

Transport
for NSW

Transport for NSW School Portal

User Guide – Schools and TAFE colleges



transport.nsw.gov.au

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1. Introduction

The Transport for NSW School Portal has been developed for schools and TAFE colleges to manage school travel. The School Portal enables schools and TAFE colleges to seamlessly confirm student enrolment for the School Student Transport Scheme (SSTS) and confirm semester enrolment details and attendance online for the School Drive Subsidy (SDS).

Schools and TAFE colleges, transport operators and Transport all play a vital role in school travel pass application endorsement and fulfillment.

- Schools and TAFE colleges are responsible for endorsing student enrolment information including enrolment status, grade, date of birth and visa subclass (where applicable).
- Transport is responsible for processing all SSTS applications, including validating eligibility and approving SSTS entitlements.

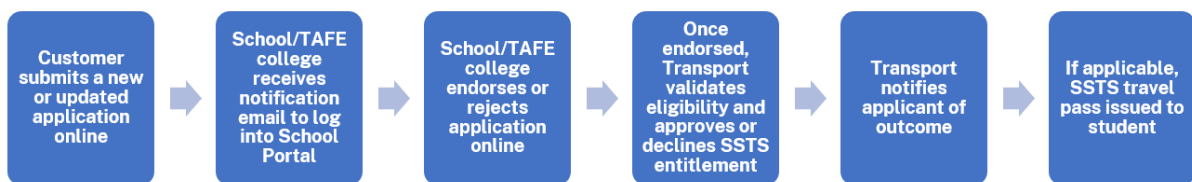
1.1 School Student Transport Scheme

School travel passes

Schools and TAFE colleges use the online School Portal to:

- endorse School Student Transport Scheme (SSTS) applications
- view endorsed or declined student enrolment details
- update school or TAFE college details.

The following image illustrates the application process flow.



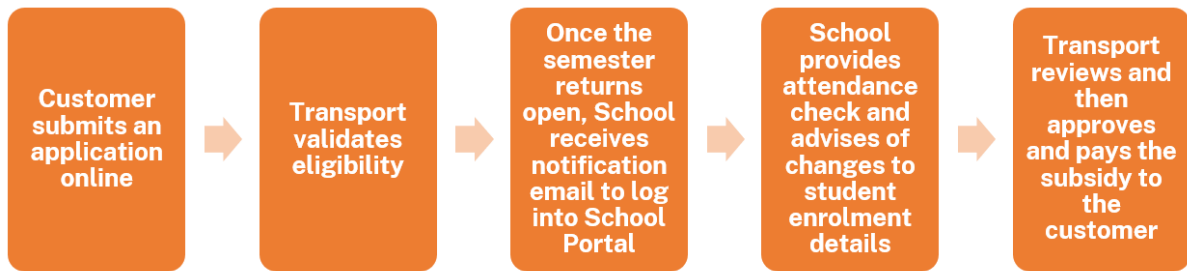
SSTS application process flow

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

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

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



Application and attendance check process flow

2. Access the School Portal

2.1 New user account registration

Each school/TAFE college administrator must be registered to use the Transport for NSW School Portal. There is no automatic access.

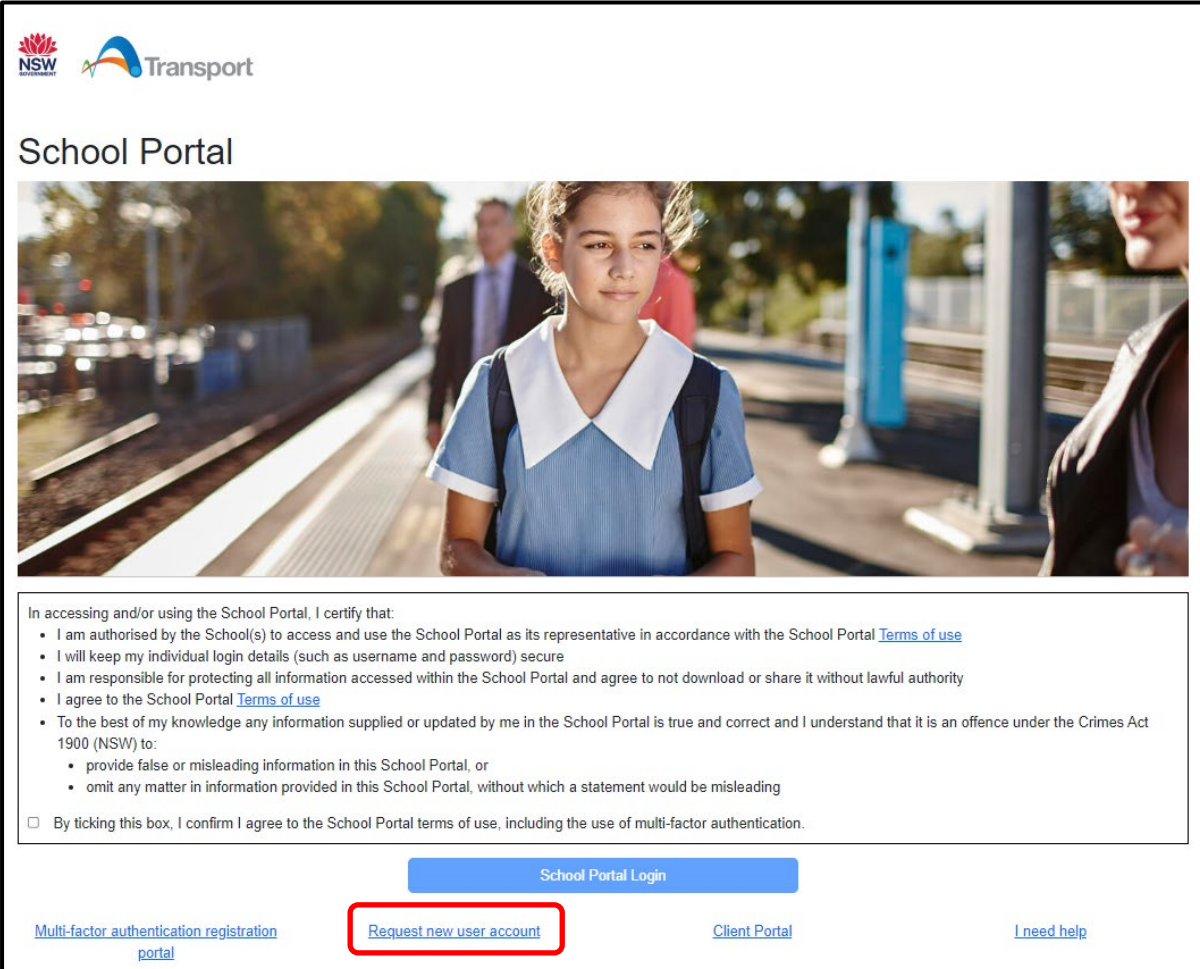
To register to use the School Portal:

- schools/TAFE college 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 new user account


From your web browser, go to concessions.transport.nsw.gov.au/school-portal

Select **Request new user account** (as shown below)



NSW Transport

School Portal



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 School Portal terms of use, including the use of multi-factor authentication.

School Portal Login

[Multi-factor authentication registration portal](#) [Request new user account](#) [Client Portal](#) [I need help](#)

On the 'Request New School User Account' form, enter your details.

Notes:

- All fields are mandatory and must be completed.
- All staff who are active users of the School Portal must have their own individual email address in order to successfully register and set up multi-factor authentication (MFA). Do not use a shared email address (e.g. admin@school.com) to access the School Portal as this will create security risks.
- As you type your school name, the form will auto-populate a list of school names. Select your school from the list. 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 student** then **School operator portal**.

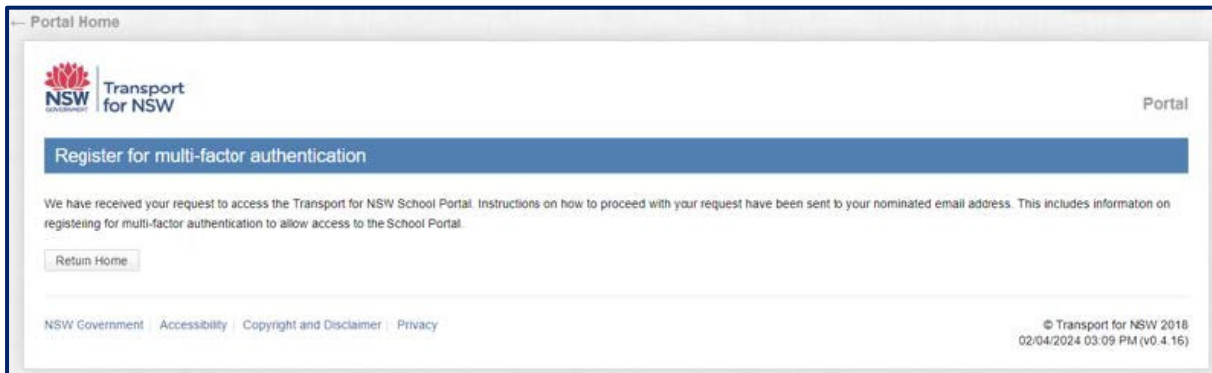
Click the **School Student Travel Management** checkbox to request access to the School Portal (as shown below).

To request access for an additional school, select the **+ Add another School** option (as shown below) and complete the fields under 'Access Details' section.

The screenshot shows the 'Request New School User Account' form on the Transport for NSW Portal. The form is titled 'Request New School User Account' and is located on the 'Portal' page. It is divided into two main sections: 'Account Details' and 'Access Details'.
Account Details: This section contains three input fields: 'First Name', 'Last Name', and 'User ID'. Each field has a red asterisk indicating it is mandatory. Below each field is a small instruction: 'Type your first name without space', 'Type your last name without space', and 'Type your email address to register your account with. This will be used to log into your Transport for NSW(Transport) applications.' respectively.
Access Details: This section contains a 'School' dropdown menu with a red asterisk. Below it is a small instruction: 'Slowly type the name and suburb (eg st michael's blackout) then select from the list'. There is an 'Access Requested' section with a checkbox for 'School Student Travel Management'. The checkbox is currently unchecked. Below this is a '+ Add another School' button. At the bottom of the form are 'Submit' and 'Cancel' buttons.
The footer of the page includes 'NSW Government | Accessibility | Copyright and Disclaimer | Privacy' on the left and '© Transport for NSW 2018 22/02/2024 08:10 AM (v0.4.16)' on the right.

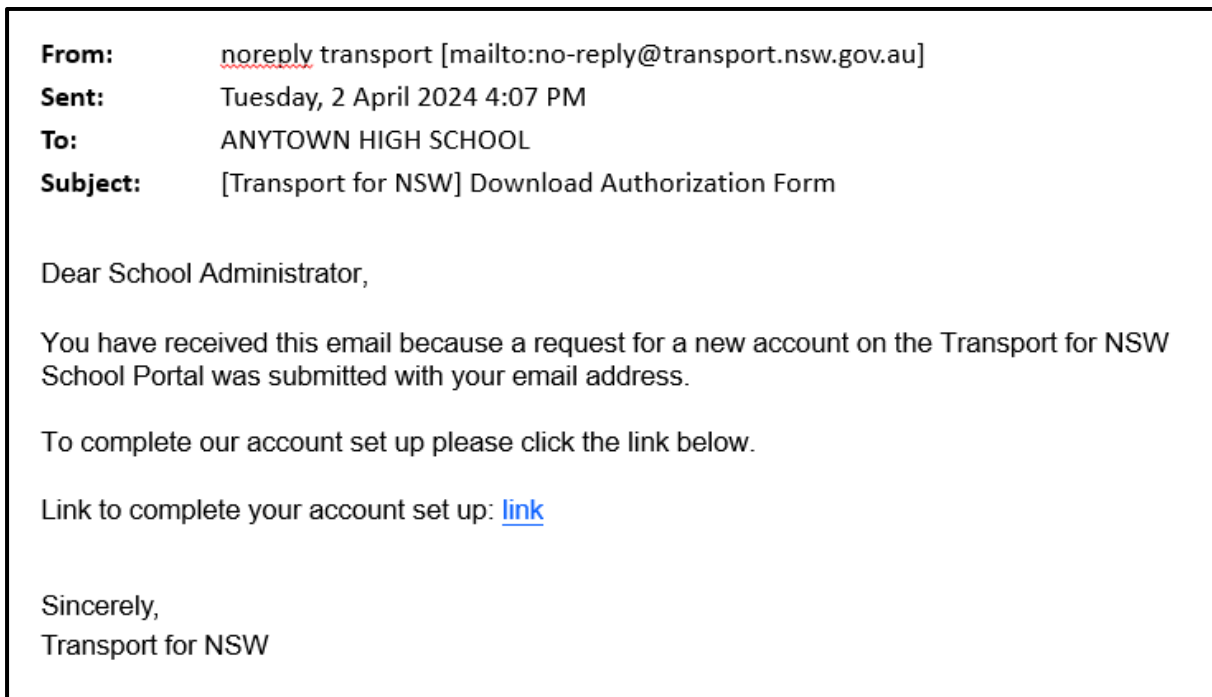
Once you have completed the form, select **Submit**.

A confirmation screen will appear (pictured below).




Download authorisation form

Within your nominated email inbox, you will receive an email from **no-reply@transport.nsw.gov.au** with a link to complete your account set up (see example below).



Click the link in the email and you will be taken to the 'Download Form' screen.

Select **Download** to access the authorisation form (as shown below). You will see a PDF version of the form in your downloads folder.


 **Transport for NSW** Portal

Download Form

Authorisation from your principal to access the service(s) you have requested is required. This must be provided using the form below.

Instructions on how to submit your completed form will be sent to your nominated email address after you download the form

Access Forms

 ANYTOWN HIGH SCHOOL	Download
---	---

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

[Return Home](#)

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02/04/2024 03:09 PM (v0.4.16)

Print and complete the authorisation form and get it signed by the principal.

An email will be automatically sent to your nominated email address with a link and instructions on how to upload your signed authorisation form to complete your account set up.

Upload signed authorisation form

Within your nominated email inbox, you will receive an email from **no-reply@transport.nsw.gov.au** with instructions on how to upload your signed documentation (see example below).

From: [noreply transport \[mailto:noreply@transport.nsw.gov.au\]](mailto:noreply@transport.nsw.gov.au)

Sent: Tuesday, 2 April 2024 4:07 PM

To: ANYTOWN HIGH SCHOOL

Subject: [Transport for NSW] Upload Required Documentation

Dear School Administrator,

You have received this email because you have downloaded the form to authorise your access to a new service on the Transport for NSW School Portal.

To complete your authorisation please upload the form signed by your principal via the upload link below.

We accept PDF, PNG, BMP, GIF, JPEG, HEIF files.

Link to upload your form: [link](#)

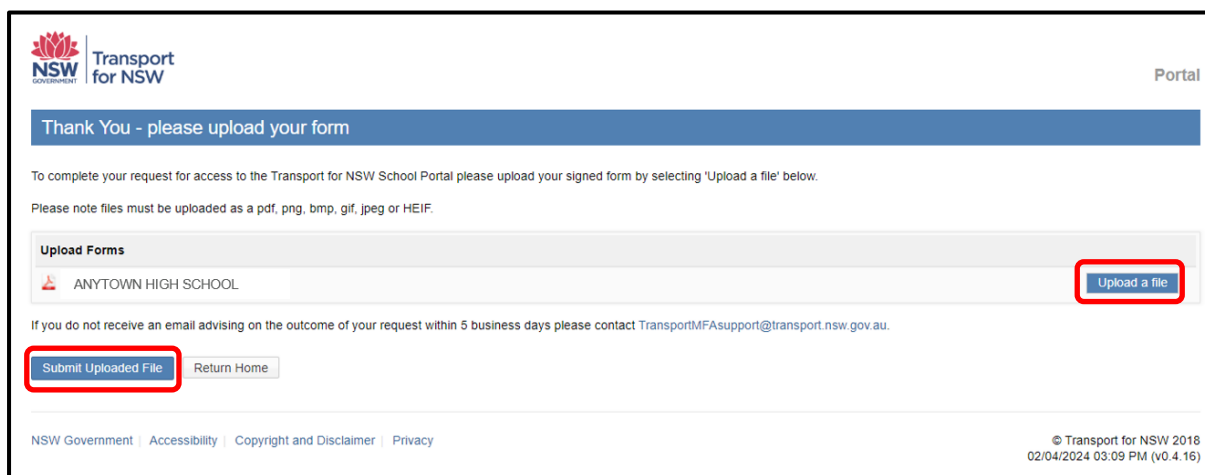
Sincerely,
Transport for NSW

Click on the link in the email and a new page to upload your form will open (as shown below).

Click on the **Upload a file** button.

Attach your completed authorisation form. *Note:* we accept PDF, PNG, BMP, GIF, JPEG and HEIF files.

Once your form is successfully uploaded, select **Submit Uploaded File**.



The screenshot shows the 'Transport for NSW' portal page for uploading a form. At the top left is the NSW Government logo and 'Transport for NSW'. At the top right is the word 'Portal'. A blue header bar contains the text 'Thank You - please upload your form'. Below this, instructions state: 'To complete your request for access to the Transport for NSW School Portal please upload your signed form by selecting 'Upload a file' below. Please note files must be uploaded as a pdf, png, bmp, gif, jpeg or HEIF.' A section titled 'Upload Forms' contains a table with one row: 'ANYTOWN HIGH SCHOOL'. To the right of this row is a red 'Upload a file' button. Below the table, a note says: 'If you do not receive an email advising on the outcome of your request within 5 business days please contact TransportMFAsupport@transport.nsw.gov.au.' At the bottom left of this section are two buttons: 'Submit Uploaded File' and 'Return Home'. The footer contains links for 'NSW Government | Accessibility | Copyright and Disclaimer | Privacy' and copyright information: '© Transport for NSW 2018 02/04/2024 03:09 PM (v0.4.16)'.

A confirmation screen will appear once your form has been submitted.



The screenshot shows the confirmation screen on 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'. A blue header bar contains the text 'Thank You'. Below this, a message states: 'Your form has been submitted. If you do not receive an email within 5 business days please contact TransportMFAsupport@transport.nsw.gov.au.' A 'Return Home' button is located below the message. The footer contains links for 'NSW Government | Accessibility | Copyright and Disclaimer | Privacy' and copyright information: '© Transport for NSW 2018 02/04/2024 03:09 PM (v0.4.16)'.

Note: If you do not receive a 'registration successful' confirmation email within 5 business days please contact **TransportMFAsupport@transport.nsw.gov.au**

Accept invitation to register for MFA

Once your request is approved and verified, you will receive an email from **no-reply@transport.nsw.gov.au** titled 'Next steps: Complete your MFA setup' (see example below).

Read the instructions and then click on the **Accept invitation** button in the email.

Click to **Confirm** your account details and **Accept** the 'Permissions requested'.

Note: If you don't accept the invitation within seven (7) days of receiving the email, the registration process will be cancelled (you will receive an email notification of the cancellation) and you will need to re-register your email address. Two reminder emails will be sent to your nominated email address.

From: [noreply transport \[mailto:noreply@transport.nsw.gov.au\]](mailto:noreply.transport@transport.nsw.gov.au)
Sent: Tuesday, 2 April 2024 5:07 PM
To: ANYTOWN HIGH SCHOOL
Subject: Next steps: Complete your MFA setup

TRANSPORT

Multi-Factor Authentication Registration

Dear School Administrator,

We have received your request to access the Transport for NSW School Portal.

The next step is to select 'Accept Invitation' below to provide 'Consent of Registration' for your Transport user account. This completes the registration process and enables you to set up multi-factor authentication.

If you fail to accept the invitation within seven (7) days, the registration process will be cancelled, and you will need to re-register your email address.

How to accept the invitation?

1. Click below on 'Accept Invitation'.
If your working session is still active in the browser, you may not be required to enter your login credentials again.
If not, you will be redirected to the login screen to confirm your credentials and proceed.
2. Sign-in with your newly registered email address and password.
If your email address is not recognised by Transport system, instead of typing in the password you may be requested to have a password code sent to your email address. You can then enter the passcode and Sign-in.
3. Click to 'Confirm' your account details and 'Accept' the 'Permissions requested'.

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

Accept Invitation

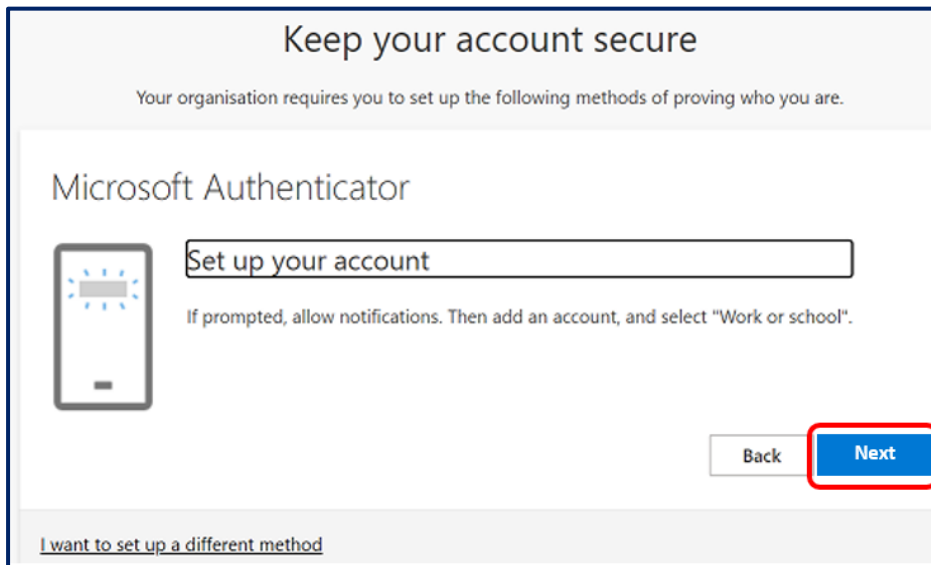
Once you have confirmed your account details and accepted the permissions requested you will be directed to the MFA setup page.

Set up MFA

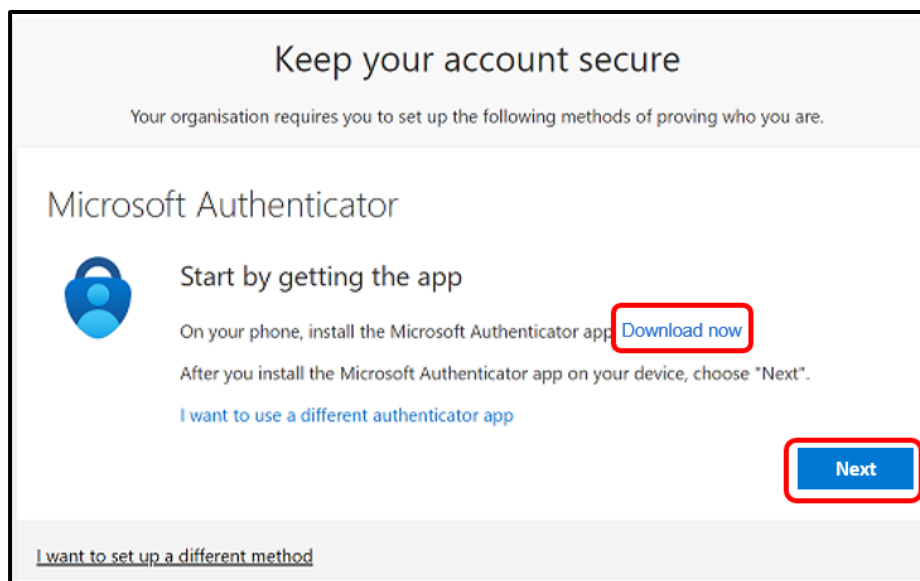
Once you have confirmed your account details and accepted the permissions, the MFA set up page will open.

There are two authentication options: You can choose either the Microsoft Authenticator app or opt to send a one-time SMS code to your mobile number for sign-in purposes.

1. If you choose Microsoft Authenticator app, click **Next** (as shown below).
(If you wish to opt for an SMS code sent to your mobile, refer to option 2 below).



Click on **Next** to proceed with the set up.



2. If your preference is to receive an SMS code sent to your mobile number, then follow these instructions (as shown in the image below):

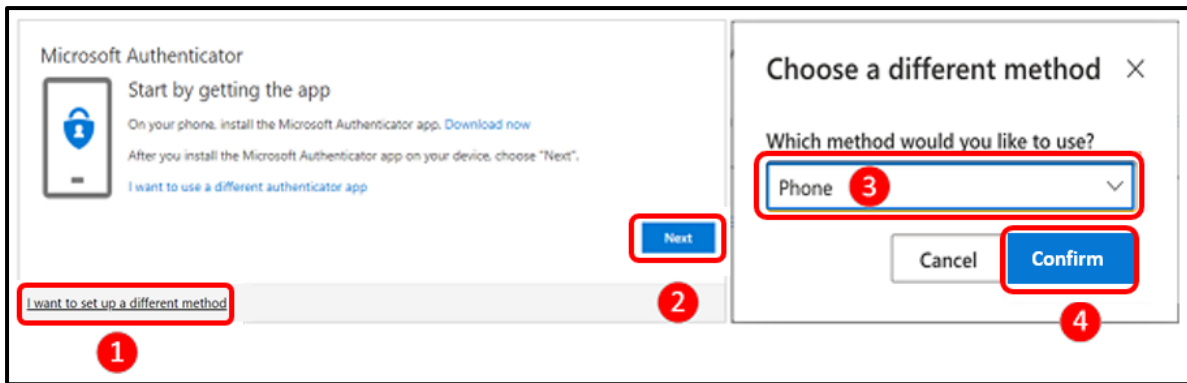
Click **I want to set up a different method**.

Click **Next**.

Under 'Which method would you like to use?' select **Phone**.

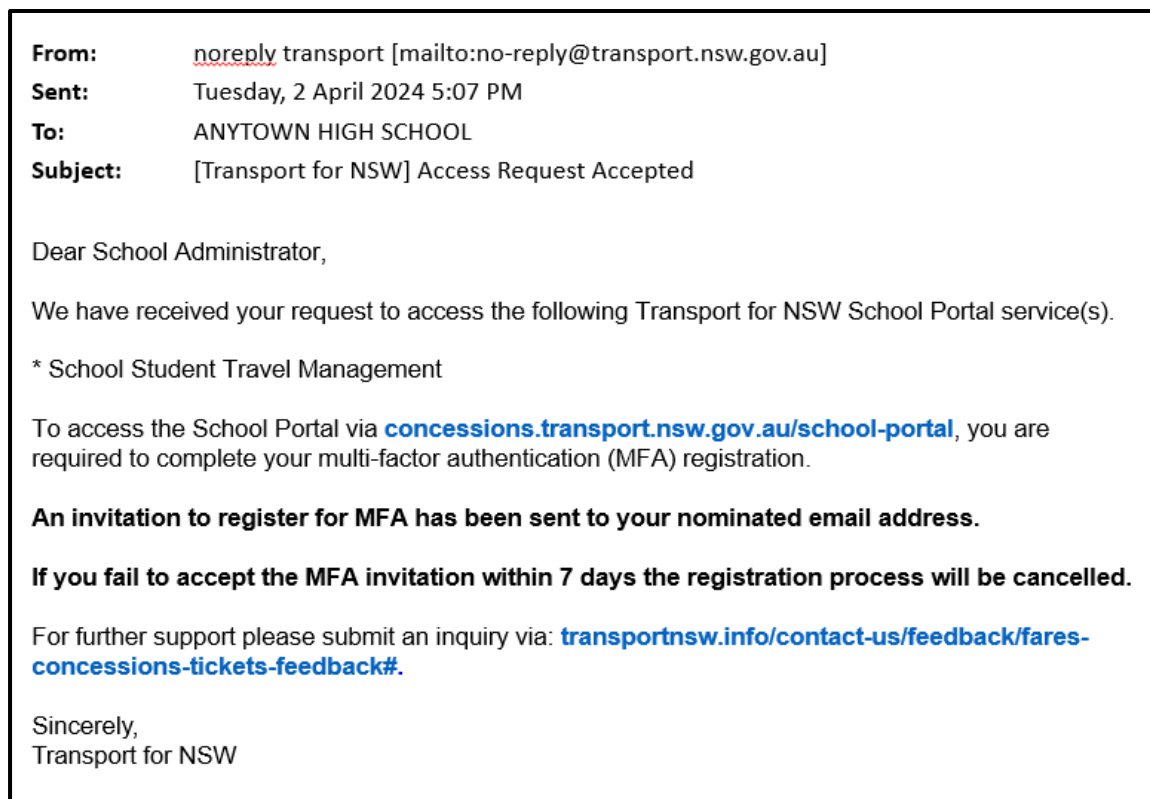
Click **Confirm**.

Follow the prompts to set up MFA.



Note: Transport will not store your mobile number if you choose SMS as the second authentication method.

Once your request is accepted, you will receive an email from **no-reply@transport.nsw.gov.au** (see example below).



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 as this will create security risks.


If you work at more than one school or TAFE college

When registering, new users can add access to more than one school by selecting **Add another School** on the 'Request New School User Account' screen (see section 2.1 above).

If you already have a login to the School Portal, you can add more schools to your account by going to concessions.transport.nsw.gov.au/school-portal and selecting **Client Portal** (shown below).



School Portal



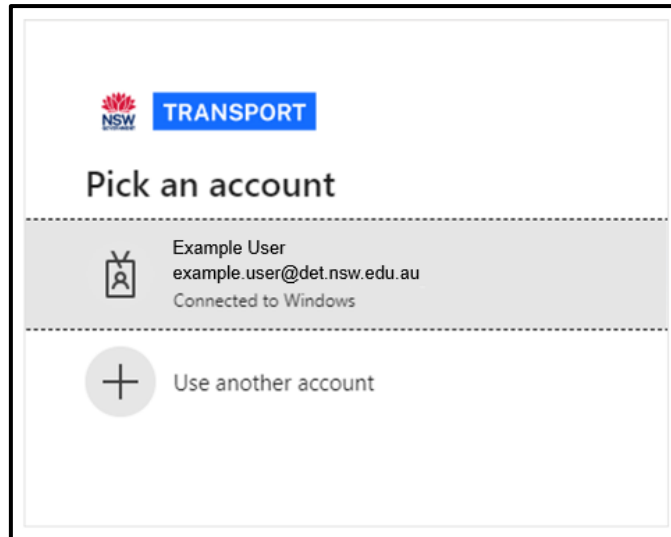
In accessing and/or using the School Portal, I certify that:

- 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

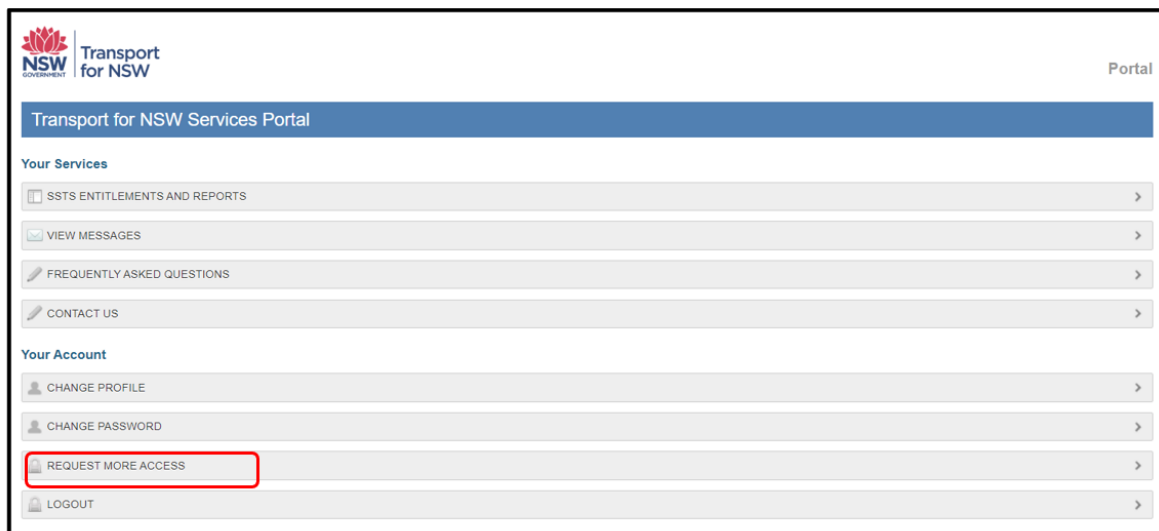
By ticking this box, I confirm I agree to the School Portal terms of use, including the use of multi-factor authentication.

[Multi-factor authentication registration portal](#) [Request new user account](#) [Client Portal](#) [I need help](#)

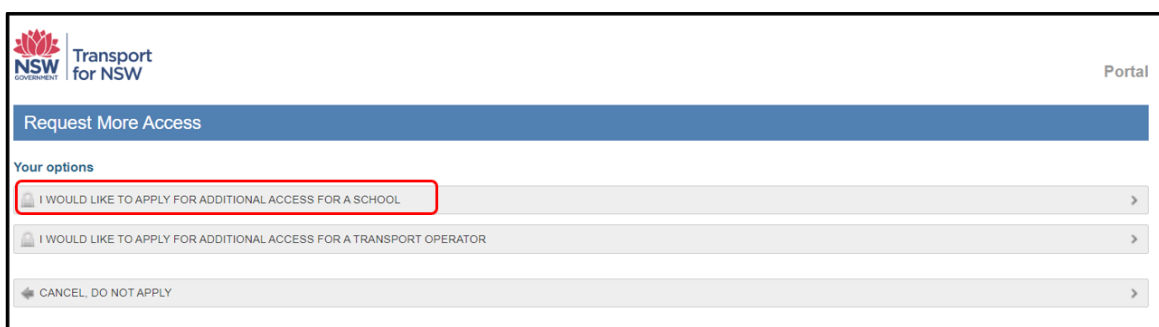
Select your account.



In the Transport for NSW Services Portal, select **REQUEST MORE ACCESS** (shown below).



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



The 'Request More School User Access' screen will appear. Enter the school's name and select additionally required functions (shown below). To add more schools, select **+Add another School**.

NSW Government | Transport for NSW | Portal

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 School Student Travel Management ⓘ

+ Add another School

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22/02/2024 08:10 AM (v0.4.16)

Select **Submit**.

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

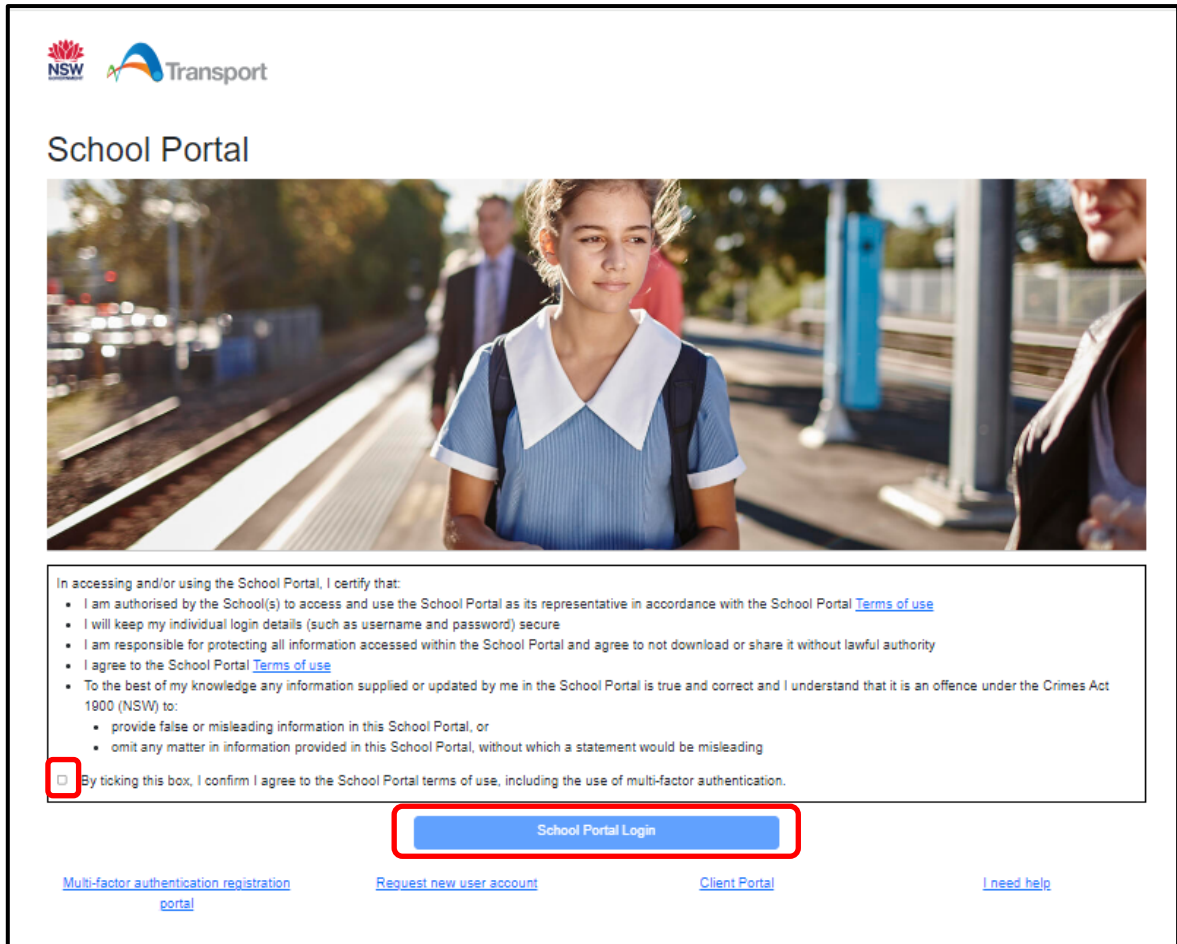
2.3 Log in to the School Portal

Go to concessions.transport.nsw.gov.au/school-portal in your web browser.

On the School Portal login page (see image below), review the conditions for accessing the School Portal and if you agree to the conditions click the checkbox to continue.

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

Click the **School Portal Login** button.



On the login screen, enter the email address that is registered to your account.

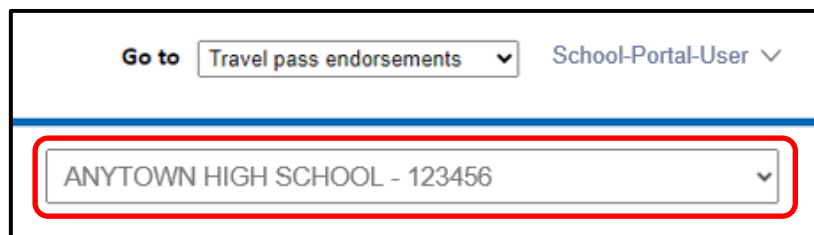
Select **Send code**.

A verification code will be sent to the nominated email address or mobile phone number you provided when you registered your account.

Enter the code in the 'Verification code' field and click **Submit**.

You are now logged into the 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 in the top right corner of the screen and selecting the relevant school/TAFE college (see the below image).



3. Update school/TAFE college details

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

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

The 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's email address.

A school's street address cannot be updated online. Please contact Transport to advise of any changes to the schools street address or access gates via transportnsw.info/contact-us/feedback/fares-concessions-tickets-feedback


Update school/TAFE college details

On the 'Pending applications' or 'Actioned applications' screens, click the **Update school details** link located under the school/college name.

The screenshot shows the 'Transport School Portal' interface. At the top, there are navigation links for 'Pending applications' and 'Actioned applications', a 'Go to' dropdown menu set to 'Travel pass endorsements', and a user profile 'School-Portal-User'. Below this is a search bar containing 'ANYTOWN HIGH SCHOOL - 123456'. The main heading is 'Pending applications'. Underneath, there is a school entry for 'ANYTOWN HIGH SCHOOL' with a school icon and a status indicator 'Number of pending SSTS applications: 1'. A red box highlights the 'Update school details' link. At the bottom, a note reads: '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.'

The Pending applications screen

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


Pending applications
Actioned applications
Go to Travel pass endorsements School-Portal-User ▼

Update school details

Physical address ?

School name
ANYTOWN HIGH SCHOOL

Address line 1 **Address line 2**
1 GEORGE STREET

Suburb **State** **Postcode**
SYDNEY NSW 2000

School contact details

Phone number **Fax number**

Principal or authorised representative **Principal or authorised representative's email address**

School travel contact officer email address *

Postal address

Address line 1 **Address line 2**

Suburb **State** **Postcode** *
 NSW

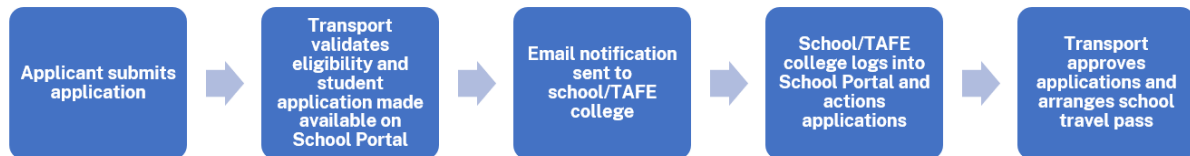
Note: Daily notifications will be sent to the School travel contact officer email address if there are pending endorsement or attendance checks. This can be updated anytime there is a staff change or absence.

Click **Submit**.

4. Manage SSTS student enrolment details

This topic explains how schools/TAFE colleges view and action School Student Transport Scheme (SSTS) applications in the School Portal.

After an online application is made, the school/TAFE college is notified by Transport 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, Transport approve/decline the application and notify the applicant, as illustrated in the following diagram.



Student application work flow

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 application submitted.

During peak periods, you may wish to check the School Portal regularly throughout 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 School Portal (see Section 3 Update school/TAFE college details).

The email alerts schools/TAFE colleges to log into the School Portal to action endorsements, and provides the following information:

- a link to the School Portal
- a link to contact Transport 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: Wednesday, 22 July 2020 3:54 AM
To: "School travel contact officer"
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.

Transport School Portal Pending applications Actioned applications

Go to Travel pass endorsements School_Portal_User2

ANYTOWNHIGH SCHOOL-123456

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 BETULA GR, BUNDANOON	500P Exchange Rotary International	No	Yes No
N-17089	today	PETER	PORRTER	1/01/00	10	2017	PETER PORRTER /1 BETULA GR, BUNDANOON	837	No	Yes No
N-17090	today	SANDRYUA	SULLY	2/03/03	8	2017	SANDRYUA SULLY /1 BETULA GR, BUNDANOON	995	No	Yes No
N-17088	today	TST	TESTING	16/06/88	10	2017	TST TESTING /378-394 GEORGE ST, SYDNEY		No	Yes No
N-17091	today	SMARTY	PANTS	3/02/77	4	2017	SMARTY PANTS /1 BETULA GR, BUNDANOON	995 Verify ATE	No	Yes No

Annotations:

- Visa with exchange program (points to N-17093)
- Visa to validate (points to N-17089)
- No Visa (points to N-17088)
- VISA with "Verify ATE" instruction. (points to N-17091)

After reviewing an application, schools/TAFE colleges 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

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 BETULA GR, BUNDANOON	500P	No	Yes No

Pending applications 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:

Click the **filter** button (▾) to the right of the relevant column heading. The Filter window is displayed (see the image above).

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

Click **Apply**.

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

4.4 Endorse student enrolment details

Follow the instructions below to review and endorse student enrolment details in the 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	<input type="button" value="Yes"/> <input type="button" value="No"/>

Student details

Review and endorse student enrolment details

Log in to the School Portal to display the 'Pending applications' screen.

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

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).

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 Transport at [transportsw.info/contact-us/feedback/fares-concessions-tickets-feedback](https://transport.nsw.gov.au/contact-us/feedback/fares-concessions-tickets-feedback) (select feedback about **School Student Transport Scheme**, then **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	<input type="text" value="BEN"/>	HALL	<input type="text" value="15/02/1989"/>	<input type="text" value="10"/>	2016

Application open for amending

Amend student details in an application

Double click anywhere in the row of the student you wish to amend. The application is now 'open' for updates (see above image).

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

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 instructions below to review and not endorse student enrolment details in the 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	<input type="button" value="Yes"/> <input type="button" value="No"/>

Student details

Not endorse student enrolment details

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 now 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

Application not endorsed window

Click the **Reason not endorsed** field and select the reason you are declining the endorsement of the 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.

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 Transport. The applicant is advised the application has been declined, but they do not see the *reason notes*.


Click **Submit**.

The **Yes/No** buttons are replaced by a red cross (X). 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 Transport at transportnsw.info/contact-us/feedback/fares-concessions-tickets-feedback (select feedback about **School Student Transport Scheme**, then **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 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 you to 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 not been 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).

Search actioned application screen

Search for actioned applications

Click the **Applications not endorsed** link at the top of the screen (see the previous image). The Applications not endorsed screen is now displayed.

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.

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

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

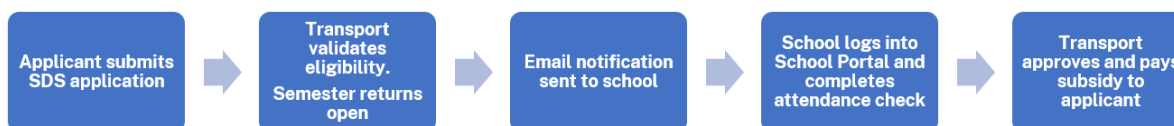
5. Manage School Drive Subsidy attendance checks

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

After an online application is made, Transport 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 Transport 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, Transport 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.

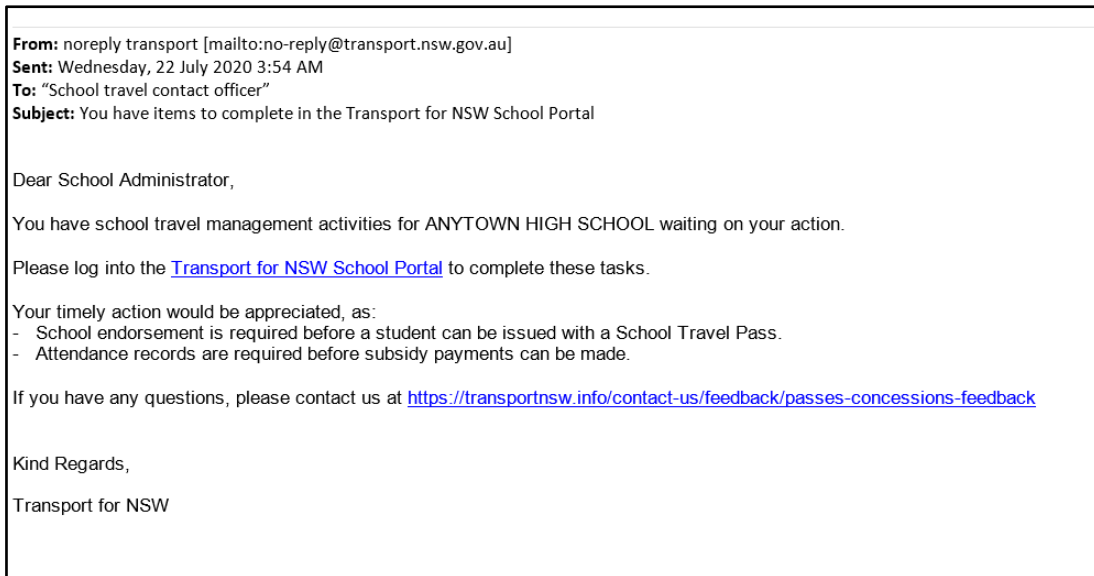
Note: The email is sent to the "School travel contact officer" email address provided to us. Schools can update the "School travel contact officer" email address via the School Portal (see Section 3 Update school/TAFE college details).

The email alerts schools/TAFE colleges to log into the School Portal to action pending attendance checks.

The email provides the following information:

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

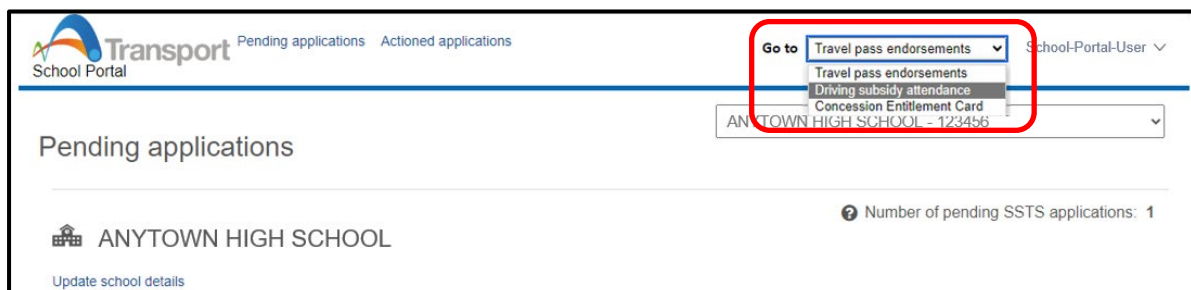
The following image is an example of an email sent to a school/TAFE college when there are pending attendance checks to action:



5.2 Navigate to the Driving subsidy attendance module

Schools/TAFE colleges 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/TAFE colleges action SDS attendance checks in the 'Pending attendance checks' screen.

Schools/TAFE colleges 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 number of trips (for boarders/mini-school) for the period of travel shown, and
- advise if there are any changes to the student record (e.g. student's details are not correct, their address has changed, they have left the school or they did not enrol).

Pending attendance checks

Update school details Number of pending attendance checks: 20

School Portal – Pending attendance checks instructions

Your action is required to confirm enrolment details and attendance during the period shown for each of the students below. Please check student's name, address and grade are correct. This attendance will be used to calculate the driving subsidy eligible parents/guardians will receive for the semester.

For each of the line items below:

- Enter the 'Days attended or No. of trips'
 - Day students: Enter the number of days the student was in attendance for the period shown. For example, if the 'Max days or trips' is shown as 110 and the student was absent for three days, enter '107' in this column.
 - Boarding students: Enter the number of times the student was driven from home to school or transport pick up point.
- Advise if there are any changes to the student record
This is only required if the student's details are not correct, their address has changed, they have left the school or they did not enrol. Click on the 'Advise changes' link and add the details.
- Click on 'Submit'
The information will be submitted and you will not be able to make any further changes.

Note: A student may have multiple line items due to changes in journeys/circumstances during the semester. Please enter the 'Days attended or No. of trips' for each line item for the period shown. For more information please refer to the School Portal User Guide.

[Refresh results](#)

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	Advise changes?
Olivia	Hall	11/01/2001	F	12	Jane Hall 563 WALLAGOOT LANE WALLAGOOT NSW 2550	1/01/2017 to 30/06/2017	Day - Return	2.3	96	No	<input type="text"/>	Advise changes <input type="button" value="Submit"/>

Pending attendance checks screen

The following information is provided to the school/TAFE college 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 the **Last Name** on 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

Filter

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).

The image shows a filter window for the 'Grade' column. The window has a title bar with 'Grade' and a dropdown arrow. Below the title bar, there is a 'Clear Filter' link. A list of grades is displayed: 10, 7, and 9. The grade 9 is selected, indicated by a checked checkbox. Below the list is a 'Search Text' input field. At the bottom of the window are 'Apply' and 'Cancel' buttons.

Filter window

Filter the pending attendance checks list

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

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

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

Click **Apply**.

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

5.5 Action attendance check

Follow the instructions below to add the days attended or number of trips for a line item:

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	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	<input type="text" value="0"/>	Advise changes <input type="button" value="Submit"/>

Attendance check line item

Action attendance check

Log in to the School Portal to display the 'Pending attendance checks' screen.

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

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).

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	Max 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 2800	31/12/2016 to 29/06/2017		99		No	<input type="text" value="0"/>	Advise changes <input type="button" value="Submit"/>

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

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 for NSW 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	Max 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 2800	31/12/2016 to 29/06/2017		99	No		0	Advise changes

Selecting Advise changes

Advise of changes to a student record

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

Adding in details for the advice of change

Add the date of the change of circumstance.

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.

Provide some information about the Details of change.

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

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 journey/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	<p>The student is displayed on the attendance check, but they never enrolled. You will need to:</p> <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	<p>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:</p> <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. <p><i>Note:</i> If you need to advise changes of a student with multiple line items, you only need to do it once.</p>

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 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 you to 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 search 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.

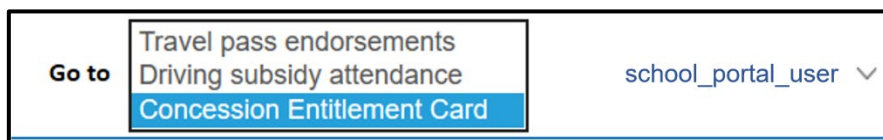


The Transport Concession Entitlement Card is used to prove customers' entitlement to concession fares in NSW.

- The ordering process allows one card per student.
- Applications without student details cannot be processed.

Start your application

Log into the 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'

6.1 Create a new application

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

- 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
- User 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 Student type is available only for Distance Education schools.



[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.

* 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 ▾

Download and complete the **Concession entitlement supply 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.

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.

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 and view errors. Then, open the original file you created before uploading to the School Portal, remove all the errors (as shown in the checked file), save it to your computer and upload.
- We recommended you remove the error file by using the **X** (remove) function, then upload a new file with errors resolved.

Note: Do not use the same file that you uploaded with the errors as the system will still pick up on the errors even when you have removed them.

Read and select each declaration to progress your request and enable the **Submit** button.

- The second tick box is mandatory.

Declaration	
<input type="checkbox"/>	I will be present at the school to receive and distribute concession cards to students prior to commencement of Term classes.
<input checked="" type="checkbox"/>	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.

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

6.2 Pending Applications

In the 'Pending Applications' 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

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.

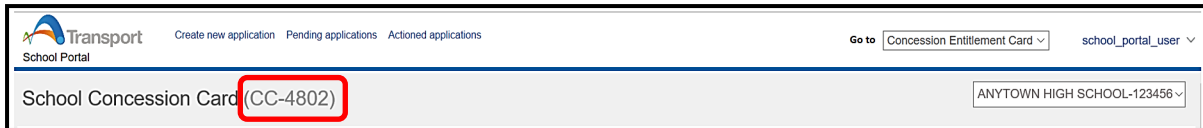
Application ID	Entitlement Type	Quantity	Created by	Last Updated By/Resolved By	Creation date	Last Updated date	Status
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- The 'Pending application' screen holds a table listing of all applications pending action for the selected school
- Applications 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 action pending applications.

To complete a pending application select the Application ID

- Move your cursor over the Application ID number
- Select the **Application ID**
- The 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

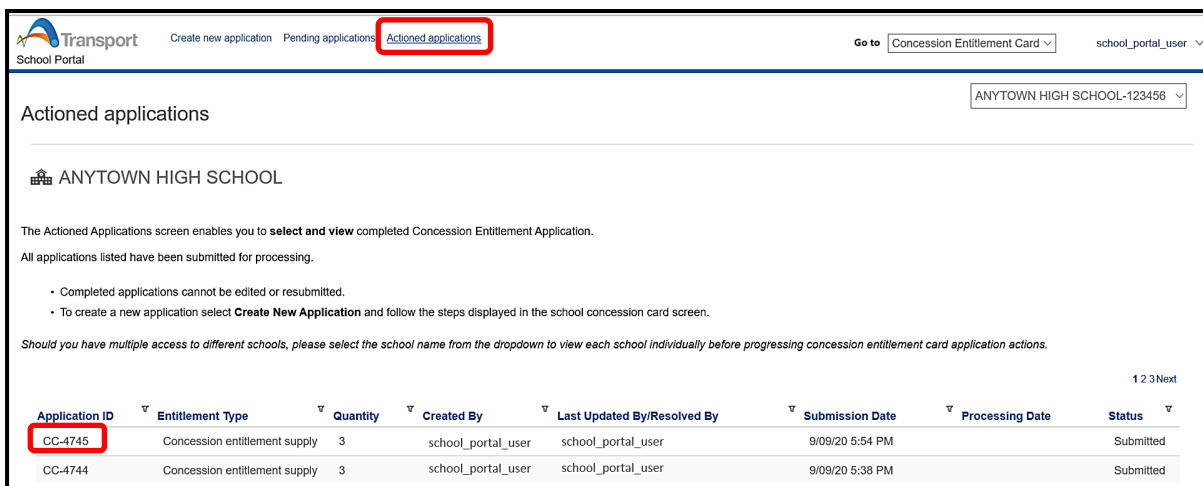


- Follow the steps displayed in the 'Concession Entitlement Card' screen to complete the application.
- Complete all mandatory fields
- Select **Submit**

6.3 Actioned Applications

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

- User the filter functions to sort and action pending applications



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 file can be selected and opened or saved to your nominated location
 - Completed applications cannot be edited or resubmitted.

The screenshot displays the 'Transport School Portal' interface. At the top, there are navigation links for 'Create new application', 'Pending applications', and 'Actioned applications'. A 'Go to' dropdown menu is set to 'Concession Entitlement Card', and the user is identified as 'school_portal_user'. The main header shows 'School Concession Card (CC-4745)' and a dropdown for 'ANYTOWN HIGH SCHOOL-123456'. Below this, the 'Overview' section is expanded to show 'Case details'. The case information is as follows:

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 ---

The 'Delivery Address' section lists: ANYTOWN STREET, ANYTOWN SUBURB, NSW 2000. The 'Attachments' section shows a file named 'Concession entitlement supply template \$281\$29.csv'.

7. Concession Entitlement Distribution

Students can use the Transport Concession Entitlement 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 following year (year 11 students are valid for 2 years)
- 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 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 travelling 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 proof of entitlement card and show it to transport officers or police officers up on 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 or 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 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 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 School Portal (see section 2 Access the 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 School Portal, access to the portal and other information about school travel, contact the Concessions team.

9.1 Contact for schools

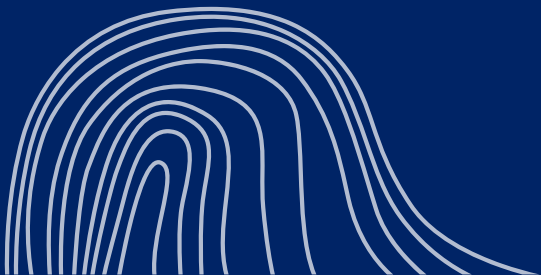
Website: concessions.transport.nsw.gov.au/school-portal

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

9.2 Contact for parents, guardians and students

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

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



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