



User Guide for Parents



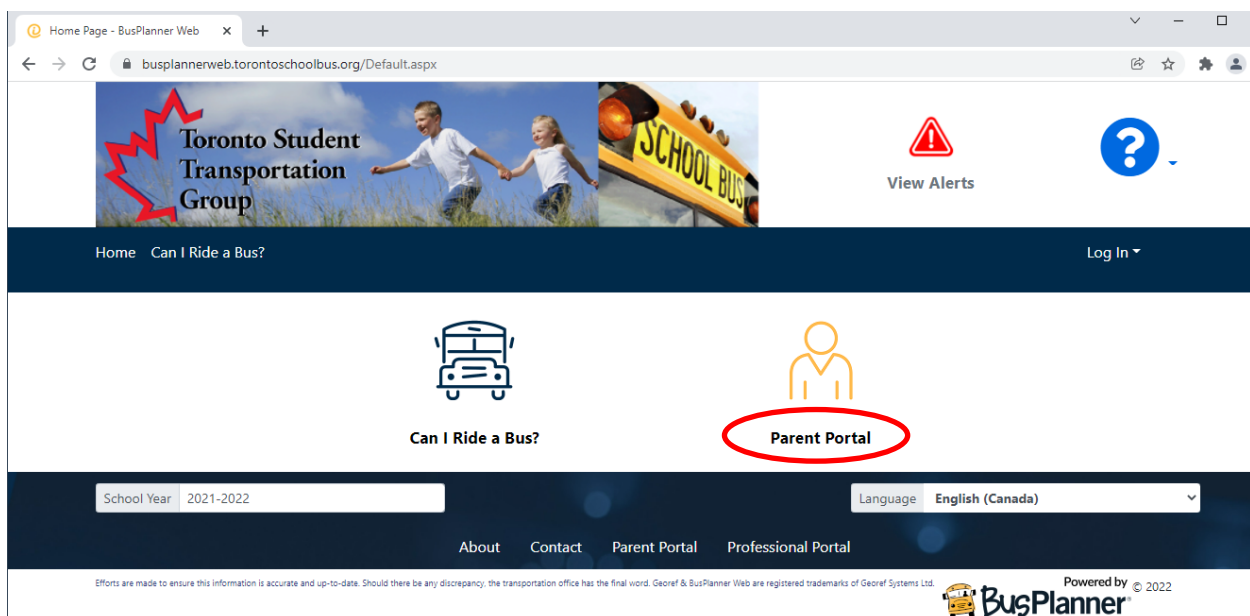
If you do not have a parent portal account, you will need to create one with the email address registered as your child's contact in SIS (Student Information System).

If you have a Parent Portal account with the email address registered as your child's contact, no action will be needed. Your child(ren) will be automatically attached to your Parent Portal Account.

NOTE: All parents must confirm with the school that their email addresses are registered under contacts for their child(ren) in SIS (Student Information System).

Follow the instructions below to create new parent portal account:

Go to Website: <https://tstg.mybusplanner.ca/>



Click on **Parent Portal**

Click on **Create Account**



Updated – Sept 16, 2026



← → ↻ busplannerweb.torontoschoolbus.org/Login?ReturnUrl=%2FSubscriptions%2FChildTransportInfo




View Alerts

Home Can I Ride a Bus?

Log In

Email

Password



☐ Remember me

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

Enter your **Email address** and follow the instructions for password requirements to create a new password

Select **"I'm not a robot"** and 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

Password

Confirm Password

☐ I'm not a robot  reCAPTCHA Privacy - Terms

Submit **Close**

You will receive an email from tstg@mybusplanner.ca in your Inbox. Open the email and click on **Confirm email link** to activate your account

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

NOTE: Check your SPAM or JUNK folder if the Email is not found in your Inbox

Enter your credentials (Email address and Password) on the Parent Portal and click on **Log In**



[Home](#) [Can I Ride a Bus?](#)

Log In

Email

██████████@gmail.com

Password

.....

☐ Remember me



Log In

[Forgot Your Password?](#)

[Create Account](#)

Once, you are successfully logged in to the Parent Portal, you should see all of your transported students in your account.

If you have forgotten your password, then click on the **[Forgot Your Password?](#)** from the Parent Portal login screen.

Log In

User Name

Password

☐ Remember me

Log In

[Forgot Your Password?](#)

[Create Account](#)

Enter your **Email address** in the **Password Reset** screen and click on **Reset Password**

Password Reset

Email

Password Reset Request is sent to your email from tstg@mybusplanner.ca to click on the provided link to reset your password

An email has been sent to this address. Please check your email and click on the link to reset your password.

Once, you click on the link provided in your email, you will see the **Change Password** screen. Create your new password by following the instructions and click on **Change Password**

Change Password

The password must match the following pattern:

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

New Password

Confirm New Password

Your password is changed successfully confirmed on the screen as below

Password changed successfully ✕

You can now login to the Parent Portal following the instructions above.

Once, you successfully login to the Parent Portal, you will see your transported students

My Students

Name

Transportation

School
GRACEDALE PS - 186 GRACEDALE BLVD

Grade
[REDACTED]

Eligibility
Bussed

Travel Code
DIST: Eligible due
to Distance

Met at Bus
No

To School

Time	Stop	Time Of Day	Route	Operator	Starting	Ending	Seat
7:39 AM	[REDACTED]	AM Pickup	[REDACTED] 1	Switzer Carty (905) 361-1084	2021-09-09		4C
7:54 AM	SCH: GRACEDALE PS -186 GRACEDALE BLVD	AM Dropoff	[REDACTED] 1	Switzer Carty (905) 361-1084	2021-09-09		4C

From School

Time	Stop	Time Of Day	Route	Operator	Starting	Ending	Seat
2:45 PM	SCH: GRACEDALE PS -186 GRACEDALE BLVD	PM Pickup	[REDACTED] 1	Switzer Carty (905) 361-1084	2021-09-09		4C
2:56 PM	[REDACTED]	PM Dropoff	[REDACTED] 1	Switzer Carty (905) 361-1084	2021-09-09		4C

Click on **My subscriptions** at the bottom of the screen



My Students



My Subscriptions



Where's My Bus?

Scroll down and confirm **"Receive General Notices"** is checked to receive alert messages and click on **Save Changes**

☒ General Notices

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

☒ Receive General Notices

Save Changes

Where's my bus? at the bottom of your screen will allow you to see the bus in real time if the bus Operator has the correct GPS Vehicle Assignment for your student's route. This option may not be available if the assigned vehicle is not operational and undergoing repairs.



My Students



My Subscriptions



Where's My Bus?

NOTE:

If you are having technical issues with the Parent Portal, then please e-mail support@torontoschoolbus.org.

For all Transportation related enquiries, please email Transportation at transportation@torontoschoolbus.org