



October 5, 2016

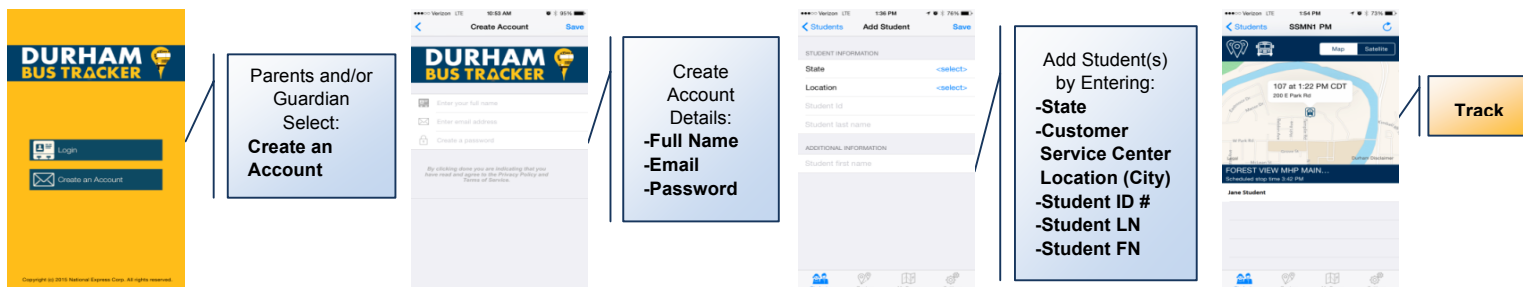
To: Parents and Guardians of Huntsville City Schools students who ride on district buses

Subject: Transportation Information Platform (TIP)

Huntsville City Schools has partnered with Durham School Services to develop and field an interactive platform for sharing transportation information. The Transportation Information Platform (TIP), composed of Versatrans eLink application and the Durham Bus Tracker application, provides real time visibility of bus locations and critical route information. The TIP will be active on Monday, 17, October 2016. The TIP is provided free of charge.

In order to configure Durham Bus Tracker (DBT) on your phone or tablet device, follow the instructions below:

The DBT application configuration is very simple. First download the free application from the Apple App Store or the Google Play Store. Use the screenshots and directions below to create a **secure** Username and Password for the application, enter the student's name, school issued ID number, the city and state in which the customer service center is located, and start tracking the bus(es). All fields are case sensitive. Be sure that CAPS LOCK is off before beginning. For technical assistance during initial configuration, email HuntsvilleTipSupport@durhamschoolservices.com, or call Durham at 256-489-1025.



- Create an account by clicking on “Need a Login”;
- Enter the state and then the city of your child’s Durham School Services’ customer service center: Your assigned customer service center is: **Huntsville**
- Enter your child’s school issued ID number;
- Enter your child’s last name; and
- Use the plus sign to add additional children who use Durham’s bus service.
- The route number on the DBT screen is the bus number.

In order to configure DBT on a desktop or laptop computer, go to one of the websites below and follow the directions above:

- www.durhamschoolservices.com/durhambustracker
- <https://m.durhambustracker.com/secure/login>

For technical support after successful configuration on your mobile device or computer, please contact support@durhambustracker.com

Versatrans eLink

Versatrans eLink is a secure, password protected web based software through which HCS families with bus riders can receive critical information on bus status from Durham School Services and communicate with Durham School Services via email to request information or alert the staff to an emergency situation. In order to configure Versatrans eLink on any computer or mobile device, follow the instructions below:

E-Link Instructions for Huntsville City Schools

Open your web browser and type : <https://elink.nationalexpresscorp.com/ElinkHuntsvilleAL>

For technical assistance during initial configuration, email HuntsvilleTipSupport@durhamschoolservices.com.

You will get the following screen.

Tyler's Versatrans e-Link

User Name

Password

Login

Enter the username and password provided to you here:




You will be asked to set-up a security question and answer for future use.

1. After security setup, you will get the following screen. Click on [Work with Students](#).

Home Students Reports Calendar Options Administration Help


Versatrans e-Link Online
Information System
View routing information pertaining to your child(ren).

 [Work with Students](#)
Find students, view and edit student information, add and delete students. [Set Options](#)
Set user specific options and preferences.


2. You will get the following screen. Click on [View My](#)

[Students](#). Students and School/Transportation Search

To lookup your student's school and transportation information... Use [School/Transportation Search](#) to enter pertinent grade, program, and address information and retrieve relevant transportation information.

 To view students associated with your User ID...
[View My Students](#) retrieve students associated with your User ID.

3. Click on your student's name to see his/her bus route schedule.



Student Name	School	Grade
LastName, First	CHEMAINUS SEC	11

4. To send a message to Durham, click on Parent Communication and you will be brought to a message page. **LEAVE MESSAGES ON THIS PAGE. IF YOU DO NOT RECEIVE A REPLY WITHIN 48 HOURS PLEASE CALL THE OFFICE AT 256-489-1025. PLEASE USE URGENT FOR MISSING CHILDREN ONLY! WE WILL RESPOND AS QUICKLY AS POSSIBLE.**

Parent Name

Student(s)

Email

Phone

Subject



The Message Subject drop down will provide 3 options: Urgent, General & Route Information