

Registration User Guide

For Bus Operators and
School Administrators



Table of Contents

1.Introduction3

2. School Administrators3

2.1 New user account registration 3

2.2. Submitting your authorisation form 6

2.3 Requesting access to additional functions 7

3. Transport Operators..... 10

3.1. New user account registration10

3.2 Following MFA registration.....13

3.3 Requesting access to additional applications..... 15

4. Reminders 17



1. Introduction

The Transport for NSW Services Portal has been upgraded to enable more secure access to the Transport applications.

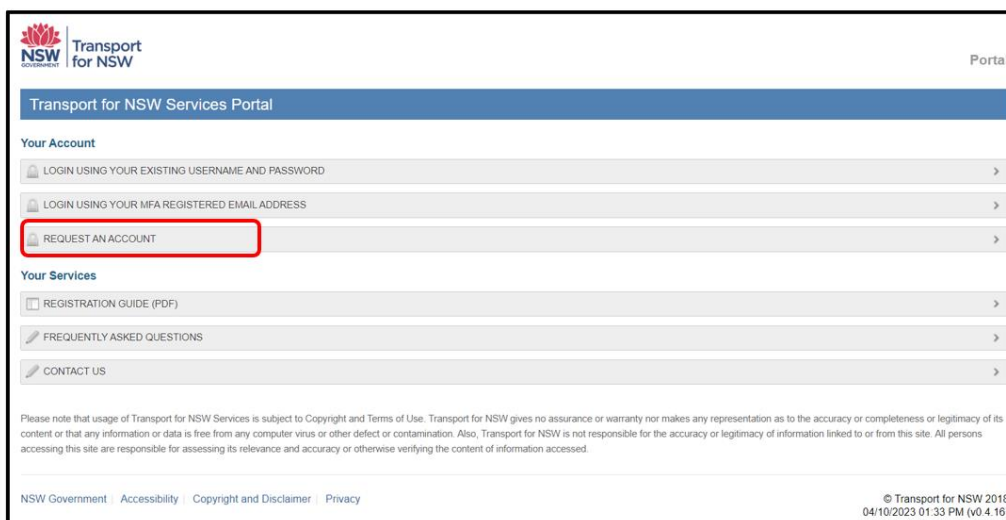
You will now use multi-factor authentication (MFA) to sign into the Transport for NSW Services Portal to access your Transport applications.

To continue to use the Transport Services portal, you must register for MFA using the MFA registration form. Instructions on how to access the MFA registration form are below.

2. School Administrators


2.1 New user account registration

1. You must request an account with your official work email address via the new user account request form available in the Transport for NSW Services Portal.
2. On the [Transport for NSW Services Portal](#) select **REQUEST AN ACCOUNT**.



The screenshot shows the 'Transport for NSW Services Portal' login page. At the top left is the NSW Government logo and 'Transport for NSW'. At the top right is the word 'Portal'. Below the header is a blue bar with the text 'Transport for NSW Services Portal'. Underneath is the 'Your Account' section with three options: 'LOGIN USING YOUR EXISTING USERNAME AND PASSWORD', 'LOGIN USING YOUR MFA REGISTERED EMAIL ADDRESS', and 'REQUEST AN ACCOUNT'. The 'REQUEST AN ACCOUNT' option is highlighted with a red rectangular box. Below this is the 'Your Services' section with three links: 'REGISTRATION GUIDE (PDF)', 'FREQUENTLY ASKED QUESTIONS', and 'CONTACT US'. At the bottom, there is a disclaimer and footer information including 'NSW Government', 'Accessibility', 'Copyright and Disclaimer', 'Privacy', and '© Transport for NSW 2018 04/10/2023 01:33 PM (v0.4.16)'.

3. The 'Request Access' screen will appear. Select **I WORK FOR A SCHOOL**.

Transport
for NSW


Portal


Request Access


The Transport for NSW Portal offers a number of different services. Please choose from the options below as to what best describes you. If more than one applies to you then please choose one and continue with the process.


You only need to create an account once. Once you've created an account you can request access to more programs or to act on behalf of another company/school/operator.

Your options

 I WORK FOR A SCHOOL

 I WORK FOR A TRANSPORT OPERATOR

 I ALREADY HAVE A SCHOOL OR TRANSPORT OPERATOR ACCOUNT

 CANCEL, DO NOT APPLY

NSW Government | Accessibility | Copyright and Disclaimer | Privacy

© Transport for NSW 2018
04/10/2023 01:33 PM (v0.4.16)

4. The ‘Request New School User Account’ form will appear. Note, all fields are mandatory and must be completed.

Request New School User Account

Account Details

Please enter your personal details below.

First Name *

Type your first name without space

Last Name *

Type your last name without space

User ID *

Type your email address to register your account with. This will be used to log into your Transport for NSW(Transport) applications.

5. Next to ‘Access Requested’ select all the functions you require access to in the portal.

Access Details

Please specify the School and the access you need below. Click ⓘ for more information.

School *

Slowly type the name and suburb (eg st michael's blackdown) then select from the list

Access Requested

☐ Action Travel Pass Applications Service

☐ SCHOOL_NOB

☐ SCHOOL_OB

☐ SCHOOL_OB_NOB

☐ School Student Travel Management ⓘ

☐ Search Students and Report Changes ⓘ

☐ TESTAUTO_EXISTING_APP

☐ TESTREDIS1

☐ TEST_ARTIF

☐ TST

☐ Test_BF1_T

☐ Test_Ent_1

☐ test business function - school - test

+ Add another School

Submit

Cancel

Note, if your school does not appear in the displayed options, please submit an enquiry via transportnsw.info/concessions-feedback by selecting **Questions** followed by **School and students** and then **School operator portal**.

- To request access for an additional school, select the **+Add another School** option and complete the fields included under 'Access Details' section.

Please specify the School and the access you need below. Click ? for more information.

School

Slowly type the name and suburb (eg st michael's blacktown) then select from the list

Access Requested

- ☐ Action Travel Pass Applications Service
- ☐ SCHOOL_NOB
- ☐ SCHOOL_OB
- ☐ SCHOOL_OB_NOB
- ☐ School Student Travel Management
- ☐ Search Students and Report Changes
- ☐ TESTAUTO_EXISTING_APP
- ☐ TESTREDIS1
- ☐ TEST_ARTIF
- ☐ TST
- ☐ Test_BF1_T
- ☐ Test_Ent_1
- ☐ test business function - school - test

+ Add another School

- Once you have completed the form, select **Submit**.

[+ Add another School](#)

- After submitting the form, you will see the screen below.

NSW Transport for NSW Portal

Thank you for your request to access Transport for NSW Portal

Please check your registered email address for instructions on registering your Transport user account including completing MFA setup and submitting Access Request forms.

- Within your nominated email inbox, you will receive an email from **no-reply@transport.nsw.gov.au** requesting you to accept an invitation to set up MFA.
- Please select **Accept Invitation** to proceed.

Accepting this invitation provides your consent for Transport user account registration and setting up multi-factor authentication.

Accept Invitation

2.2. Submitting your authorisation form

Once you have completed MFA setup, you will receive an email with instructions to download the authorisation form.

1. Click the link in the email to view the form in the Transport for NSW Services Portal.

From: <no-reply@transport.nsw.gov.au>
Date: Mon, Sep 18, 2023, 8:01 AM
Subject: [Transport for NSW] Download Authorization Form
To: [REDACTED]

Dear [REDACTED],

You have received this email because a request for a new account was submitted with your email address.

To proceed with your request, please click the link below and follow the instructions provided.

Important Note: Please log in to your new account with your registered email address.

Link for further instructions:

<https://10.35.128.151:8443/portal/newrequests/account/verify/6544/9larQzUHs8bcm2V>

Sincerely,
Transport for NSW

2. The 'Download Form' screen will appear. Select **Download** to download and access the authorisation form. You will see a PDF version of the form in your download folder.

Download Form

Thank you for your request to access Transport for NSW services.

The service(s) you have requested require written approval from the principal. Please click 'Download' to open the authorisation form(s), print it and have it signed by the principal.

After you click the 'Download' button, you will receive an email advising you how to return the signed form to us.

After we receive the signed form and grant you access, you will receive an email advising you that your access has been granted.

Access Forms
ERSKINEVILLE PUBLIC SCHOOL

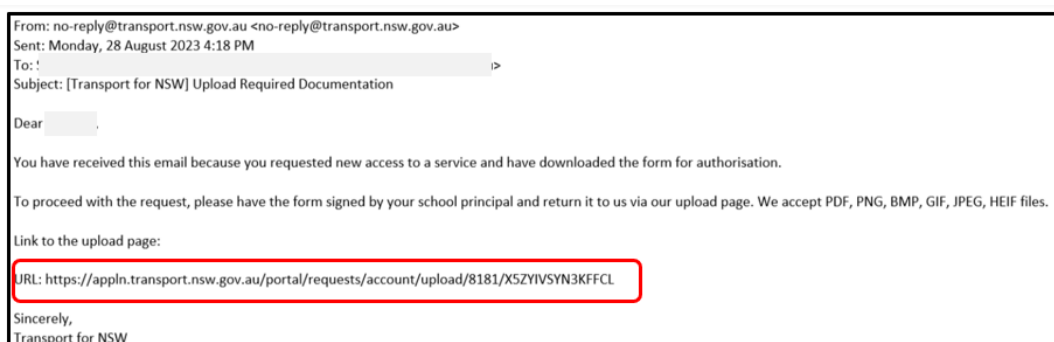
Important Note: To access your account, log in with your registered email address.

[Return Home](#)

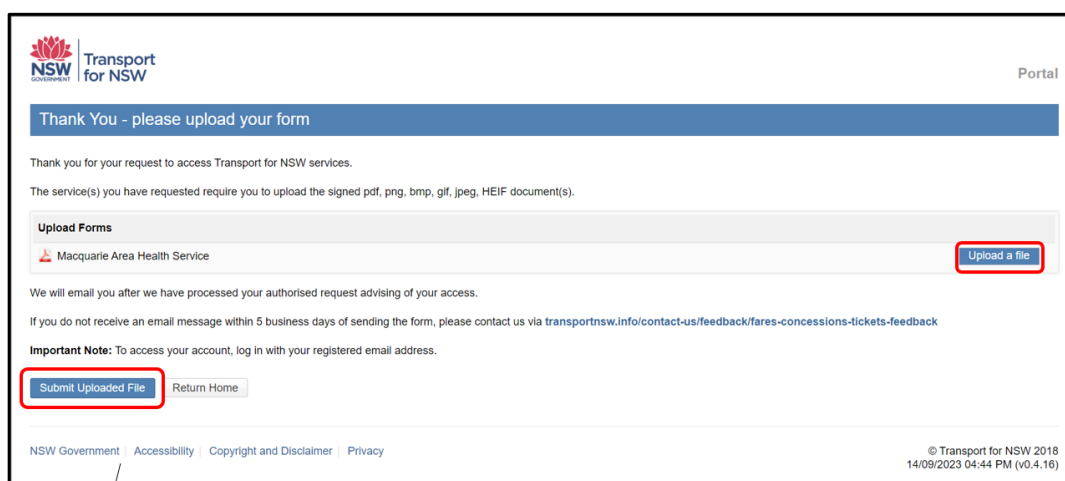
NSW Government | Accessibility | Copyright and Disclaimer | Privacy

© Transport for NSW 2018
11/10/2023 02:19 PM (v0.4.16)

3. Complete the authorisation form and get it signed by the principal.
4. An email will be sent to your nominated email address including an upload link. Upload the authorisation form using the link included in the email.



5. Select **Upload a file** and attach the completed authorisation form. Once the form is successfully uploaded, select **Submit Uploaded File**.



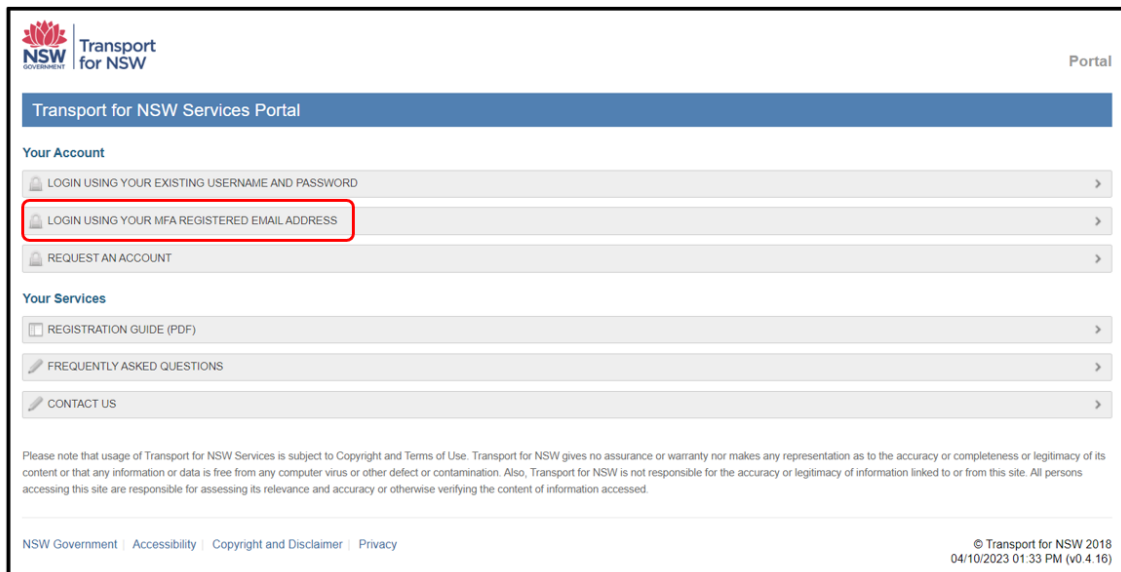
6. Once your access has been approved, you will receive an email confirming that your account and access have been set up.

If you have not received the confirmation email within 2 weeks of uploading the completed and signed authorisation form, please log an enquiry via [Fares, concessions, tickets & top-up feedback | transportnsw.info](https://transportnsw.info/contact-us/feedback/fares-concessions-tickets-feedback).

2.3 Requesting access to additional functions

Users with an active Transport account and MFA setup, can request access to additional school functions by following the below steps:

1. Login using your MFA registered email address.



NSW GOVERNMENT | Transport for NSW

Portal

Transport for NSW Services Portal

Your Account

- LOGIN USING YOUR EXISTING USERNAME AND PASSWORD
- LOGIN USING YOUR MFA REGISTERED EMAILADDRESS**
- REQUEST AN ACCOUNT

Your Services

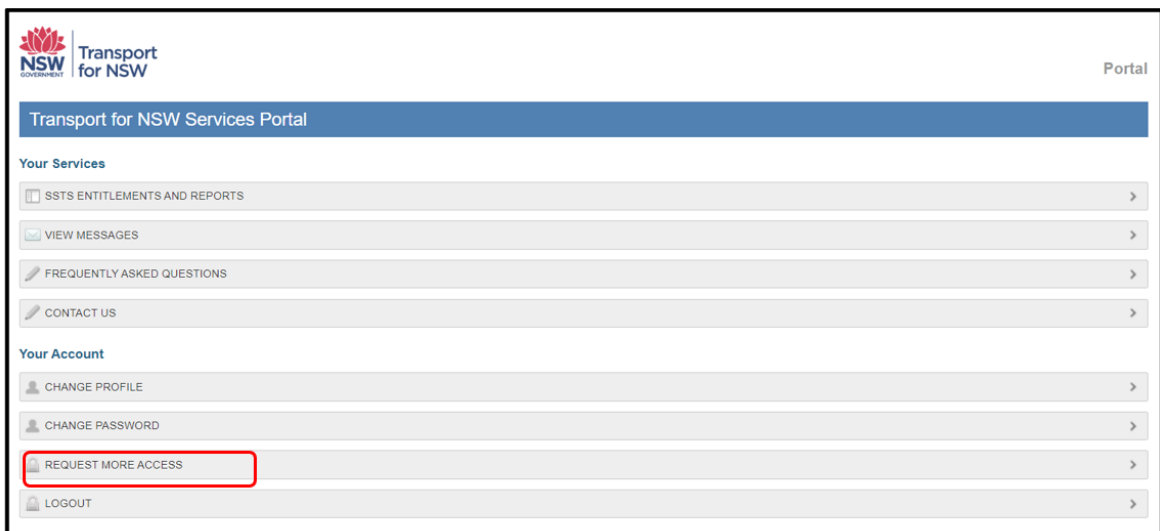
- REGISTRATION GUIDE (PDF)
- FREQUENTLY ASKED QUESTIONS
- CONTACT US

Please note that usage of Transport for NSW Services is subject to Copyright and Terms of Use. Transport for NSW gives no assurance or warranty nor makes any representation as to the accuracy or completeness or legitimacy of its content or that any information or data is free from any computer virus or other defect or contamination. Also, Transport for NSW is not responsible for the accuracy or legitimacy of information linked to or from this site. All persons accessing this site are responsible for assessing its relevance and accuracy or otherwise verifying the content of information accessed.

NSW Government | Accessibility | Copyright and Disclaimer | Privacy

© Transport for NSW 2018
04/10/2023 01:33 PM (v0 4.16)

2. Select **REQUEST MORE ACCESS**.



NSW GOVERNMENT | Transport for NSW

Portal

Transport for NSW Services Portal

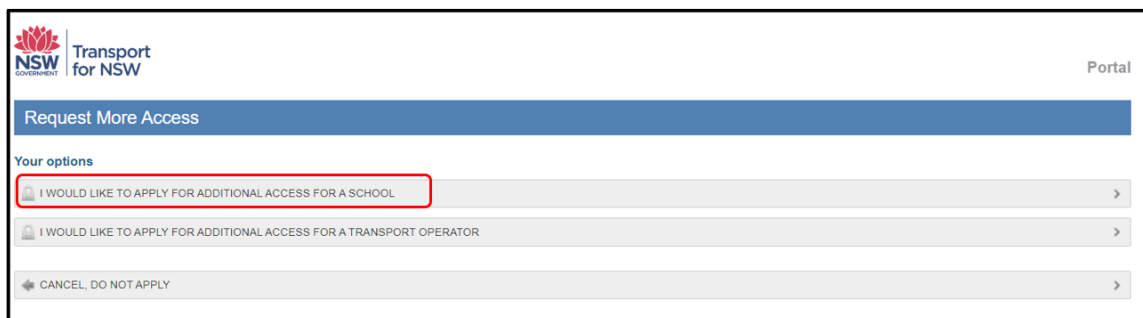
Your Services

- SSTS ENTITLEMENTS AND REPORTS
- VIEW MESSAGES
- FREQUENTLY ASKED QUESTIONS
- CONTACT US

Your Account

- CHANGE PROFILE
- CHANGE PASSWORD
- REQUEST MORE ACCESS**
- LOGOUT

3. Select **I WOULD LIKE TO APPLY FOR ADDITIONAL ACCESS FOR A SCHOOL**.



NSW GOVERNMENT | Transport for NSW

Portal

Request More Access

Your options

- I WOULD LIKE TO APPLY FOR ADDITIONAL ACCESS FOR A SCHOOL**
- I WOULD LIKE TO APPLY FOR ADDITIONAL ACCESS FOR A TRANSPORT OPERATOR
- CANCEL, DO NOT APPLY

4. The 'Request More School User Access' screen will appear. Enter the school's name and select additionally required functions.

Request More School User Access

Access Details

Please specify the School and the access you need below. Click ⓘ for more information.

School ⓘ

Slowly type the name and suburb (eg st michael's blacktown) then select from the list

Access Requested

☐ Action Travel Pass Applications Service

☐ SCHOOL_NOB

☐ SCHOOL_OB

☐ SCHOOL_OB_NOB

☒ School Student Travel Management ⓘ

☒ Search Students and Report Changes ⓘ

☐ TESTAUTO_EXISTING_APP

☐ TESTREDIS1

☐ TEST_ARTIF

☐ TST

☐ Test_BF1_T

☐ Test_Ent_1

☐ test business function - school - test

+ Add another School

Submit

Cancel

5. Select **Submit**.

Access Requested

☐ Action Travel Pass Applications Service

☐ SCHOOL_NOB

☐ SCHOOL_OB

☐ SCHOOL_OB_NOB

☒ School Student Travel Management ⓘ

☒ Search Students and Report Changes ⓘ

☐ TESTAUTO_EXISTING_APP

☐ TESTREDIS1

☐ TEST_ARTIF

☐ TST

☐ Test_BF1_T

☐ Test_Ent_1

☐ test business function - school - test

+ Add another School

Submit

Cancel

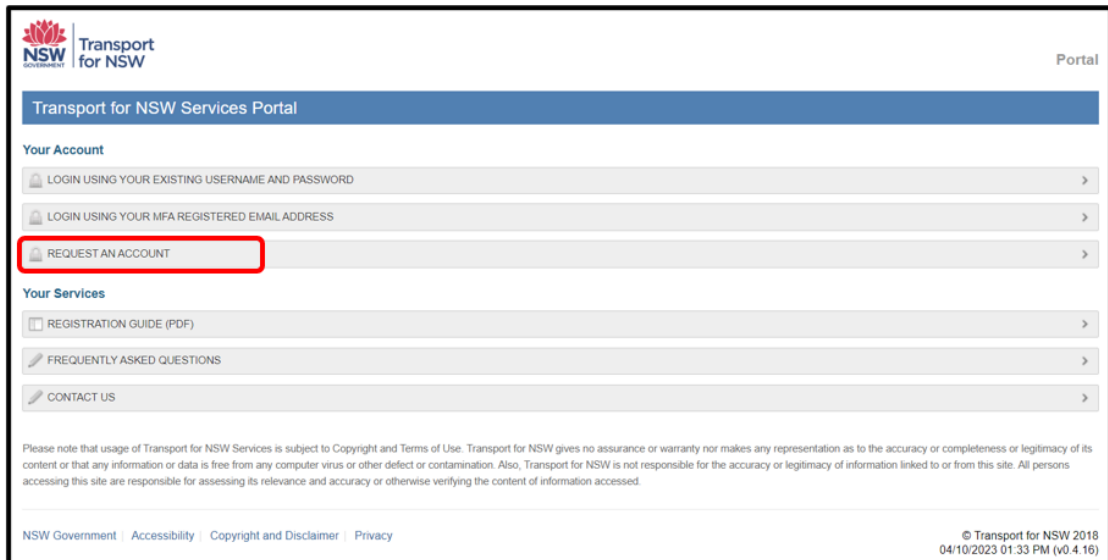
6. Once you have completed MFA setup, you will receive an email with instructions to download the authorisation form. See section '2.2 Submitting your authorisation form' for information on downloading and submitting your authorisation form.

3. Transport Operators

3.1. New user account registration

You must request an account with your unique email address (preferably work email) via the new user account request form available in the Transport for NSW Services Portal.

1. On the [Transport for NSW Services Portal Page](#) select **REQUEST AN ACCOUNT**.



The screenshot displays the 'Transport for NSW Services Portal' interface. At the top left is the 'Transport for NSW' logo, and at the top right is the word 'Portal'. Below the header is a blue bar with the text 'Transport for NSW Services Portal'. The main content area is divided into two sections: 'Your Account' and 'Your Services'. Under 'Your Account', there are three options: 'LOGIN USING YOUR EXISTING USERNAME AND PASSWORD', 'LOGIN USING YOUR MFA REGISTERED EMAIL ADDRESS', and 'REQUEST AN ACCOUNT'. The 'REQUEST AN ACCOUNT' option is highlighted with a red rectangular box. Under 'Your Services', there are three options: 'REGISTRATION GUIDE (PDF)', 'FREQUENTLY ASKED QUESTIONS', and 'CONTACT US'. At the bottom of the page, there is a disclaimer and footer information including 'NSW Government', 'Accessibility', 'Copyright and Disclaimer', 'Privacy', and '© Transport for NSW 2018 04/10/2023 01:33 PM (v0.4.16)'.

2. The 'Request Access' screen will appear. Select **I WORK FOR A TRANSPORT OPERATOR**.

NSW Transport for NSW Portal

Request Access

The Transport for NSW Portal offers a number of different services. Please choose from the options below as to what best describes you. If more than one applies to you then please choose one and continue with the process.

You only need to create an account once. Once you've created an account you can request access to more programs or to act on behalf of another company/school/operator.

Your options

- I WORK FOR A SCHOOL
- I WORK FOR A TRANSPORT OPERATOR**
- I ALREADY HAVE A SCHOOL OR TRANSPORT OPERATOR ACCOUNT
- CANCEL, DO NOT APPLY

3. The 'Request New Operator User Account' form will appear. Note, all fields are mandatory and must be completed.

NSW Transport for NSW Portal

Request New Operator User Account

Users of one of our systems (Contract A Annual Survey, Rural and Regional Bus Reporting System or Student Misbehaviour), [log in here](#), then request additional access.

Account Details

Please enter your personal details below.

First Name *

Type your first name without space

Last Name *


Type your last name without space


User ID *

Type your email address to register your account with. This will be used to log into your Transport for NSW(Transport) applications.

4. Under the 'Operator' field, enter the Operator name or accreditation number. Start typing slowly and a list of matching operators will be displayed. An operator **MUST** be selected from the list.
5. Next to **Access Requested** select all applications you require access to. For more information on the application click on the 'question mark' icon next to the application.

Access Details


Please specify the Operator and the access you need below. Click  for more information.

Operator 

Slowly type the company name or accreditation number then select from the list


Access Requested

☐ Access Contract Reports

☐ Bus Incidents Management Database 

☐ Business Test Function - Harpreet

☐ CAT2-CAT3-OP-test1


☒ Maintain Contract A Annual Survey 

☐ OPERATOR_NOB

☐ OPERATOR_OB


☐ OPERATOR_OB_NOB

☐ Operator Self Reporting [ODIN]

☒ Report Rural and Regional Contract KPIs 


☐ SMBSC Operator Reporting


☐ SSTS Entitlements and Reports

☐ Student Misbehaviour 

Note, to request access for an additional bus operator, select **+Add another Operator** and populate the fields under ‘Access Details’.

Access Details

Please specify the Operator and the access you need below. Click  for more information.

Operator 

are

Albury, Royce Wayne & Patrina Maree (22495)
Amos, Glen Edwin & Margaret Anne (7941)
Area 1 Management Company Pty Ltd (33575)
Area 2 Management Company Pty Ltd (33260)
Allan Andrew Campbell & Gail Maree Campbell (23072)

Slowly type the company name or accreditation number then select from the list

Access Requested

☐ Business Test Function - Harpreet

☐ CAT2-CAT3-OP-test1

☒ Maintain Contract A Annual Survey 

+ Add another Operator

Submit

Cancel

If the Transport Operator you work for does not appear in the displayed options, please contact your TfNSW Contract Manager or Alternatively, contact us via [Contact Us - Portal \(nsw.gov.au\)](#).

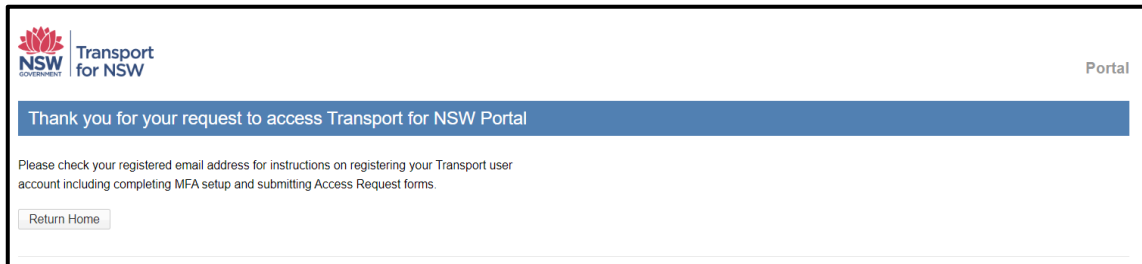
6. Once you have completed the form select **Submit**.

+ Add another Operator

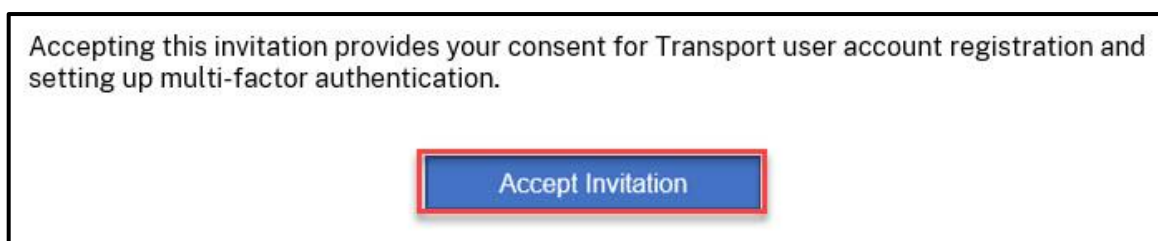
Submit

Cancel

7. Once successfully submitted, you will receive an email from **no-reply@transport.nsw.gov.au** requesting you accept an invitation set up MFA.



8. Please select **Accept Invitation**.

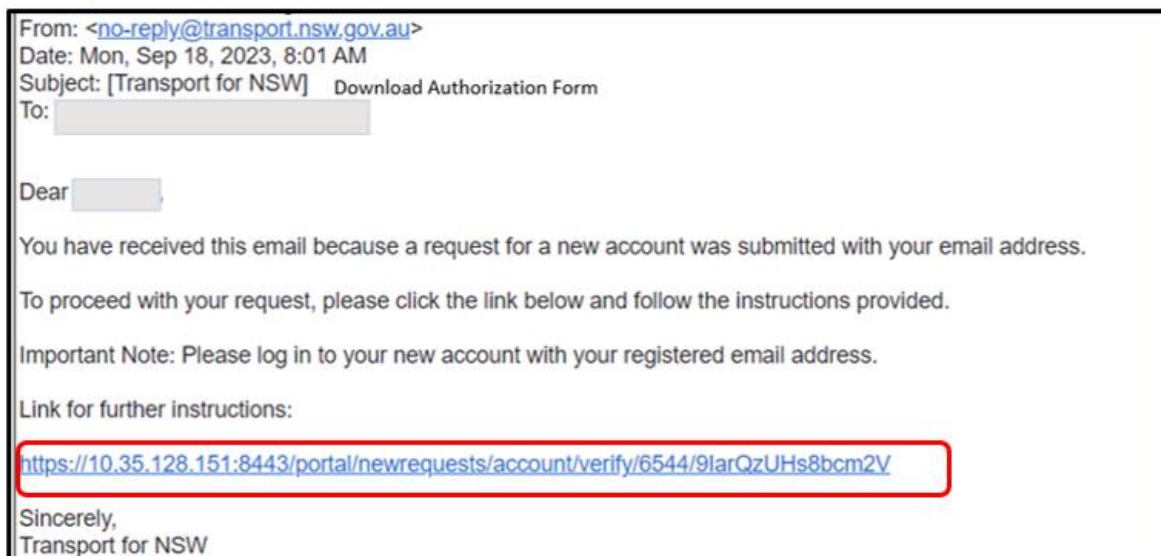


For detailed instructions on accepting the invite and completing the MFA setup, please refer to [Transport MFA – Accept Invitation and Set Up MFA Guide](#).

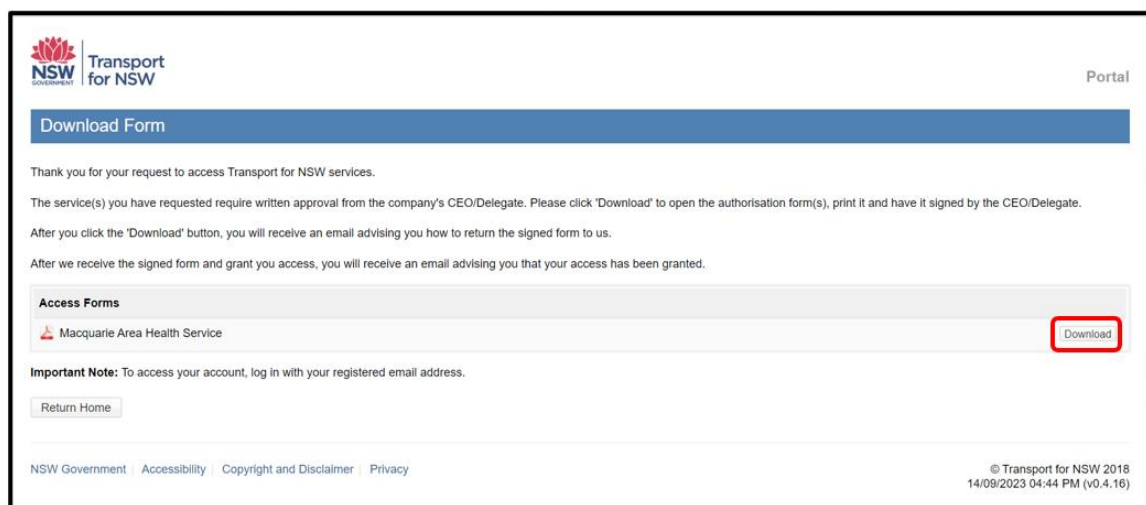
3.2 Following MFA registration

1. Once you have completed MFA registration and setup, you will receive an email to download the authorisation form.

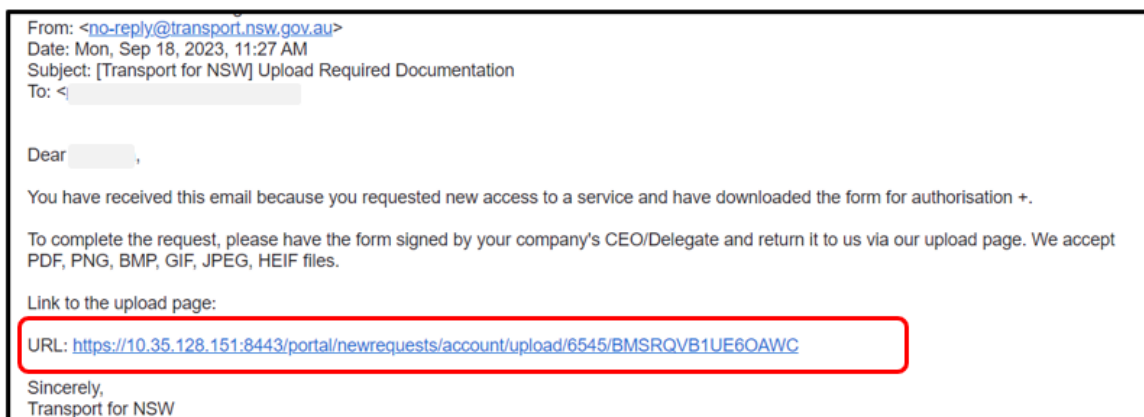
Click the link in the email to access the form in the Transport for NSW Services Portal.



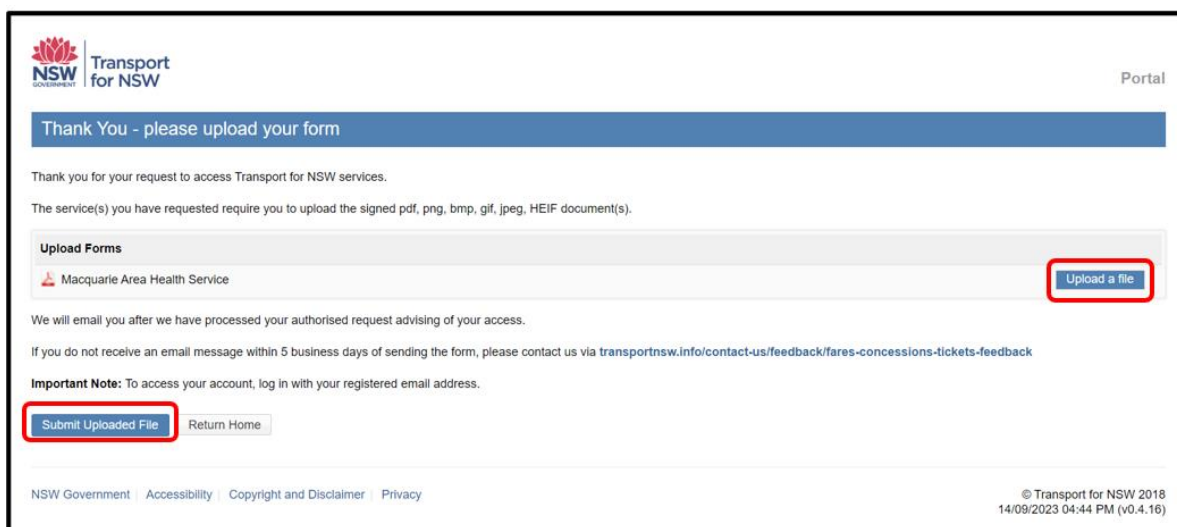
2. The 'Download Form' screen will appear. Select **Download** to access and download the form. You will see a PDF version of the form in your download folder.



3. Complete the authorisation form and get it signed by CEO/Delegate of the company. An email will be sent to your nominated email address including an upload link. Upload the authorisation form using the link in the email.



4. Select **Upload a file** to upload the signed authorisation form. Once uploaded, select **Submit Uploaded File**.



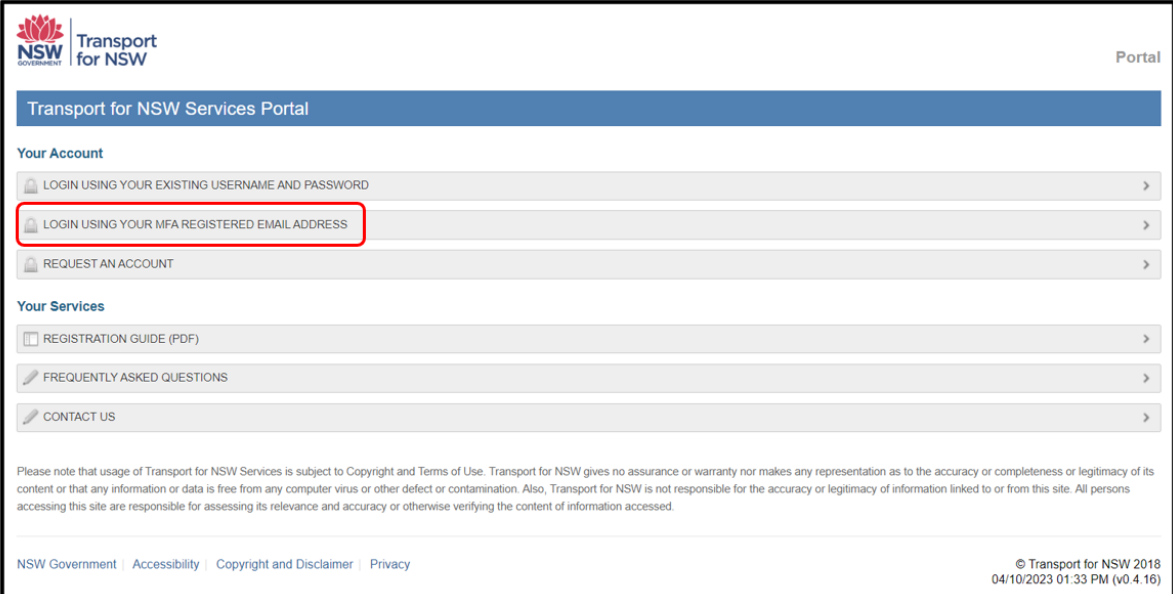
5. Once you have completed the registration process, including returning the signed authorisation form, an email will be sent to confirm that your account and access has been set up.

If you have not received the confirmation email within 2 weeks of posting the completed and signed authorisation letter, please contact us via bflsystemssupport@transport.nsw.gov.au.

3.3 Requesting access to additional applications

Once you have an active Transport user account with the MFA setup, you can request access to additional applications.

1. Login using your MFA registered email address.



NSW GOVERNMENT | Transport for NSW

Portal

Transport for NSW Services Portal

Your Account

- LOGIN USING YOUR EXISTING USERNAME AND PASSWORD
- LOGIN USING YOUR MFA REGISTERED EMAIL ADDRESS**
- REQUEST AN ACCOUNT

Your Services

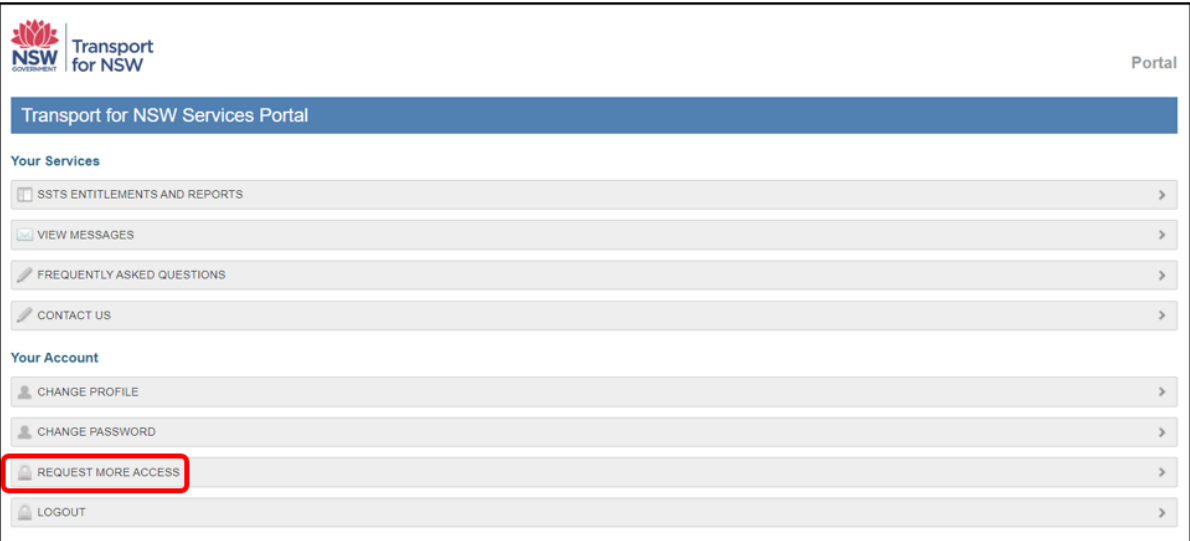
- REGISTRATION GUIDE (PDF)
- FREQUENTLY ASKED QUESTIONS
- CONTACT US

Please note that usage of Transport for NSW Services is subject to Copyright and Terms of Use. Transport for NSW gives no assurance or warranty nor makes any representation as to the accuracy or completeness or legitimacy of its content or that any information or data is free from any computer virus or other defect or contamination. Also, Transport for NSW is not responsible for the accuracy or legitimacy of information linked to or from this site. All persons accessing this site are responsible for assessing its relevance and accuracy or otherwise verifying the content of information accessed.

NSW Government | Accessibility | Copyright and Disclaimer | Privacy

© Transport for NSW 2018
04/10/2023 01:33 PM (v0.4.16)

2. Select **REQUEST MORE ACCESS**.



NSW GOVERNMENT | Transport for NSW

Portal

Transport for NSW Services Portal

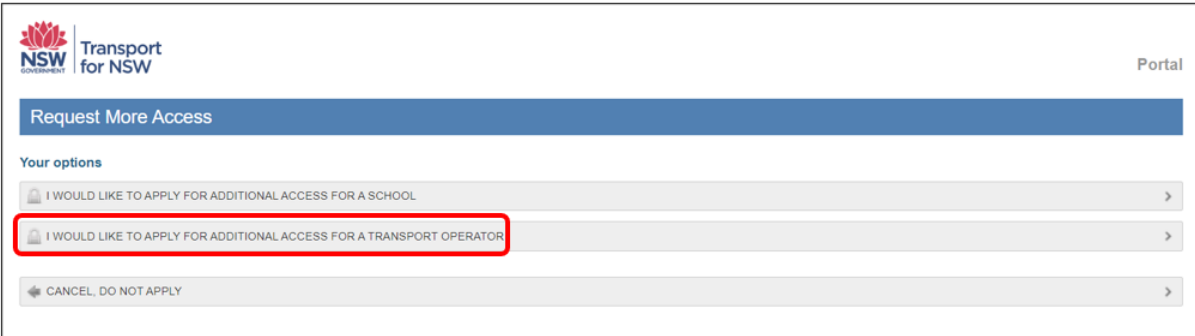
Your Services

- SSTS ENTITLEMENTS AND REPORTS
- VIEW MESSAGES
- FREQUENTLY ASKED QUESTIONS
- CONTACT US

Your Account

- CHANGE PROFILE
- CHANGE PASSWORD
- REQUEST MORE ACCESS**
- LOGOUT

3. Select **I WOULD LIKE TO APPLY FOR ADDITIONAL ACCESS FOR A TRANSPORT OPERATOR**.



NSW GOVERNMENT | Transport for NSW

Portal

Request More Access

Your options

- I WOULD LIKE TO APPLY FOR ADDITIONAL ACCESS FOR A SCHOOL
- I WOULD LIKE TO APPLY FOR ADDITIONAL ACCESS FOR A TRANSPORT OPERATOR**
- CANCEL, DO NOT APPLY

4. The ‘Request More Operator User Access’ screen will appear. Enter the operator’s name and select additionally required applications.

The screenshot shows a web form titled "Access Details". Below the title is a instruction: "Please specify the Operator and the access you need below. Click ? for more information." The form is divided into two main sections. The first section, labeled "Operator" with a red star icon, contains a text input field. Below this field is a note: "Slowly type the company name or accreditation number then select from the list". The second section, labeled "Access Requested", contains a list of checkboxes for selecting required applications. The checked items are "Maintain Contract A Annual Survey" and "Report Rural and Regional Contract KPIs". Other unchecked items include "Access Contract Reports", "Bus Incidents Management Database", "Business Test Function - Harpreet", "CAT2-CAT3-OP-test1", "OPERATOR_NOB", "OPERATOR_OB", "OPERATOR_OB_NOB", "Operator Self Reporting [ODIN]", "SMBSC Operator Reporting", "SSTS Entitlements and Reports", and "Student Misbehaviour".

5. Select **Submit**.

The screenshot shows a section of the form with a link "+ Add another Operator" and two buttons: "Submit" and "Cancel". The "Submit" button is highlighted with a red rectangle.

6. Once you have completed MFA setup, you will receive an email with instructions to download the authorisation form. See section ‘3.2 Submitting your authorisation form’ for information on downloading and submitting your authorisation form.

For any issues, please raise a ticket in the OT Connect Self-Service Portal at via tfnswwos.service-now.com/sp.

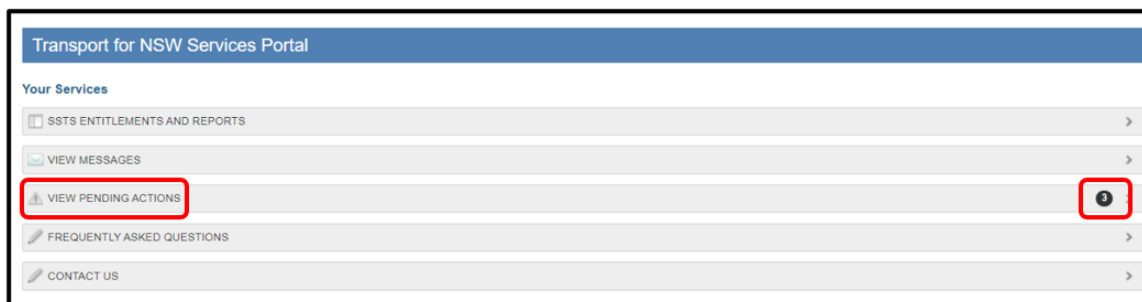
4. Reminders

While forms are waiting to be downloaded and/or approved, the system will display an additional entry under the ‘Your Services’ section titled ‘View Pending Actions’.

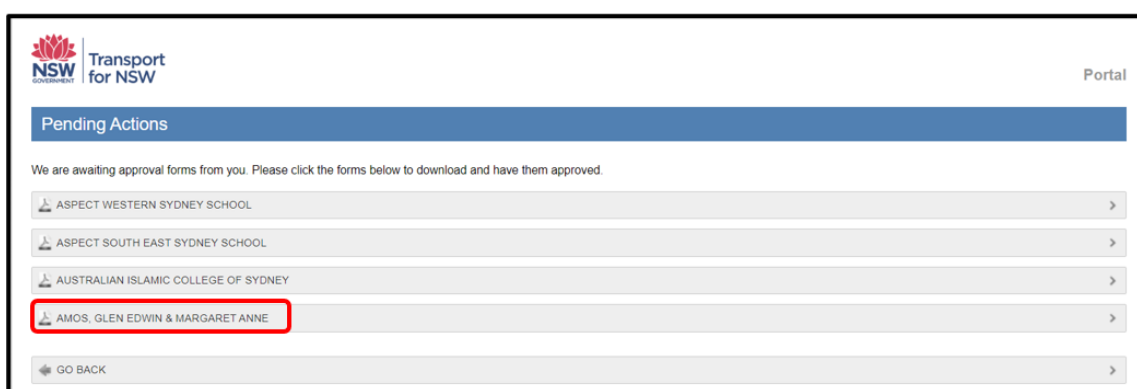
This informs you that form(s) need to be downloaded and processed and/or are awaiting approval from Transport for NSW.

The number in the grey box indicates the number of forms that are still pending.

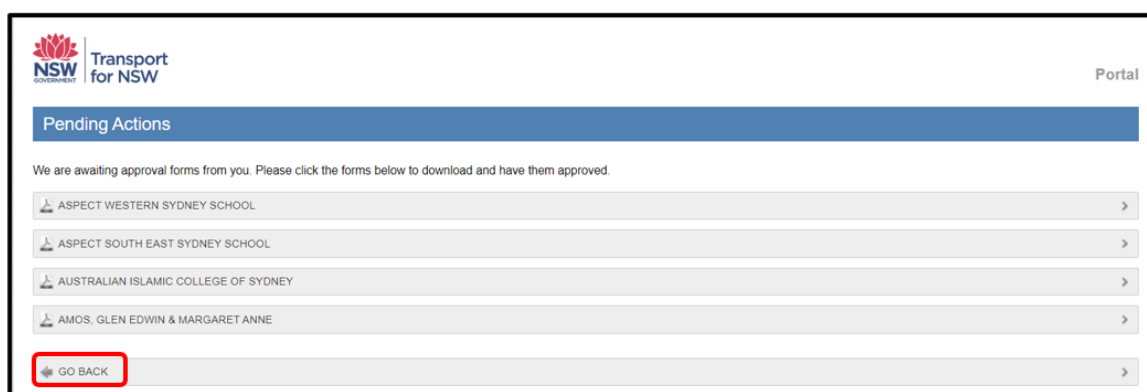
1. Select the grey box or **PENDING ACTIONS** to see the form(s).



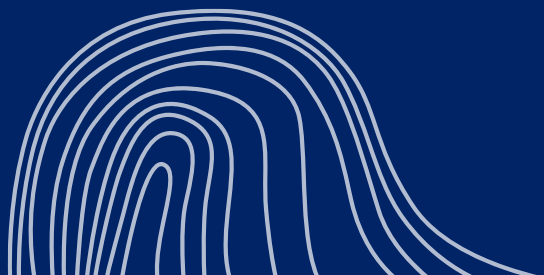
2. Select the form(s) displayed to download and process the form as necessary.



3. Select **GO BACK** in the bottom left corner to return to the portal home page.



Note, the 'Pending Actions' entry(s) will stay until Transport for NSW approves your request(s). The items will disappear once all forms have been approved.



© Transport for NSW



OFFICIAL