



DARLINGTON
Borough Council

Parent Portal

Home to School Transport Guide

EYES – Transport Guide

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1. Home to School Transport Overview

This guide will detail the Home to School Transport process on the Parent Portal, how to access the portal and apply for a Transport place.

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2. Registering a new account

- From the Portal Home Page, click on the Login / Register for new account button

New users

If you're new to EstablishmentPortal_UAT2, sign up for an account here

[Register for new account](#)

- Enter your Forename and Surname into the boxes

Forename *

Surname *

[Next](#)

- Then click on the Next button
- Enter your Email and Create a suitable password

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The image shows a registration form with three input fields: "Email address *", "Password *", and "Confirm password *". Each field is empty. Below the fields are three buttons: "Back", "Next", and "Cancel". The "Next" button is highlighted with a red border.

- Once the details have been entered click on the next button
- You will then receive an email with your account verification code

Dear Chris Burnside,

Thank you for using ParentPortal_UAT2. Please enter the following code on the email verification page:

4624 1257

Kind regards

ParentPortal_UAT2

- Once you have received the code, enter it into the Code box to verify your account

The image shows a verification form with the text "If you can't find this email, it may be in your spam/junk email folder." Below this is a label "Code *" and an input field containing the text "4624 1257". Below the input field are three buttons: "Back", "Next", and "Cancel". The "Next" button is highlighted with a red border.

[Please send me a new code](#)

- Then click the next button
- Your account has now successfully been created, click the Continue button to log into your account

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Your registration has been completed successfully. Click **Continue** to carry on with your session.

[Continue](#)

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3. Signing into an existing account

- Enter your registered email and password

Existing users

Email

Please enter your email address

Password

Please enter your password

For additional security, we will confirm your account by sending an authentication code to your email address.

- Click the Submit button to continue
- You will then receive an email with a verification code

Dear Chris Burnside,

Thank you for using ParentPortal_UAT2. Please enter the following code on the login verification page:

5212 6942

Kind regards

ParentPortal_UAT2

- Enter this into the code box

Secure login - step 2

We have just sent you an email to confirm your account. Please enter the code this contains below.

If you can't find this email, it may be in your spam/junk email folder.

Code

Finish

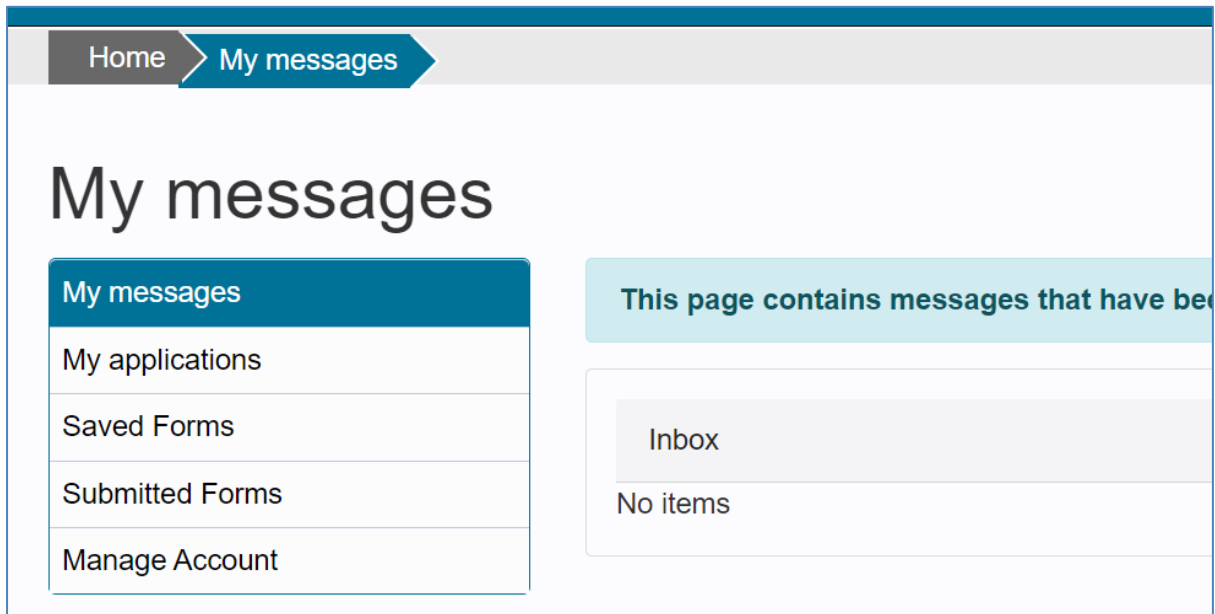
Cancel

- Then click on the Finish button to log into your account

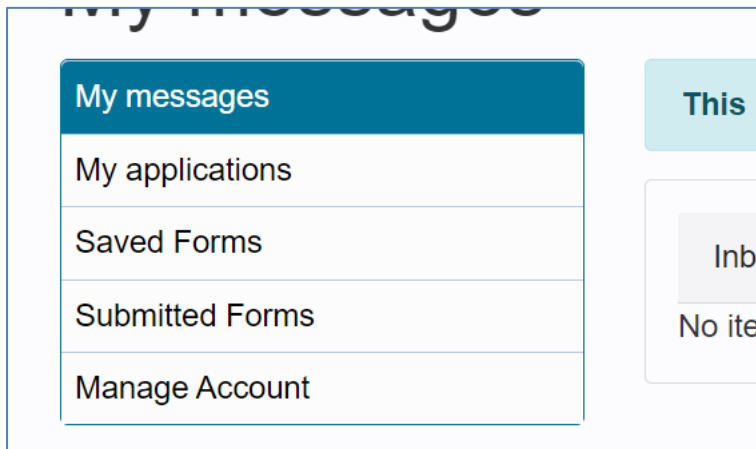
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4. Parents Dashboard

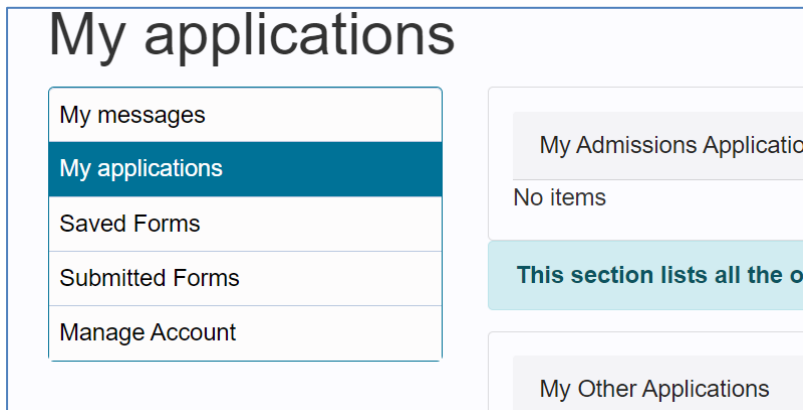
- Once you have logged into the Parent Portal you will see the following screen



- If you have any messages, they will be displayed in the My Messages Section.

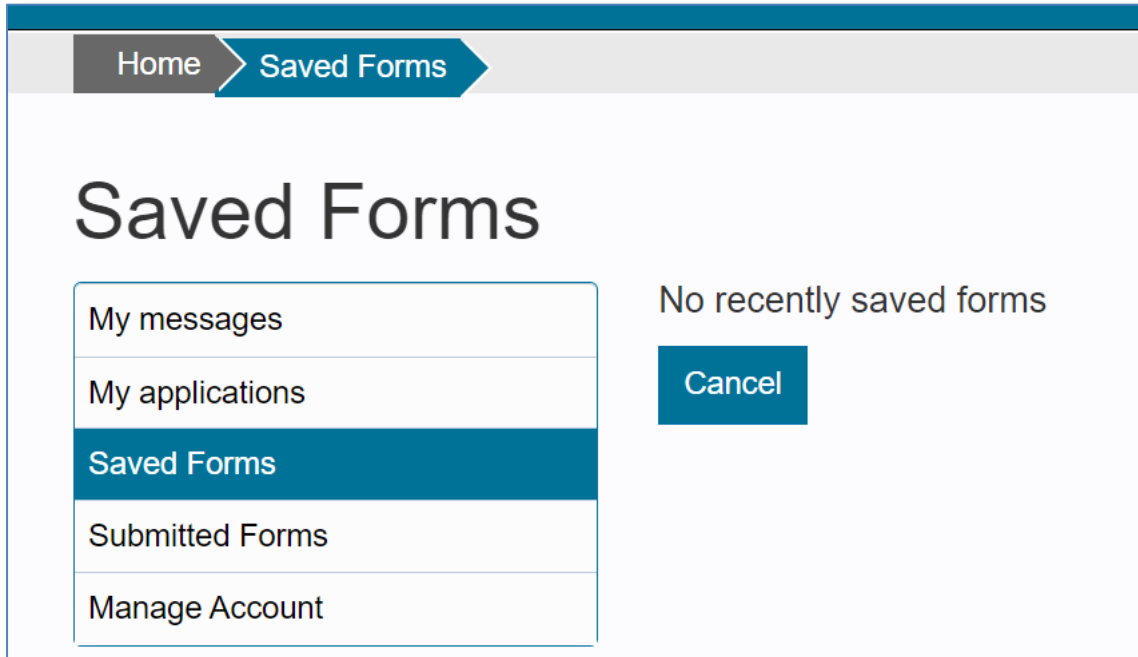


- If you have completed any applications, they will be shown in the My Applications section

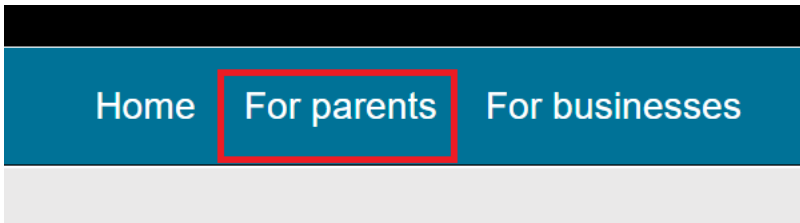


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- If you have started but not completed an application and clicked on the Save for Later button whilst completing the application, they will be displayed in the Saved Forms Section



- To get to the Transport sections, click on the For Parents link in the menu bar at the top of the screen



- This will take you to the For Parents page

For parents

Admissions Service

Apply for a school place.

[Apply for a school place](#)

Early years and childcare (Extended Entitlement)

Find out about free early education, and other types of childcare for 3

[Early years and childcare \(Extended Entitlement\)](#)

Free early education for two year olds

Find out about free early education, and other types of childcare for 2

[Free early education for two year olds](#)

- Click on the Home to School Travel button to start the process

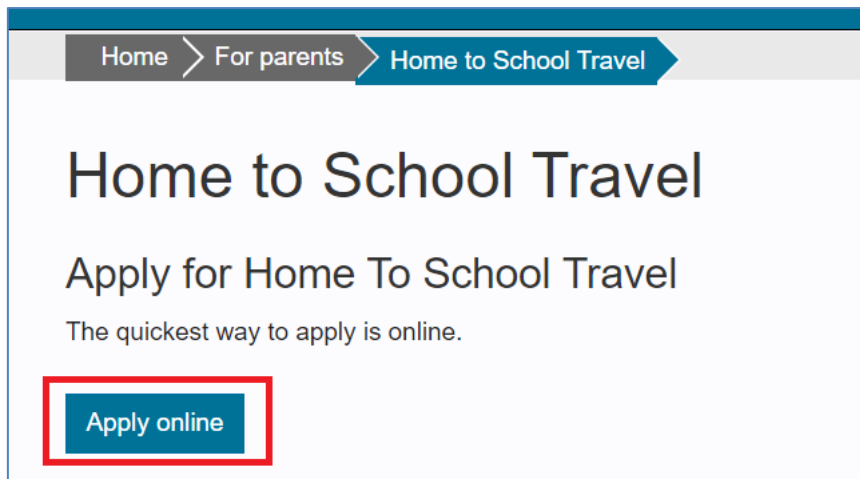
Home to School Travel

Find out who is eligible for free travel to school.

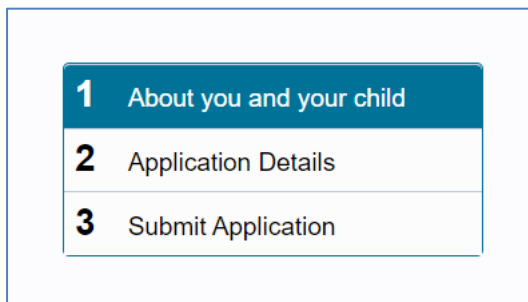
[Home to School Travel](#)

- You should now see the Apply Online button.

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- This will take you to the form that needs to be completed
- The index guide on the left hand side of the screen will let you know which section of the form you are currently on, it will be highlighted in blue



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4.1. About You and your child


- Enter your details into the Applicant Details section of the form.

Applicant Details

Title	<input type="text"/>
First name *	<input type="text" value="Test"/>
Last Name *	<input type="text" value="Transport"/>
Email *	<input type="text" value="test.transport@email.com"/>
Home telephone	<input type="text"/>
Work telephone	<input type="text"/>
Mobile telephone	<input type="text"/>
Preferred contact method *	<input type="text"/>

- Then enter the details of your child in the ‘Who is the Assessment For?’ section

Who is the Assessment for?

First name *	<input type="text"/>
Last name *	<input type="text"/>
Date of birth *	<input type="text" value="dd-mm-yyyy"/> 
Gender *	<input type="text"/>

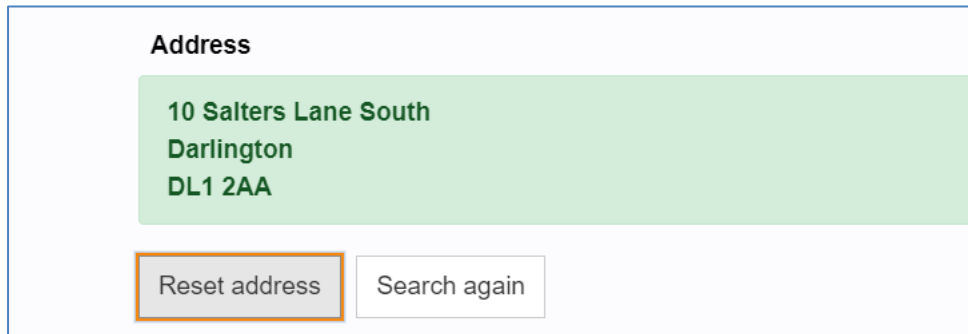
- Enter your house number and postcode, then click on ‘Find Address.’

Address

House number or name	<input type="text" value="10"/>
Postcode *	<input type="text" value="d11 2aa"/>

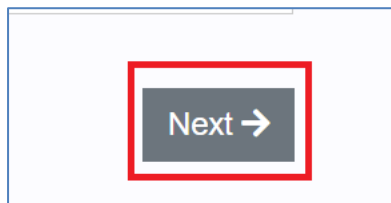
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- Your address will then be added to the record. Click 'Reset Address' to remove this (if it's incorrect), or click 'search again' to start a new search.



The screenshot shows a form section titled "Address". Below the title, the address "10 Salters Lane South", "Darlington", and "DL1 2AA" is displayed in a green box. Below the address box, there are two buttons: "Reset address" (highlighted with an orange border) and "Search again".

- Once all sections have been completed click on the Next button to go to the next section of the form



The screenshot shows a button labeled "Next" with a right-pointing arrow, highlighted with a red border.

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4.2. Application Details

- Select the type of transport you are applying for.

APPLICATION DETAILS

Are you applying for: * Mainstream Travel SEND/ Medical Travel

Reason for Application *
 New Application
 Moved School
 Moved Home

- Depending on the type of transport you will see an additional section appear, that will need to be completed at the next stage.

- 1 About you and your child
- 2 Application Details
- 3 Mainstream Travel Application
- 4 Submit Application

APPLICATION DETAILS

Are you applying for: * Mainstream Travel SEND/ Medical Travel

Reason for Application *
 New Application
 Moved School
 Moved Home

OR

- 1 About you and your child
- 2 Application Details
- 3 SEND/ Medical Travel Application
- 4 Submit Application

APPLICATION DETAILS

Are you applying for: * Mainstream Travel SEND/ Medical Travel

Reason for Application *
 New Application
 Moved School
 Moved Home

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- Then select the 'Reason for Application'

APPLICATION DETAILS


Are you applying for: * Mainstream Travel SEND/ Medical Travel

Reason for Application * New Application
 Moved School
 Moved Home

- If 'Moved School' is selected you will be asked additional questions. Complete these as fully as possible.

Reason for Application * New Application
 Moved School
 Moved Home

School

Date of transfer * 

Reason for transfer *

- If 'Moved Home' is selected you will also be asked additional questions. Complete these as fully as possible.

Moved School
 Moved Home


You say you have moved home; please give reason for move *

Previous Address

Address

House number or name

Postcode *

Date of move * 

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- Once all sections are complete, click 'Next'



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Mainstream Travel Additional Questions

- If you selected 'Mainstream Travel' as the Application Type in the previous step, you will be asked the following additional questions.

50% complete

MAINSTREAM TRAVEL APPLICATION

Are you receiving Maximum Level Working Tax Credit? *

Yes
 No
 Not Known

Does your child receive a Free School Meal? *


Yes
 No
 Not Known

Are you applying on grounds of religion or belief? *

Yes
 No
 Not Known

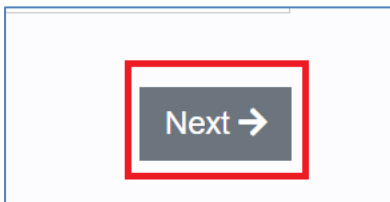
Date from which transport is required *

dd-mm-yyyy



Please allow for 10 working days for processing of application

- Complete these as full as possible, then click on 'Next'.



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SEND / Medical Travel Additional Questions

- If you selected 'SEND / Medical Travel' as the Application Type you will be asked additional questions

SEND/ MEDICAL TRAVEL APPLICATION

Does your child have a current Education and Health Care Plan/ Yes
 No
 Not Known

Does your child have a current medical need? Yes
 No
 Not Known

Please provide details of their SEND needs, learning difficulty, medical need or behavioural

Why do you feel that your child needs travel assistance?

- In the 'School / College Details' section, select whether the school / college is local, OOA (Out of Authority) or choose to enter the details manually.

School/ College Details

School / College you are requesting assistance to

Select Search Option Search Local Establishments
 Search OOA Establishments
 Enter Establishment Manually

- The option to 'Search Local Establishments' will allow you to type in part of the school's name and select them from the list.

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School / College you are requesting assistance to

Select Search Option

Search Local Establishments

Search OOA Establishments

Enter Establishment Manually

Select Establishment

abb

Abbey Infants' School

Abbey Junior School

Please enter times in 24hr format.

- The option to 'Search OOA Establishments' will allow you to enter the name of an out of authority school, and then select them from a drop down list.

School / College you are requesting assistance to

Select Search Option

Search Local Establishments

Search OOA Establishments

Enter Establishment Manually

Search OOA Establishments

durham

Search

Select Establishment

Select Establishment

Select Establishment

Durham Academy (Durham)

Durham Cathedral Schools Foundation (Durham)

Please enter times in 24hr format.

Please provide the school start

- The option to 'Enter Establishment Manually' will allow you to type in the school / college's details by hand.

School/ College Details

School / College you are requesting assistance to

Select Search Option

Search Local Establishments

Search OOA Establishments

Enter Establishment Manually

Establishment Name

Durham Johnstone School

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- Enter the Start / Finish times for your child, for each day, in 24hr format

Please provide the school start and finish times for your child

incorrect times or changes to session times in the future may lead to some delay in providing assistance

	Start Time (AM)	Finish Time (PM)
Monday	<input type="text" value="08:45"/>	<input type="text" value="15:15"/>
Tuesday	<input type="text"/>	<input type="text"/>
Wednesday	<input type="text"/>	<input type="text"/>
Thursday	<input type="text"/>	<input type="text"/>
Friday	<input type="text"/>	<input type="text"/>

- For those days where your child will require pickup, select 'Yes' from the drop down list.

What days will your child require travel assistance on

If your child attends full day(s) you do not need to answer AM Drop off or PM Pick Up options

	AM Pick Up	PM Drop Off
Monday	<input type="text" value="Yes"/>	<input type="text" value="Yes"/>
Tuesday	<input type="text"/>	<input type="text"/>
Wednesday	<input type="text"/>	<input type="text"/>
Thursday	<input type="text"/>	<input type="text"/>
Friday	<input type="text"/>	<input type="text"/>

- Where you have tick-boxes as an answer to a question, you can select multiple answers if required.

Pupil Mobility & Access to Transport

Is your child able to

- Walk unaided
- Walk with assistance?
- Climb steps?

Does your child

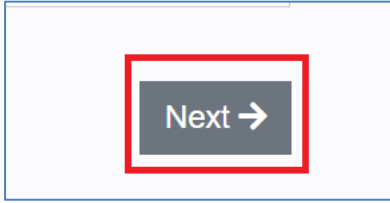
- Use a mobility aid to walk
- Need assistance to get in and out of a vehicle?

Does your child need to take any of the following equipment

- Crutches
- Posture Walker
- Folding Frame

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- Complete the form as fully as possible, then click on 'Next'.



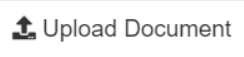
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4.3. Supporting Info

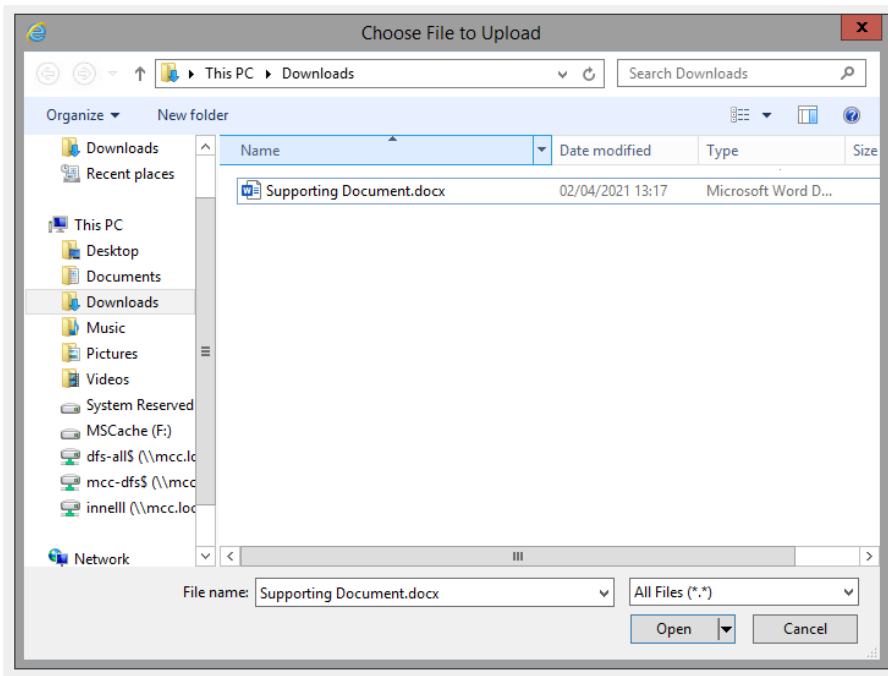
- If you have any documentation to support your application, please upload it by clicking the 'Upload Document' button.

Supporting Documentation

SEND Application: Please provide (Upload) (medication information in relation to the application)



- Select the supporting documents that you wish to upload



- Click on the Open button to select that document and upload it




- Please note that only the following document types can be uploaded

Accepted extensions: jpg
png
doc
docx
pdf
xls
xlsx

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- The Supporting Documents section will now show the document that has been uploaded

Supporting Documentation

 Supporting Evidence.doc

Remove

- Read the declaration, and then click the tick-box to confirm that you have read and agree with it.

- I understand that Darlington Borough Council may share this information relevant and necessary, including the transport operator for the transport

*

I accept the above declaration

- When you are happy that the form is complete, then click 'Submit Application'.

Send Form for Consideration

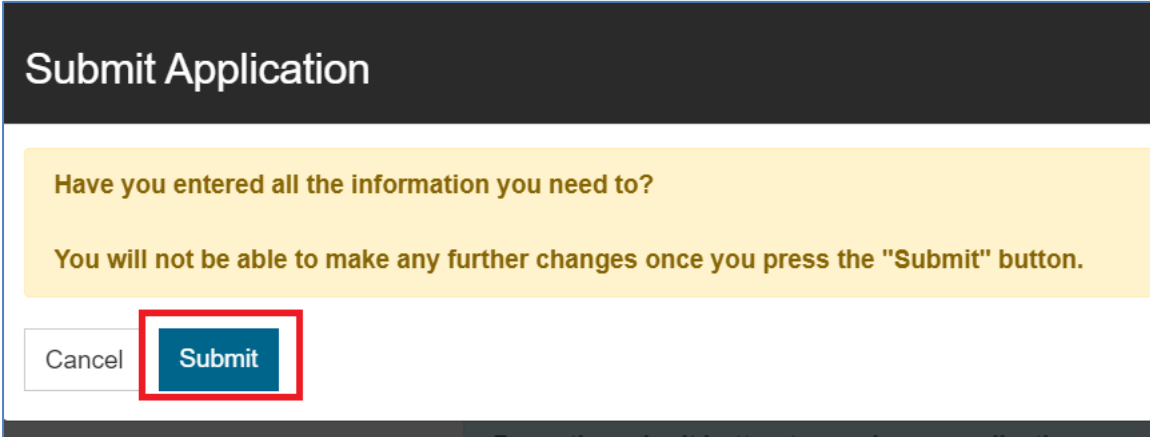
Press the submit button to send your application.

Submit Application

← Previous

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- Then click 'Submit' a second time.



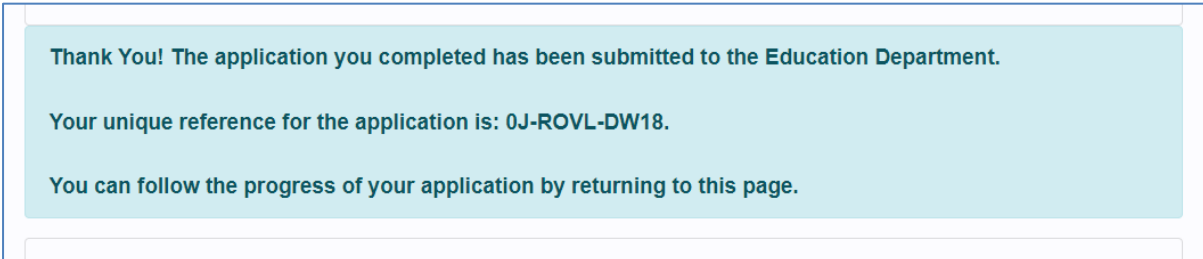
Submit Application

Have you entered all the information you need to?

You will not be able to make any further changes once you press the "Submit" button.

Cancel Submit

- You will then be given a reference number for your applications



Thank You! The application you completed has been submitted to the Education Department.

Your unique reference for the application is: 0J-ROVL-DW18.

You can follow the progress of your application by returning to this page.