



Transport Standards Portal Registration (External)

Version: 2.2

September 2024

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1 Transport Standards Portal Overview

The Transport Standards Portal allows internal and external users of TfNSW to register and create a user account to make the most of the benefits offered in the portal.

Benefits of creating a user account:

- Customise your searches
- Save search filter selection for quick access later
- Mark standards as favourites and access them easily
- Receive notifications about updates to favourite standards
- Provide comments on standards open for consultation
- Apply for a concession against a Transport standard
- Endorse concessions as Asset Steward

2 Registration Steps for External Users

To access the functionality of the Transport Standards Portal, you will need to complete the steps below. If you are an **Asset Steward** and you have previously registered as a Standard User in the Transport Standards Portal, you can skip to **Step 4** so you will be able to endorse concessions.

- Step 1: Create a Transport Standards Portal Account
- Step 2a: Register an Account (Standard User)
- Step 2b: Register an Account (Asset Steward)
- Step 3: Activate Registration
- Step 4: Upgrade Standard User to Asset Steward

Step 1: Create a Transport Standards Portal Account

To register and create an account as an external user:

1. Open a web browser and go to <https://standards.transport.nsw.gov.au/>

The Transport Standards home page displays (see Figure 1).

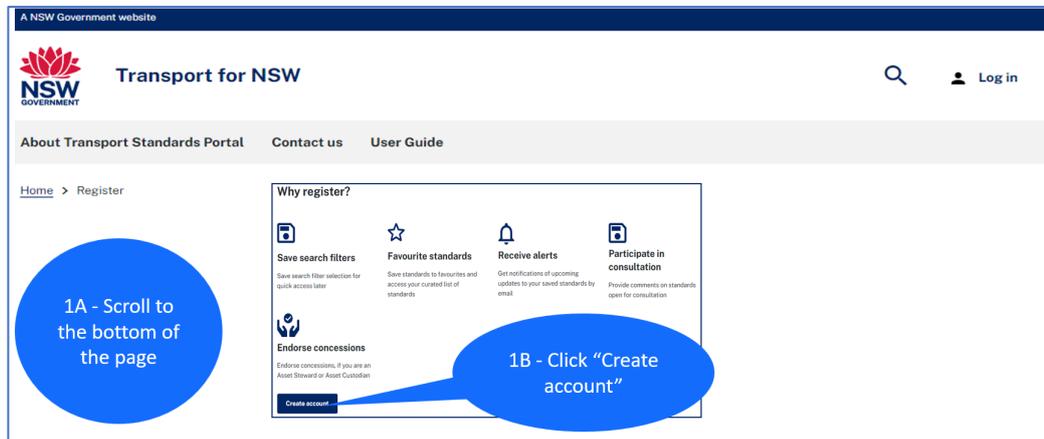


Figure 1 – Transport Standards home page (Create account)

2. Click **Create an Account**, as shown in Step 1B Figure 1.
3. The **Create an Account** page appears. As an external user, you have two options.
 - [Step 2a: Register an account \(Standard User\)](#), or
 - [Step 2b: Register an account \(Asset Steward\)](#)

Note: For **Asset Steward**, follow the steps in Step 2a and select **Asset Steward** in the role you want to be associated with. Use 2b as a guide for finding the correct **Project Unique Number**. **Asset Custodian** is only available for internal transport staff; for this registration refer to the internal portal registration guide.

Only select **Asset Steward** if you need to engage in the Concessions process as an endorser.

Step 2a: Register an Account (Standard User)

1. The **Create an Account** page (Figure 2) has three account options (Standard User, Asset Steward and Asset Custodian). Only Transport employees can be registered as an Asset Custodian and non-Transport email addresses will not be approved during the registration process. The following steps are for registering as a **Standard User**.
2. Complete all mandatory fields shown in Table 1 (identified by an *).

First name *
<input type="text"/>
Last name *
<input type="text"/>
Role you would like to get associated as *
<input type="text" value="Standard User"/> ▼
Email *
<input type="text"/>
Confirm email *
<input type="text"/>
Mobile *
<input type="text"/>
Organisation name *
<input type="text"/>
Organisation address
<input type="text"/>
Position title
<input type="text"/>
Organisation phone number
<input type="text"/>

Figure 2 – Create an account (Standard User) form

Table 1 - Standard User Field Requirements.

Fields	Action	Mandatory (M) or Optional (O)
First name	Enter your first name	M
Last name	Enter your last name	M
Role	Select Standard User	M
Email	Enter your email, preferably your work email	M
Confirm email	Re-enter your email.	M
Mobile	Enter your mobile phone number.	M
Organisation name	Enter the name of your organisation	M
Organisation address	Enter the address of your organisation	O
Position title	Enter your Position title	O
Organisation phone number	Enter your work phone number	O

3. Ensure you have read the Terms and Conditions and the Privacy policy before checking the box (Figure 3).

The screenshot shows a registration form section. At the top, there is a checkbox followed by the text "I have read the [Terms and condition](#) and the [Privacy policy](#) *". Below this is a CAPTCHA image displaying the alphanumeric code "JdcMYqx". Underneath the image are two links: "Generate a new image" and "Play the audio code". A text input field is provided for entering the code from the image, with the label "Enter the code from the image" below it. At the bottom of the section are two buttons: "Create account" and "Clear Fields".

Figure 3 – T&C and Privacy

4. Enter the code from the image into the field provided, noting that it is case sensitive.
 - You can generate a new code if the code displayed is not clear to read. To generate a new code, click **Generate a new image** that appears as a link below the image.
 - You can also listen to the code: To listen to the code, click **Play the audio code** that appears as a link below the image.
5. Click **Create account**
6. The form will validate the information entered and provide feedback if any fields require your attention.

Otherwise, your account will be submitted successfully (Figure 4).

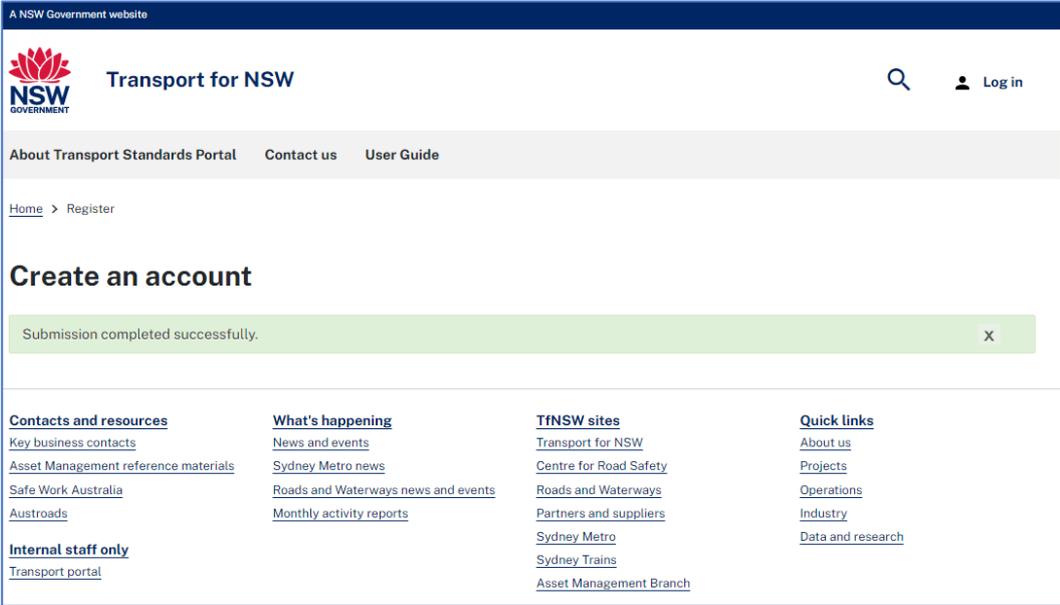


Figure 4 – Create an account (Successful Submission)

Go to Step 3a: Activate Account.

Step 2b: Register an Account (Asset Steward)

The following steps are for registering as an **Asset Steward**.

Select **Asset Steward** only if you are engaged in the **Concessions process** and need to endorse concession requests. By registering as an **Asset Steward**, you will be registered first as a **Standard user** by default to access the Transport Standards Portal and as an **Asset Steward** after the concessions administration team has confirmed your registration as valid.

For additional information on finding a valid Project Unique Number refer to these instructions [Search for Valid Project Unique Number](#).

1. Complete all mandatory fields shown in Table 2 (identified by an *).

Create an account

First name *

Last name *

Role you would like to get associated as *
Select Asset Steward only if you are engaged in Concessions process. By registering as an Asset Steward you will also be registered as a Standard user by default to access Transport Standards.

Asset Steward ▼

Email *

Confirm email *

Mobile *

Organisation name *

Organisation address

Position title

Organisation phone number

TAO authorisation number (if applicable)

Select ▼

ABN *

Project Unique number *
Enter the project unique identification number you want to be registered to (starting with P) Click [here](#) to download the project list.

Figure 5 – Create an account (Asset Steward) form

Table 2 - Asset Steward User Field Requirements

Fields	Action	Mandatory (M) or Optional (O)
First name	Enter your first name	M
Last name	Enter your last name	M
Role	Select Standard User	M
Email	Enter your organisation email	M
Confirm email	Re-enter your email ID.	M
Mobile	Enter your mobile phone number.	M
Organisation name	Enter the name of your organisation	M
Organisation address	Enter the address of your organisation	O
Position title	Enter your Position title	O (Recommended)
Organisation phone number	Enter your work phone number	O
TAO authorisation number (if Applicable)	Select your organisation from the list	O
ABN	Enter your organisations ABN	M
Project Unique number	Enter the project's unique identification number you want to be registered to (starting with P.)	M

2. Ensure you have read the Terms and Conditions and the Privacy policy before checking the box (Figure 6).

I have read the [Terms and condition](#) and the [Privacy policy](#) *

Jdcmyqx

[Generate a new image](#) [Play the audio code](#)

Enter the code from the image

[Create account](#) [Clear Fields](#)

Figure 6 – T&C and Privacy

3. Enter the code from the image into the field provided, noting that it is case sensitive.
 - You can generate a new code if the code displayed is not clear to read. To generate a new code, click **Generate a new image** that appears as a link below the image.
 - You can also listen to the code: To listen to the code, click **Play the audio code** that appears as a link below the image.

4. Click **Create Account**.
5. The form will validate the information entered and provide feedback if any fields require your attention.
6. Otherwise, your account will be submitted successfully (Figure 7).

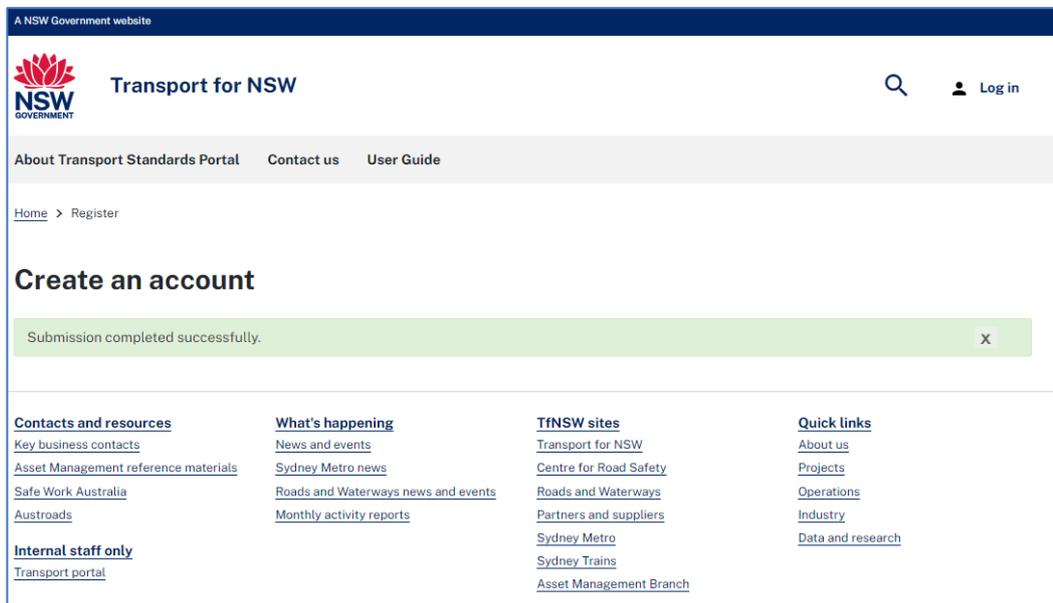


Figure 7 – Upgrade account (Successful Submission)

7. An acknowledgement email will be received (Figure 8) to advise your update has been received by the concessions administration team.

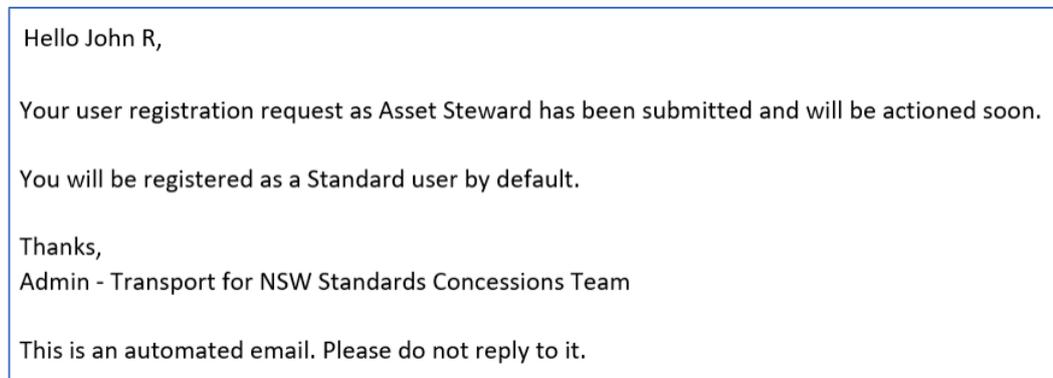


Figure 8 – Example notification (Submit)

8. After the concessions administration team has completed the **Asset Steward** approval process, a further email will notify you (Figure 9) when your request for **Asset Steward** registration is approved.

Hello John R,

Your registration request as Asset Steward has been approved.

You are registered as a Standard user by default.

Click the following link to login to the Transport Standards Portal :
[TfNSW Standards Portal](#)

Thanks,
Admin - TfNSW Standards Concessions Team

This is an automated email. Please do not reply to it.

Figure 9 – Example notification (Approval)

If your request for **Asset Steward** is rejected, please contact the Transport for NSW concessions administration team via the [Standards mailbox](#) for further information.

Go to Step 3a: Activate Registration.

Step 3a: Activate Registration

The following steps activate the email provided during Step 2a and Step 2b: Create an account on the Transport Standards Portal.

1. After submitting the request, you will receive an email notification (Figure 10) about your user registration request.

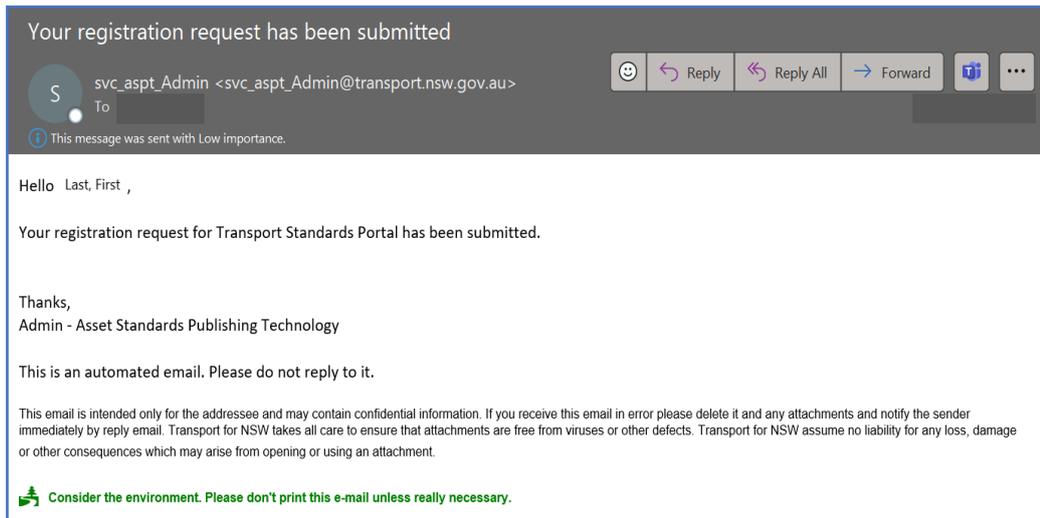


Figure 10 – Request submission email notification

2. You will receive another email notification within about 30 minutes with a link to activate your registration (Figure 11).

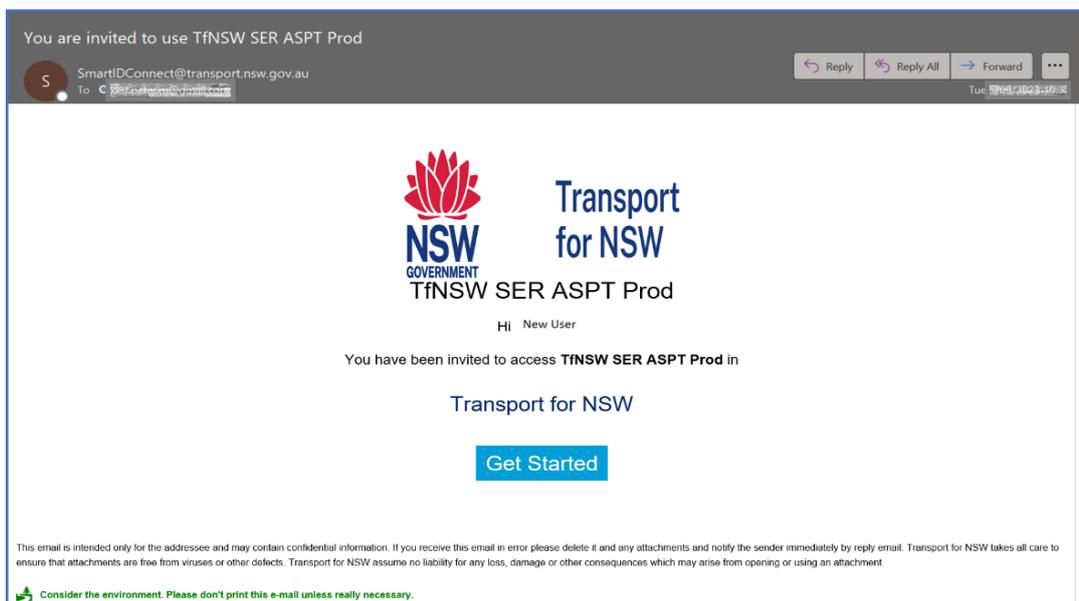


Figure 11 – Registration activation email notification

3. Click the **TfNSW Standards Portal** link in the email.
4. The Sign up with invitation code screen appears (Figure 12).

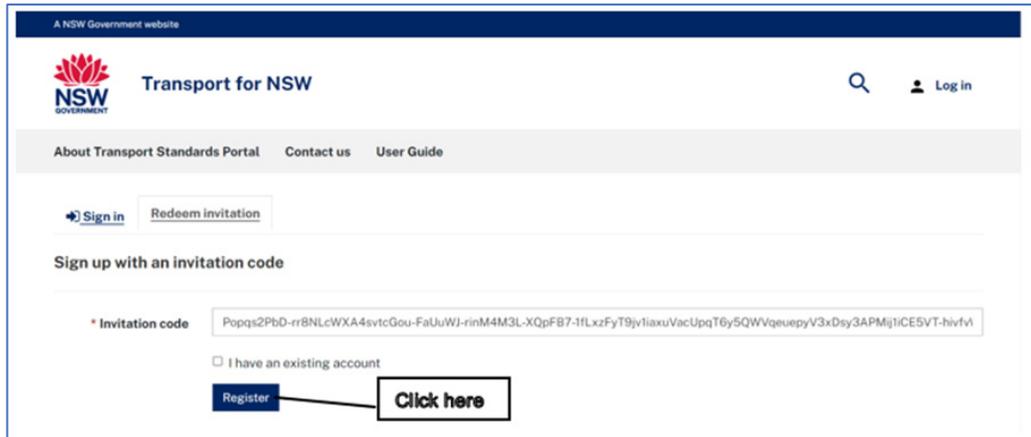


Figure 12 – Sign up with the invitation code screen

5. Click **Register**, as shown in Figure 12.
6. The redeeming code appears on the following screen (Figure 13).

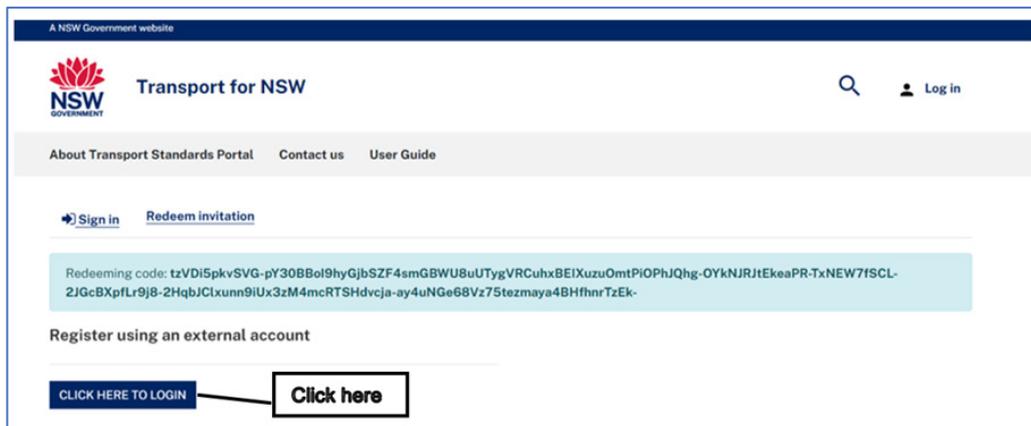


Figure 13 – Login screen

7. Click **CLICK HERE TO LOGIN**.

As an external user, you will be redirected to associate the email address you entered during registration with the Transport Standards Portal. Follow the steps in **Step 3b** to complete account verification.

Step 3b: Multifactor Registration

The following steps are required to verify a new account in the Transport Standards Portal.

1. Open the email from Transport for NSW and copy the **Account verification code** seen in Figure 14.

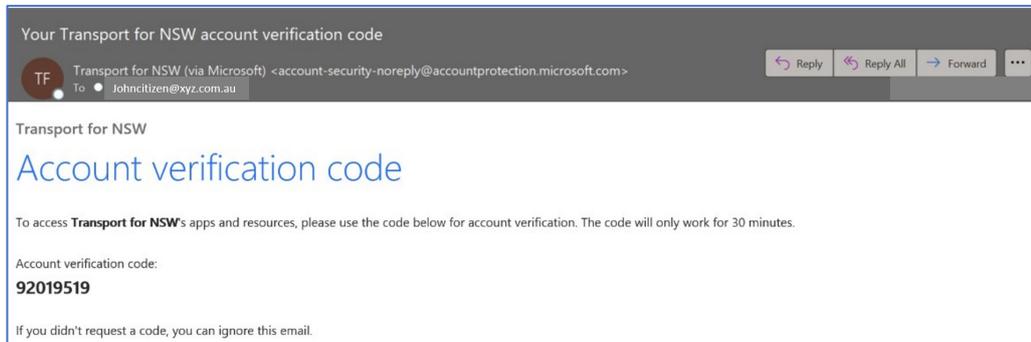


Figure 14 – Account Verification Code

2. Paste the Account Verification Code into the Transport Registration (Enter code) screen (Figure 15).

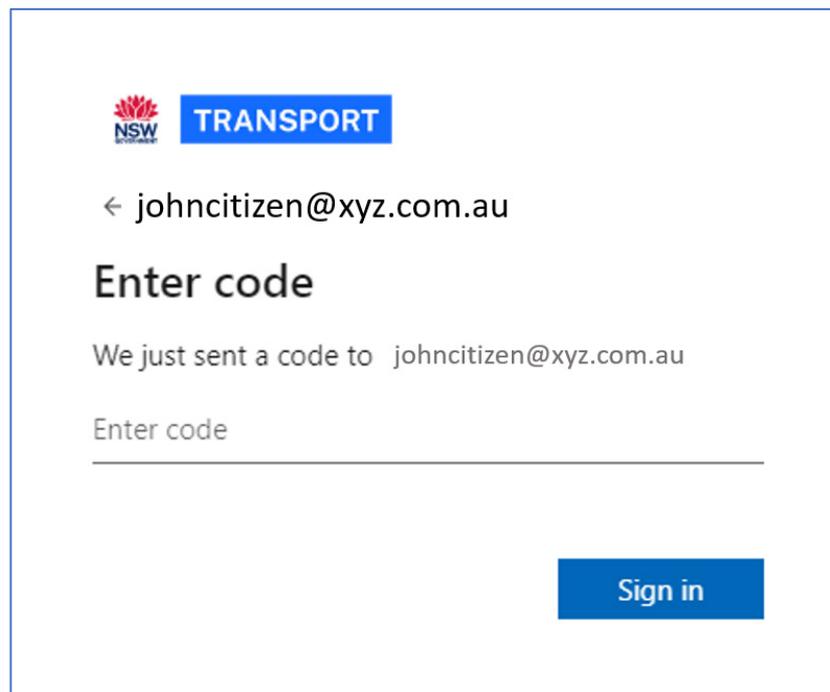


Figure 15 – Transport Registration (Enter code)

3. Accept the Permissions requested by Transport for NSW (Figure 16).

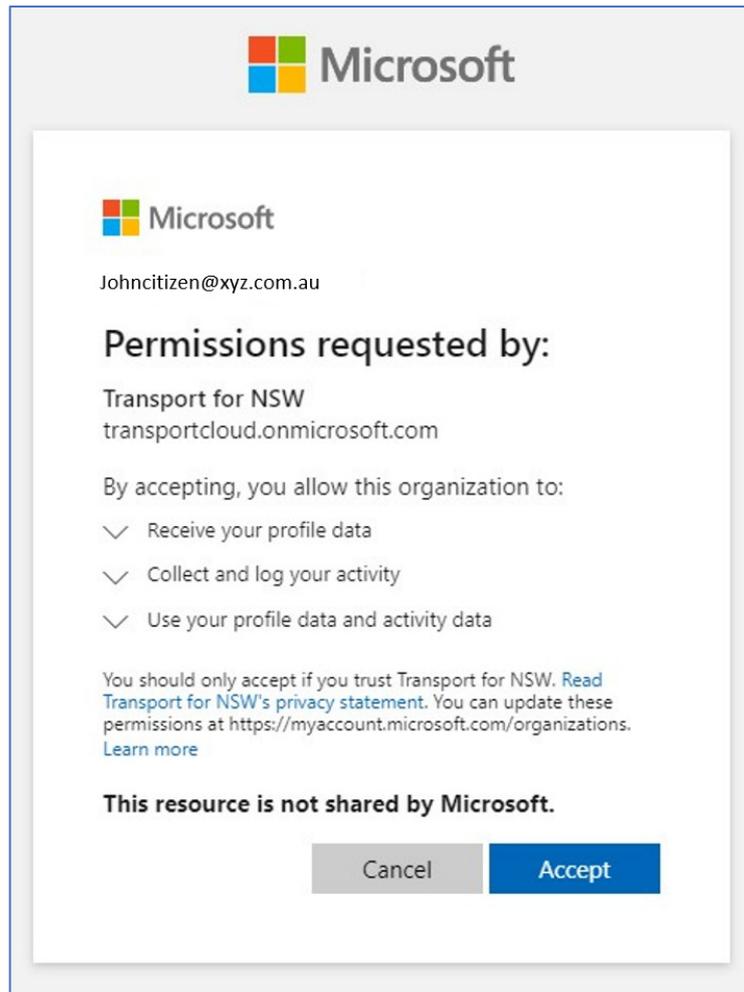


Figure 16 – Permissions requested by Transport for NSW

4. To protect your account, the **Microsoft Authenticator** setup begins (Figure 17). If you want to use a different authenticator app, for instance, your organisation uses a different authenticator, Click the link **I want to set up a different method** at the bottom left of the screen.

Note: If you are unsure how to do this, please get in touch with your organisation's support desk.

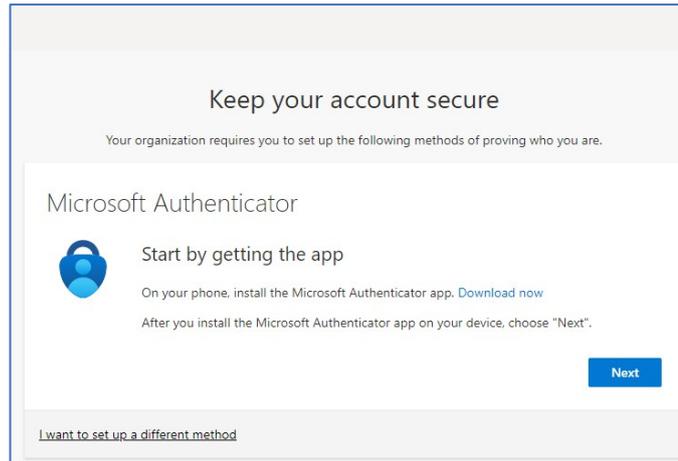


Figure 17 – Keep your account secure

5. Complete the steps required in the **Microsoft Authenticator** application. For assistance with this, please refer to the Microsoft website. Currently, the link explaining this is:

[Microsoft Authenticator - Help](#)

6. Login to the Transport Standards Portal using your account (Figure 18)



Figure 18 – Pick your account

7. You will be directed to the Transport Standards Portal home page (Figure 19).
You can confirm that you are logged in via seeing **My account** in the top right.

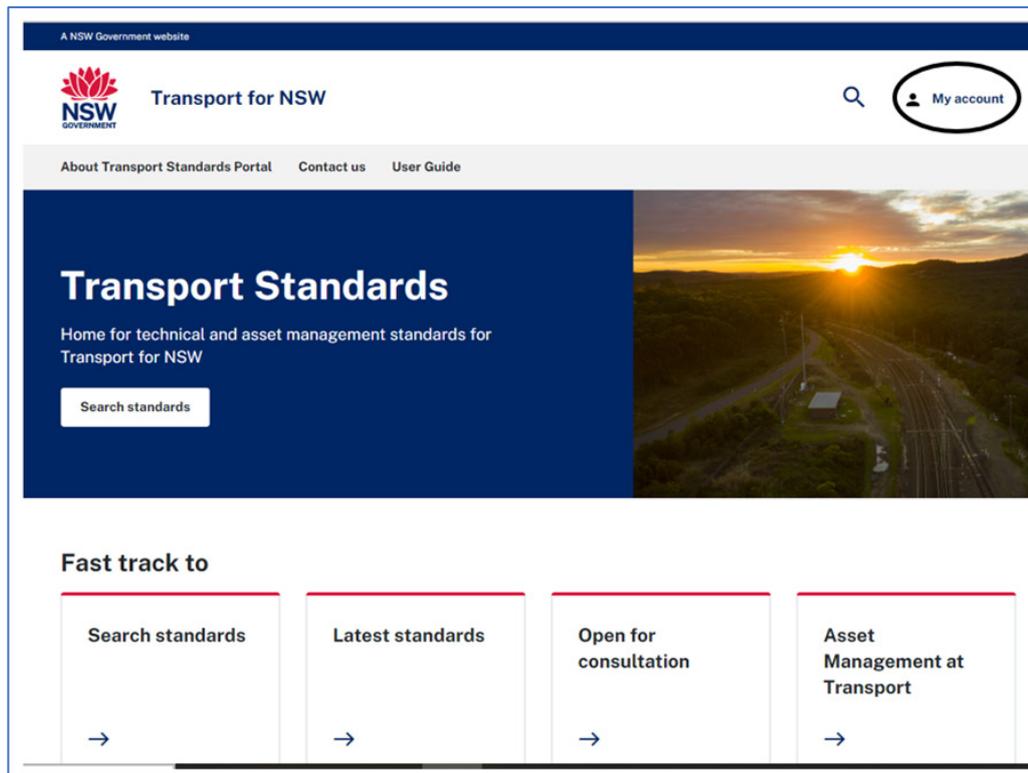


Figure 19 – Transport Standards Portal (Home Page)

Step 4: Upgrade an existing Standard User to Asset Steward

1. At the top right-side corner, the **Login** changes to **My account** once you are signed in, as shown in Figure 20.

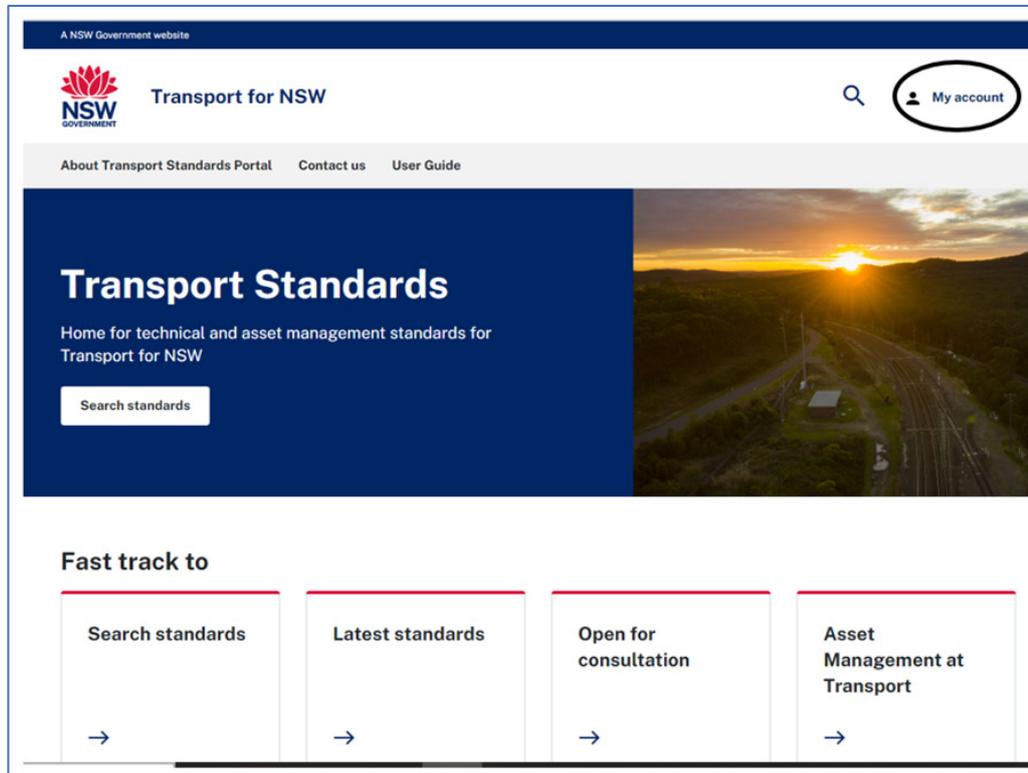


Figure 20 – Transport Standards Home page after logging in

2. Click **My account** to view **My profile**. By default opening My account will send you to the **Favourite standards** page (Figure 21).

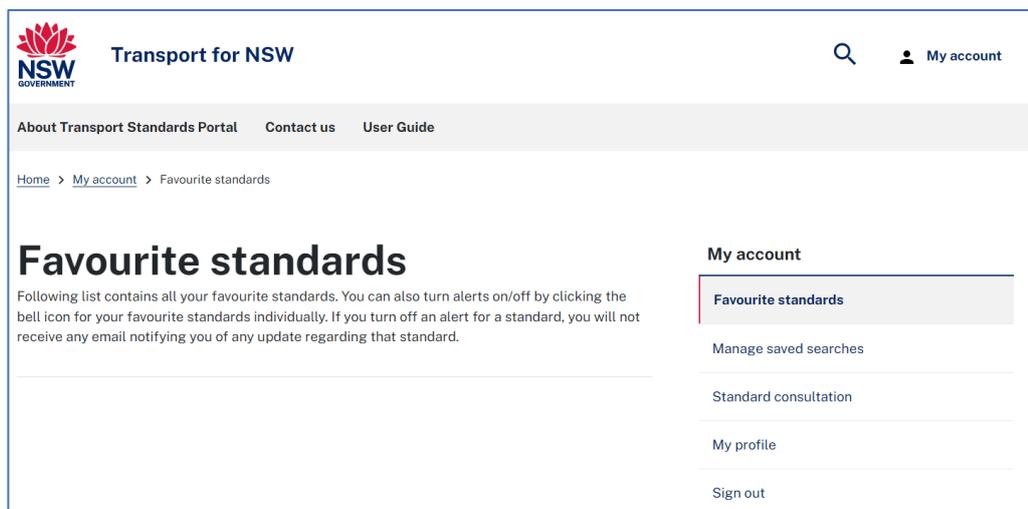


Figure 21 – My Account

- Use the link on the right side of the screen and click on **My profile** (Figure 22).

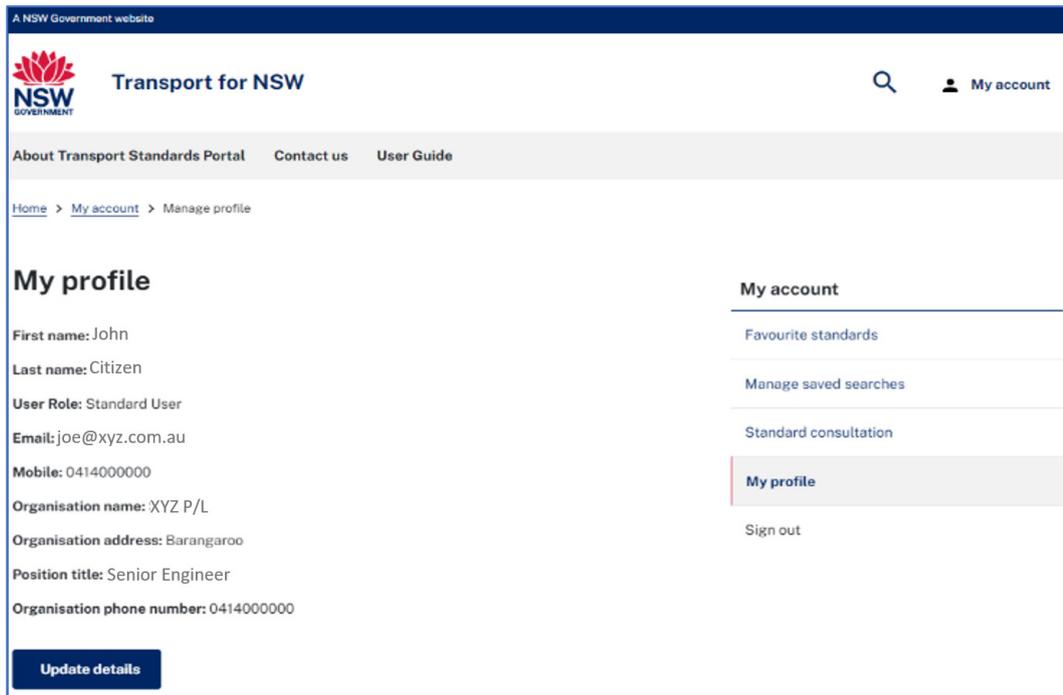


Figure 22 – My profile

- Click **Update details** to open the Update account details screen.
- Select **Asset Steward** as the role you want to be associated with (Figure 23).

Note: **Asset Custodian** is for Internal Transport staff only.

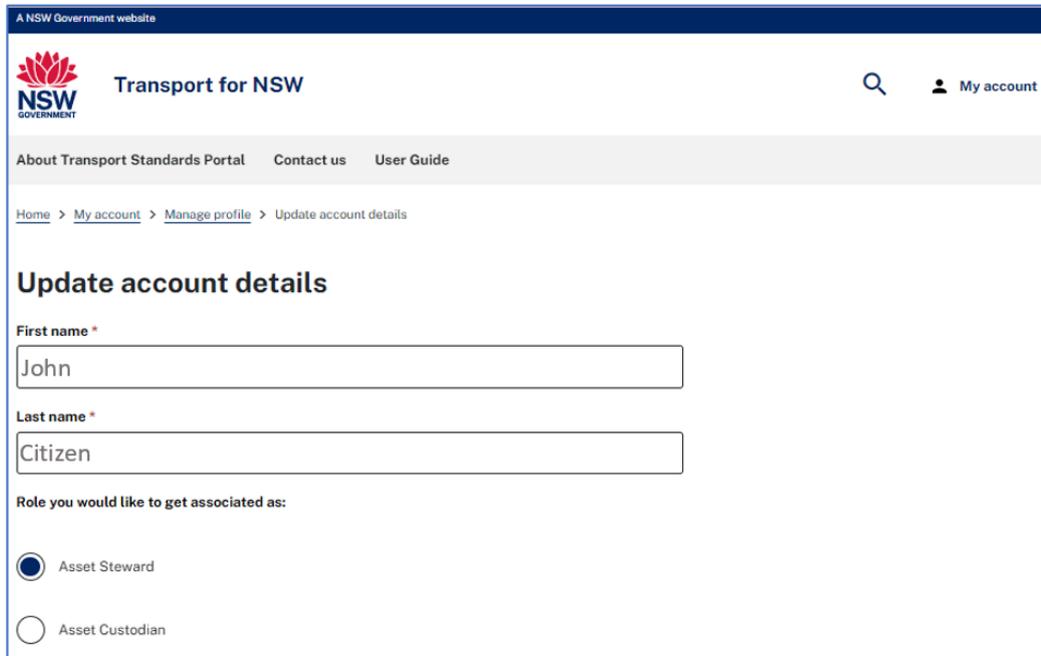


Figure 23 – Select Asset Steward as the role

6. Confirm all mandatory fields (denoted by *) have been entered. A list can be seen in Table 3 .

Table 3 - Asset Steward User Field Requirements

Fields	Action	Mandatory (M) or Optional (O)
First name	Enter your first name	M
Last name	Enter your last name	M
Role	Select Standard User	M
Email	Enter your email, preferably your work email	M
Confirm email	Re-enter your email ID.	M
Mobile	Enter your mobile phone number.	M
Organisation name	Enter the name of your organisation	M
Organisation address	Enter the address of your organisation	O (Recommended)
Position title	Enter your Position title	O (Recommended)
Organisation phone number	Enter your work phone number	O
TAO authorisation number (if Applicable)	Select your organisation from the list	O
ABN	Enter your organisation ABN	
Project Unique number	Enter the project's unique identification number you want to be registered to (starting with P.)	M

7. Add a Project Unique Number into the field provided Figure 24.

The screenshot shows a web form titled "Projects". At the top, it says "Please add the projects you are associated with. Click [here](#) to download the project list." Below this is a blue "Add Project" button. A dropdown menu is open, showing "Project 1" with an upward arrow. Underneath the dropdown, the label "Project Unique Number*" is followed by the instruction "Enter the project unique identification number you want to be registered to (starting with P.)". There is a text input field containing the letter "P". At the bottom of the form are two buttons: "Update Details" and "Cancel".

Figure 24 – Add Project Unique Number

8. Click **Update Details**.
9. The form will validate the information entered and provide feedback if any fields require your attention.

10. Otherwise, your account will be submitted successfully (Figure 25).

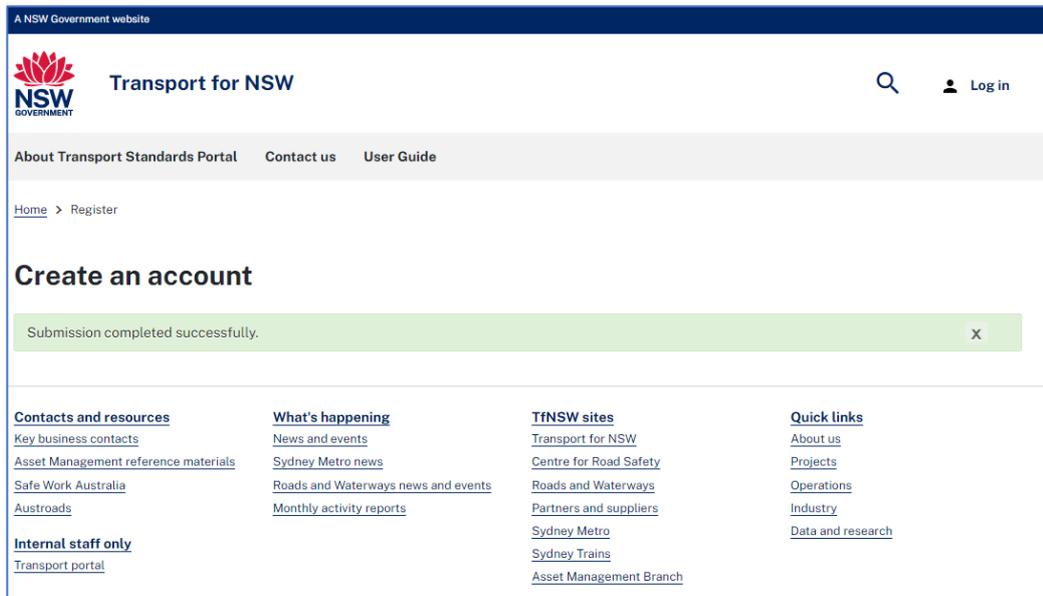


Figure 25 – Upgrade account (Successful Submission)

11. An acknowledgement email will be received (Figure 26) to advise your update has been received by the concessions administration team.

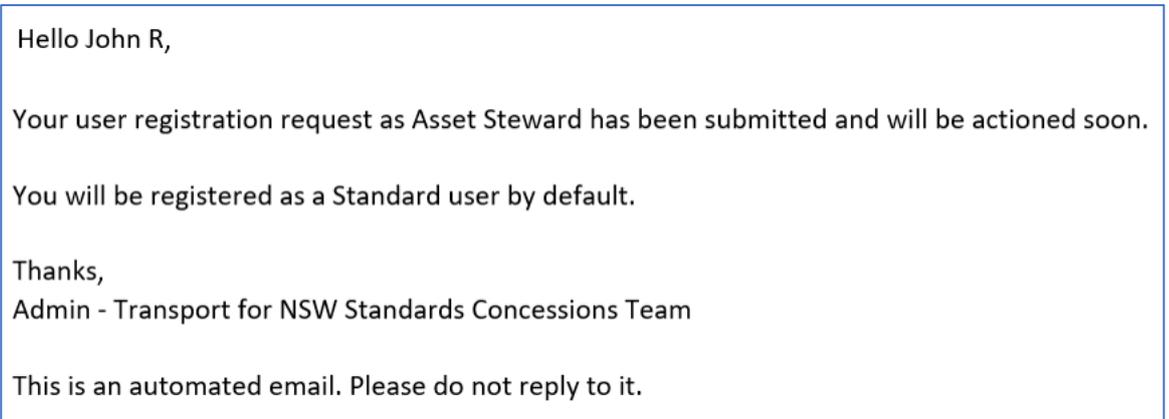


Figure 26 – Example notification (Submit)

12. After the concessions administration team has completed the **Asset Steward** approval process, a further email (Figure 27) will notify you when your request for **Asset Steward** registration is approved.

Hello John R,

Your registration request as Asset Steward has been approved.

You are registered as a Standard user by default.

Click the following link to login to the Transport Standards Portal :
[TfNSW Standards Portal](#)

Thanks,
Admin - TfNSW Standards Concessions Team

This is an automated email. Please do not reply to it.

Figure 27 – Example notification (Approval)

If your request for **Asset Steward** is rejected, please contact the Transport for NSW concessions administration team via the [Standards mailbox](#) for further information.

Refer to Appendix B for more information.

You can now search for standards and customise your search results.

For information on searching standards and search tips, refer to the Transport Standards Portal User Guide—Search and Search Tips.

Appendix A Project Unique Number

Search for Valid Project Unique Number

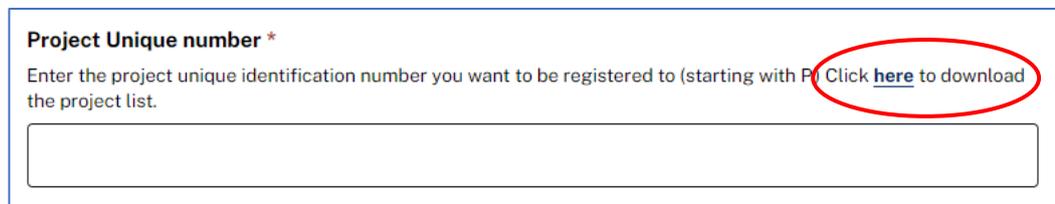
When submitting your **Create account** form to be included as an **Asset Steward** for a specific project, a valid **Project Unique Number** is required for the concessions administration team to endorse the registration request.

The **Project Unique Number** has two format types.

- **Design & Construction:** P.0004370.
- **Operate & Maintain:** Non-Equip discipline-based location code

If the **Project Unique Number** is unknown, follow these steps

1. Click the link (Figure 28) provided in the header for **Project Unique Number**.



Project Unique number *

Enter the project unique identification number you want to be registered to (starting with P). [Click here to download the project list.](#)

Figure 28 – Project Unique Number (Create account)

2. The **Concessions_Projects_List** file will download to the **Downloads** folder.
3. Navigate to the **Downloads** folder and double-click to open the file.
4. Search the spreadsheet for the relevant **Project Unique Number** using the **Project Name** field.

Note: Only complete an application for **Asset Steward** if you are an **Endorser** for the **Concessions to Transport Standards** process.

Note: If Project still cannot be found refer to Appendix B.

Appendix B Portal Support

What if I need assistance during the registration process?

If you have technical difficulties during the registration process on the Standards Portal.

Step 1: You should use your browser’s private mode, e.g. Incognito (Chrome) or InPrivate (Edge)

Step 2: If that does not solve your issue, please email standards@transport.nsw.gov.au or complete the Standards Portal feedback form located under “Contact us” (Figure 29).

The screenshot shows the 'Contact us' page on the Transport for NSW website. At the top, there is a navigation bar with 'About Transport Standards Portal', 'Contact us', and 'User Guide'. Below this, the page title is 'Contact us'. The main content area contains a form with the following elements:

- A heading: 'Contact us'
- Introductory text: 'Send the standards team any questions, comments or concerns about asset standards or request an extension of consultation period by completing the form below.'
- A note: 'Required fields are marked with an *'
- A dropdown menu: 'What is your message about? *
- A text area: 'Message *' with a placeholder 'Type here'.
- A character count: 'Character count: message'
- Input fields: 'First name *' and 'Last name *'.
- Input fields: 'Email address *' and 'Organisation name'.
- A checkbox: 'I have read the [Terms and conditions](#) and the [Privacy policy](#) *'
- Buttons: 'Submit' and 'Reset form'.

Figure 29 – Contact us

Step 3: If the matter is urgent and requires immediate help, please get in touch with Transport Helpline on **131 148** or transportnsw.info (website-feedback).