



Website User Guide



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Traffic Conditions & Travel Time Information

VicRoads Infrastructure Limits, General Traffic Conditions, Road Closures & Major Events

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Overview

The BusVic website has a range of features for members including:

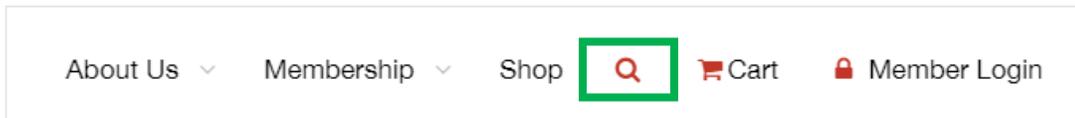
- **Bus operator resources and information** – view and download useful information for your business via the menus near the top of the page.
- **Membership portal** – this is where your member details are located and can be updated, including updating contact people and your vehicle numbers for yearly membership renewals.
- **Event registrations** – easy registration for BusVic events where you can pay by credit card, or have the purchase invoiced to your membership account.

Please note that only the Authorised Representative for each membership is automatically given an online account for your membership. If you wish for other staff to have access, please contact the membership officer, Lauren Bradford – lbradford@busvic.asn.au.

Navigating the Website

There are two ways to search for information on the BusVic website – the search function or the menus.

1. **Search Function** – Select the magnifying glass icon at the top of the page. When the search field appears, enter a keyword and any results will be displayed.



2. **Menus** – Each page with information and resources can be found in the menus. Clicking on a title will open a dropdown menu with sub-menus. These are divided into four main sections.

Most pages under the *Bus Operations* menu have restricted access, viewable only by members who are logged into the website (see '[Logging in to the BusVic website](#)' for instructions).

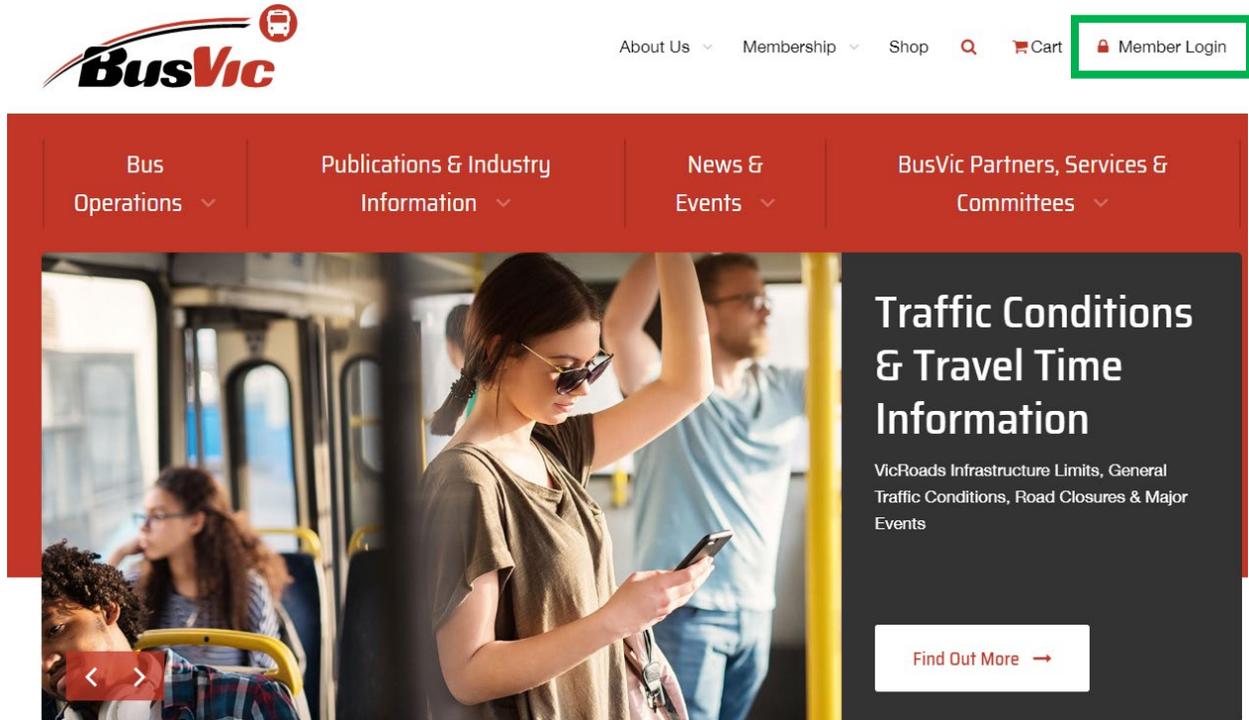
Most of the other pages are available to the public with no login required.

Bus Operations ^	Publications & Industry Information v	News & Events v	BusVic Partners, Services & Committees v	
Bus Services	Business Information	Workplace Relations	Safety & Security	Accreditation
School Bus Services	New Member Resource Kit	Workplace Agreements	Emergency Management	Accreditation Help Kit
Route Bus Services	Acts and Regulations	Awards and Wages	Roads and Road Safety Condition Reporting	Bus Safety Act
Charter & Tour	Bus Accessibility	Unfair Dismissal	Rail Level Crossings	Notifiable Occurrences

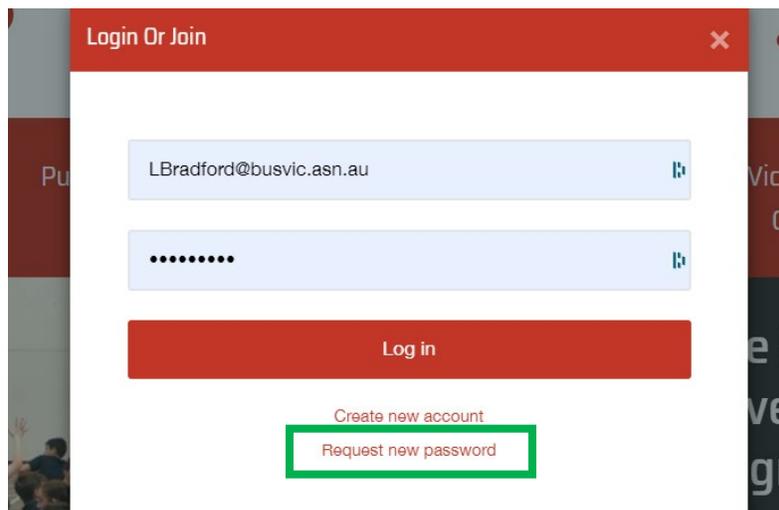
Logging in to the BusVic website

If you have a user account, but don't know your login details, the following process will help you gain access to your account.

1. Go to www.busvic.asn.au and select the 'Member Login' link on the top right of the home page



2. From the pop-up box, select 'Request new password' link



- You'll be taken to a new user account page. Enter your email address in the Email field and then select the 'Email new password' button.

User account

Create your Account Log in Request new password

E-mail: *

E-mail new password

- You'll be sent an email from 'buses' with the heading 'Replacement login information for (your name) at BusVic | Bus Association Victoria. Open that email and click the link provided (outlined below).



BusVic | Bus Association Victoria
ABN: 17 273 025 656
PO Box 125 Port Melbourne VICTORIA 3207
Email: accounts@busvic.asn.au
Phone: +61 3 9645 3300
Fax: +61 3 9645 4455

Ms Lauren Bradford,

A request to reset the password for your account has been made at BusVic | Bus Association Victoria.

You may now log in to www.busvic.asn.au/ by clicking on this link or copying and pasting it in your browser:

https://www.busvic.asn.au/user/reset/1283/1581383785/p_Hbg69BWbBQjvm567b4bG56Xtg

This is a one-time login, so it can be used only once. It expires after one day and nothing will happen if it's not used.

After logging in, you will be redirected to <https://www.busvic.asn.au/user/1283/edit> so you can change your password.

- The email link will open a reset password page on the BusVic website. Enter your preferred password in the 'Password' field. Then re-enter that password in the 'Confirm password' field. Then click the button to save the password and log in.

Reset password

Please enter your new password using the form below then click on this button to login to the site and change your password.

This login can be used only once.

Password: *

Confirm password: *

To change your user password, enter the new password in both fields.

Change password & log in

- You'll then be taken to your membership portal. From here you can view and update your membership details (see '[Navigating Your Membership Portal](#)' section for full details).

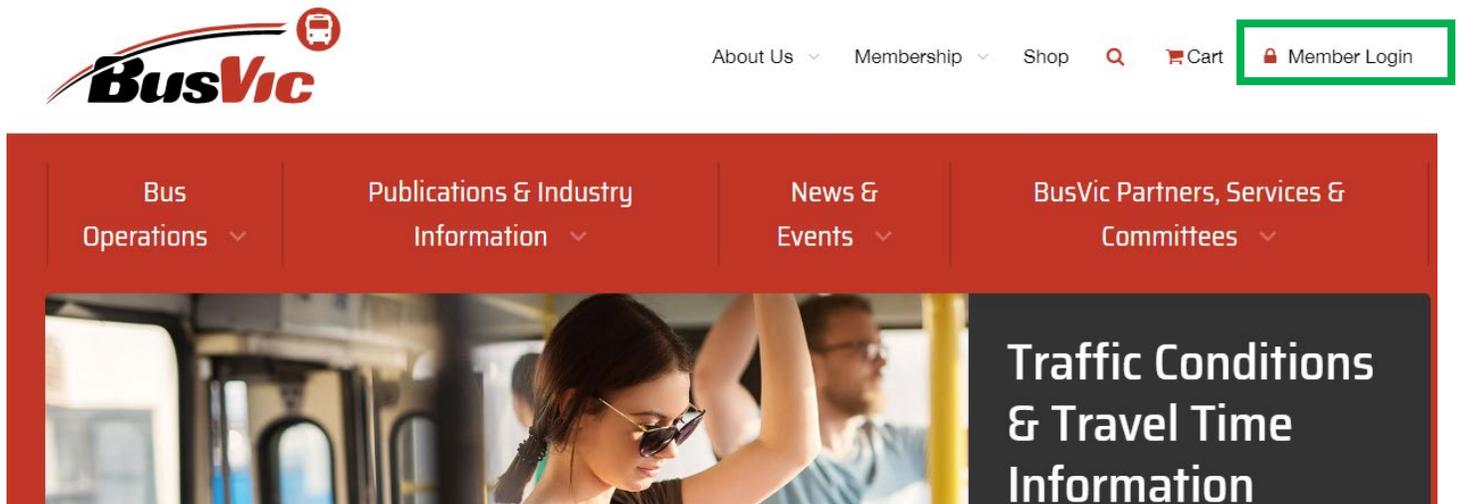
Alternatively, use the menus at the top of the page to navigate the BusVic website. You must be logged in to view restricted members only content.

[Navigating Your Membership Portal](#)

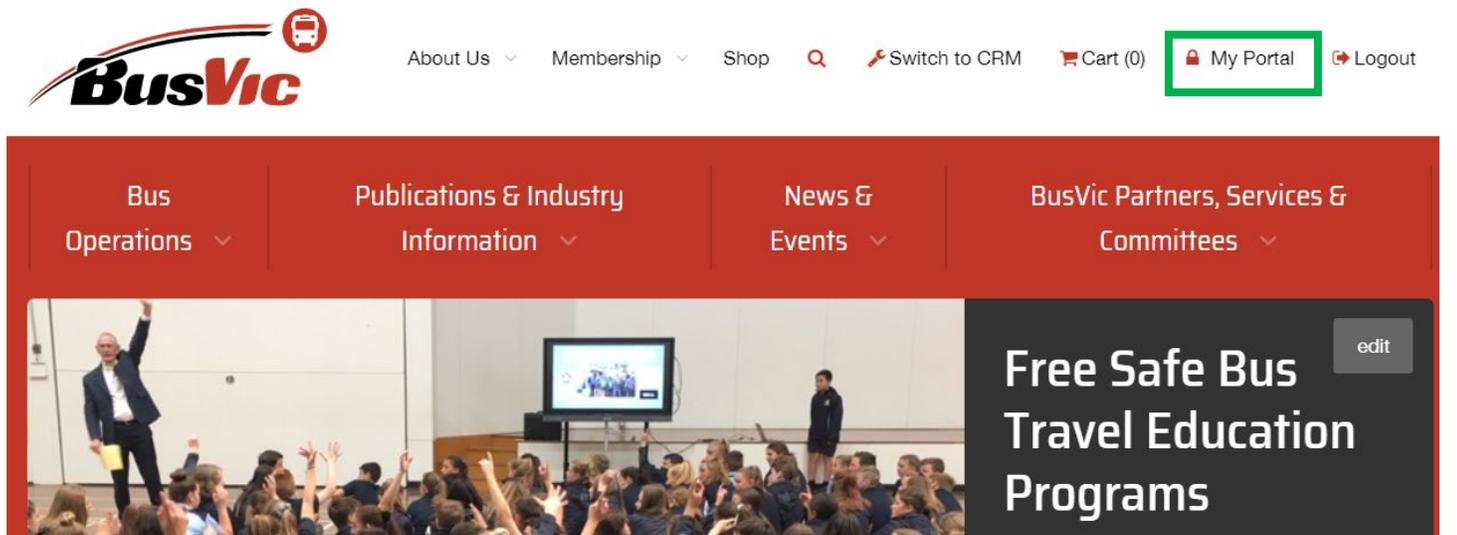
Your membership portal gives you easy access to your BusVic membership information such as company contact information, contact people, vehicle numbers, and membership subscription. It will also show any events you are registered for.

Below are instructions on how to locate information in your member portal:

Log in to your account via the Member Login link. (If this is your first time logging in, or you've forgotten your password, please see the first section of this user guide for instructions)



Select 'My Portal'



My Portal home page – Below are the main sections you will access in your portal.

My Account

[Member Portal](#)

[Login Details](#)

[Transactions](#)

[Personal Details](#)

[Communication Preferences](#)

[Addresses](#)

[Businesses](#)

[Additional Profile Information](#)

[Current Subscriptions](#)

Membership plan:

Associate Member

Owned by:

BusVic

Status: Active (processed)

Expires: 01 Jul 2020

[Renew Subscription](#)

Membership plan:

Accredited Operators

Owned by:

BusVic

Status: Active (processed)

Expires: 01 Jul 2020

[Renew Subscription](#)

My Content

[Questions](#)

[Followed Articles](#)

[Purchased Resources](#)

[Events](#)

[Event Resources](#)

[Committees](#)

News

News

[Latest](#)

2020 BusVic Event Dates

27 October, 2019

The scheduled events for BusVic during 2020

1. Login Details – this is where you can change your password.

Account information

Username: *

Spaces are allowed; punctuation is not allowed except for periods, hyphens, and underscores.

E-mail address: *

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

Password:

Confirm password:

To change the current user password, enter the new password in both fields.

2. **Transactions** – This will show your invoices in the new system including payments for membership renewals, event registrations and shop products.

My Purchases

Invoice No	Invoice Date	Payment Status	Invoiced to	Purchased By	Invoice Amount	Actions
401	10 Dec 2019	Pending - EFT	BusVic	Ms Lauren Bradford	\$35.00	View+
400	10 Dec 2019	Pending - Credit Card	BusVic	Ms Lauren Bradford	\$35.00	View+
391	11 Nov 2019	Completed 11 Nov 2019	[REDACTED]	Ms Lauren Bradford	\$0.00	View+
3	4 Sep 2019	Completed - EFT	BusVic	Ms Lauren Bradford	\$0.00	View+
5	4 Sep 2019	Completed - EFT 4 Sep 2019	BusVic	Ms Lauren Bradford	\$1,151.37	View+
386	1 Jul 2019	Completed - EFT 6 Nov 2019	[REDACTED]	Ms Lauren Bradford	\$0.00	View+
388	1 Jul 2019	Completed - EFT 6 Nov 2019	[REDACTED]	Ms Lauren Bradford	\$0.00	View+
387	1 Dec 2018	Canceled - EFT 26 Nov 2019	[REDACTED]	Ms Lauren Bradford	\$490.79	View+
389	1 Dec 2018	Completed - EFT 7 Nov 2019	[REDACTED]	Ms Lauren Bradford	\$0.00	View+

3. **Personal Details** – This is where your personal information is stored. The ‘Basic Details’ tab has your name, and the ‘Additional Details’ tab has your contact information such as your phone numbers and email address. You can update this information yourself.

Basic Details

Additional Details

Name: *

Ms

Lauren

Bradford

Salutation, first name, last name. If unsure of salutation please use Mr/Ms.

Save

4. **Addresses** – This is where you can update or add new addresses. You can supply different types of addresses such as postal, physical and bus depot. Please note, it is important to maintain at least one address with the category of ‘postal’ as without it, you won’t receive posted information from BusVic.

- [Add Address](#)

+ 450 Graham St Port Melbourne VIC 3207	Postal ▾	edit remove
Save Address Options	Postal	
	Physical	
	Delivery	
	Billing	
	Alternate	
	Head Office	
	Branch Office	
	Home	
Other		
Bus Depot		

5. **Businesses** – This is where the business information for your membership/s will appear. For most members this will be only one business, but some larger operators with multiple memberships may have several businesses listed. (A business will only appear in your portal if you are the person with online access to that membership account).

Business contact details. At the top of the page you’ll find the main contact details for the business as well as any contact people you have listed on your membership. You can update the details in the section.

Test Bus Business

[edit](#)

Basic Data

Trading Name: Test Bus Business
Other Phone: [REDACTED]
Do Not Call: Okay to Call
Do Not Email: Okay to Email
Business Email: [REDACTED]
Member Number: 100000782

Manage Addresses

Postal	map
450 Graham St	
Port Melbourne, Victoria	
3207	
Australia	
See map: Google Maps	

People

Name	Contact	
Ms Lauren Bradford	Mobile: + [REDACTED]	• Remove business admin
	Email: [REDACTED]	• Remove finance user

Additional Information - The second section on this page holds a lot of information about your business.

- a. **Authorised Representative** – This lists the name and contact details of the Authorised Representative for the membership.

Additional Information

Authorised Representatives Fleet Declaration Business Information Contracts Declaration

edit

Authorised Representative Name
Lauren Bradford

Email
[REDACTED]

Phone
[REDACTED]

Declaration to acknowledge appointment of Authorised Representative
The authorised representative has voting rights on behalf of the organisation. They will generally act in all matters in relation to the Association as though he/she were the member.

Company Directors

Name
Lauren Bradford

- b. **Fleet Declaration** – This is a record of your vehicle numbers and categories usually provided at membership renewal time. This will be how your membership fees are calculated and before membership renewals, you will need to log into your account and update these numbers using the 'edit' button.

Additional Information

Authorised Representatives **Fleet Declaration** Business Information Contracts Declaration

edit

PTV School Contract
4

PTV CRUBS Route Contract
1

V/Line Vehicles
1

Spares - Contracted
2

- c. **Business Information** – This is where your Transport Safety Victoria (TSV) accreditation details are recorded. Select 'edit' to enter any of these details.

Additional Information

Authorised Representatives Fleet Declaration **Business Information** Contracts Declaration

Accredited Name
Test Bus Business Pty Ltd

Accredited Number
AOxxxxxx

Accredited Representative
Lauren Bradford

- d. **Contracts** – This is where you can record the basic details of your Government contracts such the contract type, contract number and the name of the service on the contract.

Additional Information

Authorised Representatives Fleet Declaration Business Information **Contracts** Declaration

Government Contracts

Contract Type
PTV School

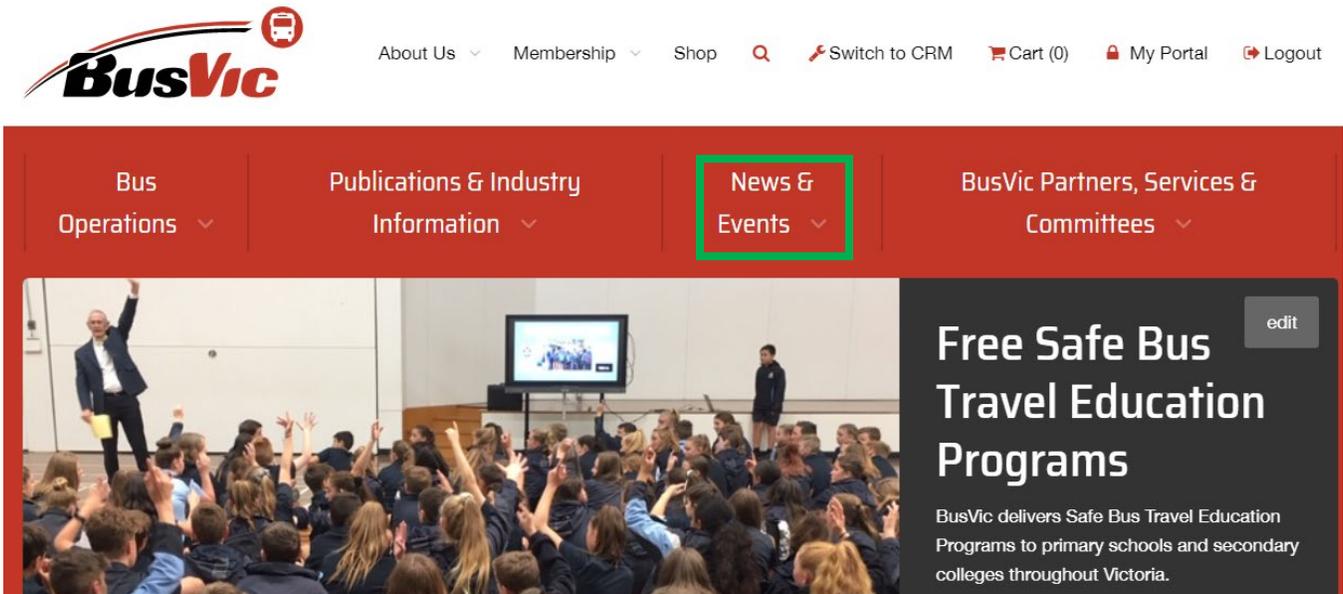
Contract Number
1111-01

Contract Service Name
Port Melbourne to South Melbourne

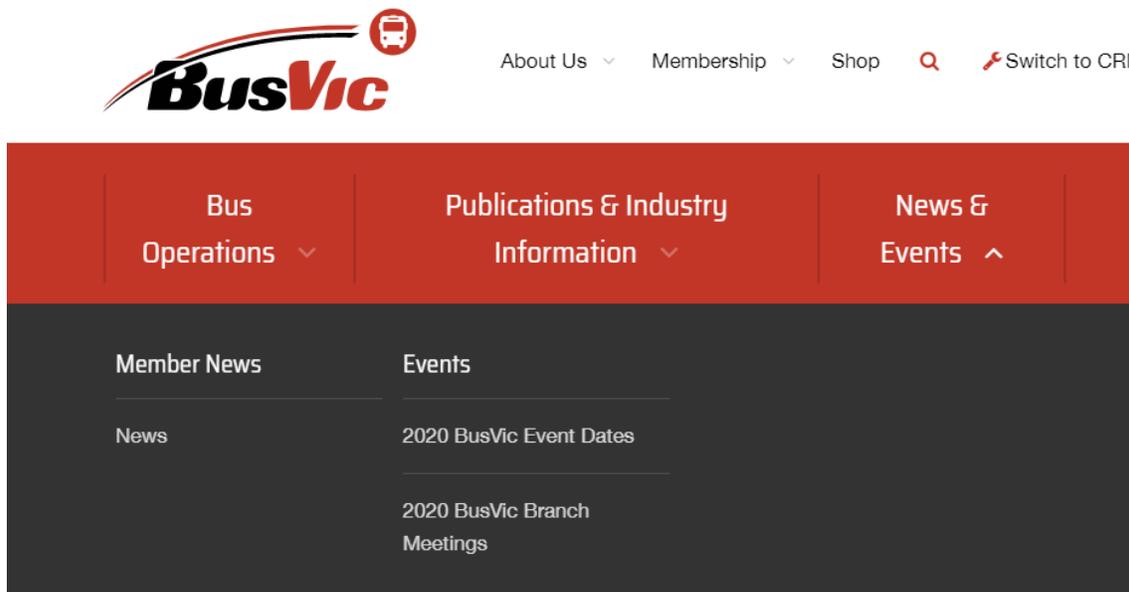
- e. **Declaration** – This is part of the online membership application for new members. This section will be blank for existing members who completed the declaration on their signed paper application form.

Online Event Registrations

1. Select the **News & Events** category from the red website menu



2. From the drop down menu, select the event you wish to register for



- Choose the specific event you are interested in registering for, and select the button for that event. For example, if you wish to register for the Hamilton branch meeting, you would select the 'Register for Hamilton' button.

MEETING LOCATIONS

MEETINGS LOCATIONS	DATE
<p>BALLARAT</p> <p><i>** NOTE THIS EVENT IS A FREE LUNCH BUT REGISTRATION IS STILL REQUIRED **</i></p> <p>BALLARAT GOLF CLUB 1800 Sturt St, Ballarat</p> <p>REGISTER FOR BALLARAT</p>	<p>11.00am-1.00pm</p> <p>TUESDAY, 25 FEBRUARY 2020</p>
<p>HAMILTON</p> <p>COMFORT INN GRANGE BURN, 142 Ballarat Rd, Hamilton</p> <p>REGISTER FOR HAMILTON</p>	<p>6.00pm-9.30pm</p> <p>TUESDAY, 25 FEBRUARY 2020</p>
<p>HORSHAM</p> <p><i>** NOTE THIS EVENT IS A FREE LUNCH BUT REGISTRATION IS</i></p>	<p>11.00am-1.00pm</p> <p>WEDNESDAY, 26 FEBRUARY 2020</p>

- At the top of the event page you will find details such as the date and location of the event (you can also view a map of the venue location via the Google Maps link). It also lists who to contact at BusVic with any queries about registering for the event.

Access
Public

2020 BusVic Branch Meeting - Horsham - 26 Feb

Mary Main

+61 3 9645 3300

+61 3 9645 4455

mmain@busvic.asn.au

Starts 11:00am Wednesday, 26 February 2020

Ends 1:00pm Wednesday, 26 February 2020

Location **Horsham Golf Course**
304 Golf Course Rd
Haven, Victoria 3401
Australia
See map: [Google Maps](#)

5. Scroll to the bottom of the page and select the 'Purchase Event' button in the red box.

The screenshot shows a red-themed purchase form. At the top, it displays 'Retail Price: ~~\$35.00~~ *' and 'Your Price: \$35.00 *'. To the right is a white button with red text that says 'Purchase Event'. Below this, the 'Specials:' section shows 'None'. The 'Quantity:' section has a grey input box containing the number '1'. At the bottom, a note states '* Price includes GST where applicable'.

6. Enter the email address for the event attendee and select 'Lookup'. This will link the registration to the membership account. If the attendee doesn't have an email address, enter your own and you will receive their event notifications.

The screenshot shows a white modal window titled 'Add additional purchase data: 2020 BusVic Branch Meeting - Hamilton - 25 Feb'. It contains an 'Email Address:' label, a text input field, and a 'Lookup' button. Below the input field is the placeholder text 'attendee email address'. At the bottom left of the modal is a 'Cancel' button.

7. You'll then be asked to enter further details about the event attendee. Fields with an Asterix (*) are mandatory.

Add additional purchase data: 2020 BusVic Branch Meeting - Hamilton - 25 Feb

Company name: *

Attendee First Name: *

Attendee Surname: *

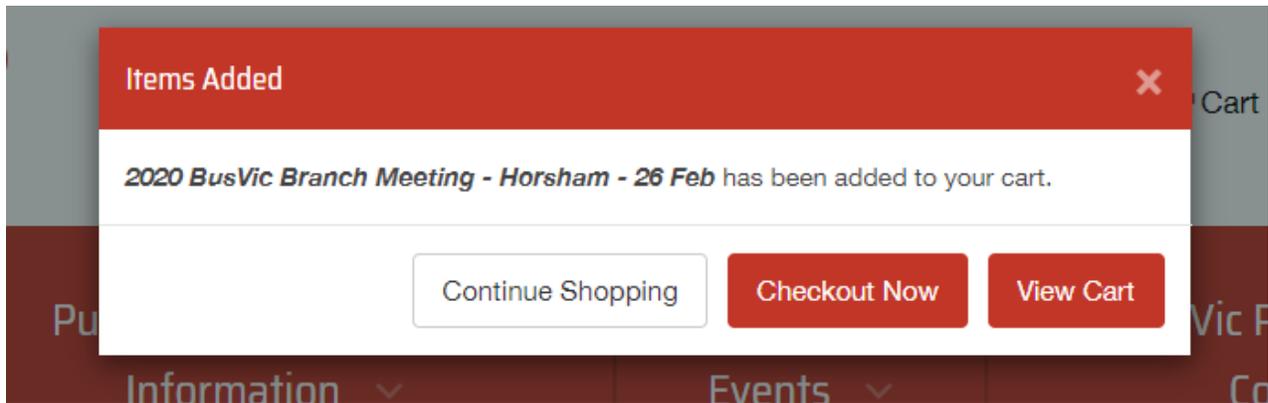
Dietary Requirements:

Email Address:

attendee email address

- If you only require one ticket, select the 'Add to cart' button.
- If you require multiple tickets, select the 'Add to cart and purchase another' button (you'll be prompted to purchase another ticket and enter the other attendee's details)

- After selecting the 'Add to cart' button, a pop-up box will appear offering you options to either continue shopping, checkout now, or view cart.



- Your shopping cart will display anything you have added to your cart. This is where you should double check the item/s you wish to purchase, and the details you entered for event attendees. If you are happy with your item, select the 'Checkout' button.

Shopping Cart

Items	Qty.	Each	Amount	
2020 BusVic Branch Meeting - Hamilton - 25 Feb	1	\$35.00 *	\$35.00 *	Remove
Product Data Fields				
Linked Account	Ms Lauren Bradford			
Company name	BusVic			
Attendee First Name	Lauren			
Attendee Surname	Bradford			
Dietary Requirements	vegetarian			
Email Address	lbradford@busvic.asn.au			
			Subtotal:	\$35.00 *

Clear Cart

Update Cart

Checkout

* Price includes GST where applicable

Shipping is added on the next page, if required

10. Payment Methods - You'll be taken to a page to select your payment method and provide billing address details. You have two payment method options.

- **EFT** – this will allow you to charge the purchase to your membership account so that an invoice requesting payment will be emailed to you (and a copy saved in your membership portal). The invoice will provide full payment options including credit card, cheque and direct deposit.
- **Credit Card** – you will be able to enter your credit card details and make immediate payment for your purchase. An invoice confirming payment will be emailed to you (and a copy saved in your membership portal)

Address & Payment Method

Please complete the required sections

Invoice to: BusVic (Business)

Please select the payment method

- EFT
- Credit Card

11. Billing address details – Further down the page you will need to enter the address details for the purchase

- The ‘Select Address’ drop down box will display all contact people with access to your online membership account. Select the appropriate person to appear on the invoice.

Address

Billing

Billing to

Select Address:

*Lauren Bradford, PO Box 125 in Port Melbourne ▼

Please choose where you would like the invoice to be sent.

Address Details

Country: *

Australia ▼

First Name: *

Lauren

Last Name: *

Bradford

Business:

BusVic

Tax Number:

Street Address 1: *

PO Box 125

Street Address 2:

City: *

Port Melbourne

State: *

Victoria

Post Code: *

3207

- If you select EFT, your invoice will be emailed to you requesting payment.
- If you selected **Credit Card**, you will be taken to a page to complete your payment. Simply enter the credit card information and complete the transaction. A copy of your paid invoice will be emailed to you (and a copy saved on your membership account)

Complete Payment

Transaction Summary

Invoice No 460
Invoice Date Thu, 13, Feb, 2020
Amount \$35.00

Product ID	Description	Qty	Price	Subtotal
11403	2020 BusVic Branch Meeting - Hamilton - 25 Feb	1	\$35.00	\$35.00
			GST	\$3.18
			Total	\$35.00



Cardholder Name

Cardholder Name as it appears on the Credit Card



Card Number

Credit Card Number

Expiry Date

Month

Year

CVC

CVC