



AlphaPortal


Powered by AlphaRoute

Step-by-Step Guide for Parents

Signing Up for AlphaPortal

Using the link:
<https://cmsnc.alphaportal.app/#/user/sign-up>

- Enter your first and last name.
- Then enter your personal email address and phone number.
- Create a password for the account.

 **AlphaPortal**
Powered by AlphaRoute

Sign up

First Name

Last Name

E-mail (Username)

Cell Phone

Password

Confirm Password

Password complexity requirements:

- Use at least 8 characters
- Acceptable symbols: !@#\$%^&*()_!~+<>?,-'
- Use at least one number
- Use at least one uppercase and one lowercase letter

Do you have an account? [Sign in](#)

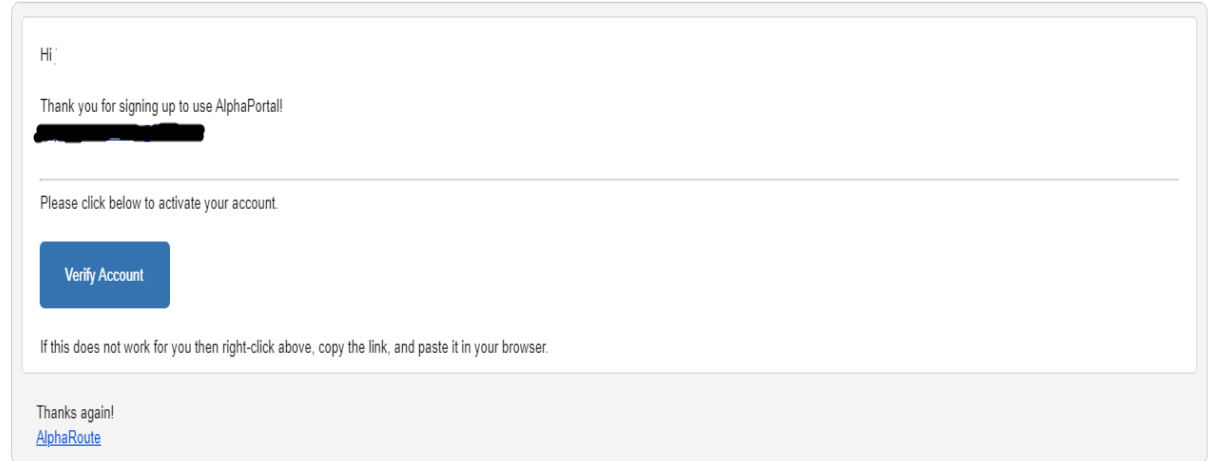


Email Verification

- Check your personal email inbox for a verification from support@alpharoute.com
- Once received, confirm the email then return to the sign in page and login.

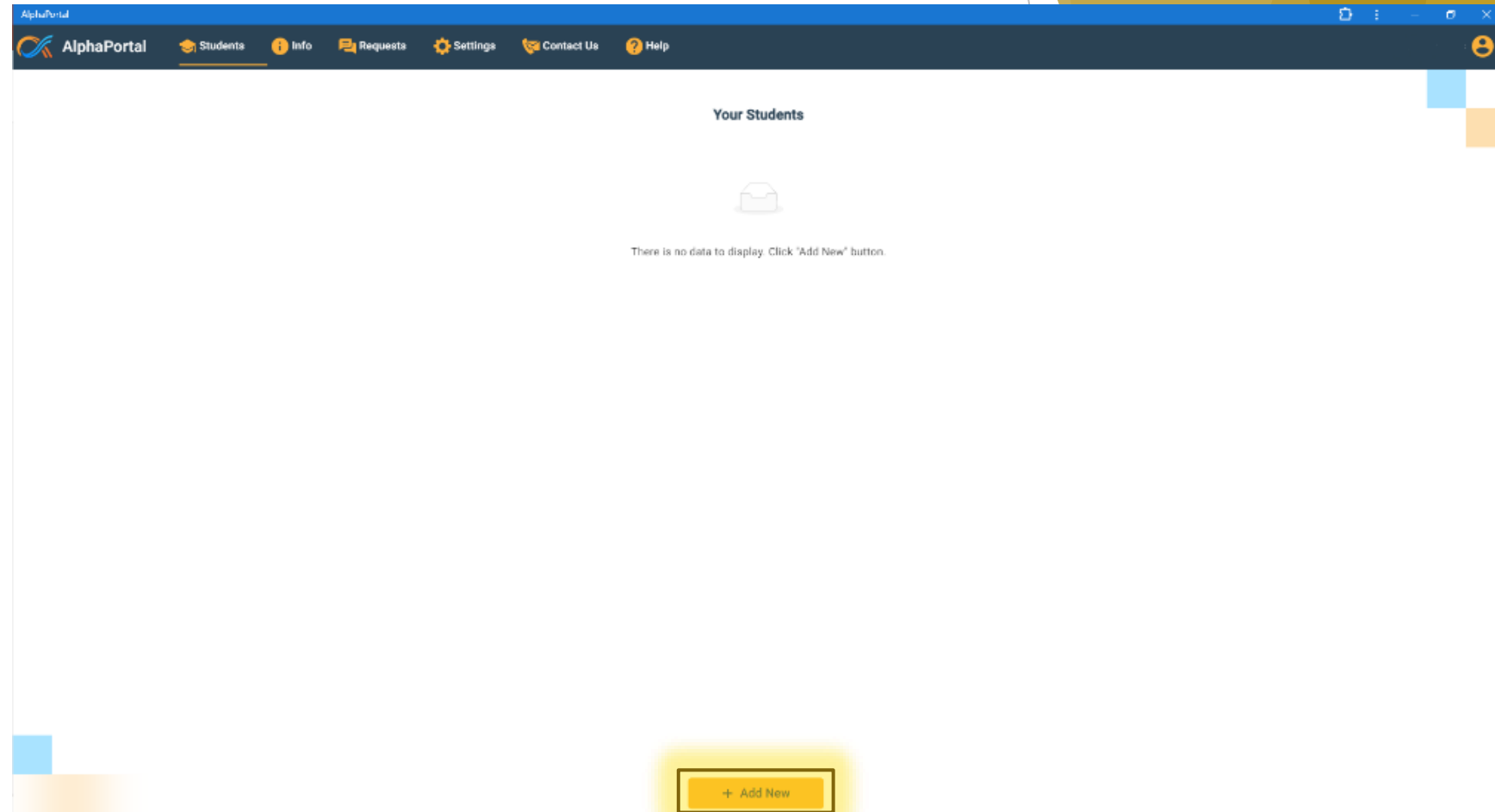
****Check your Spam and Junk mailboxes if it does not come to your inbox****

From: support@alpharoute.com <support@alpharoute.com>
Sent: Thursday, December 7, 2023 12:56:35 PM
To: [REDACTED]
Subject: Verify user



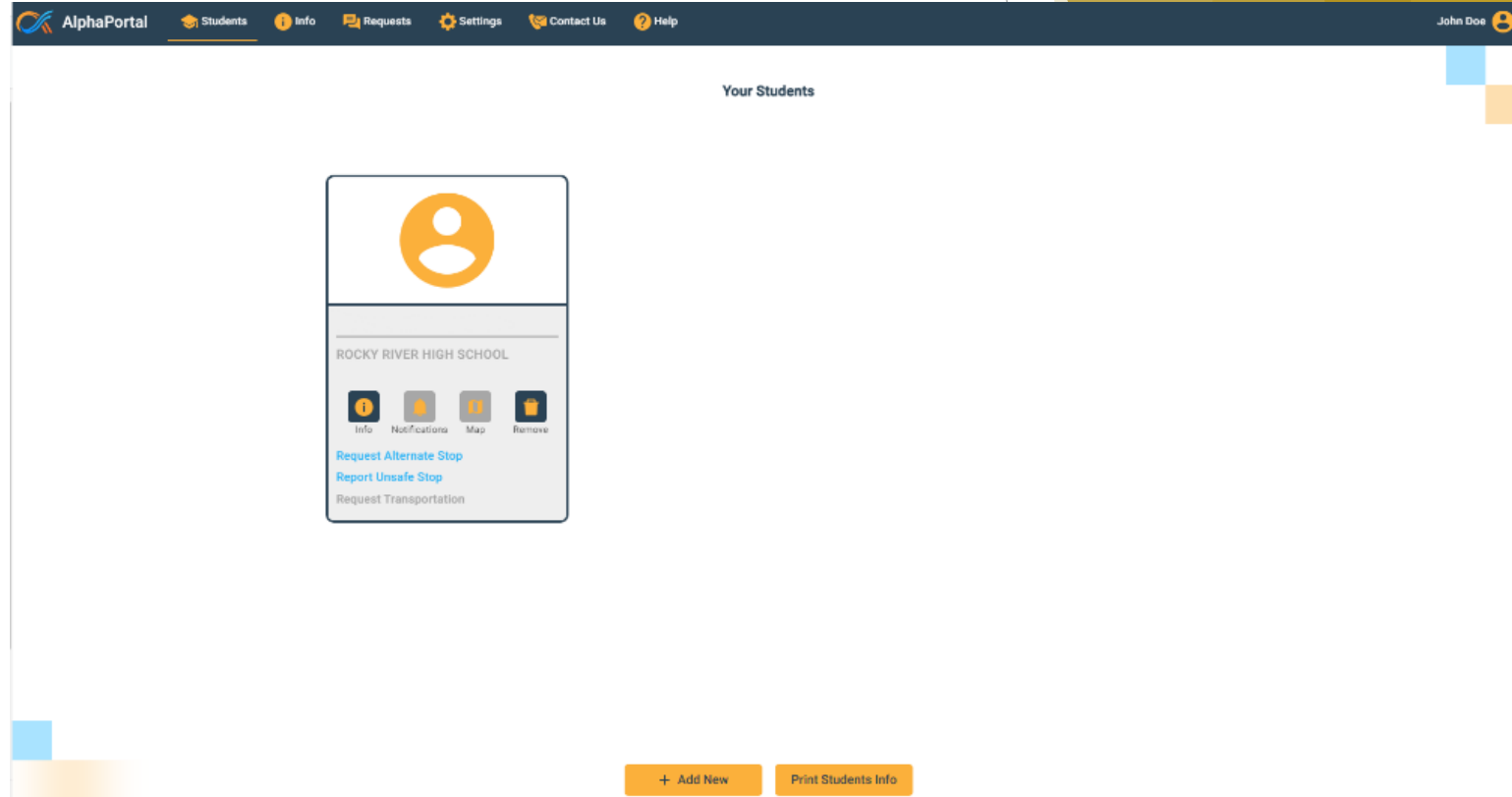
Your Students Page

- Parents will need to click the “Add New” tab.
- This is where you will add your students in order to request transportation.
- If so check the info page to make sure students’ information is correct if not contact the school.



Student Card

- Once your student is added you can then request transportation, alternate stops and report unsafe stop.
- If the link is grayed out that means the student alright has a request pending or completed.



Info Page

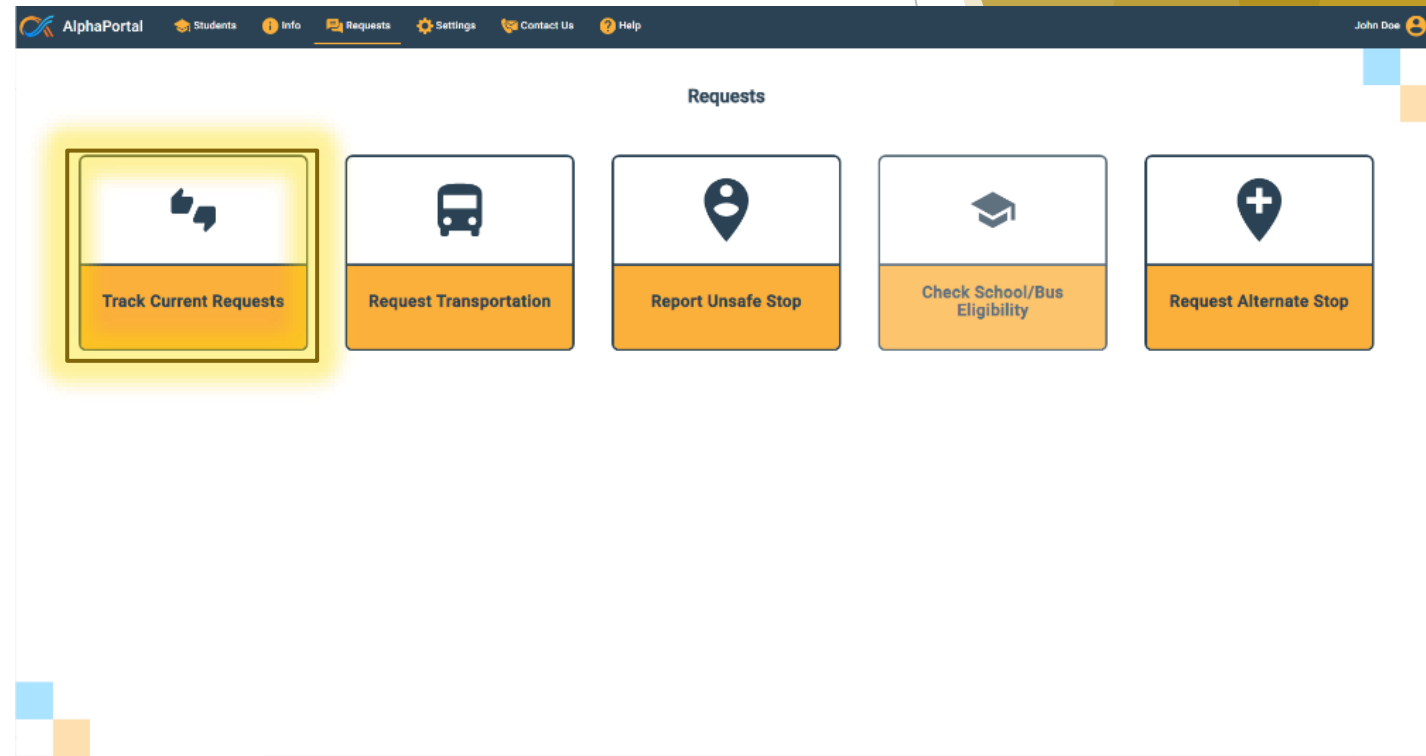
- On this page it allows you view your student's bus information.
- You can also print the bus information.

The screenshot displays the 'AlphaPortal' interface with a navigation bar containing 'Students', 'Info', 'Requests', 'Settings', 'Contact Us', and 'Help'. The 'Info' tab is active. The main content area is titled 'Students Information' and features a yellow highlight around two bus route cards. Each card shows a schedule for 'MTWRF' days. The left card (yellow background) shows a route from 'STARNES RANDALL RD & PINYON PINE LA' at 06:29 to 'ROCKY RIVER HIGH SCHOOL' at 06:46, using 'Bus: R1737'. The right card (blue background) shows a route from 'ROCKY RIVER HIGH SCHOOL' at 02:16 to 'STARNES RANDALL RD & PINYON PINE LA' at 02:38, using 'Bus: R1530'. Both cards include a gear icon for settings and a printer icon for printing.

Day	Start Time	Start Location	End Time	End Location	Bus ID
MTWRF	06:29	STARNES RANDALL RD & PINYON PINE LA	06:46	ROCKY RIVER HIGH SCHOOL	R1737
MTWRF	02:16	ROCKY RIVER HIGH SCHOOL	02:38	STARNES RANDALL RD & PINYON PINE LA	R1530

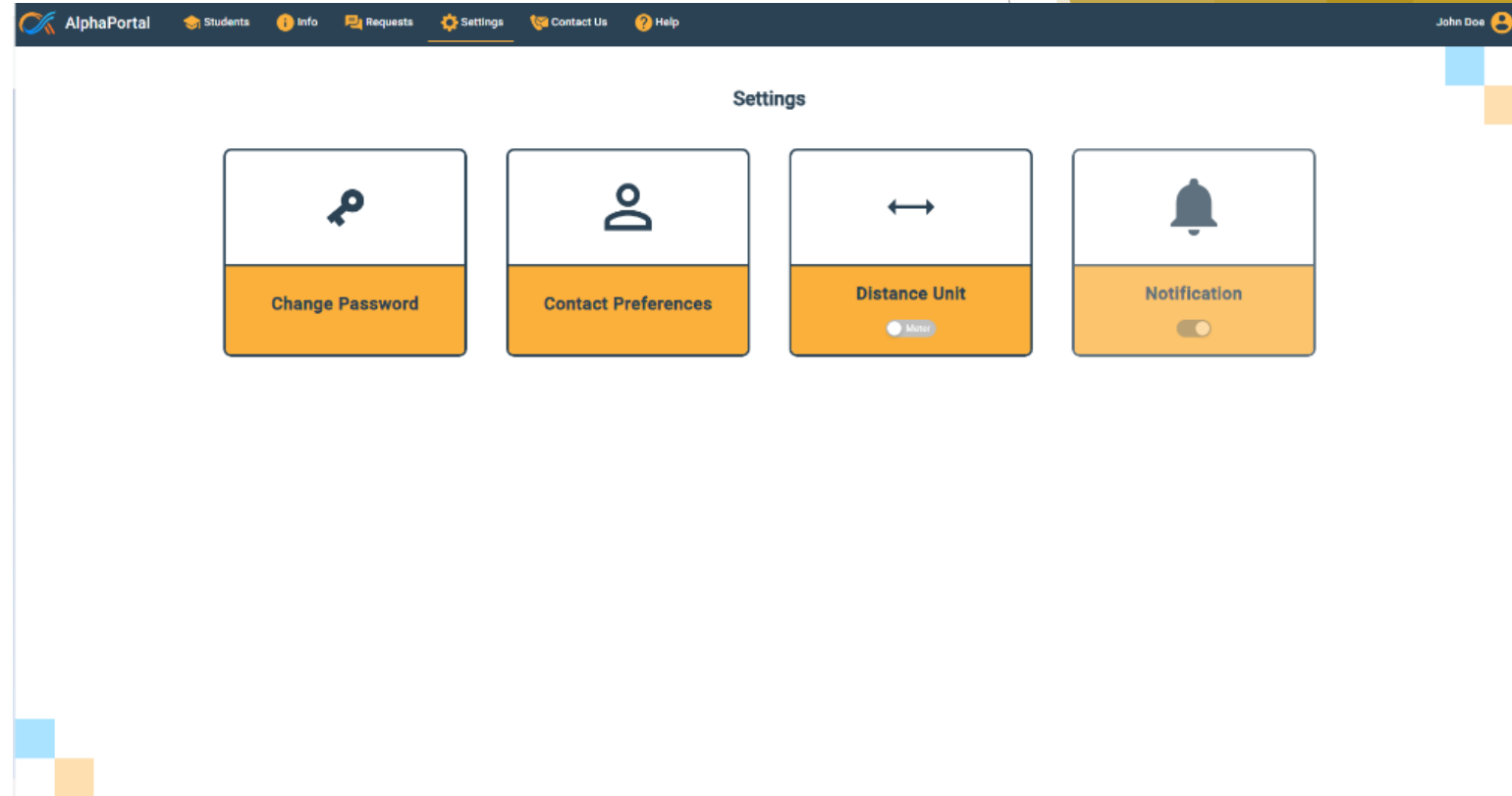
Requests Page

- Here on the request page you can check the status of request made.
- Also you can make requests from this page instead the student card.



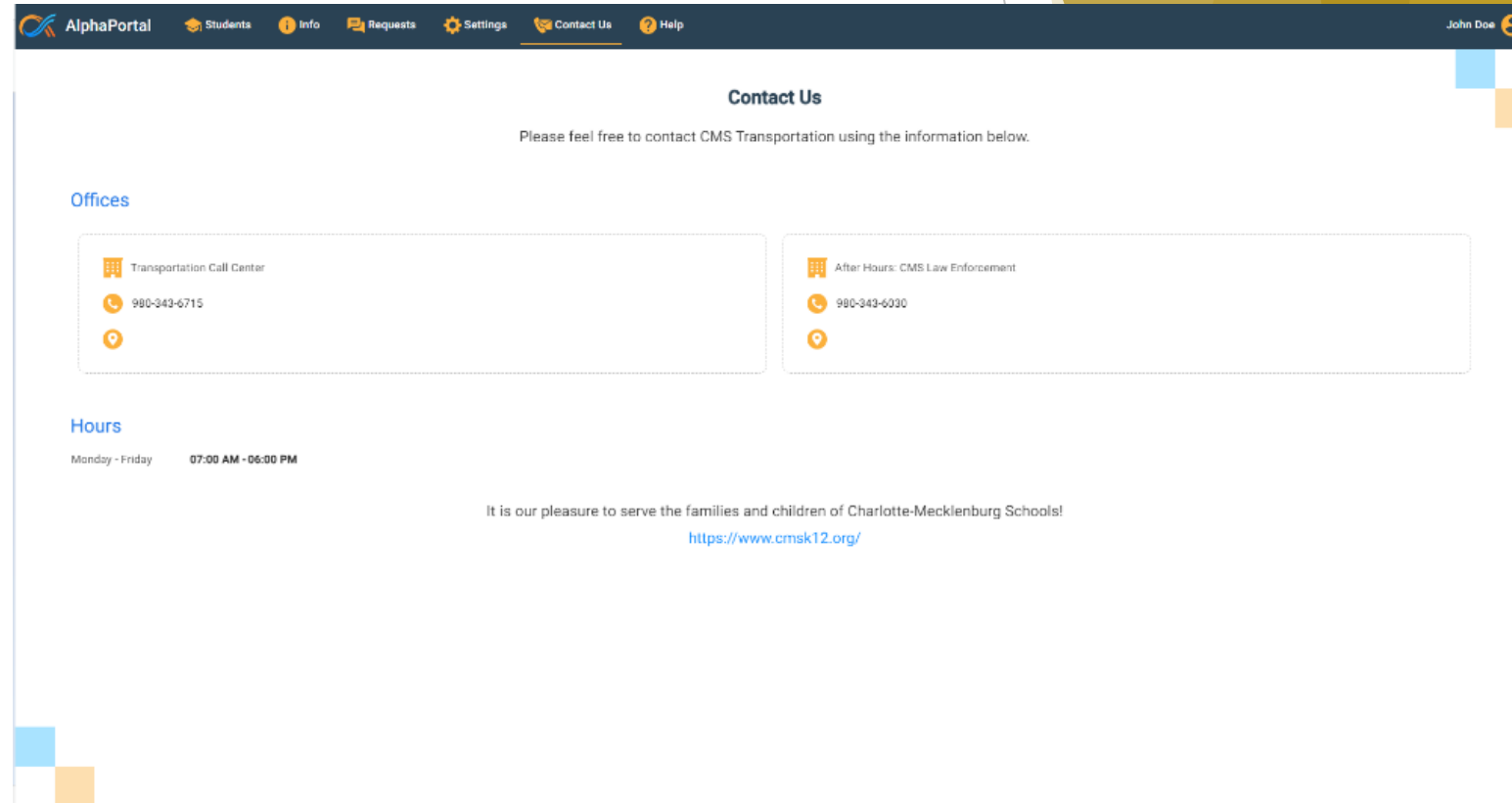
Settings Page

- Here you can change your password.
- You can also change the profile name and number associate with the account.
- The notification is automatically set for parents to keep parents up to date on request status.



Contact Page

- Here on the contact page you can reach out to CMS Transportation Call Center if have any questions or tech issue (980) 343-6715.
- Also if you have any concerns after hours on weekdays and can't reach transportation department please contact the CMS Law Enforcement (980) 343-6030.



The screenshot shows the 'Contact Us' page of the AlphaPortal. The page has a dark blue header with navigation links: AlphaPortal, Students, Info, Requests, Settings, Contact Us (highlighted), and Help. The user 'John Doe' is logged in. The main content area is white and features the following elements:

- Contact Us** heading with the text: "Please feel free to contact CMS Transportation using the information below."
- Offices** section with two contact boxes:
 - Transportation Call Center**: 980-343-6715
 - After Hours: CMS Law Enforcement**: 980-343-6030
- Hours** section: Monday - Friday, 07:00 AM - 06:00 PM
- Footer text: "It is our pleasure to serve the families and children of Charlotte-Mecklenburg Schools!" with the URL <https://www.cmsk12.org/>

Help Page

- If you are still having trouble with AlphaPortal and can't reach transportation this page will guide you on exactly what you need to do.
- If any of your student's information is incorrect contact your students' school.
- Transportation cannot modify addresses or students' personal information.

AlphaPortal Students Info Requests Settings Contact Us Help John Doe

Help

The following provides a brief explanation of each tab along the top of your screen, starting with Students. Feel free to also watch our tutorial video here:

- **Students:** Click here to add students to your account or to view the students already assigned to you.
 - **Adding a Student:** If you need to add a student then simply click the "Add New" button at the bottom of the screen and fill out the information being requested. You must enter all the information correctly to have access to your students.
 - **Viewing Student Information:** Any students assigned to you will appear on the Students tab, along with their student ID, their school assignment, and several useful functions:
 - Click on Info to view detailed bus routing information for this child.
 - Click on Remove to remove this child from your account.
 - Click Request Alternate Stop to ask for a different bus stop assignment.
 - Click Report Unsafe Stop to alert the transportation team to an unsafe bus stop location for your child.
 - Click Request Transportation to ask that transportation be provided to your child.
 - The request functions will be written in gray if not applicable (for example, you will not be able to request transportation for a child who is already assigned to a bus.)
 - The Notification and Map buttons are also shown in gray as these are not applicable in your school district.
 - **Printing Student Information:** If you already have one or more students added then you can click the "Print Student Info" button in the bottom of the screen to be taken to your browser's print function. This will allow you to print the information for all students assigned to you in one file.
- **Info:** Click here to view bus stop and routing information for your student(s).
 - The bus information for the trip to school is shown in yellow, and the information for the trip home from school is listed in blue.
 - You can see the scheduled bus stop time, the scheduled school arrival and departure times, the bus stop location(s), the bus number, and the school name.
 - **Print Information:** Click the dark blue print icon in the top right of the Information panel to be taken to your browser's print function. This will allow you to print only the information for the child listed to the left of the print icon.
- **Requests:** Click here to track and submit multiple transportation-related requests.
 - **Track Current Requests:** If you have submitted any requests for your student(s) then you will see a listing of these requests with pertinent information for each, including its status (e.g., whether it has been approved or not).
 - **Request Transportation:** Click this and fill out the requested information to ask for transportation to be provided for your child. If all of your students already receive transportation then you will not be able to fill out this form. You can, however, add a student from here, which will take you to the Add-Student function described above.
 - **Report Unsafe Stop:** Click this and fill out the requested information to let the transportation team know that you feel your child is assigned to an unsafe stop location. After clicking a student's name, the ID and school name will auto-populate, but you will still need to select the bus stop location. You can also add a comment to assist with the transportation team's review.
 - **Request Alternate Stop:** Click this and fill out the requested information to ask the transportation team to assign your child to a different stop for either the AM or PM or both. Note that the address you provide should be the address where the student is coming from or going to in the morning or afternoon; it is not necessarily the desired stop location. You can add a comment to assist with the transportation team's review.
 - **Check School/Bus Eligibility:** Not applicable in your school district.
- **Settings:** Click here to change your password and manage your contact information.
- **Contact Us:** Click here to view contact information for Charlotte-Mecklenburg Schools' Transportation Call Center and the CMS Law Enforcement phone number.

Questions

If you have any further questions about
AlphaPortal please contact CMS
Transportation at (980) 343-6715