NSW Department of Education
Assisted School Travel Program

ASTP Online for Contractors user guide

Contents

education.nsw.gov.au/public-schools/astp

NSW GOVERNMENT

Australian Government Digital Identity System

ASTP Online uses the Australian Government Digital Identity System to verify users. Digital Identity is a safe, secure and convenient way to prove who you are online.

For more information, visit the Digital Identity website.

Using Digital Identity and RAM to access ASTP Online

myGovID is the Australian Government's Digital Identity app. Download the myGovID app to your smart device to prove who you are when accessing government online services like ASTP Online. myGovID is different to a myGov account.

Relationship Authorisation Manager (RAM) is an authorisation service that allows you to act on behalf of an entity online when linked with your Digital Identity, like myGovID.

Set up your myGovID

Set up your myGovID in three easy steps:

1. **Download the myGovID app**

   Available on the App Store   Available on Google Play

   Only download the myGovID app from the official app stores listed above.

2. **Enter your details**

   Open the myGovID app on your smart device and follow the prompts. You need to enter your full name, date of birth and a personal email address..

3. **Verify you identity**

   A 'Standard' identity strength is required to access ASTP Online, and will require you to enter your personal details and verify at least two Australian identity documents.

For more information, visit the myGovID set up webpage

Linking your myGovID to an ABN using RAM

To access ASTP Online on behalf of a business, you need to link your myGovID to the business using Relationship Authorisation Manager (RAM).

How you link depends on your role.

Principal authority

A principal authority is a person responsible for the entity. They need to link to the entity in RAM first. Once linked, the principal authority can authorise others to access government online services like ASTP Online on behalf of the entity.

Find more information, visit the RAM principal authority webpage.

Authorised user or administrator

An authorised user or administrator is someone who acts on behalf of an entity.

A principal authority or authorisation administrator needs to authorise you before you can access ASTP Online on behalf of an entity.

Use your myGovID to log into RAM and accept an authorisation request.

For more information, visit the RAM authorised users and administrators webpage.

Security and privacy

Together, RAM with a Digital Identity such as myGovID:

- protects your business, ensuring only you and authorised users can access government online services and transact for the business
- gives greater assurance and visibility over who is transacting for your business, enabling you to remove or modify an authorisation at any time
- protects your identity data. The government online service can only identify who is making the transaction for the business, not your personal information.

Help and support

- For myGovID, visit the myGovID help webpage.
- For RAM, visit the RAM help webpage.

Accessing ASTP Online

1. To access ASTP Online, simply press the 'Continue with Digital Identity' button (as displayed below) on the Accessing ASTP Online webpage.
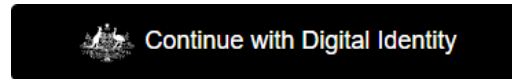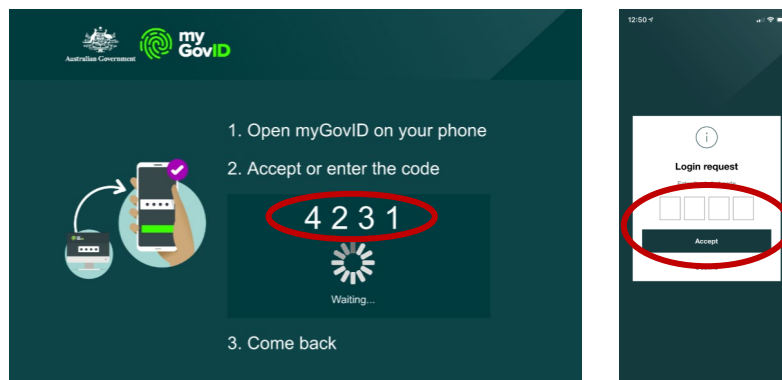

2. Select myGovID as your Digital Identity and provide consent to sharing the information outlined. myGovID is the Australian Government's Digital Identity app.
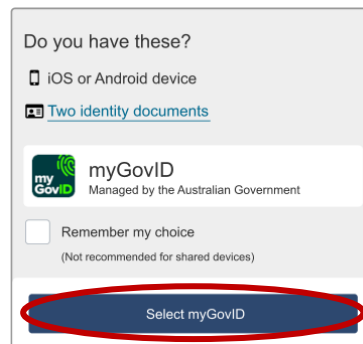
3. Enter your myGovID email address.
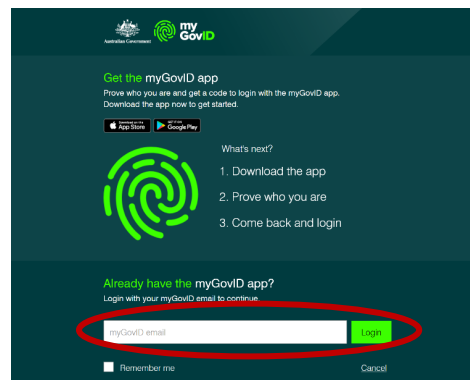
4. A four-digit code will appear on the login screen. Log in to your myGovID app on your device and enter or accept the four-digit code.

5. Once logged in, you will be directed to the ASTP Contractor Online dashboard.

Dashboard and Main Menu

The dashboard is the home page for ASTP Online for Contractors and provides access to the main areas to complete your activities. If on a different page, click on **Dashboard** from the left side main menu to navigate back to the Dashboard.

To collapse the left side main menu to just the icons and create more screen space, click the top left hamburger icon button. To expand the menu, click the same button again.

To log out, click the top right profile circle button, then click **Log out**.
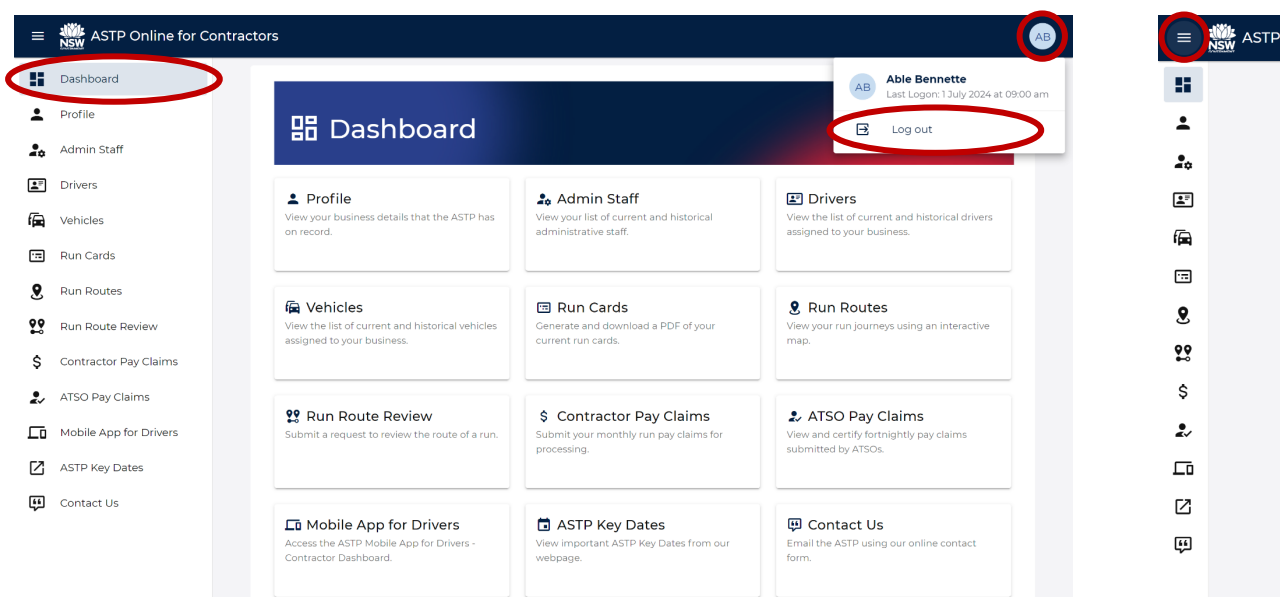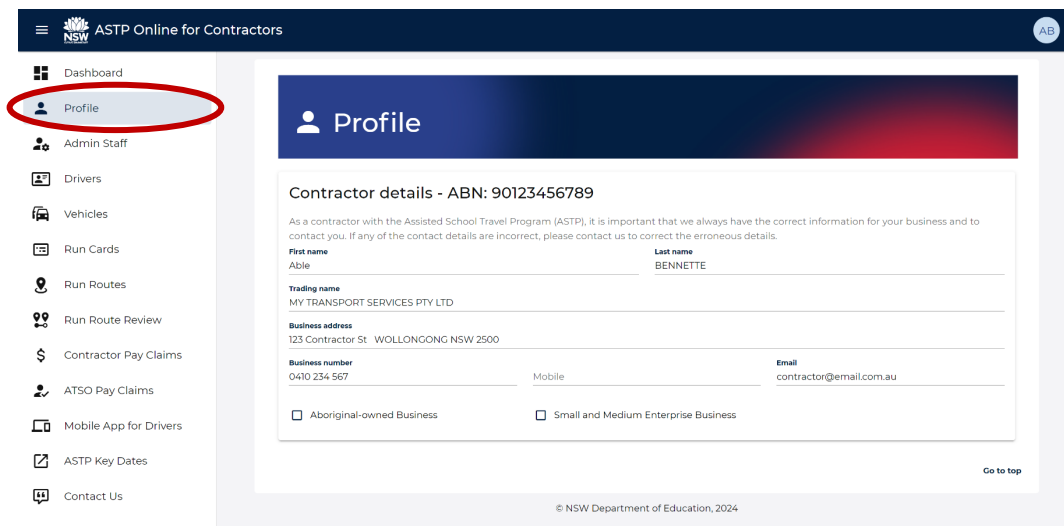
Summary of key activities available from the Dashboard and left side main menu:

- **Profile** – View your business details that the ASTP has on record.
- **Admin Staff** - View your list of current and historical administrative staff.
- **Drivers** - View the list of current and historical drivers assigned to your business.
- **Vehicles** – View the list of current and historical vehicles assigned to your business.
- **Run Cards** – Generate and download a PDF of your current run cards.
- **Run Routes** – View your run journeys using an interactive map.
- **Run Route Review** – Submit a request to review the route of a run.
- **Contractor Pay Claims** – Submit your monthly run pay claims for processing.
- **ATSO Pay Claims** – View and certify fortnightly pay claims submitted by ATSOs.
- **Mobile App for Drivers** – Access the ATSP Mobile App for Drivers - Contractor Dashboard.
- **ASTP Key Dates** – View important ASTP Key Dates from our webpage.
- **Contact Us** – Email the ASTP using our online contact form.

Profile

As a contractor of the ASTP, it is important that we always have the correct information for your business. The information displayed on this page is read-only and if any of the details are incorrect, please contact the ASTP at your earliest convenience.
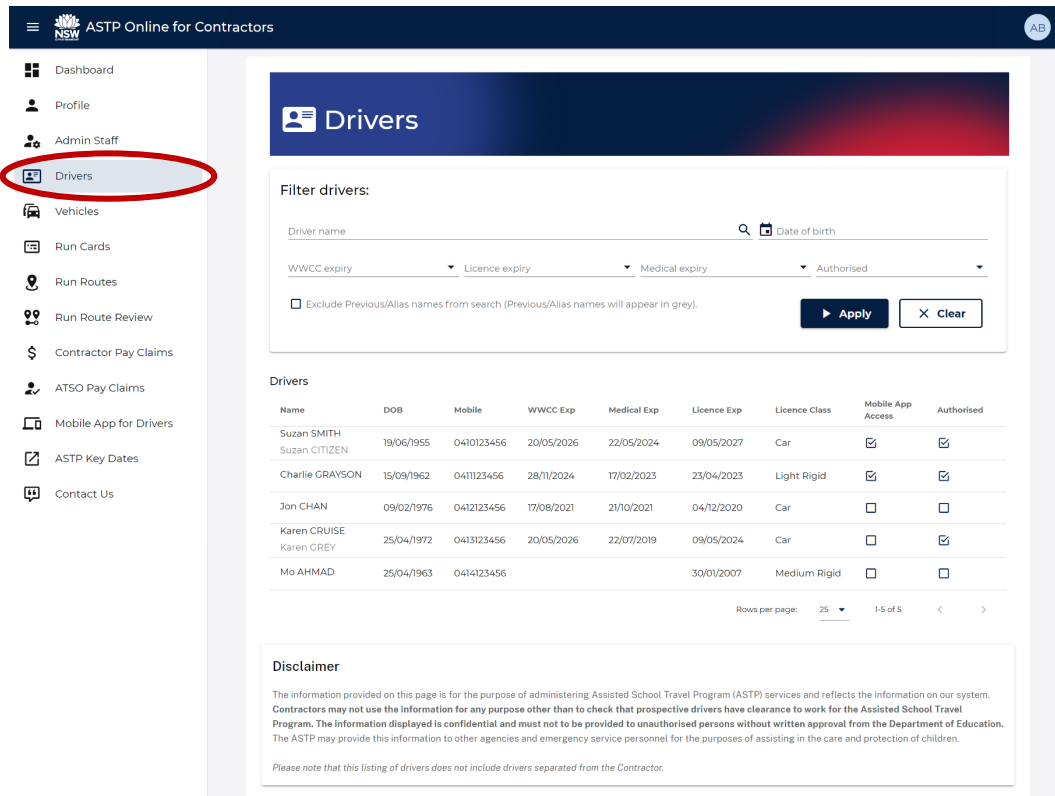
Admin Staff

1. From the Dashboard or left side main menu, click **Admin Staff**.
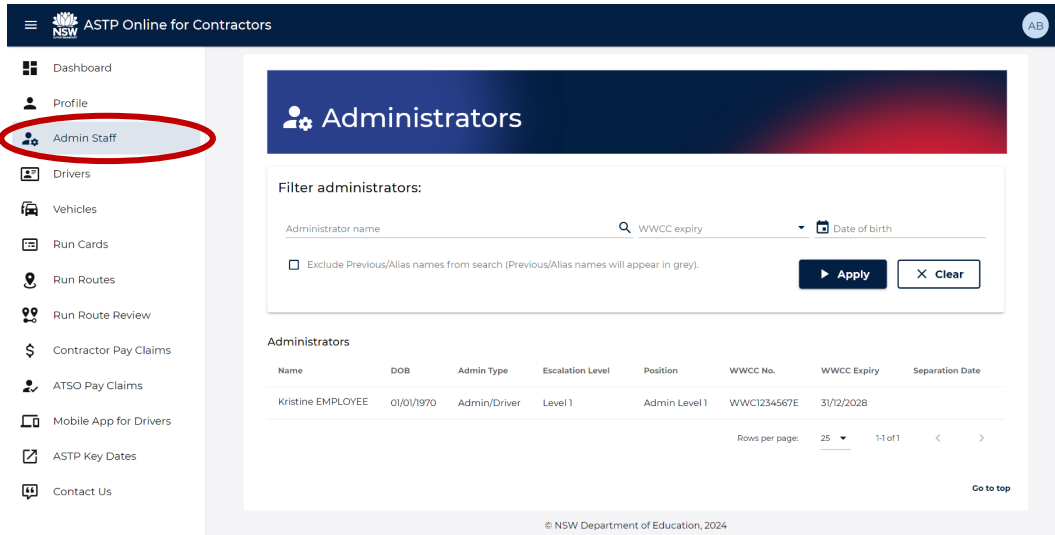
2. All administrative staff appear in the list or can be searched by using the available filters.

3. To see additional details, click anywhere on the row to the view the **Administrative Staff Details** the ASTP has on record.
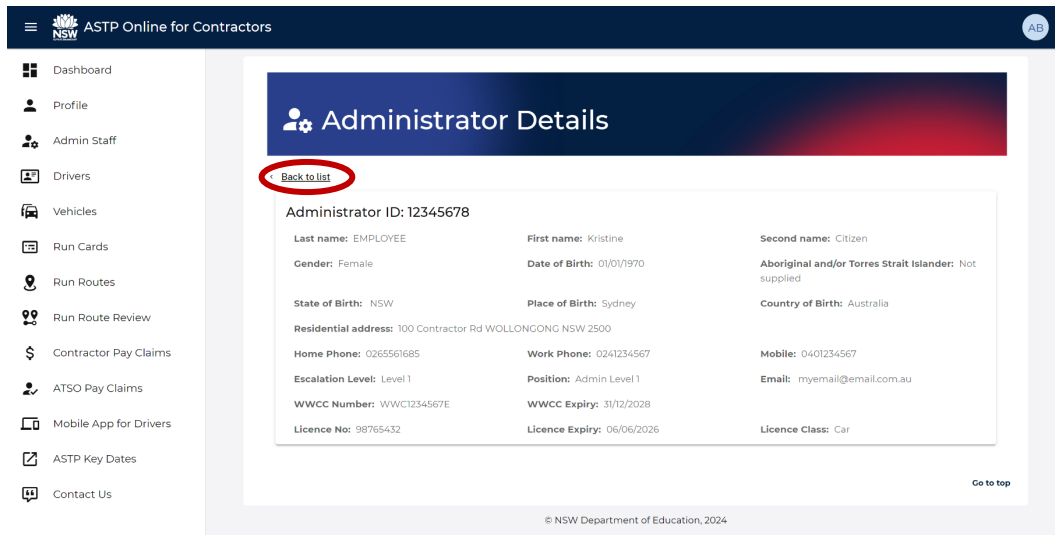
4. To return to the administrator list, click the **Back to list** button.

Drivers

1. From the Dashboard or left side main menu, click **Drivers**.

2. Locate the driver in the list, or use the **Filter drivers** section by using one or more of the following filters:

   - **Personal details:** Driver name (First, Second, Last Name), Date of birth.

   - **Clearance status:** WWCC expiry, Licence expiry, Medical expiry, Authorised.

   - **Exclude Previous/Alias names from search:** Ticking this box will not search on a driver with an Alias name. This means only their legal First, Second, Last Name will be used for searches. The Previous/Alias names will appear in grey.

   - **Additional details not searchable:** Mobile, Licence Class, Mobile App Access.

3. To search for drivers with upcoming clearance expiry regarding their **WWCC, Licence** or **Medical** status, choose the 0-3 or 0-6 months filter from the desired dropdown.

   - **0-3 Months:** Will display drivers who have upcoming expiry's within the 1st, 2nd and 3rd months starting from today's date.

   - **3-6 Months:** Will display drivers who have upcoming expiry's within the 4th, 5th and 6th months starting from today's date.

4. Once your filters are set, click the **Apply** button to search.

5. To reset and clear the search filters, click the **Clear** button.

6. To see additional details for the driver, including the Runs they are attached to, click anywhere on the row to the view the **Driver Details** screen.

7. To return to the driver list, click the **Back to list** button.

Vehicles

1. From the Dashboard or left side main menu, click **Vehicles**.

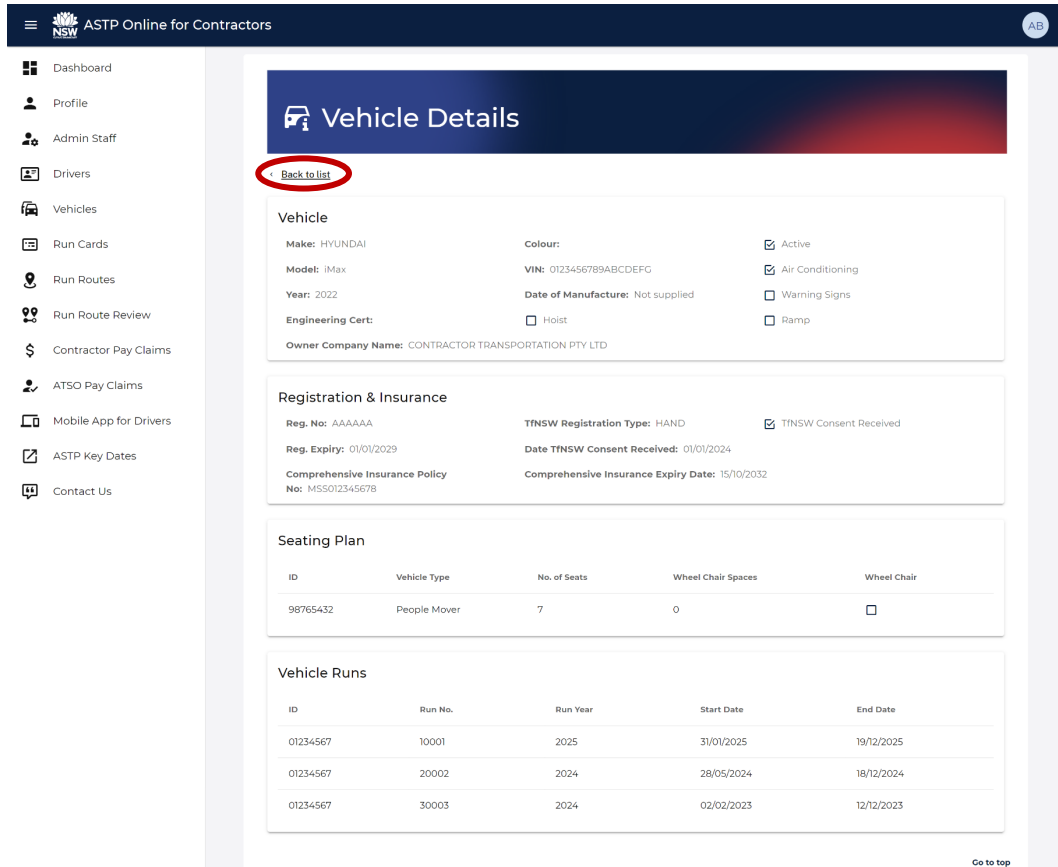2. Locate your vehicles in the list, or use the **Filter vehicles** section by using one or more of the following filters:

    - **Vehicle details:** Make, model or registration number.

    - **Vehicle year:** Manufacture year.

    - **Vehicle type:** Sedan, People Mover, Minibus, Maxibus, W/C 1-3, W/C4+.

    - **Registration expiry:** Expired, Expiring in 0-3 or 3-6 months.

    - **Insurance expiry:** Expired, Expiring in 0-3 or 3-6 months.

    - **Active:** Yes or No.

3. To search for vehicles with upcoming registration or insurance expiry's, choose the 0-3 or 0-6 months filter from the desired dropdown.

    - **0-3 Months:** Will display vehicles that have upcoming expiry's within the 1st, 2nd and 3rd months starting from today's date.

    - **3-6 Months:** Will display vehicles that have upcoming expiry's within the 4th, 5th and 6th months starting from today's date.

4. Once your filters are set, click the **Apply** button to search.

5. To reset and clear the search filters, click the **Clear** button.

6. To see additional vehicle details, including the Runs they are used for, click anywhere on the row to view the **Vehicle Details** screen.

7. To return to the driver list, click the **Back to list** button.

Run Cards

1. From the Dashboard or left side main menu, click **Run Cards**.

2. Locate the run number in the list, or use the **Run number** filter by entering the whole run number.

3. Once you have located the run, click the **Generate run card** or **Generate with multiple drivers** button based on your preferred format.

4. Depending on your internet browser, the file may download automatically, or you may see a popup window to Open, Save or Cancel the download.

Run Routes

1. From the Dashboard or left side main menu, click **Run Routes**.

2. Enter the **Run Number** you wish to view.

3. Enter the **Run Date** using the format dd-mm-yyyy (e.g. 20-12-2020), or you can use the pop-out calendar that appears as soon as you click on the Run Date.

4. Select the **AM** or **PM** option to display the relevant map.

5. Click the **View Run on Map** button to display the map.

6. A new window will open with the current set route.
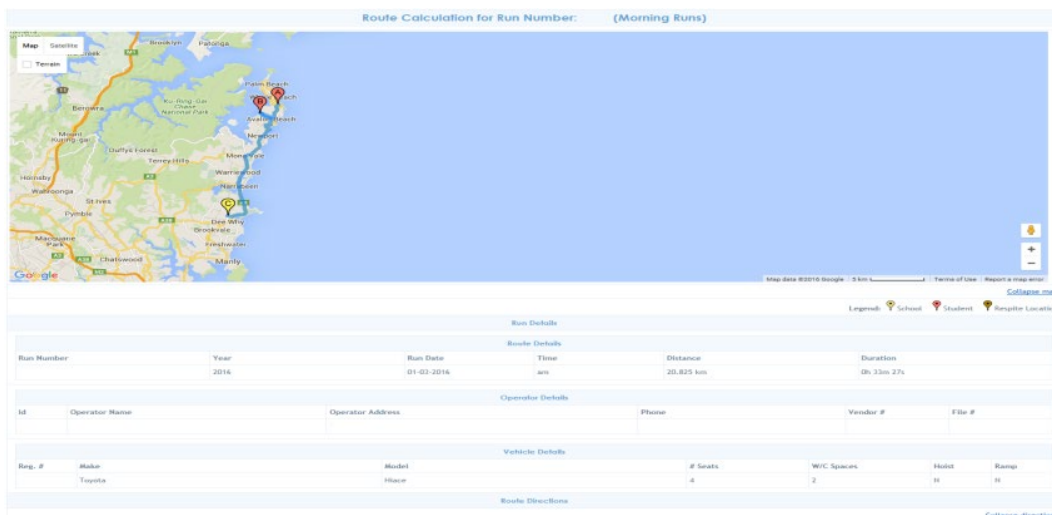
Note: Once the page has loaded, you can print and/or save to PDF.

Run Route Review

1. From the Dashboard or left side main menu, click **Run Route Review**.
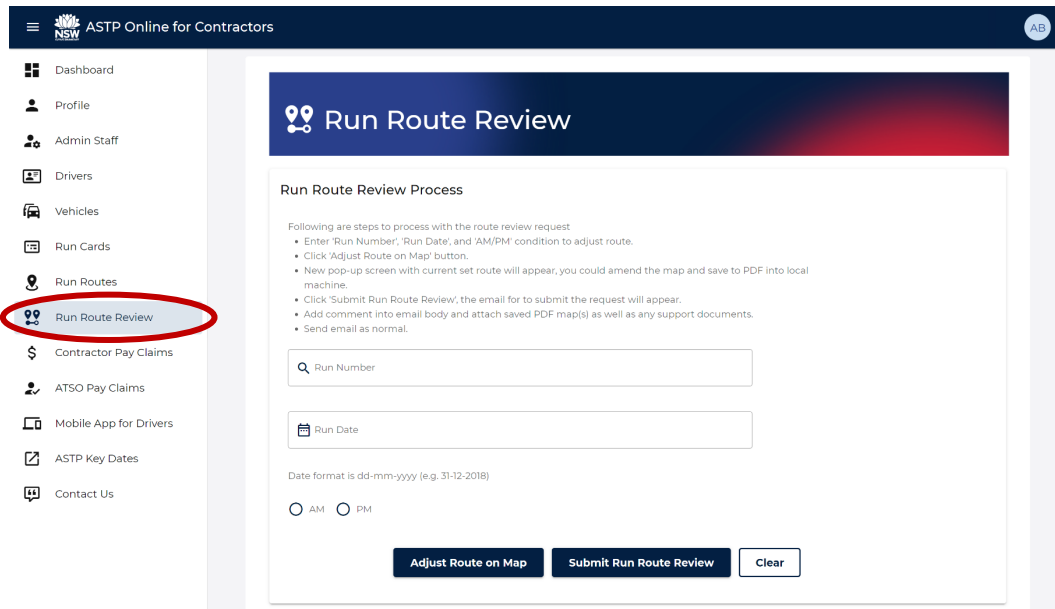
2. Enter the **Run Number** you wish to view.

3. Enter the **Run Date** using the format dd-mm-yyyy (e.g. 20-12-2020), or you can use the pop-out calendar that appears as soon as you click on the Run Date field.

4. Select the **AM** or **PM** option to display the relevant map.

5. Click the **Adjust Route on Map** button to display the map.

6. A new window will open with the current set route. You can amend the map by:

   - Changing the order of students by dragging the blue box on left side of page.

   - Removing them by clicking the red dot in the blue box on left side of page.

   - To refresh the page press F5 on your keyboard.
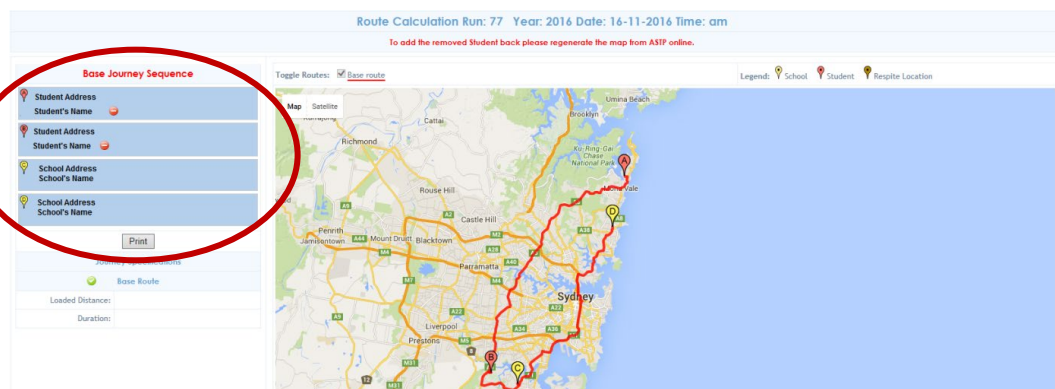
7. If the Google route differs from the journey actually travelled, you can click on the Route and drag it to a more appropriate path. This will create a waypoint, which can be moved or removed.
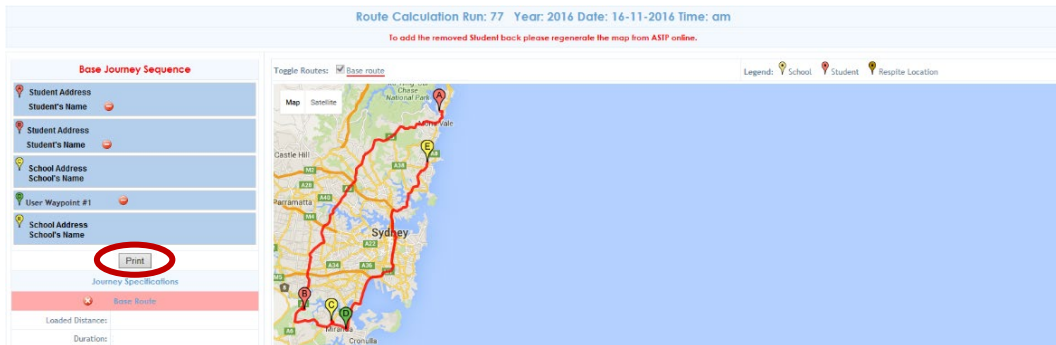
8. Once you have adjusted the map as desired, click the **Print** button and save a copy as a PDF to your computer.

9. Return back to the main **Run Route Review** page and click the **Submit Run Route Review** button which will automatically open an email using your details email client.

10. Add your comments into the body of the email and attach your saved PDF map(s), along with any other supporting documents.

11. Send the email to ASTP Finance at finance.astp@det.nsw.edu.au.
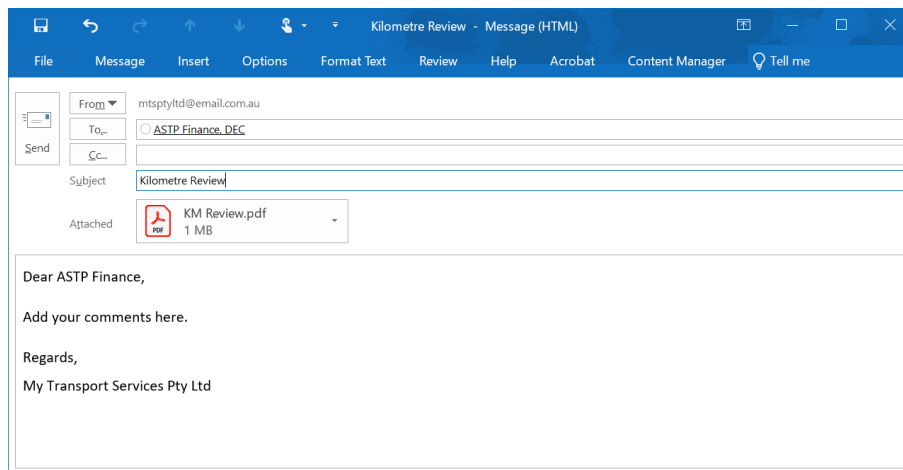
Contractor Pay Claims

IMPORTANT: Lodge your online pay claim after 6pm on the last school day of the month. You can only submit pay claims for the current calendar year, so all pay claims for a contractor must be submitted online before midnight 31 December.

1. From the Dashboard or left side main menu, click **Contractor Pay Claims**.
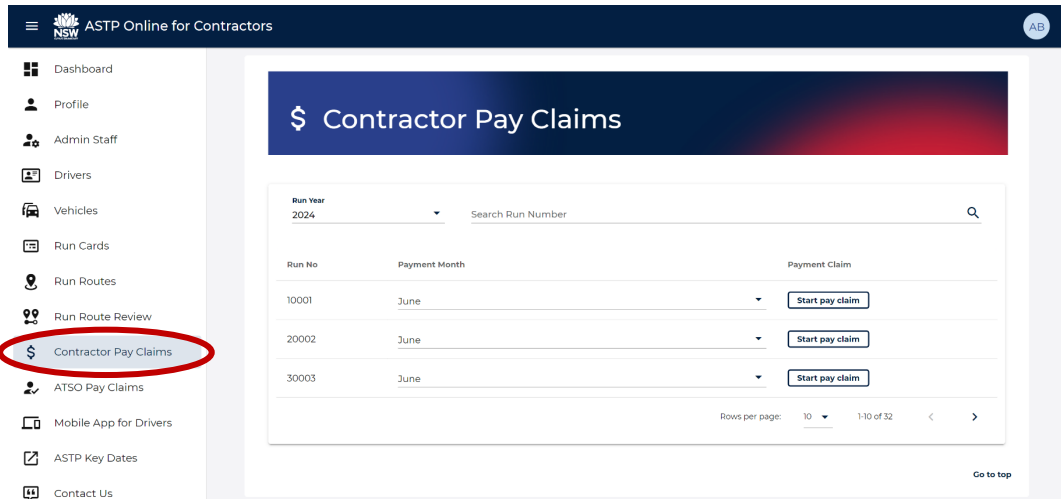
2. Locate the run in the list, or use the **Search Run Number** filter by entering the whole run number.

3. Once you have located the run, select the **Payment Month** you wish to lodge using the dropdown menu, then click the **Start pay claim** button.

4. From the **Contractor Pay Claims** page, confirm that your company and run details have been correctly populated.
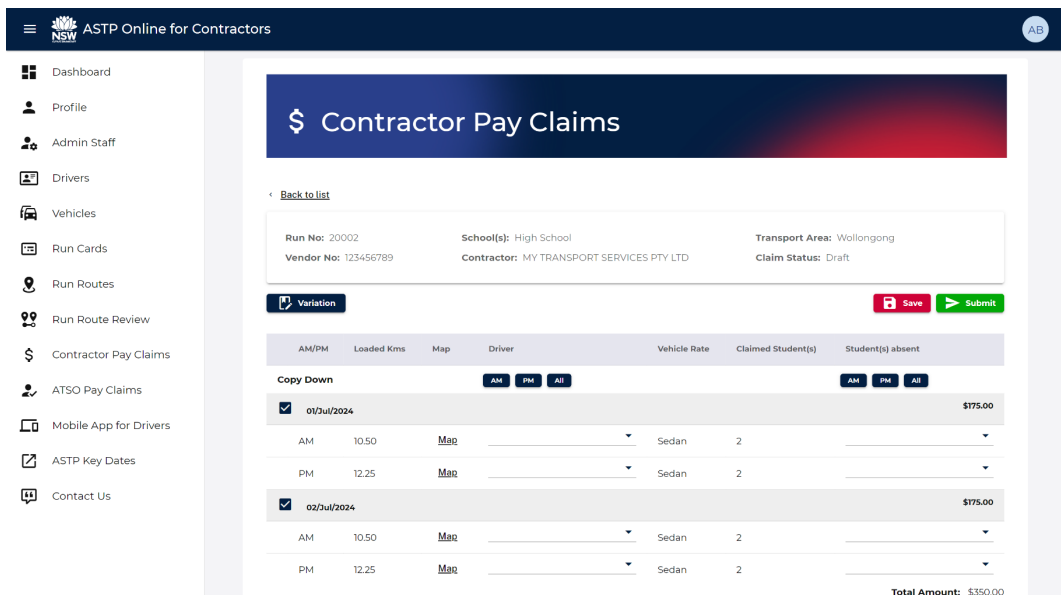
5. Complete the **ATSO(s) on run**, **Driver** and **Student(s) absent** details where required by using one of the following options:

    - Select an existing name from the dropdown menu

    - If the name is not listed in the dropdown menu, you can manually type it in

    - leave the name field empty if not required

    TIP: When you are entering a name, start typing the first or last name and the dropdown menu list will begin filtering to the closest match. If more than one name is required, they will be comma separated.

6. To quickly populate the same ATSO(s) on run, Driver or Student(s) absent throughout the month, use the **Copy Down** buttons. Simply complete the first day's AM row and choose to copy down the AM, PM, or ALL where required.

7. If there was no transport for a particular day, simply uncheck the box to the left of the day/date. This will remove all data for that day to indicate no transport was required.

8. To provide details regarding any variation that might have occurred during the month on your run, click the **Variation** button and enter the details into the **Variation details** text box. Example: "Variation to loaded kms occurred on such a day." Click the **Update** button to save the notes.
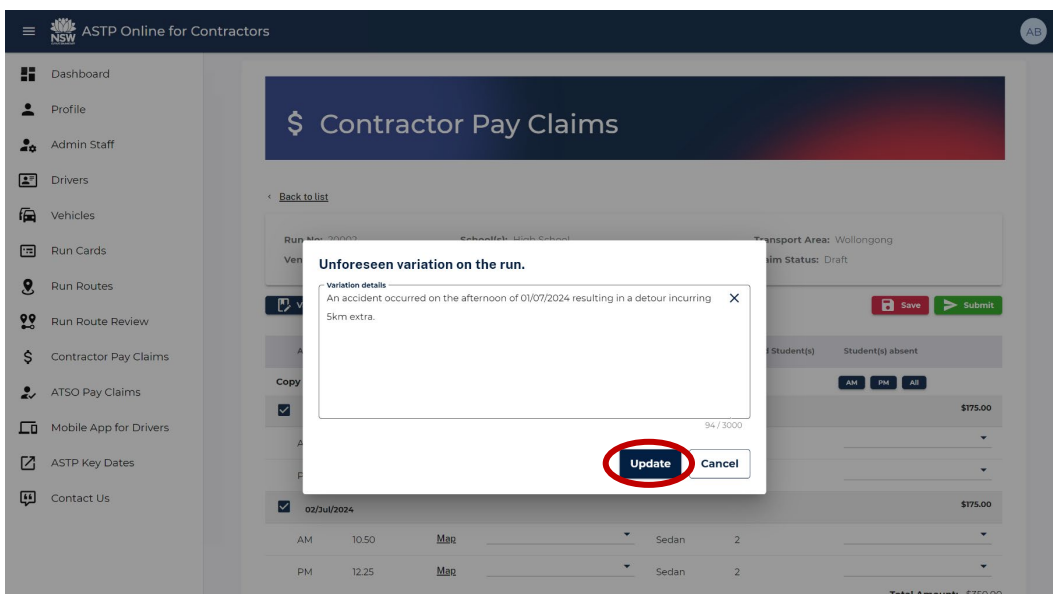
To review the run's loaded kilometres, click on the **Map** link for the relevant AM or PM run you wish to view. A new page will open displaying an interactive map and details for the journey. Optionally, you are able to print and/or save this page to a PDF for your records.
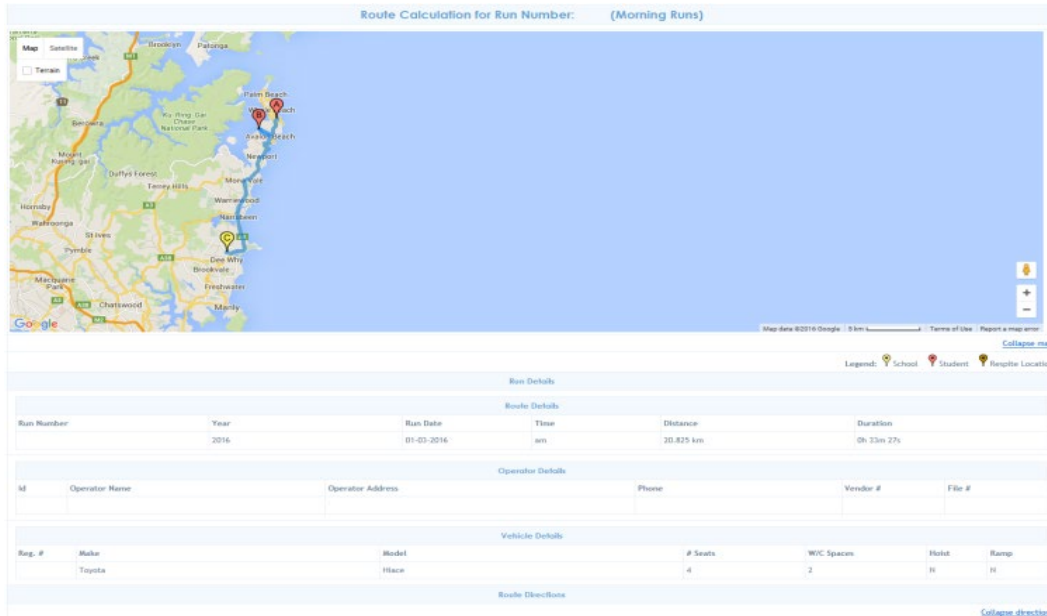
9. Before submitting your pay claim, please check that all information has been entered correctly. Optionally, you are able to print and/or save the page as a PDF.

    TIP: If you are not ready to submit the pay claim but don't want to lose your progress, click the **Save** button. To resume your pay claim, follow the steps again to locate the run's pay claim and continue on from your last save.
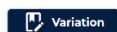
10. Once you have confirmed all information is correct, click the **Submit** button where a confirmation pop-up message will appear. By clicking the **Confirm** button, you confirm that you have read and understood the message.
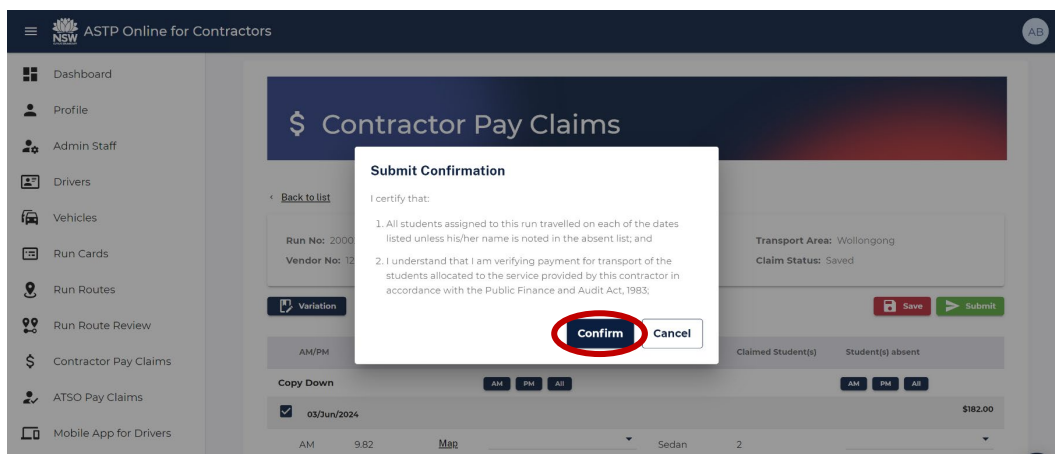
11. You will receive a receipt email confirmation to your nominated email address along with a PDF copy of your payment claim.
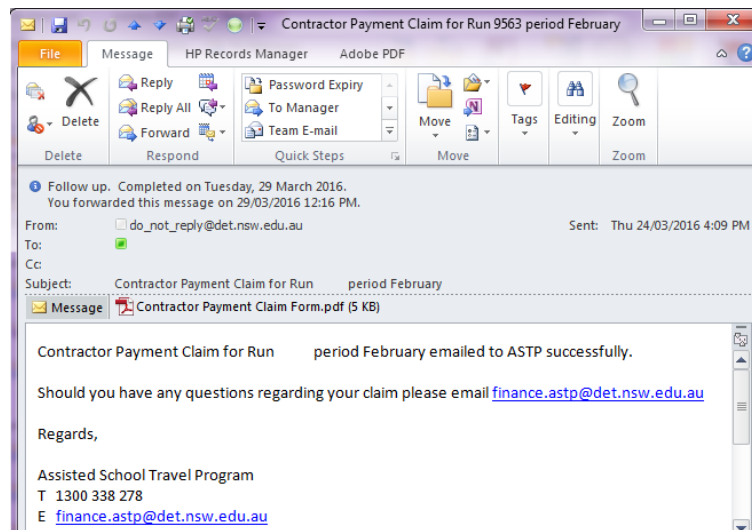
ATSO Pay Claims

IMPORTANT: ATSOs are paid fortnightly with the pay fortnight finishing on a Wednesday. For ATSOs to be paid the following week, they must submit their pay claim online by Wednesday midnight (of the pay period end). Once submitted, ATSO pay claims will be available for the contractor to review and certify. Contractors are requested to complete certification o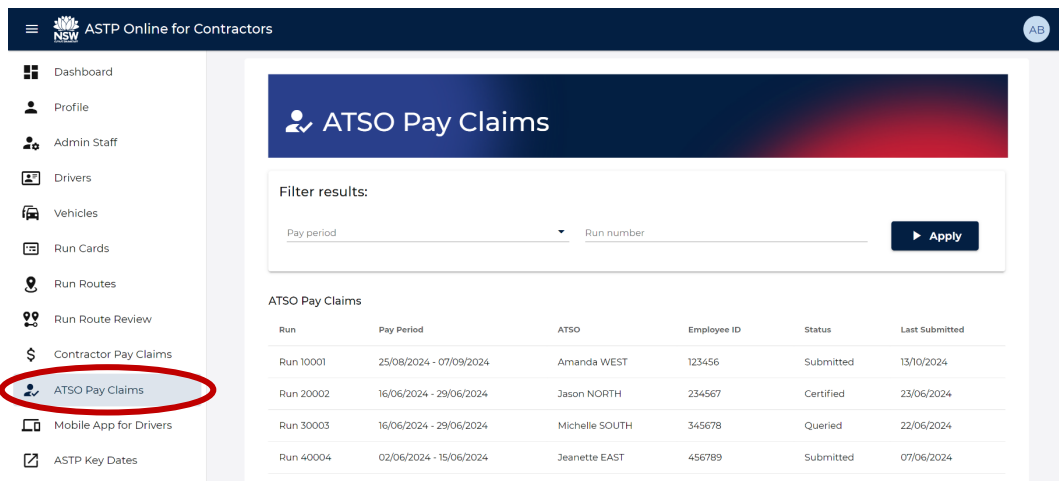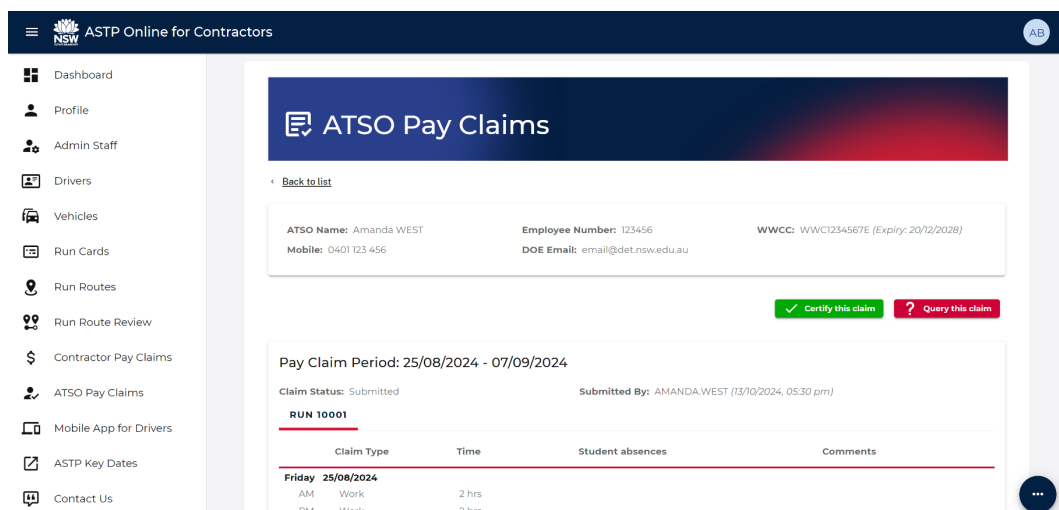f ATSO pay claims by Thursday midnight (of the pay period end), to enable the ASTP to process ATSO payments. If the ASTP receives a certified pay claim submission on time, ATSOs will be paid the following Thursday.

1. From the Dashboard or left side main menu, click **ATSO Pay Claims**.

2. Locate the pay claim in the list, or use the **Filter results** section by using one or more of the following filters and click the **Apply** button to search:

   - **Pay period:** Select the pay period from the dropdown menu

   - **Run number:** Enter the whole run number

3. Once you have located the pay claim, click anywhere on the row to view or action it.
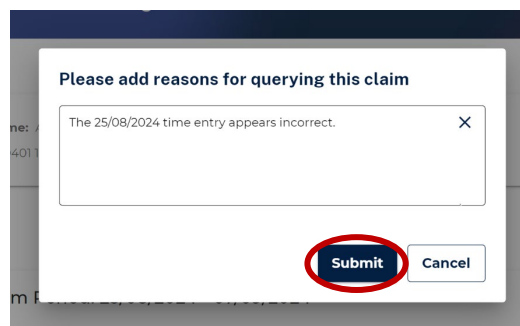
4. For pay claims with a status of **Submitted**, you will have two options:

   - **Certify this claim:** You agree with the claim details and certify it for processing.

   - **Query this claim:** You are uncertain about aspects of the claim details (e.g. overclaiming) and would like the ASTP to review it. Please submit pay claim queries as soon as possible.

5. If you query a claim, please enter a short description for the reason and click the **Submit** button. The claim will be submitted to the ASTP for review.

6. Once a pay claim has been submitted successfully (Certified or Queried), you will receive the green confirmation message as follows, and you cannot change it.

7. Submitted pay claims (Certified or Queried), can be viewed again from the Certify ATSO Pay Claims landing page.

   For **Certified** pay claims, the following additional information is displayed:

   - **Run Status:** Certified
   - **Certified By:** Name and date/time of submission

   For **Queried** pay claims, the following additional information is displayed:

   - **Run Status:** Queried
   - **Queried By:** Name and date/time of submission
   - **Reasons for query:** Description of supplied query

8. If you require a change to be made to a submitted pay claim that has not yet been processed, please navigate to the **Contact Us** page and complete the online form.

# ASTP Mobile App for Drivers – Contractor Dashboard

The ASTP Mobile App for Drivers - Contractor Dashboard allows contractors to view the activity completed by their drivers using the Mobile App.

1. From the Dashboard or left side main menu, click **Mobile App for Drivers** which will open a new browser tab/window.
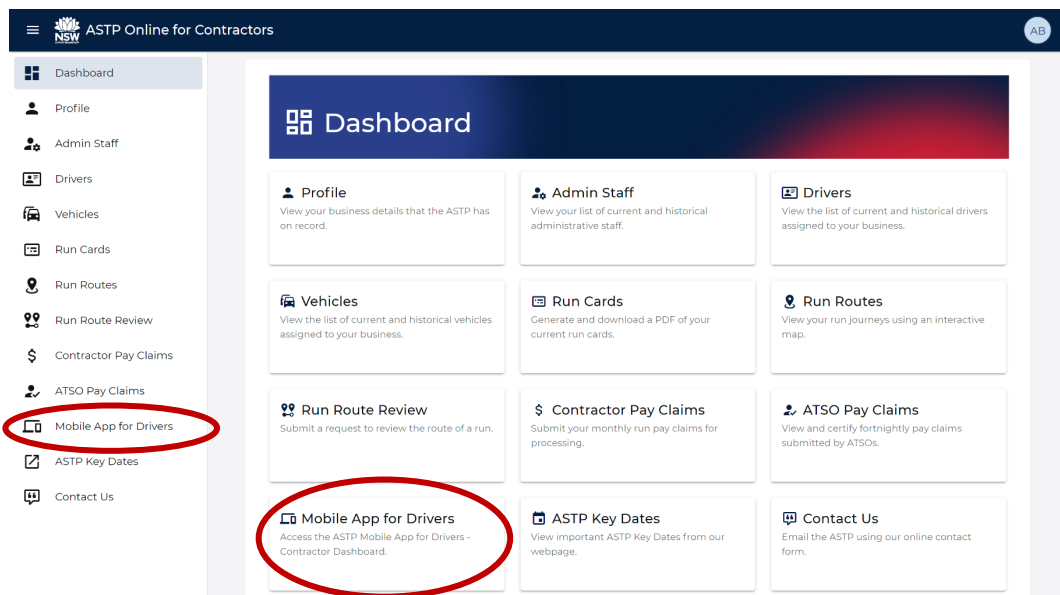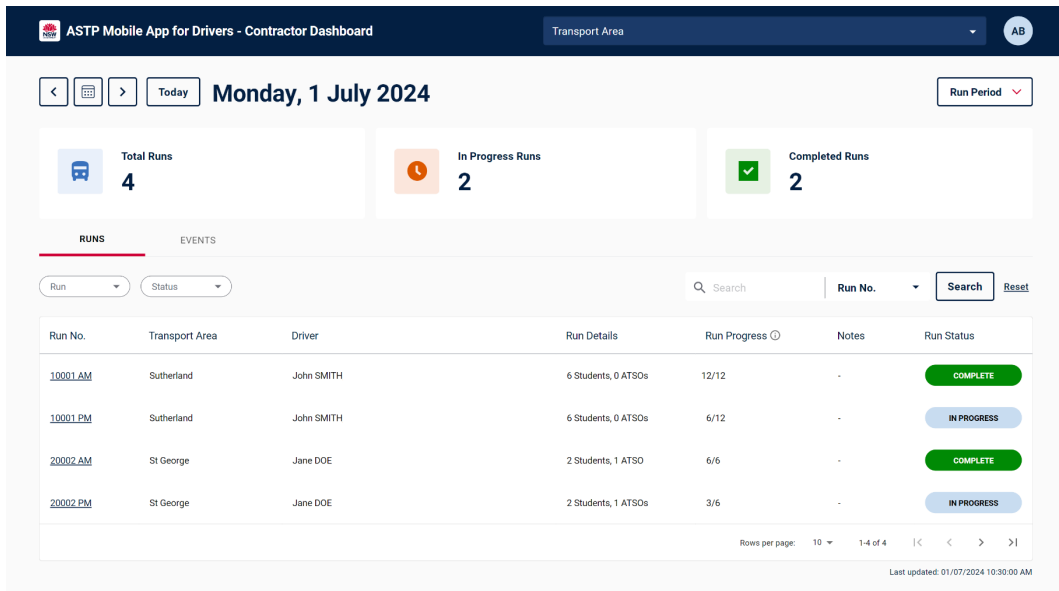

2. The initial landing page displays a count of your Total, In Progress and Completed Runs for the current day, with a summary of **Runs** and **Events**. To view historic run data, use the calendar and arrow navigation buttons next to the date at the top-left of the page.

   Please note that the **Transport Area** and **Run Period** dropdowns will filter the content on the entire page, whereas the filters below the **Runs** and **Events** tabs will only affect the table data.
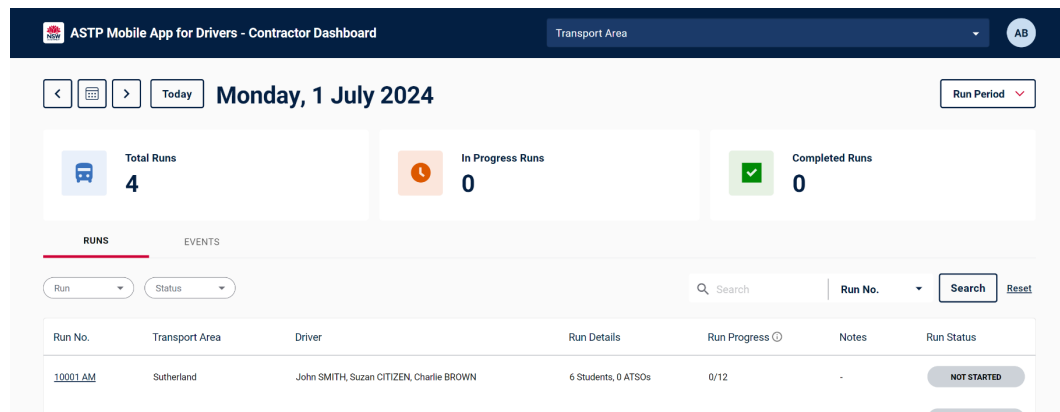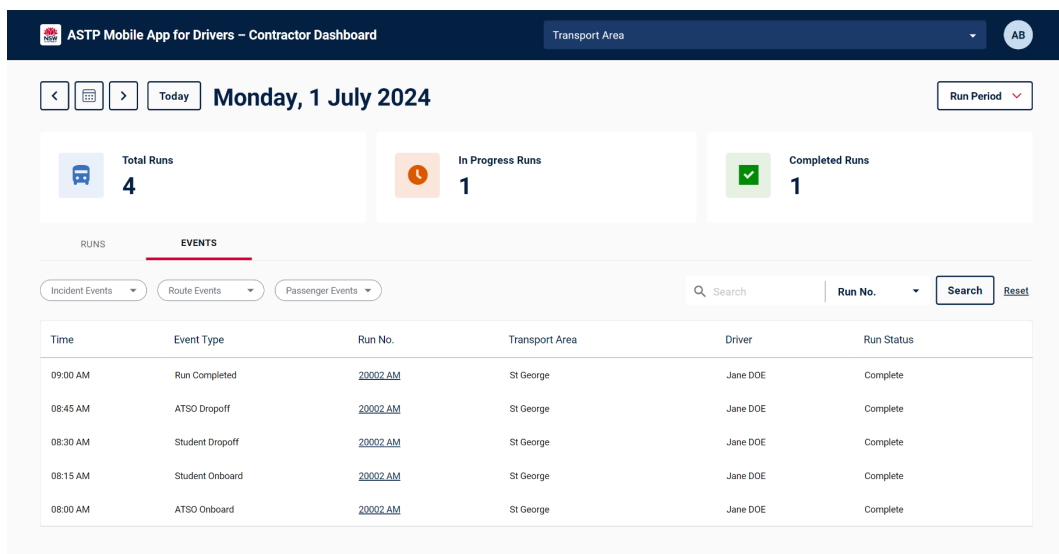
3. **RUNS tab:** This table displays separate rows for AM and PM runs, including key information such as Transport Area, Driver, Run Details, Run Progress, Notes and Run Status. Use the available filters to narrow down results. Click anywhere on a row to view the Run Details screen.


4. **EVENTS tab:** This table displays the actions performed by drivers while using the Mobile App. These actions have been categorised into Event Types such as:

    - **Incident Events** (E.g. Home Alone, Medical Emergency, Vehicle Incident)

    - **Route Events** (E.g. Change in Route, Traffic, Running Late)

    - **Passenger Events** (E.g. ATSO or Student Onboard/Dropoff/Absent)

5. **Run Details:** To view run specific information click anywhere on a table row to enter the Run Details screen.
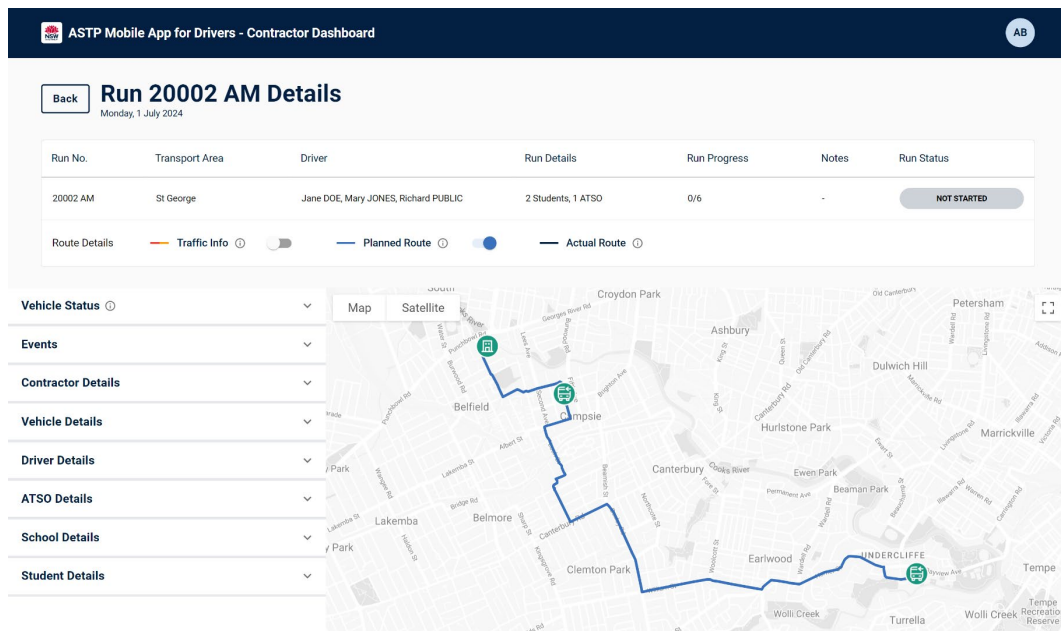

Key features of the Run Details page include:

- **Interactive Map:** Displays the Actual Route taken by the driver and all pickup and drop-off events performed, indicated by icons at their respective locations. The Planned Route can be turned on to see if the driver has taken an alternate journey as to the one set by the ASTP.

- **Vehicle Status:** The current or final state of the run.

- **Events:** A list of all the events logged by the driver for the run. Eg. Student or ATSO Onboard/Dropoff/Absent.

- **Contractor Details:** Your contact details.

- **Vehicle Details:** The specifics related to the vehicle registered to perform the run.

- **Driver Details:** The primary driver details linked to the run.

- **ATSO Details:** Contact details and students supported.

- **School Details:** A list of the schools (and school sections), together with contact details, that students are being dropped off and picked up from.

- **Student Details:** All the students attached to the run. The 'note' icon that appears to the right of a student name can be clicked to view all relevant information.
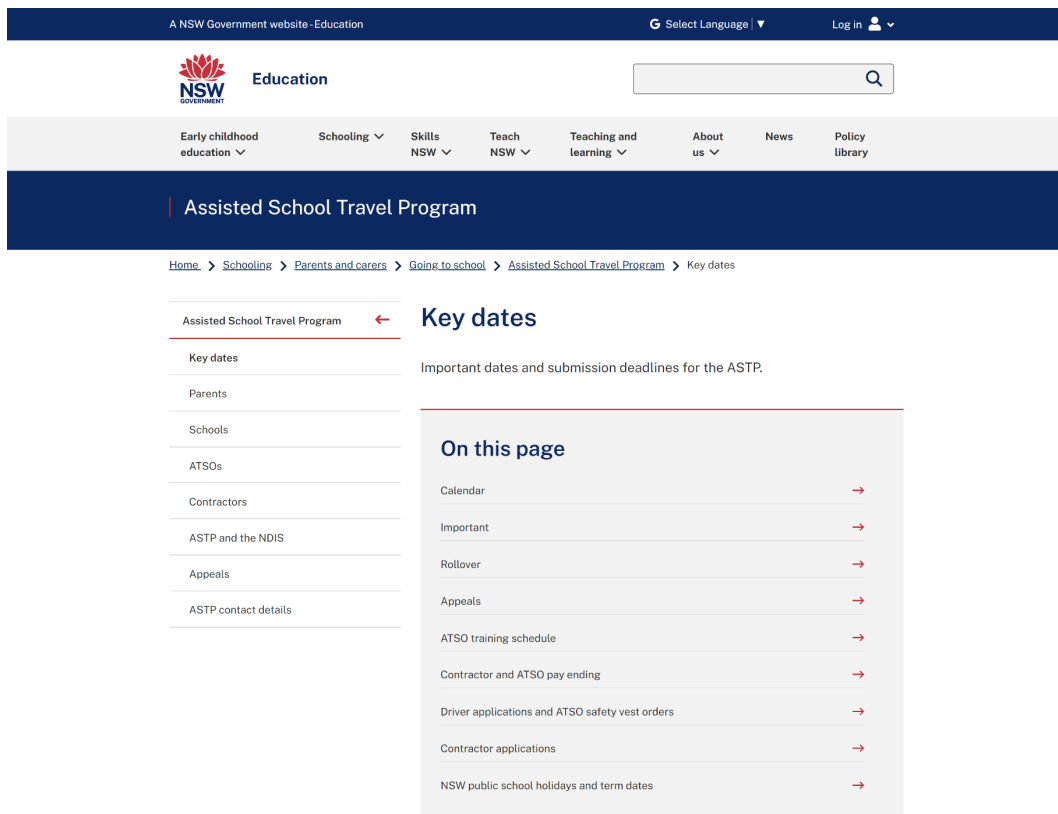
ASTP Key Dates

1. From the Dashboard or left side main menu, click **ASTP Key Dates**.
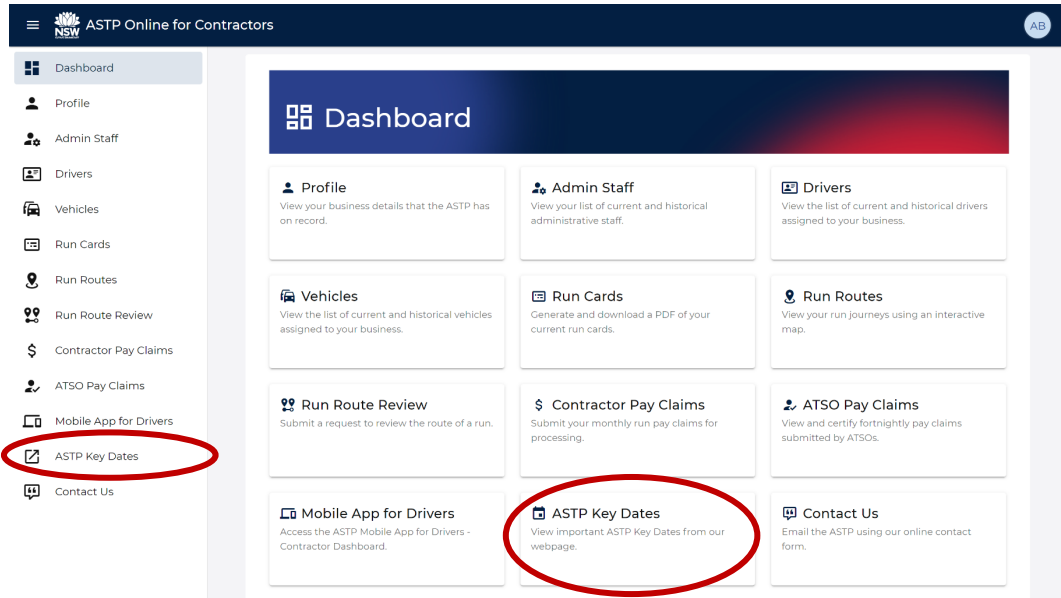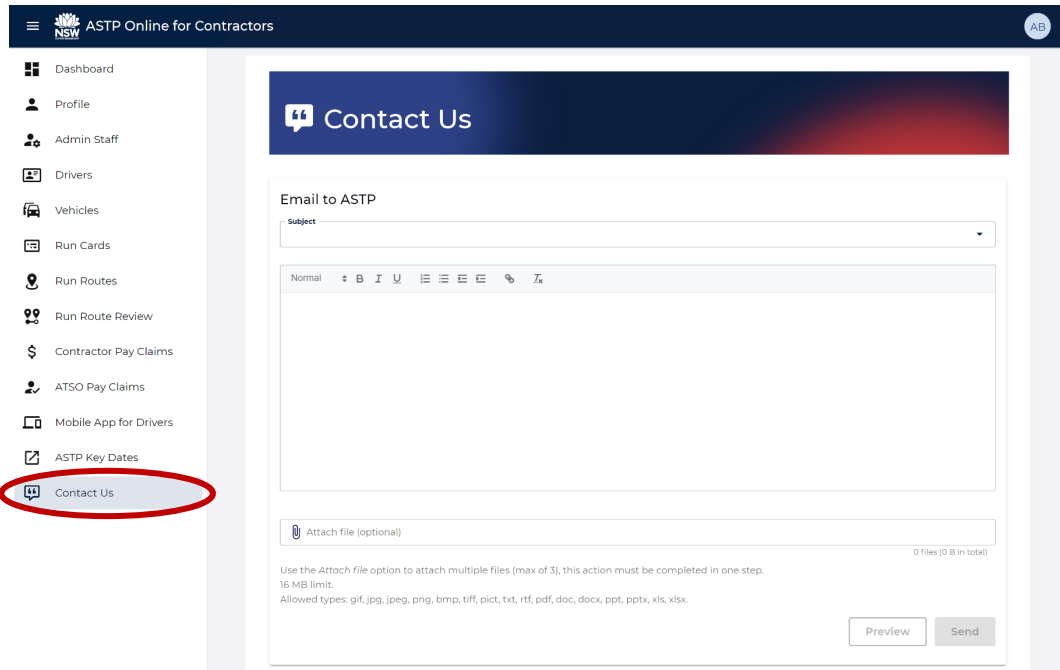

2. The ASTP Key Dates webpage will open on a new tab or window depending on your internet browser settings.

Contact Us

1. From the Dashboard or left side main menu, click **Contact Us**.

2. Select a **Subject** from the dropdown that closest resembles your enquiry.

3. Enter your enquiry within the textbox.

4. Optionally, **Attach file(s)** relevant to your enquiry.

5. Optionally, click the **Preview** button to review your enquiry before sending.

6. Once your enquiry details are completed, click the **Send** button.

7. A green **Email sent** alert will confirm your email has been sent successfully.

Technical support: If you are unable to log into ASTP Contractor Online or experience issues with the Contact Us online form, please visit our technical support page.