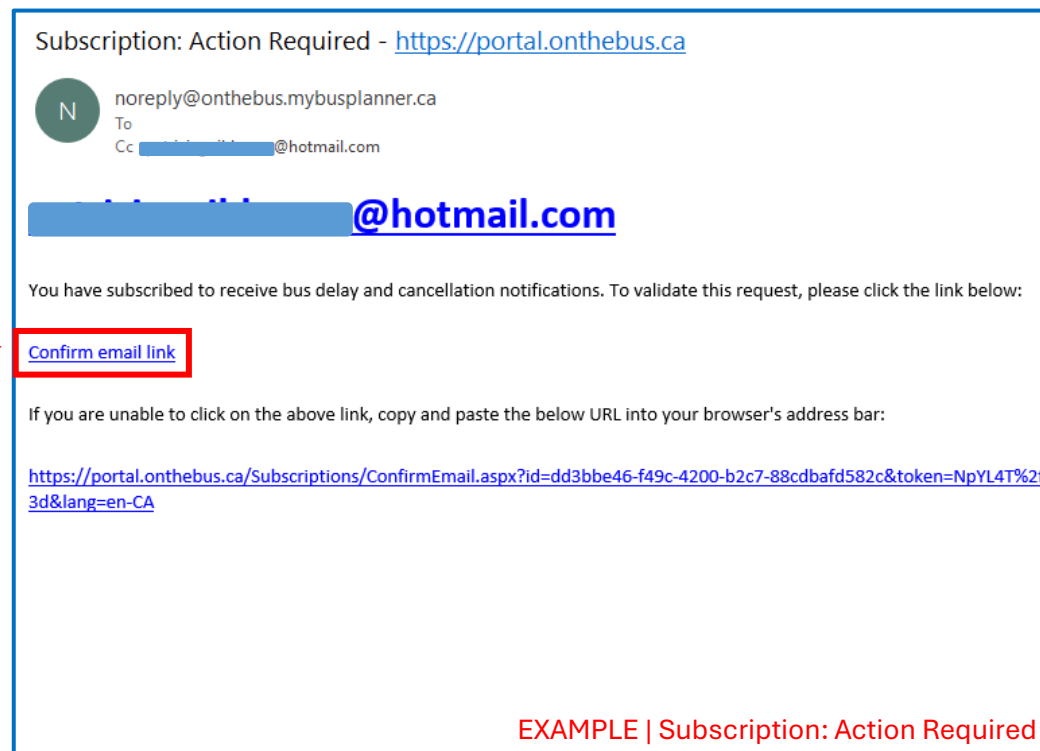
## IMPORTANT:

Can't find the Subscription: Action Required Email

- Check your Junk Email

Forgot to confirm the email link and can't find the email?

- Email [Trans@onthebus.ca](mailto:Trans@onthebus.ca)

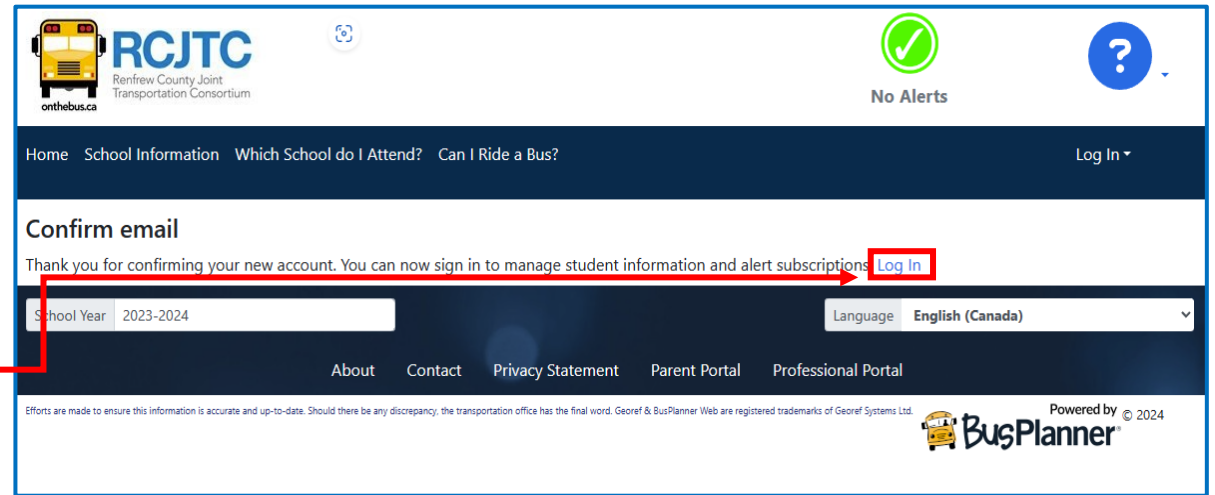


# STEP 4 LOG IN

Click **Log In**

## Log In

- Enter the Email Address
- Enter the Password
- Check off Remember me
- Click Log In



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Home School Information Which School do I Attend? Can I Ride a Bus? Log In

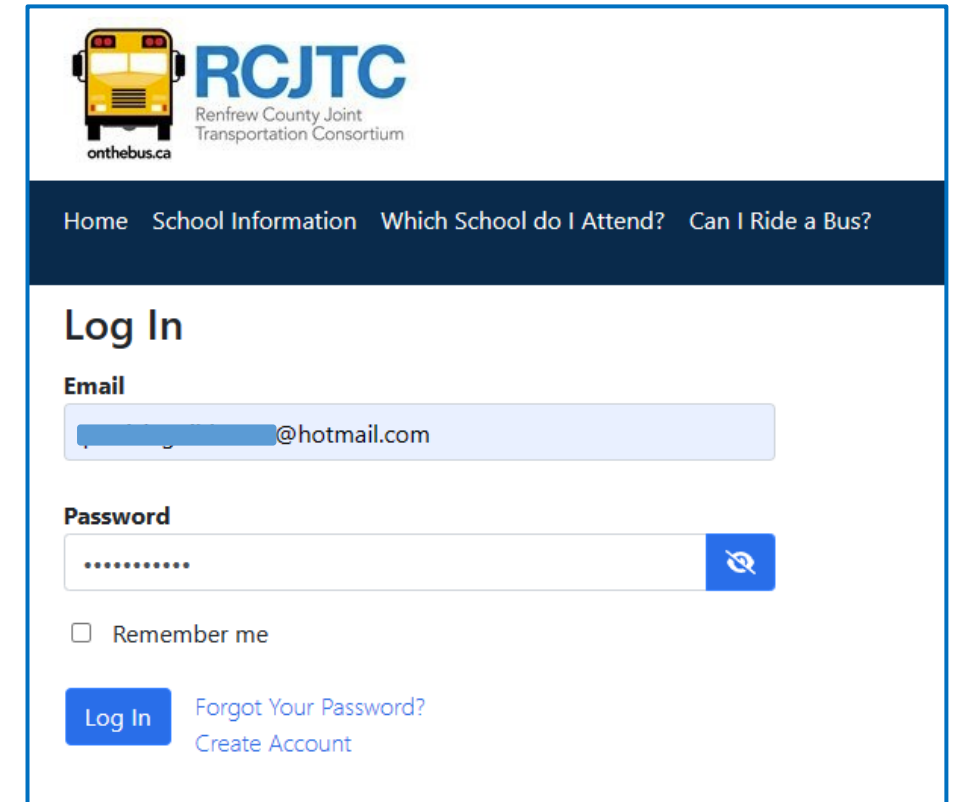
**Confirm email**

Thank you for confirming your new account. You can now sign in to manage student information and alert subscriptions **Log In**

School Year 2023-2024 Language English (Canada)

About Contact Privacy Statement Parent Portal Professional Portal

Powered by BusPlanner



RCJTC Renfrew County Joint Transportation Consortium

Home School Information Which School do I Attend? Can I Ride a Bus?

**Log In**

**Email**

.....@hotmail.com

**Password**

.....

☐ Remember me

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

# STEP 5 VERIFY

**Student/Parent Account will open.**

Click **My Students** under the Parent drop-down List

Confirm each student is added under **Select Student**

**Verify** your student's transportation information is correct:

- If any information is wrong, please contact your Student's School immediately.

The screenshot shows the RCJTC (Renfrew County Joint Transportation Consortium) Parent Portal. At the top, there is a logo for RCJTC and a 'No Alerts' status. Below the navigation bar, the 'My Students' section is active, showing a 'Select Student' dropdown menu. A red arrow points from the 'Select Student' label to the dropdown menu. Below this, the 'Transportation' section is expanded, showing details for a student at Bishop Smith C.H.S. (GR. 9-12), Grade 9, with 'Met at Bus' set to 'No'. The 'To School' section contains a table with two rows of transportation data, and the 'From School' section contains a table with two rows of transportation data. All 'Stop' fields in the tables are redacted with a blue box.

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Renfrew County Joint Transportation Consortium

Home Public Parent @hotmail.com

### My Students

Select Student

**Transportation**

School: BISHOP SMITH C.H.S. (GR. 9-12) Grade: 9 Met at Bus: No

To School

Time	Stop	Time Of Day	Route	Operator	Starting	Ending
7:33 AM				Skelhorn Bus Lines 613-687-5218 Phone: 613-687-5218	2023-09-05	
8:10 AM				Skelhorn Bus Lines 613-687-5218 Phone: 613-687-5218	2023-09-05	

From School

Time	Stop	Time Of Day	Route	Operator	Starting	Ending
2:40 PM				Skelhorn Bus Lines 613-687-5218 Phone: 613-687-5218	2023-09-05	
3:14 PM				Skelhorn Bus Lines 613-687-5218 Phone: 613-687-5218	2023-09-05	



# STEP 6 SUBSCRIPTIONS

**IMPORTANT:** If you do not see a student that should be attached to your account please contact your school to make sure they have the correct email on file.

If your Student is assigned school transportation the following fields will auto-populate the student's information:

## Transportation Alerts

- Run | Bus Number
- Bus Stop | Location

## School Alerts

- School

A screenshot of the RCJTC (Renfrew County Joint Transportation Consortium) website's "My Subscriptions" page. The page has a dark blue header with the RCJTC logo, navigation links (Home, Public, Parent), and a user profile dropdown. Below the header, there's a "Select Student" dropdown menu. To the right of the menu are "Expand All" and "Collapse All" buttons. The main content area lists three subscription types: "Transportation Alerts", "School Alerts", and "General Notices". At the bottom right, there is a red-bordered button labeled "Update Subscriptions". Below the main content area, there are three icons with labels: "Add Student" (person with plus), "My Students" (two people), and "My Subscriptions" (envelope with plus). A red arrow points from the bottom right towards the "Update Subscriptions" button.

To confirm subscriptions please select **Update Subscriptions**.

# FAQ

## 1. Update your email address:

- Contact your child's **School** to update the information

## 2. Update your child's before and after childcare needs (new location):

- 1<sup>st</sup> contact your child's **School** to update the information

## 3. Not receiving emails, confirm students are attached to your account and their information is displayed:

- If no information is displayed, email [Trans@onthebus.ca](mailto:Trans@onthebus.ca)

The screenshot shows the RCJTC (Renfrew County Joint Transportation Consortium) website. The top navigation bar includes 'Home', 'Public', and 'Parent' dropdown menus. A user is logged in with an email address ending in '@hotmail.com'. The main content area has a 'Which School do I Attend?' dropdown menu highlighted with a red box. A red arrow points from the 'Public' dropdown menu to this box. Other form fields include 'Street Name', 'Municipality', and 'Board', each with a '--Select--' dropdown. A 'Submit' button is at the bottom.

## 4. Thinking of moving or changing address:

Use the **Public** drop-down options

- School Information
- Which School do I Attend?
- Can I Ride a Bus?

## 5. Updating your child's school information or requesting an address change:

- 1<sup>st</sup> contact your child's **School** to update the information

# CONCLUSION

Any updates to your child(ren) transportation details will be displayed within the Student/Parent Account.

It is highly recommended to log in and monitor your child(ren) details in case of system errors preventing email notifications to be sent out.

**In addition to the portal, RCJTC offers 4 additional platforms to receive notifications:**

[Bus Status - RCJTC \(onthebus.ca\)](https://onthebus.ca)

[RCJTC | Facebook](#)

[RCJTC \(@RCJTC Trans\) / X \(twitter.com\)](#)

[Renfrew County JTC \(@rcjtc\) Instagram](#)