



## 2020-21 SCHOOL YEAR FAQs

**Q: How do I access my child's bus assignment?**

A: You can access your child's bus assignment by logging in to your parent account in [Infinite Campus](#). Next, click the More tab at the bottom left of the screen. From the next screen, you can choose the Transportation tab to view your child's assignment.

**Q: What do I do if my child does not have a Transportation or there is missing information or inaccuracies in the tab?**

A: We apologize for the inconvenience. A blank tab may indicate that routing information has not yet been issued for your child or the problem may be the information is just not showing up in the parent-view of IC at this time.

Whether the issue is no tab or missing or inaccurate information in the tab, please contact the Transportation Department between the hours of **10AM and 2PM at 440.285.4069** to inquire if the department has updated routing information they can provide to you at this time. Note: The 10AM - 2PM time frame is the most likely time to reach the department by phone since hours outside of this time frame are dedicated to operations for A.M. and P.M. bussing.

**Q: Is there an email address I can use?**

Yes, the Transportation Department can also be reached at [transportation@chardonschools.org](mailto:transportation@chardonschools.org)

**Q: Will it be effective for me to submit my specific transportation questions/needs via the district's social media pages?**

A: The Transportation Department does not oversee the social media pages, and so we ask that you please direct your bussing questions/concerns to the department.

**Q: On weekend days, is there anyone who can help me access my IC parent portal account?**

A: If you have your IC one-time activation code - this is emailed to guardians upon registration with the district - please follow the instructions on the [IC Parent Account Setup Instructions page](#). If not, please call your school's main office during weekday hours.

**Q: I cannot find my one-time activation code. How do I set up my IC parent account?**

A: Your child's school will be glad to assist you in retrieving this information. Please call your child's school during school hours at your earliest convenience. *NOTE: The Transportation Department cannot assist with helping you set up your IC parent account.*

**Q: I once had access to my IC parent account, but I cannot recall my username or password. How do I reset username and/or password?**

A: Please call your child's school during school hours at your earliest convenience. The school's main office team will be able to assist you with resetting your username and/or password.

**Q: Do Tiny Toppers (PreK) students have the option to use transportation services?**

A: Only PreK students who receive specialized services from the district and have it written into their child's plan/approved by the Director of Student Services are eligible for bussing. If yes to these criteria and you are seeing no bussing for your child in IC, please contact the Transportation Department to communicate your request.

If you are unsure if your PreK student is approved for bussing, please contact the Director of Student Services, Linda Elegante, at [linda.elegante@chardonschools.org](mailto:linda.elegante@chardonschools.org).

**Q: If my in-district child attends a non-public school and receives Chardon transportation services, how do I access my child's bus assignments?**

A: At this time, our Transportation Department is communicating this information directly to the non-public schools and/or directly to non-public school families. Please do not hesitate to contact the Transportation Department to inquire further on this, if needed.