

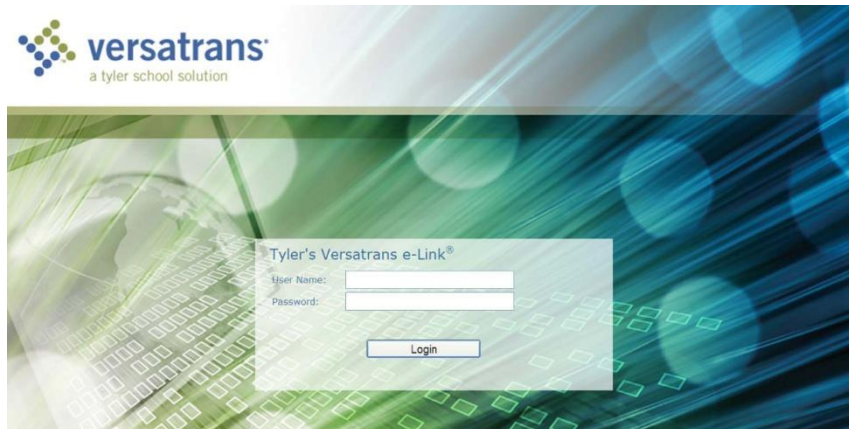
Changing My Password

The password you receive in the mail is only a temporary password. It is randomly generated each year and will be difficult for someone else to guess. However, before you access *My Stop* at the start of each year, we recommend you change your password to something more personal, so it's easier for you to remember and to protect your child's personal information.

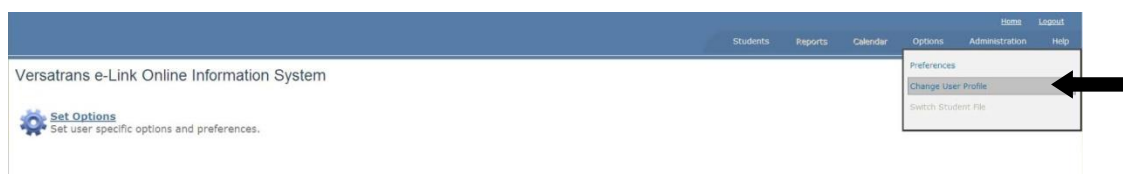
To change your password, you must log in to Versatrans e-Link® (the link follows), the system used for all transportation routing and planning in Elk Island Public Schools (EIPS), including *My Stop*. Once you have updated your password through e-Link, you will use this new password every time you log in to access your child's bus information on *My Stop*. The steps below will lead you through the process to change your password.

1. Go to <https://elink.eips.ca/elinkrp/Login.aspx>.

This is the page you will see:



2. Type in the username and password that was included in the letter you received from EIPS Student Transportation.
3. Click on the **Login** button.
4. The screen below will appear. Click on **Options** and follow the drop-down menu, clicking on **Change User Profile**.



5. Type in the password you received from Student Transportation in the **Old Password** field. Type in the new password you want to use in the fields provided.
6. Click on the **Update User Profile** button.

Options - Change User Profile

Change User Profile:

Old Password:

New Password:

Confirm New Password:

Old Email Address:

New Email Address:

Confirm New Email Address:

Choose Security Question:

Answer Security Question:

7. Logout: To log out, click on the **Logout** button as shown in the picture below:

Options - Change User Profile

Change User Profile:
User profile updated successfully.

Old Password:

New Password:

Confirm New Password:

Old Email Address:

New Email Address:

Confirm New Email Address:

Choose Security Question:

Answer Security Question:

You can now use your new password to access *My Stop* on your smartphone or desktop computer.

If you forget your password, contact Student Transportation at 780-417-8151 to request a password reset.

Accessing and Using My Stop

1. Go to <https://onscreen.eips.ca/onscreen/mystop/loginmobile.aspx>. (NOTE: This URL works for both desktop computers and mobile devices.) You may want to bookmark this site for future reference. You can also access this link from our division website at www.eips.ca.

Here is the page you will see:



Tyler's Versatrans My Stop™

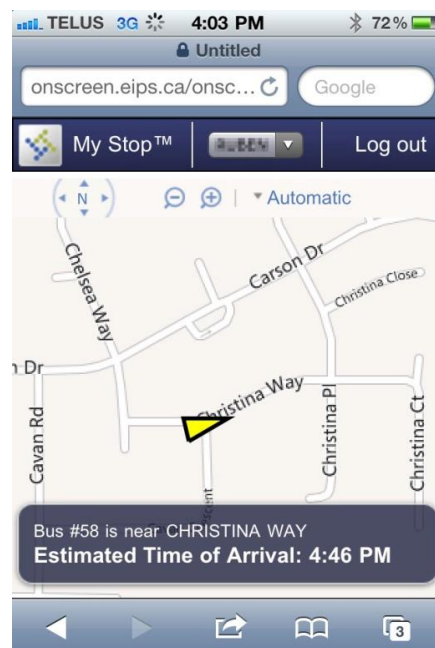
User Name:

Password:

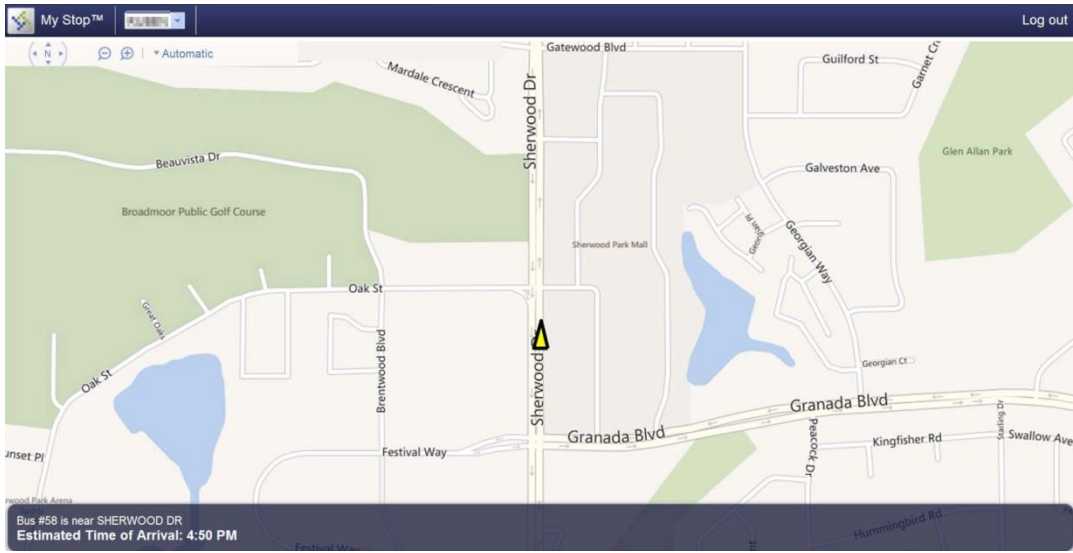
Login

Use of this application constitutes acceptance of [Microsoft Bing Map Terms of Service](#)

2. Type in the username you received from Student Transportation and the new password you created through Versatrans e-Link®.
3. Click on the **Login** button.
4. On the screen (see the picture below), you will see a map depicting a portion of your child's route.
 - a. Your child's name will display in the box in the top menu bar.
 - b. The yellow arrow represents the current location and direction of your child's bus.
 - c. The box at the bottom of the map lists the current location of your child's bus as well as the estimated time the bus will arrive at your child's bus stop.



Display on a mobile device



Display on a desktop computer

Troubleshooting

Problem	Solution
I forgot my password	Contact Student Transportation at 780-417-8151 or by email at st@eips.ca
I see the following message in <i>My Stop</i> : <i>Bus #XYZ is not active</i> <i>Estimated Time of Arrival: 3:54 PM</i>	This is the message that will appear if your child's bus has been substituted with another bus that is not equipped with a GPS unit. If you see this message, the estimated time of arrival is based on the scheduled route and time set by Student Transportation, not the actual remaining travel time to your child's bus stop.
I see the following message in <i>My Stop</i> : <i>Bus #XYZ is near MAIN ST</i> <i>Estimated Time of Arrival is Unavailable (bus passed stop)</i>	Your child's route information may be in the process of being updated. Wait a minute for any updates to be completed. Then, if you still see this message and the current time is after your child's scheduled pick-up or drop-off time, the bus may have passed your child's stop. Please note: Bus drivers are instructed not to run ahead of schedule in the morning. If a driver arrives at a pick-up location ahead of schedule, he/she has been instructed to wait at the stop until the scheduled stop time.
I see the following message in <i>My Stop</i> : <i>Bus #XYZ is not running scheduled route</i> <i>Estimated Time of Arrival: 3:54 PM (per schedule)</i>	Your child's bus has not yet started its route or has completed its route. If you see this message, the estimated time of arrival is based on the scheduled route and time set by Student Transportation, not the time it will take for the bus to travel from where it is to your child's bus stop.
I see the following message in <i>My Stop</i> : <i>No active routes found.</i>	If you try to access <i>My Stop</i> too early, a variety of conflicting messages may appear. The reason for these messages is most likely because the bus is on its way to the beginning of its route and has not actually begun its scheduled route. For the most accurate information, we recommend you wait until about 10 minutes before your child's bus is due to arrive and then check again.

Tips & Tricks

1. Do not login to *My Stop* too early before your child's scheduled pick-up or drop-off time. The data provided through *My Stop* is constantly changing. Estimated times of arrival are based on standard GPS route calculations, and not the actual length of time remaining to get to your child's bus stop. You will access the most accurate data if you check the system within 10 minutes of your child's scheduled pick-up or drop-off time.
2. We recommend you change your password(s) to something more personal the first time you login to keep your child's information secure.
3. Both parents and students will use the same login information to access the system (parents and students do not have separate accounts). Families will have separate login information for each child; however, you can view information on each child from the drop-down menu next to the *My Stop* logo.
4. Rather than typing in the full URL address for *My Stop* each time you want to access the system, save it as a favourite on your desktop computer or add a quicklink to the home screen of your smartphone or tablet to have quick and easy access to the system any time you need it.