

ASTP Online for Contractors user guide

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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:

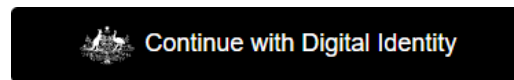
- protects your business, ensuring only you and authorised users can access government online services and transact for the business
- gives greater assurance and visibility over who is transacting for your business, enabling you to remove or modify an authorisation at any time
- protects your identity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

Help and support

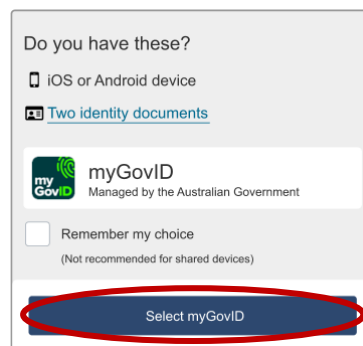
- For myGovID, visit the [myGovID help webpage](#).
- For RAM, visit the [RAM help webpage](#).

Accessing ASTP Online

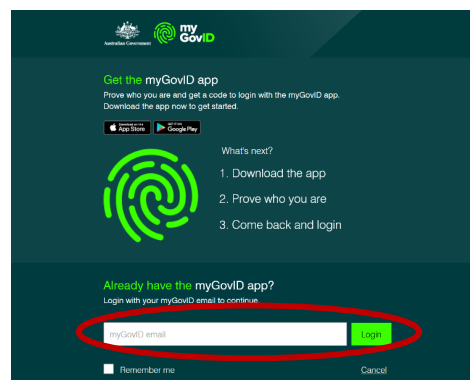
1. To access ASTP Online, simply press the 'Continue with Digital Identity' button (as displayed below) on the [Accessing ASTP Online webpage](#).



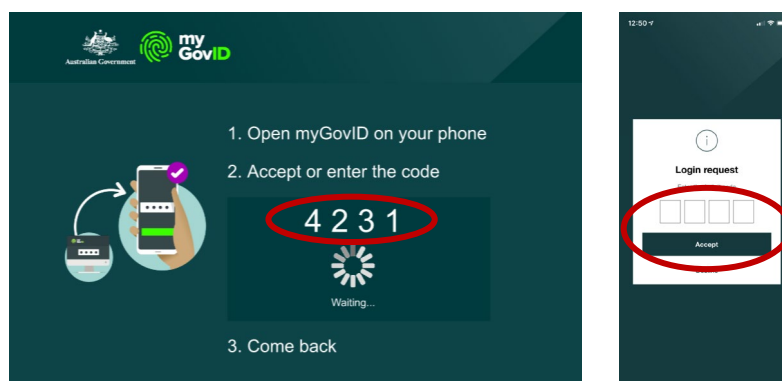
2. Select myGovID as your Digital Identity and provide consent to sharing the information outlined. myGovID is the Australian Government's Digital Identity app.



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.

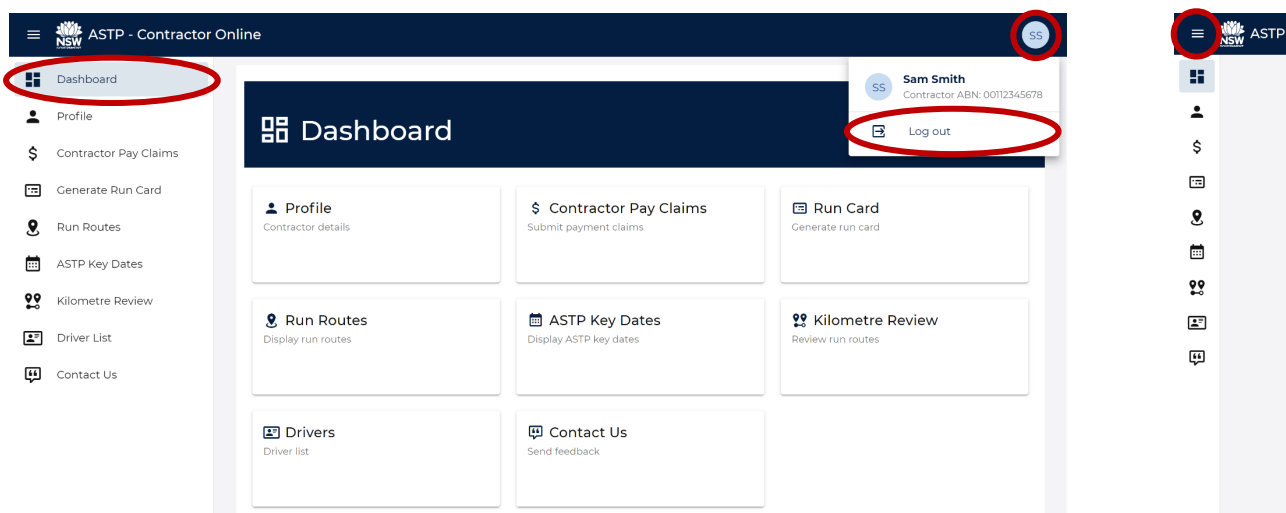
Dashboard and Main Menu

The dashboard is the home page for ASTP Contractor Online, 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**.

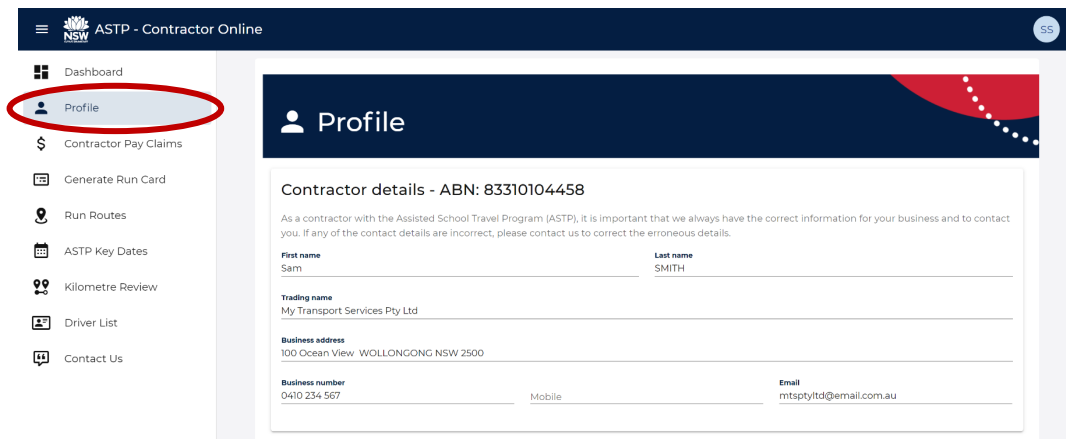


Summary of key activities available from the Dashboard and left side main menu:

- **Profile** – Displays your contractor details the ASTP has on file.
- **Contractor Pay Claims** – To submit monthly pay claims for your runs.
- **Generate Run Card** – To download and/or print your run cards.
- **Run Routes** – To view runs using an interactive map and detailed journey details.
- **ASTP Key Dates** – A quick link to the ASTP Key Dates webpage.
- **Kilometre Review** – To review and adjust the route of a run.
- **Drivers** – To view a list of drivers you have engaged with.
- **Certify ATSO Pay Claims** – To certify/query claims submitted by ATSOs on your runs.
- **Contact Us** – To email the ASTP with any queries using the 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.



ASTP - Contractor Online

Dashboard

Profile

Contractor Pay Claims

Generate Run Card

Run Routes

ASTP Key Dates

Kilometre Review

Driver List

Contact Us

Profile

Contractor details - ABN: 83310104458

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.

First name: Sam

Last name: SMITH

Trading name: My Transport Services Pty Ltd

Business address: 100 Ocean View WOLLONGONG NSW 2500

Business number: 0410 234 567

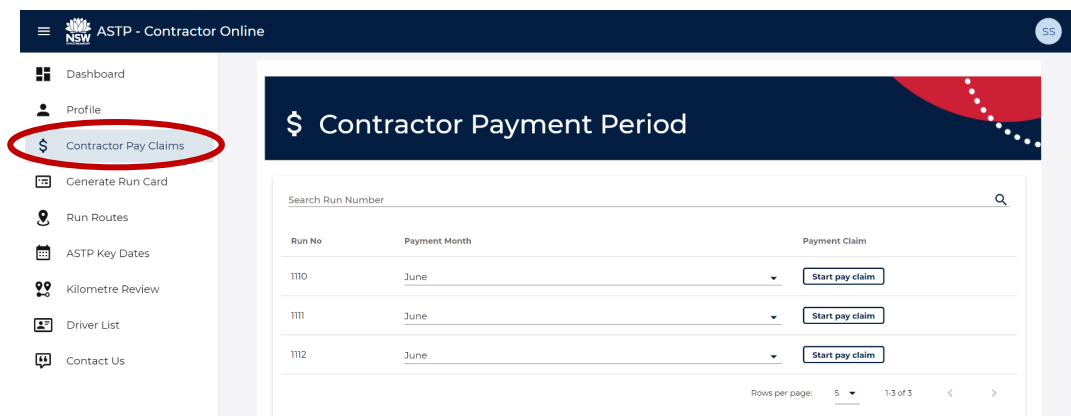
Mobile:

Email: mtsptytd@email.com.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**.



ASTP - Contractor Online

Dashboard

Profile

Contractor Pay Claims

Generate Run Card

Run Routes

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\$ Contractor Payment Period

Search Run Number

Run No	Payment Month	Payment Claim
1110	June	<button>Start pay claim</button>
1111	June	<button>Start pay claim</button>
1112	June	<button>Start pay claim</button>

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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.

- From the **Contractor Pay Claims** page, confirm that your company and run details have been correctly populated.

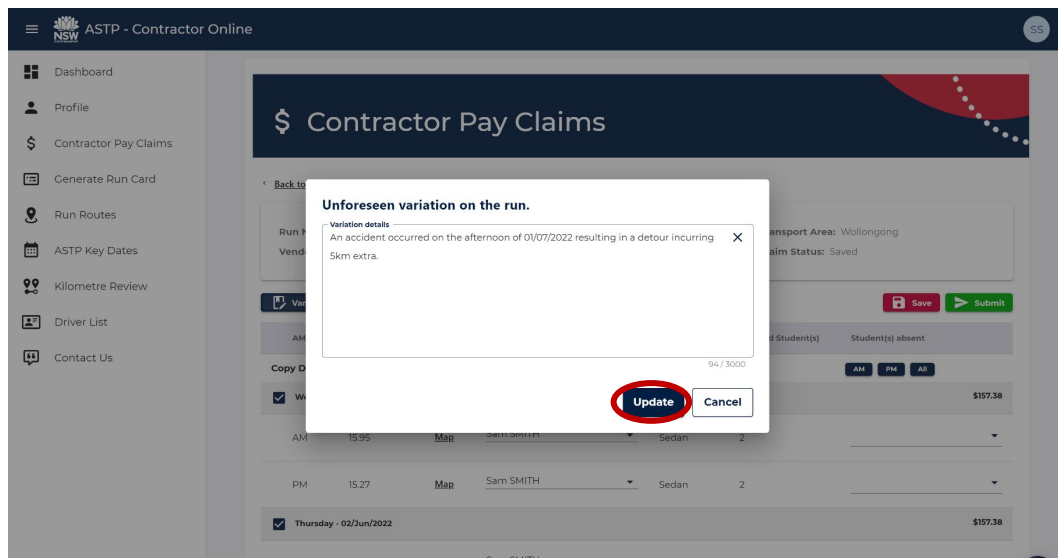
- Complete the **ATSO(s) on run**, **Driver** and **Student(s) absent** details where required by using one of the following options:
 - Select an existing name from the dropdown menu
 - If the name is not listed in the dropdown menu, you can manually type it in
 - leave the name field empty if not required

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.

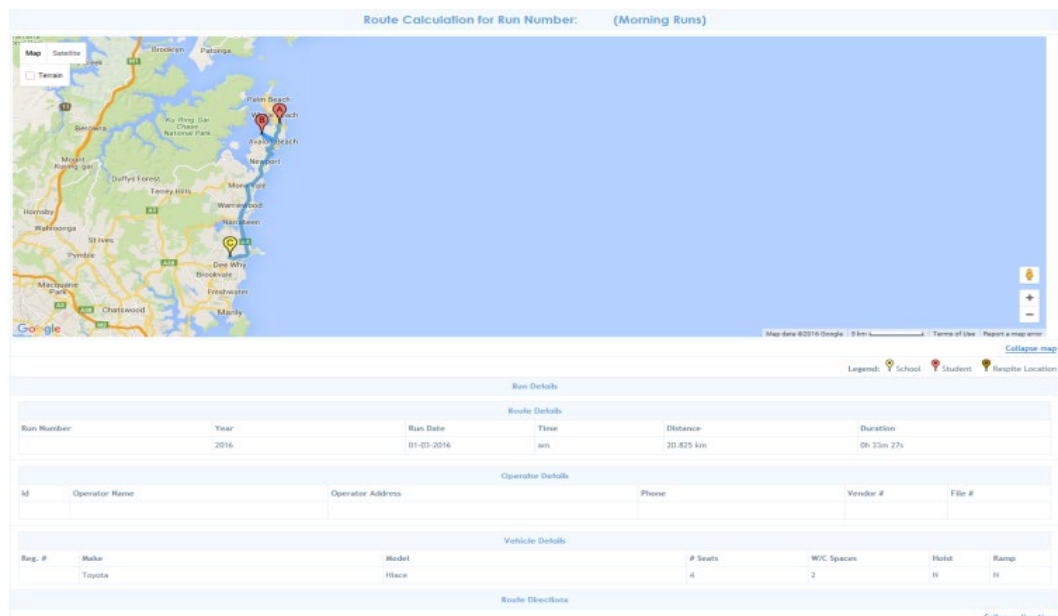
- To quickly populate the same ATSO(s) on run, Driver or Student(s) absent throughout the month, use the **Copy Down** buttons. Simply complete the first day's AM row and choose to copy down the AM, PM, or ALL where required.

- 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.



9. 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.

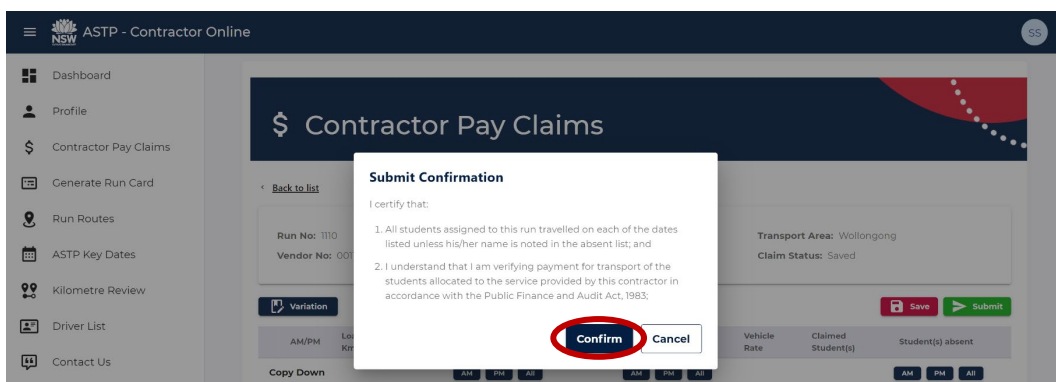


10. Before submitting your pay claim, please check that all information has been entered correctly. Optionally, you are able to print and/or save the page as a PDF.

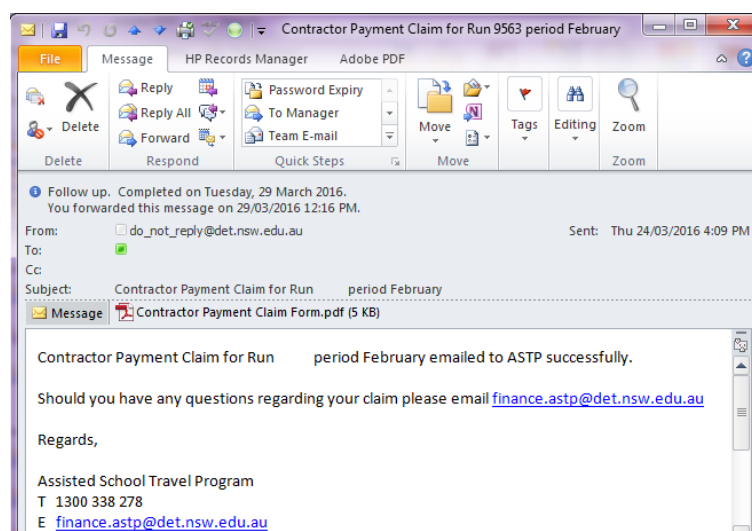
TIP: If you are not ready to submit the pay claim but don't want to lose your progress, click the **Save** button. To resume your pay claim, follow the steps again to locate the run's pay claim and continue on from your last save.



11. 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.



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



Generate Run Card

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

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

NSW Education Public Schools

Assisted School Travel Program
1300 338 278 (toll free)
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>

Operator Name : Assisted School Travel Program	Date : 09/01/2017
Operator Address : Locked Bag 7009, WOLLONGONG EAST 2520	Fax : By Email
Home Phone No : 1300 338 278	File No : PROJ15/5512
Email : generalenquiries.astp@det.nsw.edu.au	Vendor No : 10100112000
Work Phone : 1300 338 278	

Vehicle: Rego No: BB888BF Make: Toyota Model: Commuter No. Seats: 15 W/C Spaces: 0 Hoist: N Ramp: N
Pay Rate: People mover
Start Date: 28/01/17 End Date: 16/12/17

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

School Details: Assisted School Travel School Address: Locked Bag 7009 WOLLONGONG EAST 2520 Phone No: 1300 338 278 Fax No: 1300 338 278
Email Address: generalenquiries.astp@det.nsw.edu.au School Code: 0000
School open/close times: 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 SEA: Northern Beaches

TRANSPORT REQUIRED: 30/Jan/2017 to 02/Jun/2017

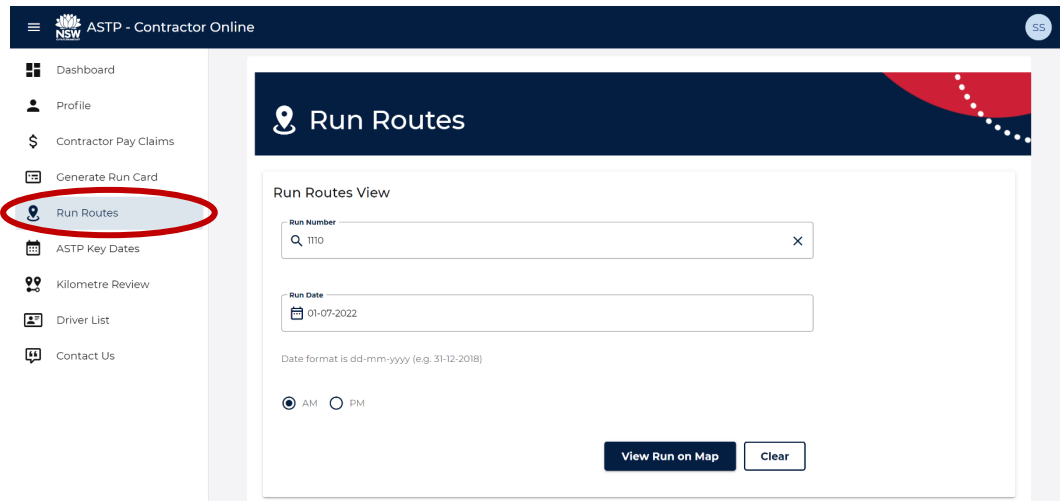
Student Name	Address	Phones	Transport Requirements	Mo	Tu	We	Th	Fr	Car Seat	WC	ATSO	Respite	D.O.B	File No-ID
Jessie E	Locked bag 7009 NORTH RYDE 2300	1300 338 278		Full	Full	Full	Full	Full	N	-	B	N	05/08/00	Sch12/1222-1 112
John S	Locked bag 7009 BILGOLA PLATEAU 2200	1300 338 278		-	-	-	-	Full	N	-	-	N	01/12/15	Sch12/1223-1 1113
Slaph S	Locked bag 7009 GREENACRE 2100	1300 338 278		-	-	-	-	Full	N	-	-	N	17/12/88	Sch12/1224-1 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.

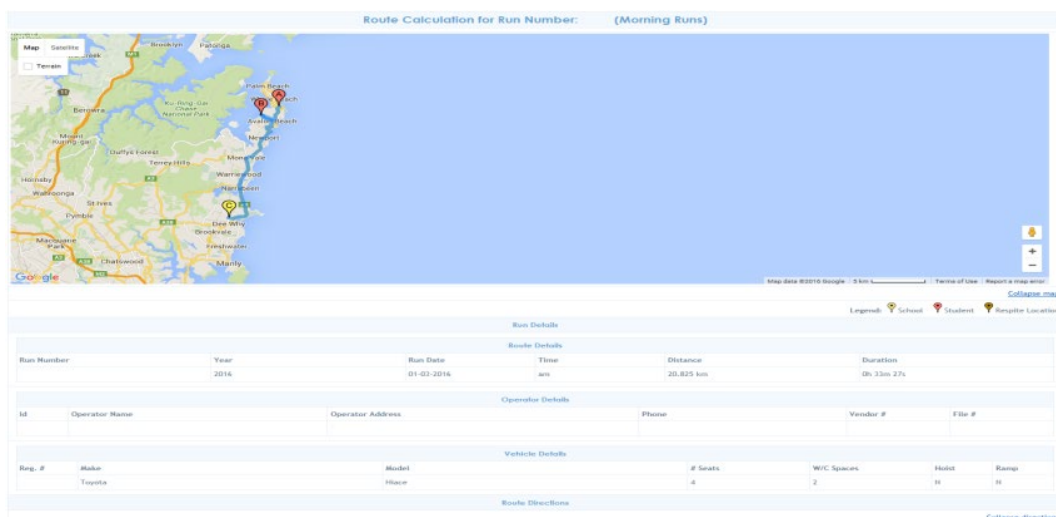
Page 1 of 1

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.

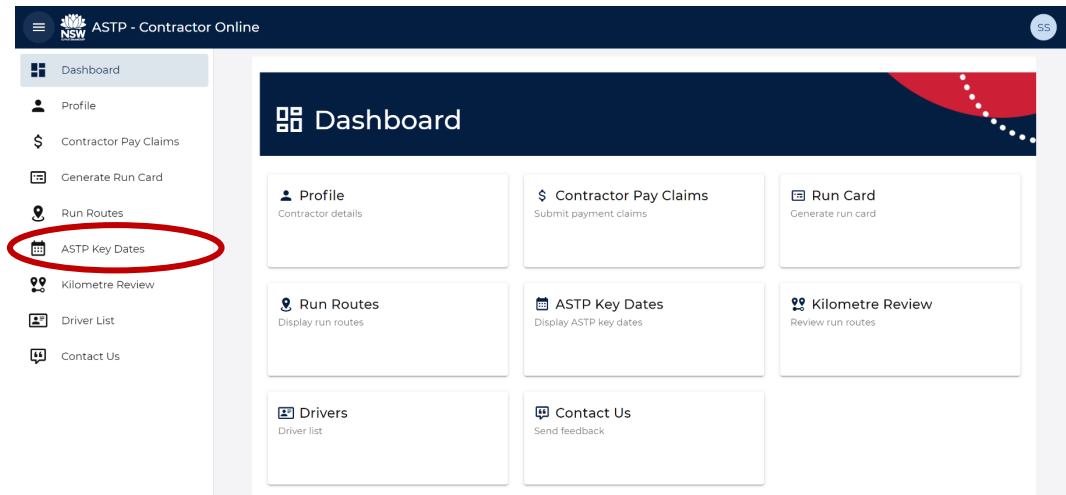


Run Details						
Route Details						
Run Number	Year	Run Date	Time	Distance	Duration	
	2016	01-07-2016	am	20.825 km	0h 33m 27s	
Operator Details						
Id	Operator Name	Operator Address	Phone	Vehicle #	File #	
Vehicle Details						
Reg. #	Make	Model	# Seats	WYC Spaces	Holds	Range
	Toyota	Hilux	4	2	8	8
Route Directions						

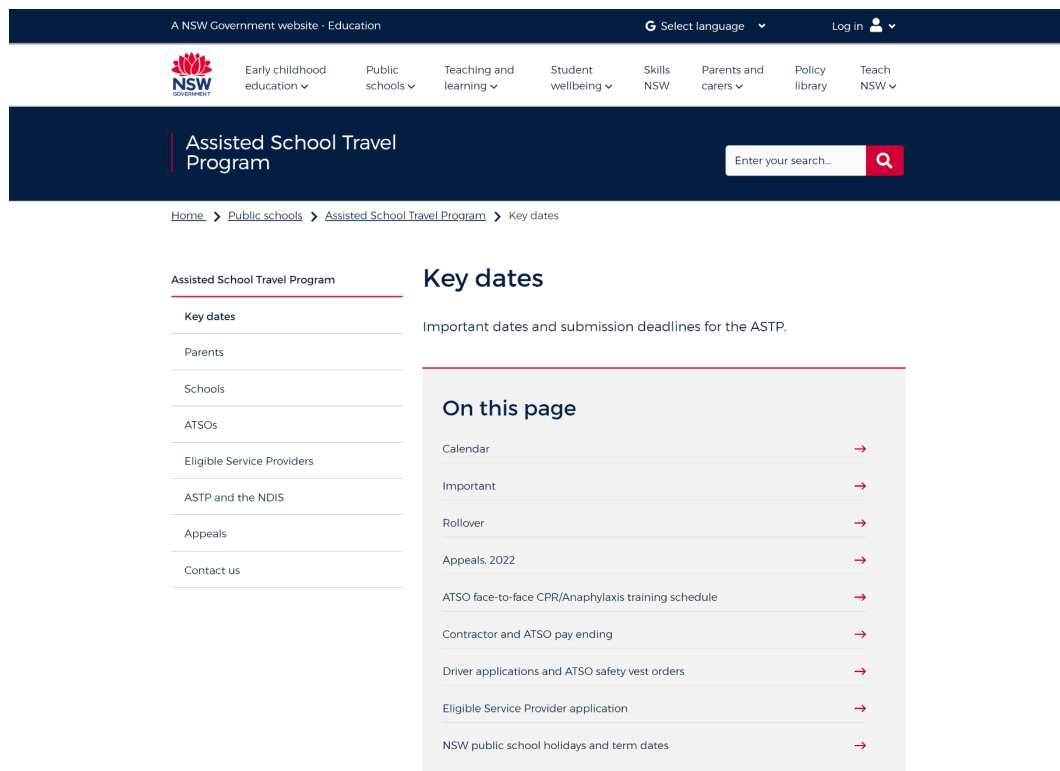
Note: Once the page has loaded, you can print and/or save to PDF.

ASTP Key Dates

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

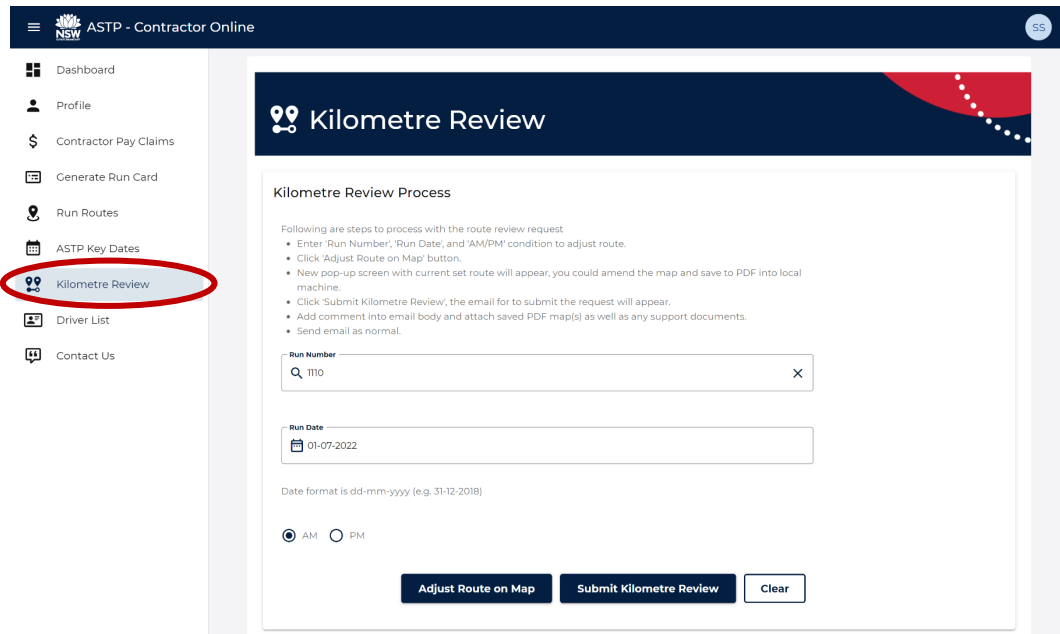


2. The ASTP Key Dates webpage will open on a new tab or window depending on your internet browser settings.



Kilometre Review

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

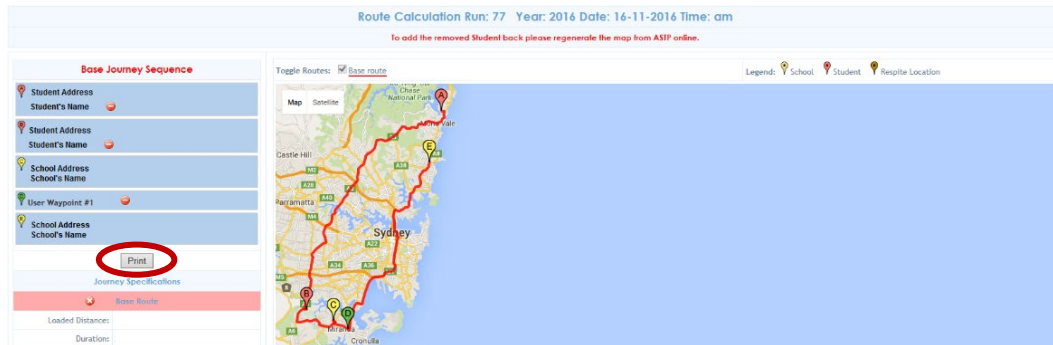


The screenshot shows the 'ASTP - Contractor Online' interface. On the left is a sidebar menu with options: Dashboard, Profile, Contractor Pay Claims, Generate Run Card, Run Routes, ASTP Key Dates, **Kilometre Review** (highlighted with a red circle), Driver List, and Contact Us. The main content area is titled 'Kilometre Review' and contains a 'Kilometre Review Process' section with a list of steps: 1. Enter 'Run Number', 'Run Date', and 'AM/PM' condition to adjust route. 2. Click 'Adjust Route on Map' button. 3. New pop-up screen with current set route will appear, you could amend the map and save to PDF into local machine. 4. Click 'Submit Kilometre Review', the email for to submit the request will appear. 5. Add comment into email body and attach saved PDF map(s) as well as any support documents. 6. Send email as normal. Below the steps are input fields for 'Run Number' (containing '1110'), 'Run Date' (containing '01-07-2022'), and radio buttons for 'AM' (selected) and 'PM'. At the bottom are three buttons: 'Adjust Route on Map', 'Submit Kilometre Review', and 'Clear'.

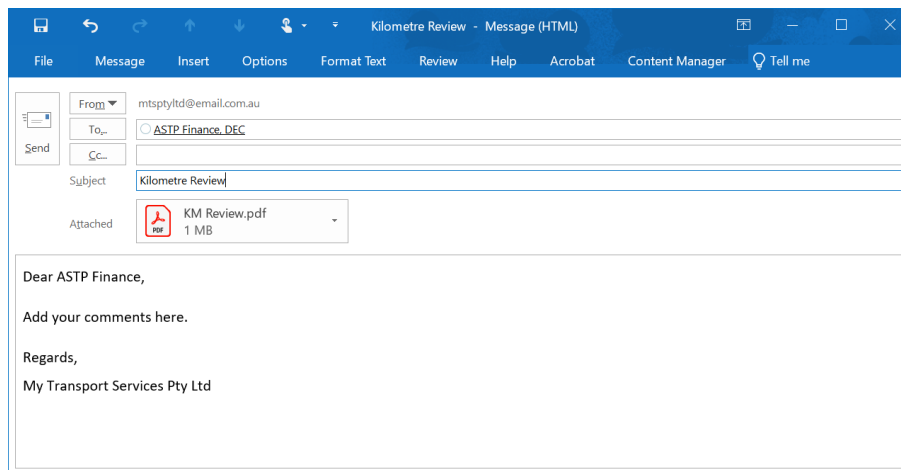
2. Enter the **Run Number** you wish to view.
3. Enter the **Run Date** using the format dd-mm-yyyy (e.g. 20-12-2020), or you can use the pop-out calendar that appears as soon as you click on the Run Date field.
4. Select the **AM** or **PM** option to display the relevant map.
5. Click the **Adjust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

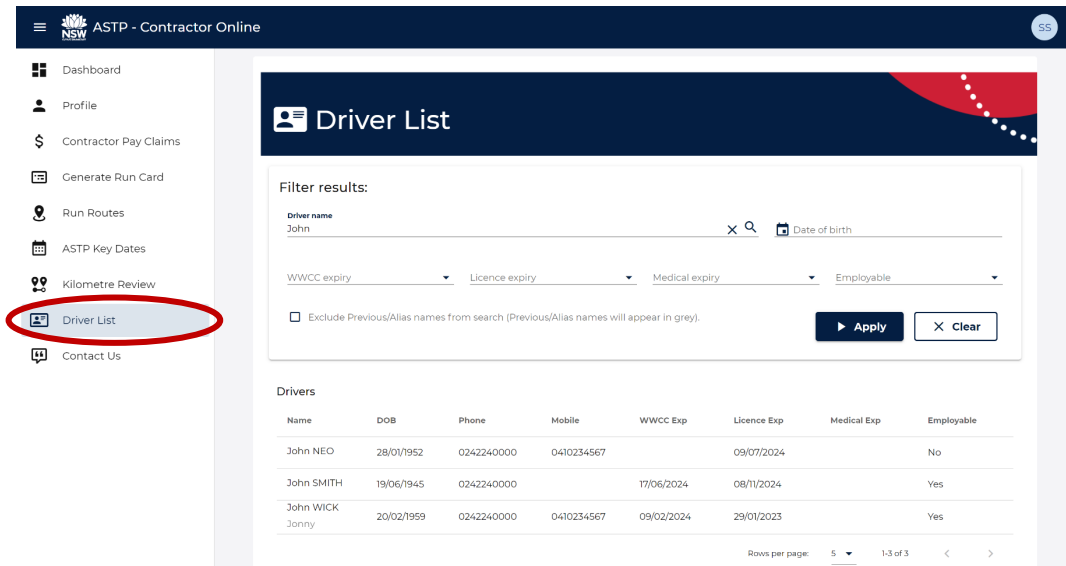


8. Once you have adjusted the map as desired, click the **Print** button and save a copy as a PDF to your computer.
9. Return back to the main **Kilometre Review** page and click the **Submit Kilometre Review** button which will automatically open an email using your details email client.
10. Add your 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.



Drivers

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



ASTP - Contractor Online

Driver List

Filter results:

Driver name: John Date of birth:

WWCC expiry: Licence expiry: Medical expiry: Employable:

☐ Exclude Previous/Alias names from search (Previous/Alias names will appear in grey).

Name	DOB	Phone	Mobile	WWCC Exp	Licence Exp	Medical Exp	Employable
John NEO	28/01/1952	0242240000	0410234567		09/07/2024		No
John SMITH	19/06/1945	0242240000		17/06/2024	08/11/2024		Yes
John WICK Jonny	20/02/1959	0242240000	0410234567	09/02/2024	29/01/2023		Yes

Rows per page: 5 1-3 of 3 < >

- Locate the driver in the list, or use the **Filter results** section by using one or more of the following filters:
 - Personal details:** First Name, Second Name, Last Name, Date of Birth
 - Clearance status:** WWCC expiry, Licence expiry, Medical expiry, Employable
 - 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.
- 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
- Once your filters are set, click the **Apply** button to search.
- To reset and clear the search filters, click the **Clear** button.

Certify ATSO Pay Claims

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

Run	Pay Period	ATSO	Employee ID	Status	Last Submitted
Run 10001	21/10/2022 - 03/11/2022	Robbie WEST	001122	Submitted	02/11/2022
Run 10002	21/10/2022 - 03/11/2022	Ari GOLDBERG	003344	Certified	02/11/2022
Run 10003	21/10/2022 - 03/11/2022	Charlie GRAYSON	005566	Queried	02/11/2022

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.

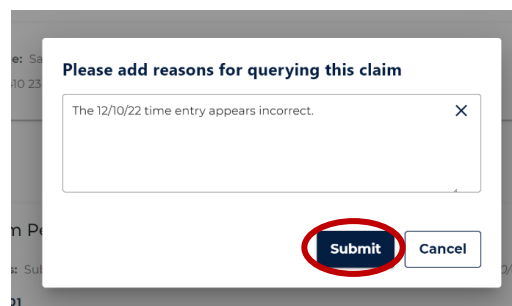
Claim Type	Time	Student absences	Comments
Friday 07/10/2022			
AM	Work	1 hrs	Charlie JONES
PM	Work		

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

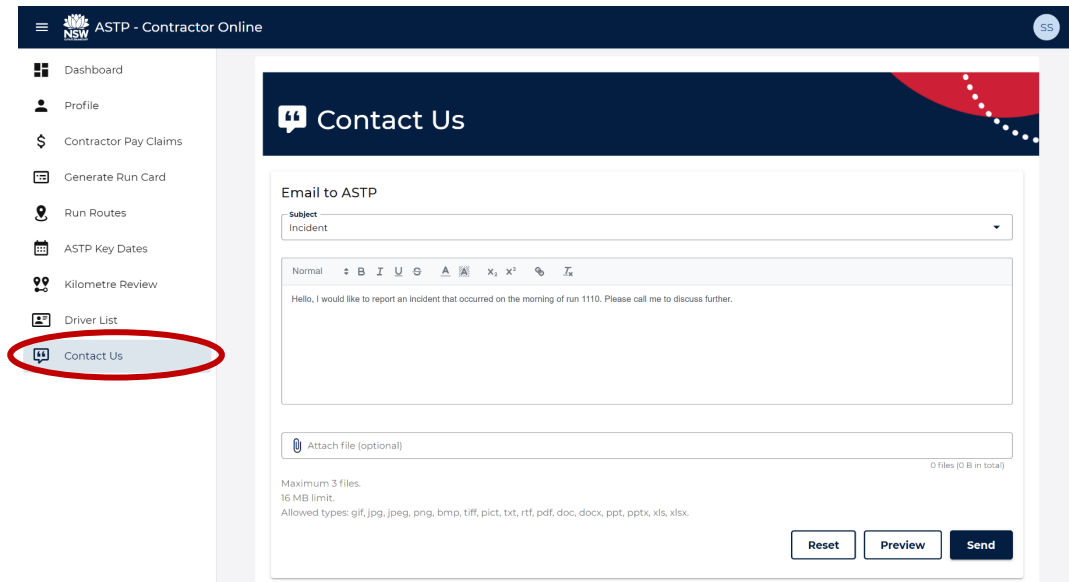
For **Queried** pay claims, the following additional information is displayed:

- **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.

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](#).