

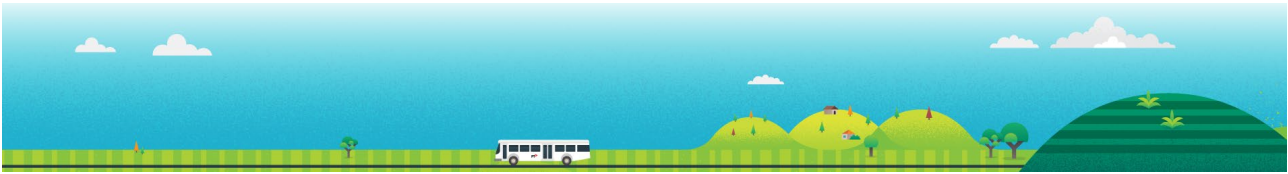


# Student Travel Assistance Portal (STAP) Quick Reference Guide for Applicants and Travellers

This guide explains how to use key functions of the Student Travel Assistance Portal to support families in managing student travel needs.

Student Travel Assistance website: <https://studenttravelassistance.educationapps.vic.gov.au>

Step	STAP screen view
<p><b>Register a new account.</b></p> <p>Go to the Student Travel Assistance website.</p> <ol style="list-style-type: none"> <li>1. Click on Register</li> <li>2. Click I want to apply for a school bus and click Continue.</li> <li>3. Enter your email address and click Continue.</li> <li>4. Create a password and click Continue.</li> <li>5. Enter your details and click Continue.</li> <li>6. You will be sent an email confirming your account has been created.</li> </ol>	
<p><b>Login to your account</b></p> <ol style="list-style-type: none"> <li>1. Click Log in.</li> <li>2. Enter your username and password. A verification code will be sent to your email address.</li> <li>3. If you have forgotten your password, click 'Forgot Password'.</li> <li>4. Enter the verification code.</li> <li>5. Click Verify Code.</li> </ol>	
<p><b>Check your eligibility.</b></p> <ol style="list-style-type: none"> <li>1. Click on Pre-Application check from the main menu.</li> <li>2. Answer the questions to determine your eligibility for travel.</li> <li>3. Ready to apply? Click Log in to create an application or Register, if you don't have an existing account.</li> </ol>	



Step	STAP screen view
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**Create an application.**

1. Once you have logged into your account, click Applications.
2. Click Start new application and follow the on-screen prompts.
3. Your eligibility will be calculated.

Once the application has been submitted, you will be given a travel offer immediately, or your application will need to be reviewed by the school bus administration team.

**Accept your offer.**

You can accept your travel offer immediately and you will also be sent an email to accept the offer at a later stage. Your bus seat will not be confirmed until the offer is accepted.

1. Open your account.
2. Click on the application.
3. Review your offer, within the nominated time frame, and select Accept or Reject.
4. The bus seat will be confirmed.

**Renew an application.**

You will need to renew your application each term if you are an ineligible or conditional traveller. A reminder will be sent to you via email. From your account, click 'Renew Application'.

1. Confirm your details have not changed, agree to terms and conditions, and click Submit.
2. At the end of term, you will be provided with a travel offer (see Accept Your Offer)

**Change your details.**

1. Click on My Details
2. Make changes to your email, address, phone number or to reset your password.
3. From this screen, you can update your child's name or date of birth by clicking on the small pencil.

**For further help, contact us on:**

**1800 338 663 or via [schoolbus@education.vic.gov.au](mailto:schoolbus@education.vic.gov.au)**