

# User Manual

**Centre  
de services scolaire  
des Patriotes**

**Québec** 

**I T S**  
**M A X**  
SOLUTIONS

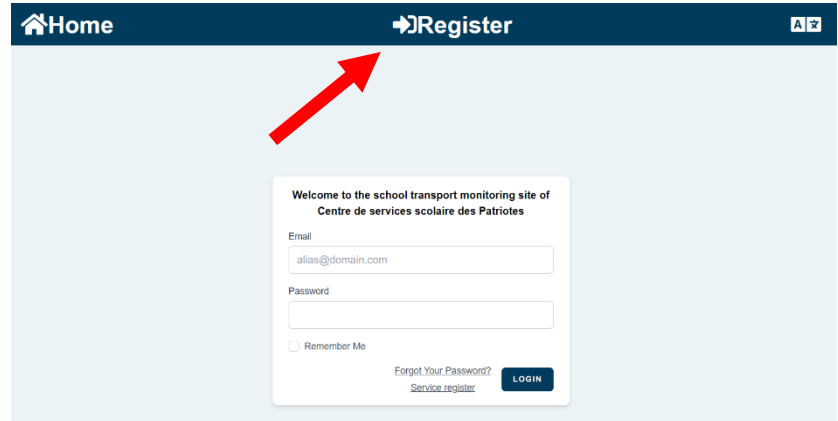
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# 1 - Account creation

## 1.1 - Registration

The first step is to register by clicking on the "Register" link from the login page.

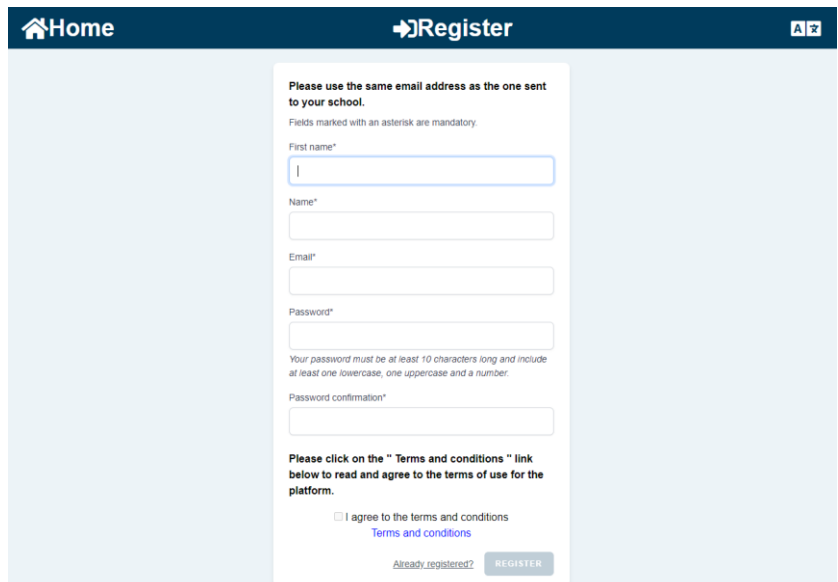


The screenshot shows the login page of the school transport monitoring site. At the top, there is a dark blue navigation bar with a home icon and the text "Home" on the left, and a right arrow icon followed by "Register" on the right. A red arrow points from the bottom left towards the "Register" link. Below the navigation bar, the main content area is light blue. In the center, there is a white login form with the heading "Welcome to the school transport monitoring site of Centre de services scolaire des Patriotes". The form contains fields for "Email" (with the placeholder "alias@domain.com") and "Password". Below these fields is a "Remember Me" checkbox. At the bottom of the form, there are links for "Forgot Your Password?" and "Service register", and a "LOGIN" button.

Figure 1 : Login page

Then you must fill in ALL the fields. The password must be at least 10 characters long and include at least one lower case letter, one upper case letter and one number.

Please note that the email address you must enter to register must be the same as the one sent to your school.



The screenshot shows the registration page of the school transport monitoring site. At the top, there is a dark blue navigation bar with a home icon and the text "Home" on the left, and a right arrow icon followed by "Register" on the right. Below the navigation bar, the main content area is light blue. In the center, there is a white registration form with the heading "Please use the same email address as the one sent to your school." and a note "Fields marked with an asterisk are mandatory." The form contains fields for "First name\*", "Name\*", "Email\*", "Password\*", and "Password confirmation\*". Below the "Password\*" field, there is a note: "Your password must be at least 10 characters long and include at least one lowercase, one uppercase and a number." Below the "Password confirmation\*" field, there is a note: "Please click on the 'Terms and conditions' link below to read and agree to the terms of use for the platform." Below this note, there is a checkbox for "I agree to the terms and conditions" and a link for "Terms and conditions". At the bottom of the form, there is a link for "Already registered?" and a "REGISTER" button.

Figure 2 : Registration page

Once you have filled in the information, all you have to do is read the "Terms and Conditions", accept these terms by checking the box "I accept the terms and conditions" and finally click on the "Register" button.

Home Register

Please use the same email address as the one sent to your school.  
Fields marked with an asterisk are mandatory.

**License Agreement for the Use of the Technological Solution**

The use and possession of the Technological Solution provided by Itsmax (here the "Product") are governed by the conditions described in this User License Agreement.

NOTICE TO USER PLEASE READ THIS NOTICE CAREFULLY NOW!!! DO NOT USE THIS Product UNTIL YOU HAVE READ THIS AGREEMENT.

This License Agreement for the use of this Itsmax Product is posted so that you can read it before you install or use this Itsmax Product that has been made available to you or your company. To this end, you must accept the conditions below, before any use of this Itsmax Product either by: Checking the box of this registration form "I have read and I accept the conditions of use of this License Agreement", if this User License Agreement appears to you electronically during its installation or use, Where Make sure your company manager has already done this in section 10 and sent the signed copy to Itsmax: If you use this Itsmax Product, it will indicate that you and your company accept this License Agreement. If you or your business do not agree to the terms of this License Agreement, you must immediately notify Itsmax and return the Product to Itsmax unopened or unused to Itsmax.

1. Definitions: The following definitions apply in this License Agreement:  
"Customer" means the City of Drummondville under a SAAS-type contractual agreement for the Product that has been sent by conventional or electronic transfer to make it available to you or your business.  
"User Interface" means the Customer, the Autorité régionale de transport métropolitain and the Société de transport de

below to read and agree to the terms of use for the platform.

☐ I agree to the terms and conditions  
[Terms and conditions](#)

[Already registered?](#) **REGISTER**

Click here to view the "Terms and Conditions"

Figure 3 Terms and Conditions

Password confirmation\*

.....

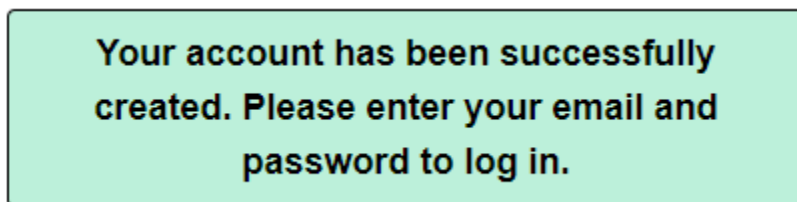
Please click on the " Terms and conditions " link below to read and agree to the terms of use for the platform.

☒ I agree to the terms and conditions  
[Terms and conditions](#)

[Already registered?](#) **REGISTER**

Figure 4 : Accept the Terms and Conditions

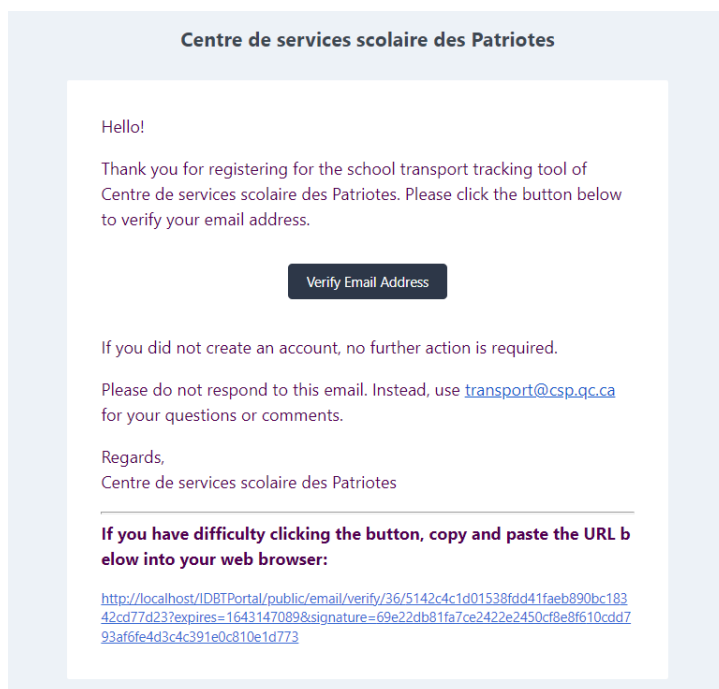
If all fields are filled in correctly you will be redirected to the login page with a success message like this:



*Figure 5 : Account created successfully*

## 1.2 - Verify your email address

Log in to your account, a message inviting you to verify your email will be displayed on the screen. Please access your personal email address in order to validate your account, simply click on the "Verify Email Address" button. Here is an example of the email received:



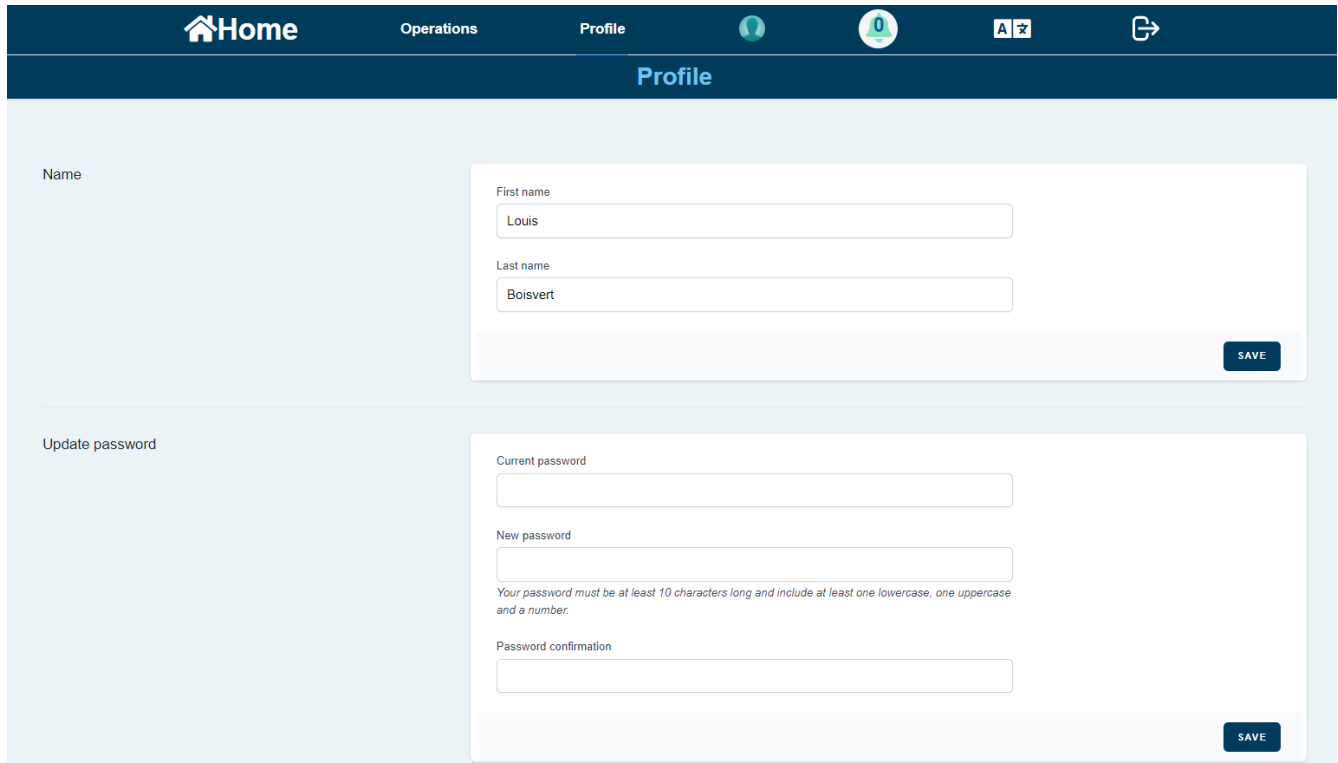
*Figure 6 : Validation email*

Your account is now created and validated!

## 2 - Website navigation

### 2.1 - Profile Page

From the Profile page you can make some changes to your account, for example: change your name, change your password.



The screenshot displays the 'Profile' page of a web application. The top navigation bar is dark blue with links for 'Home', 'Operations', and 'Profile'. The 'Profile' page title is centered in the header. The main content area is light blue and contains two sections: 'Name' and 'Update password'. The 'Name' section has input fields for 'First name' (containing 'Louis') and 'Last name' (containing 'Boisvert'), with a 'SAVE' button. The 'Update password' section has input fields for 'Current password', 'New password', and 'Password confirmation', with a 'SAVE' button. A password requirement note is visible below the 'New password' field.

Home Operations Profile

Profile

Name

First name  
Louis

Last name  
Boisvert

SAVE

Update password

Current password

New password

Your password must be at least 10 characters long and include at least one lowercase, one uppercase and a number.

Password confirmation

SAVE

Figure 7 : Profile Page

## 2.2 - Page Operations

From this page you can see the report for your child's day.

**Legend**

The **circuit** represents the vehicle number, i.e. bus, minibus or sedan number

**Place of boarding or drop of the vehicle**  
Three possible locations:  
- at the student's scheduled stop  
- to a bus transfer location (some students only)  
- at the school of attendance

**Time of boarding or deboarding of the vehicle**  
The time is recorded:  
- through the use of the student's transportation card **or**  
- by the driver  
"Not registered" means that the registration was not done or that the student was absent

**School attended:** Polybel


Report for the day of: 2022-02-02

Student: C. Test 2 Test 3

Circuit	Place of getting on or off the vehicle	Time of getting on or off the vehicle
<b>AM period</b>		
100	225 Boulevard Montcalm, Candiac, Qc	ABSENT
<b>PM period</b>		
100	Arret Amir	15:35:57
100	225 Boulevard Montcalm, Candiac, Qc	Not registered

Figure 8 : Page Operations

Here is the different information displayed:

- 1) The name of the school attended by the student.
- 2) The report for the selected day, you can enter a date or click on the icon  and select another date.
- 3) Displays the name of the selected student, click on it to bring up a drop-down menu and select another student.
- 4) Table showing "Absent" since the student was not present in the vehicle.
- 5) Table showing the circuit number, the place where the vehicle went up or down and the time when the passage was recorded. In this example, the student used his boarding pass when boarding the bus but not when arriving, which is why the message "Not registered" is displayed.

## 3 - Mobile application

### 3.1 - Installation

To use the mobile school transportation application you must first download it from the online store on your device:

- Google Play Store for Android devices
- App Store for IOS devices

Search for the application using "transport scolaire cssp" in the search box and press "Install".

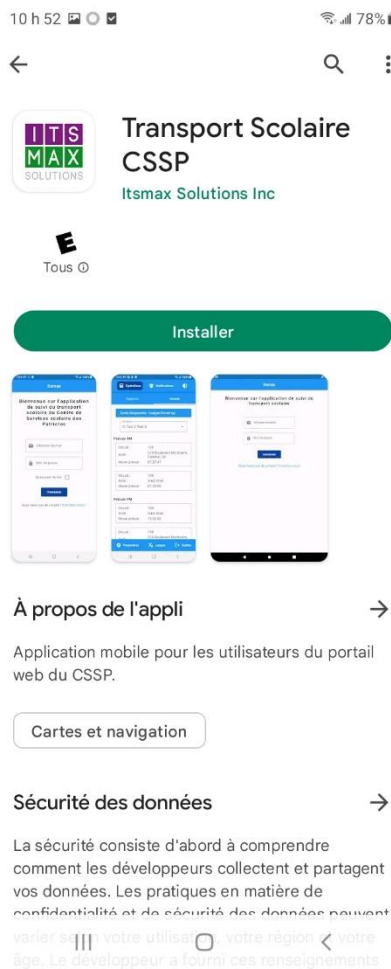


Figure 9: Installation



## 3.2 - Connection

Once the application is installed open it and the login screen will appear. To log in you must use the same email address and password as on the web portal. If you haven't created your account yet, press the "Sign Up!" link and complete your registration.

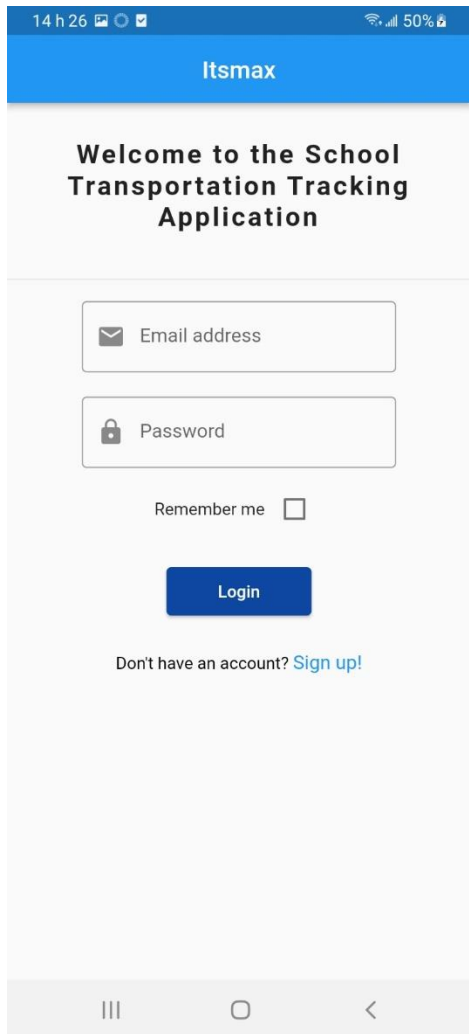


Figure 10: Login

## 3.3 - Interface

### 3.3.1 - Operations

On the "Operations" screen, there are two submenus: "Reports" and "Schedule". You can switch from one submenu to the other by swiping or tapping the screen.

#### Reports

Here are the different elements of this screen from top to bottom:

1. Change the selected day
2. Change the selected student
3. Displaying information

The information displayed is:

**Circuit** represents the vehicle number, bus, minibus or sedan number.

#### Place of boarding or alighting from the vehicle

Three possible locations:

- at the student's scheduled stop
- at a bus transfer location (some students only)
- at the school of attendance

#### Time of pick-up or drop-off.

The time is recorded by:

- By using the student's transportation card
- or**
- by the driver
  - "Not registered" means that the registration was not made or that the student was absent

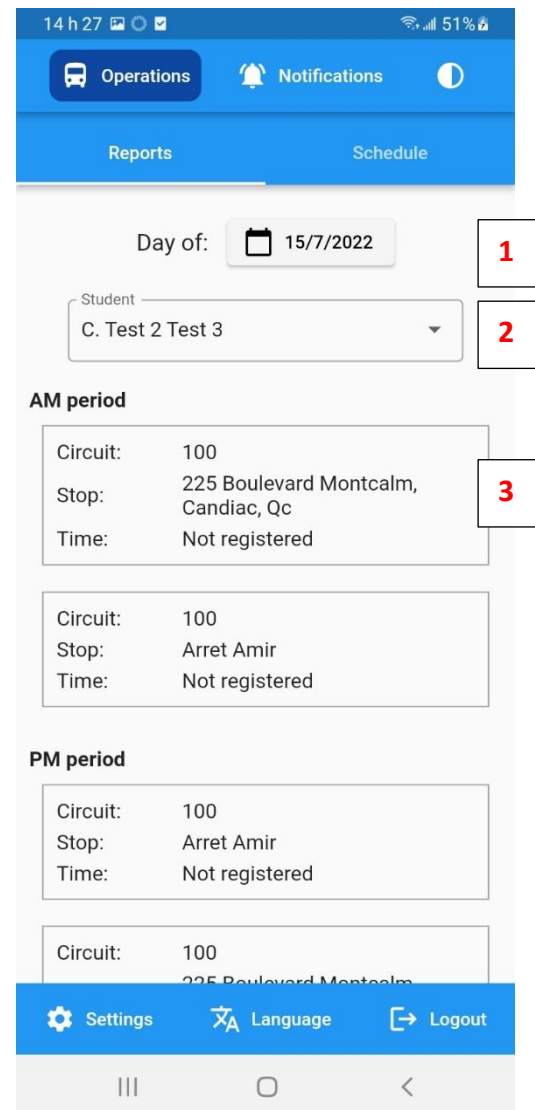


Figure 11: Reports

## Schedule

Here are the different elements of this screen from top to bottom:

1. School attended
2. Change the selected student
3. Displaying information

The information displayed is :

**Route** represents the vehicle number, i.e. bus, minibus or sedan number.

### Place of boarding or alighting from the vehicle

Three possible locations:

- at the student's scheduled stop
- at a bus transfer location (some students only)
- at the school of attendance

**The expected time of boarding or alighting from the vehicle.**

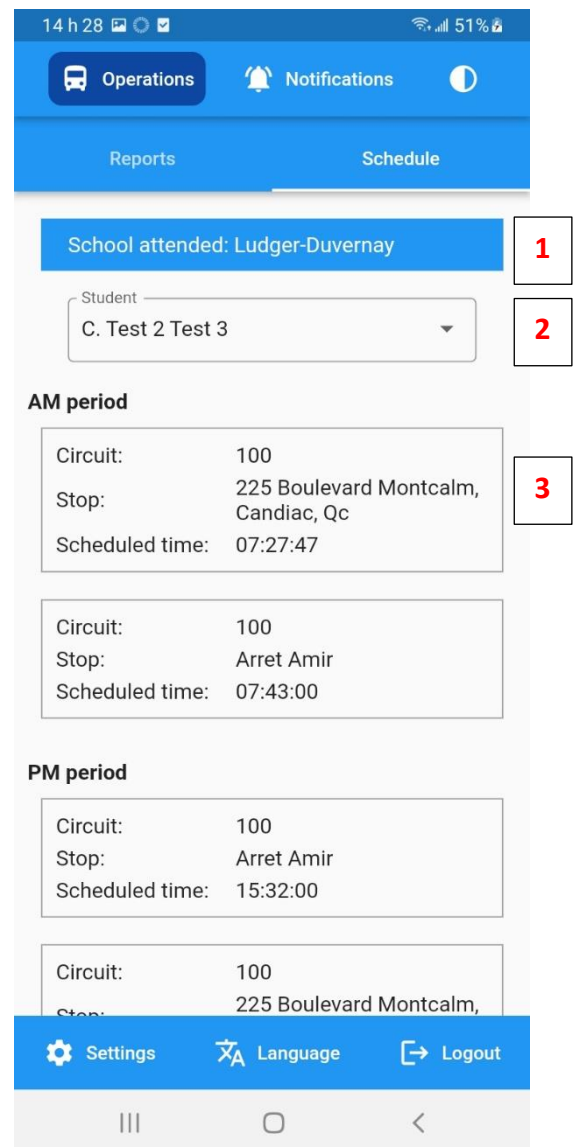


Figure 12: Schedule

### 3.3.2 - Notifications

This is where the notifications are displayed. You can delete all the notifications by pressing the trash icon (Figure 13) and then validating. To delete a single notification you must drag it to the left as shown in Figure 14.

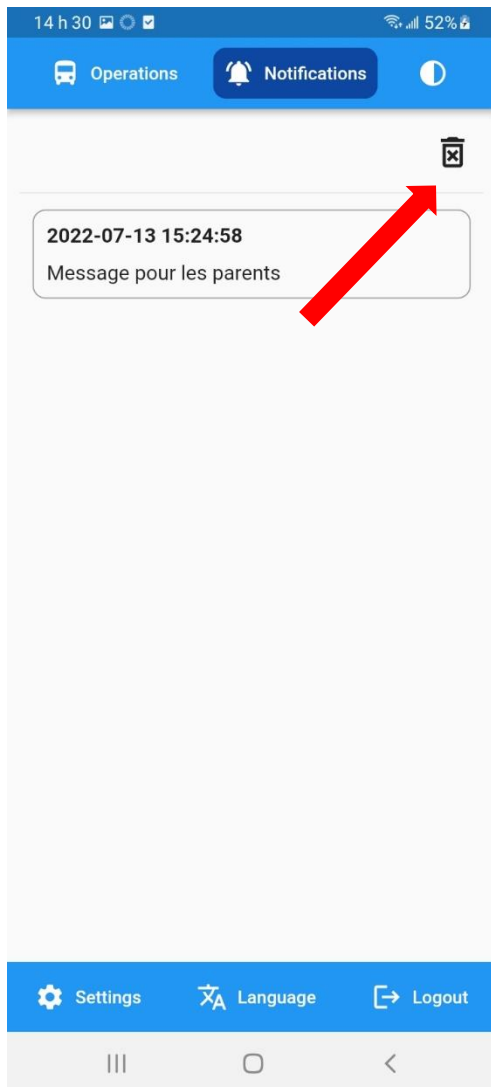


Figure 13: Notifications

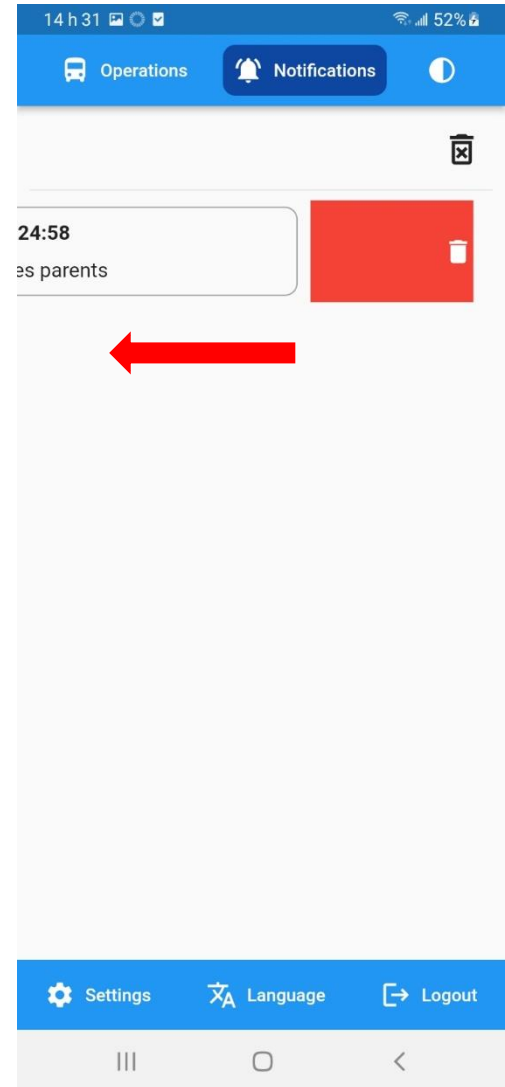


Figure 14: Notification delete

### 3.3.3 - Theme

Press the theme button (see figure 15) and the application will change to a dark theme as shown in figure 16. If you want to return to the light theme press the theme button again.

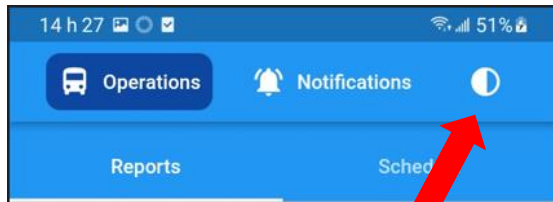


Figure 15: Theme button

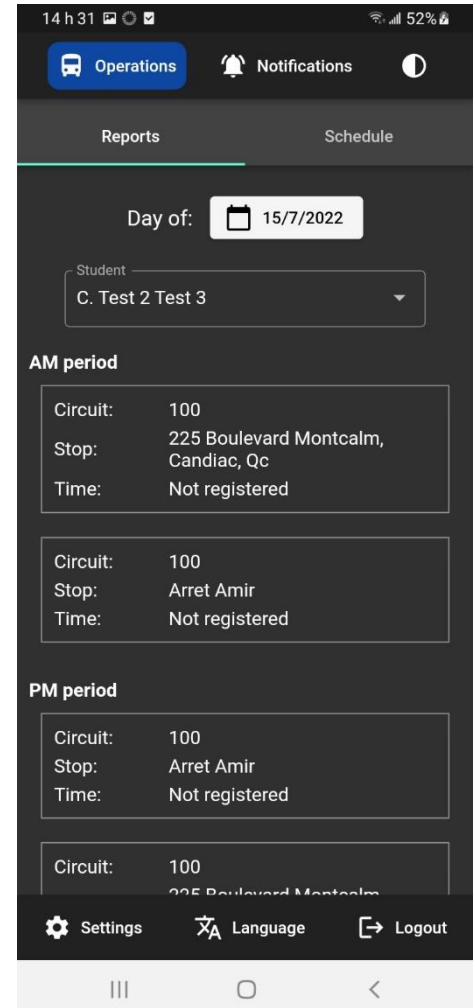


Figure 16: dark theme

### 3.3.4 - Settings

The "Settings" screen allows you to choose whether you want to receive all notifications or only important notifications. You can also enable the option to receive an alert on your device when a new notification is sent to your account. By default this option is disabled, to enable it you need to activate the switch and press the "Save" button.

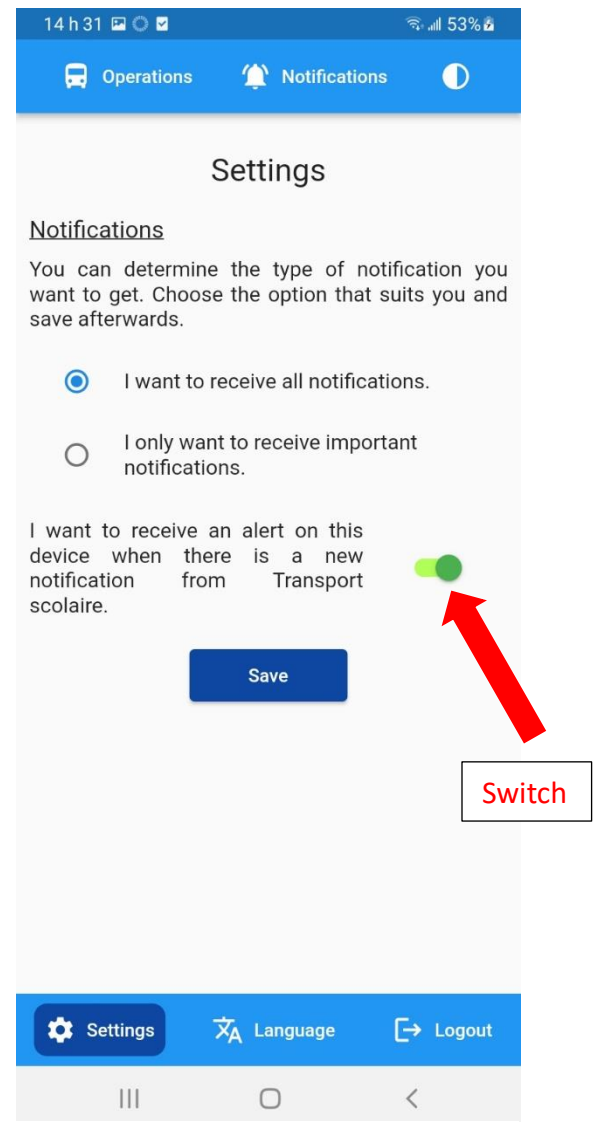
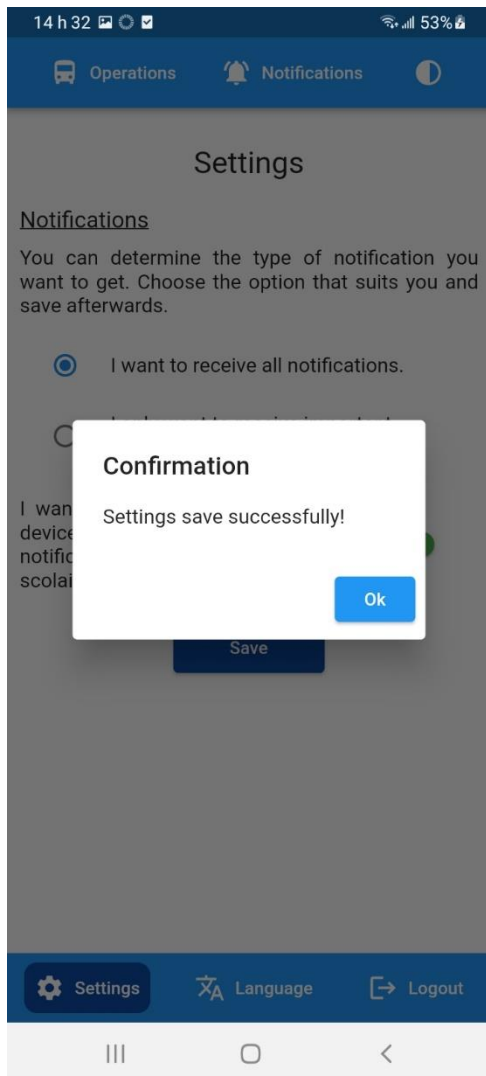


Figure 17: Parameters

If the registration is successful you will receive a confirmation message as shown in figure 18.



*Figure 18: Confirmation*

### 3.3.5 - Language

To change the display language of the application, press the "Language" button located at the bottom center of the application and select the desired language.

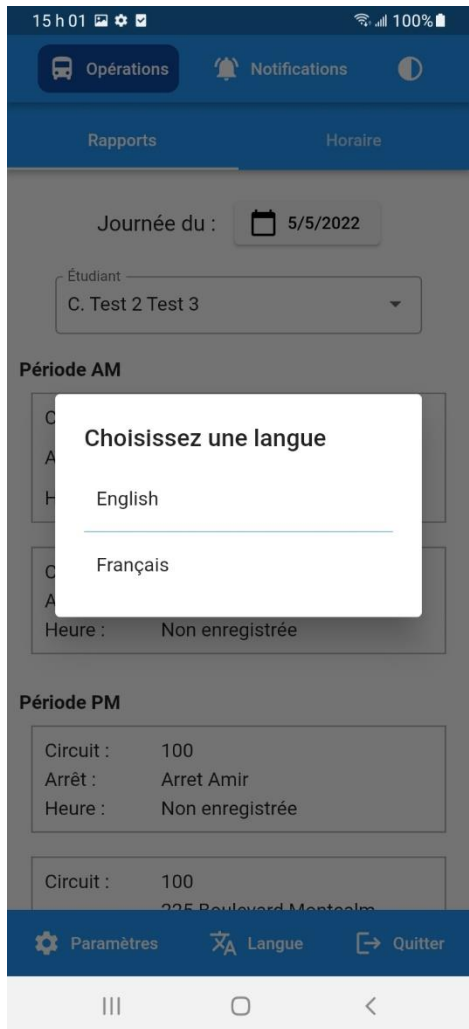


Figure 19: Language



## 4 - Frequently asked questions

### What should I do if I did not receive a confirmation email after completing my registration?

- Check if it is not in your junk mail folder.
- If it is not there, log in to your account and click on the "Resend Validation Email" button, there may be a slight delay in receiving it.

### What should I do if I can't remember my password?

From the login page, click on the "Forgot your password?" link, then enter your email address and click on the "Reset password by email" button. An email will be sent to your email address with the steps to follow to create a new password.

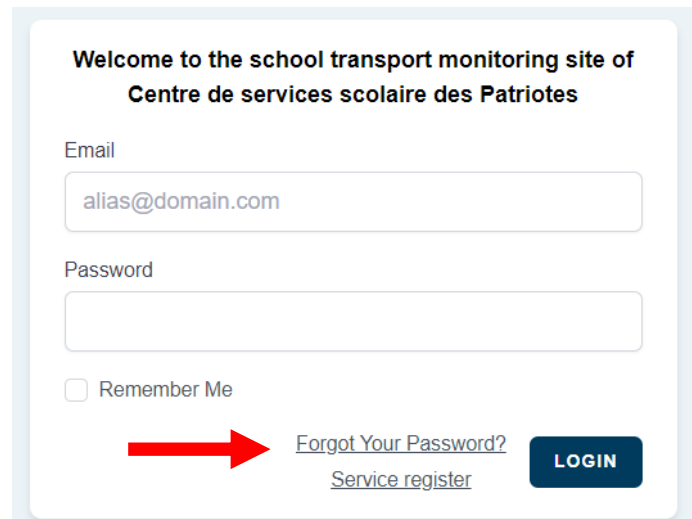


Figure 20: Link to create a new password

### Why is everything displayed in french? I don't understand anything!

You can change the language of the website by clicking on the language button as shown in figure 10.



Figure 21: Button to change the display language

**I can't connect to the mobile application.**

Do you have internet access? You must have access to the internet, either by wireless or by using the mobile data of your cell phone plan.

**I recently changed my device and installed the application on my new device. The application works but I am not notified on my new device when I receive a notification.**

Go to "Settings", make sure the switch is on (green) and press "Save".