



Wagglepost powered by Shuttlebee

WAGGLEPOST · GUIDE FOR FAMILIES

Staying in touch with your school

Your school uses Wagglepost, powered by Shuttlebee, for announcements, ride updates and a direct line to dispatch, by email, by text, or in your parent portal. No app to download.

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1 Sign in for the first time

Your school adds you. You'll get an email from Shuttlebee inviting you to the parent portal.

1 Open the invite email and click the button

It takes you to a page where you choose your password.

2 Set your password

Use the same email address the invite was sent to.

3 Sign in at shuttlebeecomms.com/login

Bookmark it or add it to your phone's home screen so it's one tap away.



Link expired?

Invites last 14 days. Open the old link and click *Email me a new link*, or use *Forgot password?* on the sign-in page if you've already set one.



You don't have to sign in to get messages

Announcements reach you by email and text as soon as your school adds you. Signing in lets you read past messages, message dispatch, report absences and keep your child's care card up to date.

2 Your portal at a glance

Everything is on one page, top to bottom.



My children

Each child's route, driver and vehicle, the live bus position when it's running, and their care card.



Absences

Tell us ahead of time when your child won't ride. See the *Reporting absences* guide.



Announcements & alerts

Every message from your school and every ride alert, kept in one place.



Message dispatch

Your conversation with the transportation team, plus Call and Email buttons.



My contact info

Your email and mobile number. Keep the number current so texts reach you.



Communication preferences

Choose whether alerts come by email, by text, or both.

3 How you'll hear from us

The same message can reach you three ways. The portal always has a copy. Texts and emails come from Shuttlebee, the company behind Wagglepost.

MESSAGE	WHAT IT'S FOR	HOW IT ARRIVES
Announcement	Everyday updates from your school, such as a late start, a reminder or a schedule note	Email and/or text, as you chose, and always in your portal
Service notice	Things you must not miss: closures, route changes, important notices. May include attachments.	Always by email, even if you turned alert emails off
Ride alerts	The bus is approaching, is at your stop, or your stop is next; the bus reached or left school with your child aboard; your child was checked on or off at school or another non-home stop (pickups and drop-offs at home stay quiet)	Email and/or text, as you chose, and in your portal
Time change	On some routes, your time for one day moves because other riders are absent. Reply KEEP to keep the published times.	Email and/or text, as you chose
Replies from dispatch	Answers to your messages	The same way you wrote: portal and email, or text

Shuttlebee

Shuttlebee — Early dismissal
Friday: School closes at 12:30.
Buses leave at 12:45.

Shuttlebee — Route 3 PM: the
vehicle is about 6 min away
from Oak & 5th. Please have
Maya ready.

Shuttlebee — Route 3 PM:
your stop is next. Please have
Maya ready at Oak & 5th.



Save the number: 844 405 6418

Add it to your contacts as "School bus – Shuttlebee". Texts come from it, and it's the number to text us back on. To call dispatch, use the phone number shown in your portal.



Two caregivers?

Every caregiver on your child's care card can receive messages. Ask dispatch to add a co-parent, grandparent or sitter.

4 Message dispatch

Questions, changes, a heads-up about tomorrow: the transportation team reads every message.



In the portal

Type in the *Message dispatch* box and press Send. The reply appears in the same place, and by email.



By text

Reply to any Shuttlebee text, or text **844 405 6418**, from the phone number on your child's care card.



Call

Use *Call dispatch* in the portal for anything urgent on the day.

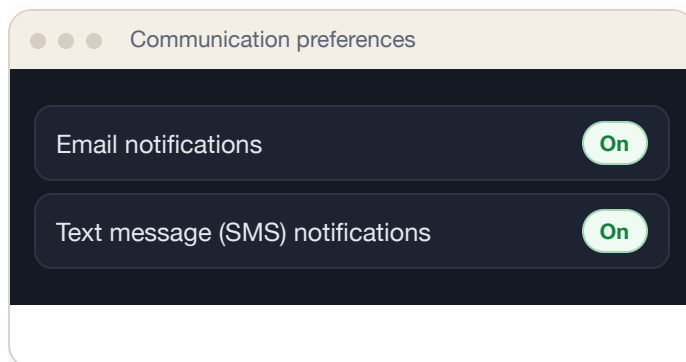


In an emergency, call 911 first

Then call dispatch. Messages are read during service hours, but a phone call is fastest.

5 Choose how you're contacted

In your portal, scroll to **Communication preferences**.



Turn email or text off if you prefer one or the other. You'll still see everything in your portal.

Service notices (closures and important changes) are always emailed, so you never miss one.



Coming soon: your language

Choose a language and have messages translated for you.

QUESTION	ANSWER
I'm not getting texts.	Check <i>My contact info</i> for the right mobile number, and that text notifications are on. If you replied STOP in the past, text START to 844 405 6418.
Can my partner get messages too?	Yes. Ask dispatch to add them to your child's care card. They'll get their own invite.
Is there an app?	No download needed. The portal works in your phone's browser; add it to your home screen for one-tap access.
I texted but nobody answered.	Texts are read during service hours. Make sure you texted from the number on your child's care card so we know who you are. For anything urgent, call.
How do I tell you my child won't ride?	Use <i>Absences</i> in the portal, or text ABSENT . See the <i>Reporting absences</i> guide.