

Transport Standards Portal User Guide – TfNSW User Registration

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Table of contents

1	Transport Standards Portal	3
2	Transport Standards Portal log in.....	3
3	Roles and Project Unique Number.....	3
3.1	Roles	3
3.2	Project unique number	4
4	Registration steps for TfNSW staff	5
4.1	Step 1: Create a Transport Standards Portal account.....	5
4.2	Step 2a: Register as a standard user	7
4.3	Step 2b: Register as an asset steward / asset custodian	9
4.4	Step 3: Activate registration	14
4.5	Step 4: Update an existing standard user to asset steward or asset custodian	16
Appendix A	Portal Support	19

1 **Transport Standards Portal**

Transport for NSW publishes technical and asset management standards for transport assets across NSW so that our people and our industry partners can deliver projects and manage transport assets across NSW in a more innovative, safe, and efficient manner.

The Transport Standards Portal hosts TfNSW asset standards and related technical documents in one location and provides users with customisable search and watch options to allow for fast and efficient access to standards relevant to their projects across all transport modes.

2 **Transport Standards Portal log in**

The Transport Standards Portal allows users to register and create a user account to make the most of the benefits offered on the Portal.

Benefits of creating a user account:

- Customise your searches
- Save search filter selection for quick access later
- Mark standards as favourite and access them easily
- Receive notifications about updates to favourite standards
- Provide comments on standards open for consultation
- Apply for a concession
- Endorse concessions as asset steward or asset custodian

3 **Roles and Project Unique Number**

3.1 **Roles**

Standard user

A standard user is anyone who can perform the following actions on the Transport Standards Portal:

- View restricted standards
- Customise searches
- Save search filter selection for quick access later
- Mark standards as favourite and access them easily

- Receive notifications about updates to favourite standards
- Subscribe to monthly activity reports
- Provide comments on standards open for consultation
- Apply for a concession

Asset custodian

The TfNSW entity accountable for the end to end life cycle management and performance of assets (including asset condition, risk and reporting) on behalf of the asset owner to achieve agreed customer and community outcomes.

An asset custodian can endorse concession requests in addition to performing all actions as that of a standard user.

Asset steward

The entity given the responsibility by an asset custodian to oversee part of the life cycle process for an asset.

An asset steward can endorse concession requests in addition to performing all actions as that of a standard user.

Asset steward (delivery)

The entity given responsibility by the asset custodian to procure an asset from investment decision to commissioning; deliver the outcomes to realise the benefits; translating the requirements from the asset custodian and managing delivery outcomes; selecting the most appropriate supplier(s) to meet project objectives; ensuring the supplier provides sufficient assurance evidence that the asset delivered is fit for purpose, meets required outcomes and was delivered in line with applicable legislation, standards and frameworks.

Asset steward (operate and maintain)

The entity given responsibility by the asset custodian for the day-to-day operations and/or maintenance of an asset once commissioned. This role may be split between operations and maintenance, or combined.

3.2 Project unique number

The Project Unique Number is the project identifier stored in Equip to link concessions to a specific project, and its governance roles, such as an asset steward and asset custodian.

To register as an asset steward or asset custodian, you need a **Project Unique Number** to associate your details with a specific project you are an asset steward.

This **Project Unique Number** must be at **Level 1**, as the system will validate only against Level 1 numbers. Any other number with decimal parts will not be accepted, and the system will display an error message.

Contact your TfNSW project representative to obtain the correct project number.

The format of the number to be entered is given in Table 1.

Table 1 - Project unique number format

Level	Example	Valid
1	P.0004370	Yes
2	P.0004370.01	No
3	P.0004370.01.001	No

4 Registration steps for TfNSW staff

To access additional features in the Transport Standards Portal, you will need to complete the steps below. However, if you are already registered as a standard user, you can skip ahead to Step 4 to update your user account.

1. Step 1: Create a Transport Standards Portal account
2. Step 2a: Register as a standard user
3. Step 2b: Register as an asset steward / asset custodian
4. Step 3: Activate registration
5. Step 4: Update an existing standard user to asset steward or asset custodian

4.1 Step 1: Create a Transport Standards Portal account

To register and create an account as a user internal to TfNSW:

1. Open a web browser and go to <https://standards.transport.nsw.gov.au/>
2. The **Transport Standards Home** page displays.

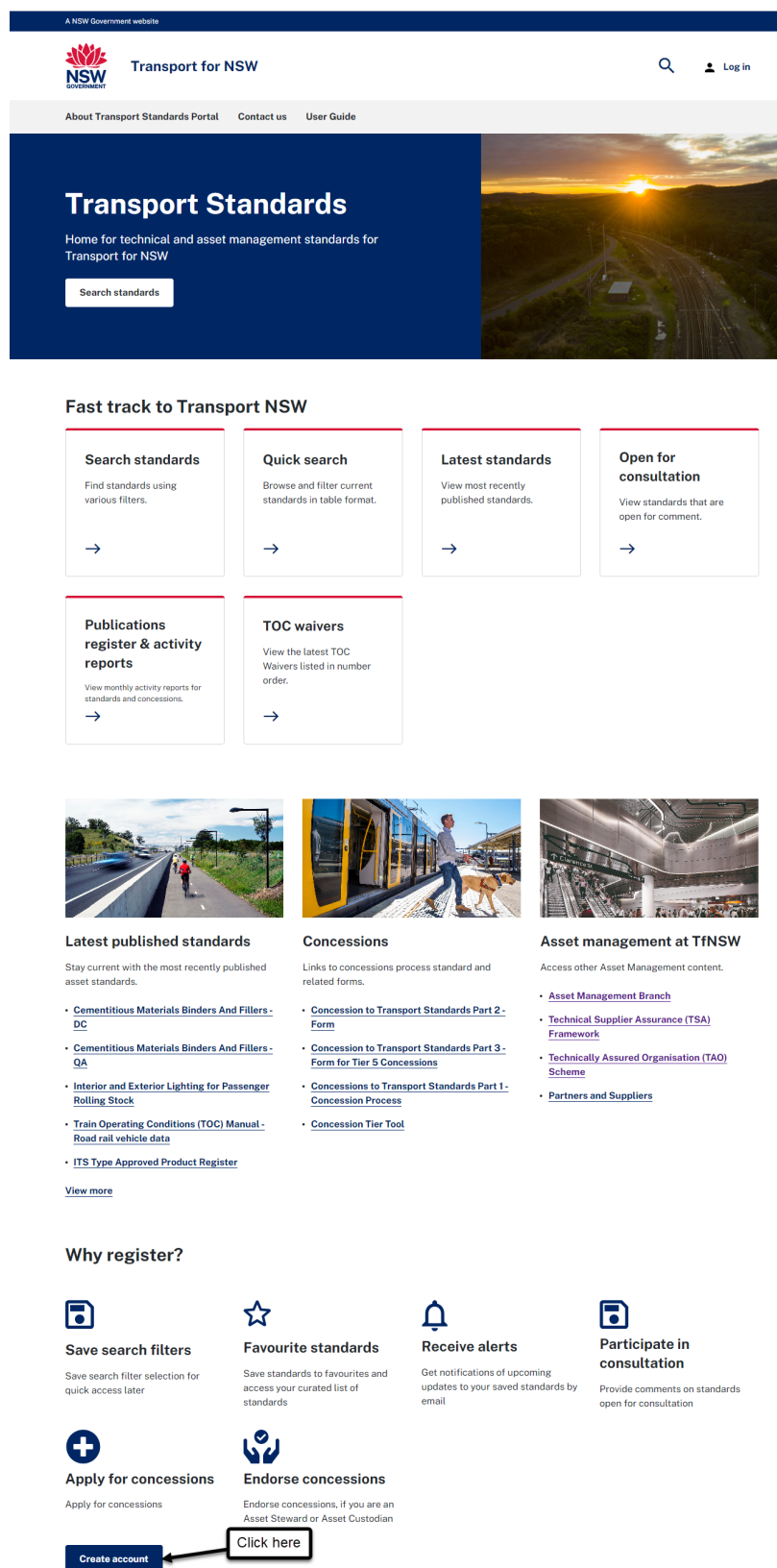


Figure 1 - Transport Standards Home page - Create account

3. Click **Create an account**, as shown in Figure 1.

4. The **Create an account** page appears. As a user internal to TfNSW, you have the following three options:

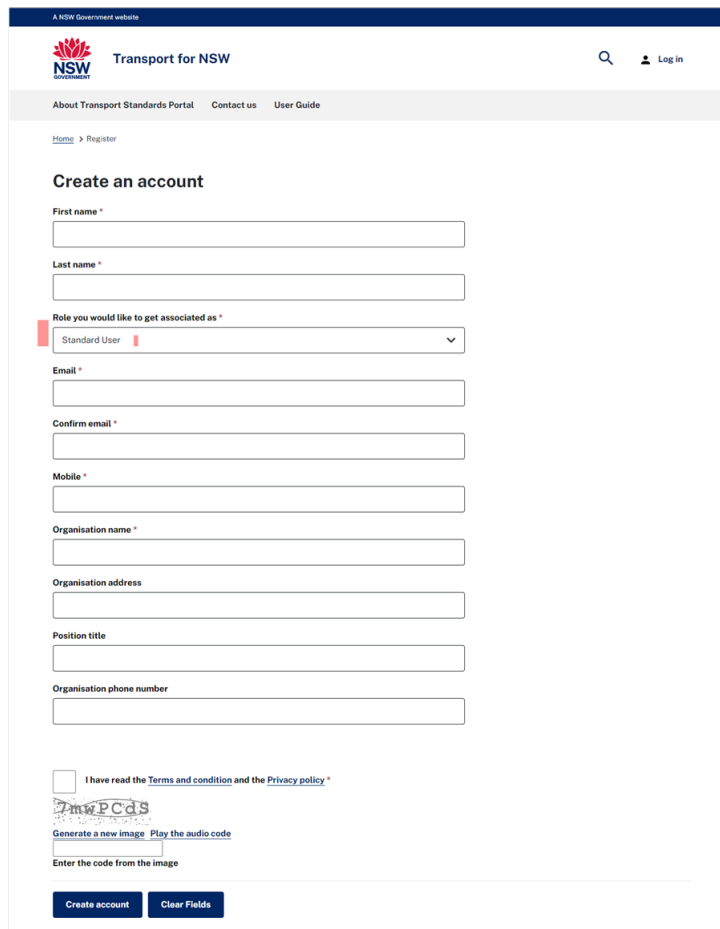
- Step 2a: Register as a standard user – See Section 4.2.
- Step 2b: Register as an asset steward or asset custodian – See Section 4.3.

Note: If you need to engage in the concessions process and endorse concessions, select **Asset Custodian** or **Asset Steward** under **Role you would like to get associated as** field, depending on your role.

4.2 Step 2a: Register as a standard user

To register as a standard user:

1. In the **Create an account** screen, complete all mandatory fields (identified by an *).



The screenshot shows the 'Create an account' form for a standard user. The form is titled 'Create an account' and includes the following fields and elements:

- First name ***: Text input field.
- Last name ***: Text input field.
- Role you would like to get associated as ***: Dropdown menu with 'Standard User' selected.
- Email ***: Text input field.
- Confirm email ***: Text input field.
- Mobile ***: Text input field.
- Organisation name ***: Text input field.
- Organisation address**: Text input field.
- Position title**: Text input field.
- Organisation phone number**: Text input field.
- ☐ I have read the [Terms and condition](#) and the [Privacy policy](#) *
- CAPTCHA image with text 'Generate a new image' and 'Play the audio code'.
- Buttons: 'Create account' and 'Clear fields'.

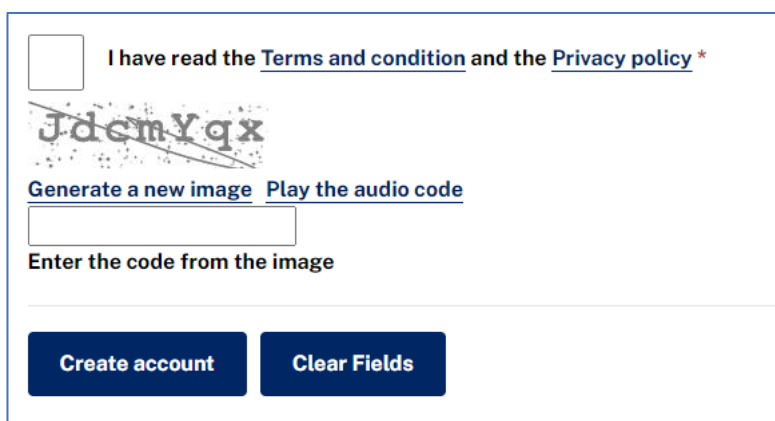
Figure 2 - Create an account (standard user) form

Table 2 provides the field requirements for a **standard user**.

Table 2 - Standard user field requirements.

Fields	Action	Mandatory (M) Optional (O)
First name	Enter your first name	M
Last name	Enter your last name	M
Role you would like to get associated as	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

2. Ensure you have read the **Terms and conditions** and the **Privacy policy** before checking the box.



☐ 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 3 - Terms and condition and the Privacy policy

3. Enter the code from the image into the field provided.
 - If the code displayed is not clear to read, generate a new code. To generate a new code, click **Generate a new image** that appears as a link below the image.
 - You can 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 validates the information entered and provides feedback if any fields require your attention.

6. Otherwise, your account will be submitted and the submission successful message appears as shown in Figure 4.

The **Clear Fields** button enables you to clear all the values and you can re-enter new values.

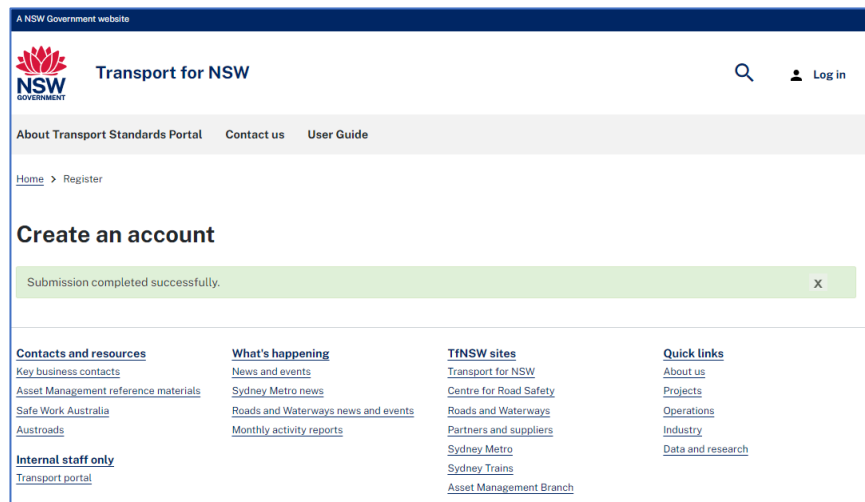


Figure 4 - Create an account - successful submission

Following this, you will receive an email notification about your user registration request as shown in Figure 5.

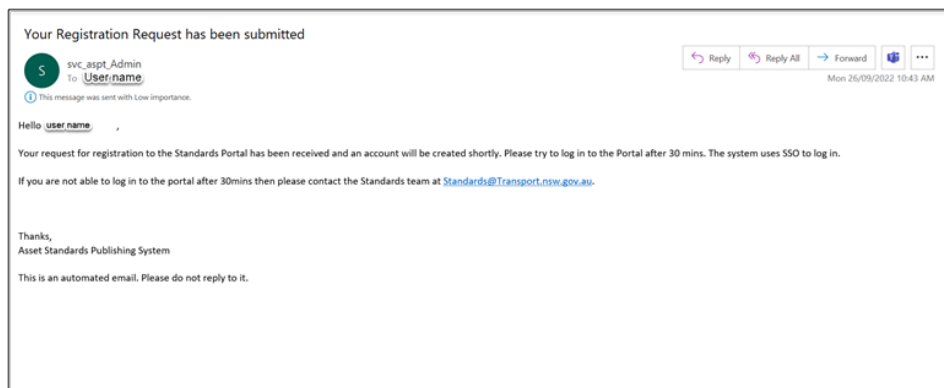


Figure 5 – Registration request email notification

7. Go to Step 3 in Section 4.4 to activate your registration.

4.3 Step 2b: Register as an asset steward / asset custodian

You must register as an asset steward or asset custodian, only if you are engaged in the concessions process, as an endorser to endorse concessions.

To register as an asset steward or asset custodian, you can do one of the following:

- Register as a standard user first and then update your profile with additional role.
- Register as an asset steward or asset custodian directly. This will register you as a standard user by default to access the Transport Standards Portal as explained in Section 4.2.

To complete a valid asset steward or asset custodian registration, you will need the project unique number for the project you are associated with as an asset steward or asset custodian.

Contact your TfNSW project representative to obtain the project unique number.

To register as an asset steward or asset custodian:

1. Complete all mandatory fields (identified by an *).

Create an account

First name *

Last name *

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

Asset Custodian ▼

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)

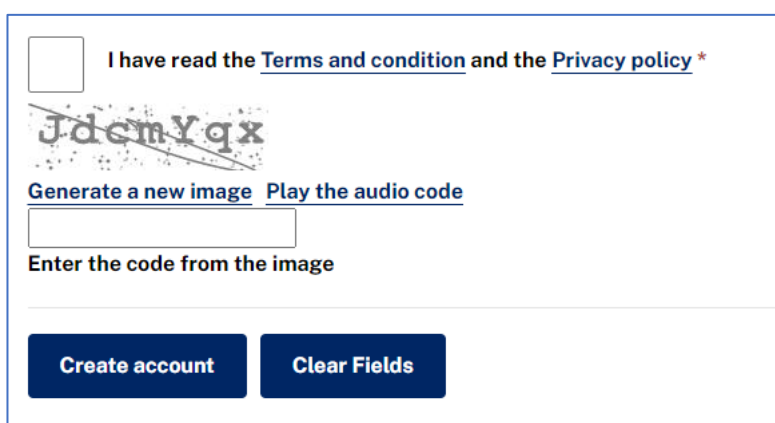
Figure 6 - Create an account (asset steward / asset custodian) form

Table 3 provides the field requirements for an asset steward / asset custodian.


Table 3 - Asset steward / asset custodian user field requirements

Fields	Action	Mandatory (M) Optional (O)
First name	Enter your first name	M
Last name	Enter your last name	M
Role you would like to get associated as	Select Asset Steward or Asset Custodian	M
Email	Enter your email, preferably your work email	M
Confirm email	Re-enter your email address.	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
TAO authorisation number (if Applicable)	Select the TAO organisation from the list	O
Project Unique number	Enter the project's unique identification number you want to be registered to (starting with P.). Contact your TfNSW project representative for the project unique number.	M

2. Ensure you have read the **Terms and Conditions** and the **Privacy policy** before checking the box.



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



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

Enter the code from the image

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

Figure 7 - Terms and Condition and the Privacy policy

3. Enter the code from the image into the field provided.

- If the code displayed is not clear to read, generate a new code. To generate a new code, click **Generate a new image** that appears as a link below the image.
 - You can 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 validates the information entered and provides feedback if any fields require your attention.
 6. Otherwise, your account will be submitted and the submission successful message appears as shown in Figure 8.

The **Clear Fields** button enables you to clear all the values and you can re-enter new values.

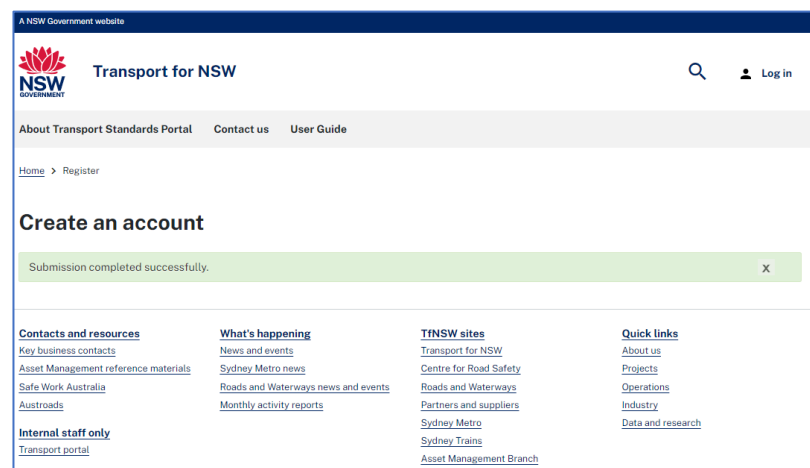


Figure 8 - Create an account (successful submission)

7. Go to Step 3 in Section 4.4 to activate your registration.

After submitting the request, you will receive an email notification about your user registration request as an asset steward or asset custodian, depending on the role you selected as shown in Figure 9.

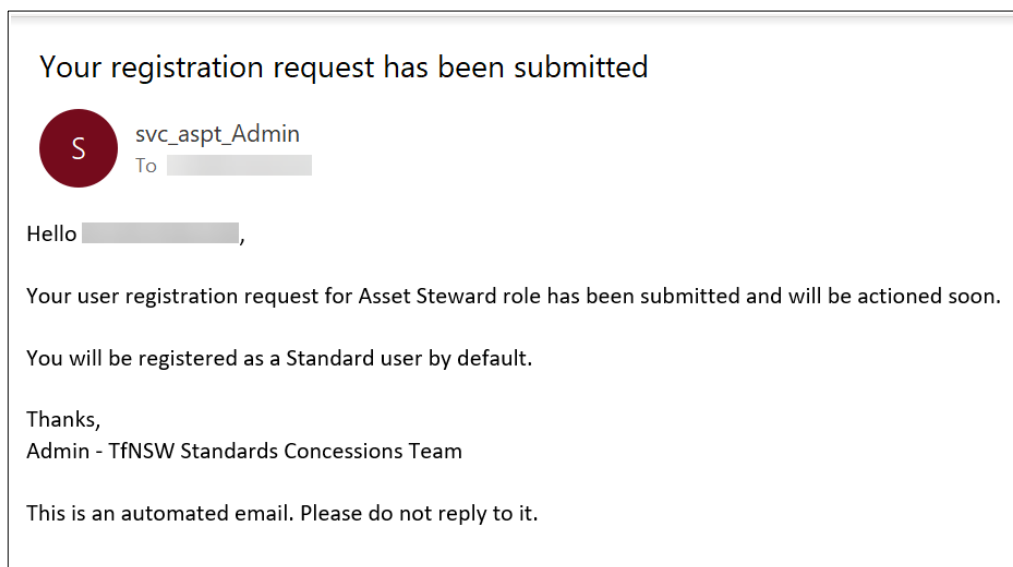


Figure 9 – Asset steward / asset custodian user registration email notification

An approval process (within the Standards team) will be completed to approve you as an asset steward or asset custodian.

When the approval process is complete and your registration request is approved, you will receive the following email.

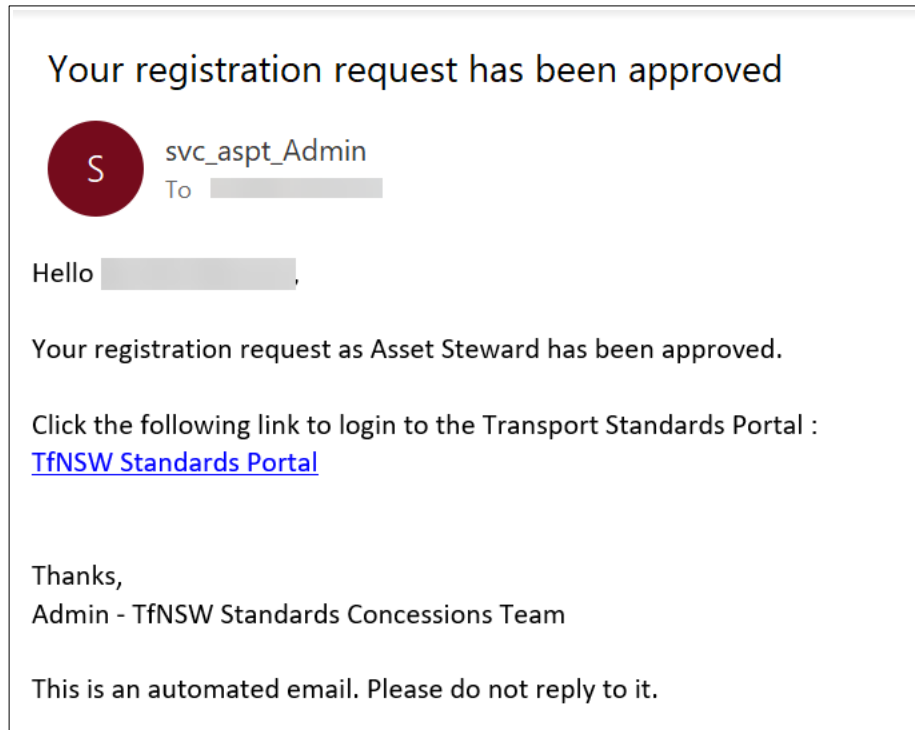


Figure 10 – Asset steward registration request approval email notification

You will receive a similar email if you have registered as an asset custodian.

You also receive an email notification if your registration request as an asset steward or asset custodian is rejected.

4.4 Step 3: Activate registration

After you receive the registration request email notification in Step 2a in Section 4.2, you will receive another email notification within 30 minutes with a link to activate your registration.

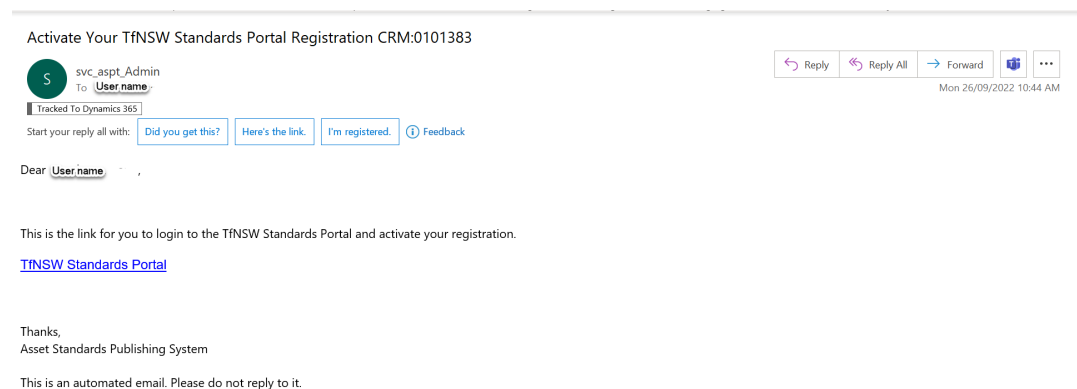


Figure 11 - Registration activation email notification

To activate your registration:

1. Click the **TfNSW Standards Portal** link in the email. The **Sign up with invitation code** screen displays as shown in Figure 12.

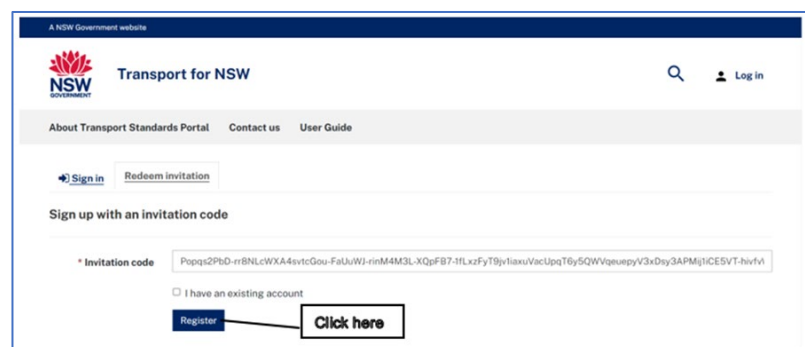


Figure 12 - Sign up with invitation code screen

2. Click **Register**.

The following screen with redeeming code appears.

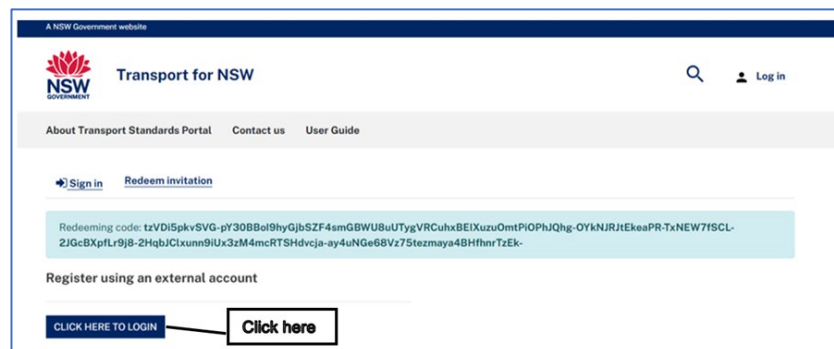


Figure 13 -Redeem invitation

3. Click **CLICK HERE TO LOGIN**.
4. As a TfNSW user, you will be logged in through Single-Sign On and the **Transport Standards Home** page appears.

At the top right side corner, the **Log in** changes to **My account** as shown in Figure 14, once you are signed in.

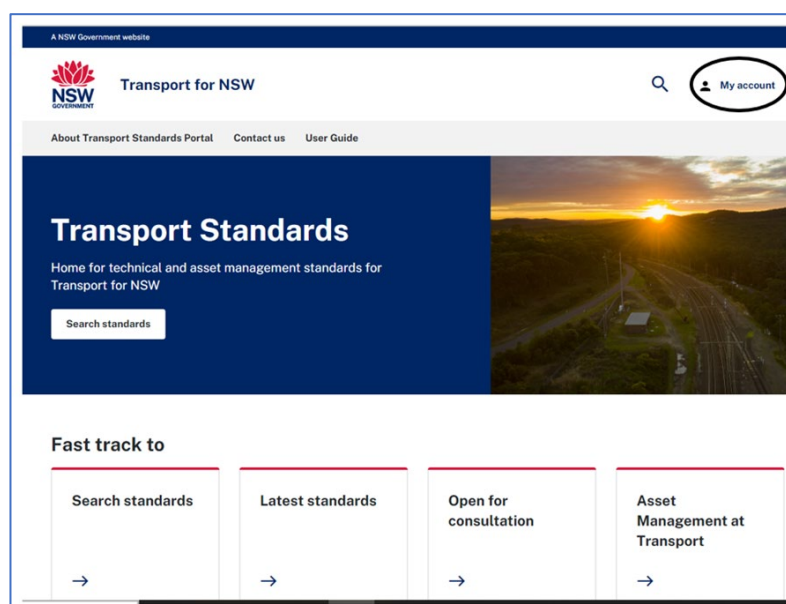


Figure 14 - Transport Standards Portal Home Page

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

Refer to *Transport Standards Portal User Guide – Search and Search Tips* for information on searching standards and search tips.

4.5 Step 4: Update an existing standard user to asset steward or asset custodian

You may add asset steward or asset custodian roles to your existing standard user profile.

To update your profile with additional roles:

1. Log in to **Transport Standards Portal**.
2. At the top right-side corner of the **Home Page**, click **My account** to view various options.

By default the screen displays **Favourite standards** details.

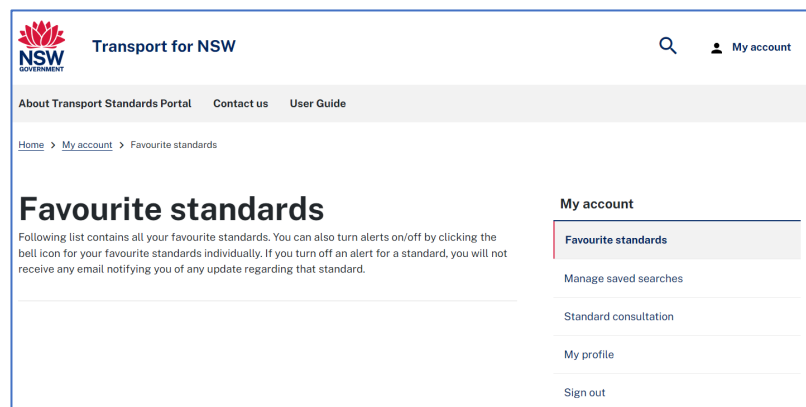


Figure 15 - My account

3. Click **My profile**. The screen displays your profile details.

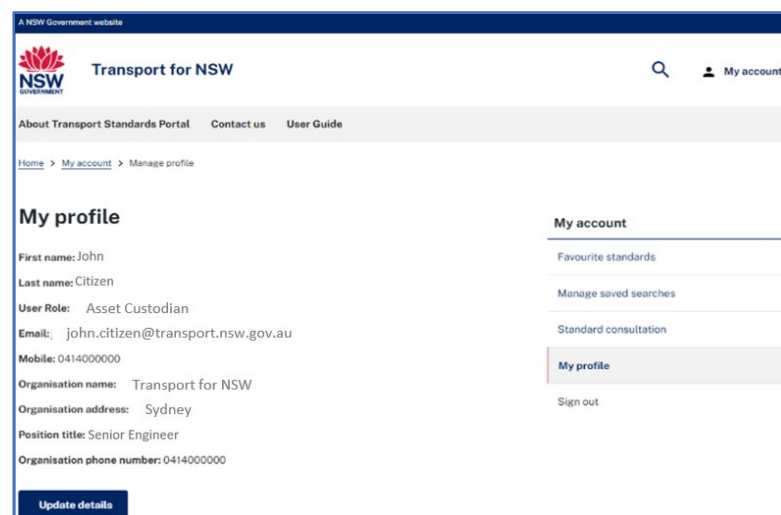


Figure 16 - My profile

4. Click **Update details**.

The **Update account details** screen appears with all the values auto populated that you entered during initial user registration.

5. Select **Asset Steward** or **Asset Custodian** under **Role you would like to get associated as.**

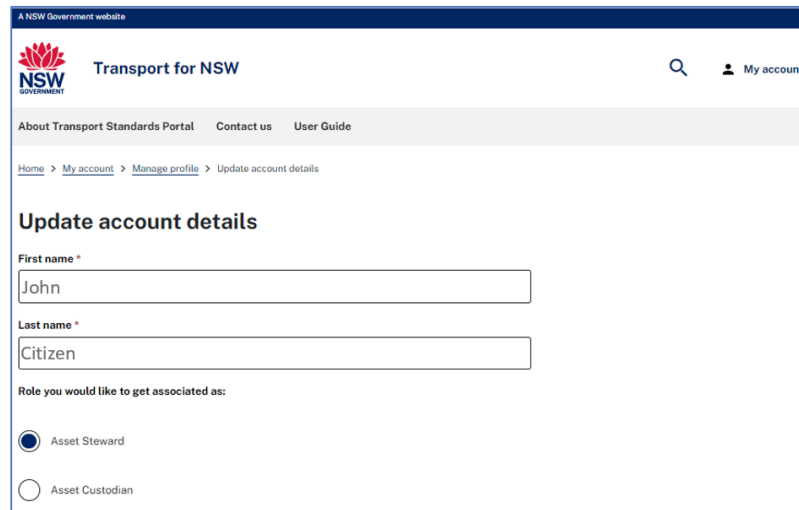


Figure 17 - Select asset steward / asset custodian as the role

The screen prompts you to add the projects you are associated as an asset steward or asset custodian. See Figure 18.

Projects

Please add the projects you are associated with:

Add Project

Project 1

Project Unique Number*

Enter the project unique identification number you want to be registered to (starting with P.)

P

Update Details

Cancel

Figure 18 – Add project details

6. Add a **Project Unique Number**, starting with P. under **Project Unique Number** field.
7. Click **Add Project** to add more projects.

8. Verify other details and update them as required.
9. Click **Update Details**.
10. The **Update account details** screen with submission successful message displays.

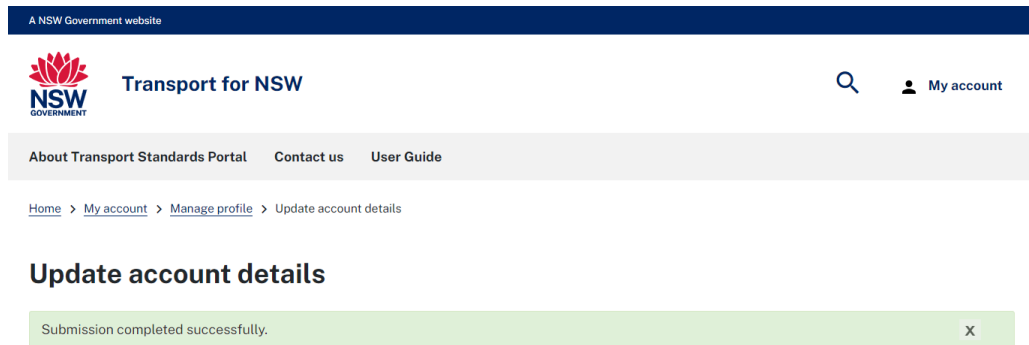


Figure 19 – Update account – submission completion

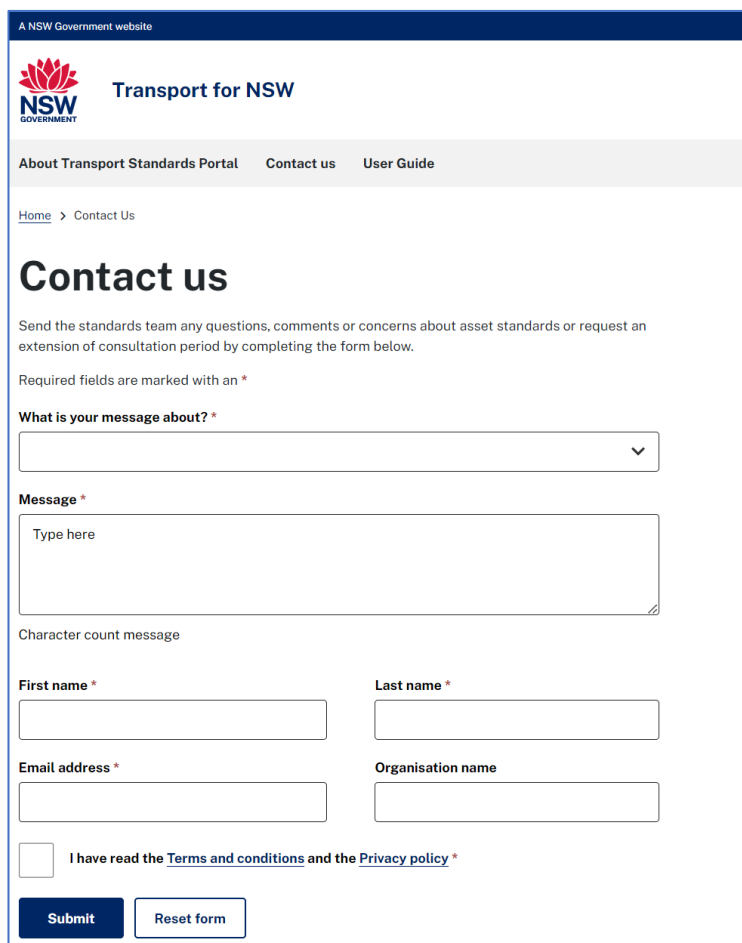
You will be notified when your request for asset steward or asset custodian registration is approved or rejected as explained in Section 4.3.

Appendix A Portal Support

What if I need assistance during the registration process?

If you have technical difficulties during the registration process on the Standards Portal, It is recommended you use your browser's private mode. For example, Incognito (Chrome) or InPrivate (Edge).

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**.



A NSW Government website

Transport for NSW

[About Transport Standards Portal](#) [Contact us](#) [User Guide](#)

[Home](#) > [Contact Us](#)

Contact us

Send the standards team any questions, comments or concerns about asset standards or request an extension of consultation period by completing the form below.

Required fields are marked with an *

What is your message about? *

Message *

Type here

Character count message

First name *

Last name *

Email address *

Organisation name

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

Figure 20 - Contact us

If the matter is urgent and requires immediate help, please contact Transport Helpline on 131 148 or transportnsw.info (website-feedback).