

Transport  
for NSW

# Registration User Guide

For Bus Operators



April 2024

[transport.nsw.gov.au](https://transport.nsw.gov.au)

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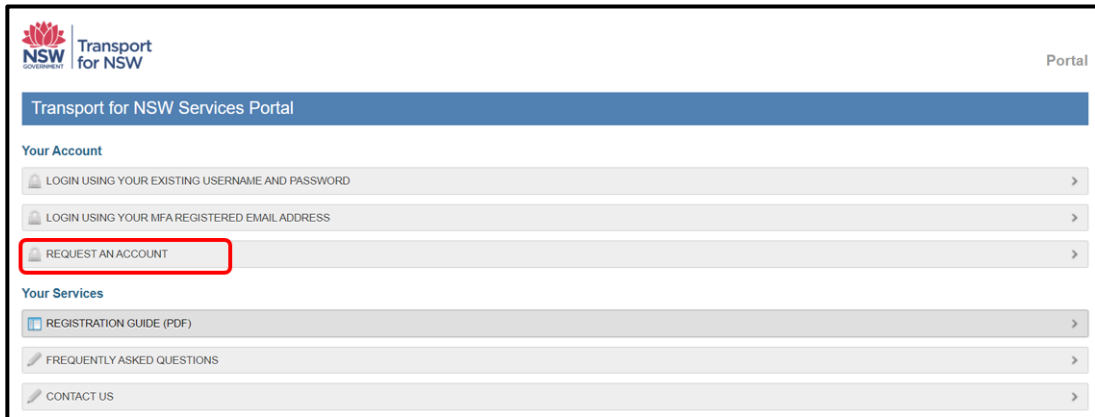


# 1. Transport Operators

## 1.1. New user account registration

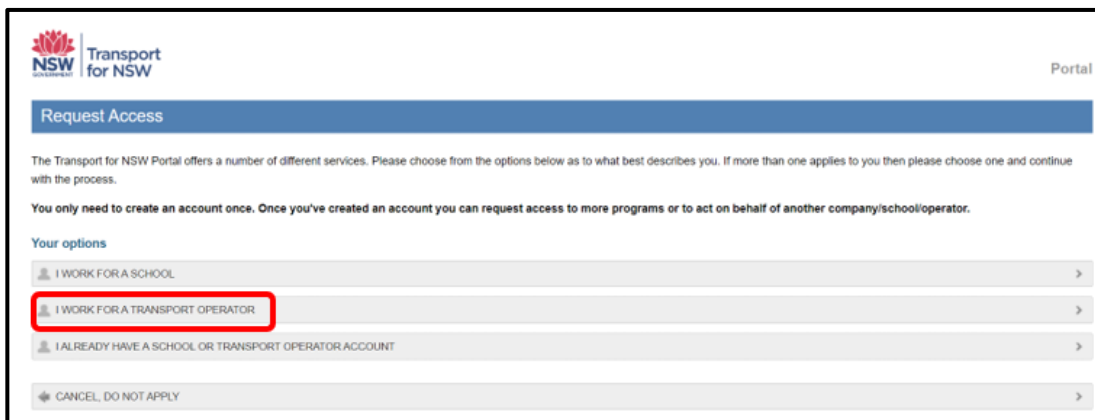
You must request an account with your unique email address (preferably work email) via the new user account request form available in the Transport for NSW Services Portal.

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



The screenshot shows the 'Transport for NSW Services Portal' home page. The page has a blue header with the NSW Government logo and 'Transport for NSW' text. Below the header, there are two main 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'.

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



The screenshot shows the 'Request Access' screen. The page has a blue header with the NSW Government logo and 'Transport for NSW' text. Below the header, there is a blue bar with the text 'Request Access'. The main content area contains the following text: '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.' and '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.' Below this text, there is a section titled 'Your options' with four options: 'I WORK FOR A SCHOOL', 'I WORK FOR A TRANSPORT OPERATOR', 'I ALREADY HAVE A SCHOOL OR TRANSPORT OPERATOR ACCOUNT', and 'CANCEL, DO NOT APPLY'. The 'I WORK FOR A TRANSPORT OPERATOR' option is highlighted with a red rectangular box.

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

NSW GOVERNMENT | 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's name or accreditation number. Start typing slowly and a list of matching operators will be displayed. An operator MUST be selected from the list.

**Operator \***

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

**Access Requested**

- Access Contract Reports (OTR Reports) [ODIN] ?
- Bus Incident Management Database ?
- Operator Self Reporting [ODIN]
- PTIPS Web ?
- SSTS Entitlements and Reports ?
- Student Misbehaviour ?
- Submit Bus Service Alteration Request ?
- Submit Excused Performance Incident
- Submit OTR Data Request
- View Transit Stops
- View and Manage Bus Stops

5. Next to **Access Requested** select all the applications you require access to. For more information on the application click on the 'question mark' icon next to the application.

**Operator \***

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

**Access Requested**

- Access Contract Reports (OTR Reports) [ODIN] ?
- Bus Incident Management Database ?
- Operator Self Reporting [ODIN]
- PTIPS Web ?
- SSTS Entitlements and Reports ?
- Student Misbehaviour ?
- Submit Bus Service Alteration Request ?
- Submit Excused Performance Incident
- Submit OTR Data Request
- View Transit Stops
- View and Manage Bus Stops

**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)

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 Transport 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](mailto:no-reply@transport.nsw.gov.au) requesting you to download the authorisation form.

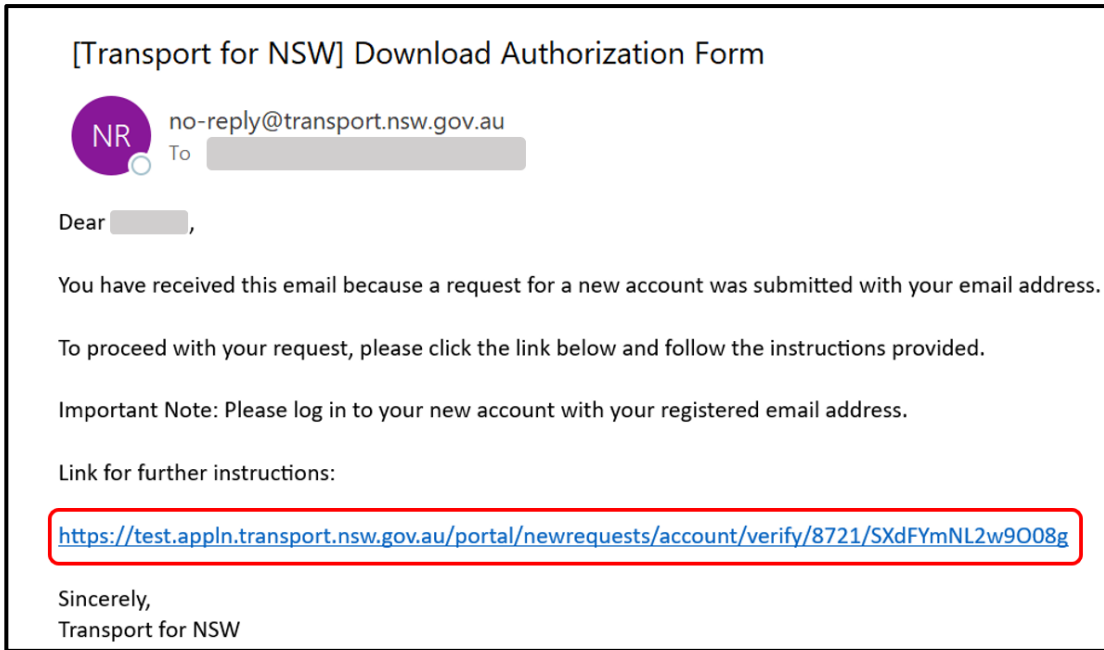
NSW Government | Transport for NSW | Portal

Verify email

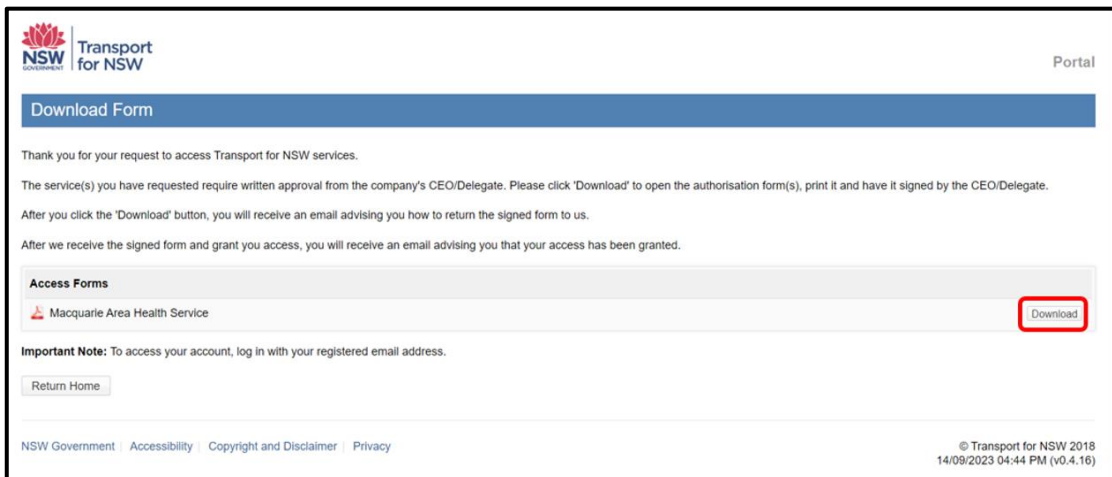
Thank you for your request to access Transport for NSW services. An email has been sent to your inbox. Please follow the instructions in the email to proceed with your registration.

Return Home

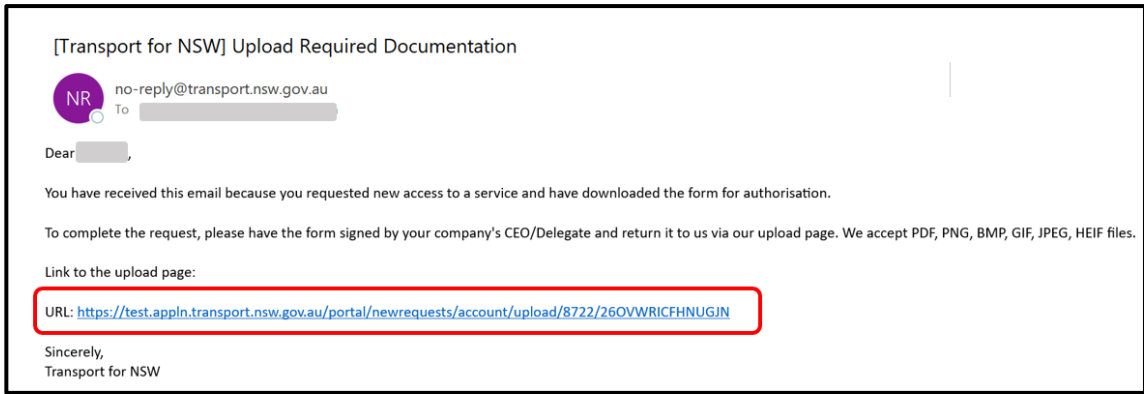
8. Click the link in the **Download Authorisation Form** email to access the form in the Transport for NSW Services Portal.



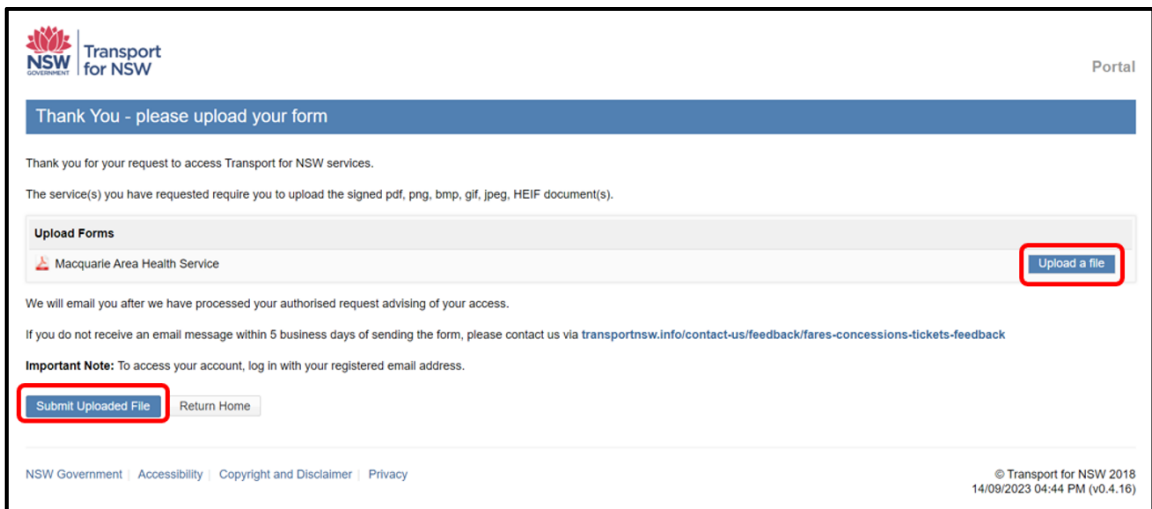
9. The 'Download Form' screen will appear. Select **Download** to access the form and download it to your system. You will now see a PDF version of the authorisation form in your download folder.



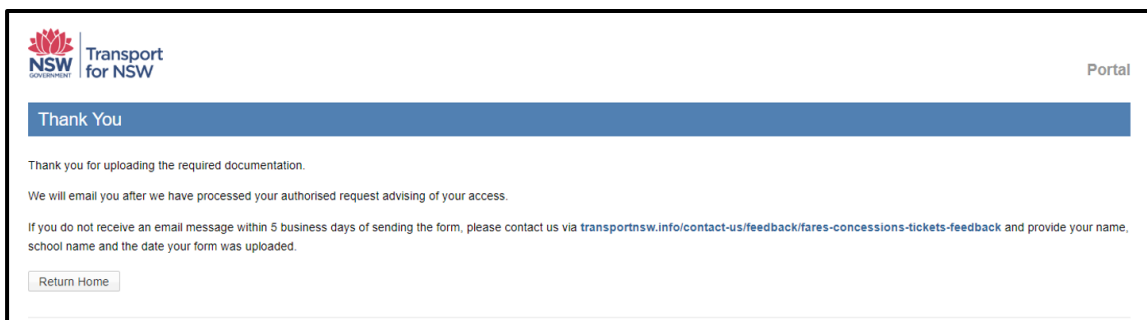
10. Complete the authorisation form and get it signed by the CEO/Delegate of the company. You would have already received an email on your nominated email address which has an upload link. Upload the authorisation form using the link in the email.



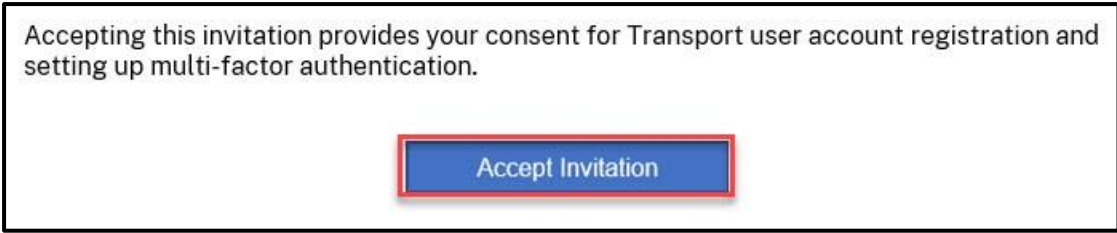
11. Upon clicking the link, the below screen will appear. Select **Upload a file** to upload the signed authorisation form. Once uploaded, select **Submit Uploaded File**.



12. You will see a 'Thank You' screen once you successfully submit the authorisation form. Your request will now be sent for approval. The business approvers will verify the details and approve the request.



13. Once the request is approved, you will receive an email from [no-reply@transport.nsw.gov.au](mailto:no-reply@transport.nsw.gov.au) requesting you to accept an invitation and set up multi-factor Authentication. Please select **Accept Invitation** link in that email and follow the prompts to set up MFA.



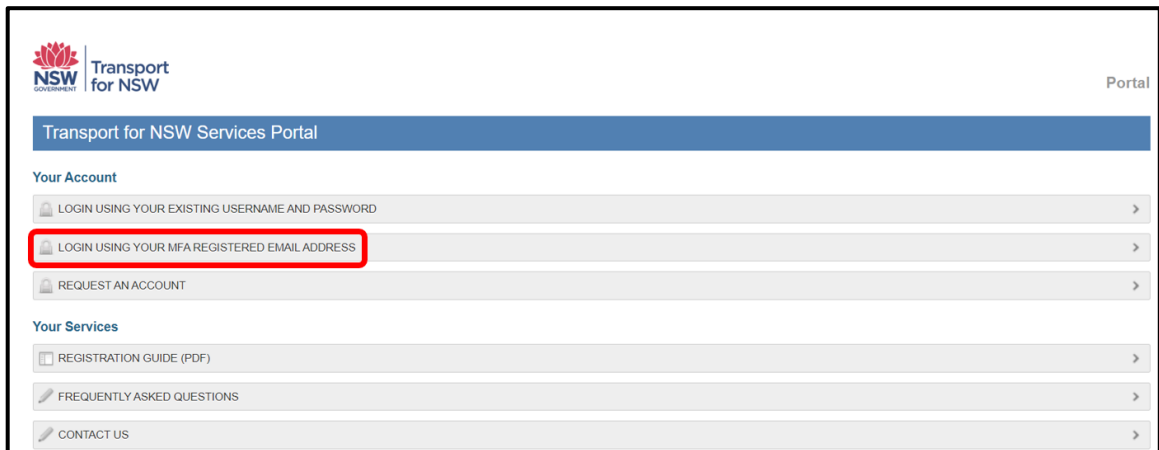
For detailed instructions on accepting the invite and completing the MFA setup, please refer to [Quick Reference Guide: Accept Invitation and Setup MFA](#).

**Note:** If you haven't received the Accept Invitation email within 2 weeks of uploading the signed authorization form, please contact us via [bflsystemssupport@transport.nsw.gov.au](mailto:bflsystemssupport@transport.nsw.gov.au).

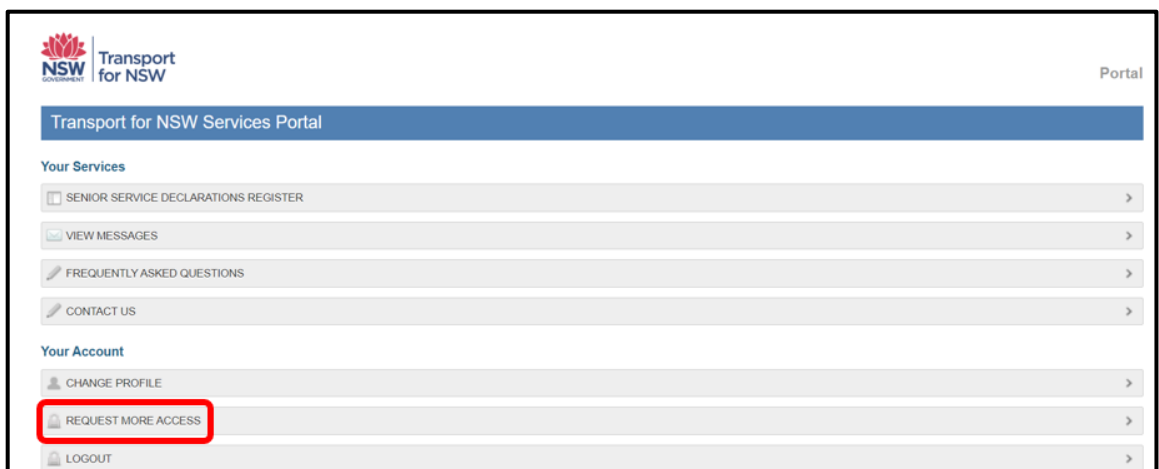
## 1.2 Requesting access to additional applications

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.



2. Select **REQUEST MORE ACCESS**.



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

NSW 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 or accreditation number under the 'Operator' field and select all the additionally required applications next to **Access Requested**.

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**

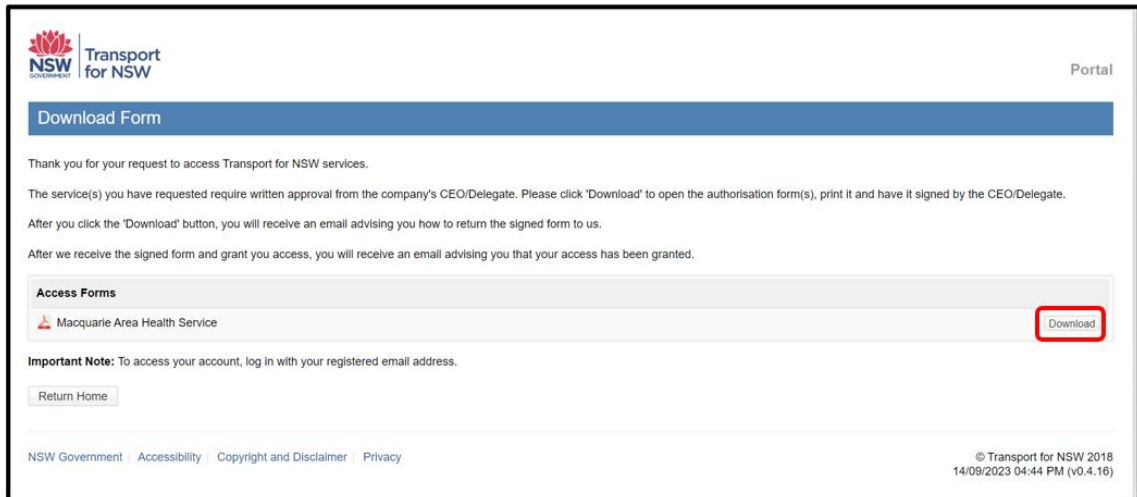
- Access Contract Reports
- Bus Incidents Management Database ?
- Business Test Function - Harpreet
- CAT2-CAT3-OP-test1
- Maintain Contract A Annual Survey ?
- OPERATOR\_NOB
- OPERATOR\_OB
- OPERATOR\_OB\_NOB
- Operator Self Reporting [ODIN]
- Report Rural and Regional Contract KPIs ?
- SMBSC Operator Reporting
- SSTS Entitlements and Reports
- Student Misbehaviour ?

5. Select **Submit**.

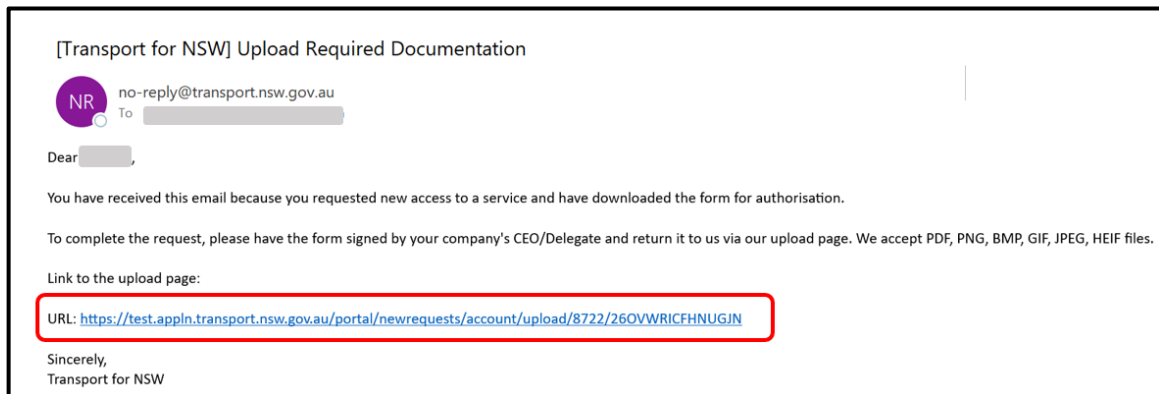
+ Add another Operator

**Submit** Cancel

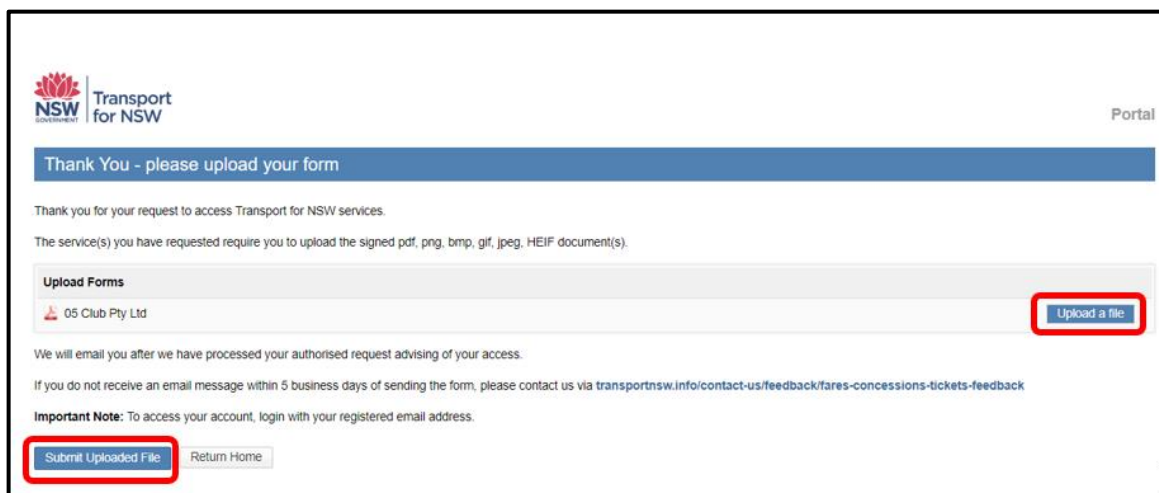
6. Once you have submitted the request, you will be taken to the 'Download Form' screen. Select **Download** to access the authorisation form and download it to your system. You will now see a PDF version of the form in your download folder.



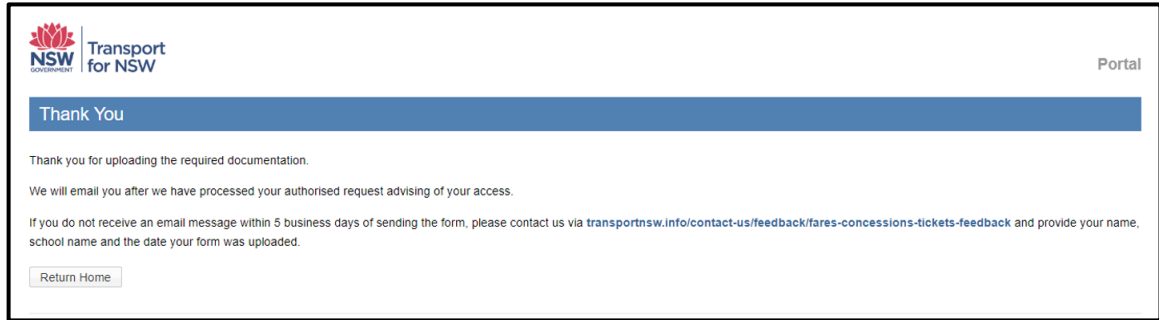
7. Complete the authorisation form and get it signed by the CEO/Delegate of the company. You would have already received an email on your nominated email address which has an upload link. Upload the authorisation form using the link in the email.



8. Upon clicking the link, the below screen will appear. Select **Upload a file** to upload the signed authorisation form. Once uploaded, select **Submit Uploaded File**.



9. You will see a 'Thank You' screen once you successfully submit the authorisation form. Your request will now be sent for approval. Business approvers will verify the details and approve your request.



**Note:** You will receive an access granted email once your request is approved. If you don't get any email within 5 business days, please raise a ticket in the OT Connect Self-Service Portal via [tfnsuos.service-now.com/sp](https://tfnsuos.service-now.com/sp).

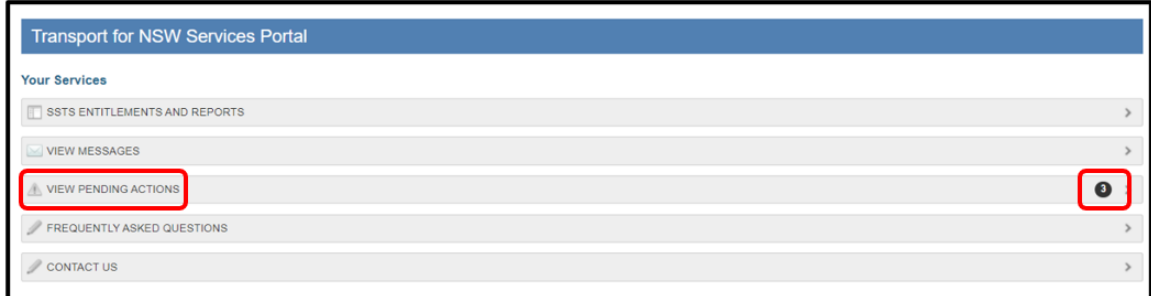
## 2. Reminders

While the 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'.

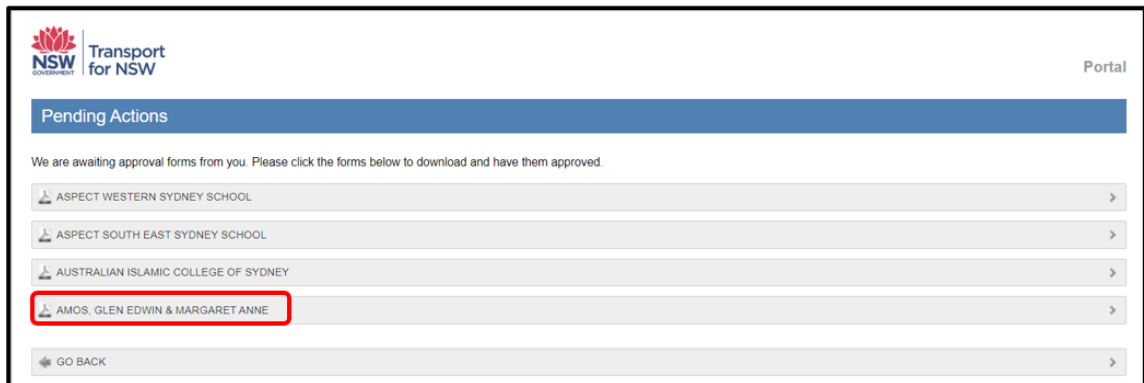
This informs you that form(s) need to be downloaded and processed and/or are awaiting approval from Transport for NSW.

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

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



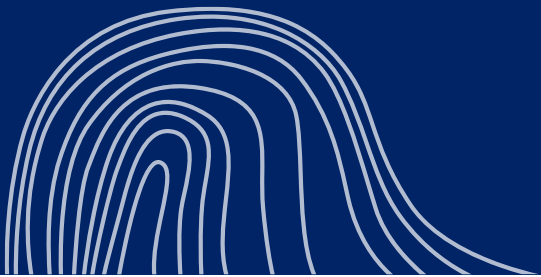
2. Select the form(s) displayed to download and process the form as necessary.



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

The screenshot shows the 'Pending Actions' section of the Transport for NSW Portal. 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 'Pending Actions'. A message reads: 'We are awaiting approval forms from you. Please click the forms below to download and have them approved.' Below this message is a list of four entries, each with a small icon on the left and a right-pointing arrow on the right. The entries are: 'ASPECT WESTERN SYDNEY SCHOOL', 'ASPECT SOUTH EAST SYDNEY SCHOOL', 'AUSTRALIAN ISLAMIC COLLEGE OF SYDNEY', and 'AMOS, GLEN EDWIN & MARGARET ANNE'. At the bottom of the list is a 'GO BACK' button, which is highlighted with a red rectangular box.

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



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