



Transport
for NSW

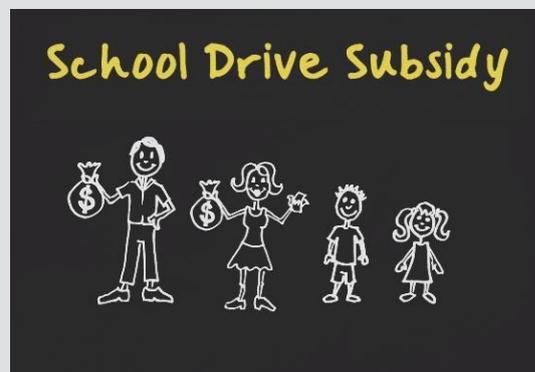
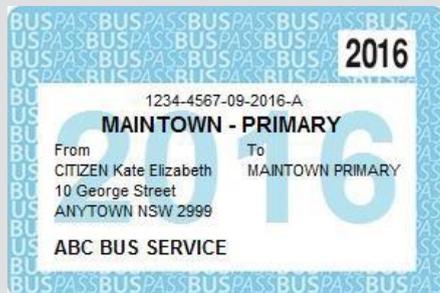
TfNSW School Portal

School Student Transport Scheme (SSTS)

School Drive Subsidy (SDS)

Private Vehicle Conveyance (PVC)

User Guide



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1 Transport for NSW School Portal

The Transport for NSW (TfNSW) School Portal has been developed for schools and TAFE colleges to manage school travel. The portal enables schools to confirm enrolment details and attendance for the semester online for the schemes seamlessly.

Schools and TAFE colleges, operators and TfNSW all play a vital role in school travel pass application endorsement and fulfilment.

- Schools and TAFE colleges are responsible for endorsing student enrolment information including enrolment status, grade, date of birth and visa subclass (where applicable)
- TfNSW is responsible for processing all SSTS applications, including validating eligibility and approving SSTS entitlements
- Operators are responsible for managing student travel using the student entitlement data provided online via the TfNSW Operator Portal.

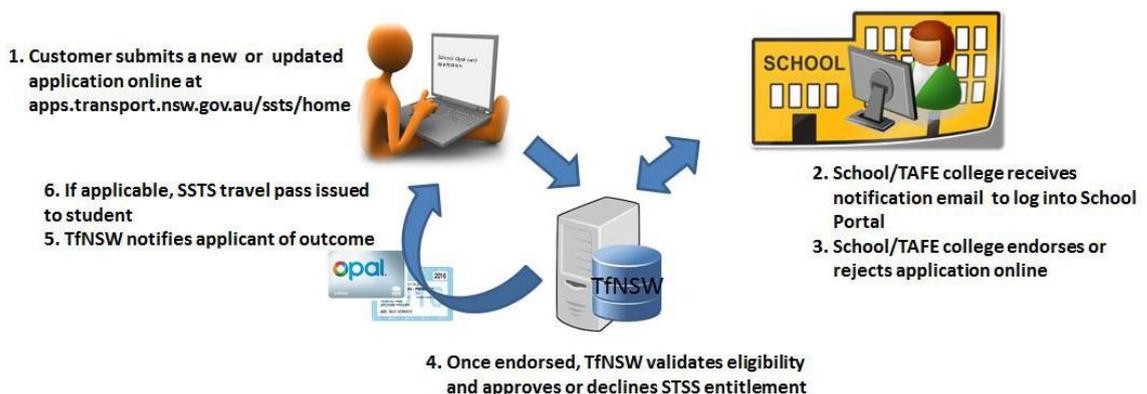
1.1 School Student Transport Scheme

School travel passes

The TfNSW School Portal enables schools and TAFE colleges to endorse student enrolment details online. Online endorsements replaced paper forms and manual handling making processing times faster.

As well as endorsing School Student Transport Scheme (SSTS) applications online, schools and TAFE colleges can also view endorsed or declined student enrolment details and update school or TAFE college details in the TfNSW School Portal.

The following image illustrates the application process flow when an application is endorsed online.



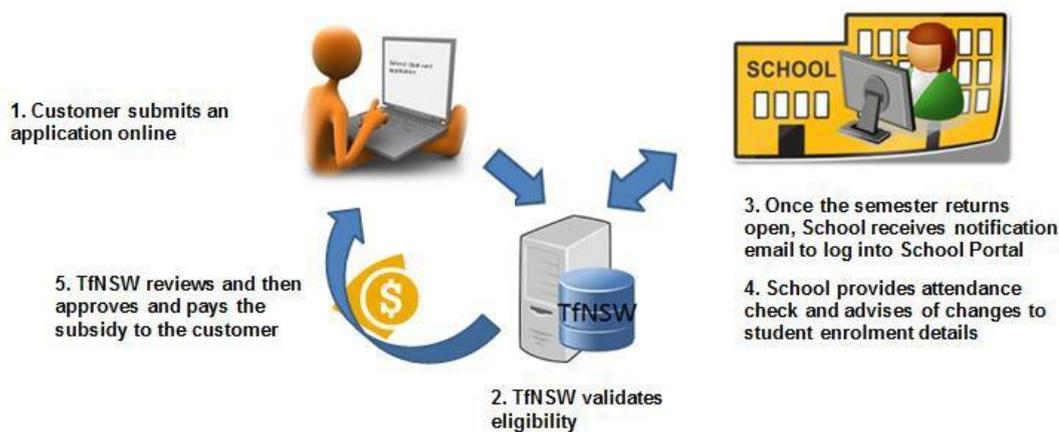
SSTS application process flow

Please note: the application process commences with the use of a single application form that is used for both new and updated applications.

School Drive Subsidy and Private Vehicle Conveyance

Schools play an important role in verifying student details and providing attendance (or number of trips) under the School Drive Subsidy (SDS) and the Private Vehicle Conveyance (PVC) schemes.

As well as providing attendance checks, schools can submit details of changes to student enrolment – such as address updates and change in enrolment status through the TfNSW School Portal.



Application and attendance check process flow

2 Access the TfNSW School Portal

2.1 Registration

Each school/TAFE college must be registered to use the TfNSW School Portal. There is no automatic access.

To register to use the TfNSW School Portal:

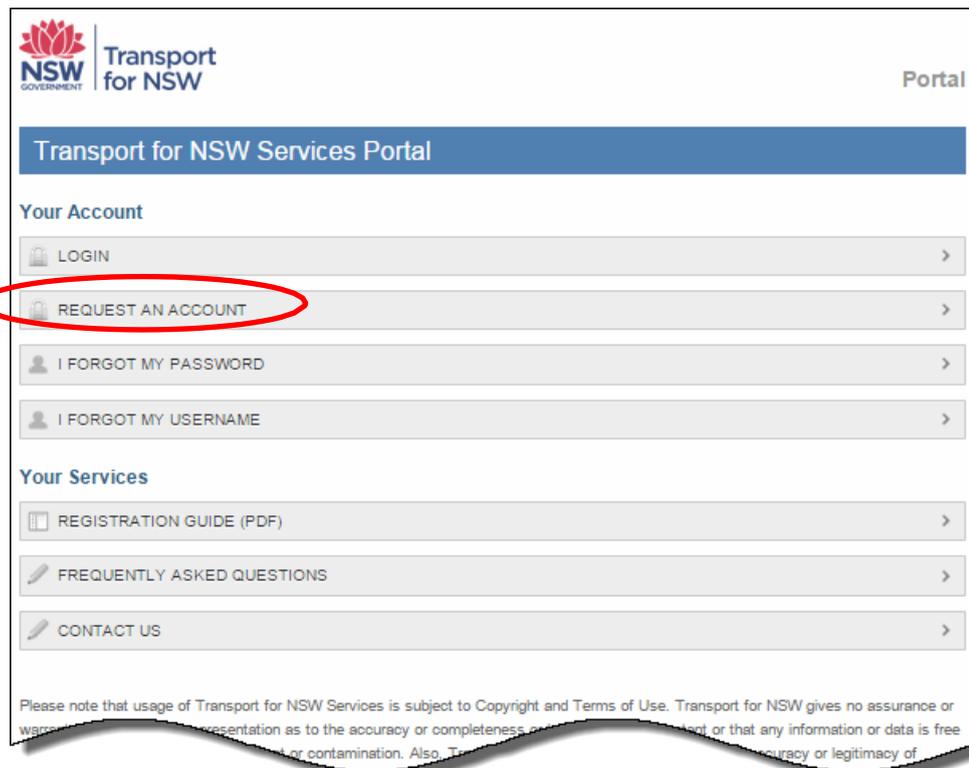
- Schools/TAFE colleges must register at least one user
- each user must have an individual registered login
- each user will need to be approved by the School Principal, College Director or an authorised representative.

Request registered login

To request a registered login submit a request via the Transport Services Portal:

Step 1. From your web browser go to <https://appln.transport.nsw.gov.au/portal/home>

The Transport Service Portal is open (as shown below).



Registering for the Services Portal

Step 2. Click **REQUEST AN ACCOUNT**.

The **Request Access** screen is displayed (see following image).

Request Access screen

Step 3. Click **I WORK FOR A SCHOOL**.

The **Request New School User Account** form is open.

Step 4. Enter your personal details in the **Account Details** section.

Note: mandatory fields are denoted by an asterisk *

Request New School User Account

Step 5. Enter your school name in the **Access Details** section (see above image).

Note: As you type your school name the form will auto-populate a list of schools. Select your school from the list.

Step 7. Click the **School Student Travel Management** checkbox to request access to the TfNSW School Portal.

Step 8. Click the **Submit** button to send the request to TfNSW.

The **Verify email** screen is displayed informing you an email has been sent to you and to follow the instructions in the email to proceed with your registration. For assistance contact TfNSW at <https://transportnsw.info/contact-us/feedback/fares-concessions-tickets-feedback>

2.2 Managing registration

How many users can I register?

Each user at your school/TAFE college will need their own individual login. Do not share logins between multiple users.

You may request as many logins as you require, however we do not recommend more than five.

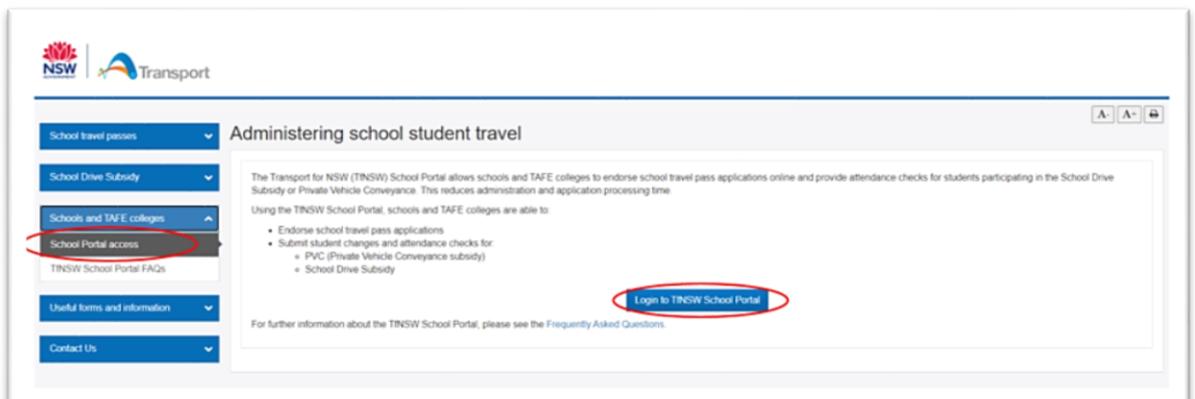
If you work at more than one school or TAFE college

Staff endorsing student enrolment details for school travel pass applications or SDS/PVC attendance checks for more than one school or TAFE college will need to register for TfNSW School Portal access separately for each school or TAFE college. You can do this by adding the access to your existing account or by creating a new account for each school/college. To add access to your existing account log in at <https://appln.transport.nsw.gov.au/portal/login> and select 'request more access'.

This will require approval from the School Principal, College Director or authorised representative. Once approved, staff will have access to view records for all authorised schools or TAFE colleges.

2.3 Log in to the TfNSW School Portal

Access to the TfNSW School Portal is via the SSTS website (see the following image).



SSTS website

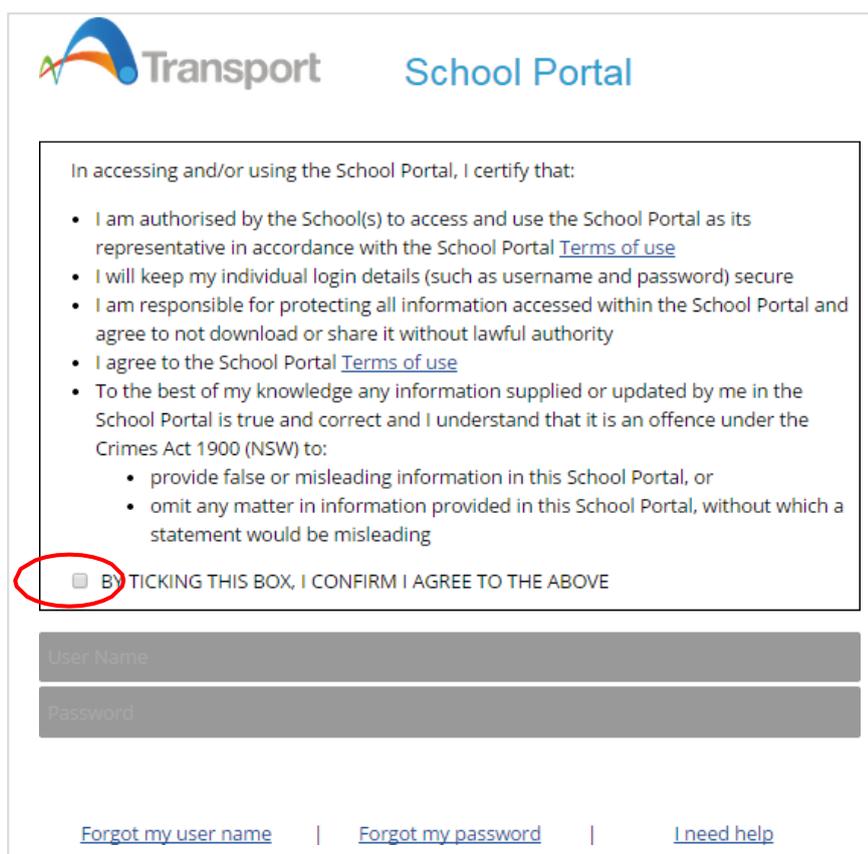
To log in to the TfNSW School Portal:

Step 1. From your web browser go to <https://apps.transport.nsw.gov.au/ssts/home>

Step 2. From the left hand menu select **Schools > School Portal Access**

Step 3. Click Endorse school travel pass applications.

The TfNSW School Portal log in page is displayed.



In accessing and/or using the School Portal, I certify that:

- I am authorised by the School(s) to access and use the School Portal as its representative in accordance with the School Portal [Terms of use](#)
- I will keep my individual login details (such as username and password) secure
- I am responsible for protecting all information accessed within the School Portal and agree to not download or share it without lawful authority
- I agree to the School Portal [Terms of use](#)
- To the best of my knowledge any information supplied or updated by me in the School Portal is true and correct and I understand that it is an offence under the Crimes Act 1900 (NSW) to:
 - provide false or misleading information in this School Portal, or
 - omit any matter in information provided in this School Portal, without which a statement would be misleading

By ticking this box, I confirm I agree to the above

User Name

Password

[Forgot my user name](#) | [Forgot my password](#) | [I need help](#)

TfNSW School Portal log in page

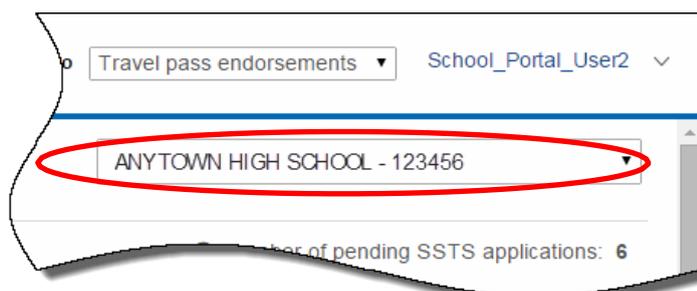
Step 4. Review the conditions for accessing the TfNSW School Portal and if you agree to the conditions click the **Confirmation** checkbox to continue (see the previous image).

Note: If you do not agree to the conditions you will not be able to log in.

Step 5. Enter your username and password and click the **Log in** button.

You are now logged into the TfNSW School Portal and the **Pending Applications** screen is displayed.

Note: If you manage multiple schools/TAFE colleges the school/TAFE college that you last viewed is displayed. You can change between schools/TAFE colleges without logging out (if set up under the same username/account) by clicking the **School/TAFE college name** field and selecting the relevant school/TAFE college (see the below image).



Travel pass endorsements ▼ School_Portal_User2 ▼

ANYTOWN HIGH SCHOOL - 123456 ▼

Number of pending SSTS applications: 6

School/TAFE college name field

3 Update school/TAFE college details

You can update your school's/TAFE college details held in the portal, including:

- Phone number
- Fax number
- The Principal's or authorised representative's name and email address
- School travel contact officer's email address
- Postal address.

This information is then used to send notifications of pending endorsements and attendance checks.

Note: The first time you log in, you should check the school details have been completed, including the school travel contact officer email address.

A schools street address cannot be updated online. Please contact TfNSW to advise of any changes to the schools street address or access gates via <https://transportnsw.info/contact-us/feedback/fares-concessions-tickets-feedback>

To update school/TAFE college details:

Step 1. On the Pending applications or attendance screens, click the **Update school details** link located under the school/college name.



The Pending applications screen

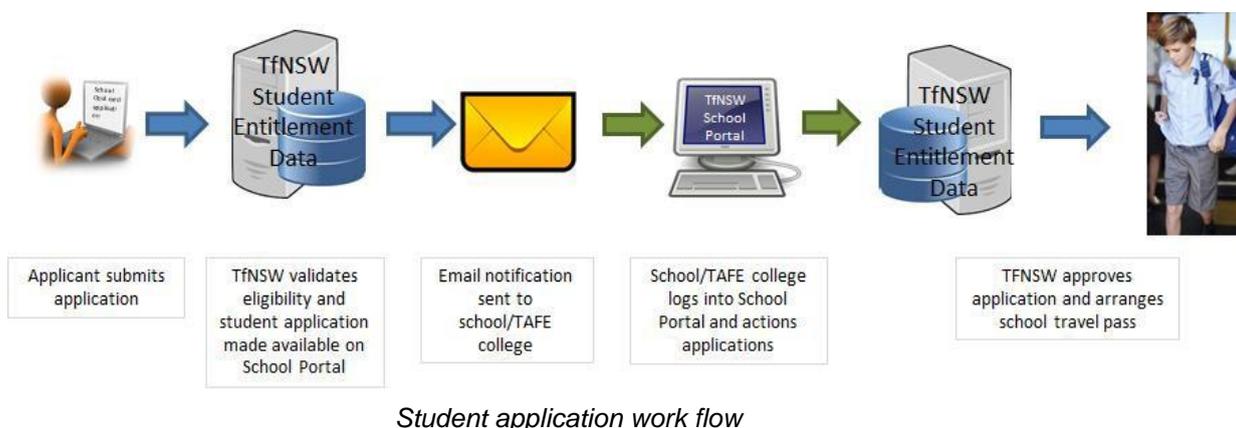
Step 2. Complete the fields that require an update. Fields with an asterisk are mandatory.

4 Manage SSTS student enrolment details

This topic explains how schools/TAFE colleges view and action SSTS applications in the TfNSW School Portal.

The TfNSW School Portal provides schools/TAFE colleges the ability to view SSTS applications and action for endorsement.

After an online application is made, the school/TAFE college is notified by TfNSW of the pending application. The School/TAFE college views and endorses the student enrolment details for the SSTS application via the **Pending Applications screen**. Once endorsed, TfNSW approve/decline the application and notify the applicant, as illustrated in the following diagram.



Please note that due to an update to the SSTS online system, students who are eligible for travel based on the distance criteria no longer need to reapply when they progress between years 2 and 3 or years 6 to 7.

4.1 School/TAFE college notification

Your school/TAFE college receives one daily email when you have one or more SSTS applications or attendance checks to action. If there are no applications for you to action, you will not receive an email.

Note: the email is sent every day there are SSTS applications pending endorsement, not just each time there is a new applications submitted.

During peak periods, you may wish to check the TfNSW School Portal regularly through the day. You do not have to wait for the reminder email to action your applications.

Note: The email is sent to the “School travel contact officer” provided. Schools/TAFE colleges can update the “School travel contact officer” email address in the TfNSW School Portal (see Section 3 Update school/TAFE college details).

The email alerts schools/TAFE colleges to log into the TfNSW School Portal to action endorsements.

The email provides the following information:

- a link to the TfNSW School Portal
- a link to contact TfNSW if you require assistance

The following image is an example of an email sent to a school/TAFE college when there are pending SSTS applications.

From: noreply transport [mailto:no-reply@transport.nsw.gov.au]
Sent: Monday, 22 July 2020 3:54 AM
To: ANYTOWN HIGH SCHOOL
Subject: You have items to complete in the Transport for NSW School Portal

Dear School Administrator,

You have school travel management activities for ANYTOWN HIGH SCHOOL waiting on your action.

Please log into the [Transport for NSW School Portal](#) to complete these tasks.

Your timely action would be appreciated, as:

- School endorsement is required before a student can be issued with a School Travel Pass
- Attendance records are required before subsidy payments can be made.

If you have any questions, please contact us at <https://transportnsw.info/contact-us/feedback/passes-concessions-feedback>

Kind Regards,
Transport for NSW

4.2 Reviewing your applications

Schools/TAFE college action SSTS applications in the **Pending applications** screen.

Schools/TAFE college use the **Pending applications** screen to check that each student's enrolment details (grade, address, residency status or visa subclass number) are correct before endorsing an application.

Note: If the visa field is blank the applicant is stating the student is a NSW resident. Review the visa field to ensure the correct residency status is supplied.

Customers nominate their visa subclass or exchange program when completing their application.

Schools should endorse the Visa Subclass, exchange program and verify the Authority to Enrol (ATE) where appropriate. This removes the need for the paper based processing.

Pending applications

ANYTOWN HIGH SCHOOL Number of pending SSTS applications: 70

Please check that each student's school enrolment details (grade, address, residency status or visa subclass number) are correct, then click 'Yes' or 'No' at the end of each line to action the application.

Application ID	Days outstanding	First Name	Last Name	Date of birth	Grade	Year travel will start	Applicant / address	Visa	Shared Parental Responsibility	Endorse?
N-17086	today	MARG	CITIZEN	28/08/00	11	2017	MARG CITIZEN /UNIT 3, 91 HEIGHWAY AVE, CROYDON	470	No	<input type="button" value="Yes"/> <input type="button" value="No"/>
N-17093	today	TRUIY	EXCHANGE	3/04/76	9	2017	TRUIY EXCHANGE /1 BETULA GR, BUNDANOON	500P Exchange Rotary International	No	<input type="button" value="Yes"/> <input type="button" value="No"/>
N-17089	today	PETER	PORRTER	1/01/00	10	2017	PETER PORRTER /1 BETULA GR, BUNDANOON	837	No	<input type="button" value="Yes"/> <input type="button" value="No"/>
N-17090	today	SANDRYUA	SULLY	2/03/03	8	2017	SANDRYUA SULLY /1 BETULA GR, BUNDANOON	995	No	<input type="button" value="Yes"/> <input type="button" value="No"/>
N-17088	today	TST	TESTING	18/06/88	10	2017	TST TESTING /378-394 GEORGE ST, SYDNEY		No	<input type="button" value="Yes"/> <input type="button" value="No"/>
N-17091	today	SMARTY	PANTS	3/02/77	4	2017	SMARTY PANTS /1 BETULA GR, BUNDANOON	995 Verify ATE	No	<input type="button" value="Yes"/> <input type="button" value="No"/>

After reviewing an application you have the choice of:

- endorsing the student's enrolment details
- not endorsing the student's enrolment details
- amending the student's enrolment details (first name, DOB & grade only).

Transport School Portal Pending applications Actioned applications

Go to Travel pass endorsements School_Portal_User2

ANYTOWNHIGH SCHOOL - 123456

Pending applications

ANYTOWN HIGH SCHOOL Number of pending SSTS applications: 70

Please check that each student's school enrolment details (grade, address, residency status or visa subclass number) are correct, then click 'Yes' or 'No' at the end of each line to action the application.

Application ID	Days outstanding	First Name	Last Name	Date of birth	Grade	Year travel will start	Applicant / address	Visa	Shared Parental Responsibility	Endorse?
N-17086	today	MARG	CITIZEN	28/08/00	11	2017	MARG CITIZEN /UNIT 3, 91 HEIGHWAY AVE, CROYDON	470	No	Yes No
N-17093	today	TRUIY	EXCHANGE	3/04/76	9	2017	TRUIY EXCHANGE /1 BELLA CO. SINGAPORE	500P	No	Yes No

Pending application screen

The following information is provided to the school/TAFE college for endorsement. Check all the information to ensure the applicant has supplied the correct details.

Field	Description
Application ID	A unique SSTS application number supplied to the applicant when they submit their application online
Days outstanding	Number of days the application has been pending your endorsement
First Name	Student's name
Last Name	
Date of birth	Student's date of birth
Grade	Student's school grade
Year travel will start	Typically this will be the current year, however in term four students can apply for SSTS for the current year and the following year
Applicant address	Student's home address
Visa	Visa subclass number or exchange program is displayed. If blank, then applicant is stating the student is a NSW resident
Shared parental responsibility	If the applicant has stipulated on the application the student is in a shared parental responsibility situation i.e. joint custody
Endorse?	Click Yes to endorse or No to not endorse the applicants details

4.3 Sort and filter applications

Applications are listed in order of days outstanding, from oldest to most recent. This is represented by an up arrow (↕) to the right of the Days outstanding column heading.

Sort

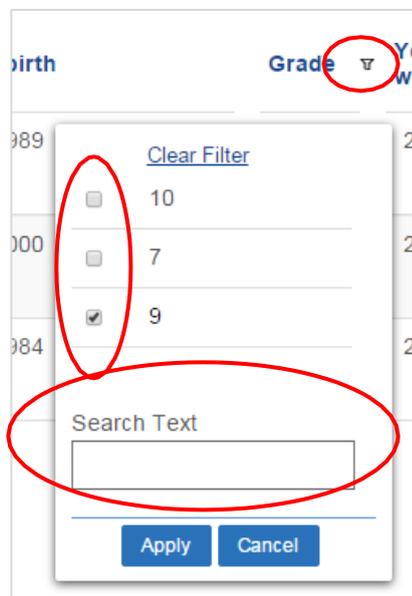
You can sort the list of students in order you wish by clicking on the relevant column heading. For example, you may wish to order by the student's last name. The up arrow (↕) identifies the order is A to Z, click the name field again to sort Z to A, identified by the down arrow (⇩).

Application ID	Days outstanding	First Name	Last Name
N-13554	5 days ago	BEN	HALL
N-13568	5 days ago	BELINDA	JACKSON
N-13557	5 days ago	CAROLINE	READE

Sort student list

Filter

Alternatively, you may wish to filter on specific students. For example, filter by students in a particular year by last name. This is practical for large schools/TAFE college that have numerous administrators (see the image below).



Filter window

To filter the pending applications list:

Step 1. Click the **filter** button (▼) to the right of the relevant column heading.

The Filter window is displayed (see the image above).

Step 2. Select the appropriate filter option(s) or enter text in the **Search Text** field.

Step 3. Click **Apply**.

Note: The filter remains until you either cancel the filter or refresh the screen.

4.4 Endorse student enrolment details

Follow the steps below to review and endorse student enrolment details in the TfNSW School Portal. To not endorse an application, refer to Topic 4.6.

Application ID	Days outstanding	First Name	Last Name	Date of birth	Grade	Year travel will start	Applicant / address	Visa	Shared Parental Responsibility	Endorse?
N-13554	5 days ago	BEN	HALL	15/02/1989	10	2016	/16-18 WENTWORTH ST. PARRAMATTA	No	No	Yes No

Student details

Step 1. Log in to the TfNSW School Portal to display the **pending applications** screen.

This is the default screen when you log into the TfNSW School Portal.

Step 2. Review the student details to ensure the correct information has been supplied (name, DOB, grade, address and if required visa status and shared parental responsibility status).

Step 3. If the student is enrolled at your school/TAFE college for the year of travel nominated and student details are true and correct click **Yes** to endorse. The **Yes/No** buttons are replaced by a green tick (✓).

Note: Once an application has been actioned, the decision cannot be reversed. If you have made the wrong decision contact TfNSW at <https://transportnsw.info/contact-us/feedback/fares-concessions-tickets-feedback> (select feedback about *School Student Transport Scheme, Application Updates*) and quote the application ID.

4.5 Amend an application

If the school/TAFE college is aware the applicant has entered the wrong information you can amend some of the student's details before endorsing or declining the endorsement.

The information you can amend includes:

- First name
- Date of birth
- Grade

Note: If the student details that cannot be amended are not correct e.g. last name, address or visa status, you should not endorse the application.

Application ID	Days outstanding	First Name	Last Name	Date of birth	Grade	Year travel will start
N-13554	5 days ago	BEN	HALL	15/02/1989	10	2016

Application open for amending

Step 1. To amend student details double click anywhere in the row of the student you wish to amend.

The application is 'open' for updates (see above image).

Step 2. Amend the relevant field e.g. click the down arrow in the grade field to select the correct school grade.

Step 3. Click the endorse buttons (**Yes** or **No**) to action the application.

Note: You can also click anywhere on the screen to accept changes, however, if you do not action the application the changes will not be saved.

4.6 Not endorse student enrolment details

If the student is not enrolled at your school/TAFE college or the student's details cannot be confirmed, you should not endorse their enrolment details.

Follow the steps below to review and not endorse student enrolment details in the TfNSW School Portal. Once an application is actioned *not endorsed*, the application is declined and the applicant is sent an email informing them of the status of their application.

Application ID	Days outstanding	First Name	Last Name	Date of birth	Grade	Year travel will start	Applicant / address	Visa	Shared Parental Responsibility	Endorse?
N-13554	5 days ago	BEN	HALL	15/02/1989	10	2016	/16-18 WENTWORTH ST, PARRAMATTA		No	Yes No

Student details

Step 1. If the student is not enrolled at your school/TAFE college for the year of travel nominated or the student's details are not true and correct, click **No** to not endorse their student enrolment details.

The **Not endorsed application** window is displayed.

Not endorsed application ✕

Student
BEN HALL

Reason not endorsed *

Please select... ▼

Please select...

Student's enrolment status is not confirmed

Accuracy of student's details cannot be confirmed

Cancel
Submit

Application not endorsed window

Step 2. Click the **Reason not endorsed** field and select the reason you are declining the endorsement of their student enrolment details (see the image above), either:

- The student is not currently enrolled at your school/TAFE college, or
- The information supplied on the application cannot be confirmed, e.g. the student name, address, visa or shared parental responsibility status does not match your school/TAFE college records.

Step 3. Click in the **Reason Notes** field and enter the reason you are declining the endorsement. If the reason for not endorsing is the student details cannot be confirmed, enter the details that are not confirmed e.g. the visa status or home address.

Note: The decline reason notes are only seen by the school/TAFE college and TfNSW. The applicant is advised the application has been declined, but they do not see the *reason notes*.

Step 4. Click **Submit**.

The **Yes/No** buttons are replaced by a red cross ✕). The application is declined and the applicant is advised of the outcome via email.

Note: Once an application has been actioned, the decision cannot be reversed. If you have made the wrong decision contact TfNSW at <https://transportnsw.info/contact-us/feedback/fares-concessions-tickets-feedback> (select feedback about *School Student Transport Scheme, Application Updates*) and quote the application ID.

4.7 Refresh an application

The actioned applications remain on the screen until you refresh the screen. You can refresh the screen several ways:

1. Close your session by logging out of the TfNSW School Portal

2. Navigate to another screen

3. Click the **Refresh results** button 

- This is recommended if you have many applications to endorse as it clears the screen of actioned applications and allows to you view the latest list of enrolment details to endorse.

Note: Once your screen is refreshed you cannot view endorsed enrolment details, however you can search for and view enrolment details that have been declined (see Section 4.8 Applications not endorsed).

4.8 Applications not endorsed

Your school/TAFE college has the ability to view applications your school/TAFE college has not endorsed. The student enrolment details may have been not endorsed because either:

- The student is not currently enrolled at your school/TAFE college, or
- The information supplied on the application cannot be confirmed, e.g. the student name, address, visa or shared parental responsibility status does not match your school/TAFE college records.

It may be useful to view the reason the application was not endorsed if you have an applicant questioning why their enrolment details were not endorsed by your school/TAFE college.

You can view applications that were not endorsed up to three months after they were actioned.

Schools/TAFE colleges can view not endorsed SSTS applications in the **Applications not endorsed** screen.

The following image shows the Applications not endorsed screen listing the search criteria fields available to you when searching for SSTS applications that have not been endorsed (declined).

Transport School Portal

Pending applications **Actioned applications**

Go to Travel pass endorsements School_Portal_User2

Actioned applications ANYTOWN HIGH SCHOOL - 123456

ANYTOWN HIGH SCHOOL

You can search for applications (whether endorsed or not) up to 3 months after they were actioned. To search, please provide at least one filter criteria below.

Application ID

Endorsement status All

Student first name

Student last name

Date application was actioned

From (inclusive) dd/mm/yyyy

To (inclusive) dd/mm/yyyy

Clear Find

Search actioned application screen

Search for actioned applications

Step 1. Click the **Applications not endorsed** link at the top of the screen (see the previous image).

The Applications not endorsed screen is displayed.

Step 2. Enter the search criteria. You do not need to enter information in all the fields, you can enter just one search criteria.

Note: If known, the application ID is the most accurate and efficient method to locate an application.

Step 3. To narrow down the search you can enter a date range the application was not endorsed (declined). This is an optional search filter.

Step 4. Click **Find** to run the search.

Details of the application are displayed, including why the application was not endorsed (see the image below).

Application ID N-13554	Student first name BEN	Student last name HALL
Application not endorsed date 04/10/2016 10:48 AM	Date of birth 15/02/1989	Grade 10
Year travel will commence ---	Address 16-18 WENTWORTH ST, PARRAMATTA	Visa ---
Joint custody No	Not endorsed reason Student's enrolment status is not confirmed	Reason notes Student not enrolled at our sch+

Not endorsed application details

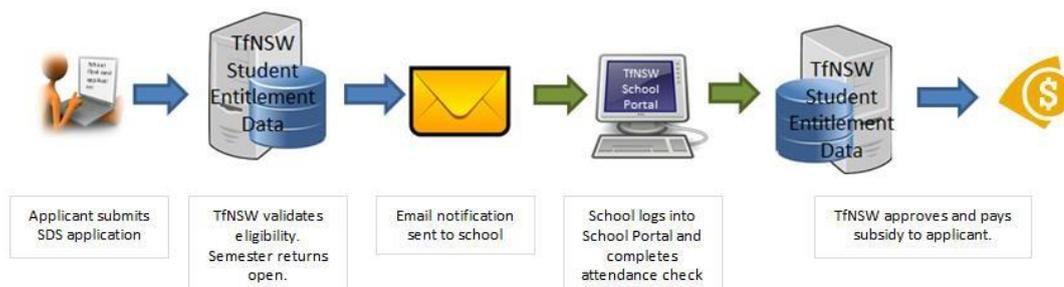
5 Manage School Drive Subsidy and Private Vehicle Conveyance attendance checks

This topic explains how schools view and action School Drive Subsidy (SDS) and Private Vehicle Conveyance (PVC) attendance checks and advise changes in student details/enrolment in the TfNSW School Portal.

After an online application is made, TfNSW review and then assess the application.

Semester returns are due twice a year at the end of term 2 and term 4, and the school/TAFE college is notified by TfNSW of pending attendance checks to be actioned.

The school/TAFE college views and actions the attendance check line item via the **Pending Attendance checks** screen. Once the attendance check has been submitted, TfNSW will review and apply the changes as required, and then submit payment of the applicable subsidy to the parent/guardian or student, as illustrated in the following diagram.



School Drive Subsidy application work flow

5.1 School/TAFE college notification

Your school/TAFE college receives one daily email when you have one or more pending attendance checks to action. If there are no attendance checks for you to action, you will not receive an email.

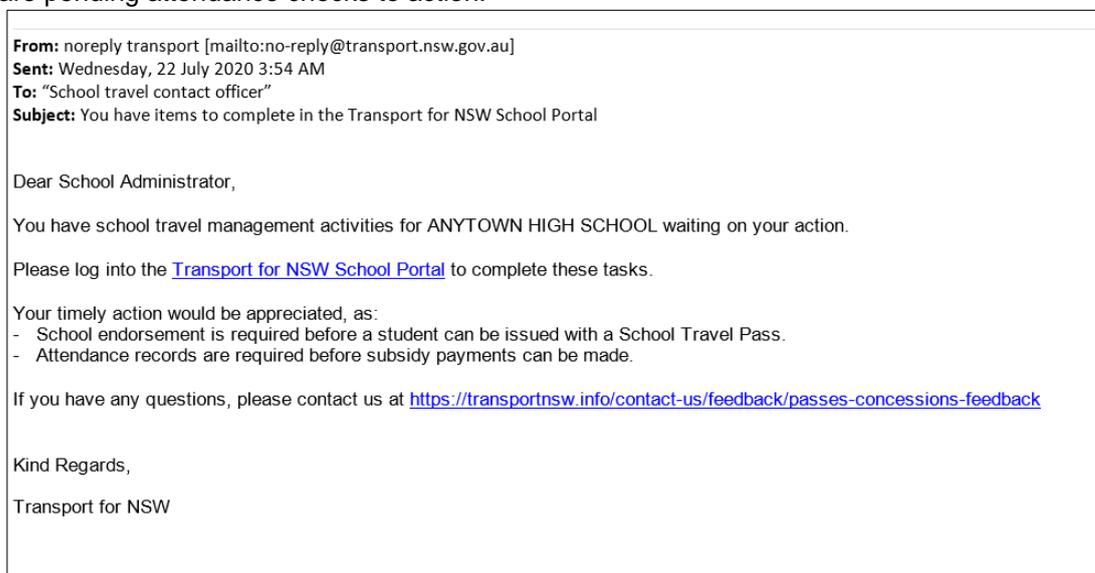
Note: The email is sent to the “School travel contact officer” email address provided to us. Schools can update the “School travel contact officer” email address via the TfNSW School Portal (see Section 3 Update school/TAFE college details).

The email alerts schools to log into the TfNSW School Portal to action pending attendance checks.

The email provides the following information:

- a link to the TfNSW School Portal
- a link to contact TfNSW if you require assistance.

The following image is an example of an email sent to a school/TAFE college when there are pending attendance checks to action:



5.2 Navigate to the Driving subsidy attendance module

Schools action the attendance checks in the Pending attendance checks screen. To access the Driving subsidy attendance module, click on the field in the top right hand corner (which currently says Travel pass endorsements) and then select the **Driving subsidy attendance** module.



Switching to the Driving subsidy attendance module

5.3 Reviewing your attendance checks

Schools action SDS/PVC attendance checks in the **Pending attendance checks** screen.

Schools use the **Pending attendance checks** screen to:

- check that each student's enrolment details (grade, address and student type) are correct, and
- provide the days attended or no. of trips (for boarders/mini-school) for the period of travel shown, and
- advise if there are any changes to the student record (student's details are not correct, their address has changed, they have left the school or they did not enrol).

The screenshot shows the 'Pending attendance checks' screen in the Transport School Portal. The title 'Pending attendance checks' is circled in red. The screen displays instructions for updating attendance records and a table with columns for First Name, Last Name, Date of birth, Gender, Grade, Applicant / home address, Period of travel, Student Type, Km, Max days or trips, Shared parental responsibility, Days attended or No. of trips, and Advise changes?.

Pending attendance checks screen

The following information is provided to the school to review. Check all the information to ensure the applicant has supplied the correct details.

Field	Description
First Name	Student's name
Last Name	
Date of birth	Student's date of birth
Gender	Student's gender
Grade	Student's school grade
Applicant / home address	The name of the applicant (usually the parent/guardian) and the student's home address.
Period of travel	The period of time the travel relates to.
Student Type	Daily – day student with a return journey Single – day student with a one way journey Boarder weekly – student who boards during the week Term boarder – student who boards for the entire term Mini-school – student of a mini school Flood or other – student with a journey classified as flood or other
Km	The number of kilometres the student is travelling.

Max days or trips	The maximum number of days or trips is used to prevent data entry errors. For day students it is the maximum number of school days in the period. For number of trips it varies based on the student type according to the policy.
Shared parental responsibility	If the applicant has stipulated on the application the student is in a shared parental responsibility situation i.e. joint custody
Days attended or No. of trips	The number of days the student attended school (for day students) or the number of trips the student took (for boarders) during the period of travel.
Advise changes	Click on the link to enter in details of change in details/enrolment for the student.
Submit	Submit the line item. You will not be able to make any further changes.

5.4 Sort and filter applications

Line items are listed alphabetically according to Last Name Applications.

Sort

You can sort the list of students in order you wish by clicking on the relevant column heading. For example, you may wish to order by the student's last name. The up arrow (↕) identifies the order is A to Z, click the name field again to sort Z to A, identified by the down arrow (⇩).

First Name ↕	Last Name ⇩	Date of birth ⇩	Gender ⇩	Grade ⇩	Applicant / home address	Period of travel ⇩
ADAM	MCCALLUM	7/07/2000	M	9	SHALOM 229 FAVELL RD BYNG NSW 2800	31/12/2016 to 29/06/2017
Alan	Partha	1/01/2002	M	10	Warren Partha 669 CLARKES CREEK RD	1/01/2017 to 30/06/2017

Sort student list

Alternatively, you may wish to filter on specific students. For example, filter by students in a particular year by last name (see the image below).

Filter window

To filter the pending attendance checks list:

Step 1. Click the **filter** button (▼) to the right of the relevant column heading.

The Filter window is displayed (see the image above).

Step 2. Select the appropriate filter option(s) or enter text in the **Search Text** field.

Step 3. Click **Apply**.

Note: The filter remains until you either cancel the filter or refresh the screen.

5.5 Action attendance check

Follow the steps below to add the days attended or no. of trips for a line item:



First Name	Last Name	Date of birth	Gender	Grade	Applicant / home address	Period of travel	Student Type	Km	days or trips	shared parental responsibility	Days attended or No. of trips	Advise changes?
ADAM	MCCALLUM	7/07/2000	M	9	SHALOM 229 FAVELL RD BYNG NSW	31/12/2016 to 29/06/2017		99	No		0	Advise changes <input type="button" value="Submit"/>

Attendance check line item

Step 1. Log in to the TfNSW School Portal to display the Pending attendance checks screen.

You will need to switch to the Driving Subsidy Attendance module.

Step 2. Review the student details to ensure the correct information has been supplied (name, DOB, grade, address and if required shared parental responsibility status). If any of the information is incorrect, in addition to entering the number of days/trips, you will also need to complete an 'advise changes' record (see Section 5.6 Advise changes to student details or enrolment).

Step 3. Enter the days the student attended (or the number of trips taken if the student is a boarder) for the period of travel specified in the line item into the 'Days attended or No. of trips' field.



First Name	Last Name	Date of birth	Gender	Grade	Applicant / home address	Period of travel	Student Type	Km	days or trips	shared parental responsibility	attended or No. of trips	Advise changes?
ADAM	MCCALLUM	7/07/2000	M	9	SHALOM 229 FAVELL RD BYNG NSW 2800	31/12/2016 to 29/06/2017		99	No		95	Advise changes <input type="button" value="Submit"/>

Provide the days attended or No. of trips for a student line item

Step 4. If there are no changes to advise, click **Submit**.

The **Submit** button now has a green tick beside it. The line item is submitted and you will not be able to make any further changes.

5.6 Advise changes to student details or enrolment

The school can advise transport of any changes to the student record using the 'Advise changes' link.

An 'Advise changes' record should be completed if:

- student information provided is incorrect (name, DOB, Grade or address details displayed do not match the school record)
- the student's address has changed, and it's not reflected in the records displayed

- the student has left the school
- the student did not enrol.

First Name	Last Name	Date of birth	Gender	Grade	Applicant / home address	Period of travel	Student Type	Km	days or trips	shared parental responsibility	attended or No. of trips	Advise changes?
ADAM	MCCALLUM	7/07/2000	M	9	SHALOM 229 FAVELL RD BYNG NSW 2800	31/12/2016 to 29/06/2017		99	No		95	Advise changes <input type="button" value="Submit"/>

Selecting Advise changes

Step 1. Click on the 'Advise changes' link in the record of the student. A new window will open with the heading 'Advice of change'.

Advice of change

Student
MCCALLUM ADAM ALEXANDER

Max days
99

Period of attendance
31/12/2016 to 29/06/2017

Days attended
99

Date of change of circumstance
(dd/mm/yyyy)*

Type of change*

Select

Detail of change*

Adding in details for the advice of change

Step 2. Add the date of the change of circumstance.

Step 3. Add the Type of change

Type of change	Description
Student is no longer enrolled	The student is no longer enrolled at the school, or did not enrol.
Student's address has changed	The student's address details have changed.
Student's details are not correct	The student's name, DOB, grade or shared parental responsibility have not been correctly recorded.
Other	Any other change that does not fall into the above categories.

Step 4. Provide some information about the Details of change.

Step 5. Click **Save**. The pop up window will close.

Step 6. Click **Submit**.

The **Submit** button now has a green tick (✓) beside it. The record is submitted and you will not be able to make any further changes.

5.7 Attendance check scenarios

Due to changes in journeys/circumstances during the semester, a student may have multiple line items.

In each of these cases, the attendance check should be completed for the period displayed on the line item. This will ensure the correct subsidy is paid.

Scenario	Description
Student does not enrol	The student is displayed on the attendance check, but they never enrolled. You will need to: <ul style="list-style-type: none">• Submit the 'Days attended or No. of trips' as 0• Add an Advise changes record the student is not enrolled.
Student has multiple line items	The student may have had another student in their household change journeys, be in a shared parental arrangement or change schemes. You will need to: <ul style="list-style-type: none">• Submit the 'Days attended or No. of trips' for the period of travel on each of the line items.• If the same period is repeated on multiple records, the same attendance days should be repeated in each of the line items. Note: If you need to advise changes of a student with multiple line items, you only need to do it once.

5.8 Refresh Pending attendance screen

The actioned attendance checks remain on the screen until you refresh the screen. You can refresh the screen several ways:

- Close you session by logging out of the TfNSW School Portal
- Navigate to another screen
- Click the **Refresh results** button 

This is recommended if you have many line items to provide attendance checks as it clears the screen of actioned applications and allows to you view the latest list of attendance checks.

Note: Once your screen is refreshed you will need to search for and view submitted attendance checks by navigating to the Actioned attendance screen. See Module 5.9 Search for actioned attendance checks.

5.9 Search for actioned attendance checks

You can search for attendance checks by clicking on the actioned attendance tab at the top of the screen and searching by student first name, last name or grade.

Note: You can only search for attendance checks for the semester you are providing attendance checks for.

Attendance checks are not available for more than two semesters.

6 Transport Concession Entitlement Card

Applications for Transport Concession Entitlement Cards can be processed via the **School Portal**. You can order cards for the below students in bulk:

- Senior Secondary (16 years and over)
- Mature Secondary (18 years and over)
- Proof of Age (4 to 15 years)
- Distance Education.



The Transport Concession Entitlement Card is used to prove customers' entitlement to concession fares in NSW.

- The ordering process **allows** one card per student
- Applications without student details cannot be processed
- Surplus stock of concession entitlement card is no longer available.

Start your application

- Log into the TfNSW School Portal
- Using the 'Go To' dropdown menu, **select** Concession Entitlement Card.



You'll be taken to the 'Pending applications' page.

From this page use the navigation links to:

- 'Create new applications'
- Complete 'Pending applications' or
- View 'Actioned applications'

A screenshot of the 'Pending Applications' page in the School Portal. The page header includes the Transport School Portal logo, navigation links for 'Create new application', 'Pending applications', and 'Actioned applications', and a 'Go to' dropdown menu with 'Concession Entitlement Card' selected. The main content area shows 'Pending Applications' for 'ANYTOWN HIGH SCHOOL' with a dropdown menu for the school name. Below this, there is a section for 'Concession Entitlement Card is a proof of age Entitlement for students that are;' followed by a list of eligibility criteria: 'Senior Secondary Student (SSS) - 16 to 18 Years of Age; or', 'Mature Senior Secondary (MSS) - Students 18 years or older; or', 'Require Proof Of Age (POA) - Under 18 Years of Age; or', and 'Distance Education Student (DES) - Students enrolled in distance education program'. There is also a section for 'In this screen you can view in-progress Concession Entitlement Applications.' and a note: 'Should you have multiple access to different schools, please select the school name from the dropdown to view each school individually before progressing concession entitlement card application actions.' Below this are instructions for completing applications. At the bottom, there is a table header with columns: 'Application ID', 'Entitlement Type', 'Quantity', 'Created by', 'Last Updated By/Resolved By', 'Creation date', 'Last Updated date', and 'Status'.

6.1 Create a new application

- **Select** the 'Create new application' tab from the 'Pending applications' page

Transport School Portal

Create new application Pending applications Actioned applications

Go to Concession Entitlement Card school_portal_user

ANYTOWN HIGH SCHOOL-123456

Pending Applications

ANYTOWN HIGH SCHOOL

Number of pending applications: 4

Update school details

Concession Entitlement Card is a proof of age Entitlement for students that are;

- Senior Secondary Student (SSS) - 16 to 18 Years of Age; or
- Mature Senior Secondary (MSS) - Students 18 years or older; or
- Require Proof Of Age (POA) - Under 16 Years of Age; or
- Distance Education Student (DES) - Students enrolled in distance education program

In this screen you can view in-progress Concession Entitlement Applications.

Should you have multiple access to different schools, please select the school name from the dropdown to view each school individually before progressing concession entitlement card application actions.

- To complete a pending application select the **Application ID** and follow the steps displayed in the school concession card screen.
- An existing file attachment cannot be edited. To add new records remove the existing file and replace with an updated version.
- Where no pending applications are displayed, then select **Create New Application**.
- Select **Actioned Applications** to view completed application requests.

Application ID	Entitlement Type	Quantity	Created by	Last Updated By/Resolved By	Creation date	Last Updated date	Status
----------------	------------------	----------	------------	-----------------------------	---------------	-------------------	--------

- When you select "Create new application" you create a case for a bulk upload application (application for multiple students)
- An overview of each case is located at the bottom of the screen
- Use the Case ID to track your application.

Overview

Case details

Case ID CC-4802	Last Updated By school_portal_user	Created by school_portal_user
Created 1 hour 54 mins ago	Case Status Open	Last Update 1 hour 54 mins ago

For each bulk application:

- **Select** the entitlement type using the dropdown menu
- You can **view** and **select** the entitlement application relevant to your school type

Entitlement Type *

Concession entitlement supply

Select concession entitlement supply for:

- Senior Secondary Student Concession Card (16 years and over)
- Mature Secondary Student (18 years and over)
- Proof of Age card (child 4 to 15 years)

Distance Education type is available only for Distance Education schools

- **Select Distance Education Student**

Transport School Portal

Create new application Pending applications Actioned applications

Go to Concession Entitlement Card school_portal_user

Entitlement Type *
Concession entitlement supply

Download template Concession entitlement supply template

Upload Data File Add Attachment

Declaration

I will be present at the school to receive and distribute concession cards to students prior to commencement of Term classes.

I declare that all information in this application and supporting file data is true and correct, every effort will be made to ensure the security of concession card/s are only issued to students eligible. All cards are the property of Transport for NSW. Any cards not distributed to students will be returned to Transport for NSW.

Delivery address
School address

Follow the steps below to complete the application:

Step 1. **Download and complete** the template in CSV format then **save** the file to your computer.

(CSV is a type of spreadsheet where the information is separated by commas)

➡ Download template [Concession entitlement supply template](#)

Hint: Use the [Sample template](#) as your guide to complete the template

A sample can be **selected** and **opened** or **saved** to your nominated location

The School Portal will automatically allocate the entitlement type based on the student's date of birth

Step 2. **Upload** the completed file using the Add Attachment function

➡ Upload Data File [Add Attachment](#)

Ensure the file includes all the required details before submitting this form

Step 3. **View** the uploaded file on screen.

file Name	Uploaded	Remove
Concession entitlement supply template.csv	✓	✕

The attached file has a total of 3 records for processing. Please tick the declaration of accuracy below and then click Submit to proceed with the application.

Your files will be automatically checked after they are uploaded

- Files with correct entries will proceed to the next application step and on-screen instructions will be displayed in **green**
- Incorrect files will display an error message in **red**. Open the file, view errors, update your .csv file and then save it to your computer
- We recommended you remove the error file by using the X function, then upload an updated file with errors resolved.

Step 4. **Read** and **select** each declaration to progress your request and enable the submit button.

- The second tickbox is mandatory

Declaration

I will be present at the school to receive and distribute concession cards to students prior to commencement of Term classes.

I declare that all information in this application and supporting file data is true and correct, every effort will be made to ensure the security of concession card/s are only issued to students eligible. All cards are the property of Transport for NSW. Any cards not distributed to students will be returned to Transport for NSW.

Step 5. **Confirm** your delivery address

- The delivery address will automatically display on screen. The school portal uses the address from your School Portal Profile
- Bulk card orders will be delivered to the confirmed address

Delivery address

School address ▾

Address line 1 Address line 2
Anytown Street —

Suburb State Postcode
Anytown Suburb **NSW** **2000**

I confirm that the cards should be sent to the selected address

- If you need to get the bulk order delivered to a different address then select the **other** option in the dropdown menu
- Any new address entered will only apply to this singular transaction.

Delivery address

Other ▾

Where Other delivery address is entered, it is valid for the current transaction only. It does not override the school postal address. Just PO Box is not allowed.

Address line 1 *

Address line 2

Suburb / City *

Postcode *

State
NSW ▾

Step 6. **Select** the 'Submit' button to complete the application process:

Submit

- Once selected the application will proceed for processing
- Application Case ID can be viewed in the Actioned Applications screen

Where Cancel is selected instead of submit:

Cancel

- A record of the application will be stored in the pending application screen.
- Use the **Case ID** to locate your application.

6.2 Pending Applications

In this screen you can view Concession Entitlement Applications that are 'in progress'.

- Select the school name from the drop down before progressing concession entitlement card application actions.
- The number of pending applications for the school is available for quick view on the right hand side of the page 
- School details can be updated using the link located under the school name

Transport School Portal

Create new application Pending applications Actioned applications

Go to Concession Entitlement Card school_portal_user

Pending Applications

ANYTOWN HIGH SCHOOL-123456

Number of pending applications: 4

ANYTOWN HIGH SCHOOL

Update school details

Concession Entitlement Card is a proof of age Entitlement for students that are;

- Senior Secondary Student (SSS) - 16 to 18 Years of Age; or
- Mature Senior Secondary (MSS) - Students 18 years or older; or
- Require Proof Of Age (POA) - Under 18 Years of Age; or
- Distance Education Student (DES) - Students enrolled in distance education program

In this screen you can view in-progress Concession Entitlement Applications.

Should you have multiple access to different schools, please select the school name from the dropdown to view each school individually before progressing concession entitlement card application actions.

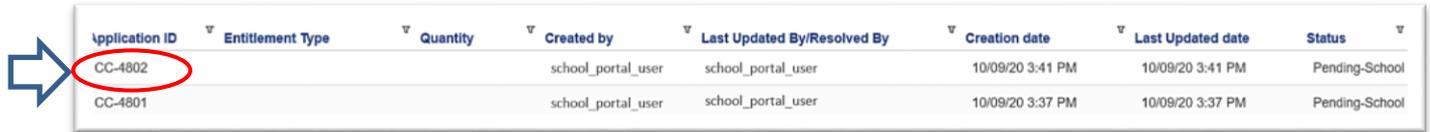
- To complete a pending application select the **Application ID** and follow the steps displayed in the school concession card screen.
- An existing file attachment cannot be edited. To add new records remove the existing file and replace with an updated version.
- Where no pending applications are displayed, then select **Create New Application**.
- Select **Actioned Applications** to view completed application requests.

Application ID	Entitlement Type	Quantity	Created by	Last Updated By/Resolved By	Creation date	Last Updated date	Status
----------------	------------------	----------	------------	-----------------------------	---------------	-------------------	--------

- The 'Pending application' screen holds a table listing of all applications pending action for the selected school
- Applications in this screen have not been processed
- Steps in the application process are awaiting action prior to the request being finalised
- Use the filter functions to sort and actioning pending applications.

To complete a pending application select the Application ID

- Move your cursor over the Application ID number
- **Select** the Application ID
- Application will **open**



Application ID	Entitlement Type	Quantity	Created by	Last Updated By/Resolved By	Creation date	Last Updated date	Status
CC-4802			school_portal_user	school_portal_user	10/09/20 3:41 PM	10/09/20 3:41 PM	Pending-School
CC-4801			school_portal_user	school_portal_user	10/09/20 3:37 PM	10/09/20 3:37 PM	Pending-School



Transport School Portal

Create new application Pending applications Actioned applications

Go to Concession Entitlement Card school_portal_user

School Concession Card (CC-4802) ANYTOWN HIGH SCHOOL-123456

- Follow the steps displayed in the Concession Entitlement Card screen to complete the application.
- **Complete** all mandatory fields
- **Select** 'Submit'

Removing Pending items

From time to time older application entries may not need to be completed.

These pending applications should be removed if you no longer intend to complete the application

- At this time pending applications cannot be removed without completing the application
- For help to remove a pending application contact Transport via the feedback form here

<https://transportnsw.info/contact-us/feedback/fares-concessions-tickets-feedback>

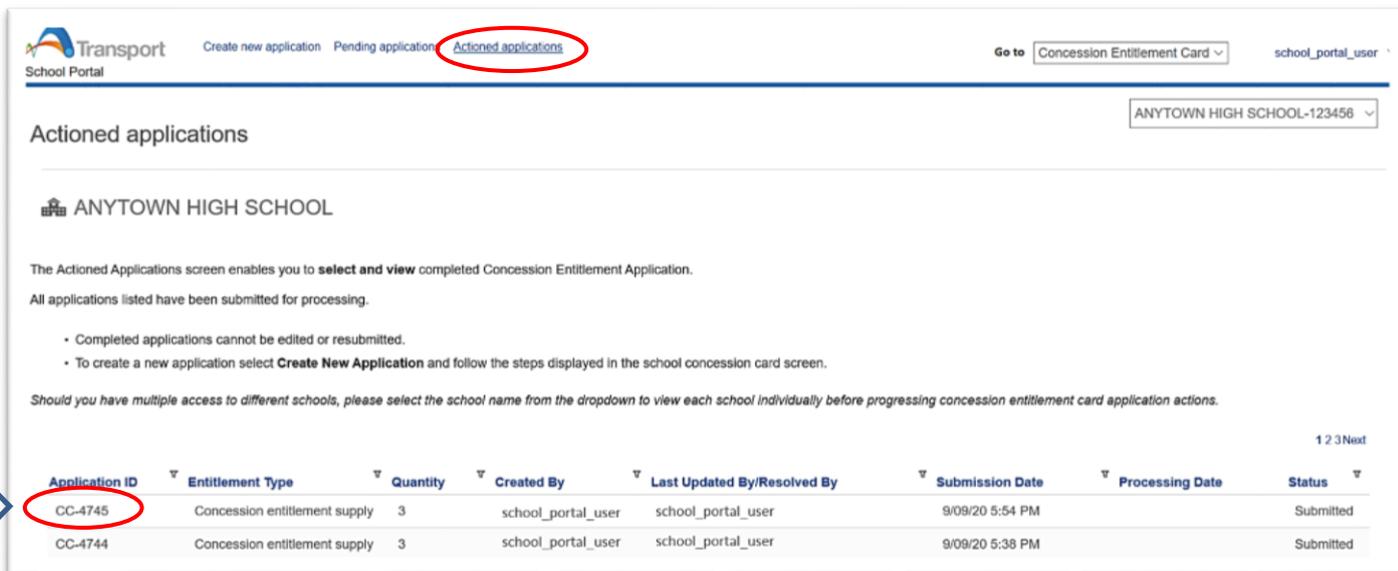
Future upgrades to the School Portal will allow you to remove pending applications

- You'll be able to select a tickbox in the last column of pending applications
- The withdraw function will remove pending records from the screen
- A warning message will display to confirm the user action
- A withdrawn application will no longer be available to view or be processed.

6.3 Actioned applications

In this screen you can select and view submitted Concession Entitlement Card applications.

- Use the filter functions to sort and actioning pending applications



Transport School Portal

Create new application Pending application **Actioned applications**

Go to Concession Entitlement Card school_portal_user

ANYTOWN HIGH SCHOOL-123456

Actioned applications

ANYTOWN HIGH SCHOOL

The Actioned Applications screen enables you to **select and view** completed Concession Entitlement Application.

All applications listed have been submitted for processing.

- Completed applications cannot be edited or resubmitted.
- To create a new application select **Create New Application** and follow the steps displayed in the school concession card screen.

Should you have multiple access to different schools, please select the school name from the dropdown to view each school individually before progressing concession entitlement card application actions.

Application ID	Entitlement Type	Quantity	Created By	Last Updated By/Resolved By	Submission Date	Processing Date	Status
CC-4745	Concession entitlement supply	3	school_portal_user	school_portal_user	9/09/20 5:54 PM		Submitted
CC-4744	Concession entitlement supply	3	school_portal_user	school_portal_user	9/09/20 5:38 PM		Submitted

Use the **filter** button () to the right of the relevant column heading.

Actioned application stages:

1. Submitted: File has been sent to card supplier
2. Processing: Cards are being processed
3. Card Production Complete: Cards are printed
4. Technical exception – under investigation (with transport)

To open and view an actioned application **select** the Application ID

- Move your cursor over the Application ID number
- **Select** the Application ID
- Actioned application will **open**.

The view consists of three segments

1. Overview: Case details and dates of processing
 2. Delivery Address: Confirmed on date of application submission
 3. Attachments: .csv file uploaded with application
- A files can be **selected** and **opened** or **saved** to your nominated location
 - Completed applications cannot be edited or resubmitted.

Transport School Portal

Create new application Pending applications Actioned applications

Go to Concession Entitlement Card school_portal_user

School Concession Card (CC-4745) ANYTOWN HIGH SCHOOL-123456

Overview

Case details

Case ID CC-4745	Order quantity 3	Case Status Submitted
Created by school_portal_user	Last Updated By school_portal_user	Creation date 9/09/20 5:54 PM
Submission date 10/09/20 12:17 PM	Processing date —	Lodgement date —

Delivery Address

ANYTOWN STREET
ANYTOWN SUBURB
NSW 2000

Attachments

Concession entitlement supply template \$281\$29.csv

7 Concession Entitlement Distribution

Students can use the cards as soon as you receive them.

Please distribute the cards to individual students.

7.1 Card Codes

- **(POA)** – Proof of Age
- **(SSS)** – Senior Secondary Student
- **(MSS)** – Mature Secondary Student
- **(DES)** – Distance Education Student.

7.2 Card Validity

- Proof of Age cards are valid until the card holder turns 16 years of age.
- Senior Secondary Student, Mature Senior Student and Distance Education Student concession entitlement cards are valid until 31 March the year
- Students leaving school and are no longer enrolled must hand the card in to the school.

7.3 Card Entitlements

School student Transport Concession Entitlement Cards are a proof of entitlement to travel with a child/youth Opal card or on a child/concession ticket on:

- Sydney Trains and Sydney Metro services (a concession Station Access Fee applies at International and Domestic airport line stations)
- Government and privately operated regular route local bus services across NSW
- Sydney light rail and Newcastle light rail services
- Sydney Ferries and Newcastle Ferries services and most regulated private ferry services, and

- NSW TrainLink services.

Concession cards do not provide concession travel on special, premium, charter or Special Event services or privately operated services, i.e. long distance coaches and tourism services.

The concession card must be carried at all times when traveling on child/youth fares.

Why do students need the cards?

NSW public transport customers pay adult fares from the age of 16 years. Students 16 years or older can travel on child/concession fares as long as they carry a proof of entitlement card and show it to transport officers or police officers upon request.

Children aged between 4 to 15 years do not require a proof of entitlement for concession travel. However, if they look more mature they can get a Proof of Age card to verify to transport officers or police officers that they are under 16 years old.

7.4 Replacement cards

- All applications for a replacement concession card must be submitted online via the School Portal
- Follow the steps for a new application. Upload the student's or multiple student details to the file to order replacement cards.

7.5 Student no longer enrolled

- If a student leaves the school between the submission date and the delivery date, please destroy the card and put it into your recycling.

7.6 Overseas students

- All NSW school students aged 16 years and over, including full fee paying overseas students, can be issued with a Senior Secondary Student Transport Concession Card.

7.7 Contact us

- Any enquiries or issues with the concession supplies received, please submit through the online feedback form at transportnsw.info/concessions-feedback.

8 Trouble shooting tips

I'm not receiving the notification email reminding me of School Portal actions

If you are not receiving the notification email when you have one or more SSTS applications or pending attendance to action, you can:

- Check your spam filter – you may need to add the email address to your whitelist.
- Check your school/TAFE college details recorded in the TfNSW School Portal (see section 3 Update school/TAFE college details). The email address recorded may need to be updated.

Students have advised they have submitted a form online, but haven't received their travel pass – what do I need to do?

You will need to log into the TfNSW School Portal to view the SSTS applications and action for endorsement (see section 4 Manage SSTS student).

If you don't have a username and password, you will need to register for access to the TfNSW School Portal (see section 2 Access the TfNSW School Portal).

Why don't I need to endorse the Year 3 or Year 7 students anymore?

Students only need to apply when they are:

- applying for a school travel pass for the first time
- requesting an additional pass as a result of a new shared parental responsibility situation (e.g. joint custody).

Students need to re-apply or update their details when they:

- are changing school or campus
- are changing home address
- have received an expiry notification
- have repeated a school year
- have changed their name
- are requesting a new transport operator.

9 Contact information

For questions about using the TfNSW School Portal, access to the portal and other information about school travel, contact the Concessions team.

9.1 Contacts for schools

Website: <https://apps.transport.nsw.gov.au/ssts/>

Enquiries: <https://transportnsw.info/contact-us/feedback/fares-concessions-tickets-feedback>

9.2 Contacts for parents, guardians and students

Website: <https://apps.transport.nsw.gov.au/ssts/>

Enquiries: <https://transportnsw.info/contact-us/feedback/fares-concessions-tickets-feedback>