

## **Update your transportation information in ParentVUE**

We are planning transportation routes for the coming school year. **All families are asked to update their student's transportation information.**

Please log into [ParentVUE](#) and check your home address and any alternative addresses, if applicable. Please note that a student's bus stop is based solely on the home address unless an alternative in-school-zone address is provided.

### **How to Update Information in ParentVUE**

#### **Student addresses and information**

There are two ways to update a student's home address and bus stop.

- Parents/guardians can make changes to transportation information by logging into ParentVUE, clicking the student's name, then clicking on student info. Alternative addresses are places students stay before or after school on a regular basis (for example: alternating custodial parent addresses). [Families use ParentVUE to update alternative addresses](#) and pickup/drop-off days as often as needed.
- Parents/guardians can contact their school's registrar to make the change.
- Please note: A student's home address must be confirmed by the registrar at the student's school before changes are final.

#### **Pickup/drop-off days for alternative addresses**

Alternative addresses are places students stay before or after school on a regular basis. Alternating custodial parent addresses and a relative's home within the school's attendance zone are examples. Parents and guardians can use ParentVUE to update alternative addresses and pickup/drop-off days as often as needed.

Students will be routed to alternative addresses on all days selected for morning pickup and afternoon drop-off. On the days that are not selected, students will be picked up and dropped off at their home address. If the requested days vary, please contact your school's registrar and ask that the information be added to the alternative address comments. For example, "every other day" or "every other week" requests do not fall regularly on specific days of the week and would need to be noted by the school's registrar. Students are only allowed to ride on assigned buses to designated stops that have been verified and approved.

When an alternative address is entered by the student's school or by the parent or guardian through ParentVUE, a bus stop is established for the student on the days and times requested. Alternative addresses may be selected for morning pickup or afternoon drop-off or both.

Alternative addresses will only be accepted if they are entered correctly. Follow these rules when updating ParentVUE:

- Enter a physical street address.
  - Do not enter an apartment number or P.O. Box.
  - Do not enter the name of an organization (for example, do not enter "ABC Day Care" as an address).
- Spell all words correctly.
- For best results when entering an address, use [Find My School](#).
  - Enter a house number.
  - If valid, all street names with the specified house number will appear in the drop-down list.
  - Select a street name from the drop-down list to view the elementary, middle and high school connected to that address.
  - If your student's school is listed, use the address in ParentVUE.
  - If your student's school is not shown, then the address is out of zone and cannot be used as an alternative address. (Exception: Students entitled to transportation who attend a program at an out-of-zone school may select alternative addresses within the school of attendance or school of residence.)

### **How to use ParentVUE: Instructions and definitions**

**Find transportation information.** When logging into ParentVUE, the screen will display the student's current information in the official student database. If using the ParentVUE mobile app, tap "additional information" to see the student's full details. Transportation and alternative transportation sections are at the bottom of the student info screen. In the mobile app, they are located at the bottom of the additional information screen. To make changes to the information, click the "edit information" button.

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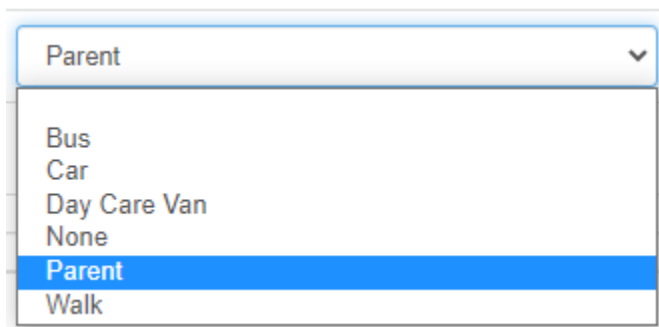
## STUDENT INFO

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[Edit Information](#)

*Note: If information added is shown as pending, that means it has not yet been verified and approved by the school's registrar. Bus routes cannot be changed until information has been verified and approved. Please contact the school registrar if changes have not been made within 3 days.*

**Transport type** helps the Transportation Department plan how many students to expect on a bus each day. Select the “transport type” that best describes your situation when your student attends school in person. “Bus” is the default setting for all students. If a student has a different way of getting to school or going home most of the time, then please select that type of transportation in the drop-down menu. Note: The student will still be allowed to ride the bus when needed as long as a stop already exists and a note is sent to the school asking for transportation on a specific day.



Parent ▼

- Bus
- Car
- Day Care Van
- None
- Parent**
- Walk

Bus — Student will ride a Chesterfield County Public Schools bus most of the time.

Car — Student will drive to school most of the time

Day Care Van — Student will be picked up/dropped off by a private day care van most of the time.

Parent — Student will be driven to/from school by a parent, guardian or designated individual most of the time.

Walk — Student will walk or bike to school most of the time. (The school should be informed and school rules about walking and biking should be followed.)

If you have questions, call the Transportation Department at 804-464-3077.