TfNSW School Portal

Preschool Drive Subsidy Pilot

User Guide

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1 Transport for NSW School Portal

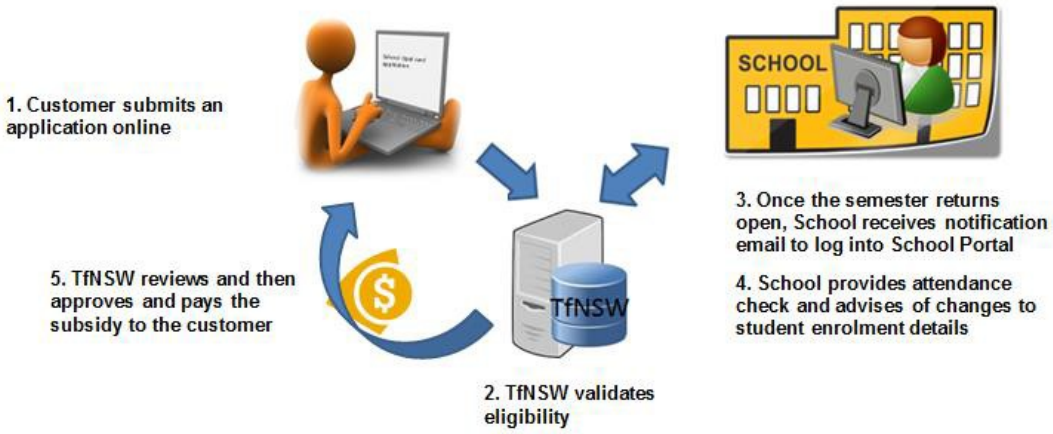
The Transport for NSW (TfNSW) School Portal has been developed for schools and TAFE colleges to manage a range of transport related entitlements, including student concession products, the School Student Transport Scheme (SSTS) and the School Drive Subsidy (SDS). During the 2022 Preschool Drive Subsidy Pilot, the portal will be used by participating preschools to verify the enrolment and attendance of preschool students whose parents have applied to receive the subsidy. The portal can be accessed via https://transportnsw.info/tickets-opal/ticket-eligibility-concessions/school-student-travel/school-portal

During the pilot, preschools will use the portal to confirm the enrolment details and actual attendance (number of days) for each child ('student') whose parent claims the preschool drive subsidy.

1.1 School Drive Subsidy and the Preschool Drive Subsidy Pilot

Schools play an important role in verifying student details and providing attendance (or number of trips) under the School Drive Subsidy (SDS). For the Preschool Drive Subsidy Pilot, preschool staff will also perform this role.

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



Application and attendance check process flow

2 Accessing the Transport for NSW School Portal

2.1 Registration

Each preschool must be registered to use the TfNSW School Portal. There is no automatic access.

To register to use the TfNSW School Portal:

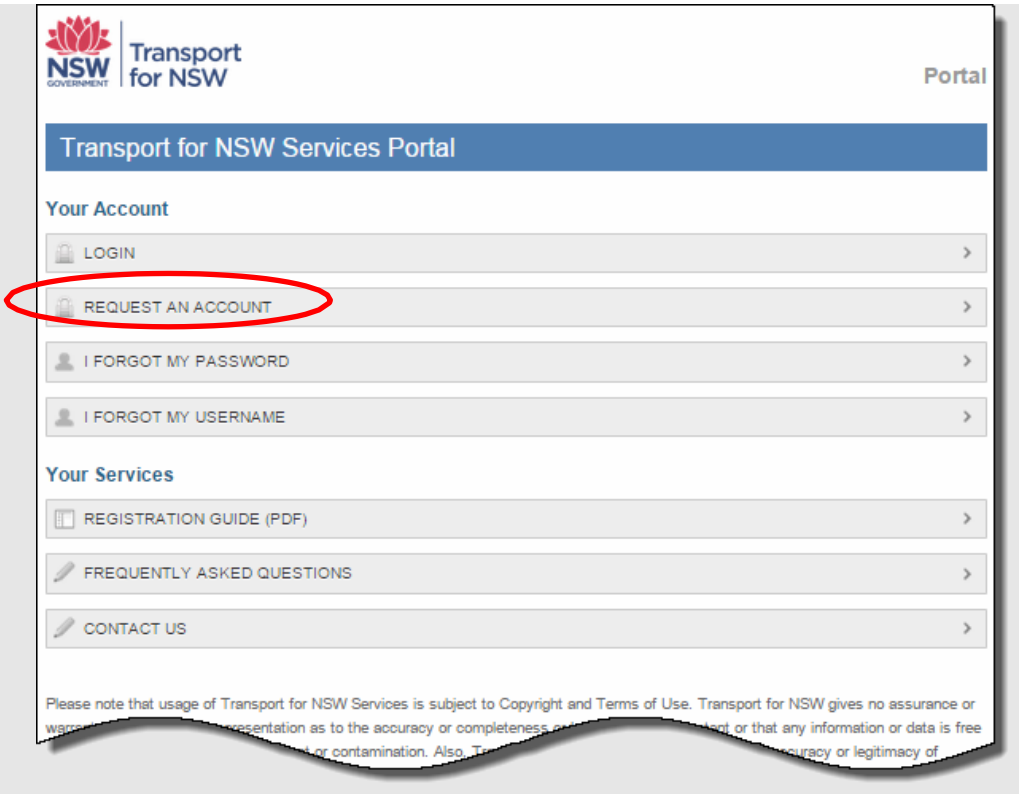
- Preschools must register at least one user
- Each user must have an individual registered login
- Each user will need to be approved by the Preschool Director or an authorised representative.

Request registered login

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

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

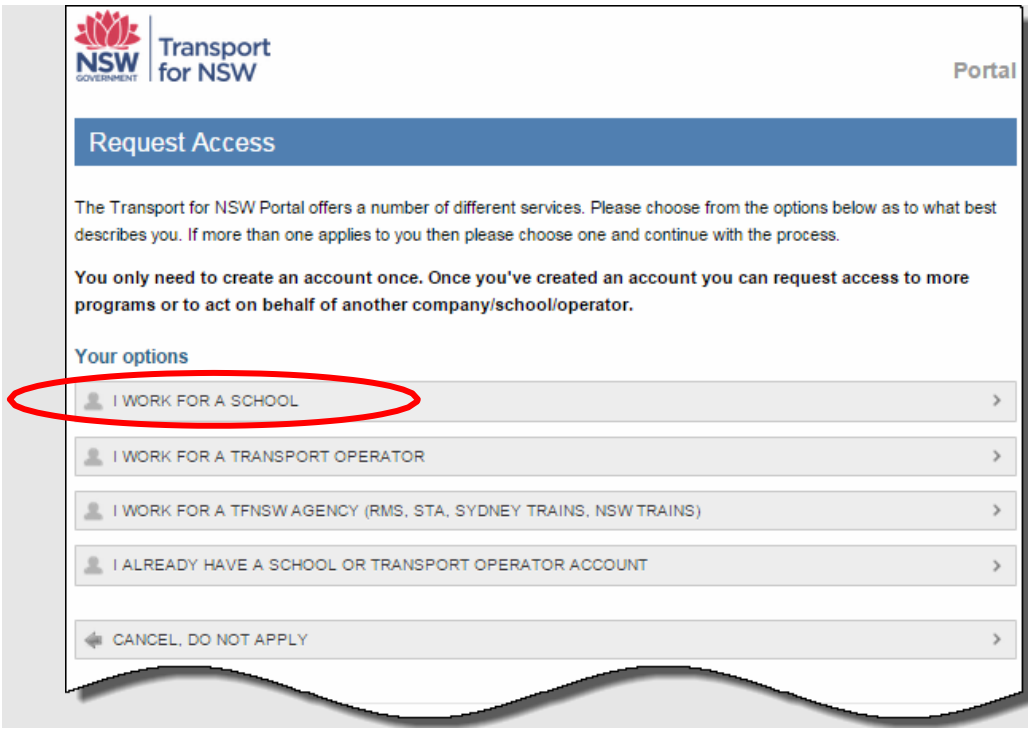
The Transport Service Portal is open (as shown below).



Registering for the Services Portal

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

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



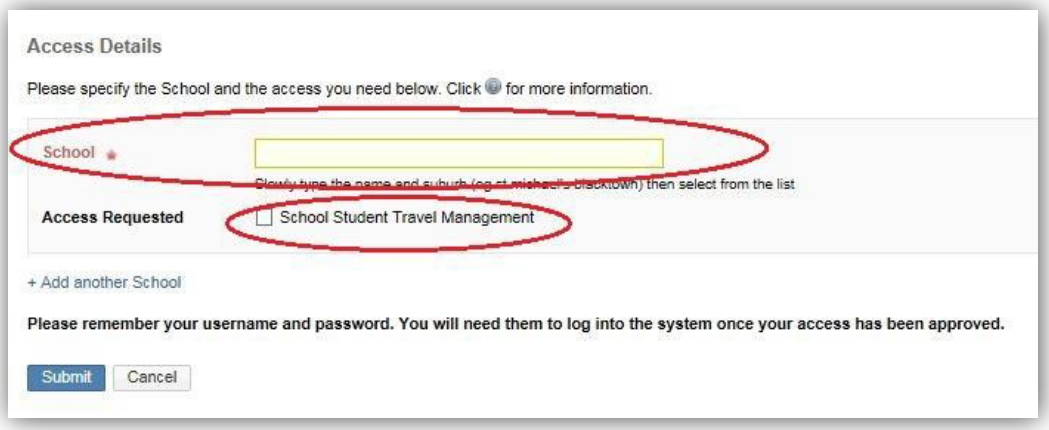
Request Access screen

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 Preschool name in the **Access Details** section (see above image).

Note: As you type your Preschool name, the form will auto-populate a list of schools. Select your Preschool 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 will be displayed, informing you that 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 Preschool 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.

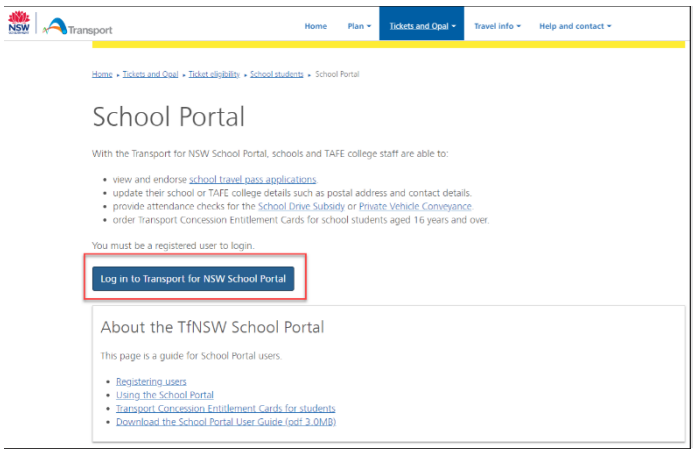
If you work at more than one Preschool

Staff endorsing student enrolment details for school travel pass applications or drive subsidy attendance checks for more than one preschool will need to register for TfNSW School Portal access separately for each preschool. You can do this by adding the access to your existing account or by creating a new account for each preschool. 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 Preschool Director or authorised representative. Once approved, staff will have access to view records for all authorised preschools.

2.3 Log in to the TfNSW School Portal

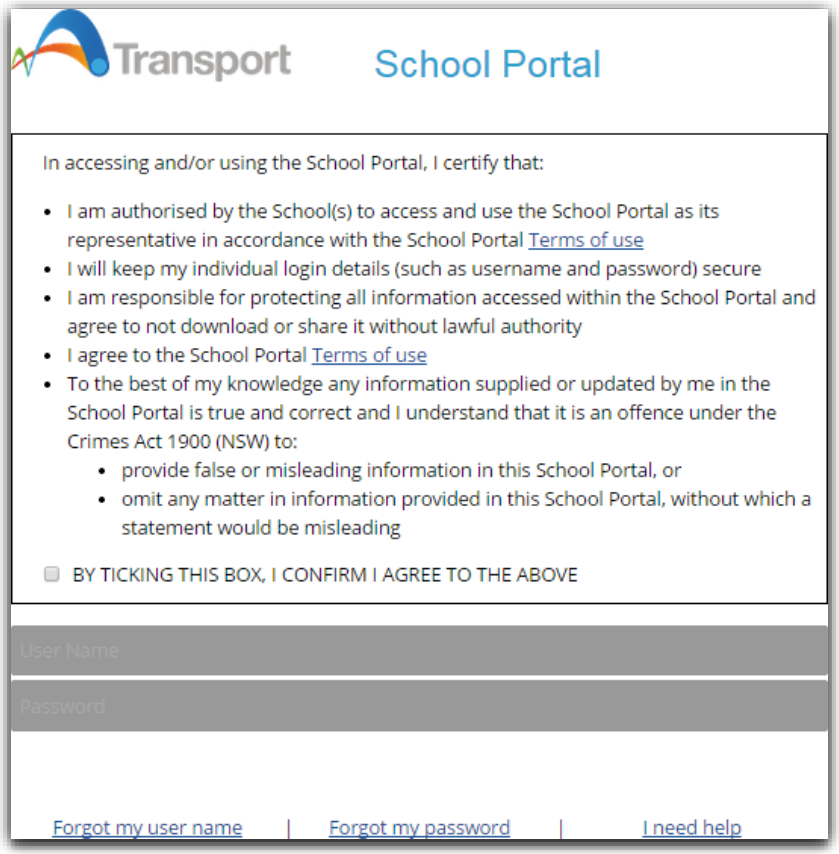
Access to the TfNSW School Portal is via the Transport.info website (see the following image).



To log in to the TfNSW School Portal:

Step 1. From your web browser, go to https://transportnsw.info/tickets-opal/ticket-eligibility-concessions/school-student-travel/school-portal

The TfNSW School Portal log in page is displayed.



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).

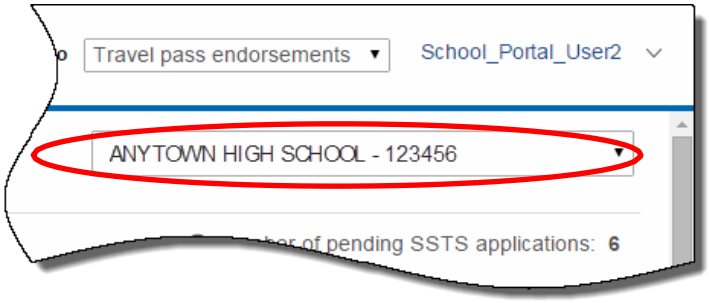
Note: If you do not agree to the conditions you will not be able to log in.

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 preschools, the preschool that you last viewed is displayed. You can change between preschools without logging out (if set up under the same username/account) by clicking the **School name** field and selecting the relevant preschool (see the below image).

School name field



3 Update preschool details

You can update your preschool details held in the portal, including:

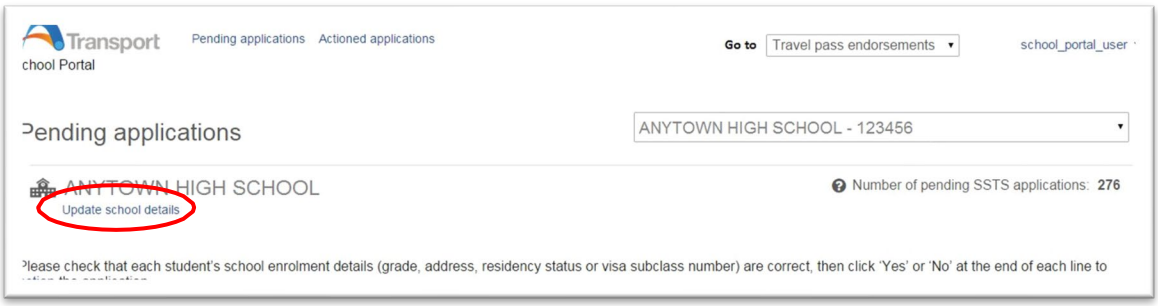
- Phone number
- Fax number
- The Preschool Director or authorised representative's name and email address
- Preschool travel contact officer's email address
- Postal address.

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

Note: The first time you log in, you should check that the Preschool details have been completed, including the preschool travel contact officer email address.
A Preschool's street address cannot be updated online. Please contact TfNSW to advise of any changes to your Preschool's street address or access gates via: https://transportnsw.info/contact-us/feedback/fares-concessions-tickets-feedback

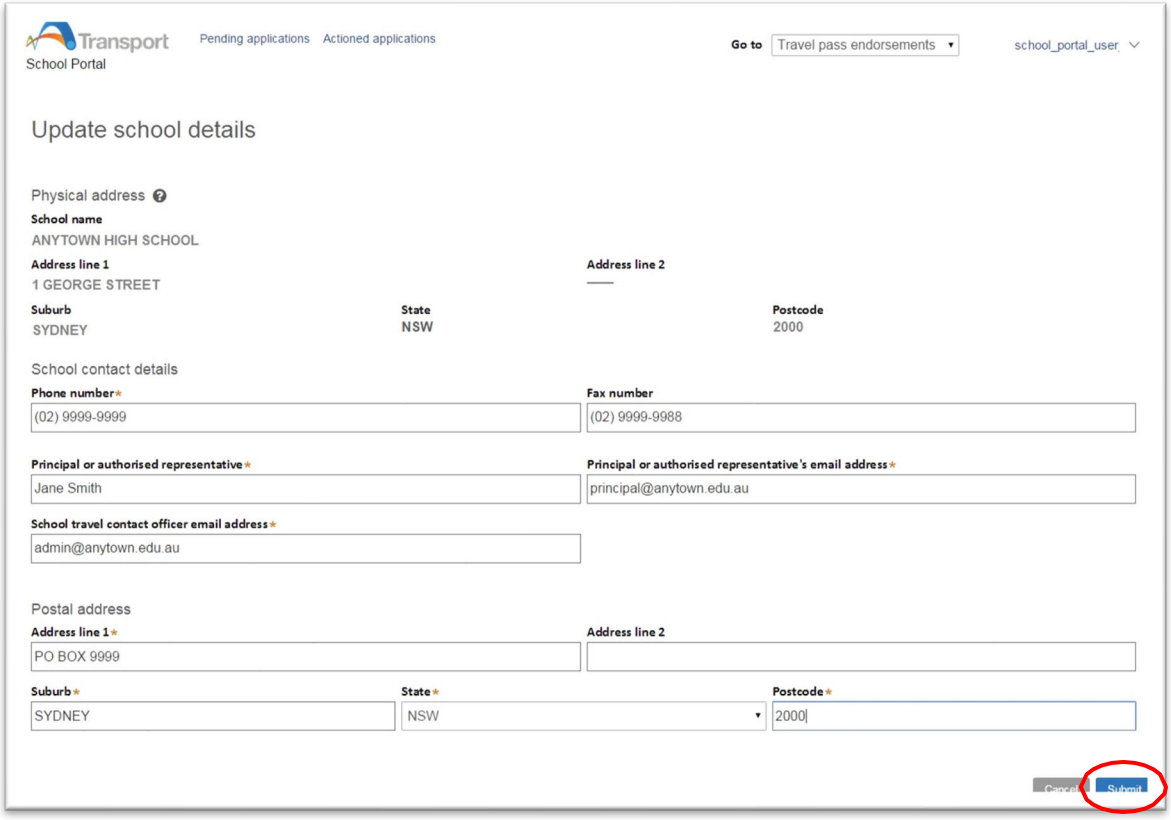
To update preschool details:

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



The Pending applications screen

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



The Update preschool details screen

Note: Daily notifications will be sent to the Preschool 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.

Step 3. Click **Submit**.

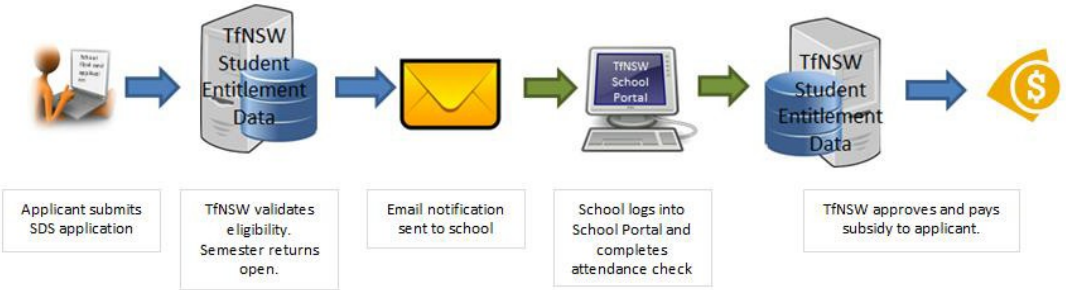
4 Manage Preschool Drive Subsidy checks

This topic explains how preschools can view and action Preschool Drive Subsidy attendance checks and advise of changes in student details/enrolment within the TfNSW School Portal.

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

Semester returns are due twice a year at the end of term 2 and term 4. The Preschool is notified by TfNSW of pending attendance checks to be actioned.

The Preschool 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, as illustrated in the following diagram:



Preschool Drive Subsidy application workflow

4.1 Preschool notification

Your Preschool 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. Preschools can update the “School travel contact officer” email address via the TfNSW School Portal (see Section 3 – Update Preschool details).

The email will alert preschools 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 preschool when there are pending attendance checks to action:

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 Navigate to the Driving Subsidy attendance module

Preschools are to 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.

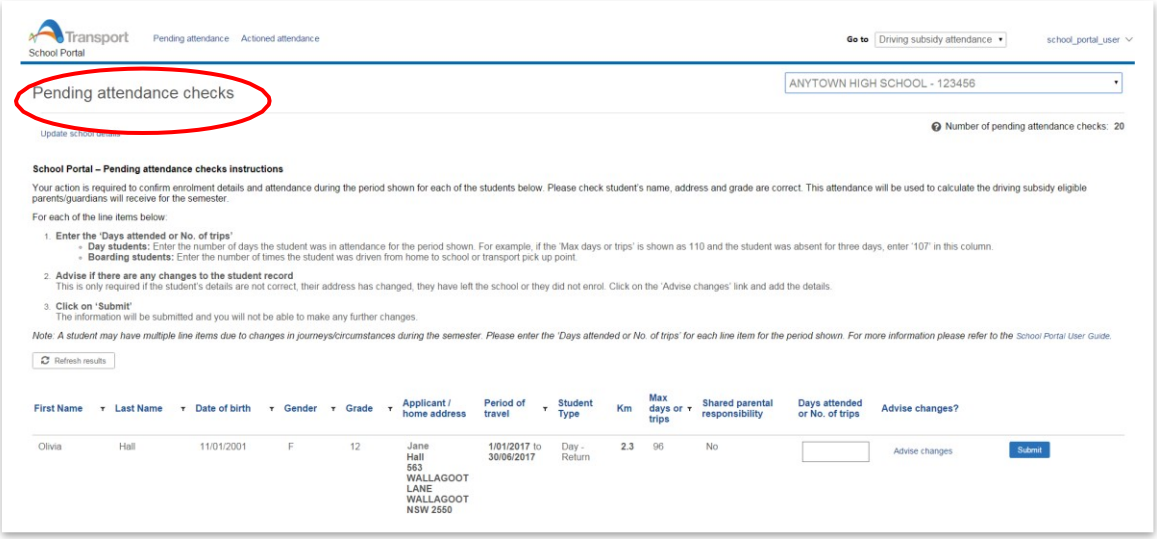
Switching to the Driving subsidy attendance module

4.3 Reviewing your attendance checks

Preschools are to action Drive Subsidy attendance checks in the **Pending attendance checks** screen.

Preschools 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 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).



Pending attendance checks screen

The following information is provided to the preschool 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	Year 1 (2 years before school) and Year 2 (1 year before school)
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
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 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.

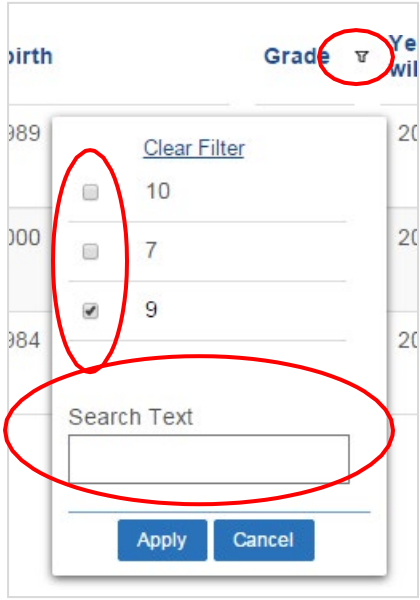
4.4 Sort and filter applications

Line items are listed alphabetically according to Last Name Applications.

Sort – You can sort the list of students in the 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, as identified by the down arrow (▼).

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).



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).

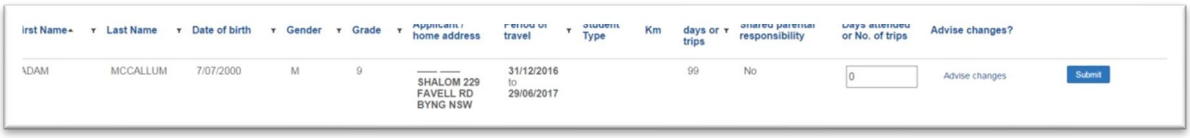
Step 2. Select the appropriate filter option(s) or enter text in the **Search Text** field.

Step 3. Click **Apply**.

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

4.5 Action attendance check

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



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 that 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 4.6 – Advise changes to student details or enrolment).

Step 3. Enter the days the student attended for the period of travel specified in the line item into the 'Days attended or No. of trips' field.

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.

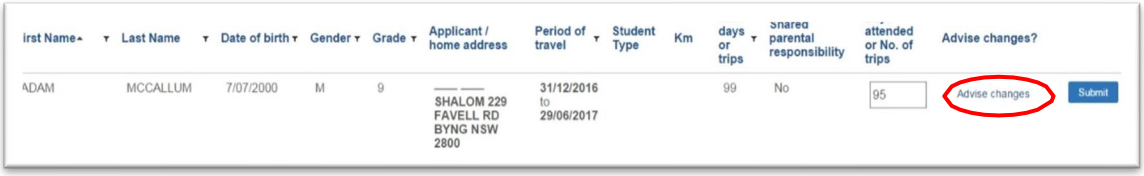
4.6 Advise changes to student details or enrolment

The preschool can advise TfNSW of any changes to the student record using the 'Advise changes' link.

An 'Advise changes' record should be completed if:

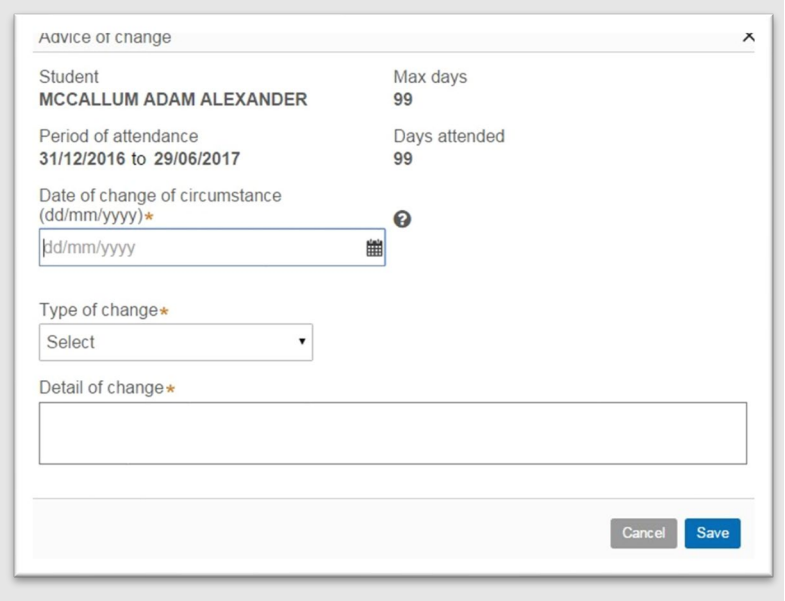
- student information provided is incorrect (name, DOB, grade or address details displayed do not match the school record)
- the student's address has changed, and it is not reflected in the records displayed

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



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'.



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 has been submitted and you will not be able to make any further changes.

4.7 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 that 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: • Submit the 'Days attended or No. of trips' as 0 • Add an 'Advise changes' record that 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: • 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 for a student with multiple line items, you only need to do it once.

4.8 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 your 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 for. Refreshing 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 and view submitted attendance checks by navigating to the Actioned attendance screen (see Module 4.9 – Search for actioned attendance checks).

4.9 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

5 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 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 Preschool details recorded in the TfNSW School Portal (see section 3 – Update preschool details). The email address recorded may need to be updated.

6 Contact information

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

Website:

https://transportnsw.info/tickets-opal/ticket-eligibility-concessions/school-student-travel/school-portal

Enquiries:

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