

STSBHN's online bus Subscription Service

Why subscribe to the service?

STSBHN offers a free online service which allows students and parents to be electronically notified when their bus route delayed or cancelled. The service emails a notification to all subscribers who are tracking a route if it is experiencing a delay in service or if it has been cancelled due to inclement weather.

How to subscribe to email notifications

There are two ways to subscribe:

#1- go to www.stsbhn.ca and click on the student/ parent login button (left hand side). Next, log onto your child's account (you will need your child's: Ontario Education Number, date of birth, house # and school they are attending); click Login. Your child's transportation information should appear below. You will notice at the bottom of the webpage there is a section which allows you to put in your email address with the ability to "Subscribe" beside it. Enter in your email address and click "Subscribe". This will generate an email which will go to your email account and ask you to verify your account. When the email arrives in your inbox, click Confirm. This will create another email which will be sent to your inbox providing you with a temporary password to access and manage your subscriptions.

OR

#2- go to www.stsbhn.ca and click on the "Delays and Cancellations" icon (also on the left hand side). At the far right of the webpage you will see the "subscriptions" icon – click on it. Enter in your email address and click "Subscribe". This will generate an email which will go to your email account and ask you to verify your account. When the email arrives in your inbox, click Confirm. This will create another email which will be sent to your inbox providing you with a temporary password to access and manage your subscriptions.

Managing your subscription(s)

There are a number of items which may require updating when accessing your transportation subscription service. After logging into the subscription portal, individuals can:

1. Change their password,
2. Update the bus routes which their subscription is following,
3. Update the student(s) which their subscription is following, and amongst others.

1 Changing the Password

To initially log into the subscriptions the user will have to use the temporary password which was provided to them via their confirmation email. It is recommended that users, after logging in, change their temporary password to one that is easier to remember; to change your password click on My Information icon and select Change Password. Enter in your new password, twice, and click Update.

2 Updating the Routes followed

After logging into the subscription portal, click on My Subscriptions and select Route Delays and Cancellations. You will be required to then select the route which you wish to be notified on when it is delayed or cancelled during the school year; it is recommended that you Find Route By = "Route #".

3 Updating the Students followed

After logging into the subscription portal, click My Children and then select Student Login. Similar to the first method of gaining access to subscription services, users will need to enter in 4 key identifiers to track a student. Users will be required to provide: the Ontario Education Number, Date of Birth, Home Address and school of attendance. This will display your child's bus information and will have auto-populated your subscription email address in a field at the bottom of the webpage. Simply click "Subscribe" to add the student, and their bus route(s), to your subscription account.

Please feel free to contact STSBHN if you are having difficulties subscribing to the service or managing your subscription account. STSBHN can be contacted by calling 519-751-7532 or by emailing transportation@stsbhn.ca