NSW Department of Education
Assisted School Travel Program

ASTP Mobile App for Drivers user guide

Contents

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

NSW GOVERNMENT

Introduction

The ASTP Mobile App for Drivers will enhance the service quality for our customers and ensure the safety and wellbeing of students whilst on transport.

KEY FEATURES

- Provide assurance mechanisms by assisting drivers;
- Improved transport monitoring and reporting;
- Enhanced overall service quality for customers and safety of students whilst on transport;
- Display the next 48 hours of transport details.

WHO HAS ACCESS

Only approved ASTP primary drivers are able to log into the Mobile App and access their run details for the next 48 hours. At this stage, it is not intended for the Mobile App to replace the run card, and is not available to Contractors or relief drivers.

DOWNLOAD

The ASTP Mobile App for Drivers is available now and free to download from the App Store and Google Play.

LEGAL MOBILE PHONE USE

Please ensure that all your drivers adhere to the Transport for NSW road rules, and have a secure phone cradle fixed to their vehicle as outlined on the Mobile phone use - Know the rules webpage.

TECHNICAL SUPPORT

If you have questions about the ASTP Mobile App for Drivers, please email businessassurance.astp@det.nsw.edu.au or call 1300 338 278 and **press 2** (for Eligible Services Provider enquiries) **and then press 6** (for Technical enquiries).

DISCLAIMER

The information contained in this user guide, including names, addresses, contact details and images, have been created for demonstration purposes only. Please note that the screenshots used for this user guide have been based off the Android App version. Minor differences are apparent for iOS including 'Close' instead of a back arrow, and 'Cancel' instead of 'No' or cross button for popups and overlays.
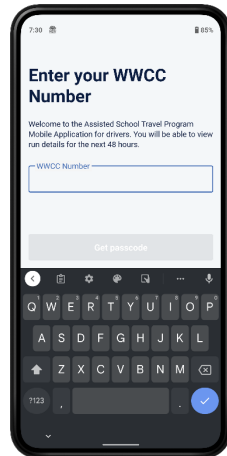
Login Authentication

Following are the login authentication steps required to access to your account on the App. Once this step is completed, you will only be required to enter your chosen 4-digit PIN thereafter, unless you logout of the App, or 30 days have passed, where you will be required to complete this step again.
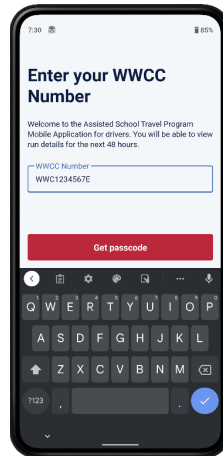
STEP 1

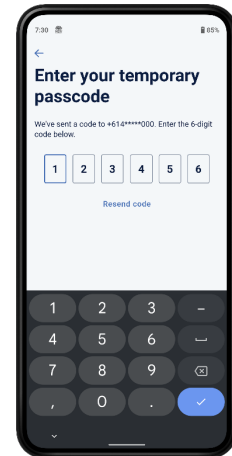From your mobile device, open the ASTP Mobile App for Drivers

STEP 2
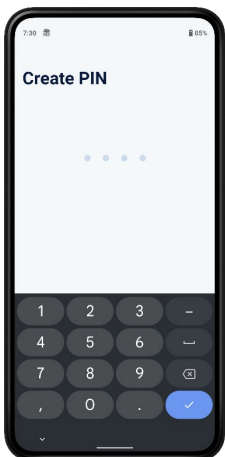
Enter your full WWCC Number

STEP 3

Tap the *Get passcode* button
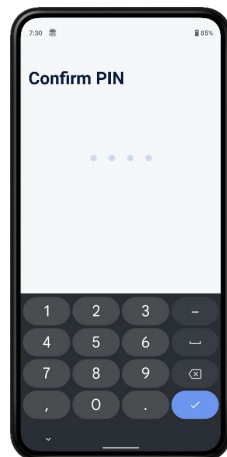
STEP 4

Enter the 6-digit code received on your mobile device*

STEP 5

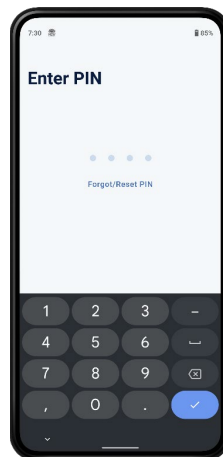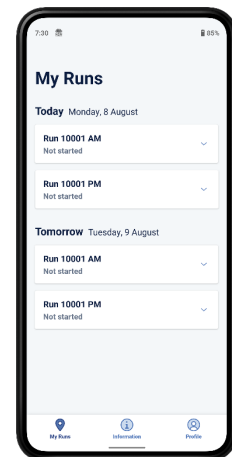Create a 4-digit PIN that you will use to open the App

STEP 6

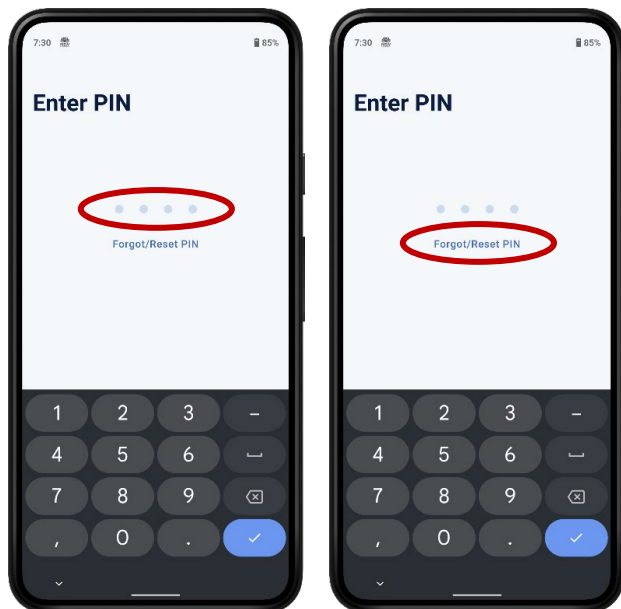Confirm the 4-digit PIN by entering it again

STEP 7

Finally, enter your 4-digit PIN to log in

Once logged in you will see the *My Runs* page

* Note that text messages may take up to a minute, however, normally it only takes a few seconds. If you have not received the code after 5 minutes, tap the *Resend code* link to issue another text message.

Login, Forgot/Reset PIN, Logout

Enter PIN

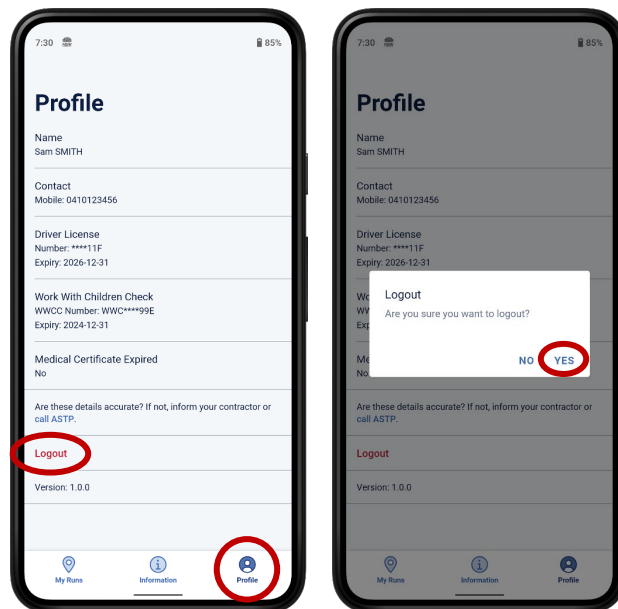Forgot/Reset PIN

Logout

Logout confirmation

LOGIN

After closing and reopening the App on your mobile device, or opening the App again after a long period of inactivity, you will only be required to enter your chosen 4-digit PIN to login.

FORGOT/RESET PIN

If you cannot remember your 4-digit PIN, tap the *Forgot/Reset PIN* button to reset it.

This process is the same as the *Login Authentication* steps outlined on the previous page.

LOGOUT

To fully logout of the App, navigate to the *Profile* screen and tap the *Logout* button.

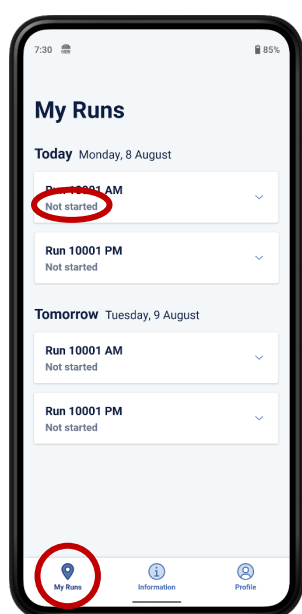The *Logout* confirmation popup will appear to confirm the action.

Note that logging out of the App will require you to complete the *Login Authentication* steps again, including providing your WWCC Number and setting up a 4-digit PIN.

If you would like to simply close the App instead of logging out, you can do so by swipe closing the App depending on the make/model of your mobile device.
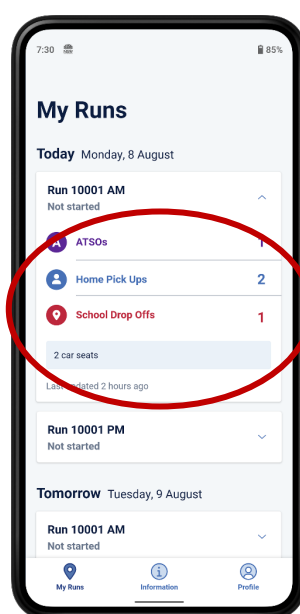
My Runs – Overview

The *My Runs* page is the home screen of the App after logging in. From here you can see your runs for the next 48 hours. This section provides a general overview of the run card and for starting, completing and abandoning runs. Following this overview, you will find the ATSOs and Students tab features for both AM and PM runs.
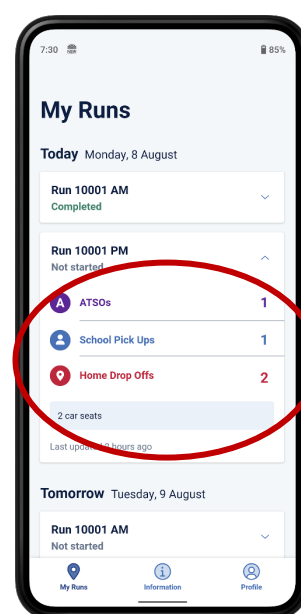
My Runs overview

My Runs

AM run card summary

PM run card summary

RUN STATUSES

For each AM and PM run card, you will see one of the following statuses:

- **Not Started**
  The run has not yet started

- **In Progress**
  The run has started

- **Students Offboard**
  Dropped off all Students but not ATSOs

- **Completed**
  The run has been completed

- **Abandoned**
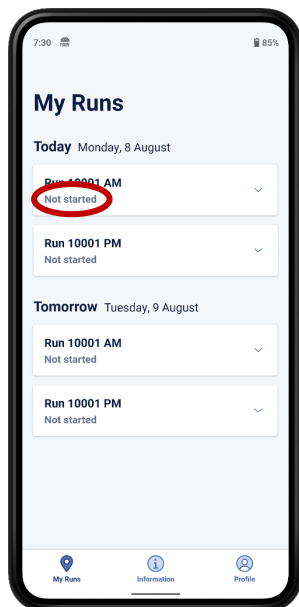 The run was started but then abandoned

AM/PM RUN CARD SUMMARY

Tapping the AM or PM run card will expand to reveal the following summary details for the run:
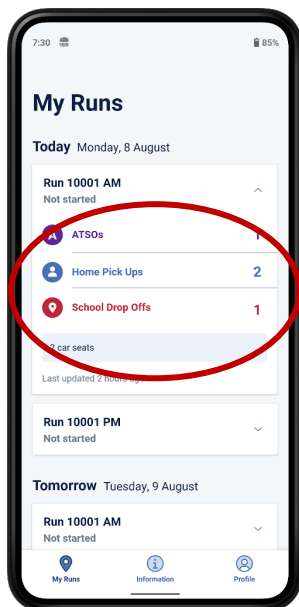
- ATSOs

- Home/School Pick Ups

- School/Home Drop Offs

- Special transport requirements (e.g. car seats, wheelchair, medical)

- Last updated time of run data

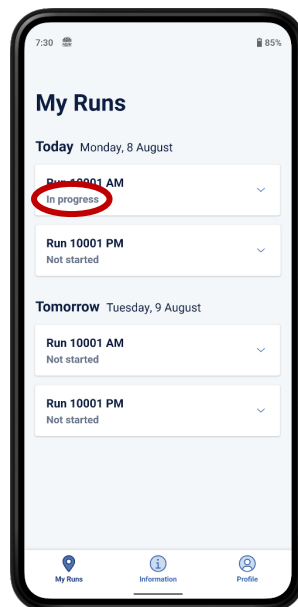To enter the run, tap anywhere on the expanded view summary details.

Starting a Run

Collapsed Run card

Expanded Run Card

In Progress run status

STEP 1

To start a run, tap on the desired AM or PM run to expand it, then tap anywhere on the summary details.

To collapse the run card, tap on the card header again.

Note that only *Not started* runs can be started, and *Abandon* runs can be resumed.

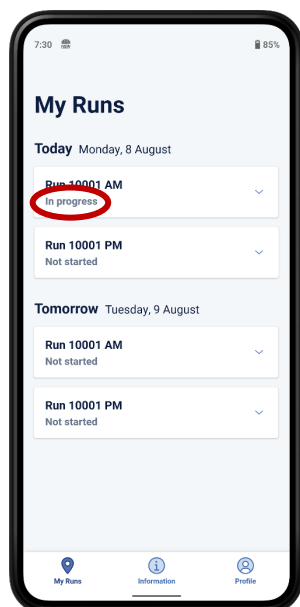If a run has been *Completed*, you will not be able to enter it again.

STEP 2

Once in the run details of the AM or PM run, a run will only start when one of the following first actions is taken:

- Mark the ATSO as Onboard or Absent
- Onboard a relief ATSO
- Mark the Student as Onboard or Absent
- Start the 3 minute wait timer
- Report incident
- Add a note

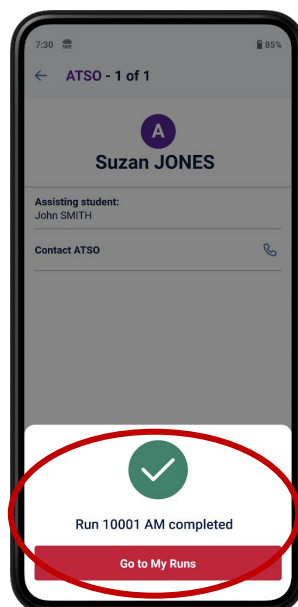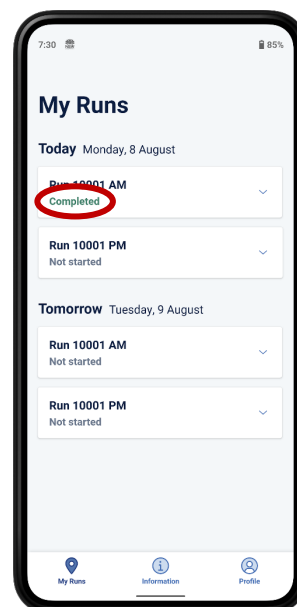When the run has started, the status will change to *In Progress*.

Completing a Run

Run status In Progress

Drop off reminder example

Run completed notification

Run status Completed

STEP 1

When a run has started but not yet completed, the status will be *In Progress*.

To complete a run, you must pick up and drop off all the required ATSOs (if applicable) and Students for the run.
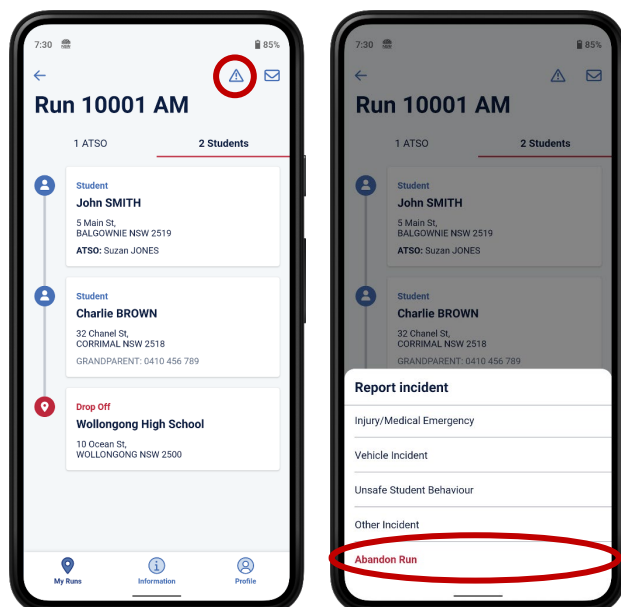
There are various messages within the App to assist you in completing the Run correctly, and it is important to ensure that all actions during the run are completed as required.

STEP 2

When the run has been completed, the status will change to *Completed*.

Please ensure that when you finish a run that you check it has been marked as *Completed* and that all steps have been completed.
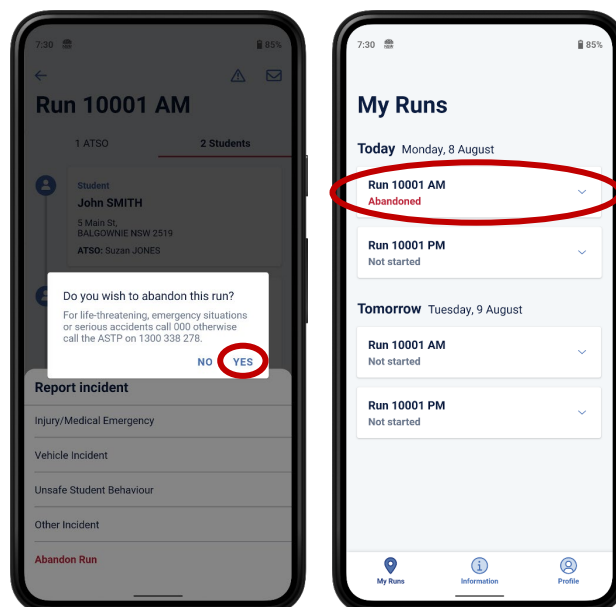
Abandon a Run

Run status Abandoned

STEP 1

If you have started a run but need to Abandon it, you can do so by tapping the *Report incident* icon and selecting *Abandon Run*.
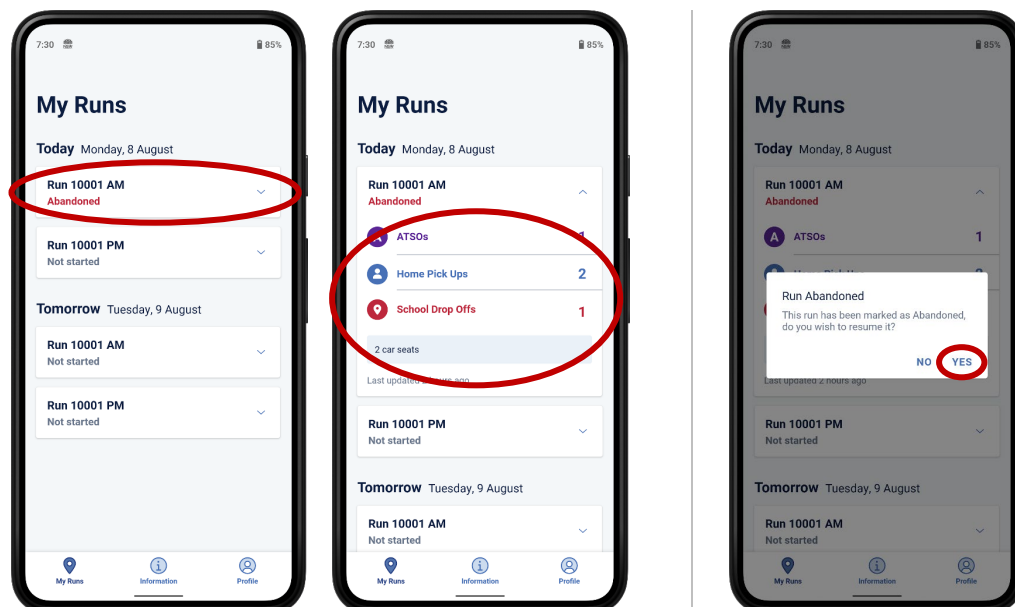
STEP 2

The *Do you wish to abandon this run?* popup will appear to confirm the action.

Tap the *YES* button to confirm, or *NO* button to cancel the action.

Navigating back to the *My Runs* summary screen, the run card will also display the *Abandoned* badge.

Resume an Abandoned Run

Run status Abandoned

STEP 1

If you have Abandoned a run but would like to resume, you can do so by expanding the run card and tapping anywhere on the summary details.
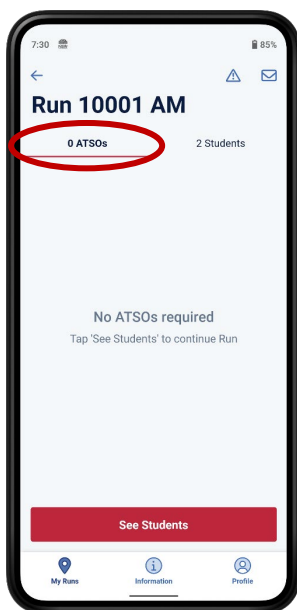
STEP 2

The *Run Abandon* popup will appear to confirm the action.

Tap the *YES* button to confirm, or *NO* button to cancel the action.

My Runs – ATSOs tab

The ATSOs tab includes all actions available for picking up and dropping off ATSOs on the run, including adding a relief ATSO.
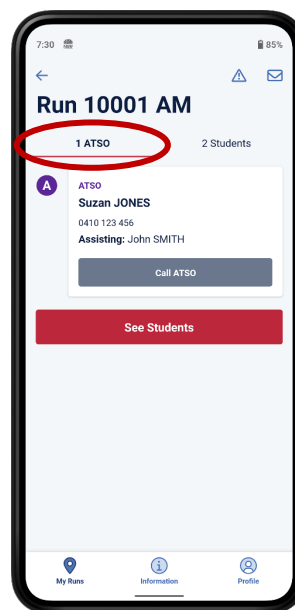
ATSO list summary

No ATSOs on Run

ATSOs on Run

NO ATSOs ON RUN

If your run does not have an ATSO, you will simply see a message *No ATSOs required*.

From here you can navigate to the Students by tapping the red *See Students* button, or tapping the *Students* tab.
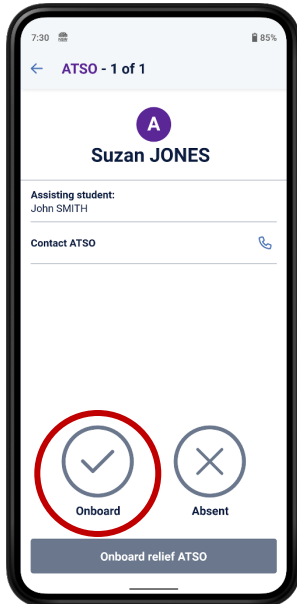
ATSOs ON RUN

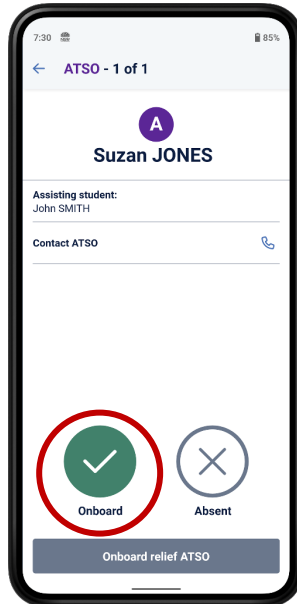If your Run does have an ATSO, you will see a list of ATSOs required for the run.

From here you can see the ATSO summary details and the student(s) they assist, including a button to *Call ATSO*.

To see more details about the ATSO, inlcuding to mark as Onboard/Absent, or to substitute with a reliefe ATSO, tap anywhere on the card.

Mark ATSO as 'Onboard'

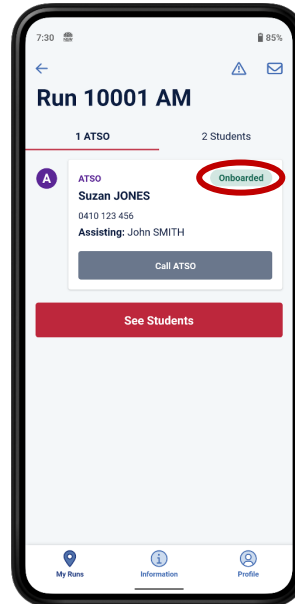ATSO details

Onboard ATSO

ATSO status Onboarded

STEP 1

From the ATSO details screen, tap the *Onboard* button where it will change to green.

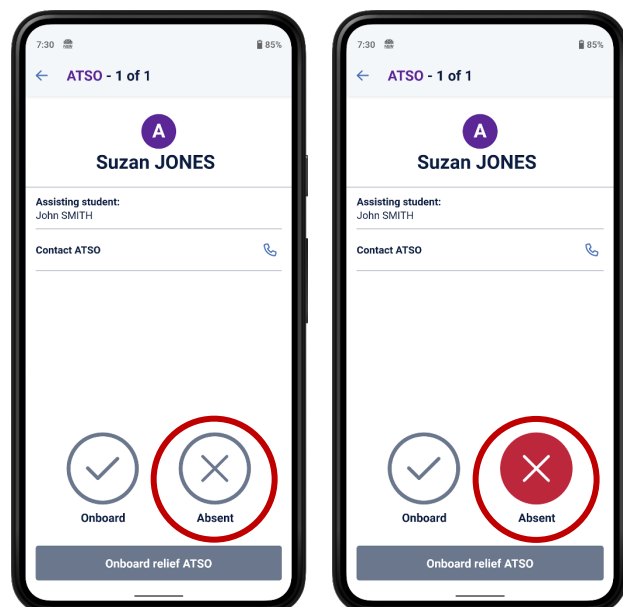Note that you can undo this action by tapping the button again if it was tapped by accident.

STEP 2

Navigating back to the ATSO tab summary screen, the ATSO card will also display the *Onboarded* badge for confirmation.
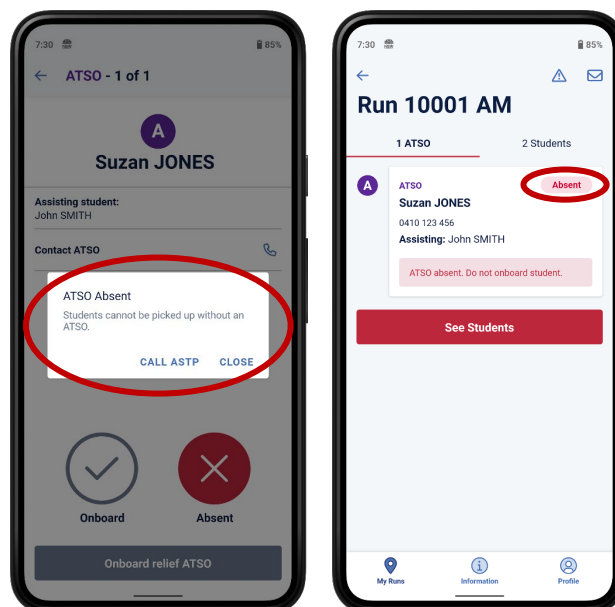
Mark ATSO as 'Absent'

ATSO details screen

Absent ATSO

Absent ATSO message

ATSO status Absent

STEP 1

From the ATSO details screen, tap the *Absent* button where it will change to red.

Note that you can undo this action by tapping the button again if it was tapped by accident.

STEP 2

The *ATSO Absent* popup will appear to remind you that *Students cannot be picked up without an ATSO*. Further, you can tap the *CALL ASTP* button to contact the ASTP and inform them of the absent ATSO.

Navigating back to the ATSO tab summary screen, the ATSO card will also display the *Absent* badge for confirmation, including an additional message to not onboard students that require this ATSO.

Onboard relief ATSO

ATSO details

STEP 1

From the ATSO details screen, tap the *Onboard relief ATSO* button.

Note, adding a relief ATSO will mark the primary ATSO as absent automatically.

Relief ATSO details   Relief ATSO Onboarded

STEP 2

Enter the *Full Name* and *WWCC Number* of the relief ATSO, then tap the *Save* button.

You will return to the ATSO tab where it will display the primary ATSO as *Absent*, and the relief ATSO as *Onboarded*.

Mark ATSO as 'Dropped off'

ATSO details

Onboard ATSO

ATSO status Dropped off

STEP 1

From the ATSO details screen, tap the *Dropped off* button where it will change to green.

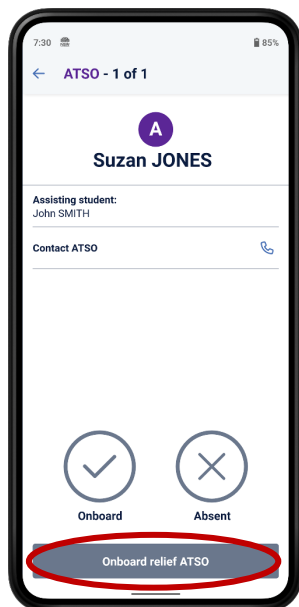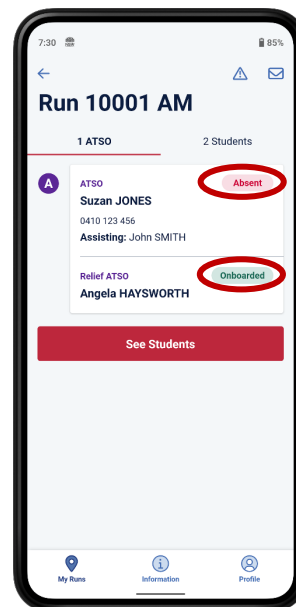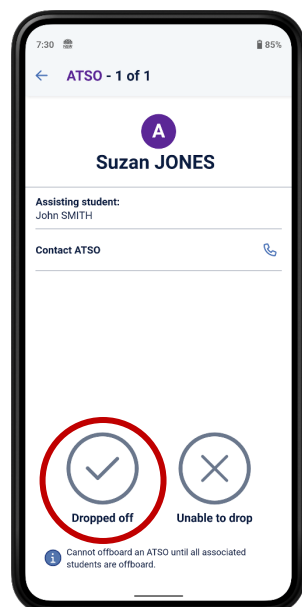Note that you can undo this action by tapping the button again if it was tapped by accident.

STEP 2

Navigating back to the ATSO tab summary screen, the ATSO card will also display the *Dropped off* badge for confirmation.

Mark ATSO as 'Unable to drop' off
without supporting Students Onboard
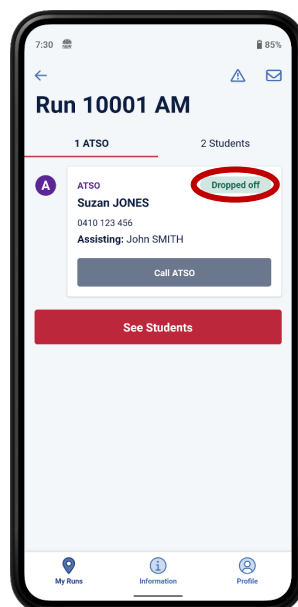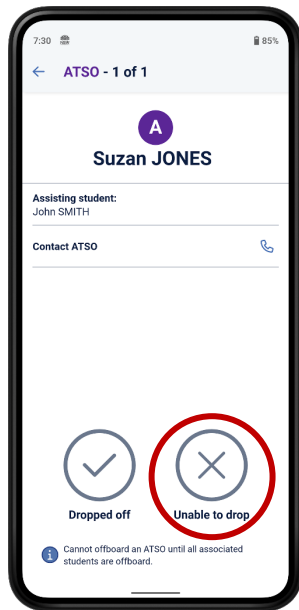

ATSO details

Obtain permission popup

ATSO details

ATSO status Unable to drop

STEP 1

From the ATSO details screen, tap the *Unable to drop* button to see the *Report incident* options.

Choose an option that relates to the reason you would like to report. If none match, use the *Other Incident* option.

STEP 2

Once the report incident has been completed, the ATSO actions will be disabled and showing the Unable to drop is selected.
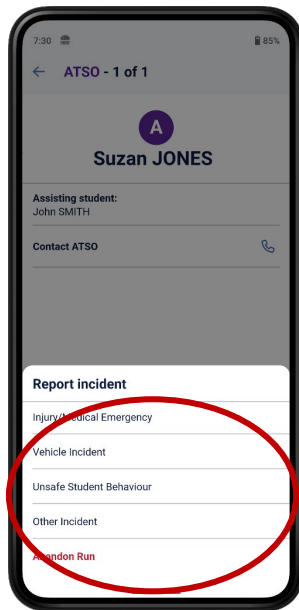
Navigating back to the ATSO tab summary screen, the ATSO card will also display the *Unable to drop* badge for confirmation.

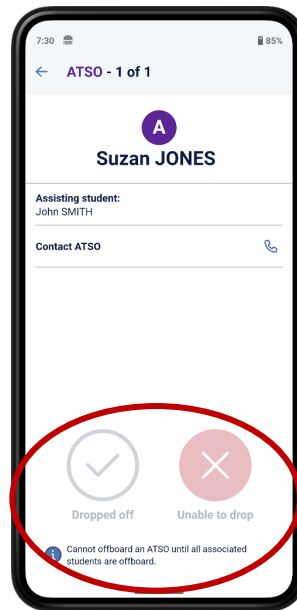# Mark ATSO as 'Unable to drop' off with supporting Students Onboard
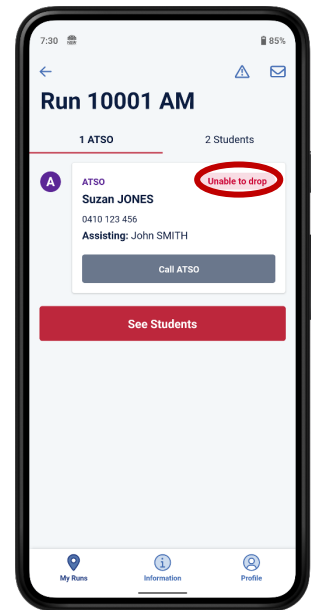
ATSO details

Obtain permission popup

ATSO details

ATSO status Unable to drop

STEP 1

From the ATSO details screen, tap the *Unable to drop* button.

The *Have you contacted the ASTP* popup will appear to remind you that you must obtain persmission from the ASTP.

After you obtain persmission from the ASTP and tap the *YES* button, you will be required to complete the *Report incident* process.

Choose an option that relates to the reason you would like to report. If none match, use the *Other Incident* option.
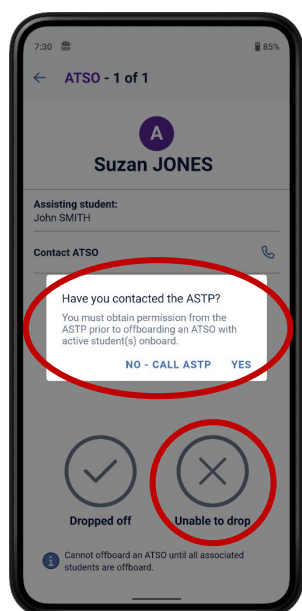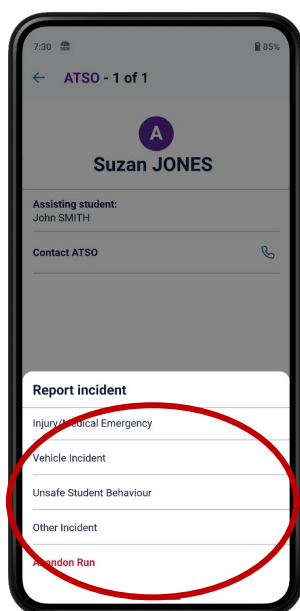
STEP 2

Once the report incident has been completed, the ATSO actions will be disabled and showing the Unable to drop is selected.

Navigating back to the ATSO tab summary screen, the ATSO card will also display the *Unable to drop* badge for confirmation.
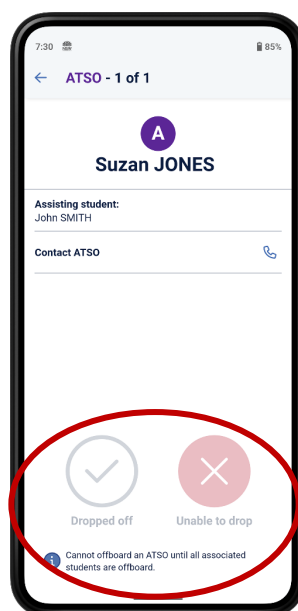
My Runs – Students tab

The Students tab includes all actions available for picking up and dropping off students on the run. The process for AM and PM runs differs slightly, and the steps for these are outlined within this section.

AM Run – Students and Schools list summary

Students tab summary

STUDENTS TAB SUMMARY

From the Students tab on an AM run, you will see a list of Students and Schools for the run.

The order of the cards are arranged according to how the run should be completed from top to bottom.

If you are completing the run in a different order to what is displayed on this screen, please contact your contractor or the ASTP to discuss.

AM Run – Mark Student as 'Onboard' from home

Student details

Onboard Student

Student status Onboarded

STEP 1

From the Student details screen, tap the *Onboard* button where it will change to green.

Note that you can undo this action by tapping the button again if it was tapped by accident.

STEP 2

Navigating back to the Student tab summary screen, the Student card will also display the *Onboarded* badge for confirmation.

AM Run – Mark Student as 'Absent' from home

Students tab summary

Absent Student

Student tab summary

STEP 1

From the Student details screen, tap the *Absent* button where it will change to green.

Note that you can undo this action by tapping the button again if it was tapped by accident.

STEP 2

Navigating back to the Student tab summary screen, the Student card will also display the *Absent* badge for confirmation.
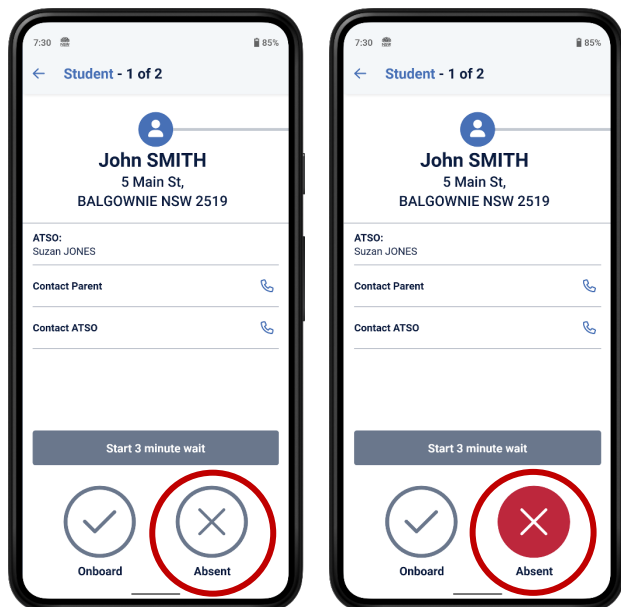
AM Run – Mark Student as 'Dropped off' at School

Students tab summary

Absent Student

Student tab summary

STEP 1

From the School details screen, tap the *tick* button to mark Student as offboard, where it will change to green.

Note that you can undo this action by tapping the button again if it was tapped by accident.

STEP 2

Navigating back to the Student tab summary screen, the Student card will also display the *Dropped off* badge for confirmation.
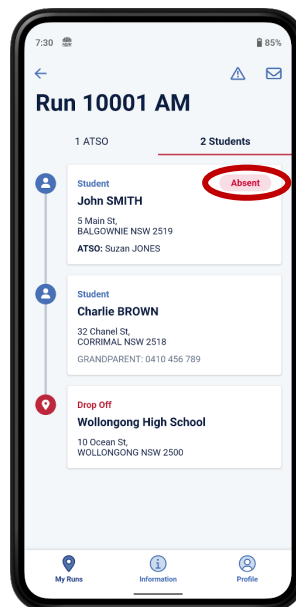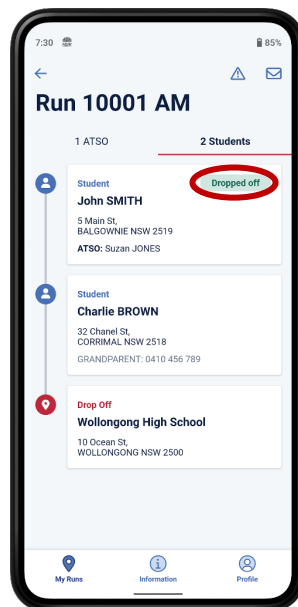
AM Run – Mark Student as 'Unable to drop' off at School

Students tab summary

Absent Student

Absent Student

Disabled student actions

STEP 1

From the School details screen, tap the *cross* button to see the *Report incident* options.

Choose an option that relates to the reason you would like to report. If none match, use the *Other Incident* option.

STEP 2

Once the report incident has been submitted, you will return to the School details screen where it will show the student marked as absent along with the options disabled.

If a student is marked as absent from school, their student details options will be disabled as there is no further action take.

AM Run – 3 minute wait timer

Once you have arrived and parked at the pickup destination, if the student is not within your sights and ready to onboard the vehicle, use the 3 minute wait timer to record how long you had to wait.

Student details

Timer counting

Timer past 3 min

Timer stopped

STEP 1

From the Student details screen, tap the *Start 3 minute wait* button where it will change to blue and start the timer.
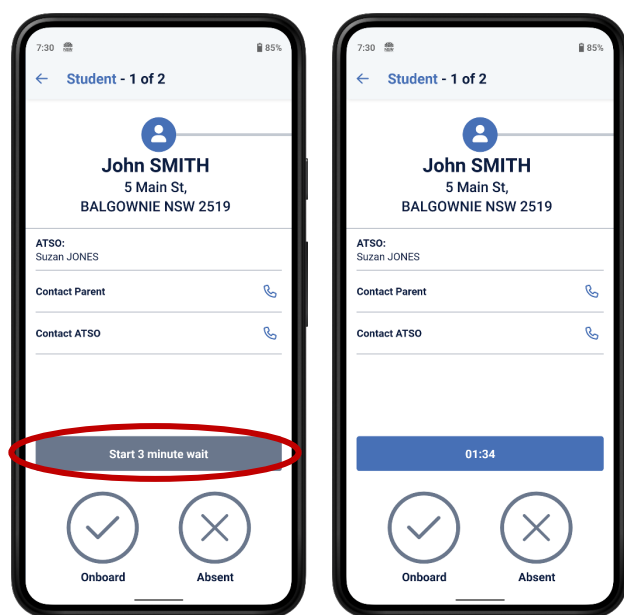
STEP 2

To stop the timer, tap either the *Onboard* or *Absent* button, depending on the outcome after waiting.

If the student was marked as *Absent*, you will see the *Select a Reason* options.

Choose an option that relates to the reason you would like to report. If none match, use the *Other Incident* option.

AM Run – 'Are you in the correct place?'

If onboarding or offboarding a student at a location too far from the approved address, you will see the *Are you in the correct place?* popup. This message is intended to ensure that all onboards and offboards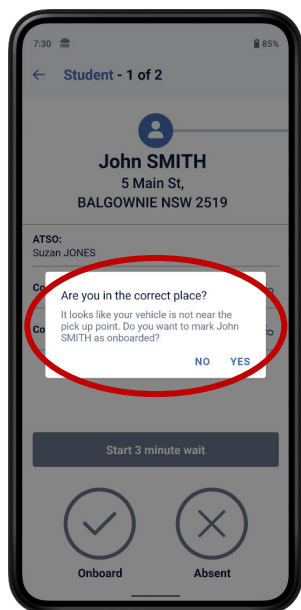 are completed at the correct location. If you continue to see this message when you are at the correct location, please contact the ASTP.
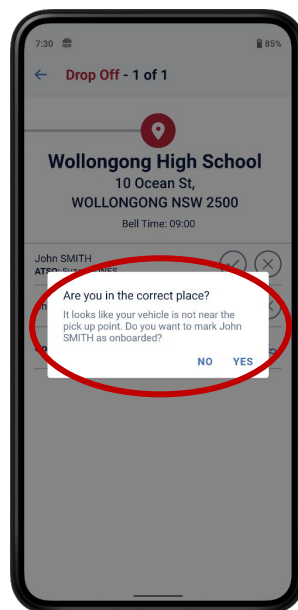

Onboarding from home

Offboarding at school

ONBOARD LOCATION ALERT

If you see the *Are you in the correct place?* message after tapping the *Onboard* button when attempting to onboard a student from their home, and you are certain you are in the correct place, tap the *YES* button to continue.

If you realise you are not in the correct place, tap the *NO* button and proceed to the correct location and try again.

OFFBOARD LOCATION ALERT

If you see the *Are you in the correct place?* message after tapping the *tick* button when attempting to offboard a student at their school, and you are certain you are in the correct place, tap the *YES* button to continue.

If you realise you are not in the correct place, tap the *NO* button and proceed to the correct location and try again.
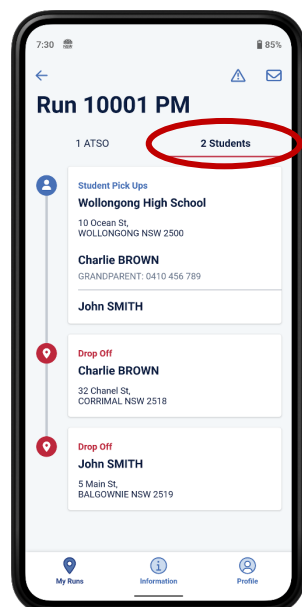
PM Run – Schools and Students list summary

Students tab summary

STUDENTS TAB SUMMARY

From the Students tab on a PM run, you will see a list of Schools and Students for the run.

The order of the cards are arranged according to how the run should be completed from top to bottom.

If you are completing the run in a different order to what is displayed on this screen, please contact your contractor or the ASTP to discuss.

PM Run – Mark Student as 'Onboard' from School

School details

Onboard Student

STEP 1

From the School details screen, tap the *tick* button to mark Student as onboard, where it will change to green.

Note that you can undo this action by tapping the button again if it was tapped by accident.

PM Run – Mark Student as 'Absent' from School

School details

Absent Student

Disabled student actions

STEP 1

From the School details screen, tap the *cross* button to mark as picked up, where it will change to red.

Note that you can undo this action by tapping the button again if it was tapped by accident.

STEP 2

If a student is marked as absent from school, their student details options will be disabled as there is no further action take.

PM Run – Mark Student as 'Dropped off' at home

Students tab summary

Absent Student

Student tab summary

STEP 1

From the Student details screen, tap the *Dropped off* button where it will change to green.

Note that you can undo this action by tapping the button again if it was tapped by accident.

STEP 2

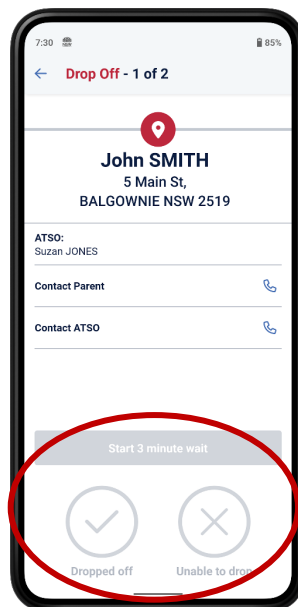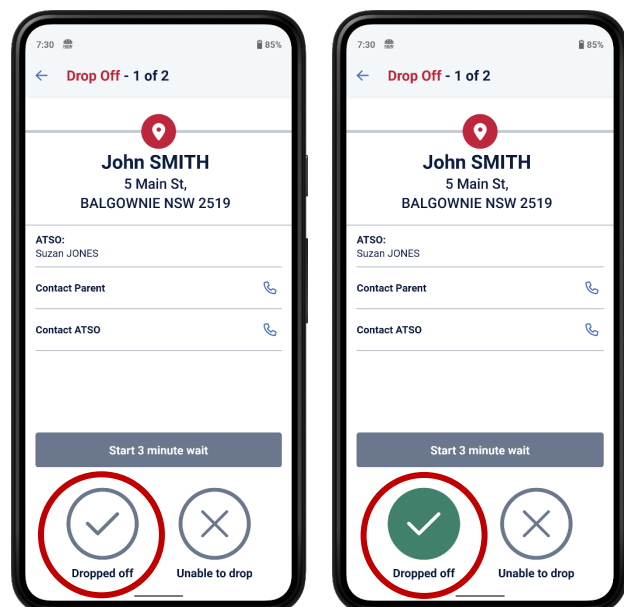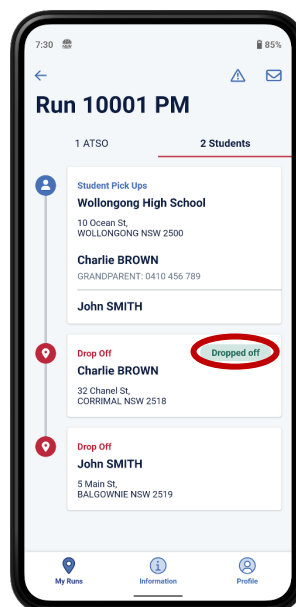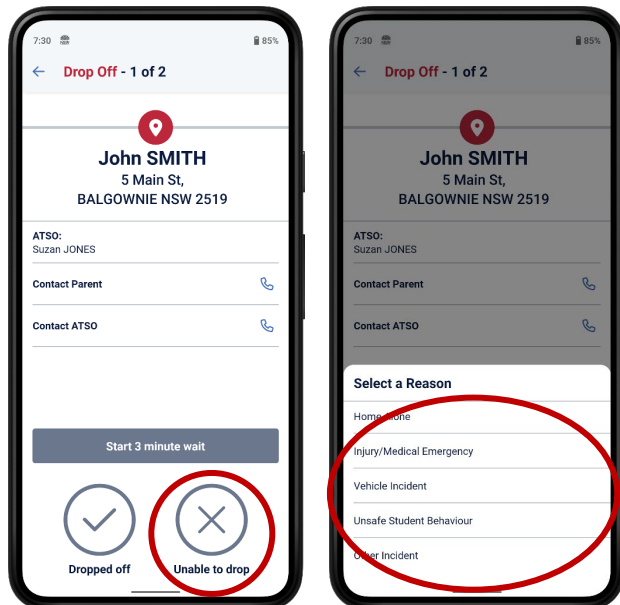Navigating back to the Student tab summary screen, the Student card will also display the *Dropped off* badge for confirmation.

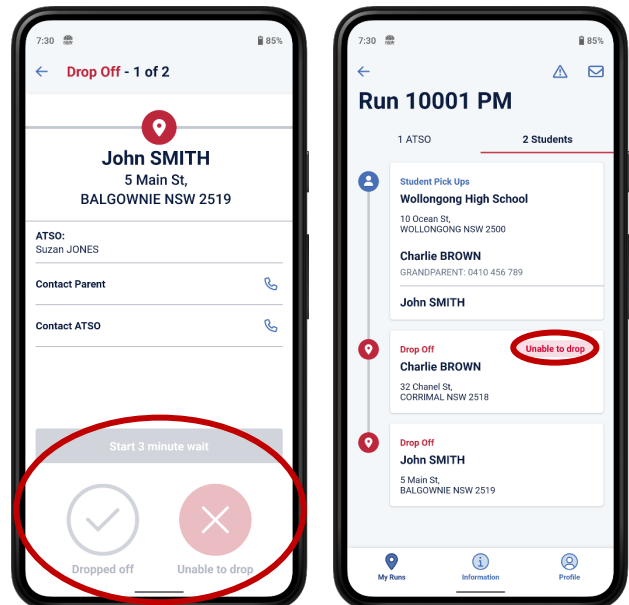# PM Run – Mark Student as 'Unable to drop' off at home

Students tab summary

Select a Reason

Student tab summary

Unable to drop status

STEP 1

From the Student details screen, tap the *Unable to drop* button to see the *Select a Reason* option.

Choose an option that relates to the reason you would like to report. If none match, use the *Other Incident* option.
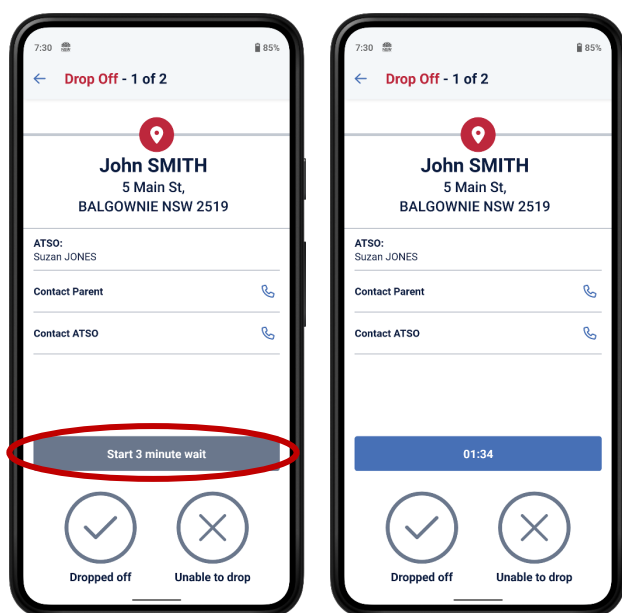
STEP 2

Once the reason has been submitted, you will return to the Student details screen where the *Unable to drop* button is selected, but disabled along with th other actions.

Navigating back to the Student tab summary screen, the Student card will also display the *Unable to drop* badge for confirmation.
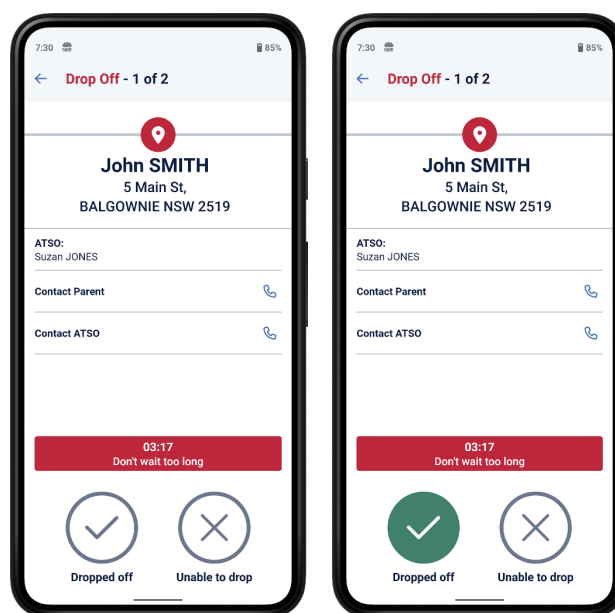
PM Run – 3 minute wait timer

Once you have arrived and parked at the drop off destination, if the parent/carer is not within your sights and ready to collect the student from the vehicle, use the 3 minute wait timer to record how long you had to wait.

Student details

Timer counting

Timer past 3 min

Timer stopped

STEP 1

From the Student details screen, tap the *Start 3 minute wait* button where it will change to blue and start the timer.
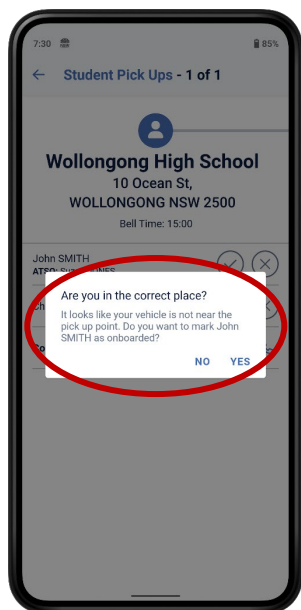
STEP 2

To stop the timer, tap either the *Dropped off* or *Unable to drop* button, depending on the outcome after waiting.

If the student was marked as *Unable to drop*, you will see the *Select a Reason* options.

Choose an option that relates to the reason you would like to report. If none match, use the *Other Incident* option.

PM Run – 'Are you in the correct place?'

If onboarding or offboarding a student at a location too far from the approved address, you will see the *Are you in the correct place?* popup. This message is intended to ensure that all onboards and offboards are completed at the correct location. If you continue to see this message when you are at the correct location, please contact the ASTP.
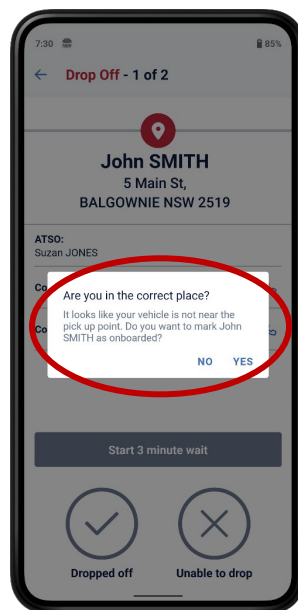

Onboarding from school

Offboarding at home

ONBOARD LOCATION ALERT

If you see the *Are you in the correct place?* message after tapping the *tick* button when attempting to onboard a student from their school, and you are certain you are in the correct place, tap the *YES* button to continue.

If you realise you are not in the correct place, tap the *NO* button and proceed to the correct location and try again.
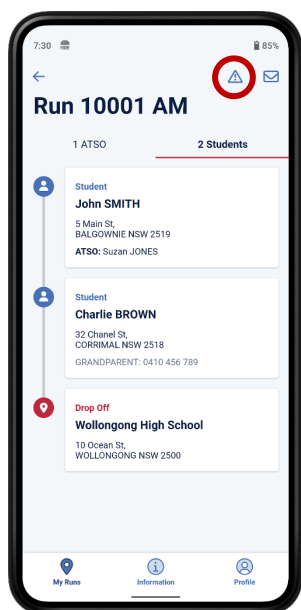
OFFBOARD LOCATION ALERT

If you see the *Are you in the correct place?* message after tapping the *tick* button when attempting to offboard a student at their home, and you are certain you are in the correct place, tap the *YES* button to continue.

If you realise you are not in the correct place, tap the *NO* button and proceed to the correct location and try again.
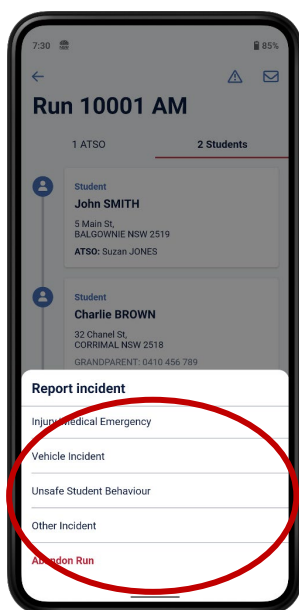
Report incident

If an incident occurs on the run, you can report it directly from the App. Incidents include Injury/Medical Emergency, Vehicle Incidents, Unsafe Student Behaviour, and Other reportable incidents.
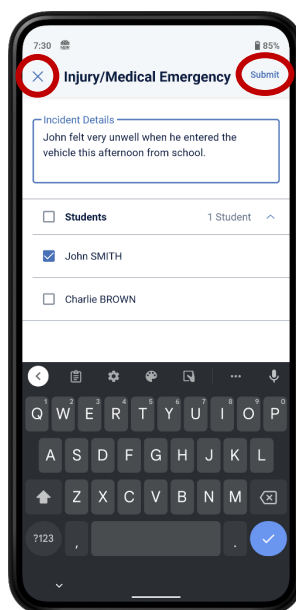
Note: For general notes you would like to add related to the run, please use the *Add a Note* option described on the following page.

Report incident

Report incident options

Report incident example

STEP 1

From the Run details screen, tap the warning icon button to see the *Report incident* option.

Choose an option that relates to the incident you would like to report. If none match, use the *Other Incident* option.

STEP 2

Enter a short summary of the incident within the Incident Details text area, and select the Students/ATSOs is relates to.
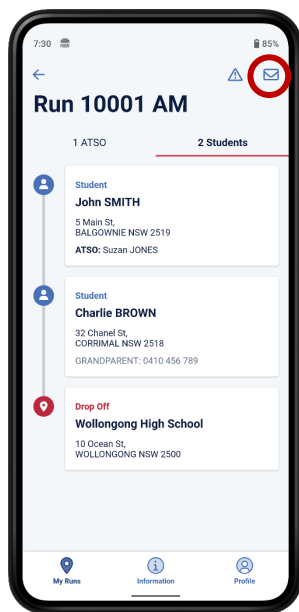
Once all the details are entered, tap the *Submit* button, where the details will be sent to to the ASTP.

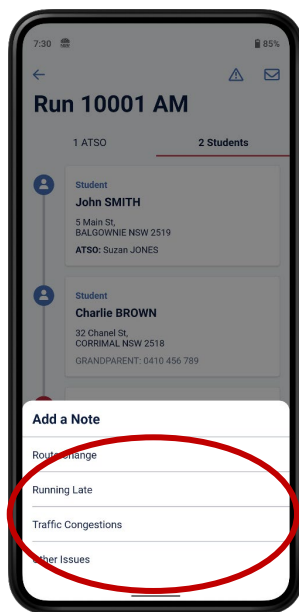To cancel this report before submitting it, tap the X icon.

Add a Note

For general notes related to your run, you can add these directly from the App. Notes include Route Change, Running Late, Traffic Congestions, and Other Issues.
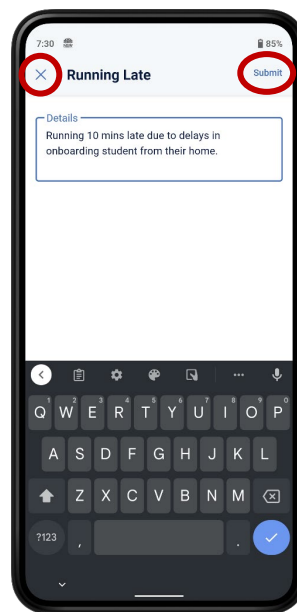
Note: For reportable incidents you would like to add related to the run, please use the *Report Incident* option described on the previous page.

Report incident

Report incident options

Report incident example

STEP 1

From the Run details screen, tap the envelope icon button to see the *Add a Note* option.

Choose an option that closest relates to the note you would like to add. If none match, use the *Other Issues* option.
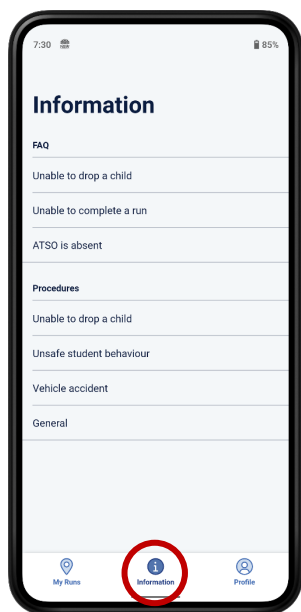
STEP 2

Enter a short summary of the note within the *Details* text area and tap the *Submit* button, where the details will be sent to to the ASTP.

To cancel this note before submitting it, tap the X icon.

Information (FAQ and Procedures)

The App provides frequently asked questions and important procedures that relate to you as a driver, and are similar to the yellow card you currently carry in your vehicle.
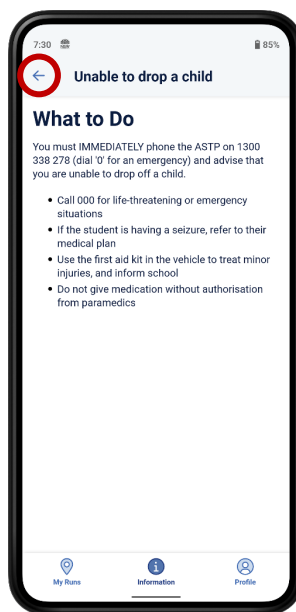

FAQ and Procedures

What to do

STEP 1

To view the Information screen that contains FAQ and Procedures, tap the *Information* button.

Displayed here is a list of common FAQs and Procedures that relate to your run, and originally found on the yellow card.

Tap on the relevant FAQ or Procedure to view more information about what to do.
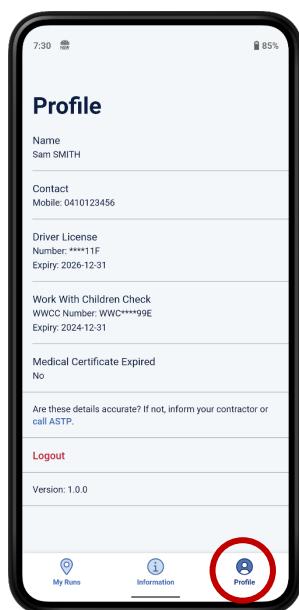
STEP 2

Within each FAQ and Procedure, the *What to do* screen provides information about steps you should take.

To go back to the FAQ and Procedures list, tap the back button.

Profile

The profile screen provides essential information related to your driver record that the ASTP keeps on file. If the details here are incorrect, please inform your contractor or call the ASTP to have them updated.
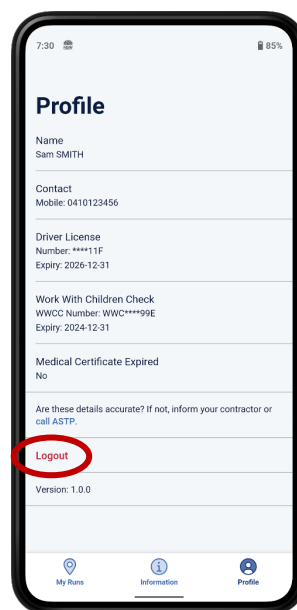
From the profile screen, you can also fully log out of the App. This is useful when sharing the mobile device with other drivers.
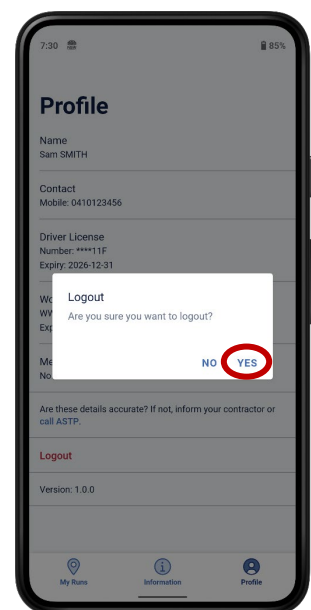

Profile

Logout   Logout confirmation

To view your profile information, tap the *Profile* button.

Displayed here are the details that the ASTP has on file for you. If any of these details are incorrect, please inform your contractor or call the ASTP.

From the Profile screen, you can also fully logout of the App but clicing the *Logout* button.

The *Logout* confirmation popup will appear to confirm the action.

Note that logging out of the App will require you to complete the first-time login again, including providing your WWCC Number and setting up a 4-digit PIN.

If you would like to simply close the App instead of logging out, you can do so by swipe closing the App depending on the make/model of your mobile device.