COLUMBUS CITY SCHOOLS

My Ride K-12 User Guide



Dear Columbus City Schools Families,

Parents and guardians have a lot on their plates these days, and waiting for late buses can be more than frustrating. As a parent, I understand and have endured the same concerns as many of you in the past few months. I want you to know we heard your calls and concerns about communication and notifications for late buses. We are making a change to make it better.

On November 9th, Columbus City Schools is introducing My Ride K-12 to make transportation information easier to access and give you timely updates from our Transportation team. You can use this new notification system on a smartphone or computer, through an app or the website.

Every family deserves clear, timely information about their child's transportation, especially when delays could affect getting them home safely. We believe this new system will be much better at giving you the information you need when you need it.

Through the My Ride K-12 app and website, families can review their child's transportation details and receive text notifications on their mobile devices about school bus route delays, changes, and schedule updates. Having this information in one place will help you plan your day and stay informed when changes occur.

While safety remains our top priority for each child going to and from our Columbus City Schools, improving our communications and service standards is also very important. While we believe My Ride K-12 will be helpful, our Transportation team remains available to answer questions and help resolve concerns at 614-365-5074.



Your feedback is valued as we implement the new system and will help us continue to improve the system over time. Please do not hesitate to send us any questions or concerns; such information helps improve the experience for all our students and families.

Please use the guide below to create your account, add your child, and enable text notifications.

Thank you for your partnership and for trusting Columbus City Schools to support your child's safe journey to and from school.

Sincerely,

Dr. Angela Chapman
Superintendent / CEO, Columbus City Schools

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My Ride K-12 User Guide

Your Guide to Transportation Information, Schedules, and Notifications

Before You Begin

Have the following ready:

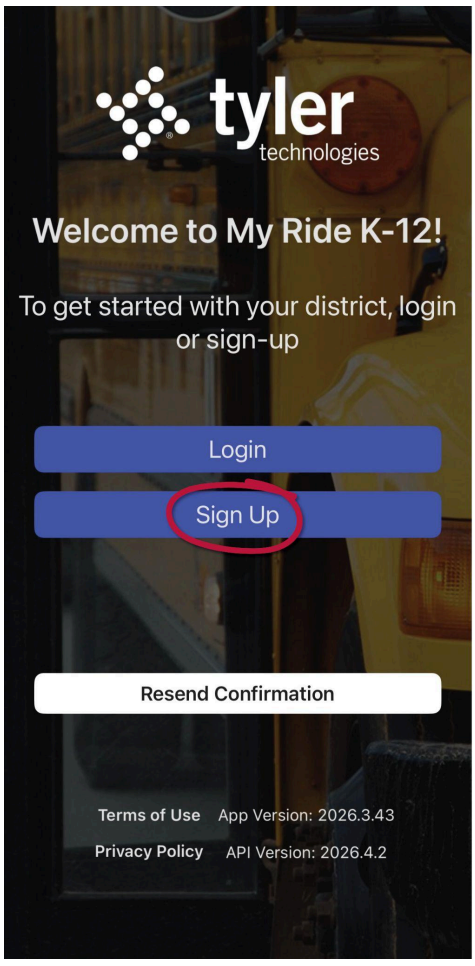
1. An active email address.
2. A smartphone, tablet, or computer with internet access.
3. The student identification information specified in the CCS My Ride K-12 setup instructions.

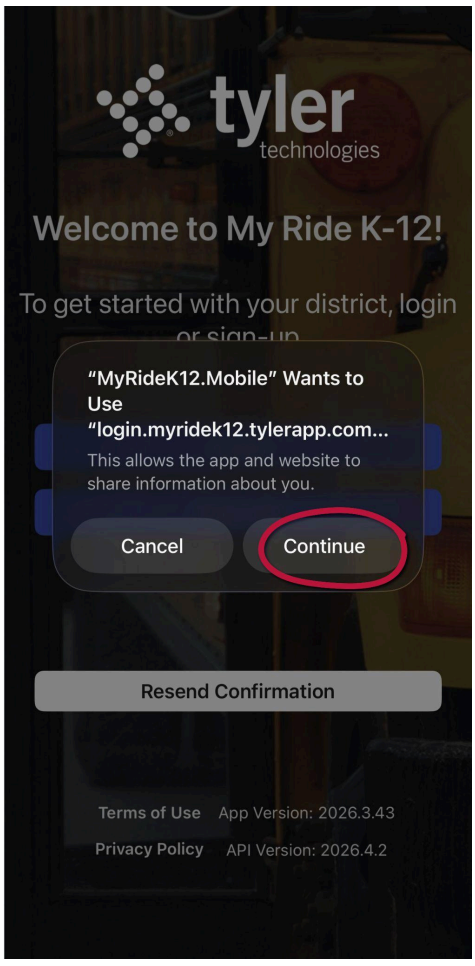
Keep your login credentials and your child's identification information private.

Access My Ride K-12

- ➔ On a mobile device: Search for My Ride K-12 in the Apple App Store or Google Play Store and download the app.
- ➔ On a computer: Use the My Ride K-12 website.

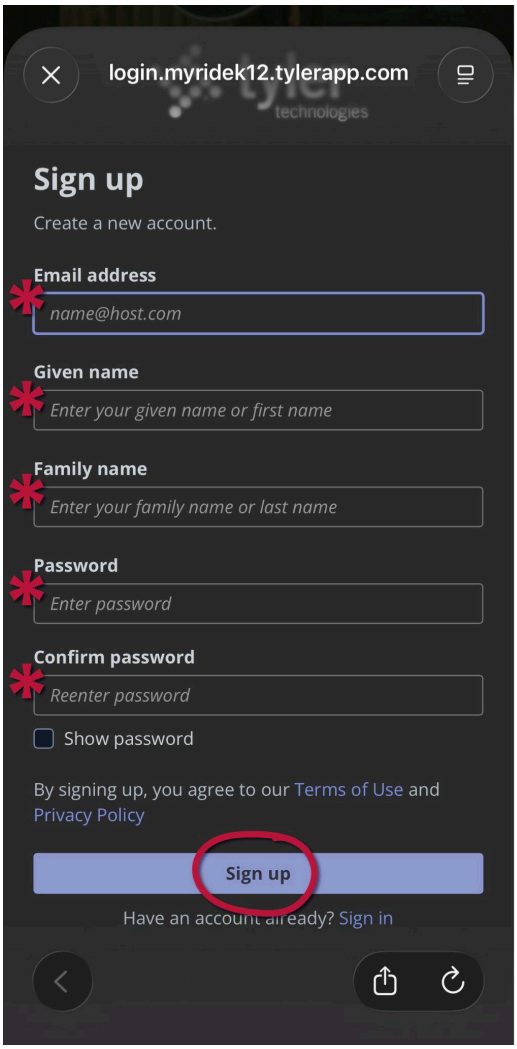
1. Create Your Account
    - Open My Ride K-12 and select Sign Up.

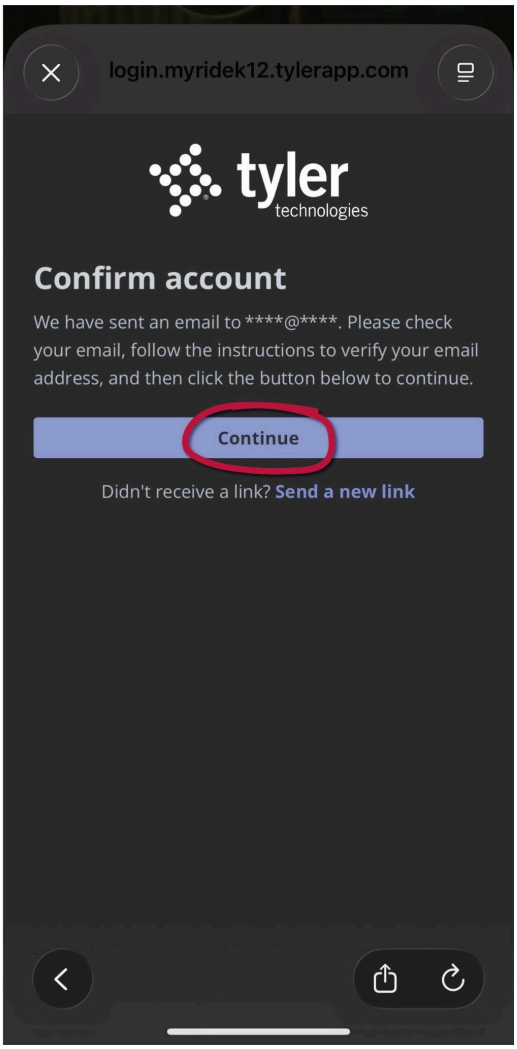




- Enter your email address, name, and a password.
    - Given Name means your first name.
    - Family Name means your last name.

2. Check your email for an account confirmation message.
3. Select the confirmation link to activate your account.
4. Return to My Ride K-12 and sign in.





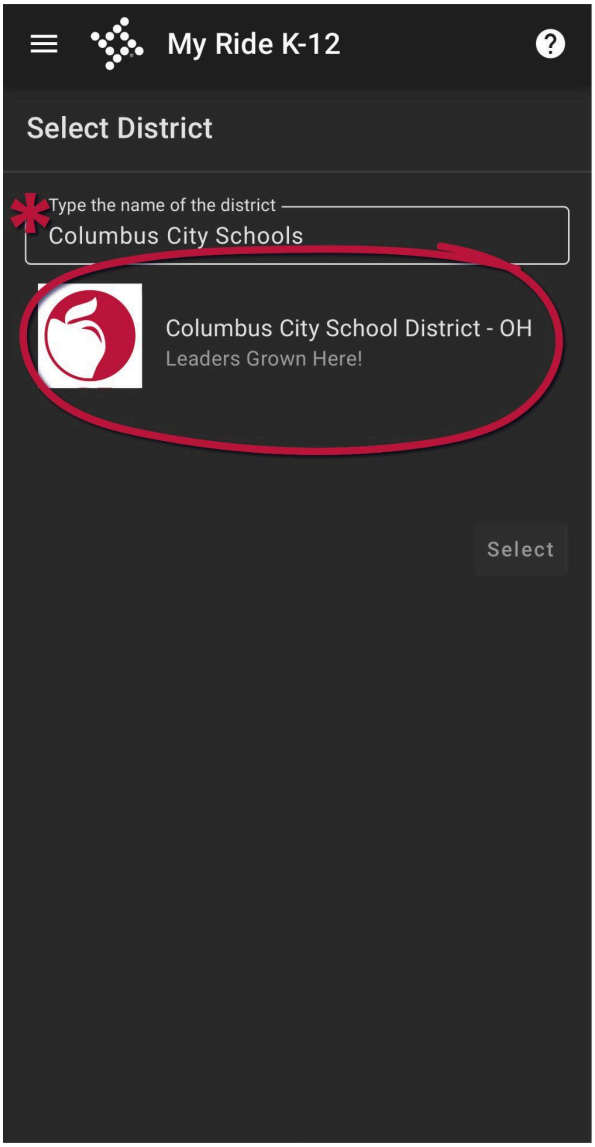
If you do not receive the confirmation email, check your spam or junk folder and confirm that you entered your email address correctly.

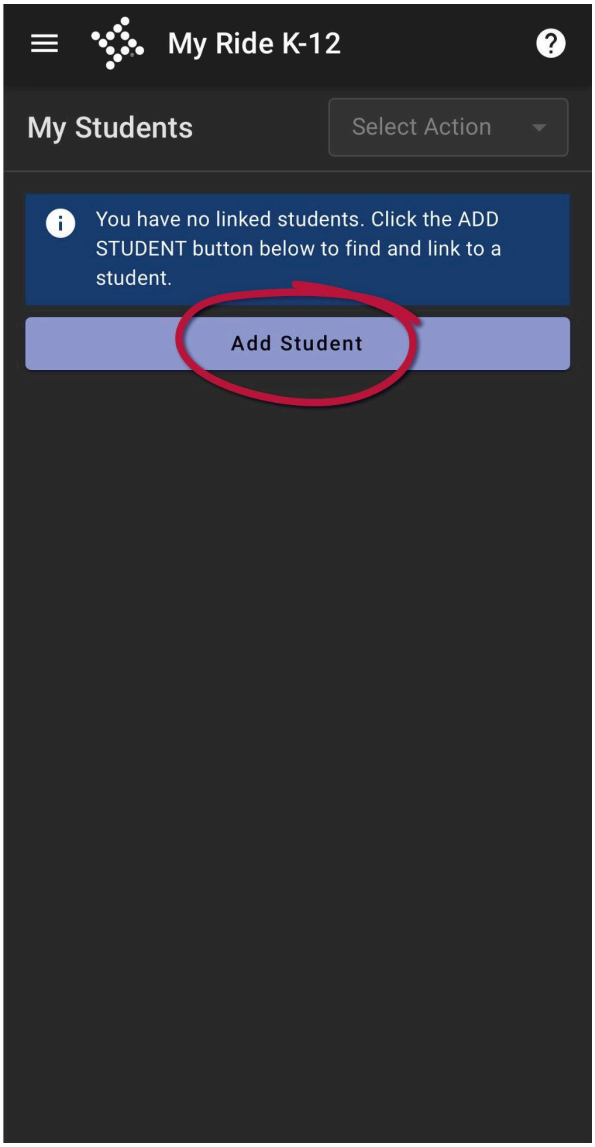
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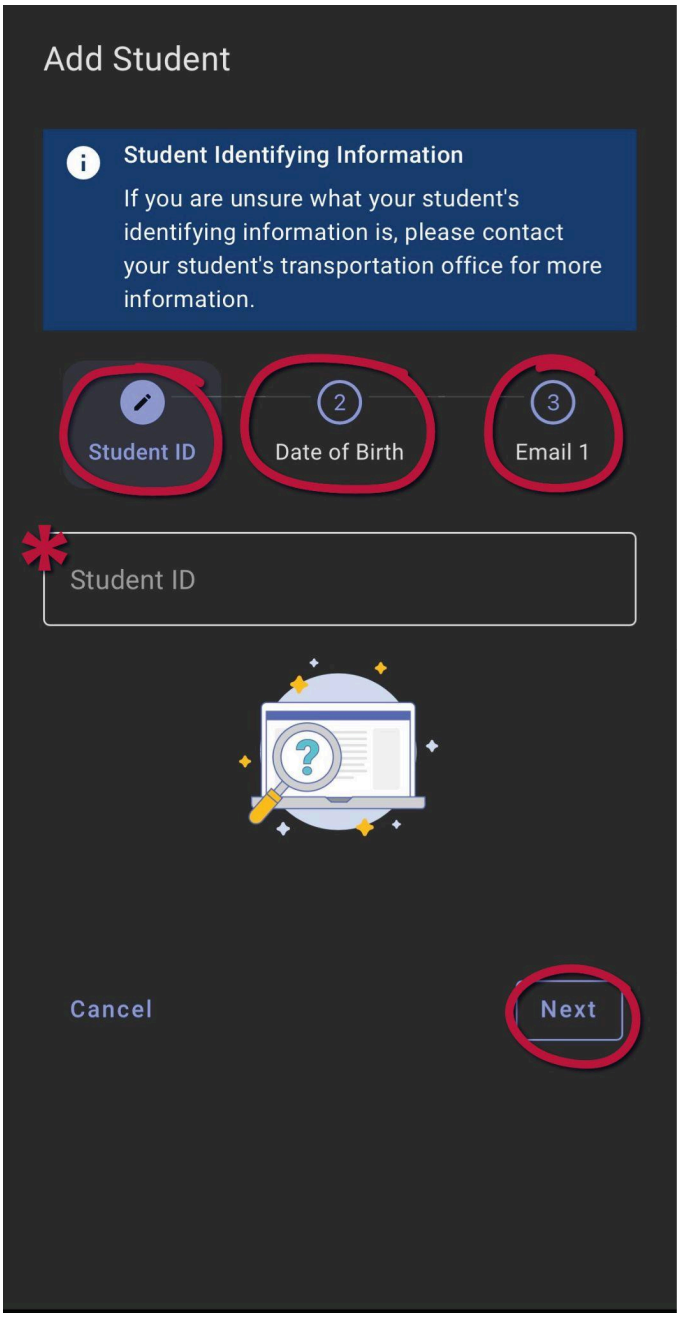
Your Guide to Transportation Information, Schedules, and Notifications

1. Select Columbus City Schools
    - When prompted to choose a district, search for Columbus City Schools and select the district entry identified in CCS setup instructions.
2. Add Your Child
    - Select Add Student.





- Enter the student identification information requested on the screen, using the information provided by CCS.
- Follow the prompts to find and add your child.
- Confirm that the student information is correct.
- Repeat these steps for each additional child.



If you cannot find the required identification information or the system cannot locate your child, contact CCS Transportation for assistance.

Review Transportation Details

Select your child's name to review the transportation information available in your account. Depending on the district's configuration, this may include:

- Assigned route number.
- Assigned pickup and drop-off stops.
- Scheduled pickup and drop-off times.
- Days the route operates.
- Transportation notices and schedule changes.

Review the information for each child, including morning and afternoon assignments when listed. If something appears incorrect, contact CCS Transportation. Transportation times may change because of traffic, weather, or other operating conditions. Follow CCS guidance about when your child should be ready at the assigned stop.

Turn On Notifications

Allow notifications when the app prompts you.

To check this setting later:

1. Open your phone's Settings.
2. Find My Ride K-12 under your app or notification settings.
3. Turn on notifications.
4. Confirm that your preferred alert options are enabled.

Enabling notifications allows your device to display transportation alerts sent through the system. Check the app for available district messages and updates.

Frequently Asked Questions

Do I need a smartphone?
No. My Ride K-12 also offers website access. Click this LINK to access.

Do I need internet access?
Yes. An active Wi-Fi or cellular data connection is needed to retrieve updated information and receive app notifications.

Can I add more than one child?
Yes. Complete the **Add Student** process for each child, then select a child's name to review their information.

Do I need to refresh the app?
The app updates automatically. If information appears outdated, check your internet connection, then close and reopen the app.

What if my child's transportation information is incorrect?
Contact CCS Transportation. Have your child's name, student ID, school, and a description of the concern ready so staff can assist you.

What if I need help with the Infinite Campus Parent Portal?
Use the account recovery options on the Parent Portal sign-in page or contact CCS Parent Portal support. My Ride K-12 and Infinite Campus are separate systems; follow the sign-in instructions for the system you are using.

Need Help?

CCS Transportation
For transportation assignments, schedules, incorrect information, or help connecting your child in My Ride K-12:
614-365-5074

CCS Parent Portal Support
For Infinite Campus account access:
380-997-7245 or **parentportal@columbus.k12.oh.us**
When requesting assistance, describe the issue clearly. Never share your password.