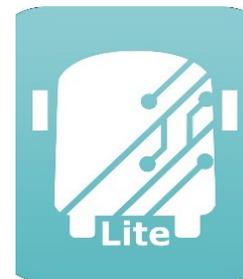


FREQUENTLY ASKED QUESTIONS



- **Q. What is Edulog Lite?**
 - The Edulog Lite Parent Portal application (app) monitors the location of school buses as they travel their routes across Katy ISD boundaries. This is done through Global Position System (GPS) hardware that is installed in each Katy ISD bus.
 - By connecting to the Edulog Lite Parent Portal app, parents can now see how close their child's bus is to its designated before- or after- school stop, as well as track the bus while it is in route. The Edulog Lite Parent Portal is only available for students who are eligible for transportation services in Katy ISD.

- **Q. How do I access the Edulog Lite app?**
 - Use the specific campus code provided by your school via email. These codes will be emailed to parents of eligible bus riders at the beginning of August. If you did not receive a code, but your child rides a bus, please contact your campus.
 - Follow the step by step instructions on how to download the app and use its features. [Parent Portal Step-by-Step Instructions](#)

- **Q. Why is the Edulog Lite app not accepting my password?**
 - Ensure you have authenticated your email address through the verification email the app sends once you have registered.

- **Q. Why does the Edulog Lite app state my student's information that I entered is still pending?**
 - Check that you have downloaded the correct application.
 - Download the **Edulog Parent Portal Lite app** on your mobile device. Download through [Google Play Store](#) or [iTunes App Store](#) to install the app.

- **Q. Why does the bus location not refresh or update?**
 - Edulog has determined that this is an issue at the cellular level and is currently working with Verizon to find a solution.

- **Q. Where can I get the registration code?**
 - Contact your campus for the campus specific registration code.

- **Q. Why am I not receiving notifications after having set them up?**
 - Edulog has determined that this is an issue at the cellular level and is currently working with Verizon to find a solution.

- **Q. Are all buses equipped with GPS tracking for Edulog Lite?**
 - The majority of our buses are equipped with GPS. As we receive GPS units we will be equipping the remaining buses in our fleet.

If your question has not been answered above, please contact your campus or the Transportation Department: 281-396-2700