



## Procedure for creating an account on the Riverside School Board transportation request portal

The Riverside School Board (RSB) transportation request portal is a secure platform allowing you to make requests related to school transportation offered on the territory of the RSB, in particular:

- Information requests
- Change bus stop requests
- Available seat requests
- Alternate address requests

Requests submitted through the portal will be taken care of by members of the RSB and you will be able to follow their progress in real time directly from the transport request portal.

To submit a request to the RSB through the portal, you must first register on the portal to establish an account.

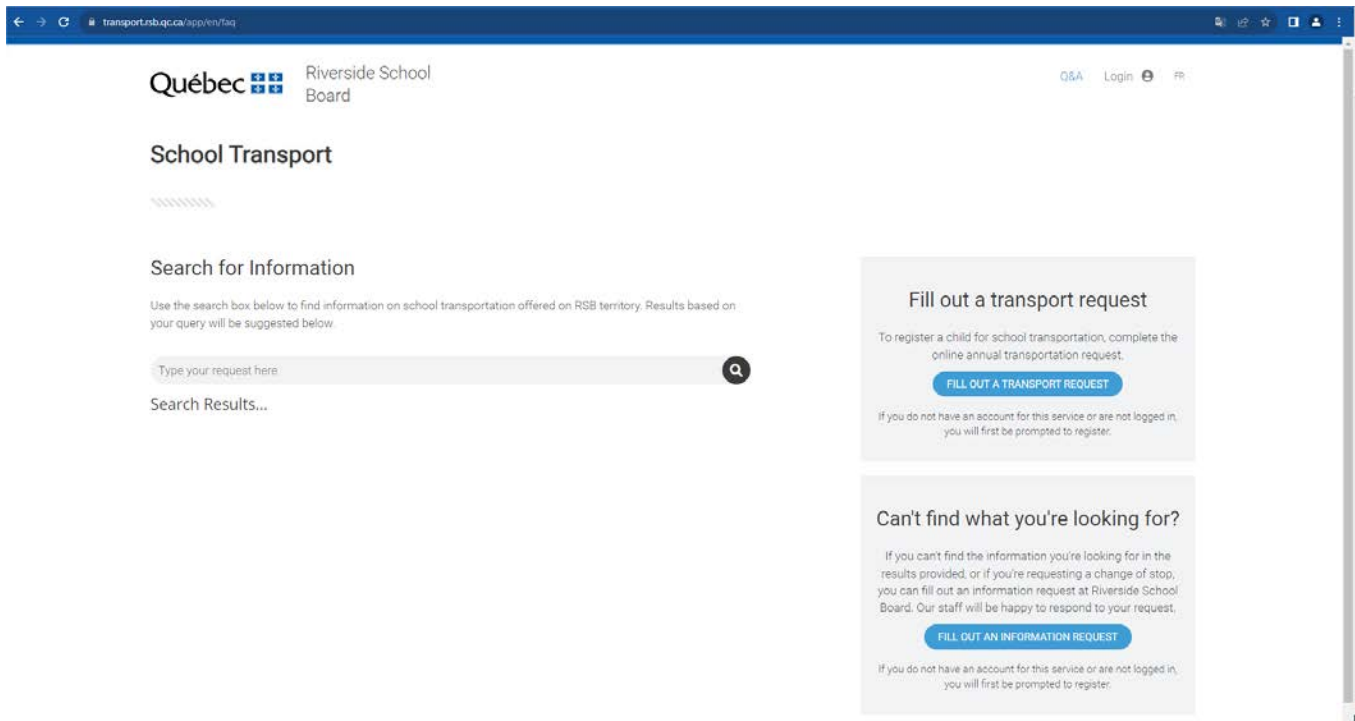
Follow the instructions below to create an account on the RBS Transportation Request Portal.

## How to create an account

To create an account on the RSB transport request portal, follow the instructions below:

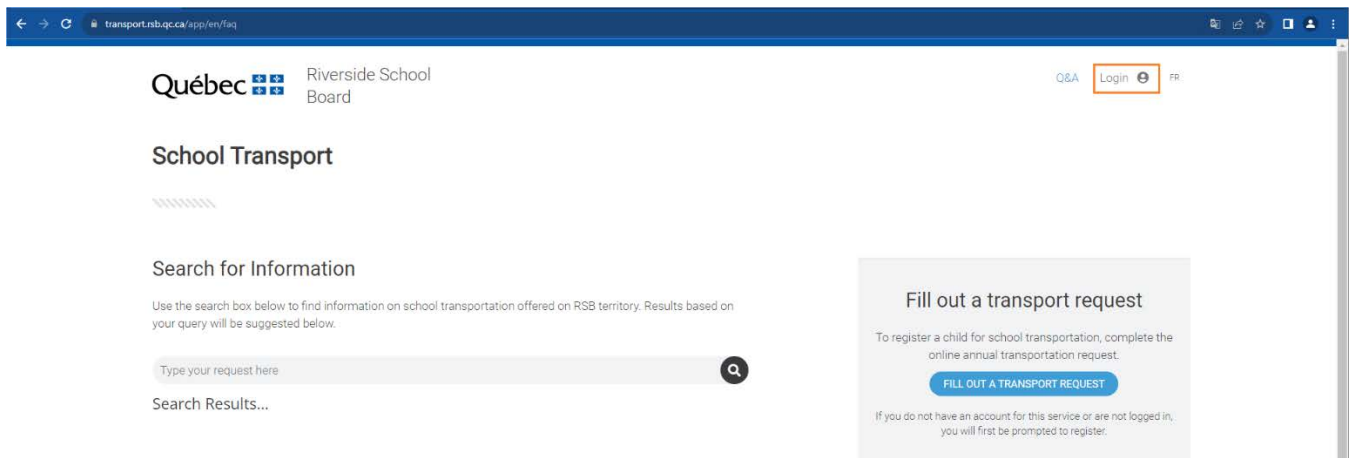
1. Access the portal at the following address:

<https://transport.rsb.qc.ca/app>



The screenshot shows the homepage of the Riverside School Board transport request portal. The browser address bar displays [transport.rsb.qc.ca/app/en/faq](https://transport.rsb.qc.ca/app/en/faq). The page header includes the Québec logo, the Riverside School Board name, and navigation links for Q&A, Login, and FR. The main content area is titled "School Transport" and features a "Search for Information" section with a search box and a "Fill out a transport request" button. Below the search box is a "Search Results..." section. To the right, there are two informational boxes: "Fill out a transport request" and "Can't find what you're looking for?", each with a corresponding "FILL OUT A TRANSPORT REQUEST" or "FILL OUT AN INFORMATION REQUEST" button.

2. Then click on the "Login" option available at the top right corner of the screen:



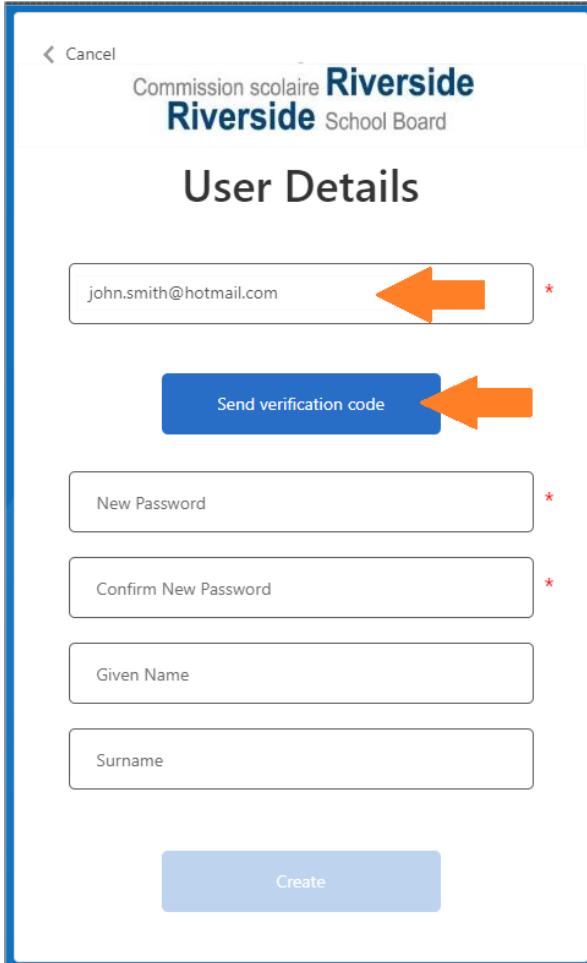
This screenshot is identical to the previous one, but the "Login" button in the top right corner of the page header is highlighted with a red rectangular box, indicating the next step in the process.



3. In the following screen, choose the option "Sign up now"

A screenshot of the Riverside School Board sign-in page. The page has a white background with a blue border. At the top, it displays the logo and name "Commission scolaire Riverside School Board". Below this is the heading "Sign in" in a large, bold font. Underneath the heading is the instruction "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the password field is a blue link that says "Forgot your password?". At the bottom of the form area is a blue button labeled "Sign in". Below the button, the text "Don't have an account?" is followed by a red-bordered button labeled "Sign up now".

4. In the next login screen, be sure to enter a valid email address.  
Then request the verification code to be sent.



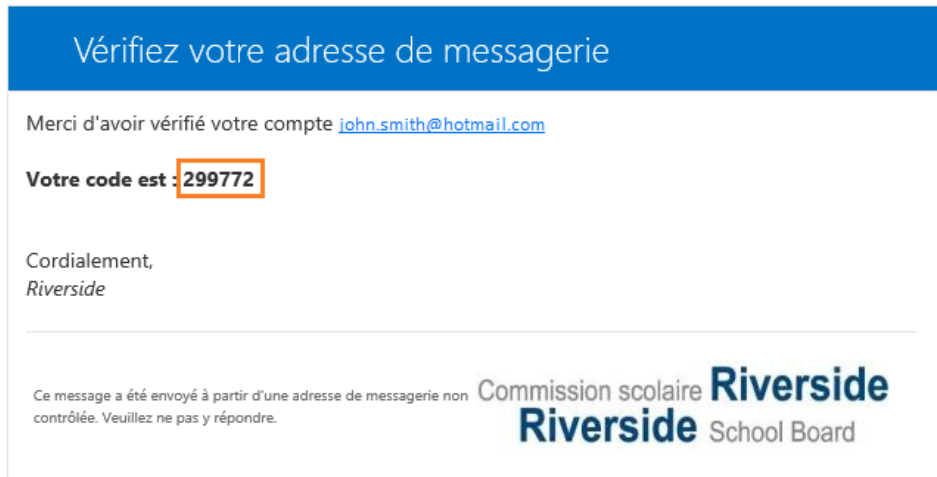
The screenshot shows a mobile application interface for creating a user account. At the top, there is a back arrow and the text 'Cancel'. Below that is the logo for 'Commission scolaire Riverside School Board'. The main heading is 'User Details'. There are five input fields: 'Email' (containing 'john.smith@hotmail.com'), 'New Password', 'Confirm New Password', 'Given Name', and 'Surname'. Each of the first three fields has a red asterisk to its right. A blue button labeled 'Send verification code' is positioned below the email field, with an orange arrow pointing to it from the right. At the bottom of the form is a light blue button labeled 'Create'.

**Important :**

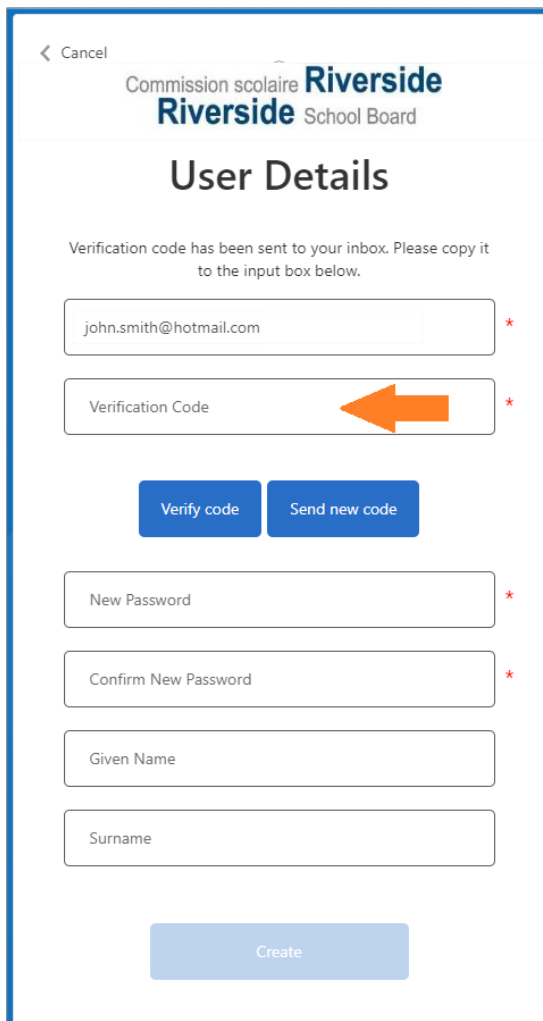
In addition to serving as your account identifier, it is also to this address that follow-up emails will be sent to inform you of the progress of your requests. For example:

- Confirm receipt of your request in the system.
- Indicate that your request is being handled by a member of the staff.
- Indicate that a communication has been issued regarding your request.
- Confirm the processing of your request.
- etc.

5. Check your mailbox, you should have received a verification code confirming the existence of your email address.



6. Enter this code in the space for this purpose on the form and click on the "Verify code" button




< Cancel

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Riverside School Board

### User Details

Verification code has been sent to your inbox. Please copy it to the input box below.

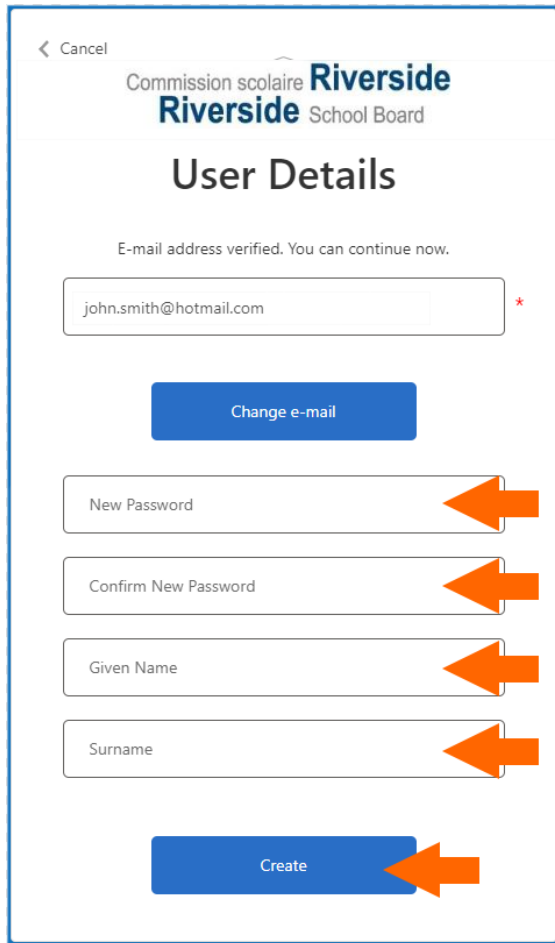
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Verification Code  \*

\*

\*

7. Following the verification of the code, complete the remaining information on the form and press the "Create" button to finalize the creation of your account.



< Cancel

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**Riverside** School Board

## User Details

E-mail address verified. You can continue now.

john.smith@hotmail.com \*

Change e-mail

New Password

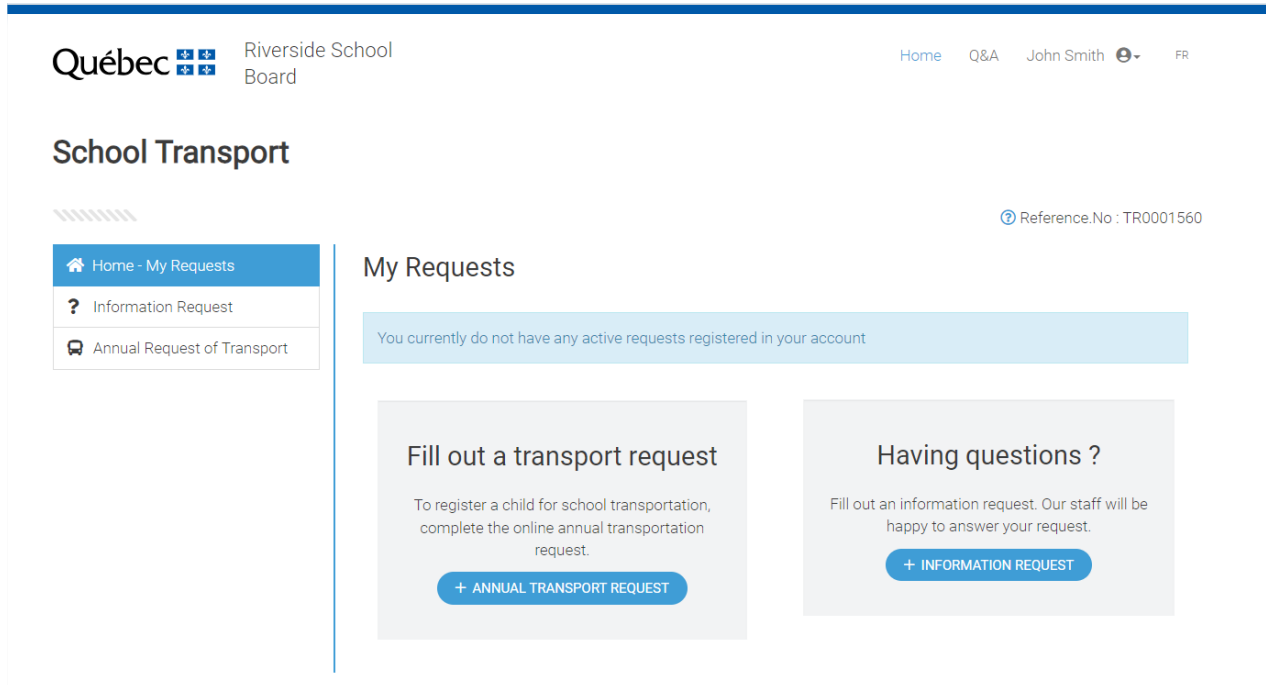
Confirm New Password

Given Name

Surname

Create

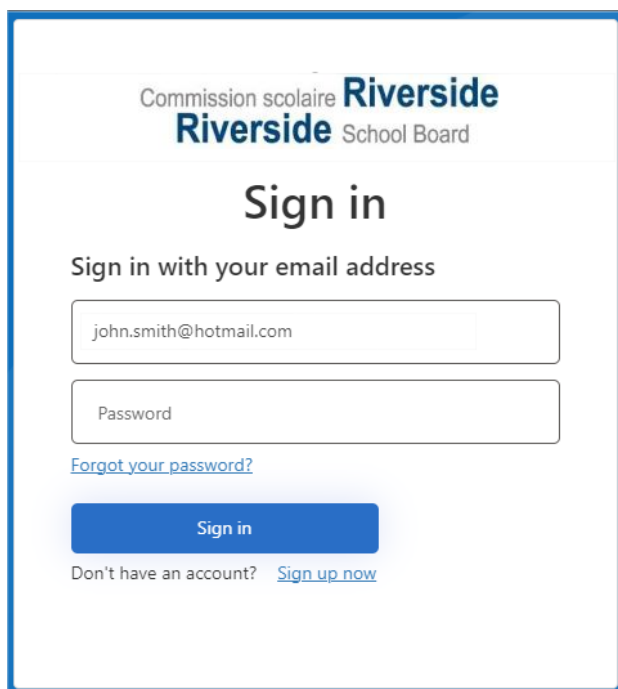
8. Once your account has been created, you will be directed to the portal's home page from where you can submit and track your requests on the RSB transport request portal.



The screenshot shows the 'School Transport' portal. At the top left, it says 'Québec' with the flag and 'Riverside School Board'. On the right, there are links for 'Home', 'Q&A', 'John Smith', and 'FR'. The main heading is 'School Transport'. Below it, there's a navigation menu with 'Home - My Requests' (selected), 'Information Request', and 'Annual Request of Transport'. The main content area is titled 'My Requests' and contains a message: 'You currently do not have any active requests registered in your account'. There are two main cards: 'Fill out a transport request' with a sub-heading 'To register a child for school transportation, complete the online annual transportation request.' and a '+ ANNUAL TRANSPORT REQUEST' button; and 'Having questions?' with a sub-heading 'Fill out an information request. Our staff will be happy to answer your request.' and a '+ INFORMATION REQUEST' button. A reference number 'Reference.No : TR0001560' is visible in the top right.

### Log in to the portal again

1. During your subsequent connections to the RSB transport request portal, you will be asked, in the connection screen, to provide the email address and the password used when creating your account.



The screenshot shows the 'Sign in' page. At the top, it says 'Commission scolaire **Riverside** School Board'. The main heading is 'Sign in'. Below it, the text reads 'Sign in with your email address'. There are two input fields: one for the email address containing 'john.smith@hotmail.com' and one for the password. Below the password field is a link for 'Forgot your password?'. At the bottom, there is a blue 'Sign in' button and a link for 'Don't have an account? Sign up now'.