



AlphaPortal

Powered by AlphaRoute

Guía paso-a-paso para padres

Inscripción en AlphaPortal

Ingrese al enlace:

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

- Introduzca su nombre y apellidos.
- Luego, introduzca su dirección de correo electrónico personal y su número de teléfono.
- Cree una contraseña para su cuenta.

 **AlphaPortal**
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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](#)

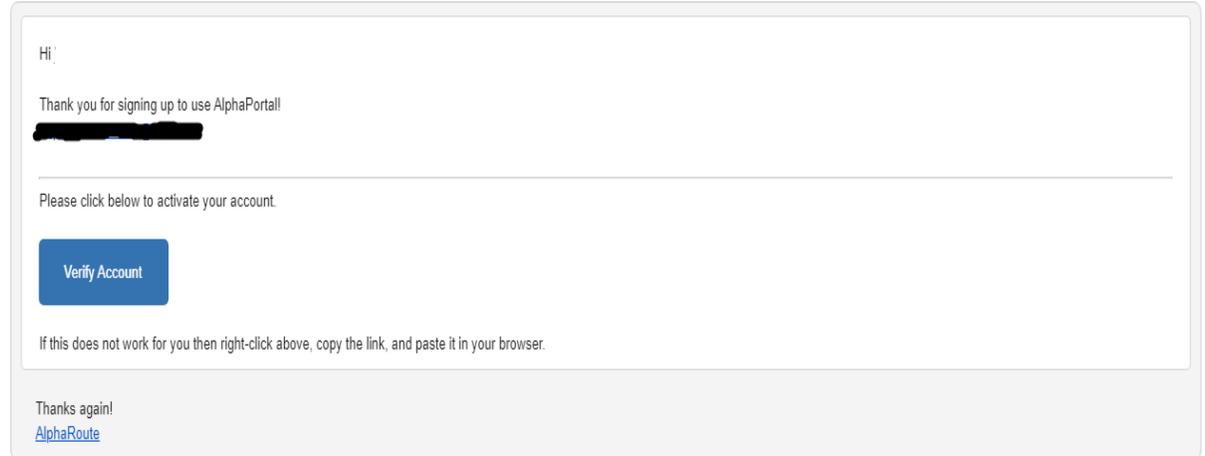


Verificación del correo electrónico

- Busque en su buzón de correo electrónico personal un mensaje de verificación de support@alpharoute.com
- Una vez recibido, confirme el correo electrónico y vuelva a la página de inicio de sesión.

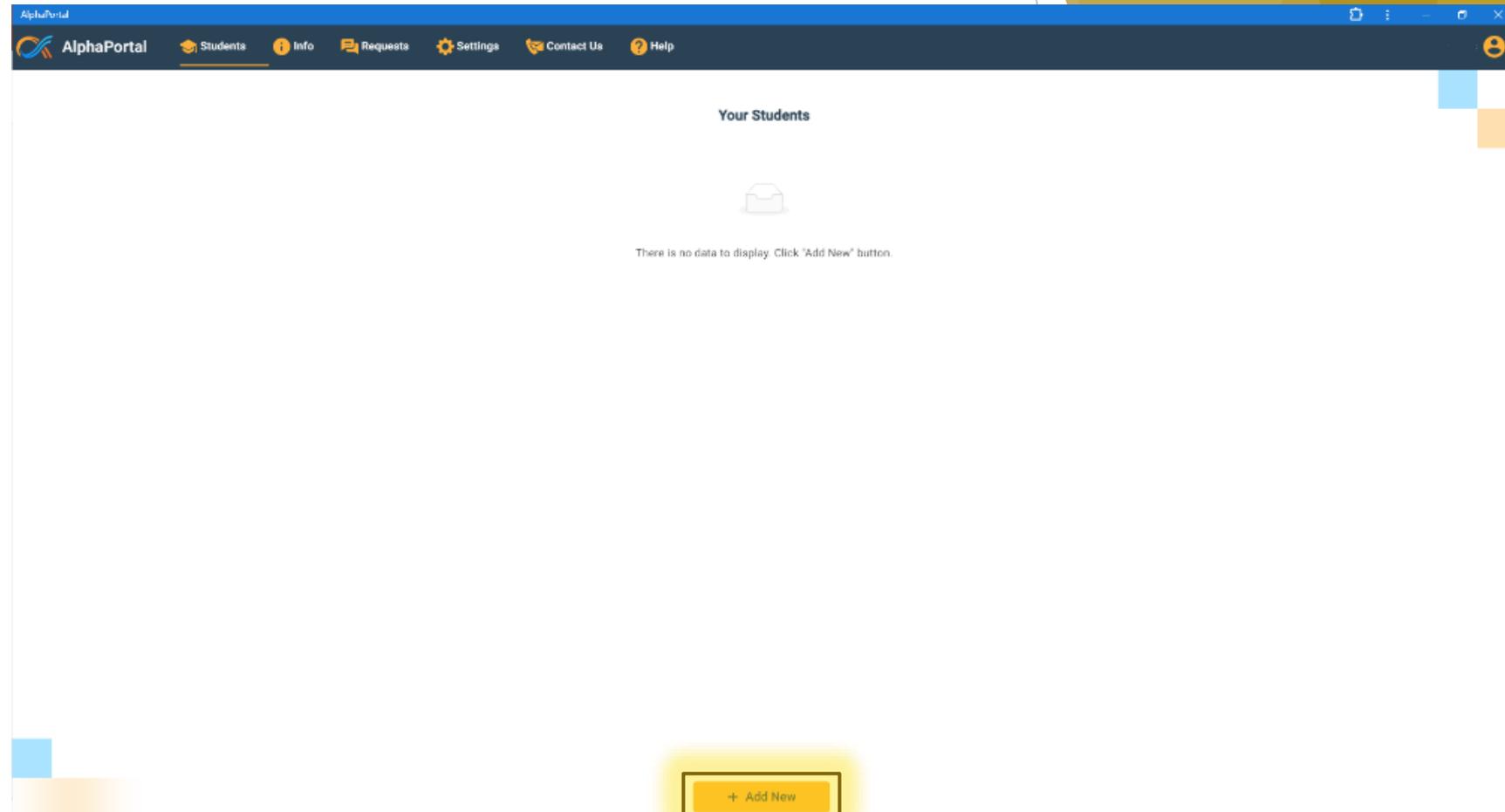
Verifique sus buzones de correo no deseado si el mensaje no llega a su bandeja de entrada.

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



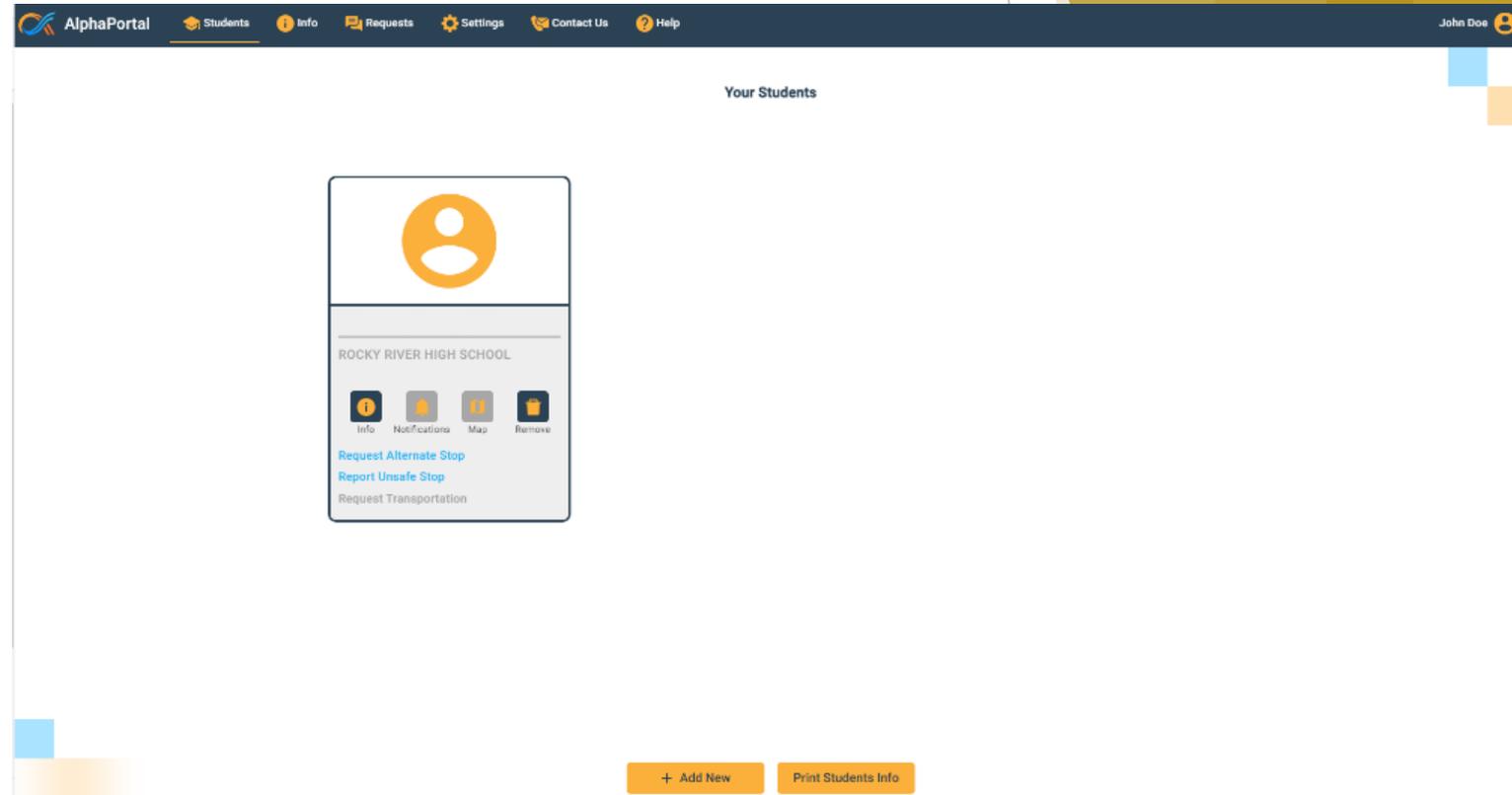
Página de su hijo(a)

- Los padres deberán hacer clic en la pestaña "[Añadir nuevo](#)".
- Aquí es donde usted añadirá a su hijo(a) para solicitar el servicio de transporte.
- Verifique que la información del estudiante es correcta. En caso contrario, contacte a la escuela.



Tarjeta del estudiante

- Una vez que haya añadido a su hijo(a), puede **solicitar el servicio de transporte, paradas alternativas y reportar paradas inseguras**.
- Si el enlace está en gris, significa que el estudiante ya tiene una solicitud pendiente o completada.



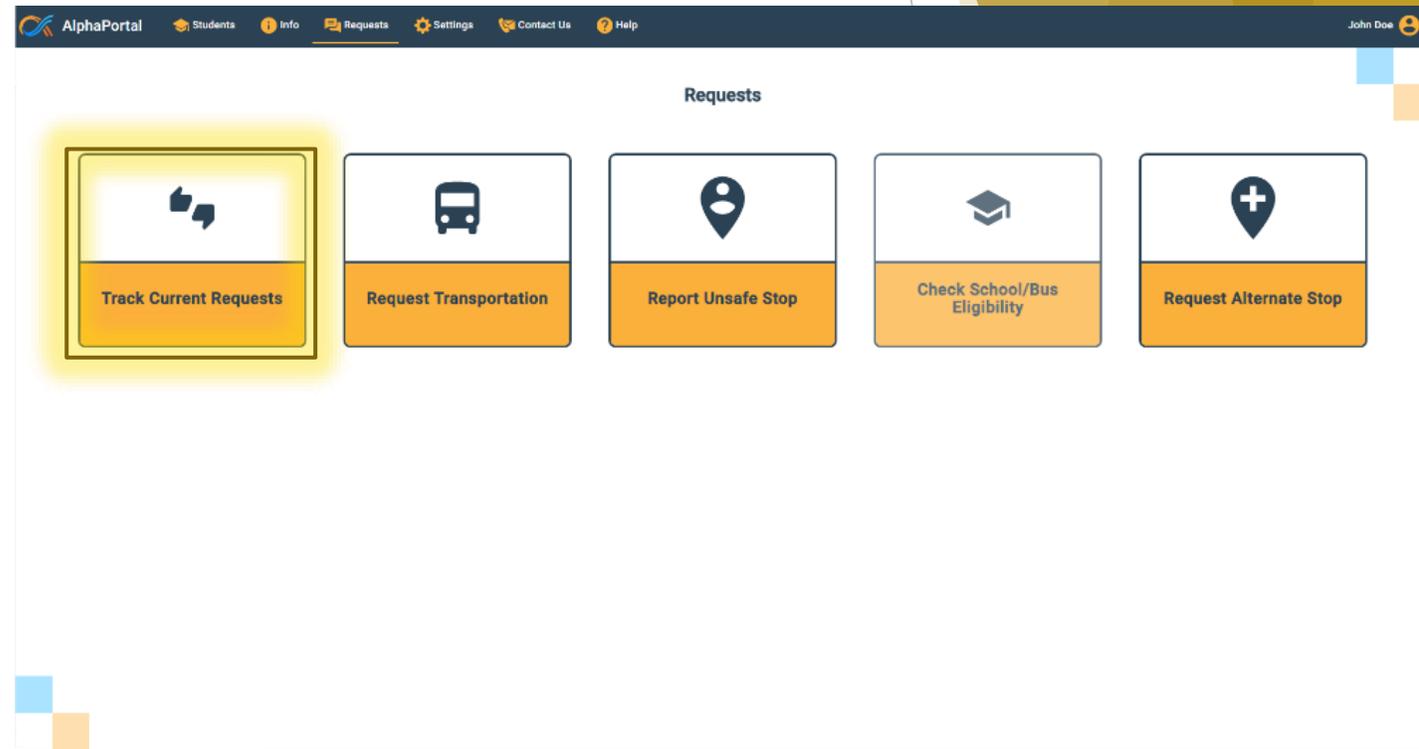
Página de información

- En esta página podrá ver la información sobre el autobús de su hijo(a), los números de autobús, y la ubicación de las paradas.
- También puede imprimir la información del autobús.

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

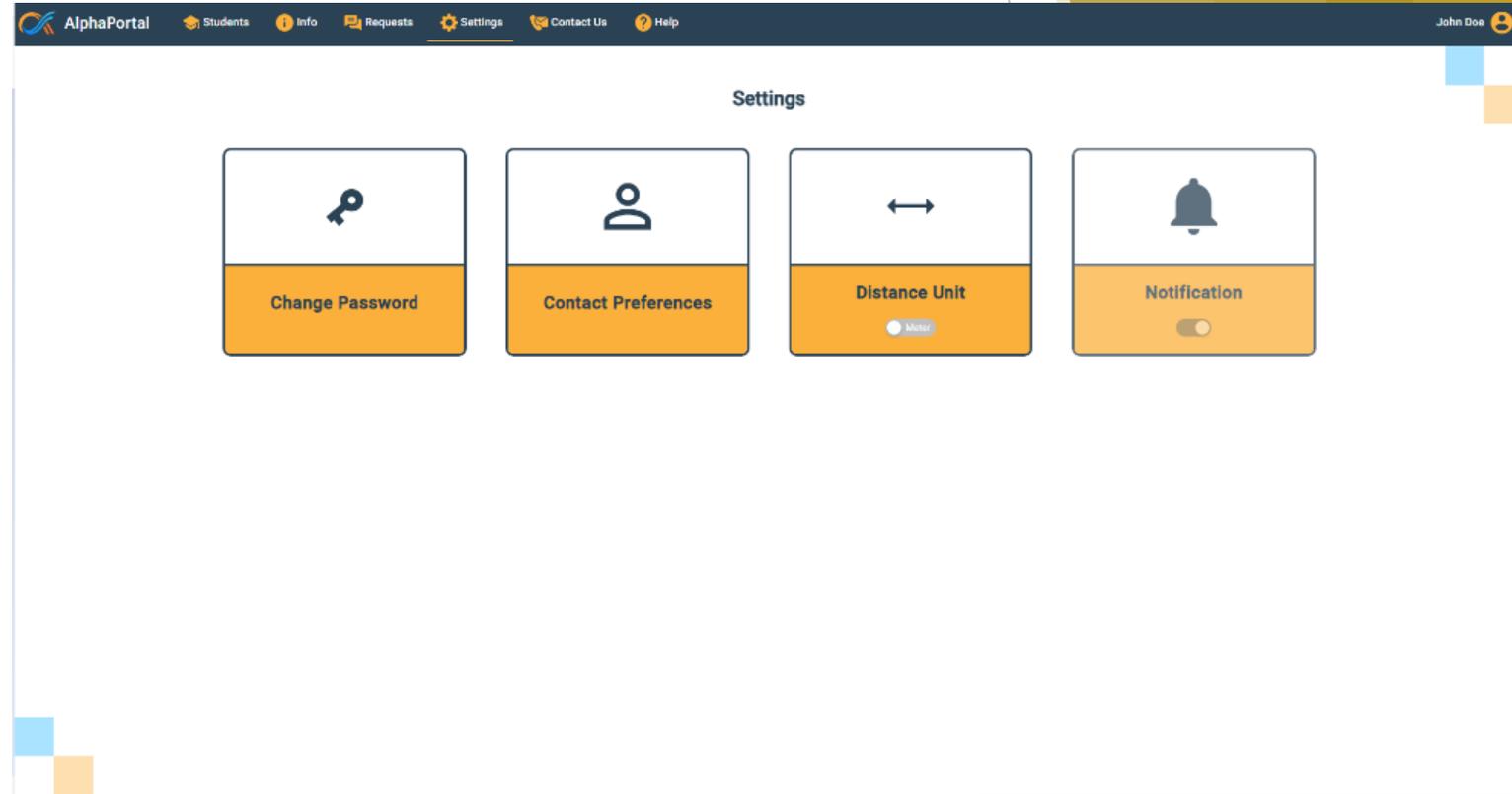
Página de solicitudes

- En esta página, usted puede comprobar el estado de la solicitud realizada.
- También puede hacer solicitudes desde esta página en lugar de la página de tarjeta del estudiante.



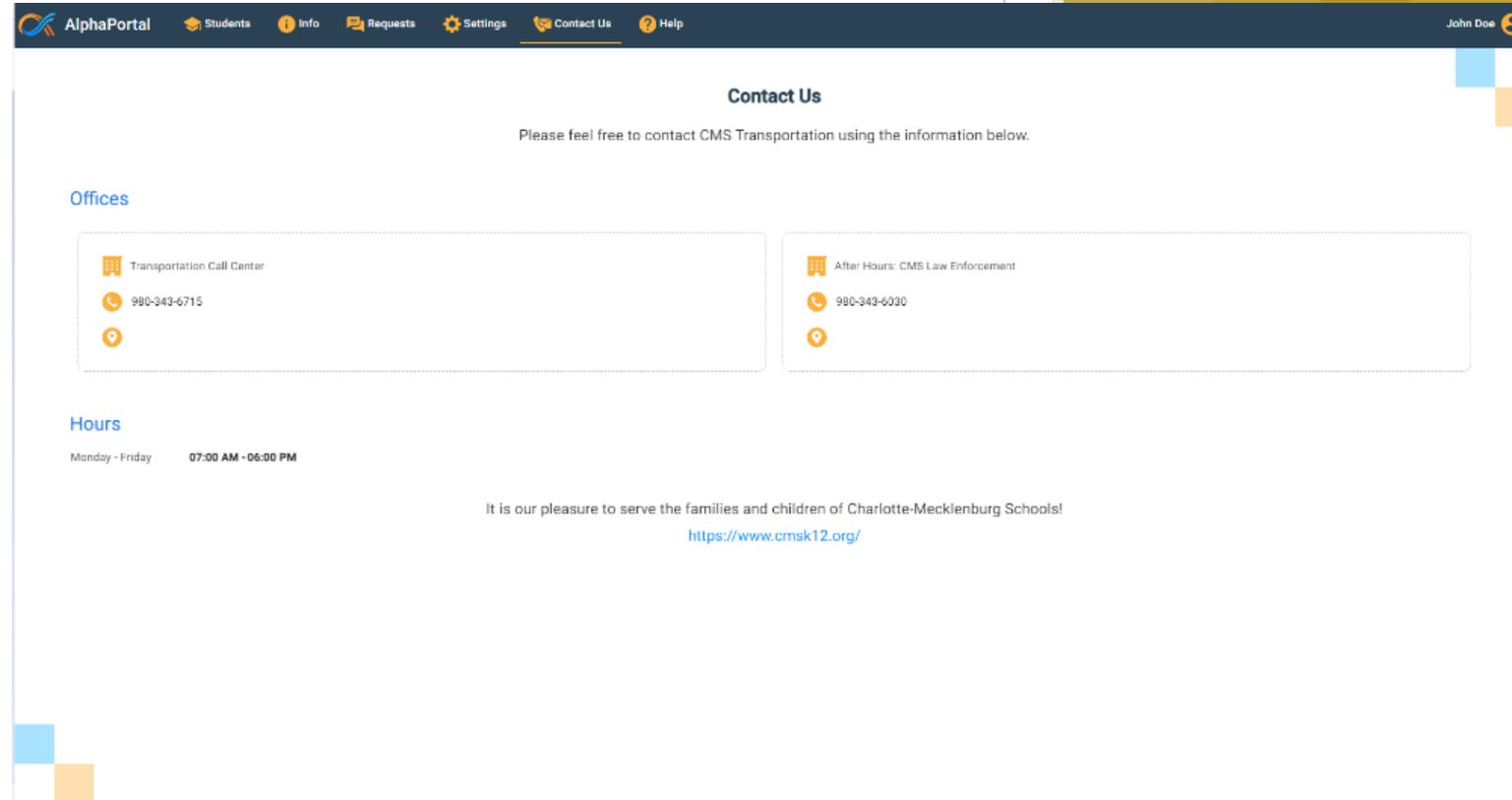
Página de configuración

- Aquí puede cambiar su contraseña.
- También puede cambiar el nombre del perfil y el número asociado a la cuenta.
- La notificación se activa automáticamente para mantener a los padres informados del estado de la solicitud.



Página de contacto

- En esta página puede ponerse en contacto con la Central Telefónica de la Oficina de Transporte de CMS si tiene alguna pregunta o problema técnico: (980) 343-6715.
- Si usted tiene alguna preocupación después del horario laboral durante la semana y no puede comunicarse con la Oficina de Transporte, por favor póngase en contacto con Oficina de Aplicación de la Ley de CMS: (980) 343-6030.



The screenshot shows the 'Contact Us' page on 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** header with the text: "Please feel free to contact CMS Transportation using the information below."
- Offices** section with two contact boxes:
 - Transportation Call Center**: Phone icon, 980-343-6715, and a location pin icon.
 - After Hours: CMS Law Enforcement**: Phone icon, 980-343-6030, and a location pin icon.
- 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!" followed by the URL <https://www.cmsk12.org/>.

Página de ayuda

- Si sigue teniendo problemas con AlphaPortal y no puede acceder al servicio de transporte, esta página lo guiará sobre los pasos que debe seguir.
- Si alguno de los datos de su hijo(a) es incorrecto, póngase en contacto con la escuela.
- La Oficina de Transporte de CMS no puede modificar las direcciones ni la información personal de los estudiantes.

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.

Preguntas

Si tiene más preguntas sobre AlphaPortal, póngase en contacto con la Oficina de Transporte de CMS, llamando al (980) 343-6715.