

Versatrans MyStop / e-Link - FAQ

2025-2026 Frequently asked questions

Step 1: Register

- Registration link: [Login - Tyler's Versatrans eLink](#)
- Log in using the students first name and last name (uppercase first letter of first name and uppercase first letter of last name)
 - Username: Firstname.Lastname
 - Password: Firstname.Lastname
- Change Password in E-Link. Once changed in E-Link, the password will work in MyStop.

Initial online profile registration



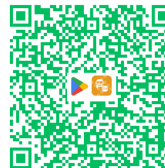
e-link
Student profiles and Route info

Step 2: Download Mobile App: Versatrans My Stop, by Tyler Technologies

- Download Versatrans My Stop App with [Google Play](#), or the [App Store](#).
- Log in using your username:
 - (student Firstname.Lastname) / & your NEW password
- *There is a desktop version of the application if preferred:* [Login - Tyler's Versatrans My Stop™](#)

Google Play:

Android Google Play Download



Scan History / GPS Live

Apple App Store:

Apple App Store - Download



Scan History / GPS Live

If you need any help with registering with e-Link or setting up your account with Versatrans, please reach out to transportation at: transportation@eics.ab.ca.

Frequently Asked Questions (FAQ's)

What is e-link?

E-link stores your student's transportation information including their bus route numbers, pickup/drop off times, transfer information, school and grade. Your child's bus driver will call before the beginning of the first day of school. Please go with the driver time for pickup and drop off given to you.

What is MyStop?

MyStop is the mobile app that connects to your student's scan card and the GPS unit on the bus. This app will display each time your student has scanned on and off the bus.

Does MyStop display information in real time?

Yes. However, technology isn't always perfect and sometimes the information displayed may be off by a few moments depending on cellular connection.

The App says my child has not been picked up.

If a student forgets to scan their card, no GPS information will be displayed. It is important to remind your student that they must scan and scan off each time. If genuinely concerned your child may have been missed (ie: a new sub driver), please contact transportation at 780-449-6480 and the transportation office can check via radio with the driver.

My child should have been dropped off by now, where are they?

Some-times delays happen and the GPS is not always 100% accurate. Our bus operators will radio transportation if they are delayed 10 minutes or more. Transportation will send out notification to the parents via app.

In the MyStop App, how do I switch students to view?

Tap the top bar where your student's name is displayed. This will give you a pop down to select another student to view.

My child's last name has a hyphen or a space, how do I log in?

Just type the name out exactly how it is input in powerschool. Spaces and hyphens are okay. Not case-sensitive. firstname.lastname. Example: marie st.Laurant-Smith Collins would be: marie.st.laurant-smith collins. AND John-Denver Doe would be john-denver.doe

How do I see what bus route my child will be on?

Go into the [e-link](#) site for this information.

How do I select my area?

When registering, it will ask to share location. Click, YES. This will identify all applicable local school districts. You will then select your school district, Elk Island Catholic Schools.

Shared Custody and account sharing/setup?

Accounts are set up for the students. As such, all associated students are linked together as a family with ONE access login per family group. This means that parents are responsible for sharing this login information amongst each other as secondary accounts do not exist and are not possible. Multiple devices can access the account with shared log-in credentials.

I have children in both EICS and EIPS and wish to view students from both districts under one account.

EICS and EIPS use two different apps. They will have to set up accounts on each app.

I don't see all of my children listed together

Your primary account might not be listed as the same for each student. This data is pulled from the information parents provide in the demographic form each year and pulls from the "home phone" / Primary phone number box. This information generates the "FamilyID". If parents indicated differing information in their children's annual demographics forms, the students will have differing familyID codes and will not show up together.