

# ASTP Online for Contractors user guide

## Contents

Australian Government Digital Identity System	2
Using Digital Identity and RAM to access ASTP Online	2
Set up your myGovID	2
Linking your myGovID to an ABN using RAM	3
Accessing ASTP Online	4
Dashboard and Main Menu	5
Profile	6
Admin Staff	7
Drivers	8
Vehicles	10
Run Cards	11
Run Routes	13
Run Route Review	14
Contractor Pay Claims	16
ATSO Pay Claims	20
ASTP Mobile App for Drivers – Contractor Dashboard	22
ASTP Key Dates	25
Contact Us	26

# 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



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 your 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:

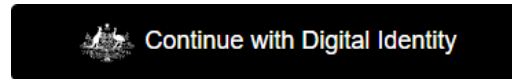
- protects your business, ensuring only you and authorised users can access government online services and transact for the business
- gives greater assurance and visibility over who is transacting for your business, enabling you to remove or modify an authorisation at any time
- protects your identity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

## Help and support

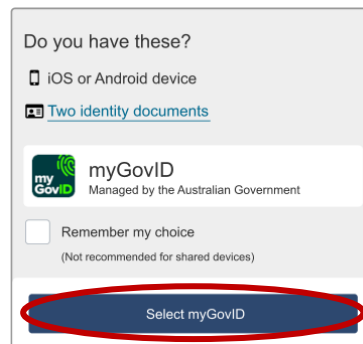
- For myGovID, visit the [myGovID help webpage](#).
- For RAM, visit the [RAM help webpage](#).

## Accessing ASTP Online

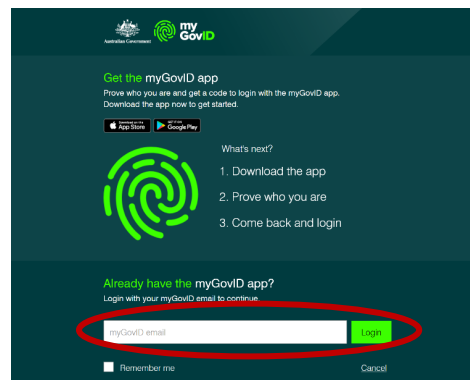
1. To access ASTP Online, simply press the 'Continue with Digital Identity' button (as displayed below) on the [Accessing ASTP Online webpage](#).



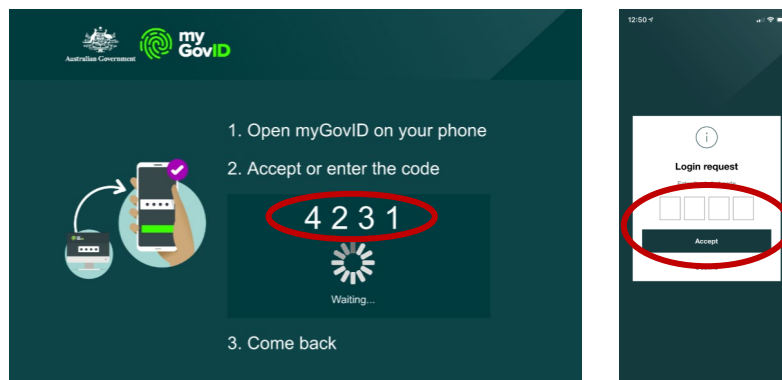
2. Select myGovID as your Digital Identity and provide consent to sharing the information outlined. myGovID is the Australian Government's Digital Identity app.



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.



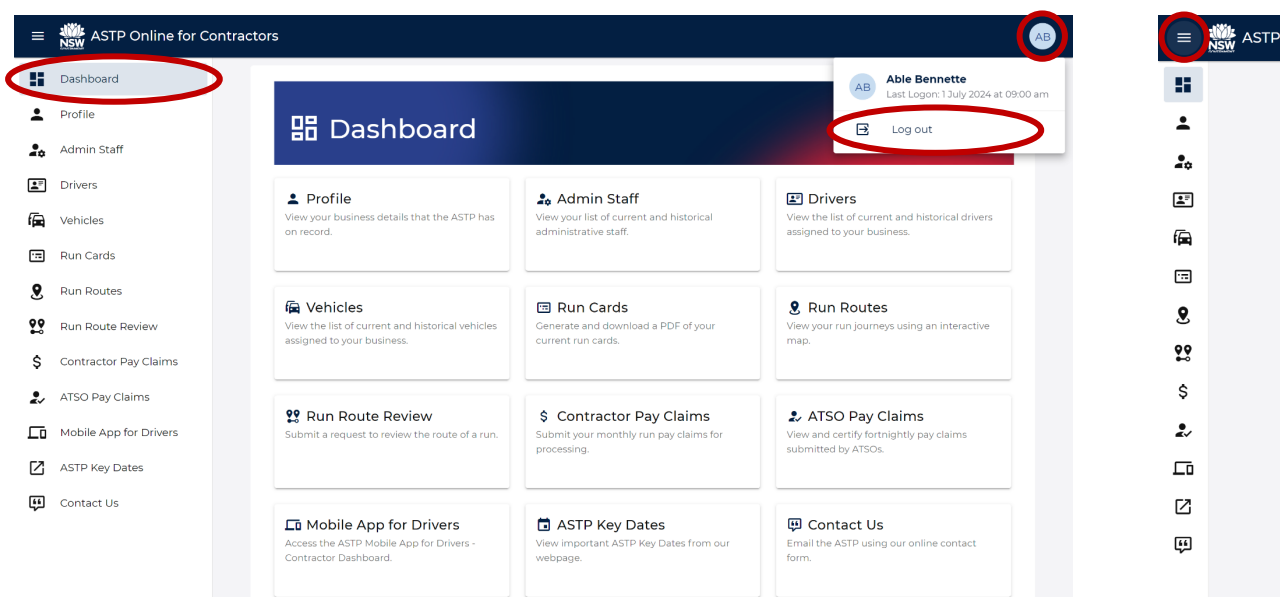
5. Once logged in, you will be directed to the ASTP Contractor Online dashboard.

## 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**.

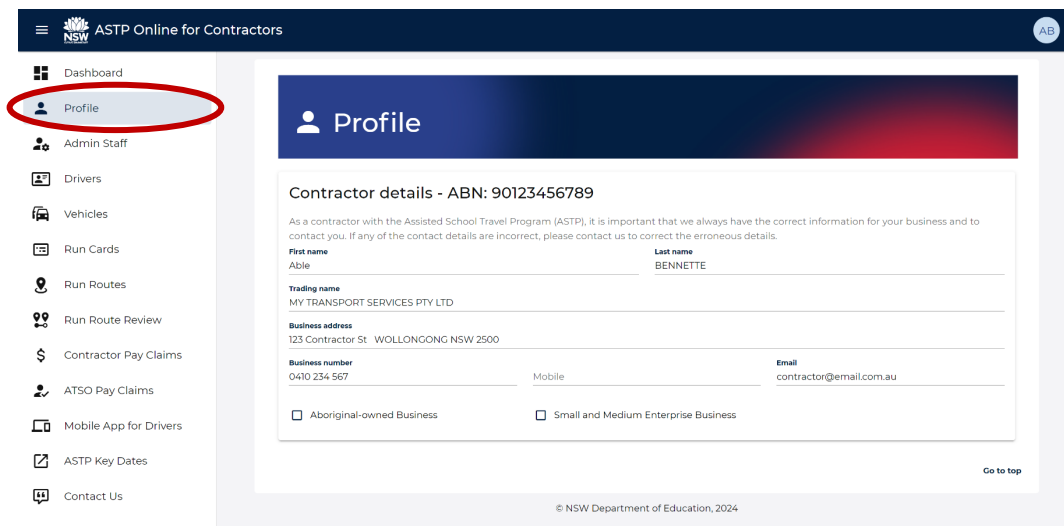


Summary of key activities available from the Dashboard and left side main menu:

- **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.



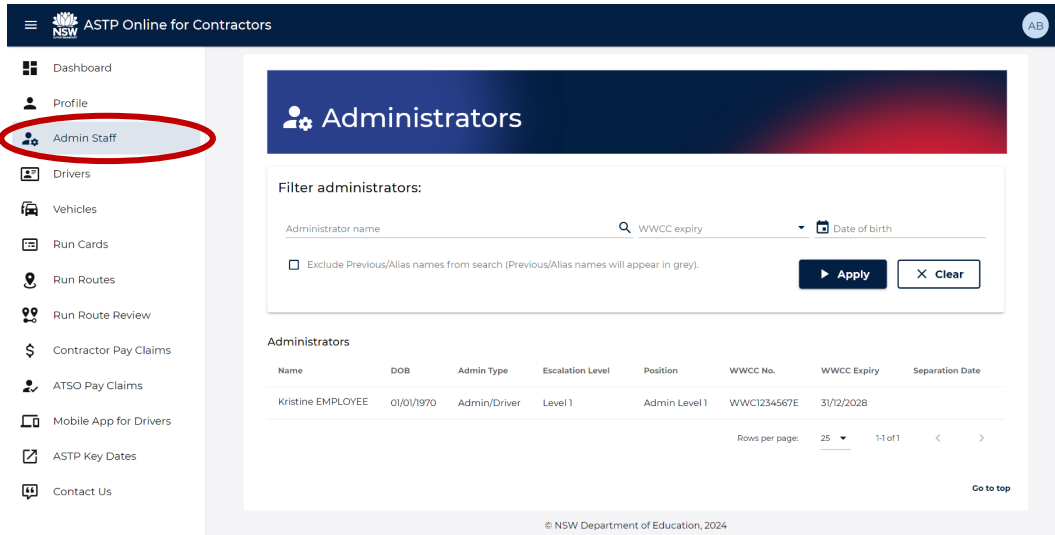
The screenshot shows the 'ASTP Online for Contractors' interface. On the left is a navigation menu with items: Dashboard, Profile (circled in red), Admin Staff, Drivers, Vehicles, Run Cards, Run Routes, Run Route Review, Contractor Pay Claims, ATSO Pay Claims, Mobile App for Drivers, ASTP Key Dates, and Contact Us. The main content area is titled 'Profile' and displays 'Contractor details - ABN: 90123456789'. A disclaimer states: 'As a contractor with the Assisted School Travel Program (ASTP), it is important that we always have the correct information for your business and to contact you. If any of the contact details are incorrect, please contact us to correct the erroneous details.' The details are as follows:

<b>First name</b>	<b>Last name</b>	
Able	BENNETTE	
<b>Trading name</b>		
MY TRANSPORT SERVICES PTY LTD		
<b>Business address</b>		
123 Contractor St. WOLLONGONG NSW 2500		
<b>Business number</b>	<b>Mobile</b>	<b>Email</b>
0410 234 567		contractor@email.com.au

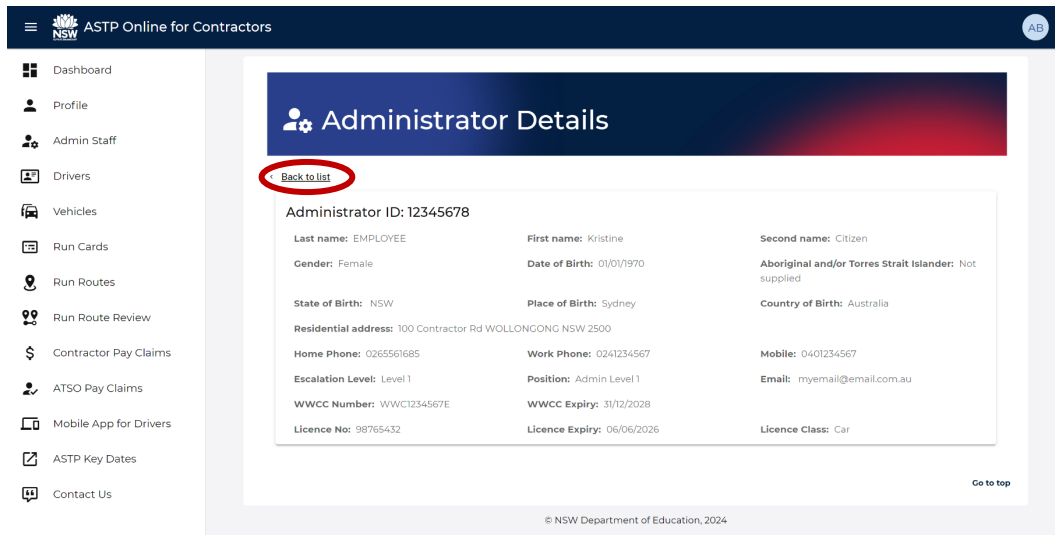
At the bottom, there are two checkboxes:  Aboriginal-owned Business and  Small and Medium Enterprise Business. A 'Go to top' link is located at the bottom right of the content area. The footer of the page reads '© NSW Department of Education, 2024'.

# Admin Staff

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



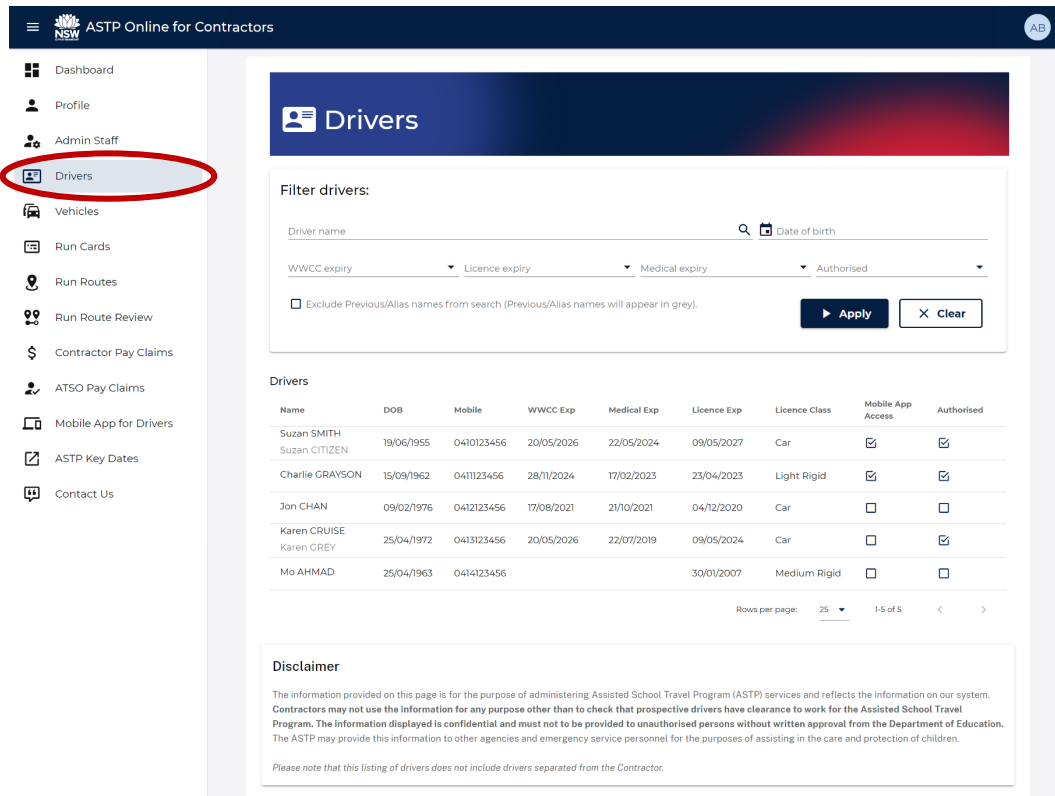
2. All administrative staff appear in the list or can be searched by using the available filters.
3. To see additional details, click anywhere on the row to view the **Administrative Staff Details** the ASTP has on record.



4. To return to the administrator list, click the **Back to list** button.

# Drivers

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



The screenshot shows the 'ASTP Online for Contractors' interface. On the left sidebar, the 'Drivers' menu item is highlighted with a red circle. The main content area is titled 'Drivers' and features a 'Filter drivers' section with search and filter options. Below this is a table of driver records.

Name	DOB	Mobile	WWCC Exp	Medical Exp	Licence Exp	Licence Class	Mobile App Access	Authorised
Suzan SMITH Suzan CITIZEN	19/06/1955	0410123456	20/05/2026	22/05/2024	09/05/2027	Car	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Charlie GRAYSON	15/09/1962	0411123456	28/11/2024	17/02/2023	23/04/2023	Light Rigid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Jon CHAN	09/02/1976	0412123456	17/08/2021	21/10/2021	04/12/2020	Car	<input type="checkbox"/>	<input type="checkbox"/>
Karen CRUISE Karen GREY	25/04/1972	0413123456	20/05/2026	22/07/2019	09/05/2024	Car	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mo AHMAD	25/04/1963	0414123456			30/01/2007	Medium Rigid	<input type="checkbox"/>	<input type="checkbox"/>

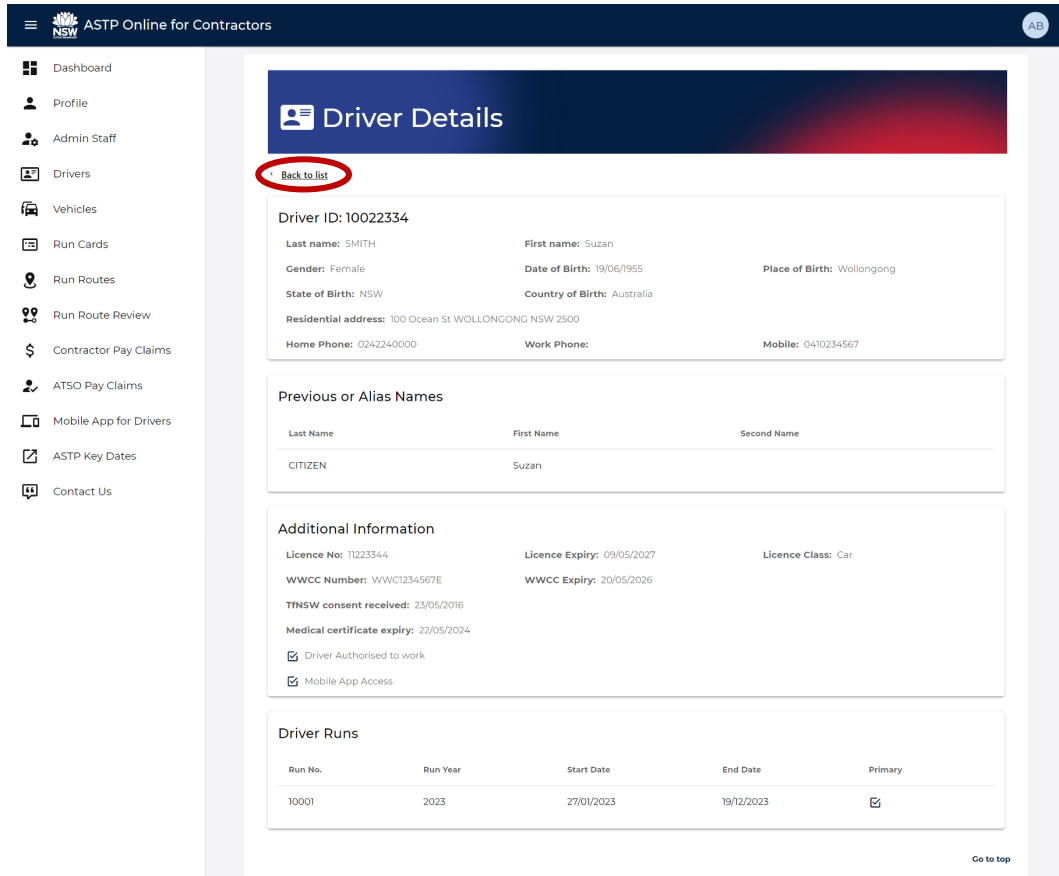
Rows per page: 25 | 1.5 of 5

**Disclaimer**  
The information provided on this page is for the purpose of administering Assisted School Travel Program (ASTP) services and reflects the information on our system. Contractors may not use the information for any purpose other than to check that prospective drivers have clearance to work for the Assisted School Travel Program. The information displayed is confidential and must not be provided to unauthorised persons without written approval from the Department of Education. The ASTP may provide this information to other agencies and emergency service personnel for the purposes of assisting in the care and protection of children.  
Please note that this listing of drivers does not include drivers separated from the Contractor.

- 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.
- 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 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> months starting from today's date.
  - 3-6 Months:** Will display drivers who have upcoming expiry's within the 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> months starting from today's date.
- Once your filters are set, click the **Apply** button to search.
- To reset and clear the search filters, click the **Clear** button.



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



ASTP Online for Contractors

- Dashboard
- Profile
- Admin Staff
- Drivers
- Vehicles
- Run Cards
- Run Routes
- Run Route Review
- Contractor Pay Claims
- ATSO Pay Claims
- Mobile App for Drivers
- ASTP Key Dates
- Contact Us

### Driver Details

[Back to list](#)

**Driver ID: 10022334**

Last name: SMITH      First name: Suzan  
Gender: Female      Date of Birth: 19/06/1955      Place of Birth: Wollongong  
State of Birth: NSW      Country of Birth: Australia  
Residential address: 100 Ocean St WOLLONGONG NSW 2500  
Home Phone: 0242240000      Work Phone:      Mobile: 0410234567

#### Previous or Alias Names

Last Name	First Name	Second Name
CITIZEN	Suzan	

#### Additional Information

Licence No: 11223344      Licence Expiry: 09/05/2027      Licence Class: Car  
WWCC Number: WWCC1234567E      WWCC Expiry: 20/05/2026  
TNSW consent received: 23/05/2016  
Medical certificate expiry: 22/05/2024

Driver Authorised to work  
 Mobile App Access

#### Driver Runs

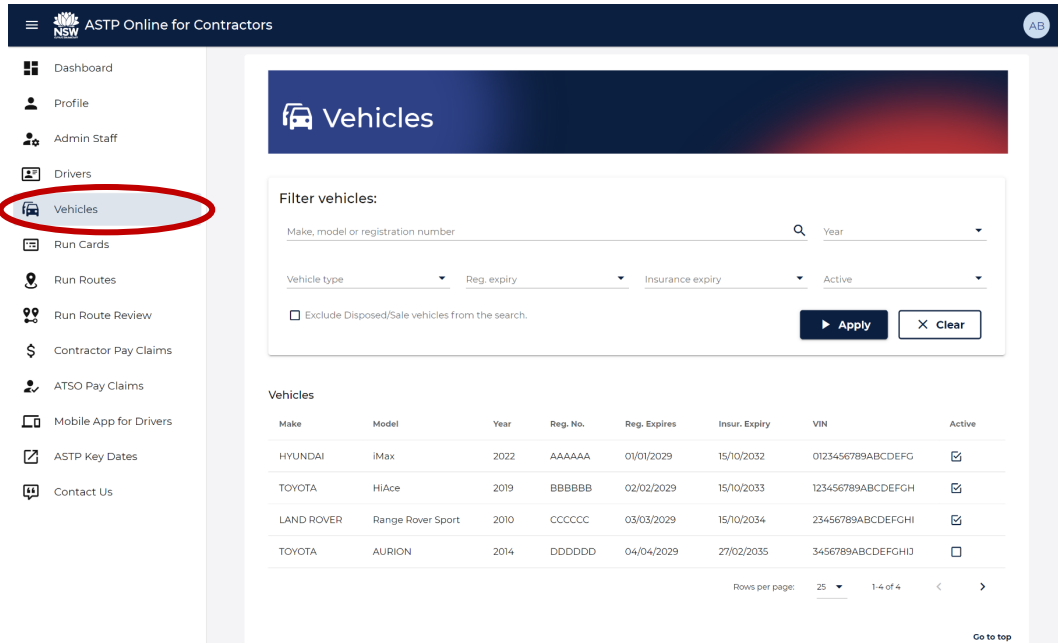
Run No.	Run Year	Start Date	End Date	Primary
10001	2023	27/01/2023	19/12/2023	<input checked="" type="checkbox"/>

Go to top

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

# Vehicles

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



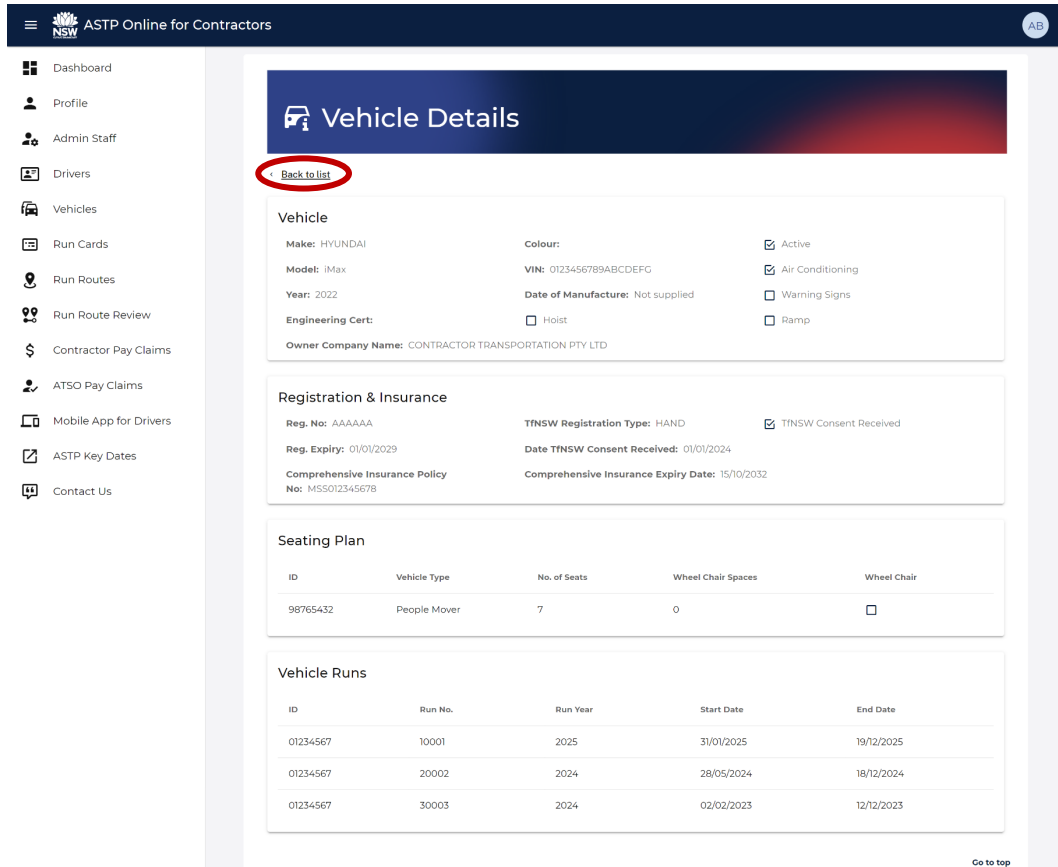
The screenshot shows the 'ASTP Online for Contractors' interface. The left sidebar menu includes: Dashboard, Profile, Admin Staff, Drivers, **Vehicles** (highlighted with a red circle), Run Cards, Run Routes, Run Route Review, Contractor Pay Claims, ATSO Pay Claims, Mobile App for Drivers, ASTP Key Dates, and Contact Us. The main content area is titled 'Vehicles' and features a 'Filter vehicles' section with a search bar for 'Make, model or registration number', a 'Year' dropdown, and filters for 'Vehicle type', 'Reg. expiry', 'Insurance expiry', and 'Active'. There is an 'Exclude Disposed/Sale vehicles from the search' checkbox and 'Apply' and 'Clear' buttons. Below the filters is a table of vehicles:

Make	Model	Year	Reg. No.	Reg. Expires	Insur. Expiry	VIN	Active
HYUNDAI	iMax	2022	AAAAAA	01/01/2029	15/10/2032	0123456789ABCDEF	<input checked="" type="checkbox"/>
TOYOTA	HiAce	2019	BBBBBB	02/02/2029	15/10/2033	123456789ABCDEF	<input checked="" type="checkbox"/>
LAND ROVER	Range Rover Sport	2010	CCCCC	03/03/2029	15/10/2034	23456789ABCDEF	<input checked="" type="checkbox"/>
TOYOTA	AURION	2014	DDDDDD	04/04/2029	27/02/2035	3456789ABCDEF	<input type="checkbox"/>

At the bottom of the table, there is a 'Rows per page' dropdown set to 25, and a '1-4 of 4' indicator with navigation arrows. A 'Go to top' link is located at the bottom right of the page.

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 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> months starting from today's date.
  - **3-6 Months:** Will display vehicles that have upcoming expiry's within the 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> 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.

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



The screenshot shows the 'Vehicle Details' page in the ASTP Online for Contractors system. The page has a dark blue header with the NSW logo and 'ASTP Online for Contractors' text. A sidebar on the left contains navigation links: Dashboard, Profile, Admin Staff, Drivers, Vehicles, Run Cards, Run Routes, Run Route Review, Contractor Pay Claims, ATSO Pay Claims, Mobile App for Drivers, ASTP Key Dates, and Contact Us. The main content area is titled 'Vehicle Details' and features a 'Back to list' button circled in red. Below this are three sections: 'Vehicle', 'Registration & Insurance', and 'Seating Plan'. The 'Vehicle' section lists details like Make (HYUNDAI), Model (iMax), Year (2022), VIN, and various options. The 'Registration & Insurance' section shows registration details and insurance policy information. The 'Seating Plan' section contains a table with columns for ID, Vehicle Type, No. of Seats, Wheel Chair Spaces, and Wheel Chair.

ID	Vehicle Type	No. of Seats	Wheel Chair Spaces	Wheel Chair
98765432	People Mover	7	0	<input type="checkbox"/>

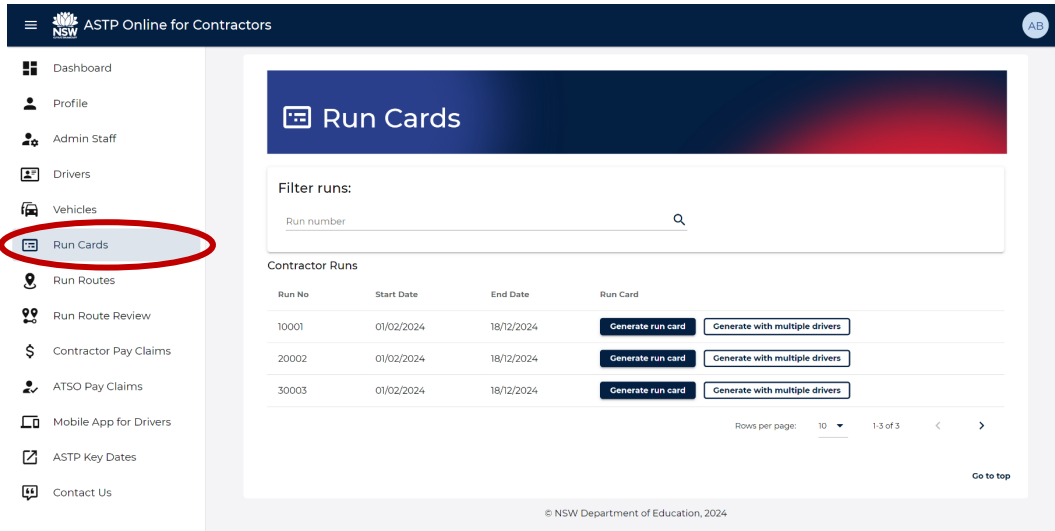
  

ID	Run No.	Run Year	Start Date	End Date
01234567	10001	2025	31/01/2025	19/12/2025
01234567	20002	2024	28/05/2024	18/12/2024
01234567	30003	2024	02/02/2023	12/12/2023

- 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.

SENSITIVE: PERSONAL



Assisted School Travel Program  
1300 338 278 (toll free)  
[operations.astp@det.nsw.edu.au](mailto:operations.astp@det.nsw.edu.au)

## Run Card (Run No 11111)

*Please be advised: This run card is valid from the date of issue below. Please securely destroy any previous run card you may have. The Assisted School Travel Program (ASTP) will advise you of any changes to this run by email, and daily monitoring of your email account is recommended. For additional information please contact the ASTP on 1300 338 278 or visit the website at <https://education.nsw.gov.au/astp>*

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<b>Operator Name :</b> Assisted School Travel Program	<b>Date :</b> 08/01/2017
<b>Operator Address :</b> Locked Bag 7009, WOLLONGONG EAST 2520	<b>Fax :</b> By Email
<b>Home Phone No :</b> 1300 338 278	<b>File No :</b> PROJ15/5512
<b>Work Phone :</b> 1300 338 278	<b>Vendor No :</b> 10100112000
<b>Email :</b> <a href="mailto:generalenquiries.astp@det.nsw.edu.au">generalenquiries.astp@det.nsw.edu.au</a>	

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<b>Vehicle:</b> Rego No: BB98BBF	<b>Make:</b> Toyota	<b>Model:</b> Commuter	<b>No. Seats:</b> 15	<b>W/C Spaces:</b> 0	<b>Hoist:</b> N	<b>Ramp:</b> N
<b>Pay Rate:</b> People mover	<b>Type:</b> MiniBus	<b>Start Date:</b> 28/01/17	<b>End Date:</b> 16/12/17			

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<b>Driver:</b> Name: Bob M	<b>Address:</b> 60 Town Cr FORESTVILLE 2087	<b>Phone No:</b> 1300 338 278	<b>Mobile No:</b> 1300 338 278
<b>ATSO:</b> Name: Garry P	<b>Address:</b> 100 Carefree St DEE WHY 2099	<b>Phone No:</b> 1300 338 278	<b>Mobile No:</b> 1300 338 278

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<b>School Details:</b> Assisted School Travel School	<b>Address:</b> Locked Bag 7009 WOLLONGONG EAST 2520	<b>Phone No:</b> 1300 338 278	<b>Fax No:</b> 1300 338 278
<b>Email Address:</b> <a href="mailto:generalenquiries.astp@det.nsw.edu.au">generalenquiries.astp@det.nsw.edu.au</a>	<b>School Code:</b> 0000		
<b>School open/close times:</b> MON:08:25/15:27 TUE:08:25/15:27 WED:08:25/15:27 THU:08:25/15:27 FRI:08:25/15:27	<b>SEA:</b> Northern Beaches		

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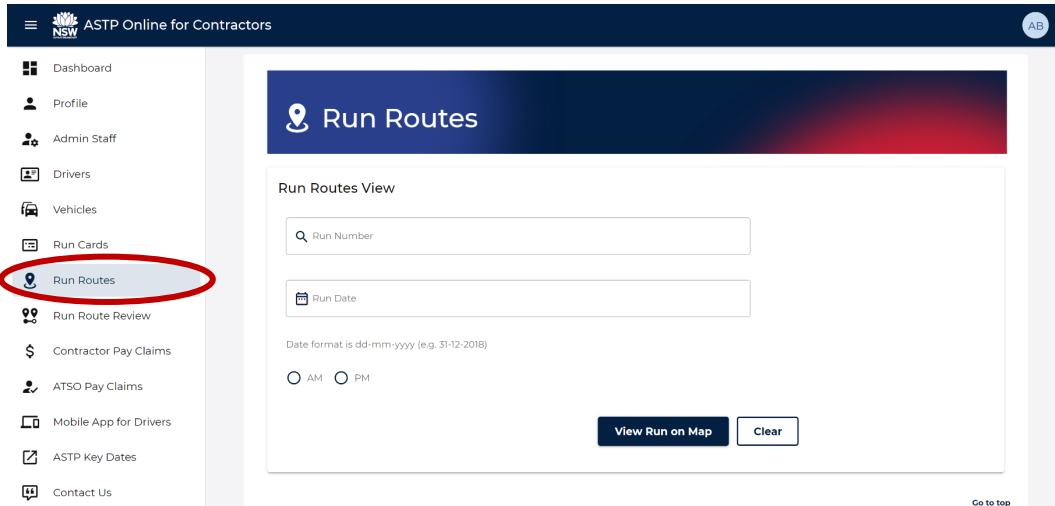
TRANSPORT REQUIRED:		30/Jan/2017		to		02/Jun/2017											
Student Name	Address	Phones	Transport Requirements	Mo	Tu	We	Th	Fr	Car Seat	WC	ATSO	Respite	D.O.B	File No-ID			
Jessie E	Locked bag 7009 NORTH RYDE 2300	1300 338 278		Full	Full	Full	Full	Full	N	-	B	N	08/08/00	Sch12/1222-1112			
John S	Locked bag 7009 BILGOLA PLATEAU 2200	1300 338 278		-	-	-	-	Full	N	-	-	N	01/12/15	Sch12/1223-1113			
Steph S	Locked bag 7009 GREENACRE 2100	1300 338 278		-	-	-	-	Full	N	-	-	N	17/12/88	Sch12/1224-1114			

**Privacy Notice:** The information provided on the Student Transport Run Card is for the purpose of administering ASTP services. This information will also be provided to the student's school, other schools whose students use the same transport run, Roads and Maritime Services, emergency service personnel, and the Department of Family and Community Services for the purposes of assisting in the care and protection of children. The information on this form is confidential and must not be provided to unauthorised persons without written approval from the Department of Education. The driver shall not, without the prior written consent of the Director, Assisted School Travel Program, release personal information, or provide any statement, in respect of any student. Personal information of students will be held by the ASTP and may be corrected by schools completing a variation form.

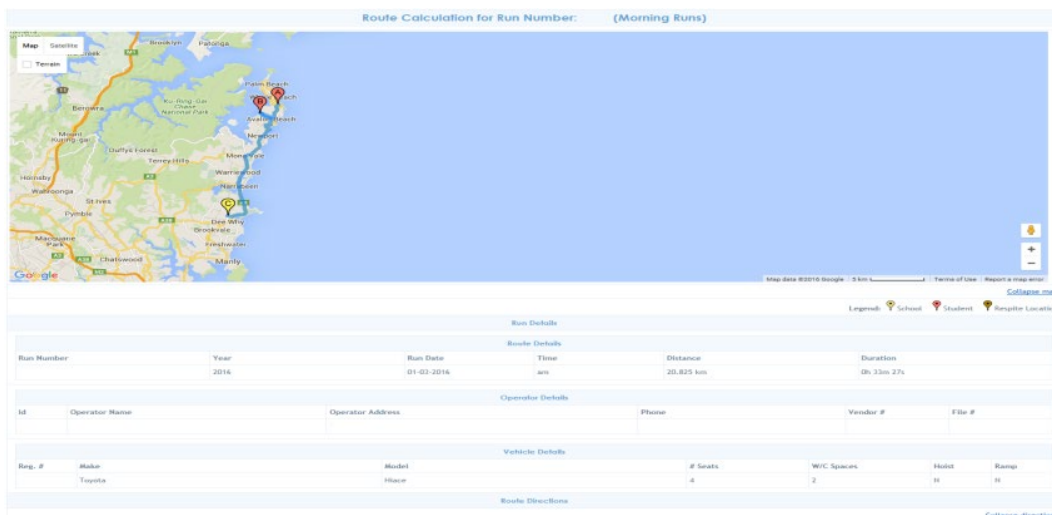
Page 1 of 1

# Run Routes

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



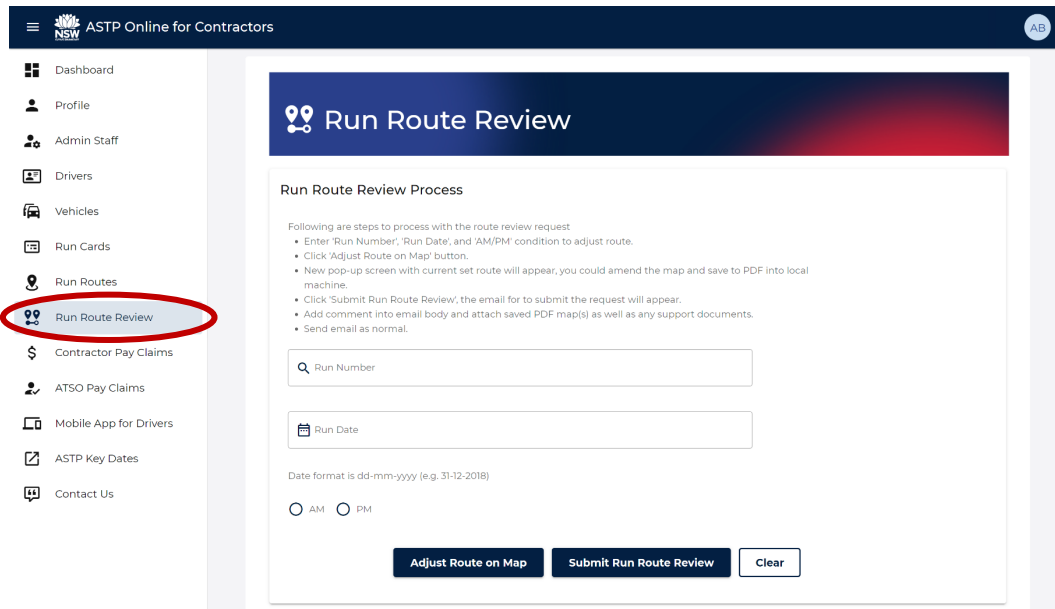
2. Enter the **Run Number** you wish to view.
3. Enter the **Run Date** using the format dd-mm-yyyy (e.g. 20-12-2020), or you can use the pop-out calendar that appears as soon as you click on the Run Date.
4. Select the **AM** or **PM** option to display the relevant map.
5. Click the **View Run on Map** button to display the map.
6. A new window will open with the current set route.



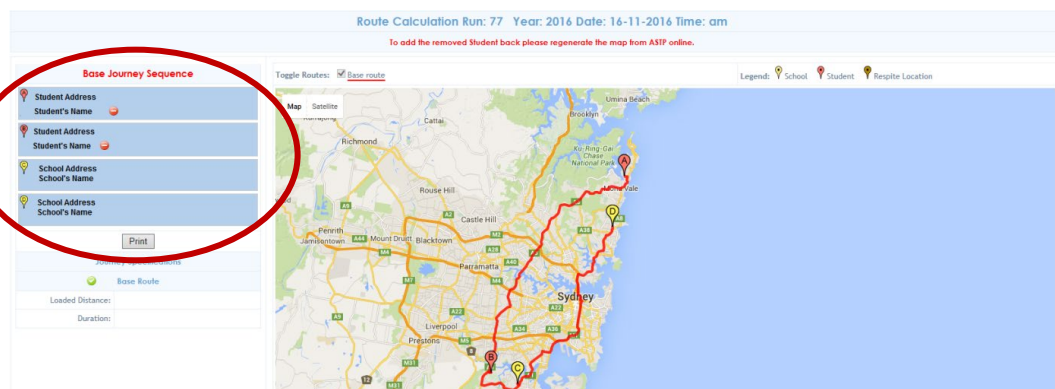
**Note:** Once the page has loaded, you can print and/or save to PDF.

# Run Route Review

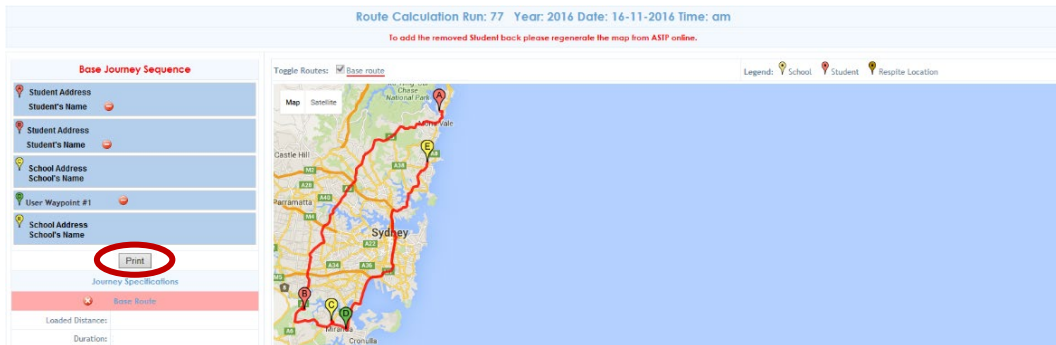
1. From the Dashboard or left side main menu, click **Run Route Review**.



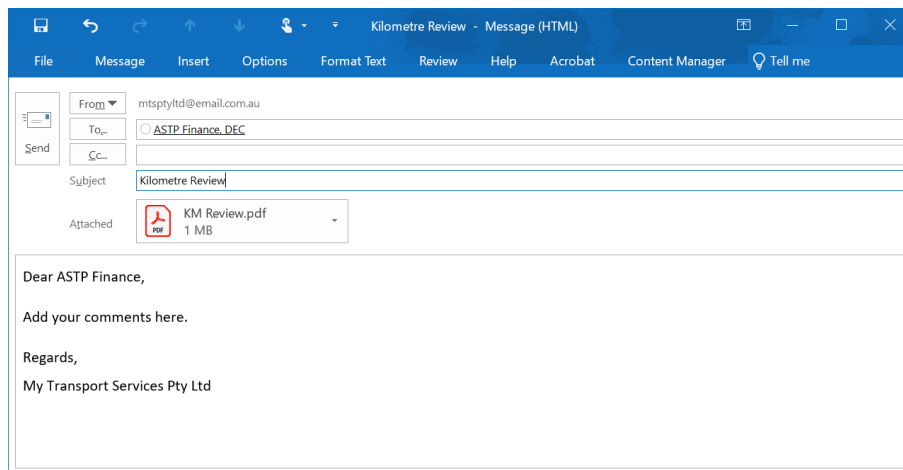
2. Enter the **Run Number** you wish to view.
3. Enter the **Run Date** using the format dd-mm-yyyy (e.g. 20-12-2020), or you can use the pop-out calendar that appears as soon as you click on the Run Date field.
4. Select the **AM** or **PM** option to display the relevant map.
5. Click the **Adjust 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.



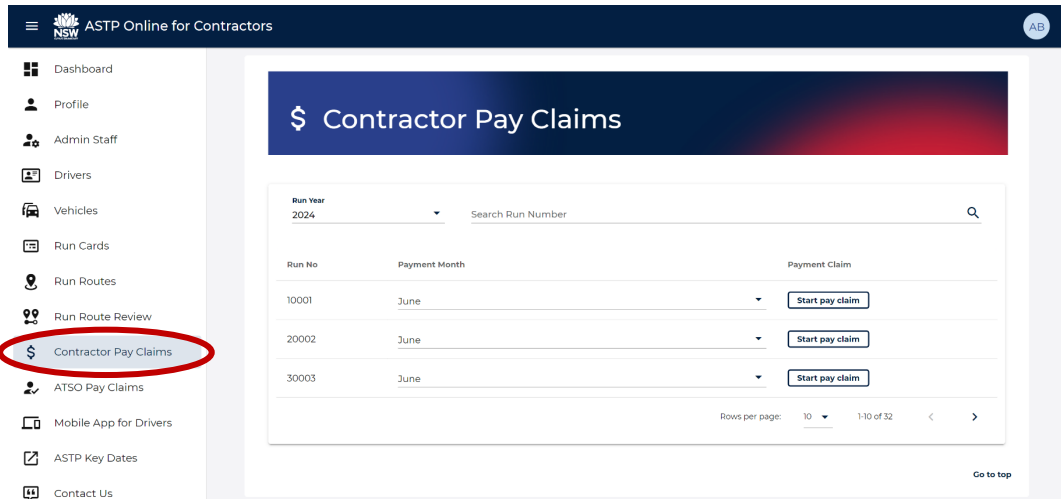
8. Once you have adjusted the map as desired, click the **Print** button and save a copy as a PDF to your computer.
9. Return back to the main **Run Route Review** page and click the **Submit Run Route Review** button which will automatically open an email using your details email client.
10. Add your 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](mailto:finance.astp@det.nsw.edu.au).



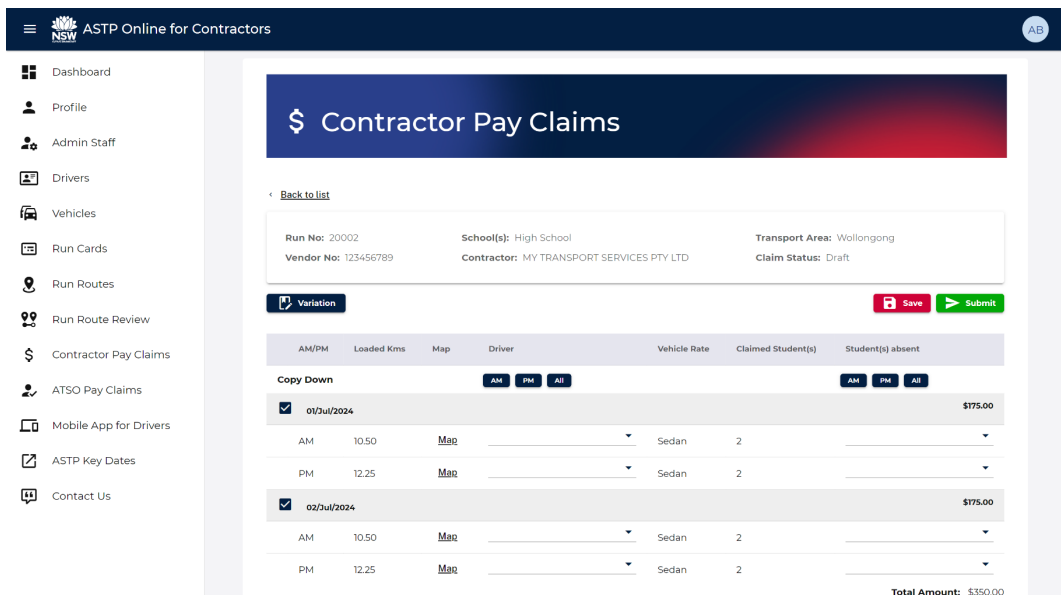
# Contractor Pay Claims

**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.

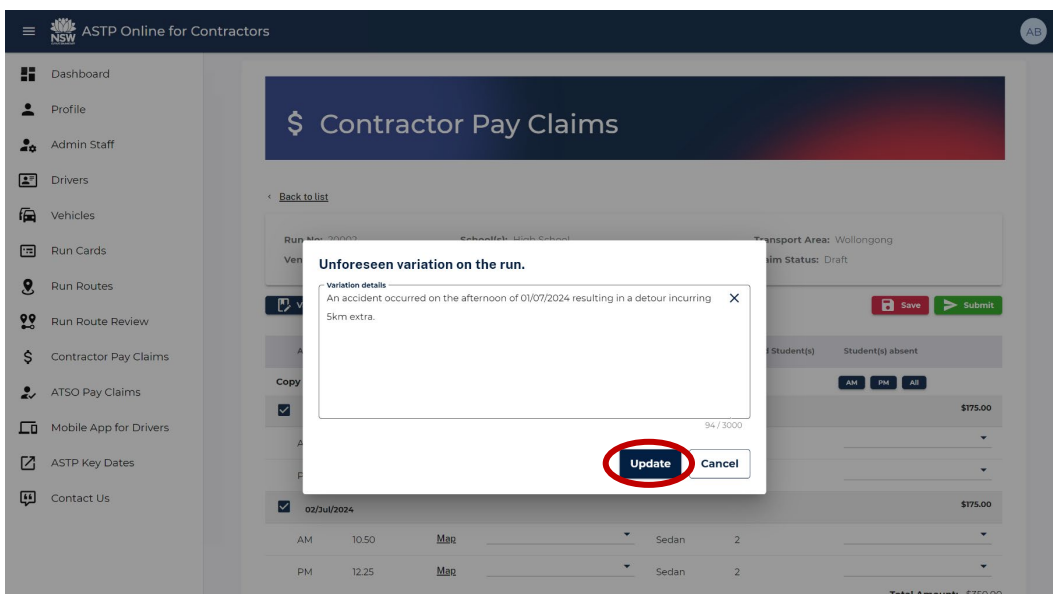
6. To quickly populate the same ATSO(s) on run, Driver or Student(s) absent throughout the month, use the **Copy Down** buttons. Simply complete the first day's AM row and choose to copy down the AM, PM, or ALL where required.



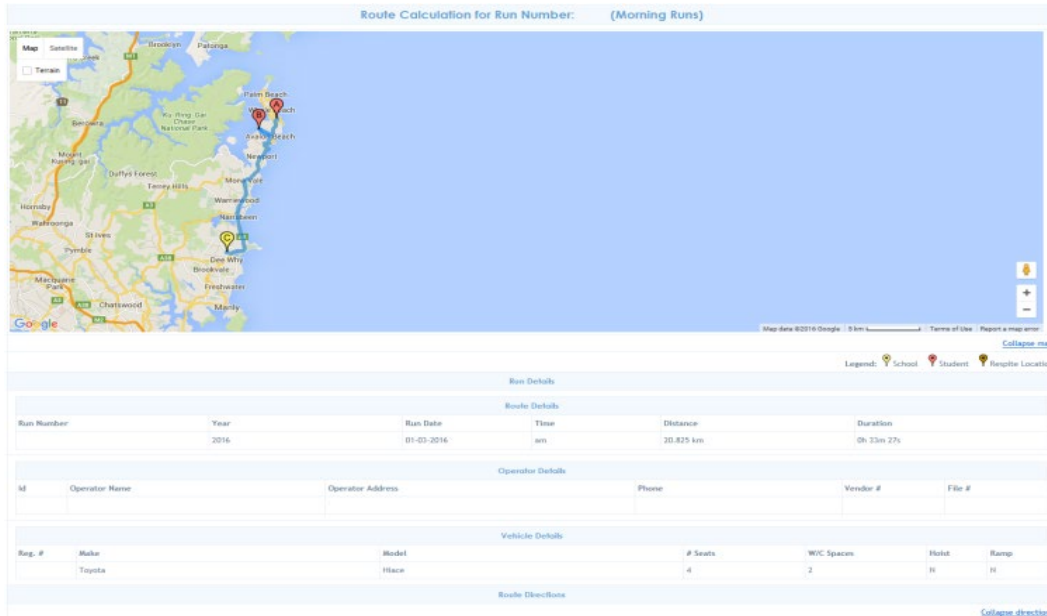
7. If there was no transport for a particular day, simply uncheck the box to the left of the day/date. This will remove all data for that day to indicate no transport was required.



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.

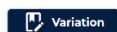


To review the run's loaded kilometres, click on the **Map** link for the relevant AM or PM run you wish to view. A new page will open displaying an interactive map and details for the journey. Optionally, you are able to print and/or save this page to a PDF for your records.

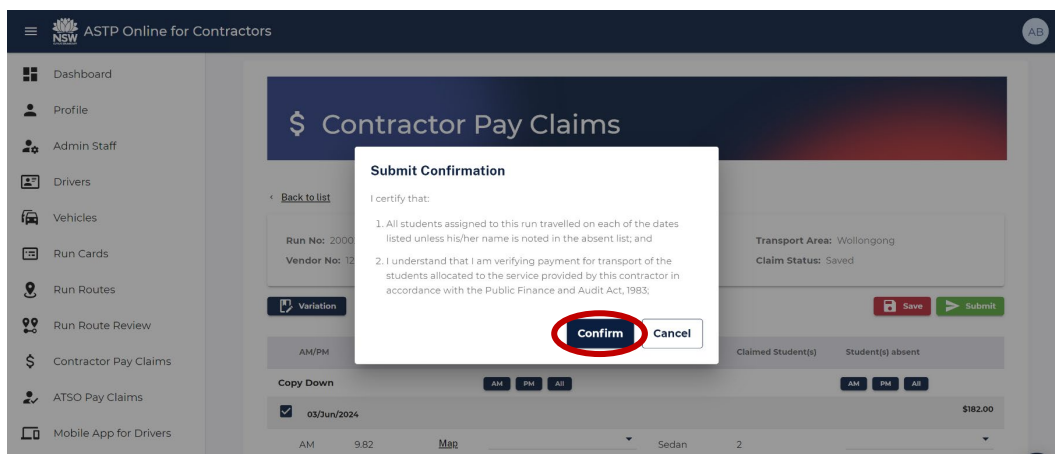


- Before submitting your pay claim, please check that all information has been entered correctly. Optionally, you are able to print and/or save the page as a PDF.

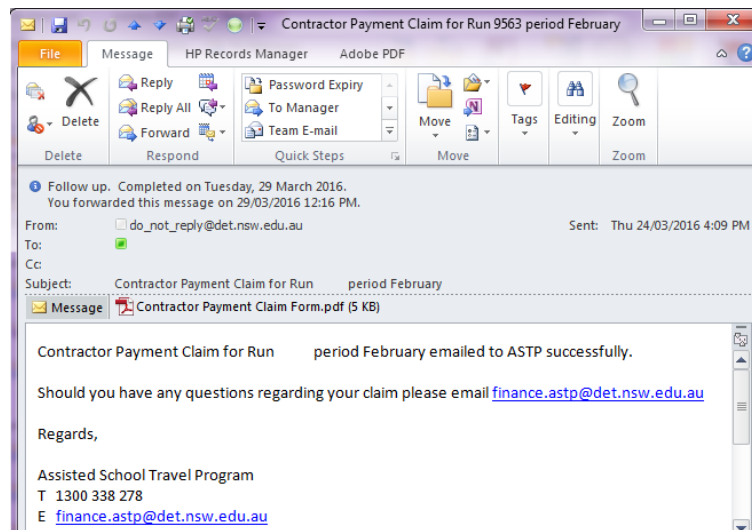
**TIP:** If you are not ready to submit the pay claim but don't want to lose your progress, click the **Save** button. To resume your pay claim, follow the steps again to locate the run's pay claim and continue on from your last save.



- 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.



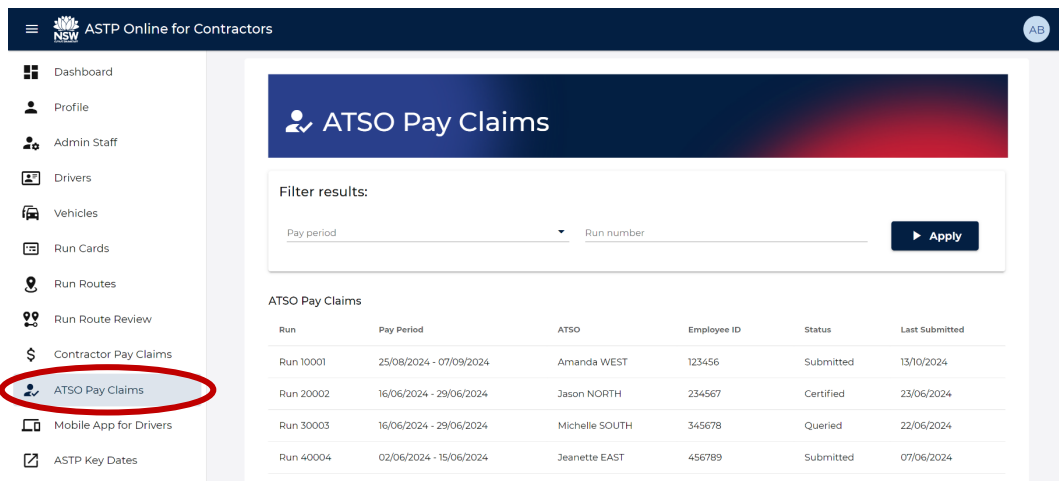
11. You will receive a receipt email confirmation to your nominated email address along with a PDF copy of your payment claim.



# ATSO Pay Claims

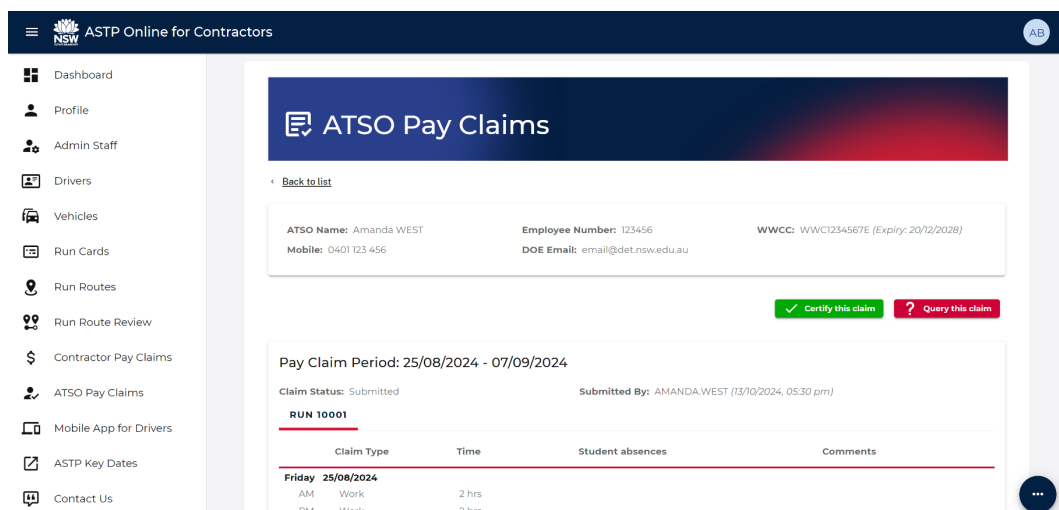
**IMPORTANT:** ATSOs are paid fortnightly with the pay fortnight finishing on a Wednesday. For ATSOs to be paid the following week, they must submit their pay claim online by Wednesday midnight (of the pay period end). Once submitted, ATSO pay claims will be available for the contractor to review and certify. Contractors are requested to complete certification of 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**.



Run	Pay Period	ATSO	Employee ID	Status	Last Submitted
Run 10001	25/08/2024 - 07/09/2024	Amanda WEST	123456	Submitted	13/10/2024
Run 20002	16/06/2024 - 29/06/2024	Jason NORTH	234567	Certified	23/06/2024
Run 30003	16/06/2024 - 29/06/2024	Michelle SOUTH	345678	Queried	22/06/2024
Run 40004	02/06/2024 - 15/06/2024	Jeanette EAST	456789	Submitted	07/06/2024

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.



ATSO Name: Amanda WEST Employee Number: 123456 WWCC: WWCC1234567E (Expiry: 20/12/2028)  
Mobile: 0401 123 456 DOE Email: email@det.nsw.edu.au

[Certify this claim](#) [Query this claim](#)

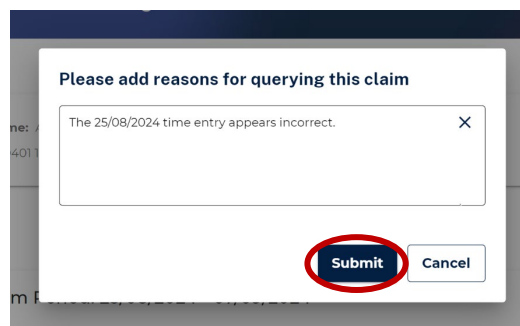
Pay Claim Period: 25/08/2024 - 07/09/2024  
Claim Status: Submitted Submitted By: AMANDA.WEST (13/10/2024, 05:30 pm)

Claim Type	Time	Student absences	Comments
Friday 25/08/2024	AM Work 2 hrs		
	PM Work 2 hrs		

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:

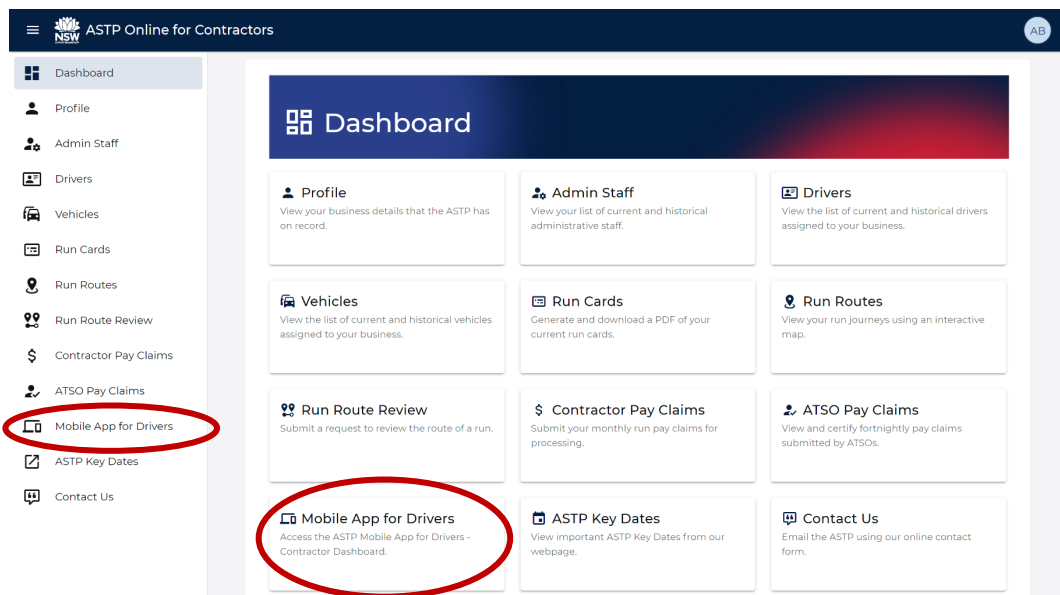
- **Run Status:** Queried
- **Queried By:** Name and date/time of submission
- **Reasons for query:** Description of supplied query

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

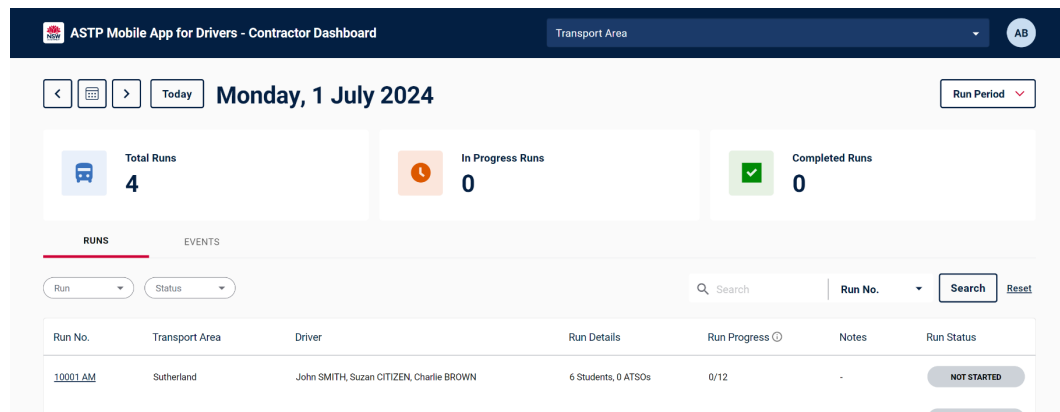
The ASTP Mobile App for Drivers - Contractor Dashboard allows contractors to view the activity completed by their drivers using the Mobile App.

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

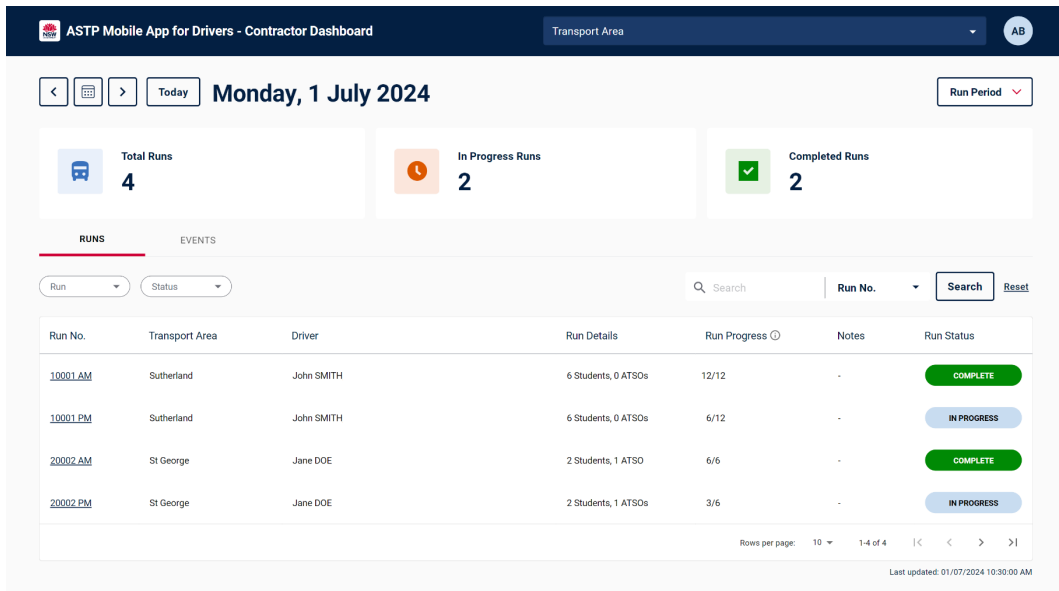


2. The initial landing page displays a count of your Total, In Progress and Completed Runs for the current day, with a summary of **Runs** and **Events**. To view historic run data, use the calendar and arrow navigation buttons next to the date at the top-left of the page.

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.

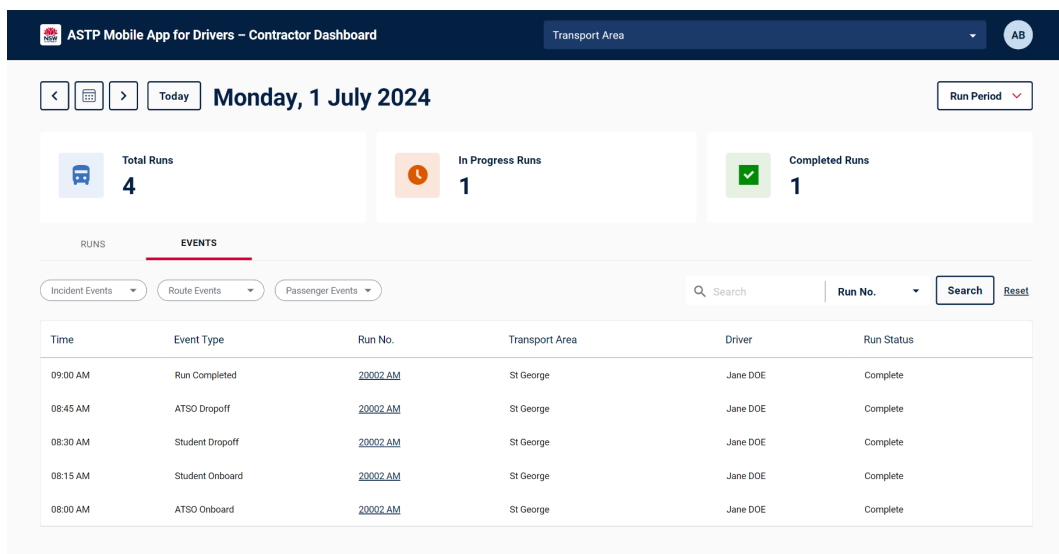


3. **RUNS tab:** This table displays separate rows for AM and PM runs, including key information such as Transport Area, Driver, Run Details, Run Progress, Notes and Run Status. Use the available filters to narrow down results. Click anywhere on a row to view the Run Details screen.



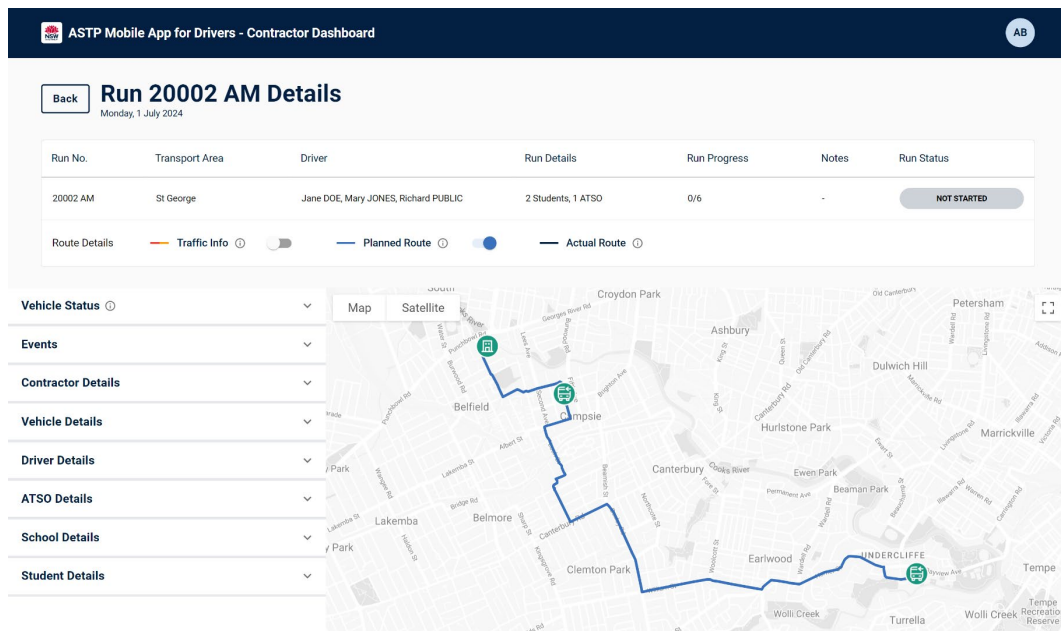
Run No.	Transport Area	Driver	Run Details	Run Progress	Notes	Run Status
<a href="#">10001 AM</a>	Sutherland	John SMITH	6 Students, 0 ATSOs	12/12	-	COMPLETE
<a href="#">10001 PM</a>	Sutherland	John SMITH	6 Students, 0 ATSOs	6/12	-	IN PROGRESS
<a href="#">20002 AM</a>	St George	Jane DOE	2 Students, 1 ATSO	6/6	-	COMPLETE
<a href="#">20002 PM</a>	St George	Jane DOE	2 Students, 1 ATSOs	3/6	-	IN PROGRESS

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)



Time	Event Type	Run No.	Transport Area	Driver	Run Status
09:00 AM	Run Completed	<a href="#">20002 AM</a>	St George	Jane DOE	Complete
08:45 AM	ATSO Dropoff	<a href="#">20002 AM</a>	St George	Jane DOE	Complete
08:30 AM	Student Dropoff	<a href="#">20002 AM</a>	St George	Jane DOE	Complete
08:15 AM	Student Onboard	<a href="#">20002 AM</a>	St George	Jane DOE	Complete
08:00 AM	ATSO Onboard	<a href="#">20002 AM</a>	St George	Jane DOE	Complete

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



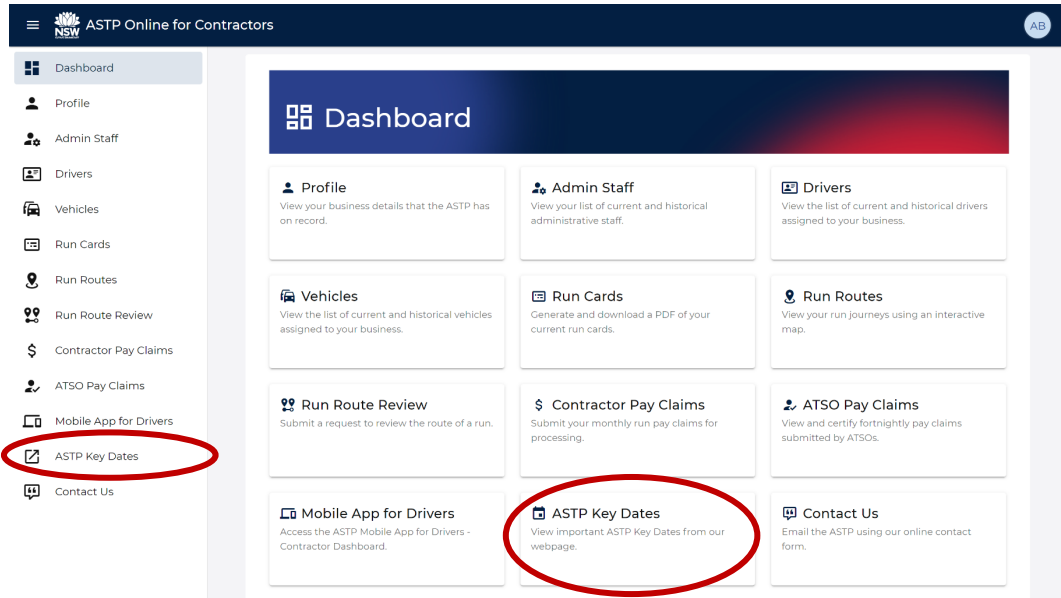
Key features of the Run Details page include:

- **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.

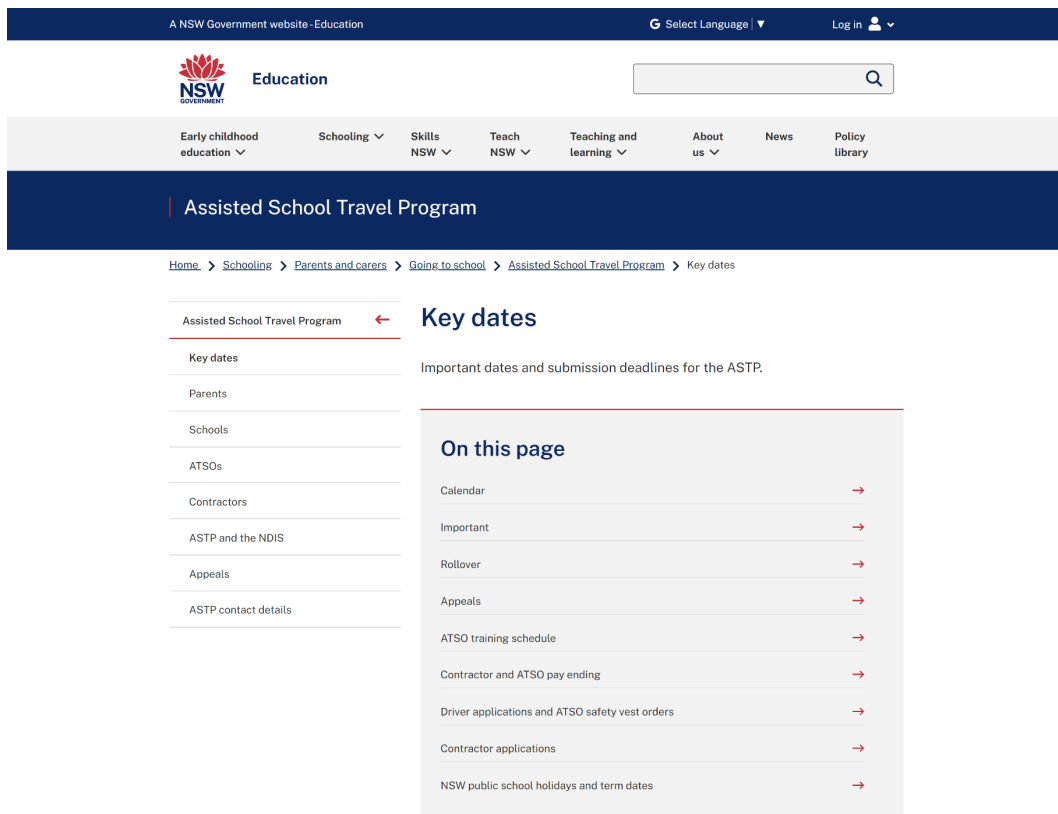


# ASTP Key Dates

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

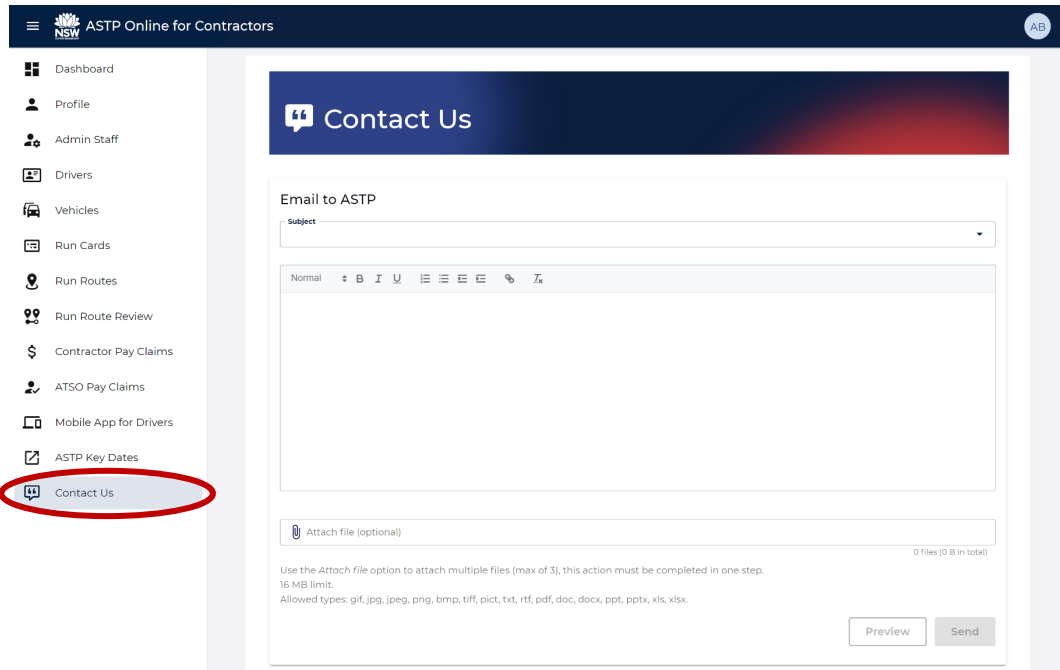


2. The ASTP Key Dates webpage will open on a new tab or window depending on your internet browser settings.



# Contact Us

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



The screenshot shows the 'ASTP Online for Contractors' interface. On the left, a navigation menu lists various options, with 'Contact Us' at the bottom highlighted by a red circle. The main content area is titled 'Contact Us' and contains an 'Email to ASTP' form. The form includes a 'Subject' dropdown menu, a rich text editor with a toolbar (Normal, Bold, Italic, Underline, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink), an 'Attach file (optional)' button, and 'Preview' and 'Send' buttons. Below the attach file button, there is a note: 'Use the Attach file option to attach multiple files (max of 3), this action must be completed in one step. 16 MB limit. Allowed types: gif, jpg, jpeg, png, bmp, tiff, pict, txt, rtf, pdf, doc, docx, ppt, pptx, xls, xlsx.'

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](#).