Student travel

Student Travel System (STS)

Quick Reference Guide for School Bus Applicants and Travellers

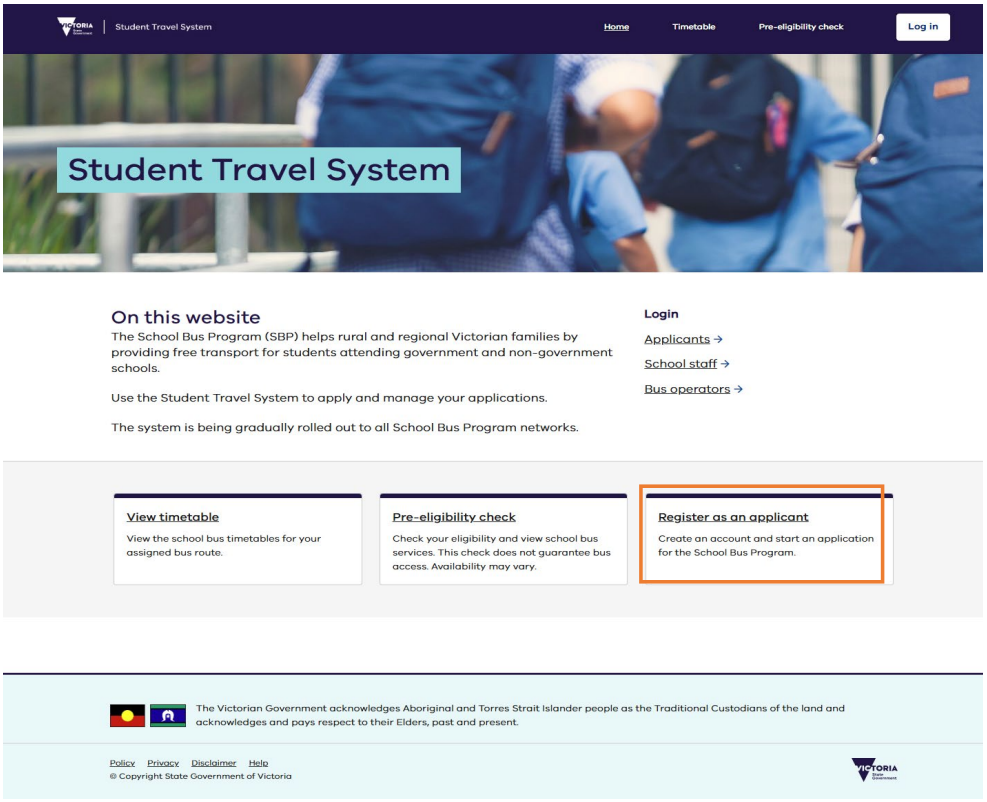
This guide provides step-by-step instructions on how to:

For information about the School Bus Program, including the eligibility requirements and priority of access to a bus seat, please visit Travelling to school | vic.gov.au

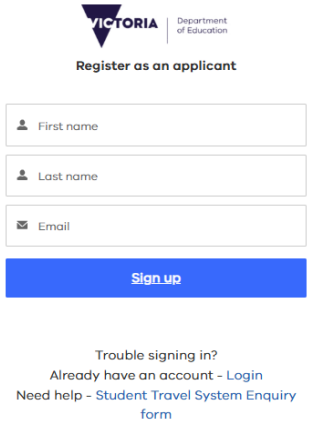
1. Register a new account

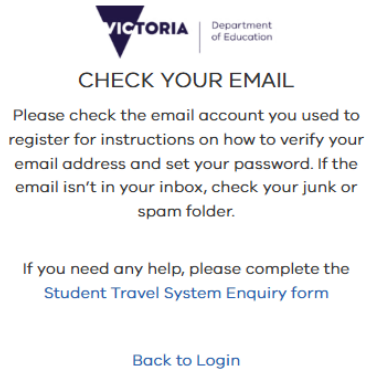
Visit the Student Travel System

1. Click on **Register as an applicant**



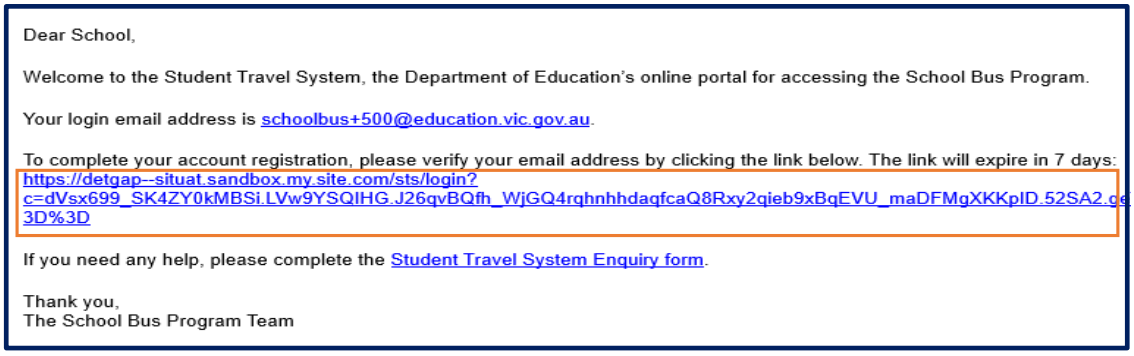
2. Enter your details and click **Sign up**. You will receive a notification to check your email.





3. You will be sent an email confirming your account has been created

To complete the account registration, click the **link** provided in the email



Dear School,

Welcome to the Student Travel System, the Department of Education's online portal for accessing the School Bus Program.

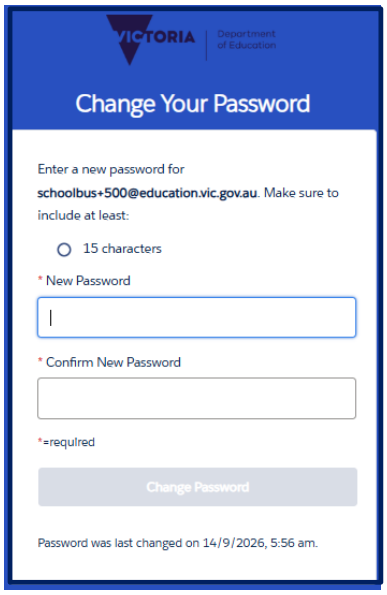
Your login email address is schoolbus+500@education.vic.gov.au.

To complete your account registration, please verify your email address by clicking the link below. The link will expire in 7 days:
https://detgap--situat.sandbox.my.site.com/sts/login?c=dVsx699_SK4ZY0kMBSi.LVw9YSQIHG.J26qvBQfh_WjGQ4rqhnhhdaqfcaQ8Rxy2qieb9xBqEVU_maDFMgXKKpID.52SA2.ge
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If you need any help, please complete the Student Travel System Enquiry form.

Thank you,
The School Bus Program Team

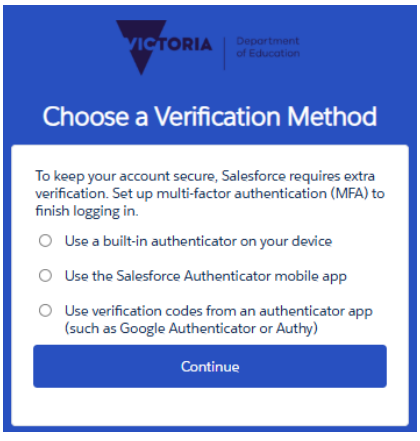
4. Enter a new password and click **Change Password**



5. The next time you log in, you will be prompted to **Choose a Verification Method**

You can choose the verification method that suits you. You will require access to the authenticator each time you log in, so please consider which one you choose.

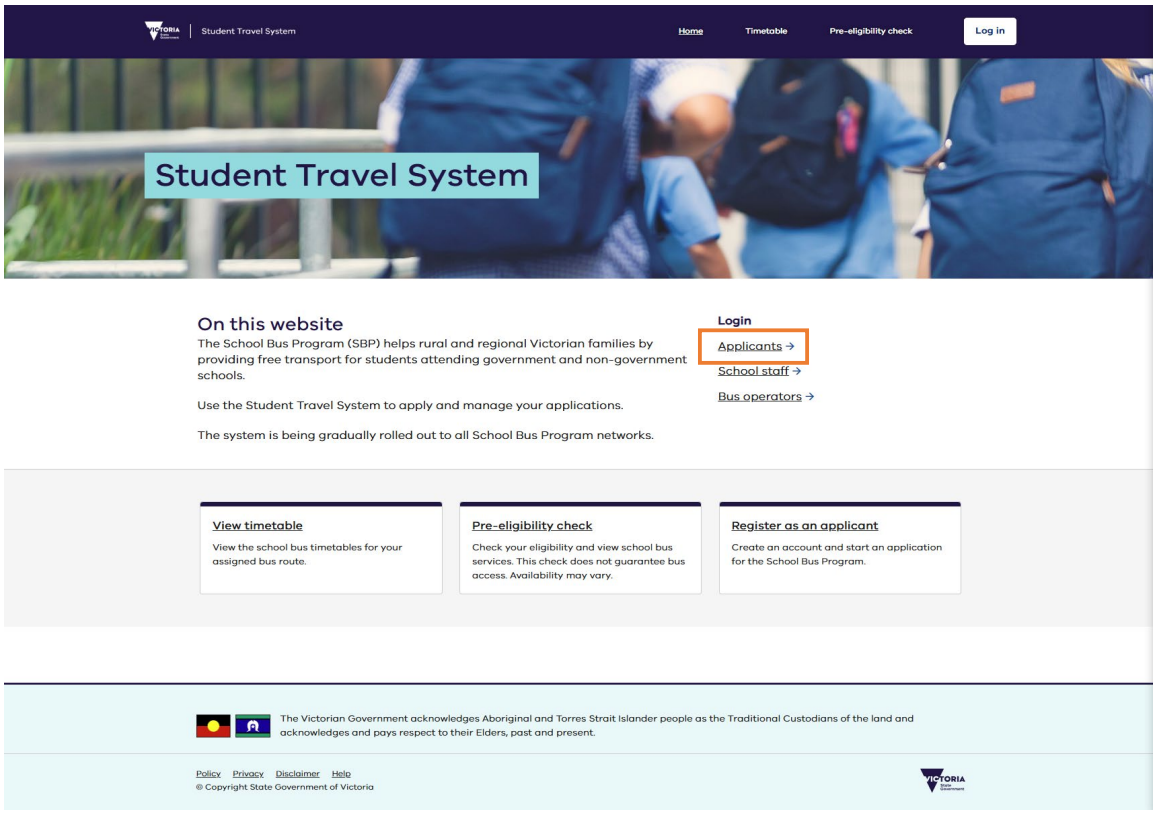
Should you no longer have access to the authenticator linked to your account, you can contact us via the Web Enquiry Form for assistance.



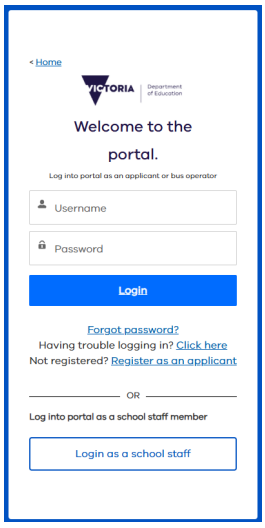
2. Log in to your account

Go to the STS website.

1. Under **Login**, click **Applicants**

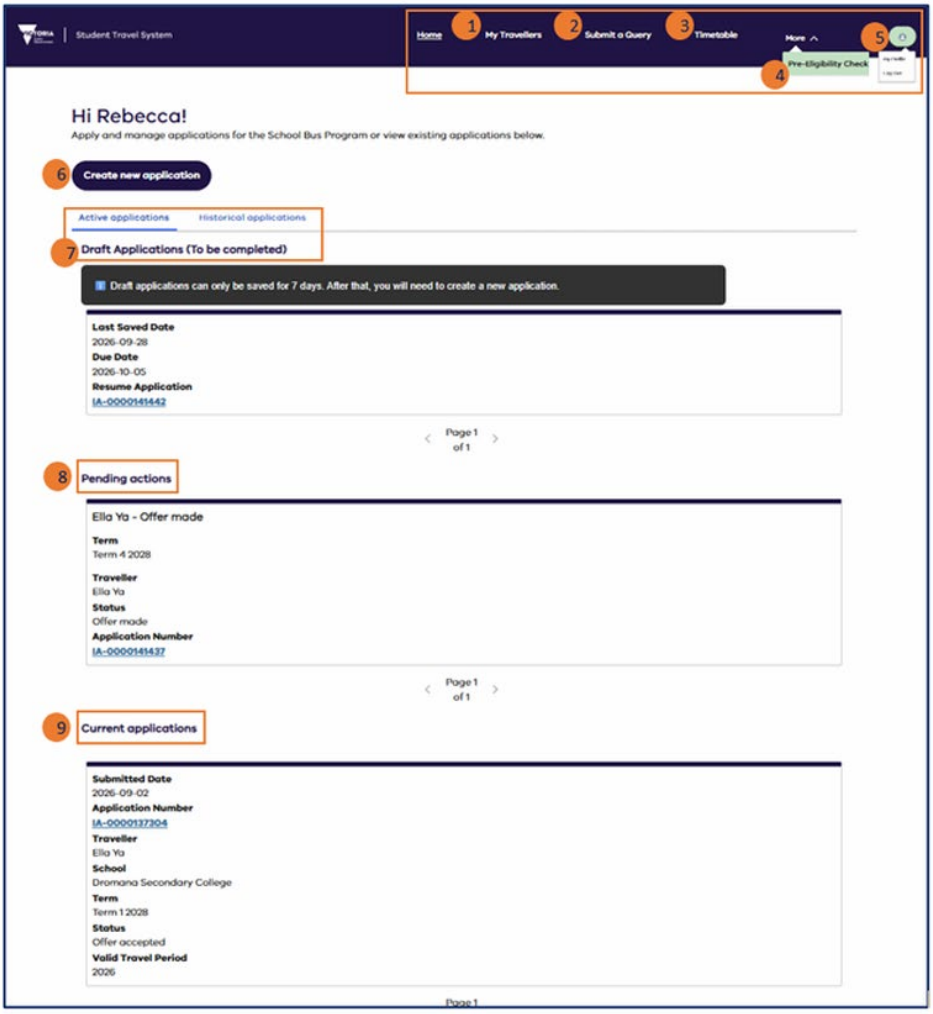


2. Enter your details and click **Login**



Depending on which Multi-factor Authentication tool you used to set up your account, you will be prompted to confirm your login via your selected verification method.

3. Your account



Once you have logged in, your home page will allow you to:

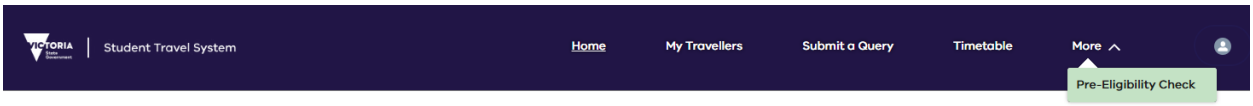
1. View your travellers
2. Submit a query
3. Check a timetable
4. Do a pre-eligibility check
5. Update your profile details
6. Create a new application

You may also see

7. Draft applications
8. Pending actions (accept/reject offer)
9. Current applications

4. Check your eligibility

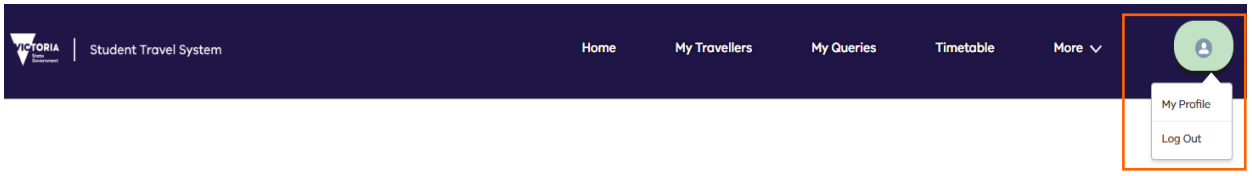
1. Before logging in, you can check your eligibility by clicking on **Pre-eligibility check** from the main menu
2. If you are already logged in, click **More** and then select **Pre-eligibility Check**



3. Answer the questions to determine your eligibility for travel

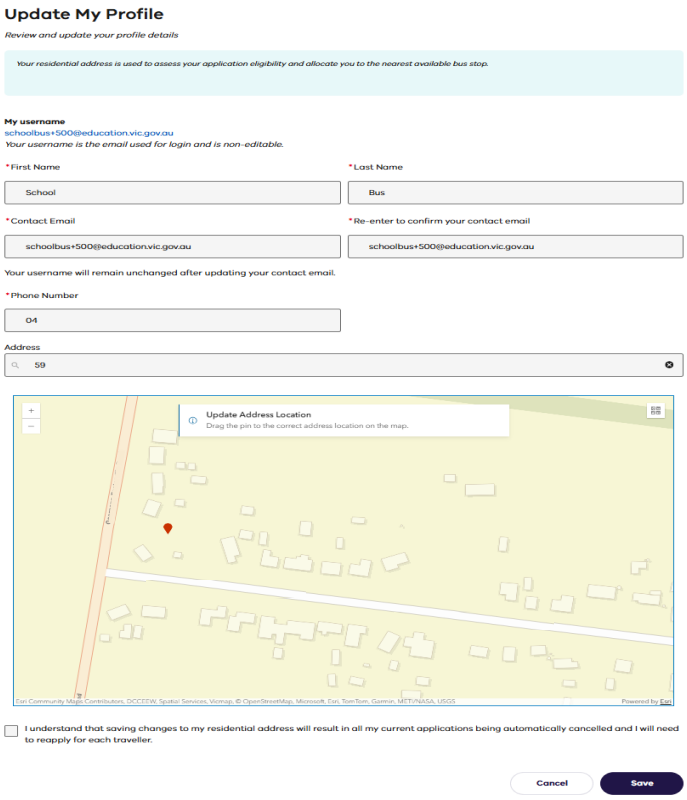
5. Change your details

1. Click the user icon in the top right corner of the page and select **My Profile**



2. Click **Update my profile details** and make changes to your name, phone number or address, then click **Save**

Please Note: As a change of address requires reassessment of travel approval and applications, changing your address will cancel all of your current travel approvals and offers. You will need to make new applications for travellers.



6. Create a travel application

1. Once you have logged into your account, click **Create new application** and follow the on-screen prompts.

   If you receive a "**Missing My profile information**" notification, click **My Profile** to enter the required details before starting an application.

2. You will be asked the required information to make an application and allow us to assess your eligibility for the School Bus Program.

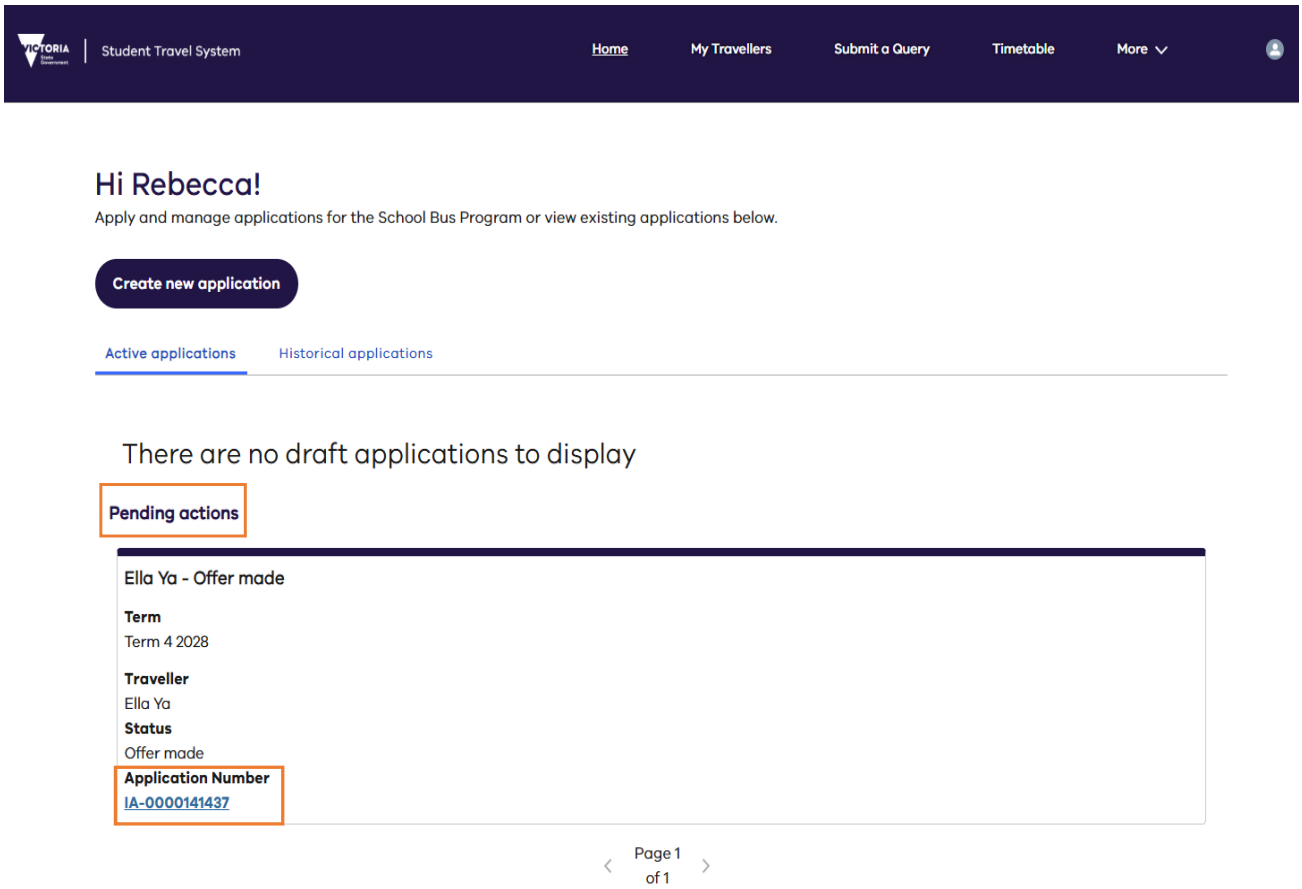
   Once you submit your application, you may receive:

   - a travel offer
   - a notification that your traveller has been waitlisted, or
   - your application may need to be reviewed by the school bus administration team.

7. Accept your travel offer

You may be able to accept your travel offer immediately if you are still logged into your account, or you will be sent an email to accept the offer at a later stage. Your bus seat will not be confirmed until the offer is accepted. Please make sure you accept or reject the offer before the offer expires.

1. On the home page, under **Pending Actions**, click the **Application Number** (in blue)



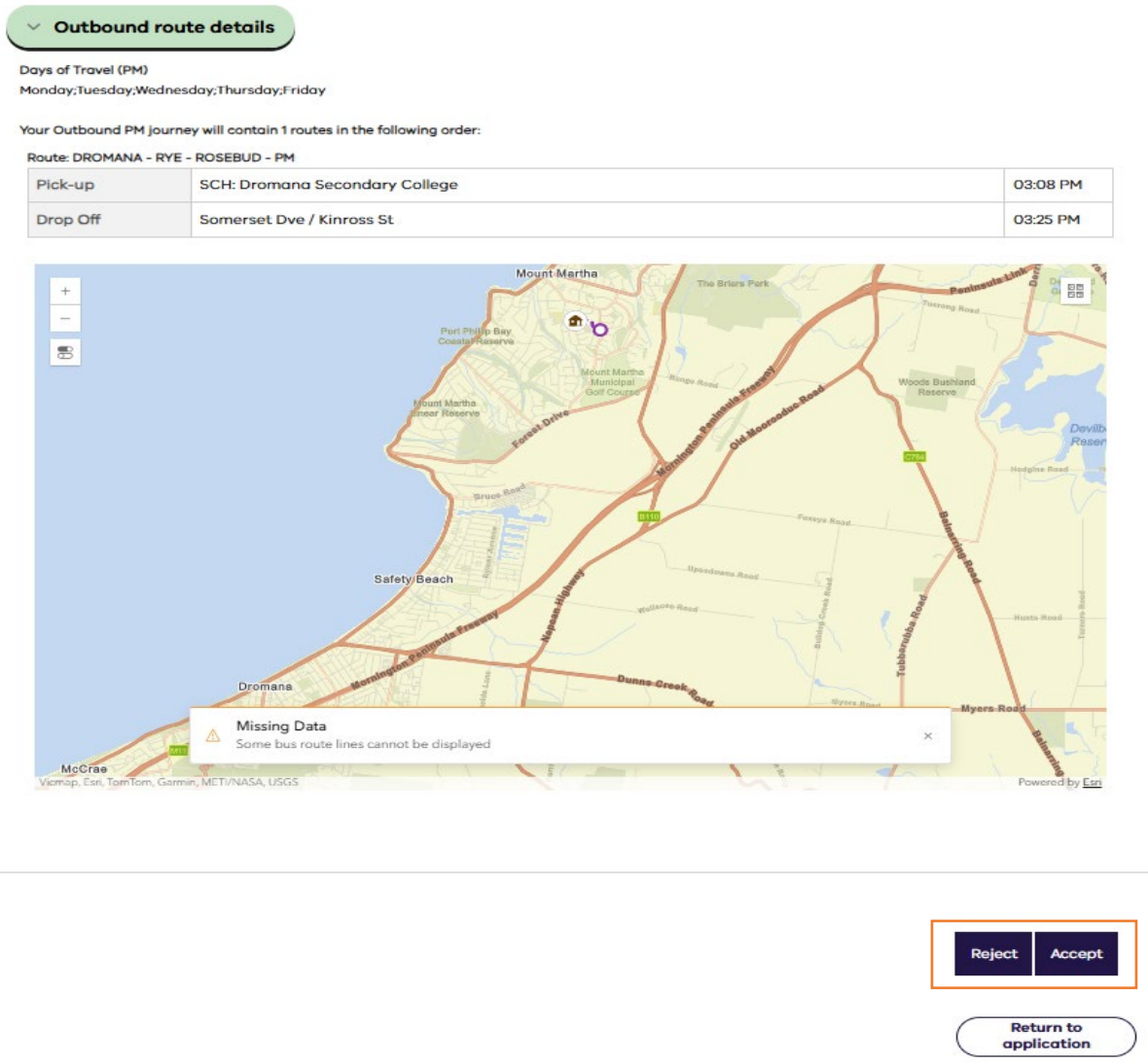
The application will open. Click the **arrows** to see information about the application, such as **Traveller Details** and **Journey Details**.

Selecting **View Offer** will allow you to see details about the bus route and stops, as well as the option to accept or reject the offer.



2. Click **View Offer**. Review your offer and select **Accept** or **Reject**

Once you accept the offer, your bus travel is approved for the whole year if you are an eligible traveller, or the term if you are an ineligible traveller.



8. Renew a travel application

If you are an **ineligible** or **conditional** traveller, your travel approval will be reassessed each term. A reminder email will be sent to you before the current term ends to check if your details are still correct.

We will renew your application for the next term and send you a travel offer or notification of waitlisting if a seat is no longer available.

If you receive a travel offer for the next term, you will need to accept or decline the offer in the STS to confirm your bus seat.

If you are an **eligible** traveller, you have travel approval for the whole year unless your circumstances change. A reminder email will be sent to you before the end of the school year to check if your details are still correct.

We will renew your application for the new school year and send you a travel offer or notification of waitlisting if a seat is no longer available.

If you receive a travel offer for the next school year, you will need to accept or decline the offer in the STS to confirm your bus seat.

9. Cancel your travel approval

Should you no longer require travel for one or more of your travellers, or if they have changed school of enrolment, you can cancel their travel approval.

Follow the steps in section 7 to view an existing offer, then select **Cancel Offer**. You will have the option to cancel the offer immediately, or from the start of the next term.



If your traveller has changed schools, you can then make a new travel application as per section 4 above.

10. Access to more than one bus service

Should your traveller need access to a second bus service from your address to attend off site learning or training, you must make a second, separate application from your account. If you need help, please contact us via the Web Enquiry Form.

If your traveller resides at more than one address, each parent or carer will need to have their own STS account and make a travel application for the traveller from their address.

11. Contact us

Please complete the Web Enquiry Form should you need help with your school bus account or application.