

Transport  
for NSW

# Registration User Guide

For School Administrators



April 2024

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

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# 1. New user account request

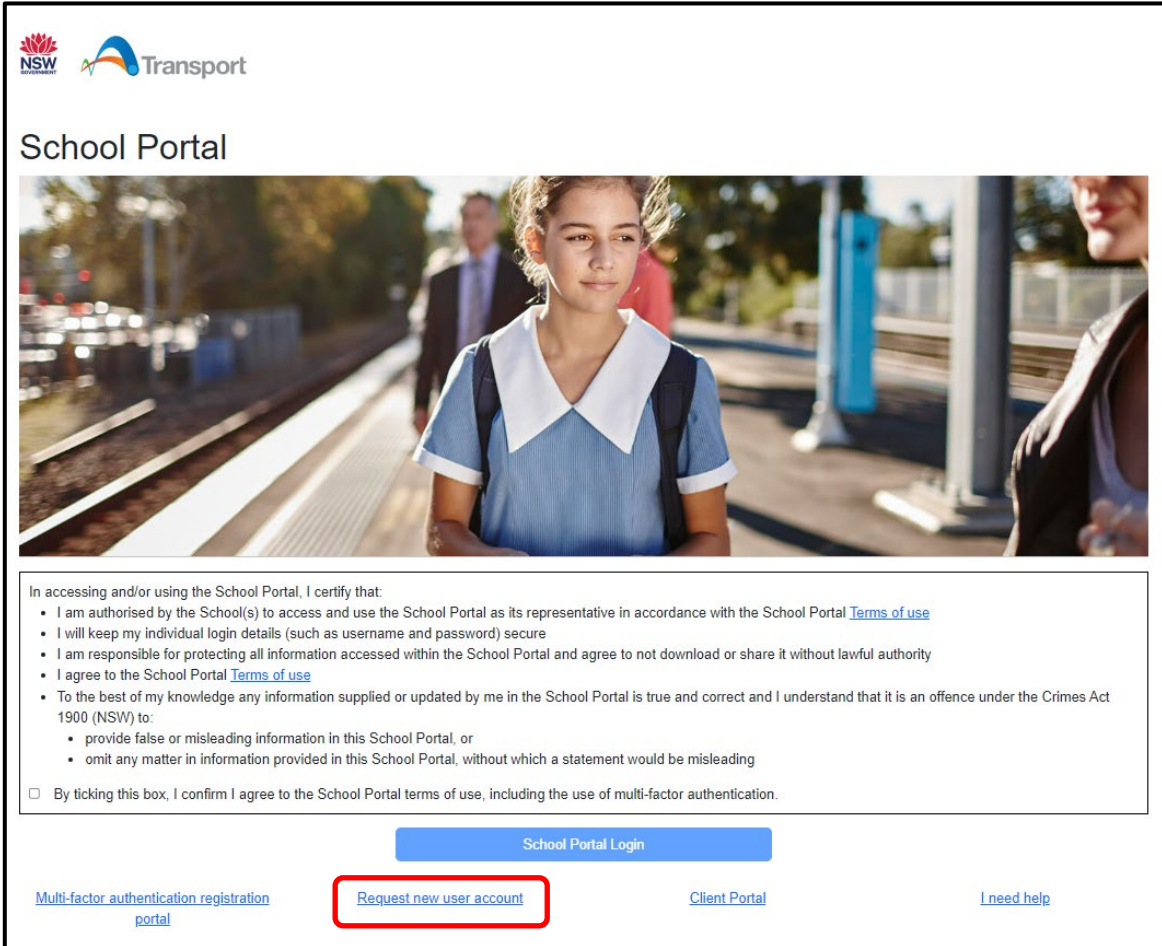
You must request an account with your official work email address via the new user account request form available through either the Transport for NSW Services Portal or the Transport for NSW School Portal.

## 1.1 Access the 'New School User Account' form

There are two ways to access the 'New School User Account' form:

1. From your web browser, go to the Transport for NSW School Portal at [concessions.transport.nsw.gov.au/school-portal](https://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.

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

**OR**

2. Go to the Transport Services Portal at <https://appln.transport.nsw.gov.au/portal/>

Select **REQUEST AN ACCOUNT** (as shown below).

NSW Government | Transport for NSW | Portal

Transport for NSW Services Portal

**Your Account**

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

**Your Services**

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

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04/10/2023 01:33 PM (v0.4.16)

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

NSW Government | Transport for NSW | Portal

Request Access

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

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

**Your options**

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

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## 1.2 Request new user account

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](https://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.

Request New School User Account

Account Details

Please enter your personal details below.

First Name \*   
Type your first name without space

Last Name \*   
Type your last name without space

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

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

Submit Cancel

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

A confirmation screen will appear (pictured below).

Portal Home

Register for multi-factor authentication

We have received your request to access the Transport for NSW School Portal. Instructions on how to proceed with your request have been sent to your nominated email address. This includes information on registering for multi-factor authentication to allow access to the School Portal.

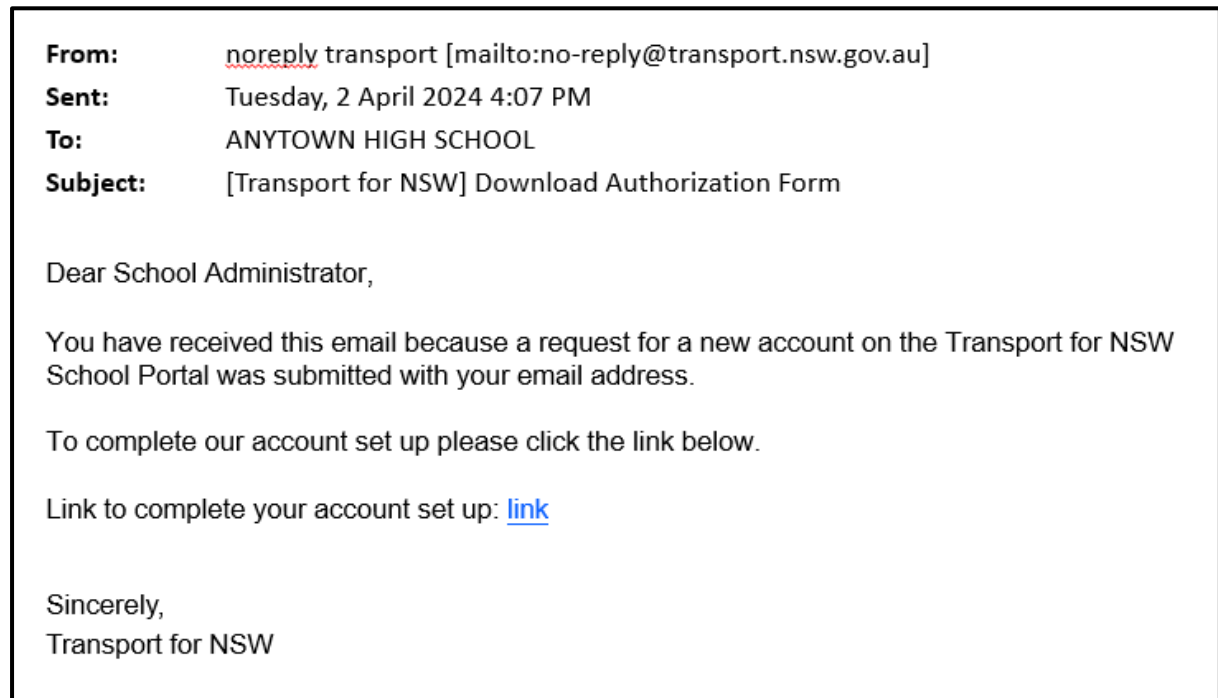
Return Home

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

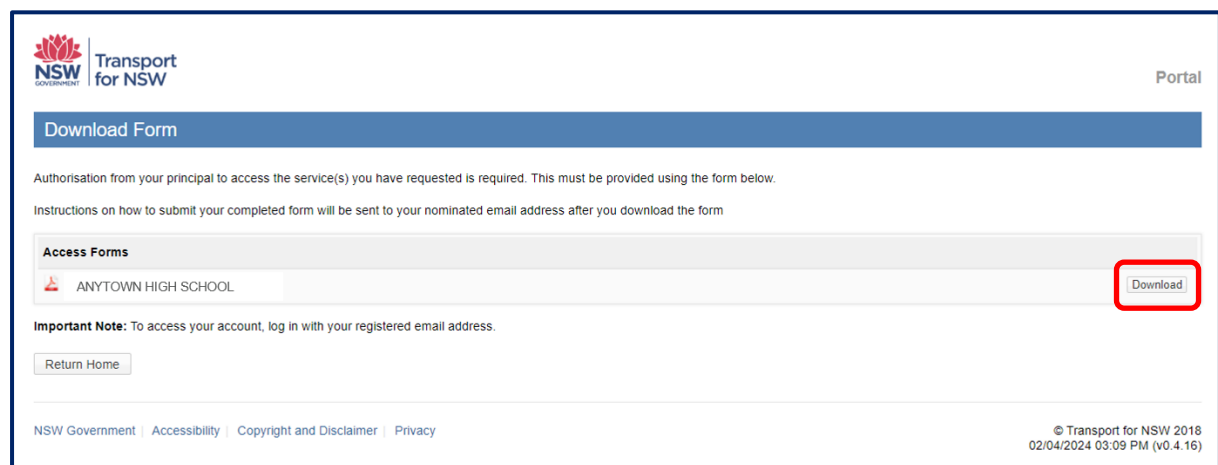
### 1.3 Download authorisation form

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.

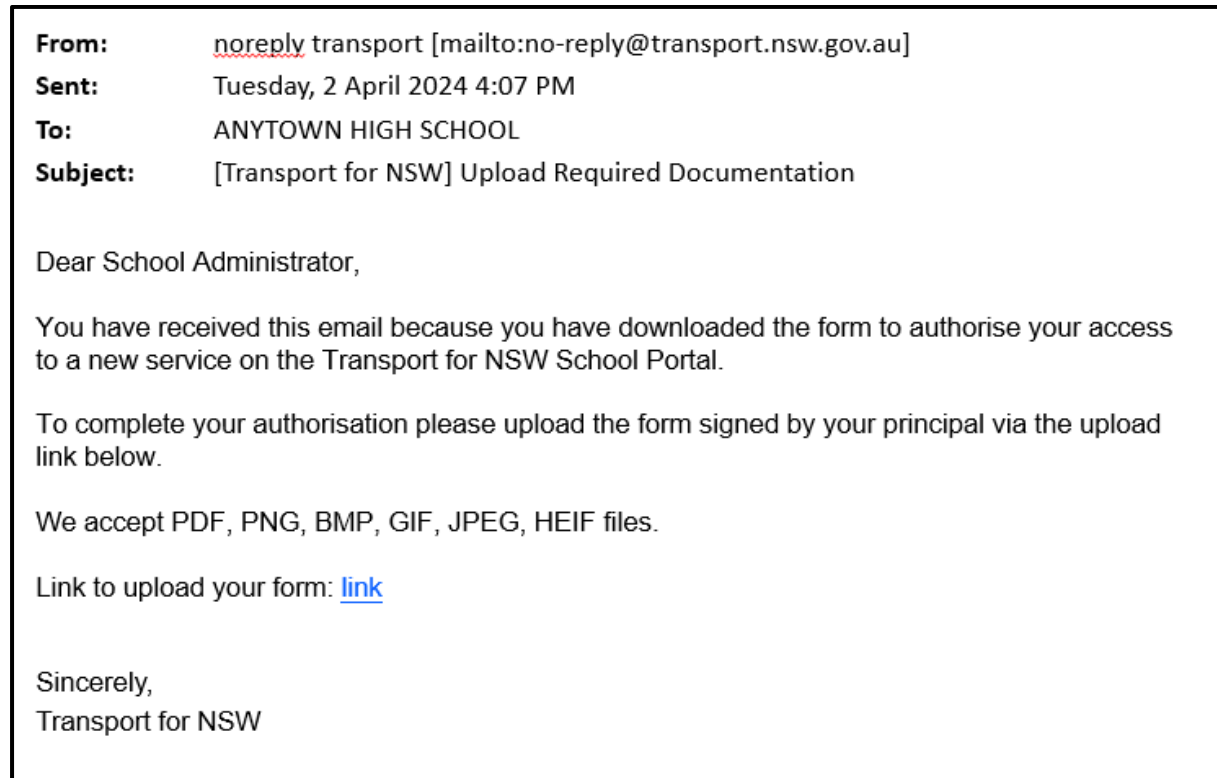


Print and complete the authorisation form and get it signed by the principal.

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.

## 1.4 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).

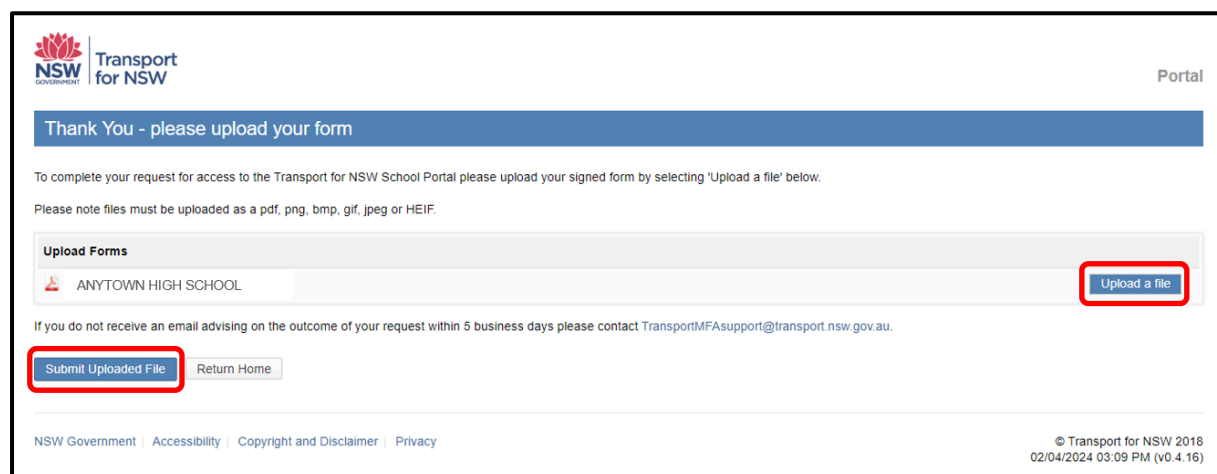


Click on the link in the email and a new page to upload your form will open (as shown below).

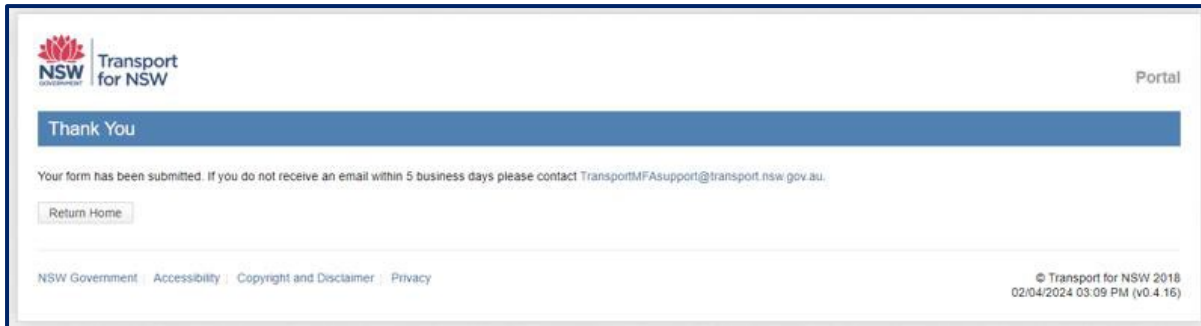
Click on the **Upload a file** button.

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**.



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



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

## 1.5 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 \[mailto:no-reply@transport.nsw.gov.au\]](mailto:no-reply@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

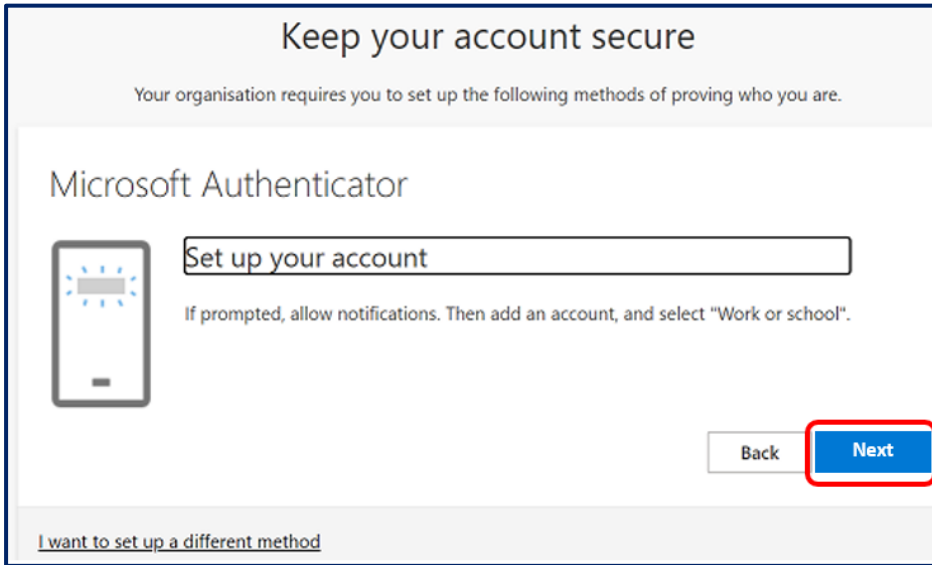
Once you have confirmed your account details and accepted the permissions requested you will be directed to the MFA setup page.

## 1.6 Set up MFA

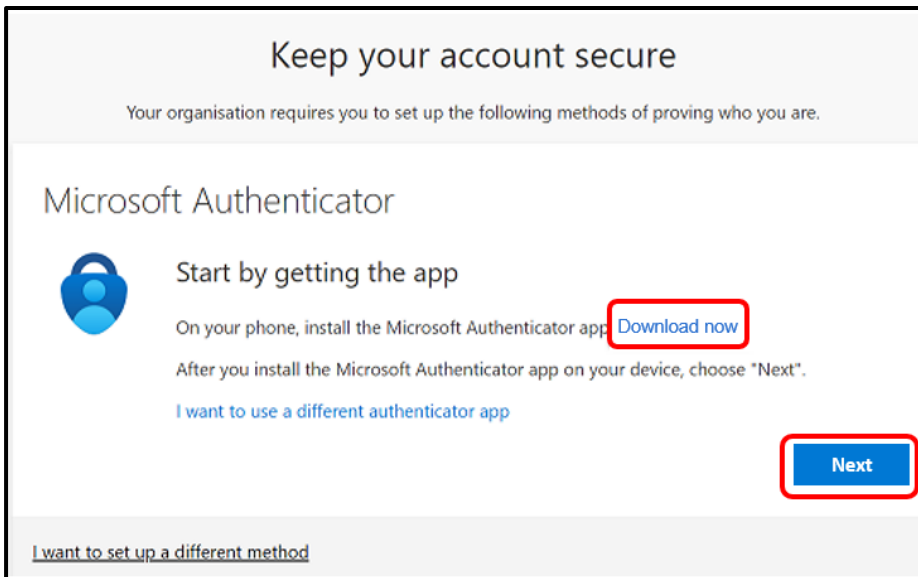
Once you have confirmed your account details and accepted the permissions, the MFA set up page will open.

*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):

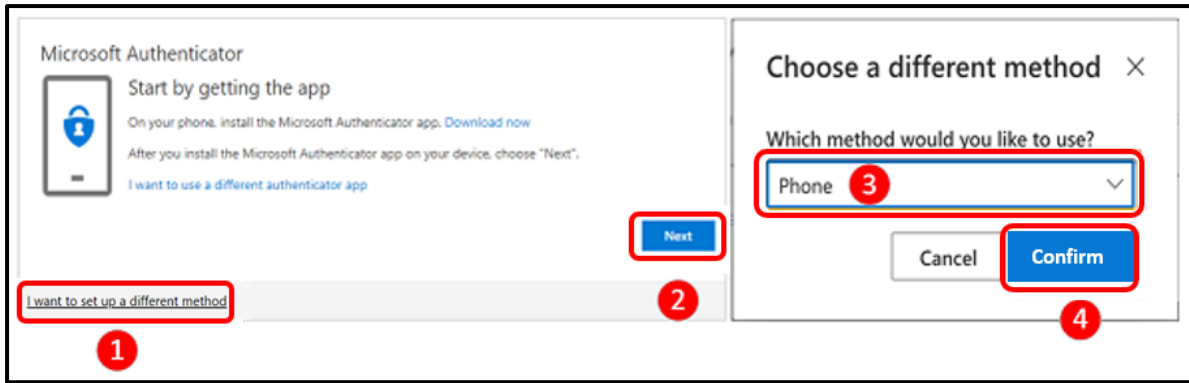
Click **I want to set up a different method**.

Click **Next**.

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

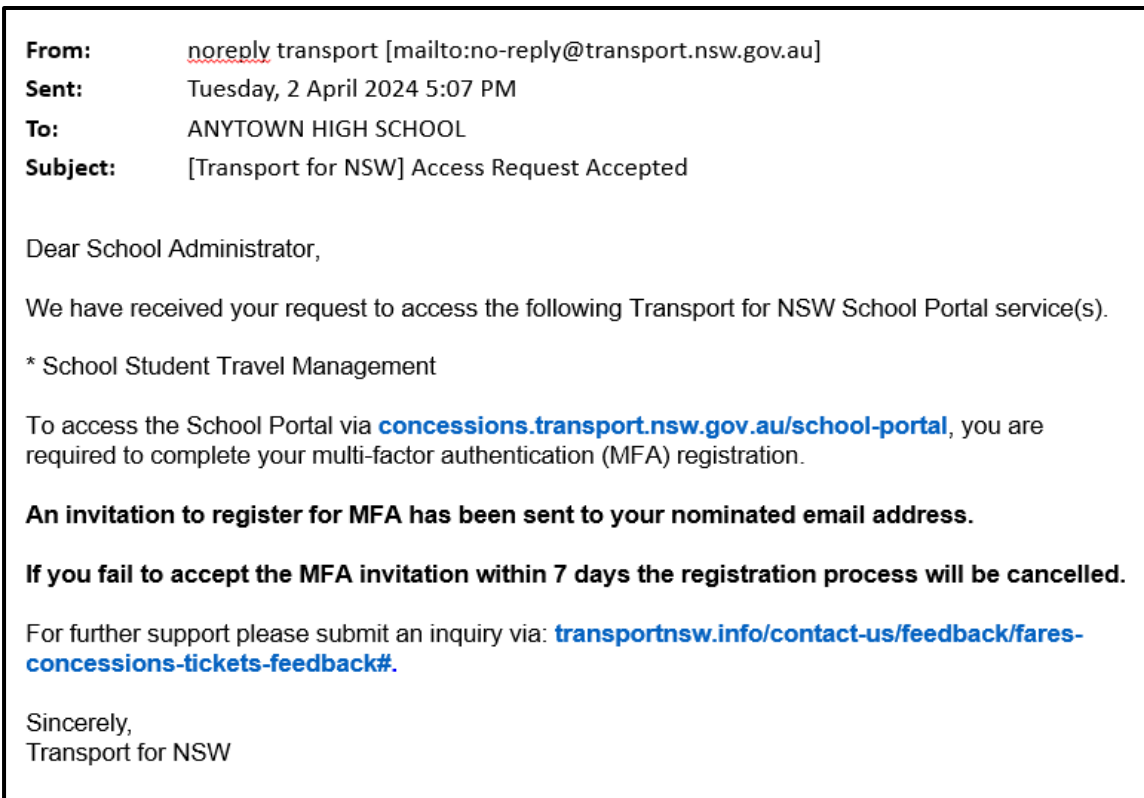
Click **Confirm**.

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).



## 1.7 Requesting access to additional school functions

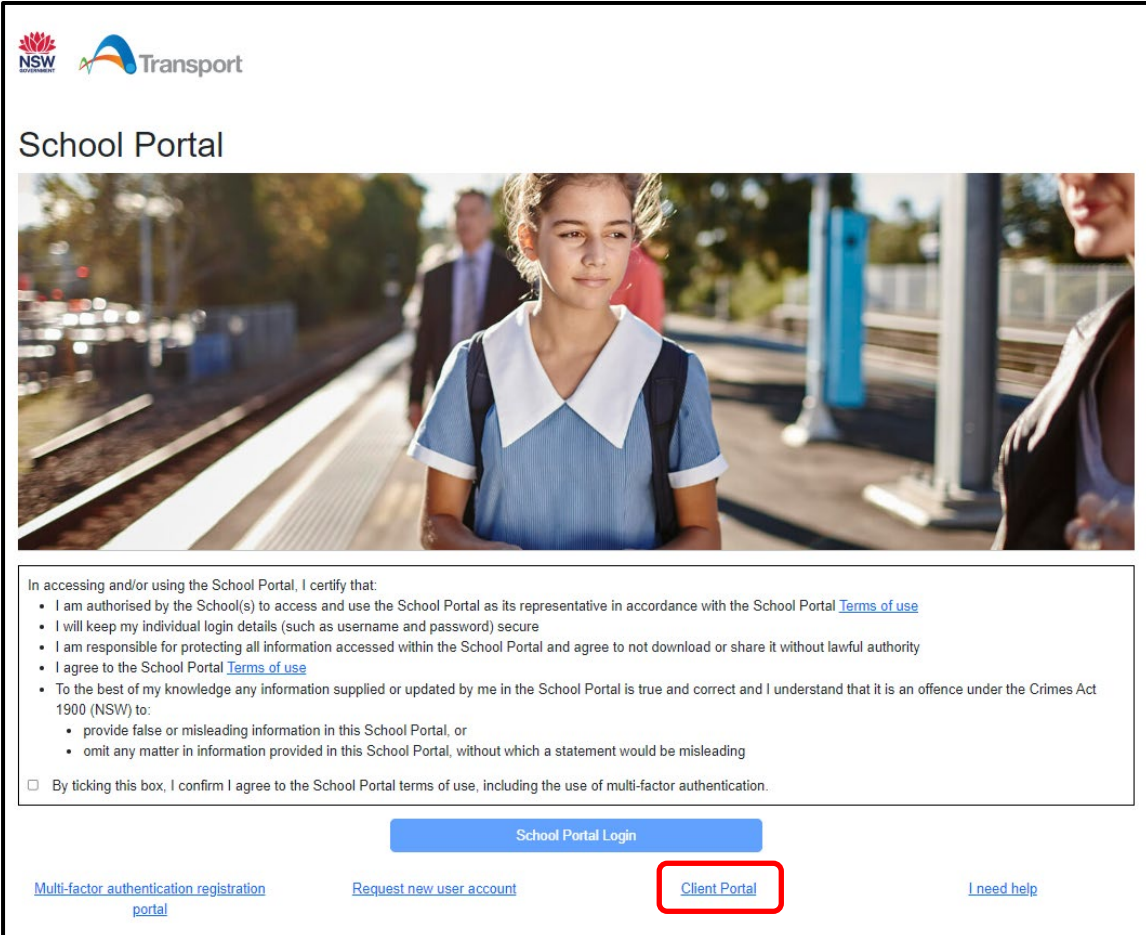
Users with an active Transport account and MFA setup, can request access to additional school functions by following the steps below.

### Log in to your account

There are two ways to log in to your account using your MFA registered email address:

1. From your web browser, go to the Transport for NSW School Portal at [concessions.transport.nsw.gov.au/school-portal](https://concessions.transport.nsw.gov.au/school-portal)

Select **Client Portal** (as shown below).



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### 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](#)

OR

2. Go to the Transport Services Portal at <https://appln.transport.nsw.gov.au/portal/>

Select **LOGIN USING YOUR MFA REGISTERED EMAIL ADDRESS** (as shown below).

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

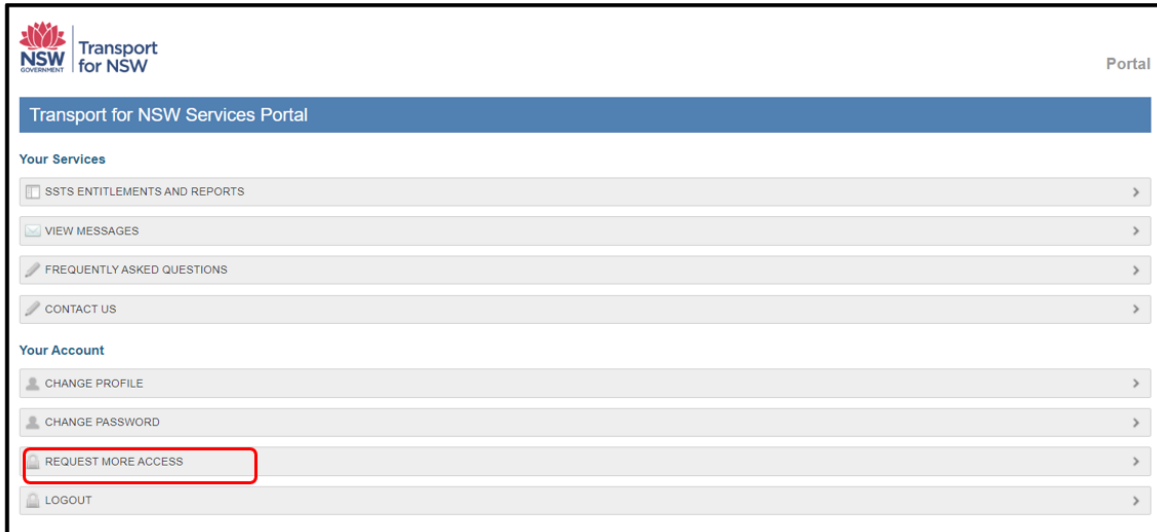
Select your account.

The screenshot shows a 'Pick an account' dialog box. At the top left is the NSW Government logo and the word 'TRANSPORT' in a blue box. Below this is the heading 'Pick an account'. The dialog box is divided into two sections by a dashed line. The top section shows a user card for 'Example User' with the email address 'example.user@det.nsw.edu.au' and the text 'Connected to Windows'. The bottom section features a plus sign icon and the text 'Use another account'.



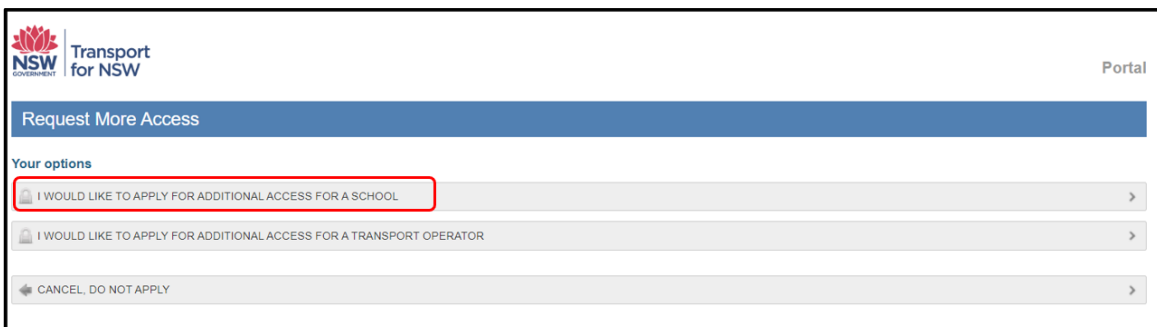
### Request access for additional schools

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



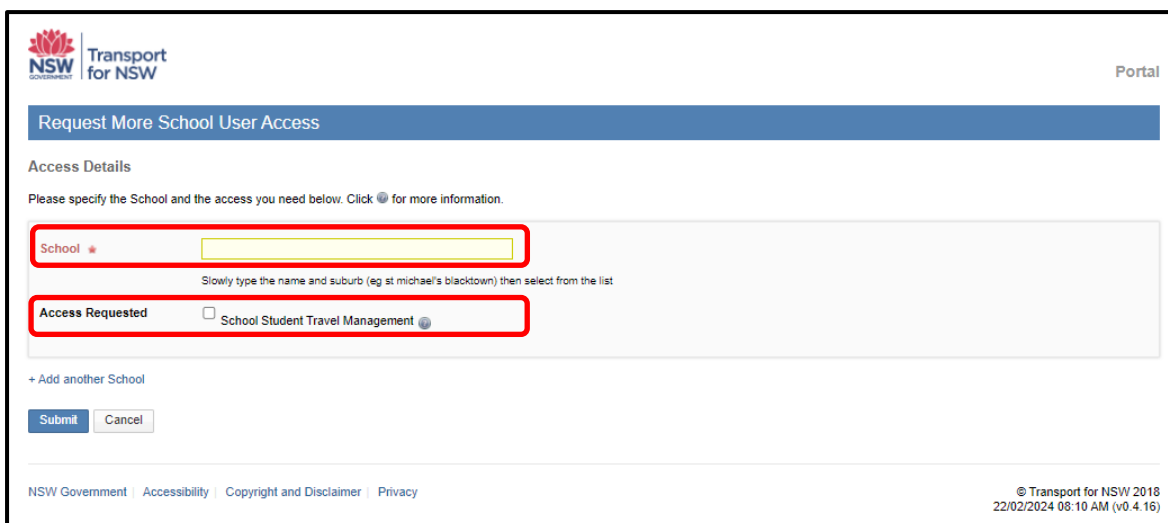
The screenshot shows the 'Transport for NSW Services Portal' header with the NSW Government logo. Below the header is a blue bar with the text 'Transport for NSW Services Portal'. Underneath, there are two sections: 'Your Services' and 'Your Account'. The 'Your Account' section contains several menu items: 'CHANGE PROFILE', 'CHANGE PASSWORD', 'REQUEST MORE ACCESS' (highlighted with a red box), and 'LOGOUT'. Each item has a right-pointing arrow.

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



The screenshot shows the 'Request More Access' screen. It has a blue header bar with the text 'Request More Access'. Below the header is a section titled 'Your options' which contains three menu items: 'I WOULD LIKE TO APPLY FOR ADDITIONAL ACCESS FOR A SCHOOL' (highlighted with a red box), 'I WOULD LIKE TO APPLY FOR ADDITIONAL ACCESS FOR A TRANSPORT OPERATOR', and 'CANCEL, DO NOT APPLY'. Each item has a right-pointing arrow.

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**.



The screenshot shows the 'Request More School User Access' screen. It has a blue header bar with the text 'Request More School User Access'. Below the header is a section titled 'Access Details' with the instruction 'Please specify the School and the access you need below. Click ⓘ for more information.' There is a 'School' input field (highlighted with a red box) and a dropdown menu for 'Access Requested' (highlighted with a red box) showing 'School Student Travel Management'. Below the input fields is a '+ Add another School' link and 'Submit' and 'Cancel' buttons. At the bottom, there is a footer with 'NSW Government | Accessibility | Copyright and Disclaimer | Privacy' and '© Transport for NSW 2018 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.

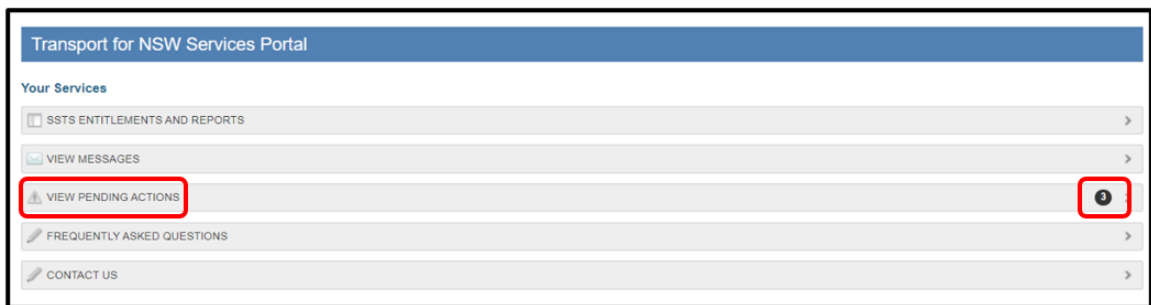
## 2. Reminders

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

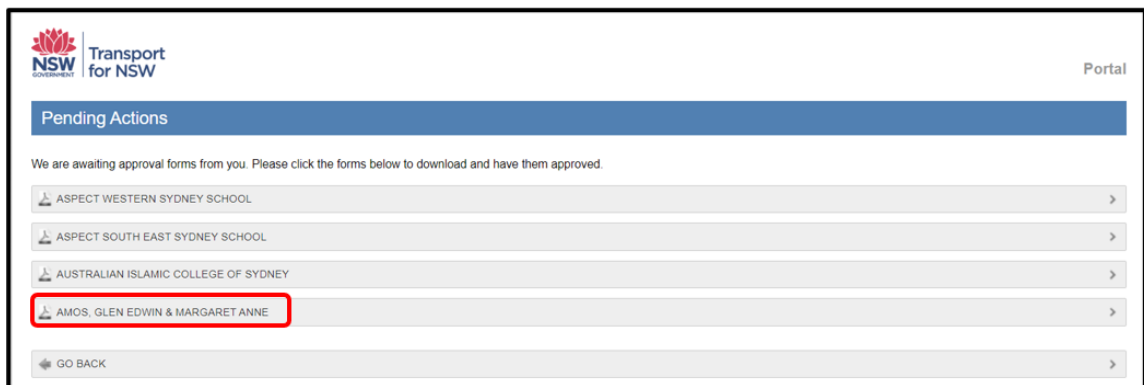
This informs you that form(s) need to be downloaded and processed and/or are awaiting approval from Transport for NSW.

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

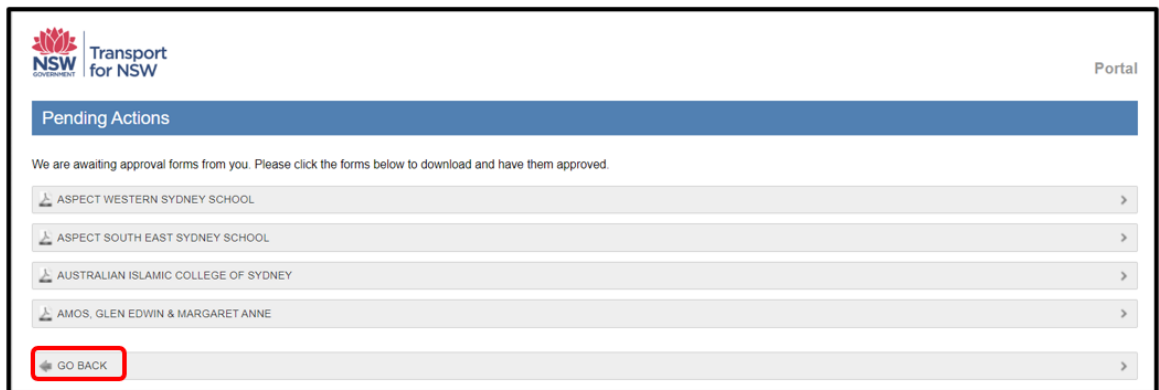
1. Select the grey box or **PENDING ACTIONS** to see the form(s).



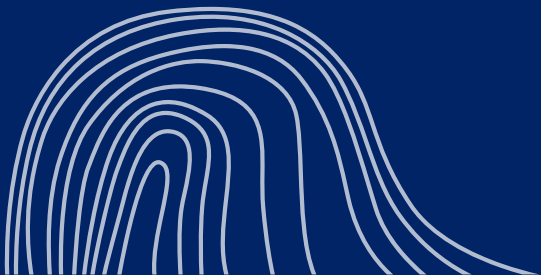
2. Select the form(s) displayed to download and process the form as necessary.



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



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



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