DARLINGTON
Borough Council

# Home to School Transport Parent Portal

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# 1. Common Issues and Fixes

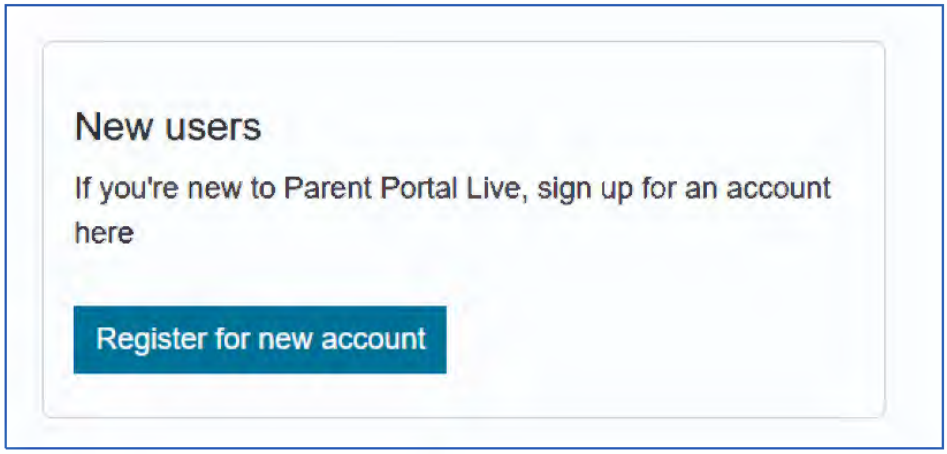
a) Check for spelling mistakes, if your email and password is auto filled, type this manually and check for mistakes
b) There are several browsers on devices such as Chrome, Microsoft Edge, Safari, Samsung Browser etc. If you are having issues try a different browser, for example if you are using edge then try chrome or vice versa
c) Make sure you are not on a works device/Wi-Fi as this could be blocked firewall
d) Have good signal, if you are out and about try when connected to Wi-Fi at home or if on home Wi-Fi try disconnecting and using mobile signal
e) Try the below links, make sure if you have password reset that you follow those links directly https://dbcparentliveportal.darlington.gov.uk:34600/web/portal/pages/home or https://dbcparentliveportal.darlington.gov.uk:34600/web/portal/pages/htstapplication#travcrit
f) Reboot the device - turn it off and back on
g) Try another device if all of the above doesn't work

# 2. Registering a new account

Please ensure donotreply@darlington.gov.uk is in your safe senders list in your email address

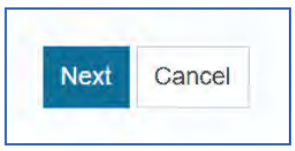
- Go to Portal Registration
- Select login/register

- Select the register for a new account button



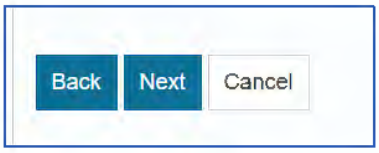

- Enter your forename and surname and phone number

- Once the above details are entered select the Next button

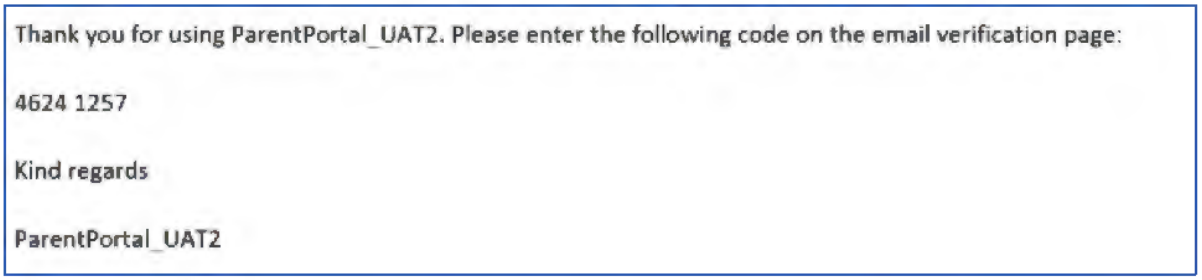



- Enter your email address
- Create a password – your password must meet the policy requirements which is shown on the right side of the screen

- Once entered select the next button

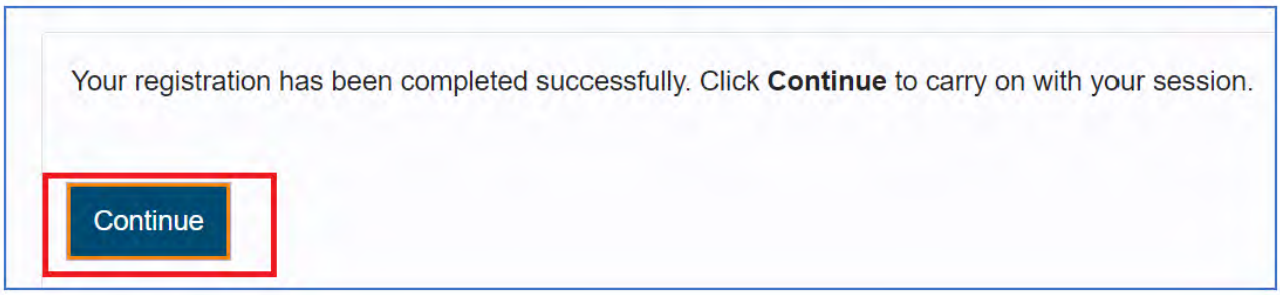



- A screen will appear asking you to enter a code, this will be emailed to the email address you provided at registration – if this is not received, please check your spam/junk folder



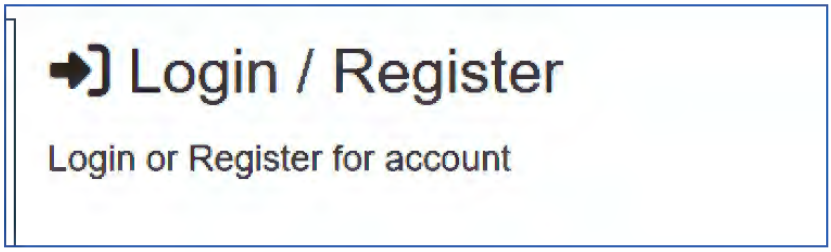
Once the code is entered please select the Next button

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

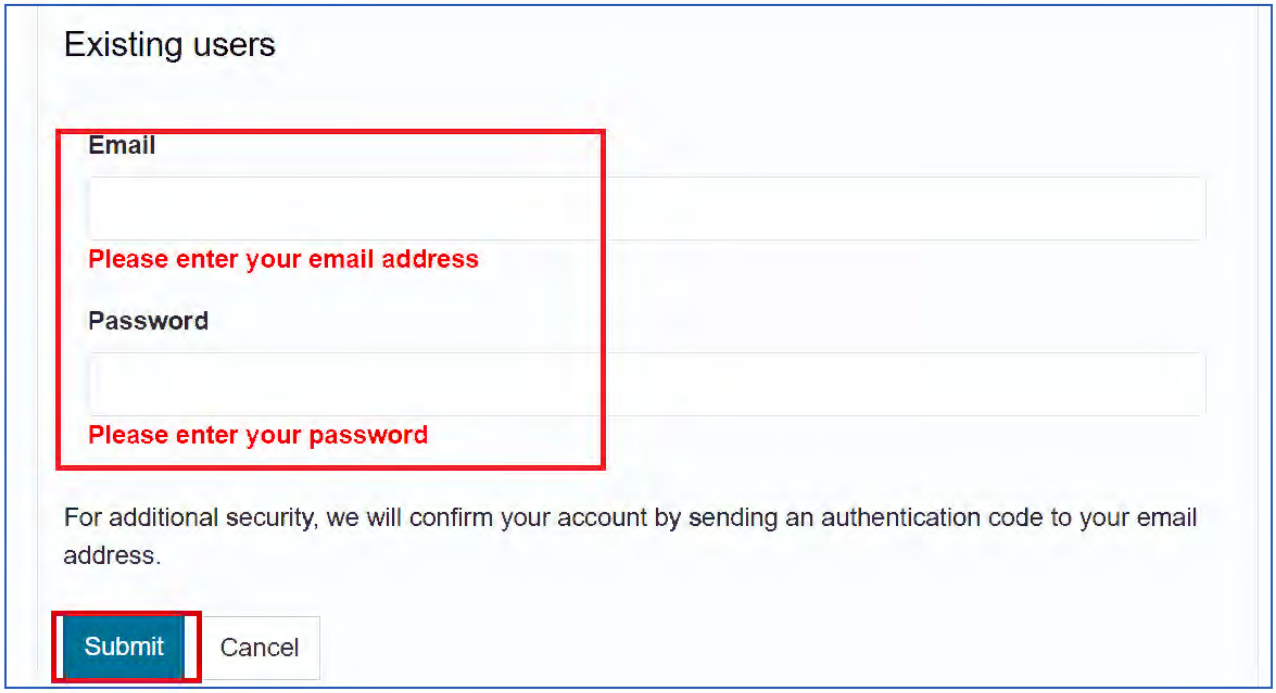

Your registration has been completed successfully. Click **Continue** to carry on with your session.
Continue

# 3. Signing into an existing account

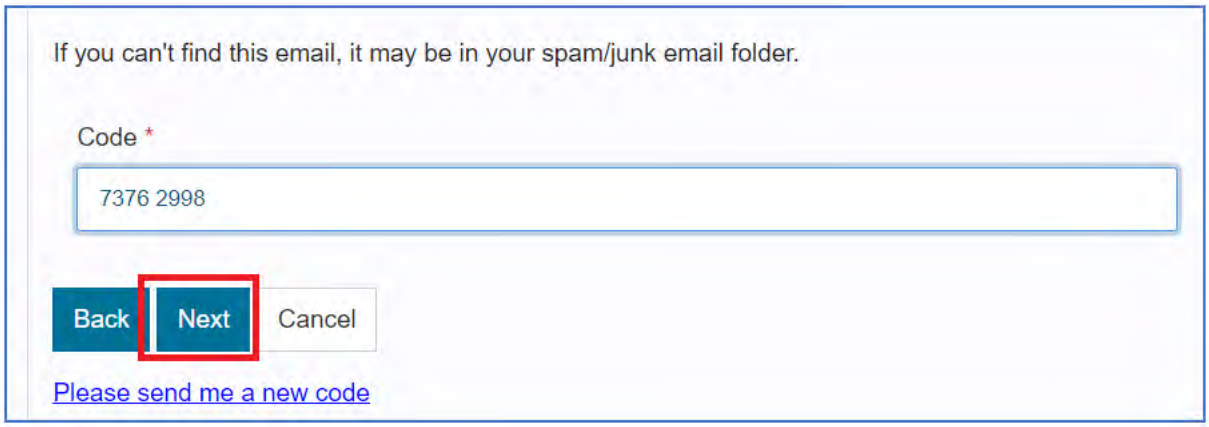
- Go to [the portal login page]
- Select login/register




- Enter your email address and password that you used to register your account (if you have forgotten your password use the forgotten password link)



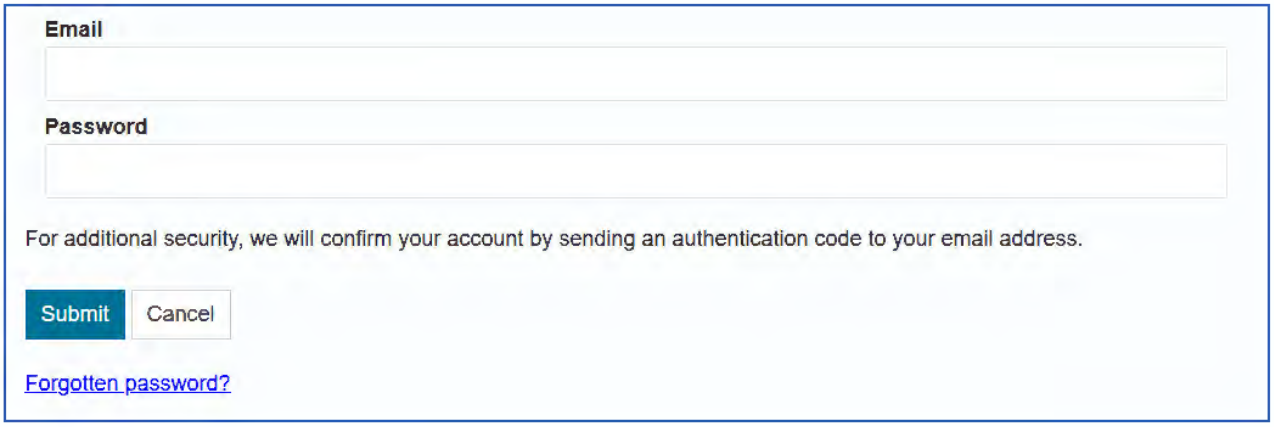

- Select the Submit button
- You will receive an email verification code (there can sometimes be a delay in the code arriving, so please allow time for the code to arrive via email). if it has not arrived after 10-15 minutes, you can select the 'Please send me a new code' option
- If this is not received, please also check your spam/junk folder and that the email address is in your safe sender list




- If you do not receive your code, you can select – please send me a new code

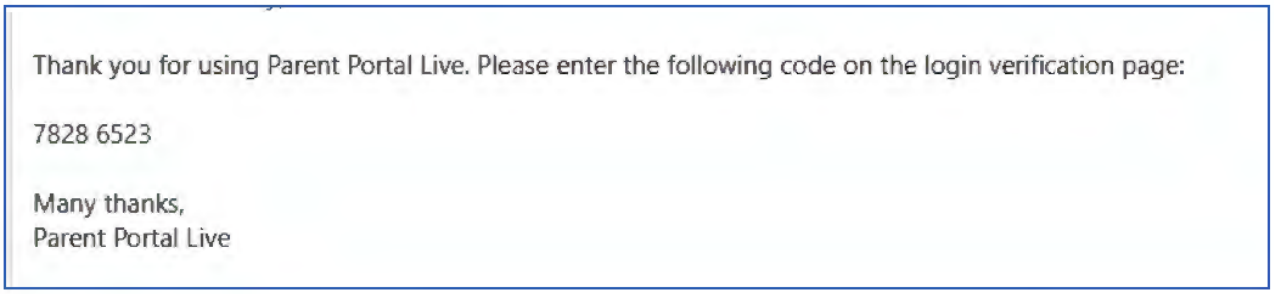
# 4. Password Reset

- If you are unable to log into your account, you can complete a password reset
- Select the forgotten password from the login screen

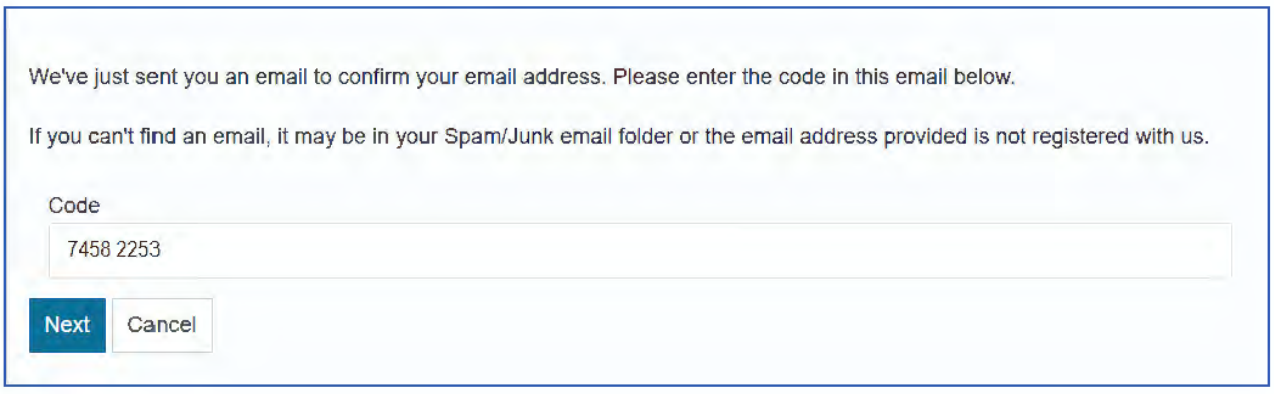



- Enter your email address and select the next button (please be patient, waiting for your code, it can take some time to come through)

- You will receive an email with a code




- Enter the code in the password reset page and select the next button



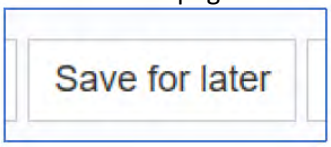

- Enter your new password (password policy is on the right side of the page)
- Confirm your new password
- Select the finish button

Reset password - step 3
Please enter your new password
Your new password
Confirm password
Finish
Cancel

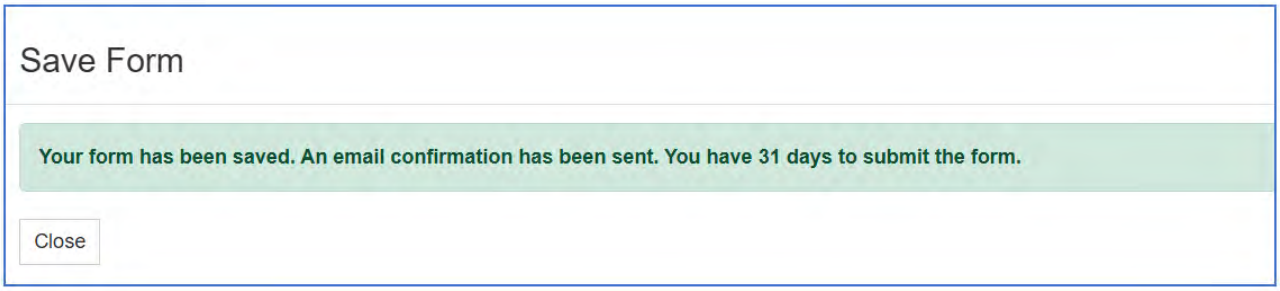
# 5. Saving a form

As you are completing the application form, please ensure you select the save for later button at the bottom frequently. This will save the form as you go. This will prevent you from losing your application as you fill it out.

- To save a form as you proceed with your application, select the save for later button and the bottom of the page



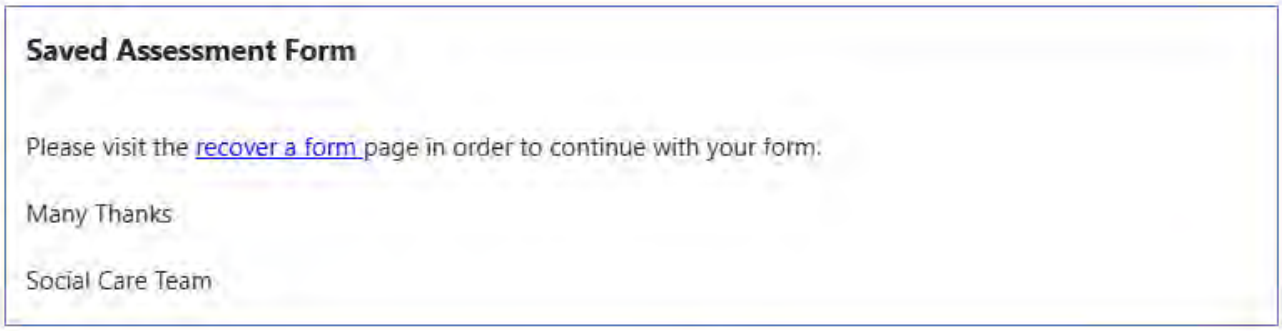

- You will receive a message advising that your form has been saved



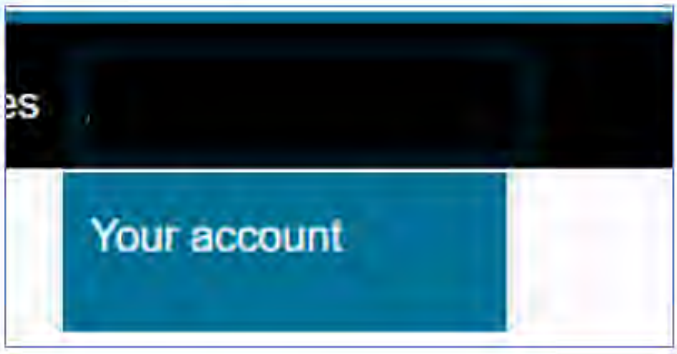
# 6. Picking up a saved form

- If you have saved a form, there are two ways to access this:

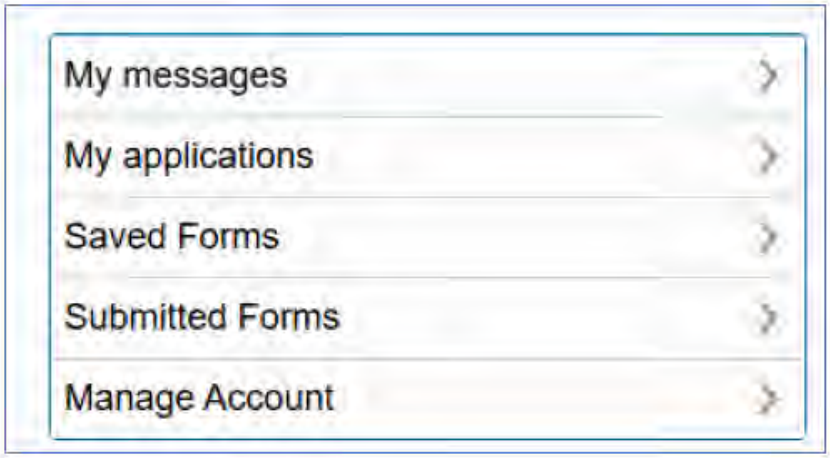
1. You will receive an email, follow the link to pick up your saved form




2. log in and navigate to your name – select it then your account



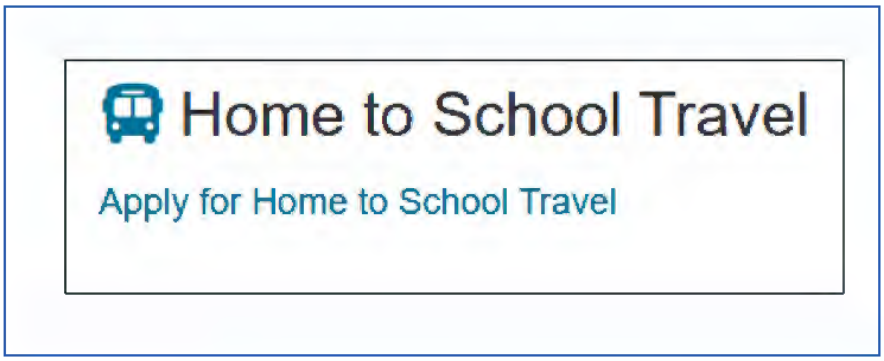

3. On the navigation pane you will be see saved forms



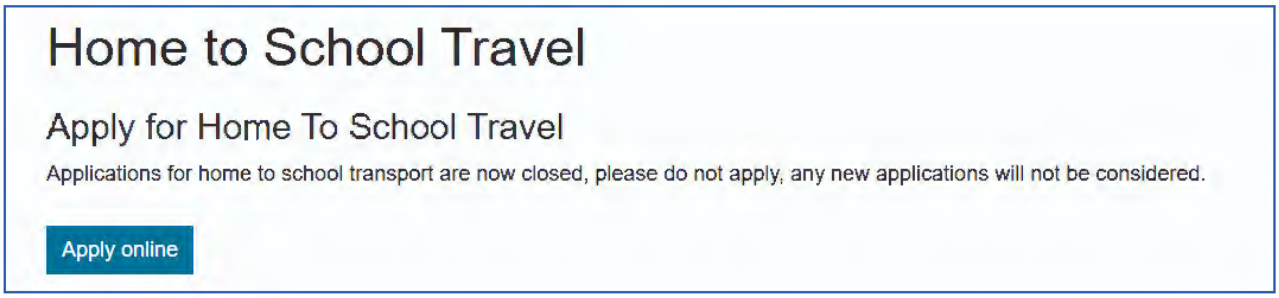

4. You will see the forms you have saved and be able to select it to start the form again, the form will save for 31 days

# 6. Home to School travel application

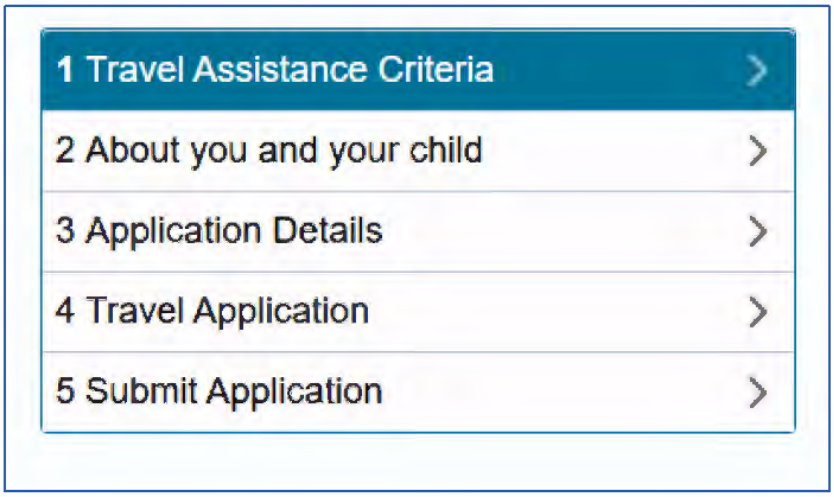
- Navigate to Home to School Travel and select the icon




- Select apply online

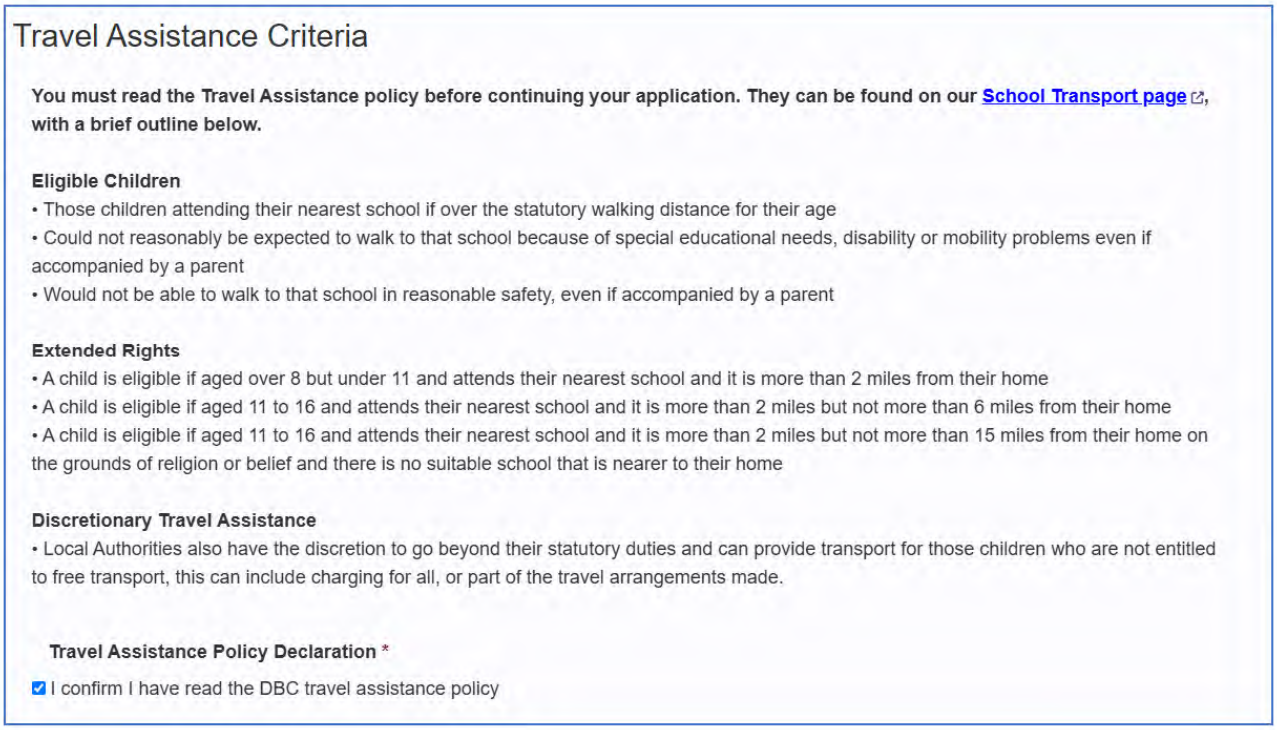



- The index guide on the left had side of the screen will let you know which section of the form you are currently on, it will be highlighted in blue



# 6.1 Travel Assistance Criteria

- Please read the travel assistance criteria on the page and the School transport page
- Confirm you have the travel assistance policy



Travel Assistance Criteria

**You must read the Travel Assistance policy before continuing your application. They can be found on our School Transport page, with a brief outline below.**

**Eligible Children**

• Those children attending their nearest school if over the statutory walking distance for their age
• Could not reasonably be expected to walk to that school because of special educational needs, disability or mobility problems even if accompanied by a parent
• Would not be able to walk to that school in reasonable safety, even if accompanied by a parent

**Extended Rights**

• A child is eligible if aged over 8 but under 11 and attends their nearest school and it is more than 2 miles from their home
• A child is eligible if aged 11 to 16 and attends their nearest school and it is more than 2 miles but not more than 6 miles from their home
• A child is eligible if aged 11 to 16 and attends their nearest school and it is more than 2 miles but not more than 15 miles from their home on the grounds of religion or belief and there is no suitable school that is nearer to their home

**Discretionary Travel Assistance**

• Local Authorities also have the discretion to go beyond their statutory duties and can provide transport for those children who are not entitled to free transport, this can include charging for all, or part of the travel arrangements made.

**Travel Assistance Policy Declaration** *

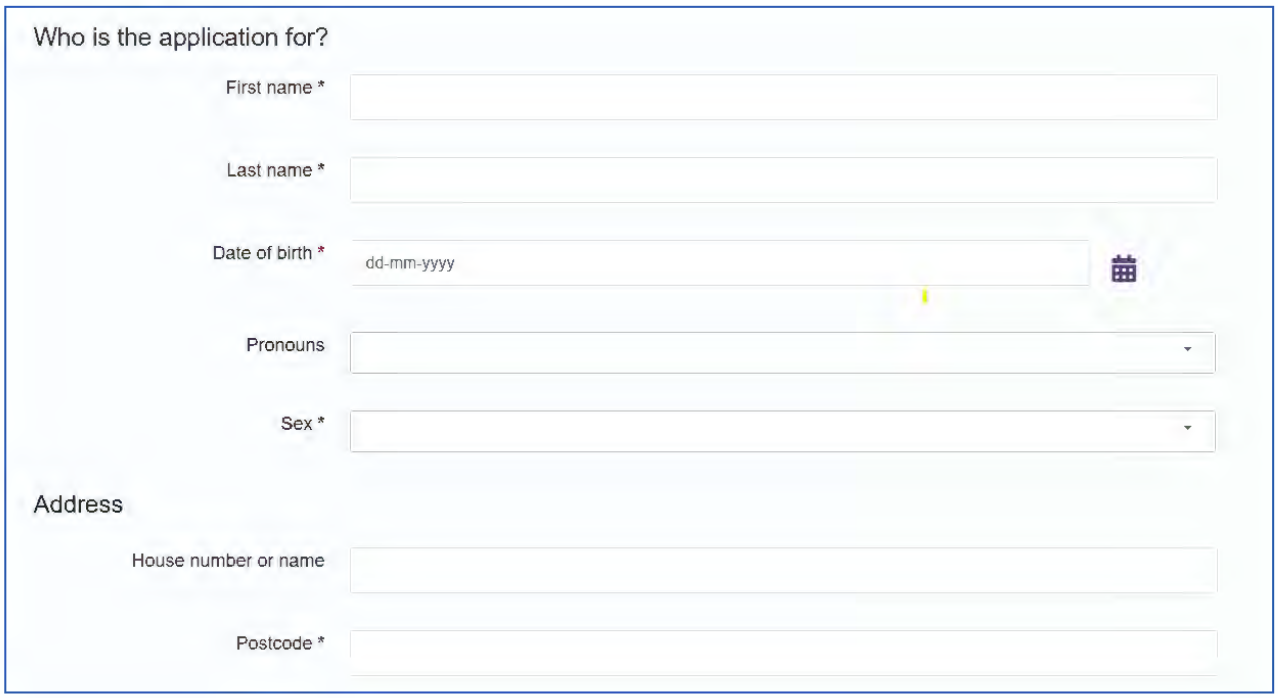
☑ I confirm I have read the DBC travel assistance policy

- Select the next button

# 6.2 About you and your child

- Fill out the application details – these are the parent's details
  1. Title
  2. First name
  3. Last Name
  4. Email address
  5. A telephone number
  6. Preferred contact method

- Enter the details of who the application is for and the address from which transport is needed
  - First name
  - Last name
  - Date of birth
  - Sex
  - House number or name
  - Postcode

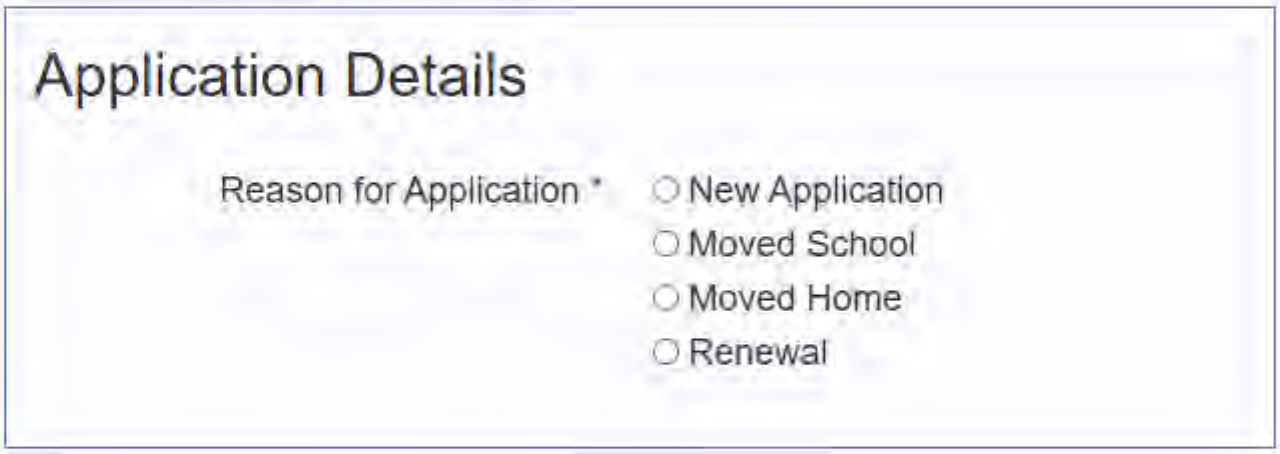



- Once address details are entered, select the find address button, this will find your address, or you can enter it manually

- Once completed, select the next button (don't forget to save as you go!)

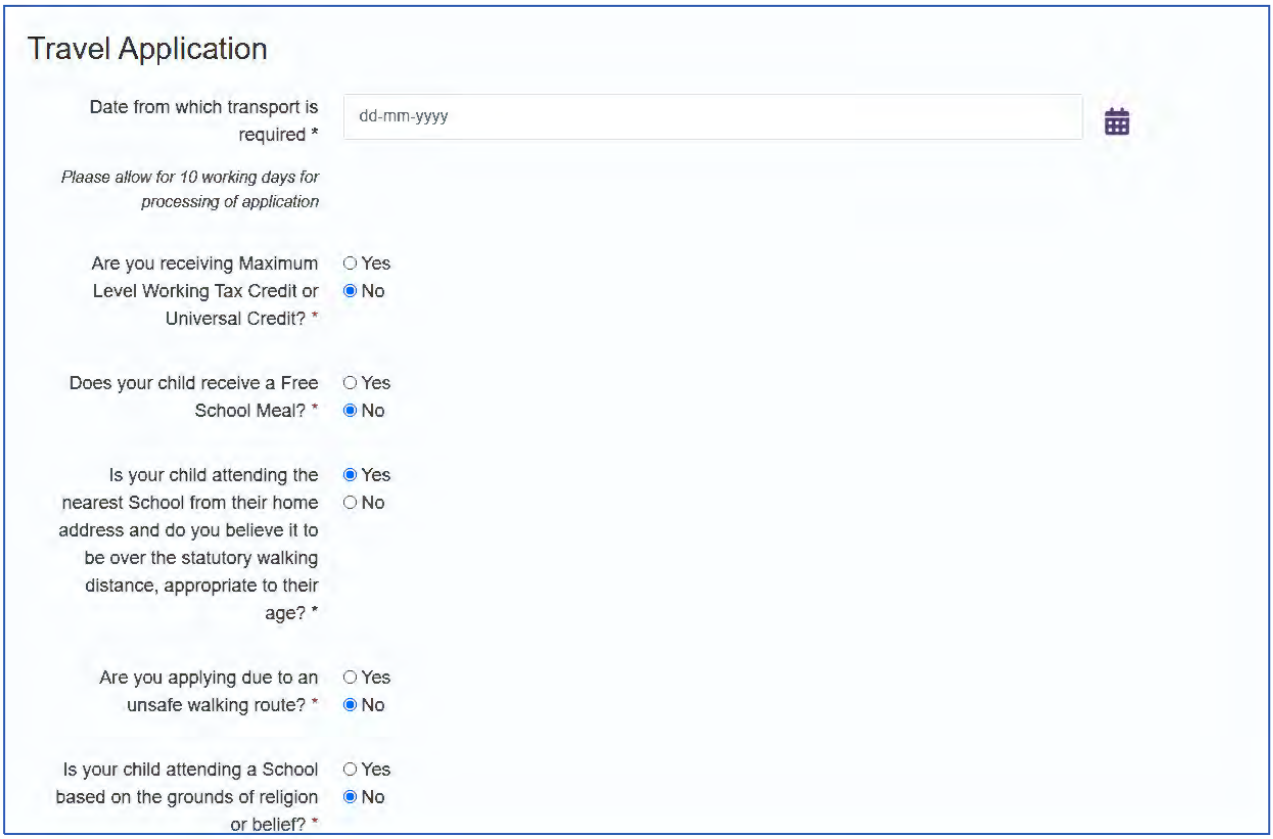
## 6.3 Application details

- On the application details page, select your reason for application, and if there is any additional information to enter, please fill this out before proceeding to the next page

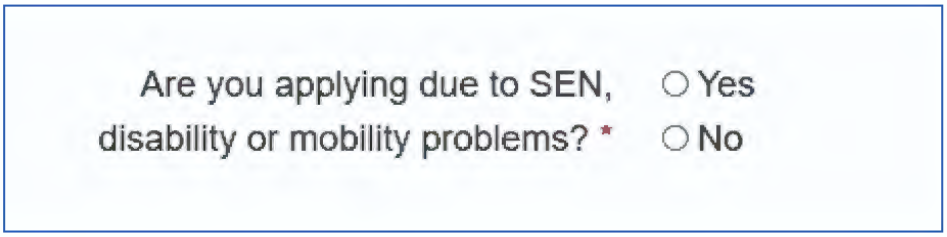


# 6.4 Travel Application

- Fill out the travel application form by selecting the date transport is required, and answer the questions



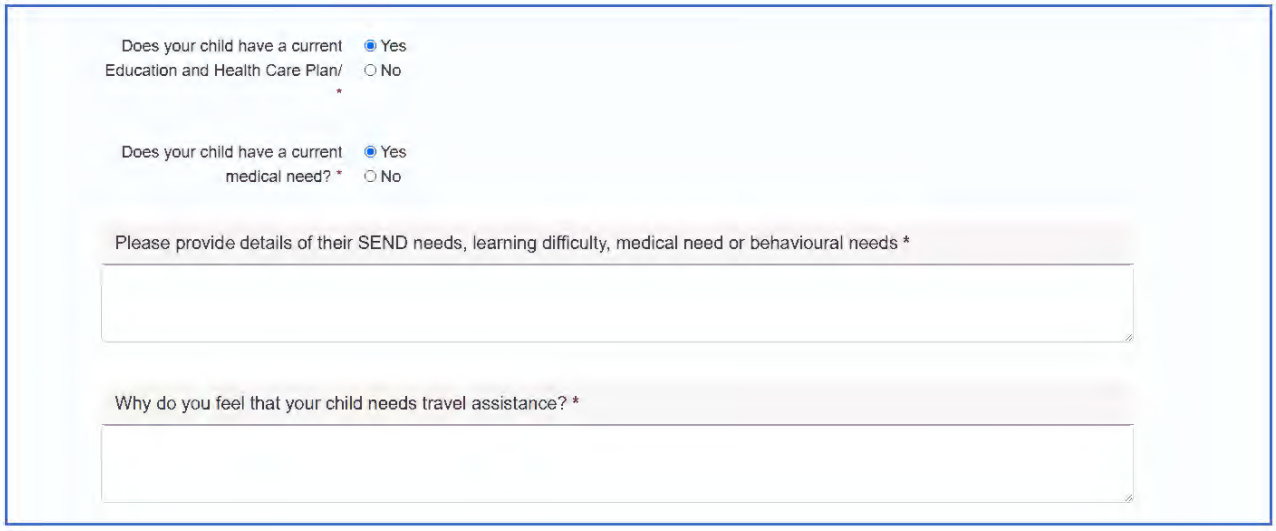

- If you are applying on the basis of SEN, disability or mobility problems, select yes, and further questions will appear; if you are not selecting due to SEN needs, skip to item 7 - Submit Application



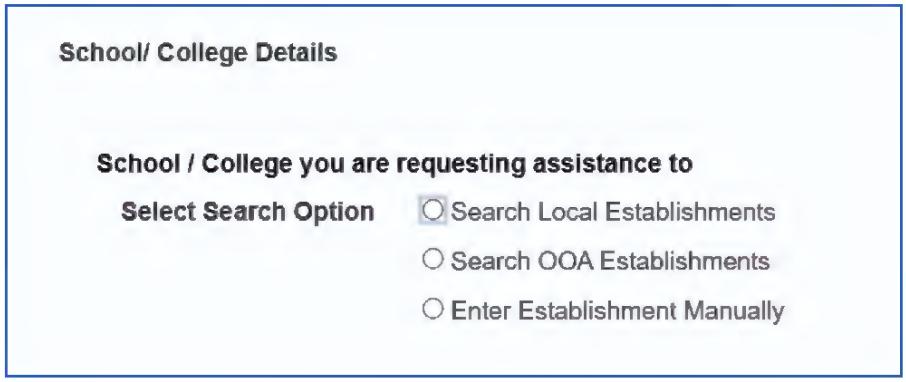
# 6.5 Applying for Special Education Needs/Medical

This section is long, so please ensure that you fill everything out as fully as possible, provide all evidence and save regularly as you proceed through the application

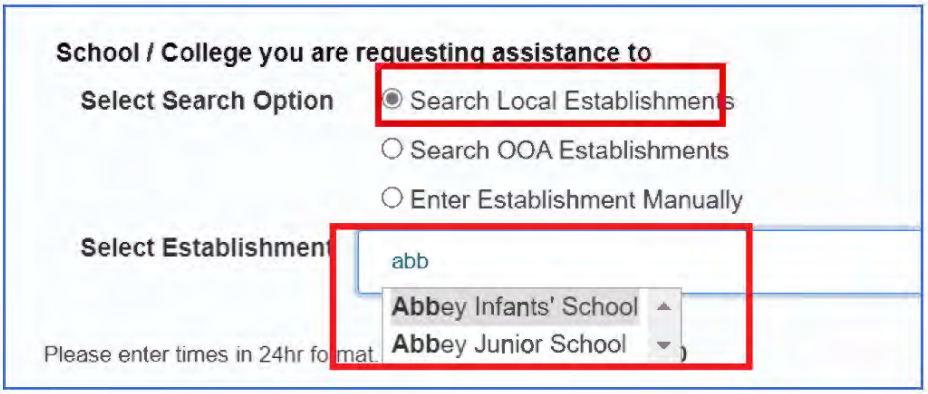
- Fill out the form by selecting yes or no to the questions and entering information into the text boxes



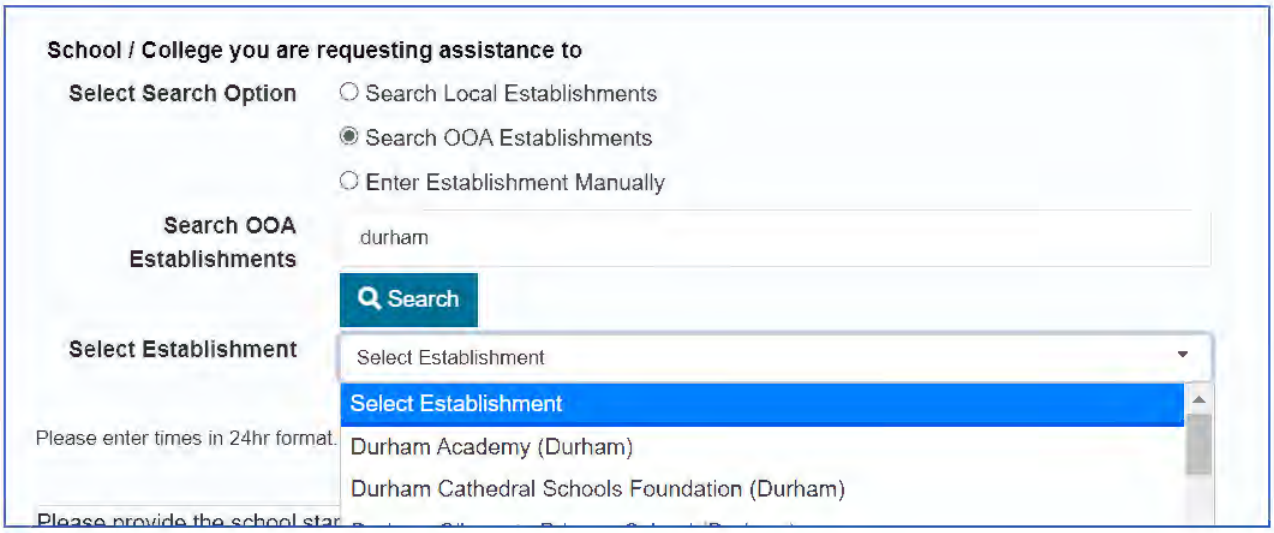

- In the 'School / College Details' section, select whether the school / college is local, OOA (Out of Authority) or choose to enter the details manually.



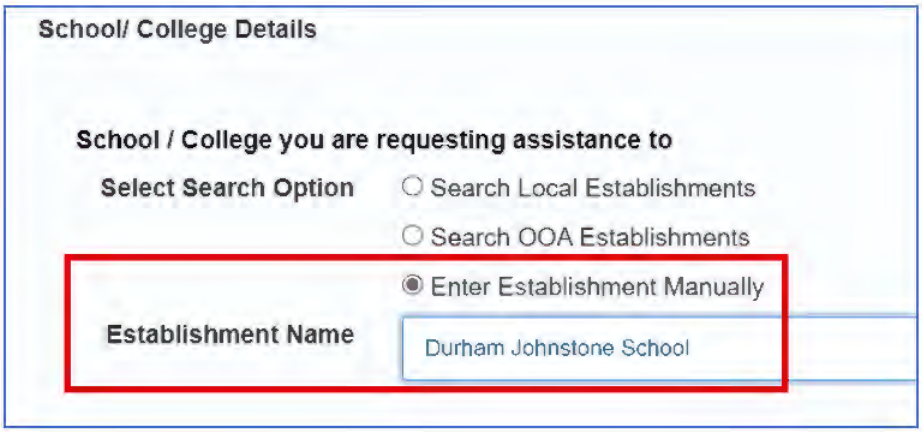

- The option to 'Search Local Establishments' will allow you to type in part of the school's name and select them from the list.



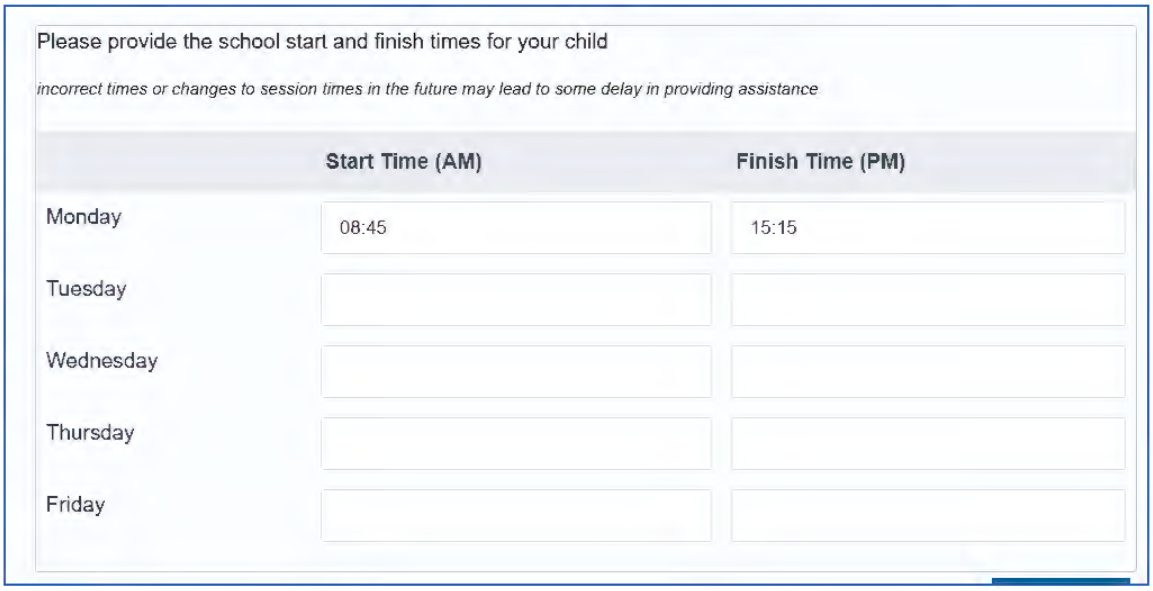
- The option to 'Search OOA Establishments' will allow you to enter the name of an out of authority school, and then select them from a drop-down list.



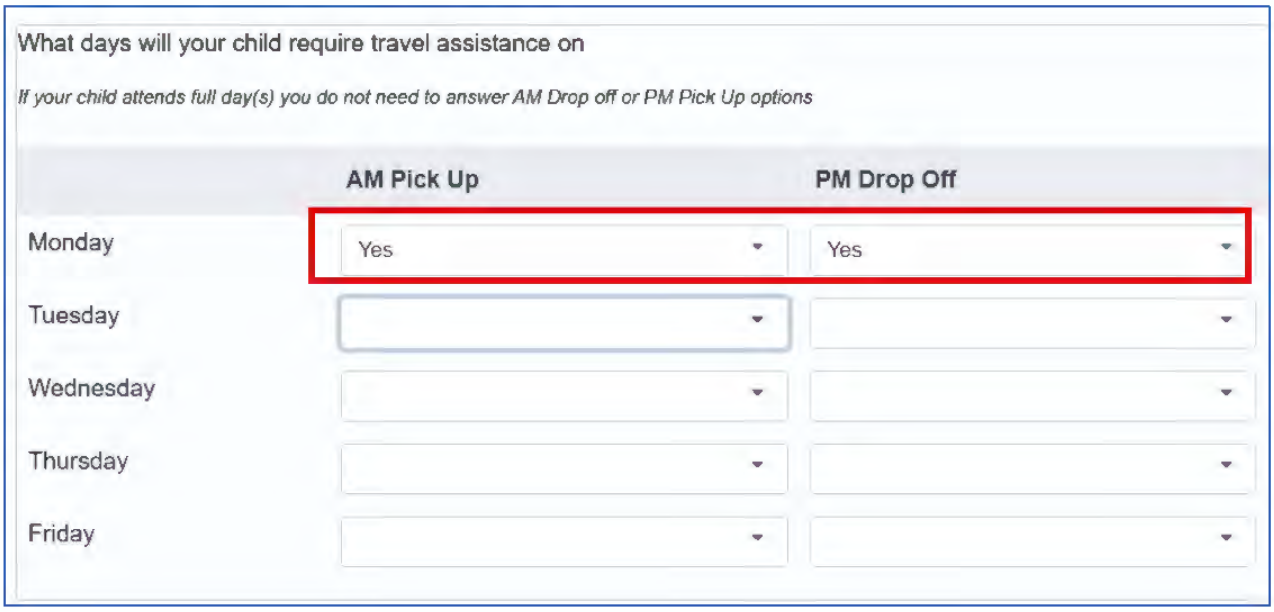

- The option to 'Enter Establishment Manually' will allow you to type in the school / college's details by hand.



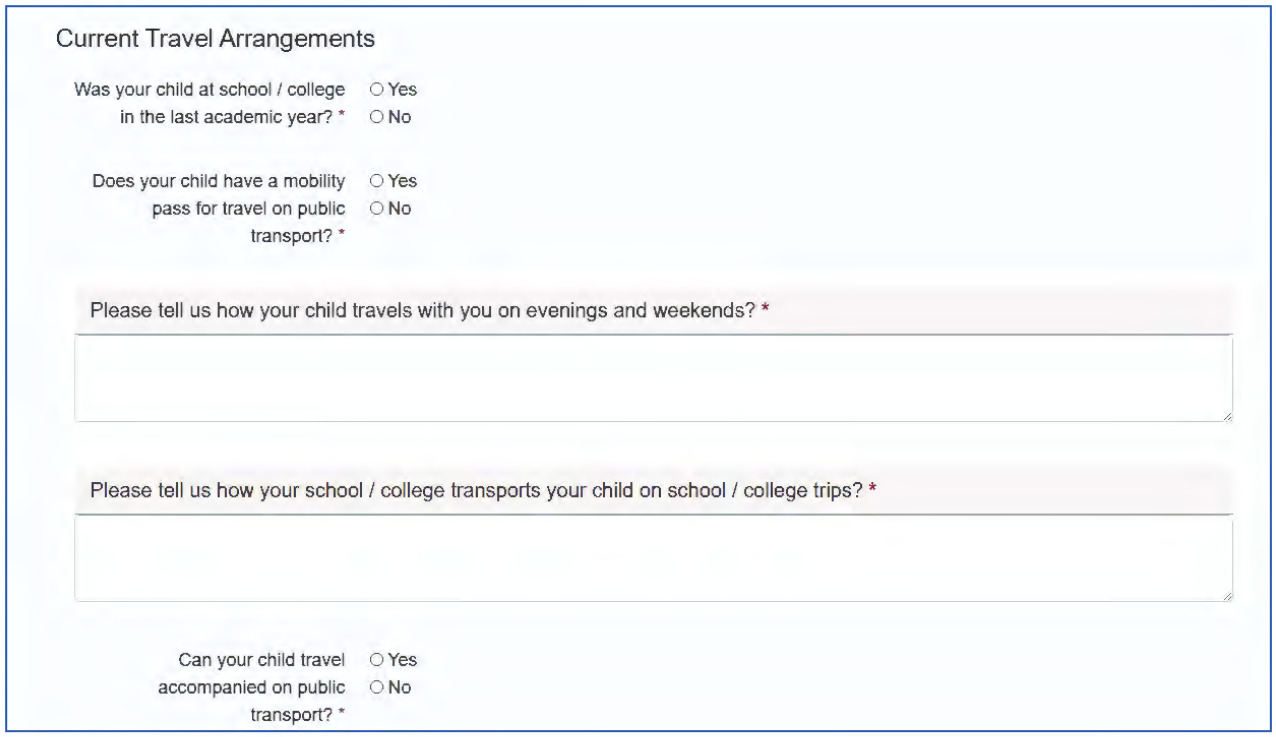

- Enter the School start and finish time for each day in 24 hour format



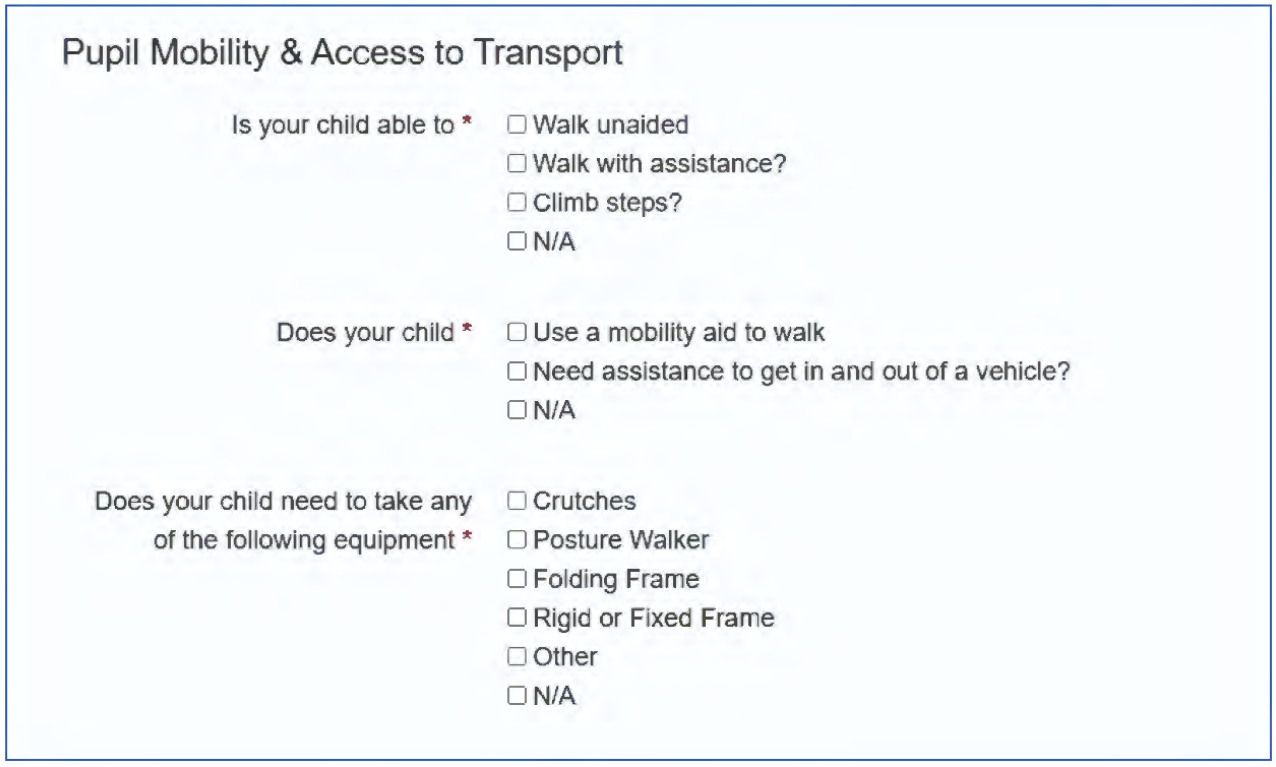

- Enter the days travel assistance is required. For those days when your child will require pickup, select 'Yes' from the drop-down list



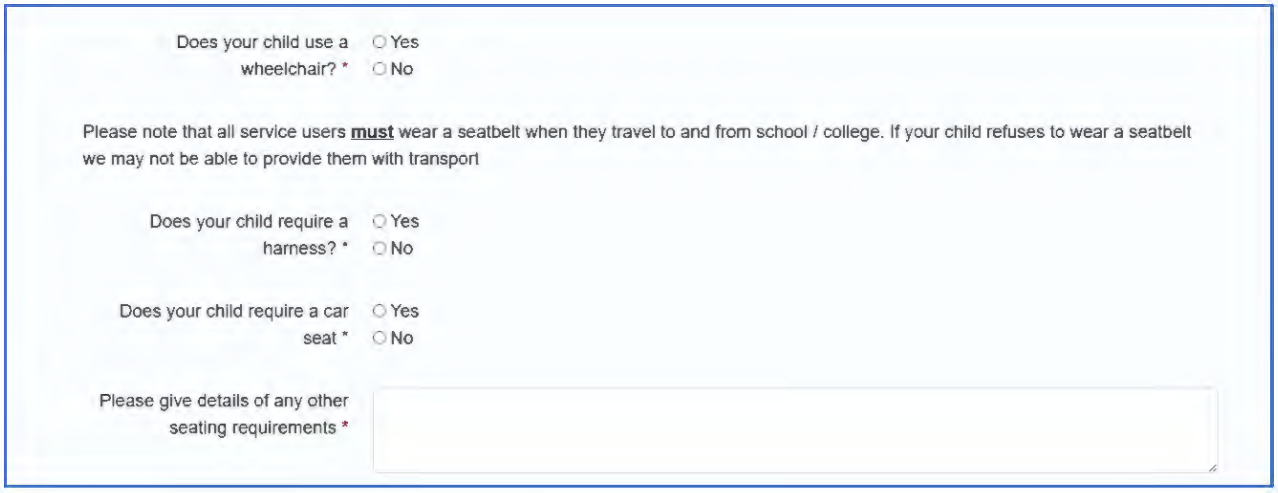

- Enter details of current travel arrangements by selecting yes or no and typing in the boxes provided



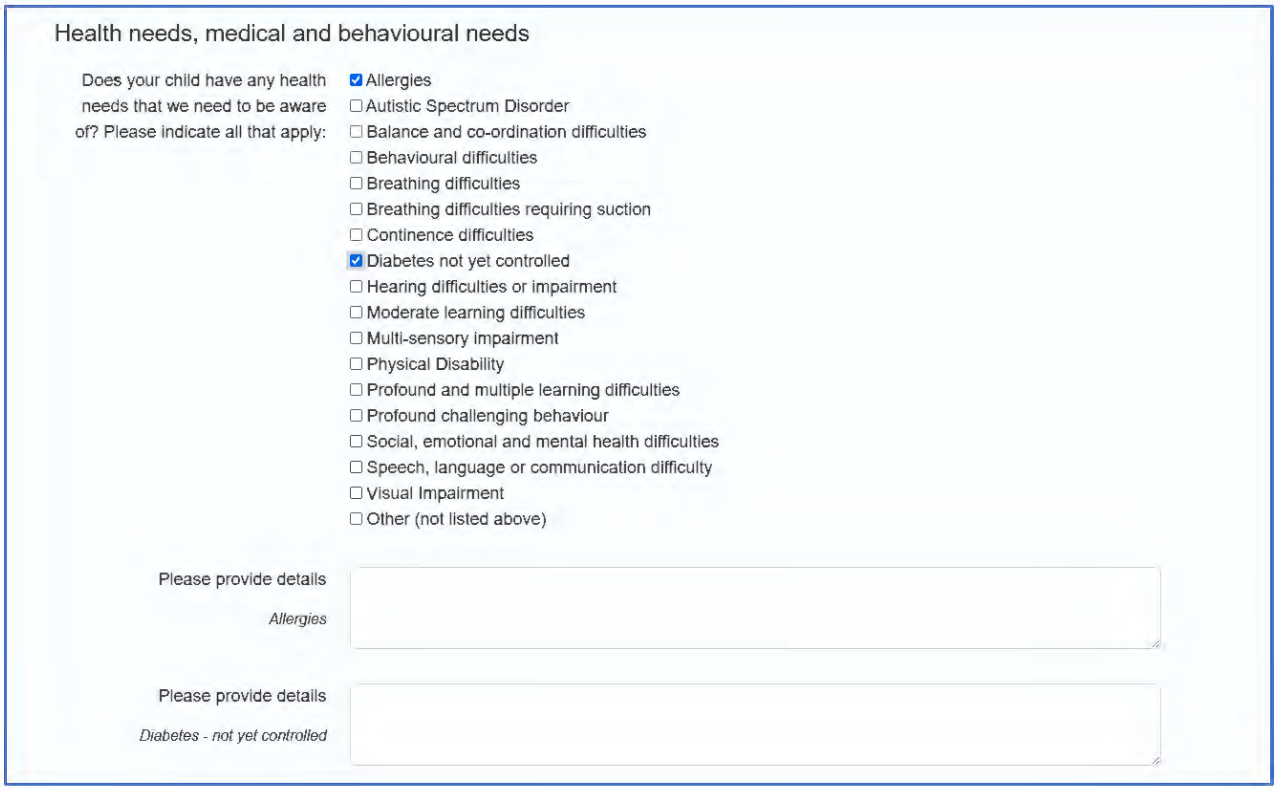
- Enter details of pupil mobility and access to transport – you can muti select on these question



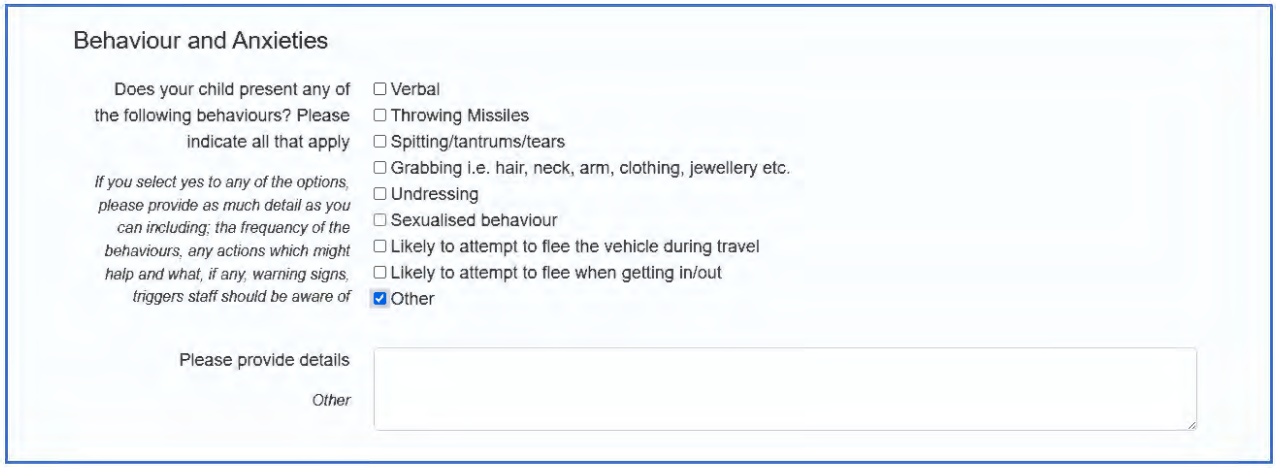
- Select yes/no on questions and fill out the text box



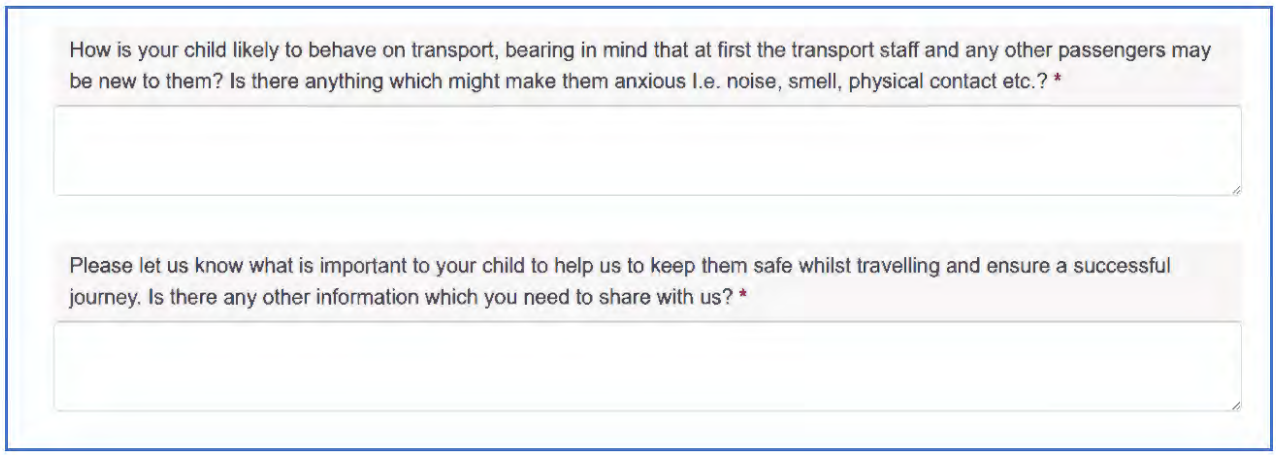

- If relevant, you can select multiple choices for health needs, medical and behavioural needs – when ticked a box to provide, details will appear to enter more information




- Select the options for behaviour and anxieties if relevant, these are multi-choice boxes where you can select more than one that applies, anything ticked will bring up a box to provide more details




- Enter details into the boxes about behaviour on School transport and anything important to the child/young person

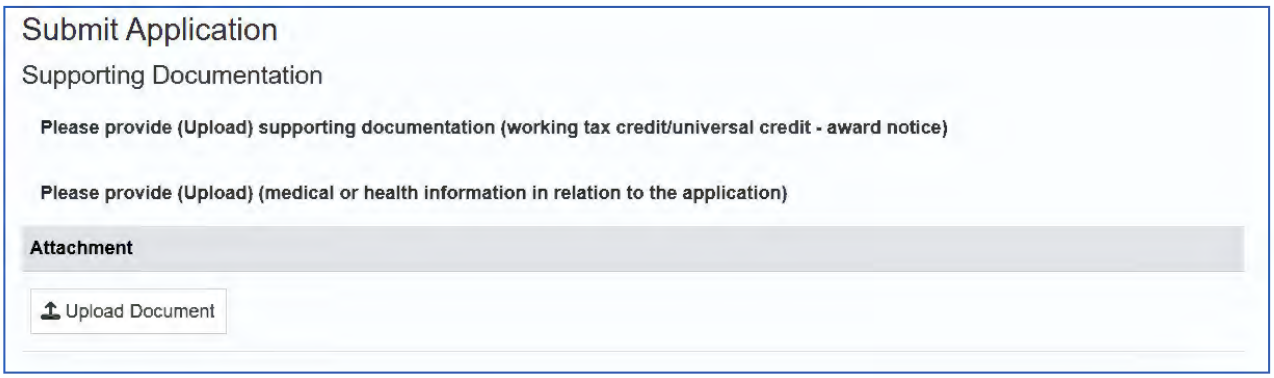



- Select the next button

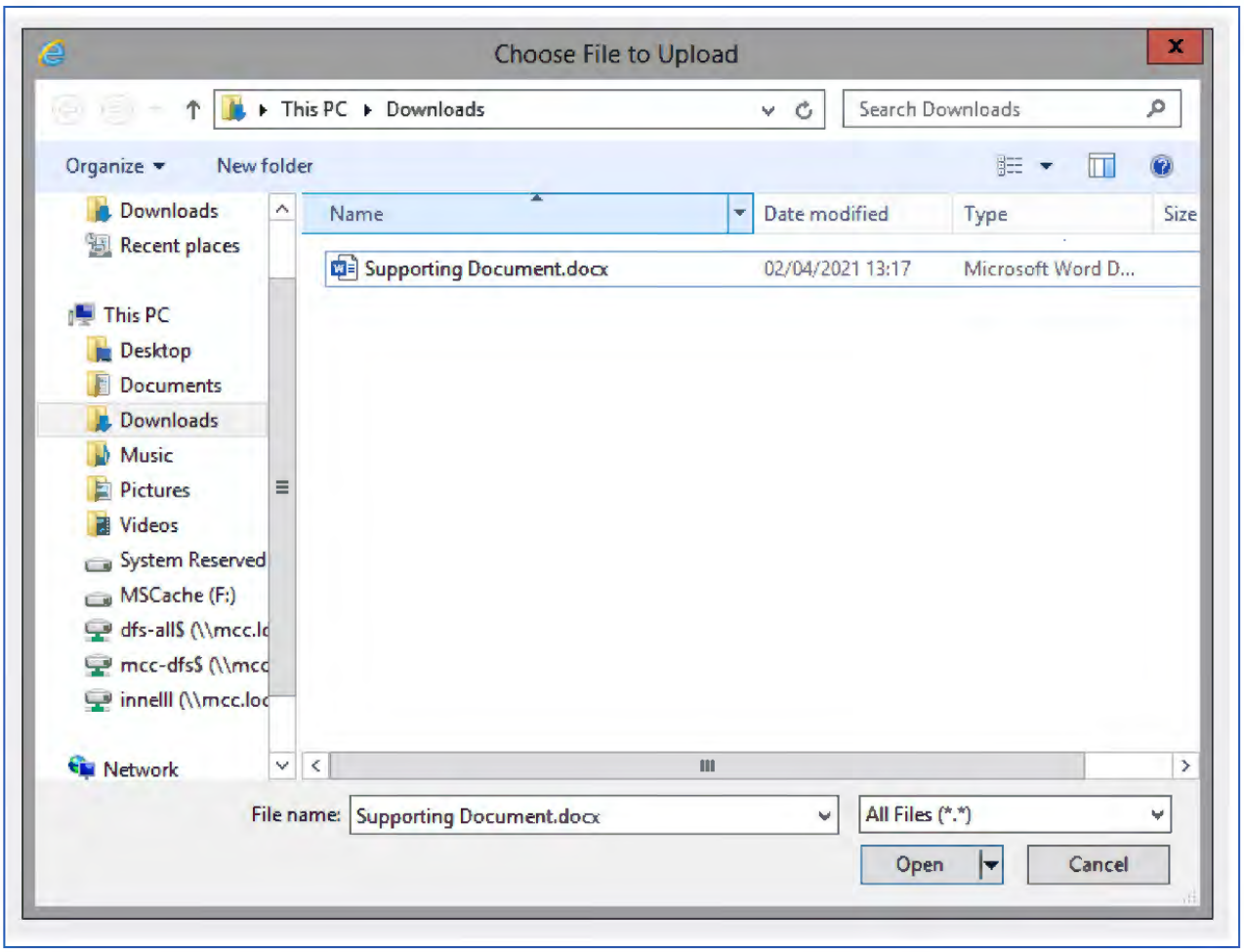
# 7. Submit application and supporting information

Upload any documentation relevant to your application, without this, your application may be rejected or take longer to process, this can be medical evidence, EHCP, working tax credit/universal credit

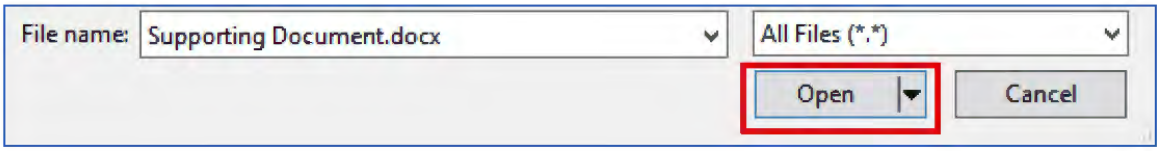
- Select the upload document



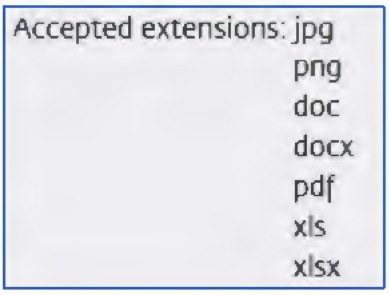

- Select the supporting documents that you wish to upload



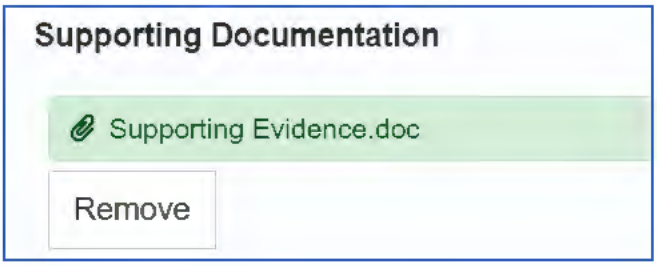

Click on the Open button to select that document and upload it



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

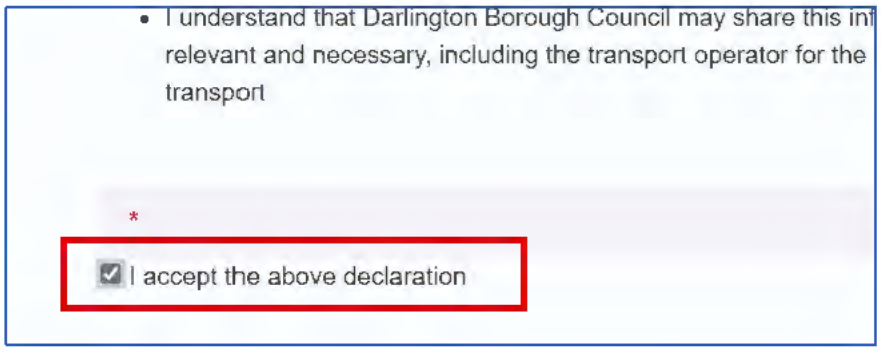



- The Supporting Documents section will now show the document that has been uploaded

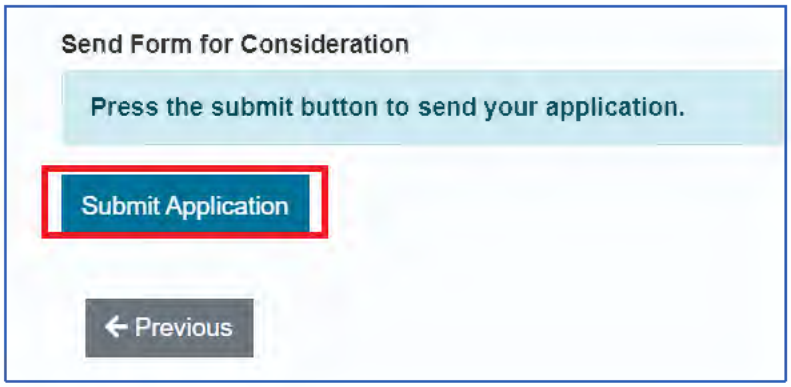



- Confirm you have uploaded all relevant documentation

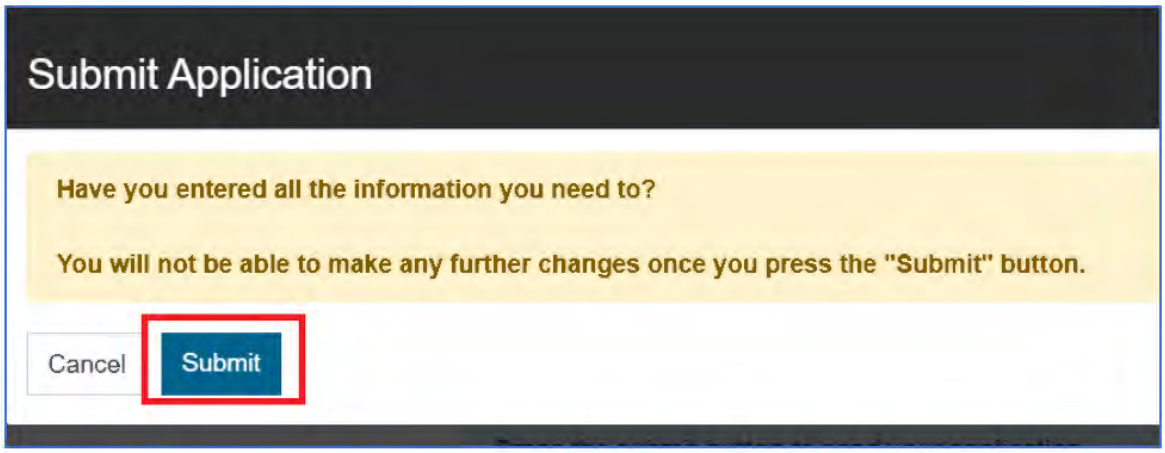
- Read the declaration, and then click the tick-box to confirm that you have read and agree with it.



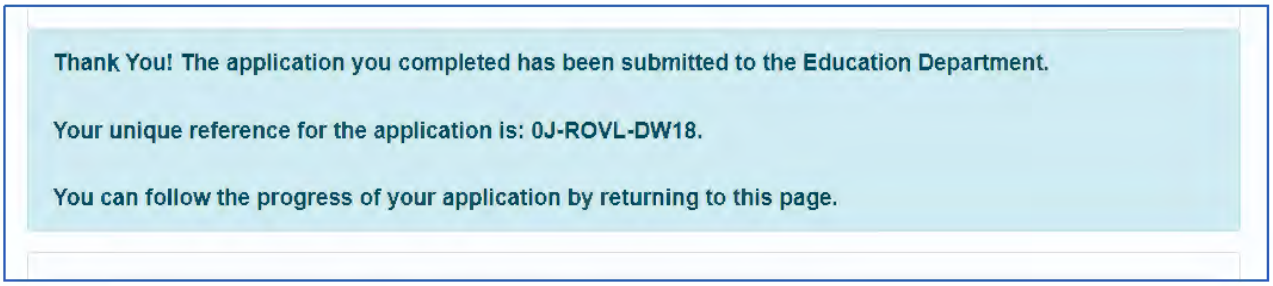

- When you are happy that the form is complete, then click 'Submit Application'.



- Then click ‘Submit’ a second time.




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

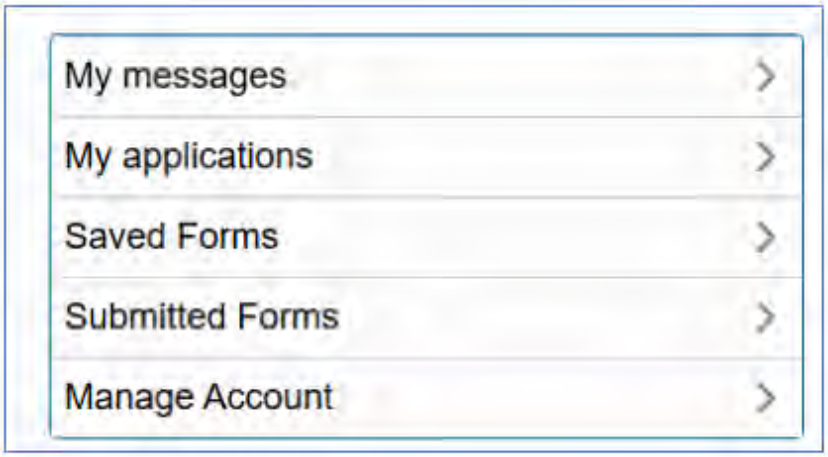



- Once your form is submitted, you will receive an email to advise that your application has been submitted, with your unique application reference number

# 8. My Applications

9. To view your applications, log in and navigate to your name – select it, then your account

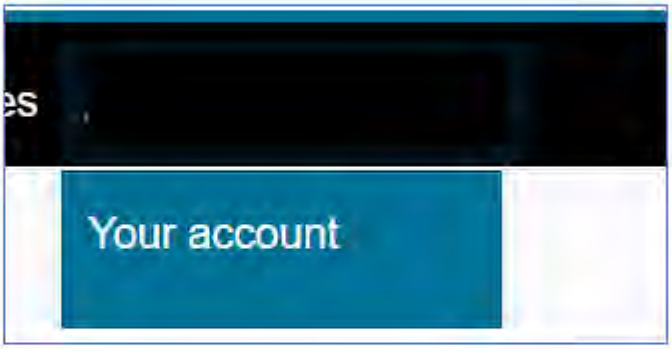
10. On the navigation pane you will be see My applications



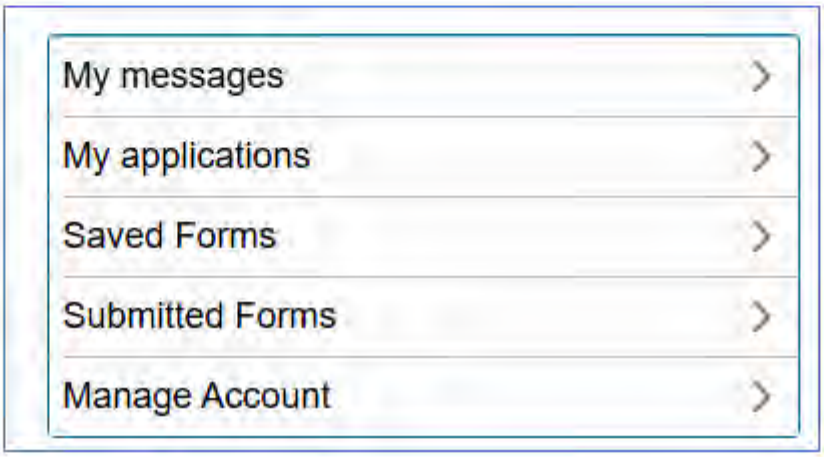

- You will see your applications and whether they have been submitted, or not and the date along with unique reference code

# 9. View Submitted forms

5. If you have submitted an application, log in and navigate to your name – select it, then your account



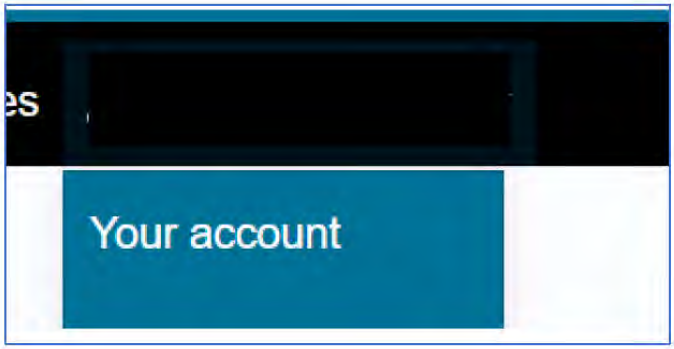

6. On the navigation pane you will see Submitted forms



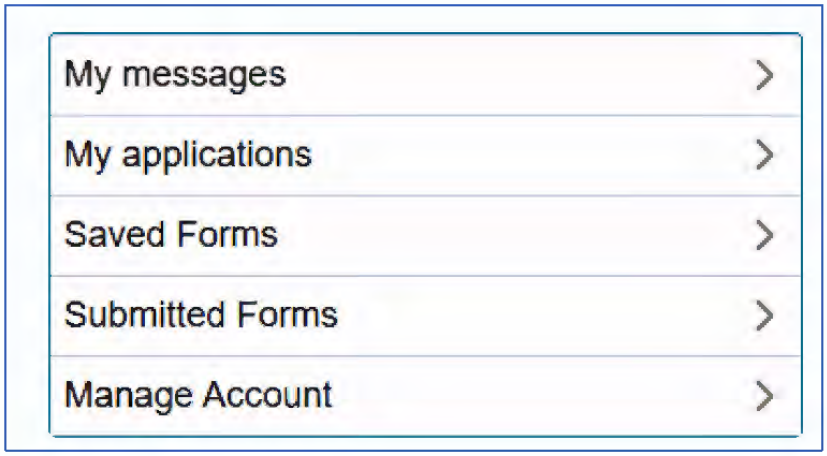

7. Once selected, you will be able to see your applications that have been submitted and the date; these are available for 90 days

# 10. Download a PDF

8. To download a PDF, log in and navigate to your name – select it, then your account

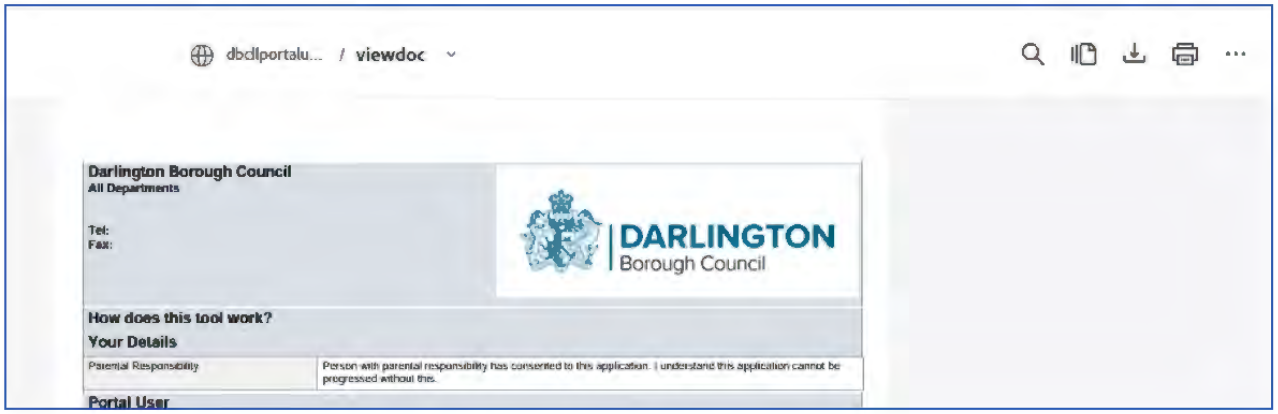



- On the navigation pane you will see Submitted forms



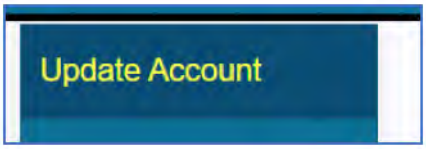

- Select the name

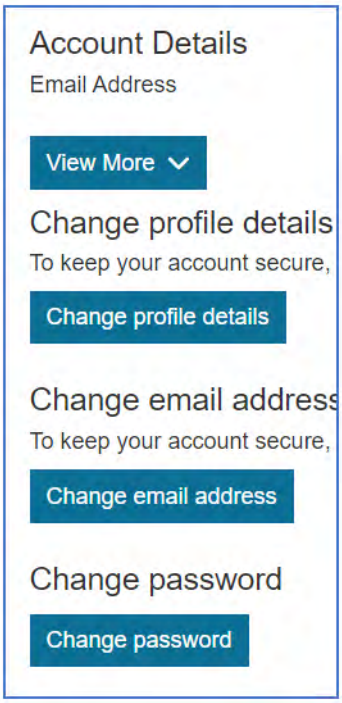
- This should open it as a PDF
- Select the download or print button in the top right corner



# 11. Update your account

- If you need to update your account for any reason, first log in
- Navigate to your name in the top corner and select the update account




- Change profile details allows you to update name, phone number, and address
- Changing your email address allows you to update your email address
- Change password allows you to update your password