# STUDENT TRANSPORTATION APP

We would like welcome parents to register their children
for school transportation services through our new Mobile App OneET
for easy access and better customer service

Following is a guide on how to register your student

Step 1

- Parents must register themselves first to register their children for student transportation
  You can register by using:

  1. Social Login: **Google or Facebook**

  2. Manual Registration: By using **Not a member** Link
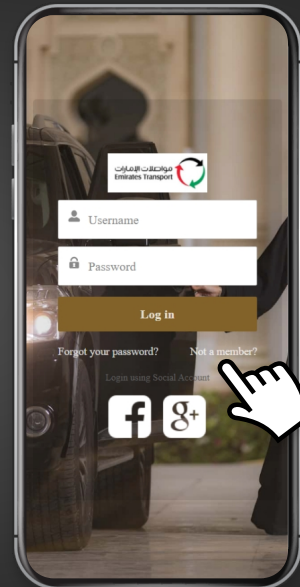

Step 2

- If you don't use your social Login, please click on **Not a Member** for manual registration and you should see this screen

  1. **Username** should be in email format:
  Ex: smith123@gmail.com

  2. **Password** should be minimum of 8 characters and alphanumeric

Step 3

- After successful registration,
  You will be redirected to this page

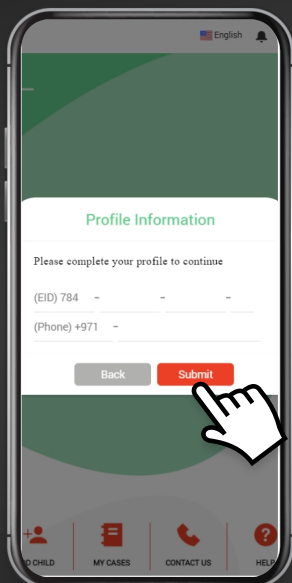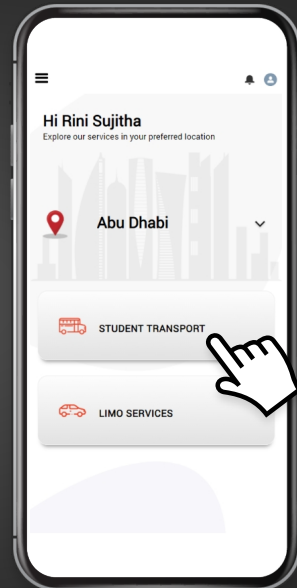- Please accept **Terms and conditions** to proceed

Step 4
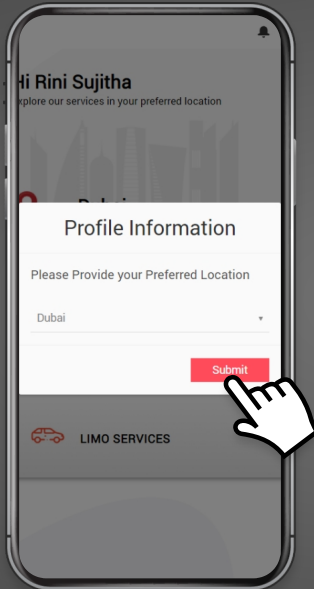
- Please **select your emirate** and Click Submit

Step 5

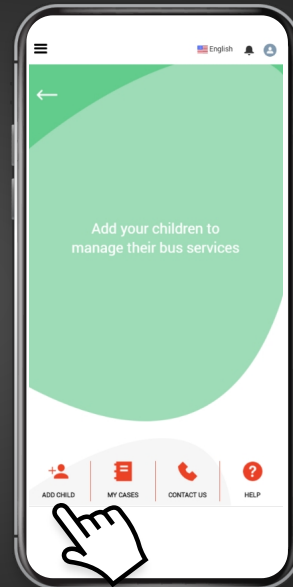- Please click on **student transport**

Step 6

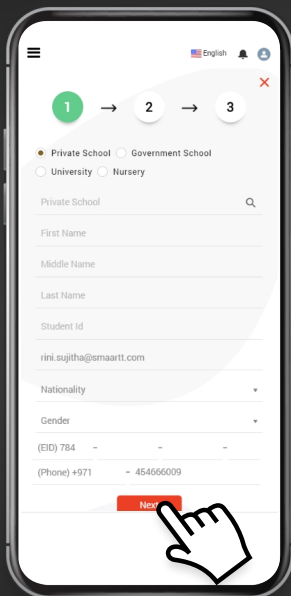- Please provide **emirates id and phone number** and click submit

Step 7

- Please click **Add child**
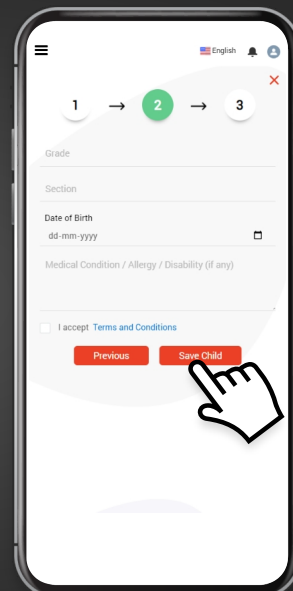 to enter your child's information

Step 8

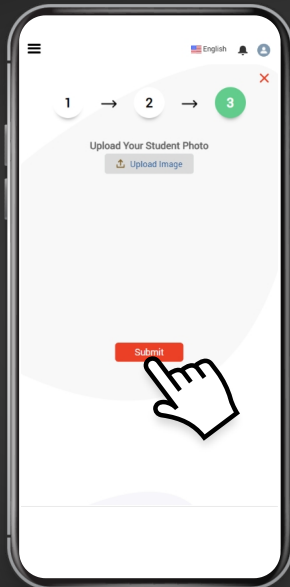- Please **complete the information**
  to add your services

Step 9

- Please **complete more information**
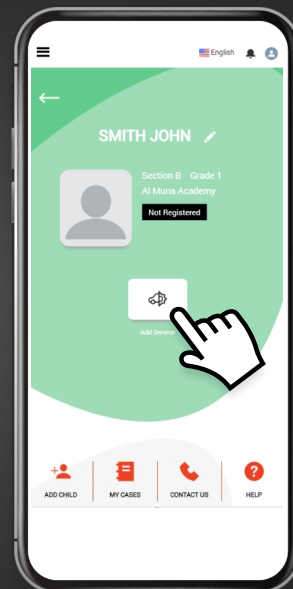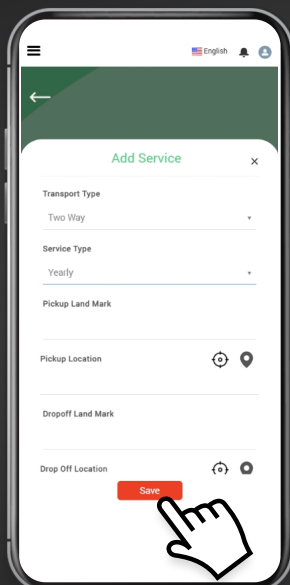 to add your services and click save

- **Upload student photo** and click on submit (optional)

- Once you completed adding your child details, Please **click add service button** to add your preferred service request

- Please fill the **service information** as shown here

Note:
Service Type:
1. **Yearly:** From Pickup start date to End of the June.
2. **Quarterly:**
   a. 1st Term: From requested Pickup start date to December End
   b. 2nd Term: From requested pickup date to March End
   c. 3rd Quarter: From requested pickup date to June End

Step 13

- Note: Your current location can be taken from **Use Current Location** feature.
  If you feel the current location is not accurate, you can use the **Get Location** feature to drop a pin on the exact location as shown here
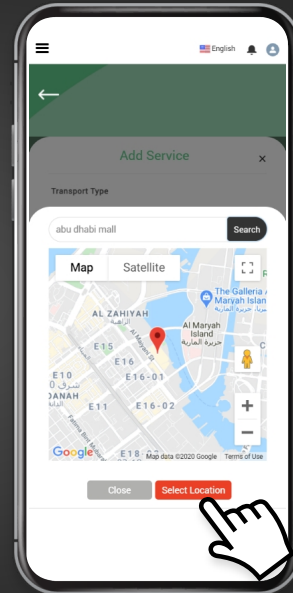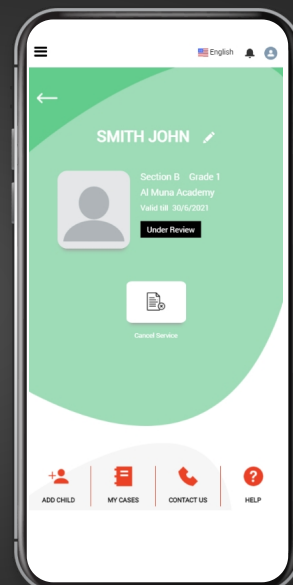
Step 14
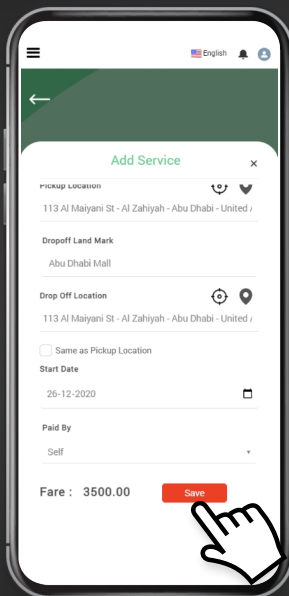
- Enter your preferred **start date** of school transportation and **Fare** is automatically calculated as shown here. Please **click Save** to submit

Step 15

- Once your transport request has been submitted, the coordinator will review your request and once confirmed you will receive an email and the dashboard will be updated.

- Once school coordinator approves your request, you can proceed to payment by clicking **Pay Now** button as shown here

- Please **enter card details** and click pay now button

Note: Existing Parents who have credit from last academic year 2019-20 will have their amounts adjusted for academic year 2020-21 by coordinators upon request.
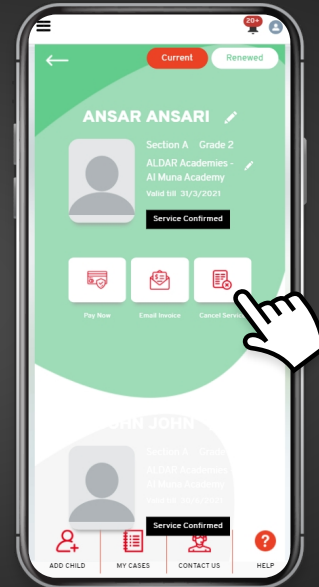
CARD DETAILS

CARD NUMBER

MM / YY

CVV

NAME

AED 3500

Pay Now   Cancel
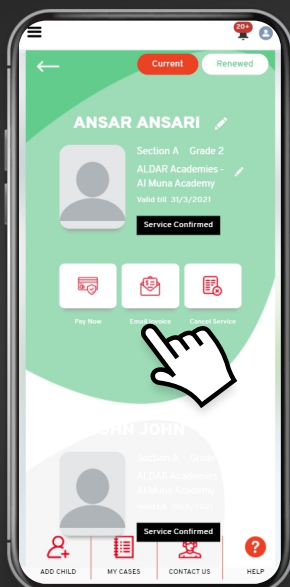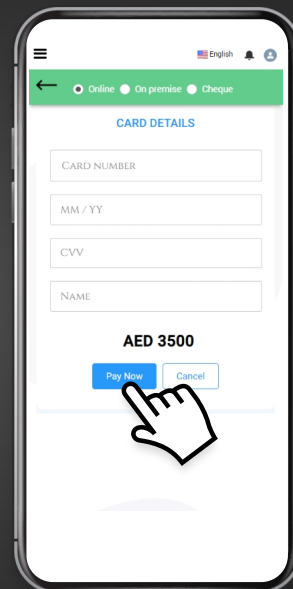
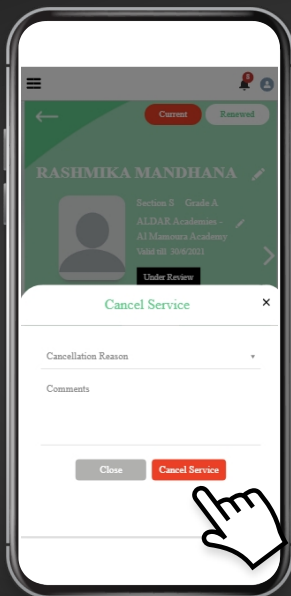- Click on **Email Invoice** to get the invoice on your Email.

Step 19

CANCEL SERVICE BEFORE PAYMENT

- Click **Cancel Service** to cancel the service before payment
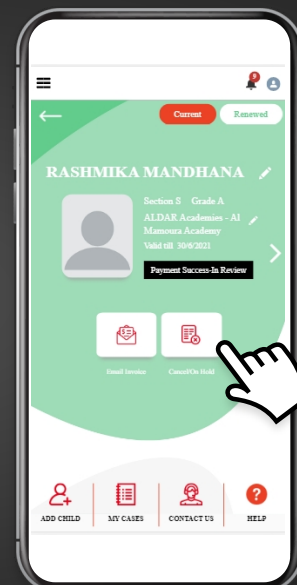

Step 20

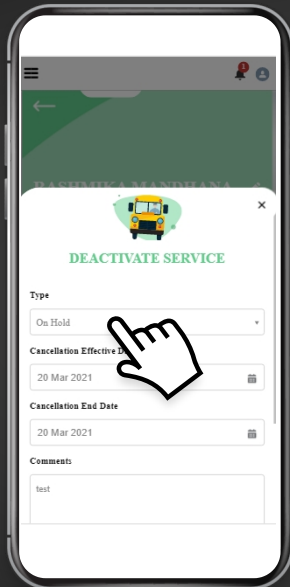- Enter the cancellation reason and comment and click **Cancel Service**

Step 21

CANCEL SERVICE AFTER PAYMENT

- After payment, if you want to cancel the service, click **Cancel/On hold**

DEACTIVATE SERVICE

Type
On Hold

Cancellation Effective Date
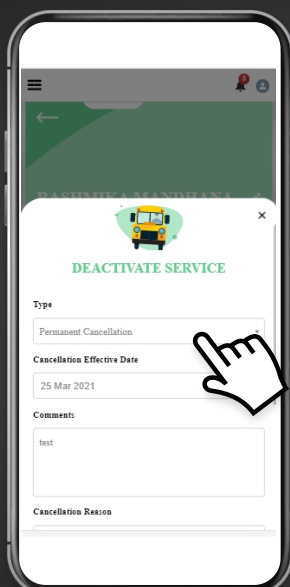20 Mar 2021

Cancellation End Date
20 Mar 2021

Comments
test

- If you want to put the service **On hold**, enter the cancellation effective and end date, enter your comments and click Deactivate.

- Click Activate button if you want to **reactivate** the service anytime

RASHMIKA MANDHANA

Current | Renewed

Section 5   Grade A
ALDAR Academies - Al
Mamoura Academy
Valid till 30/6/2021

On Hold

Activate

ADD CHILD | MY CASES | CONTACT US | HELP

DEACTIVATE SERVICE

Type
Permanent Cancellation

Cancellation Effective Date
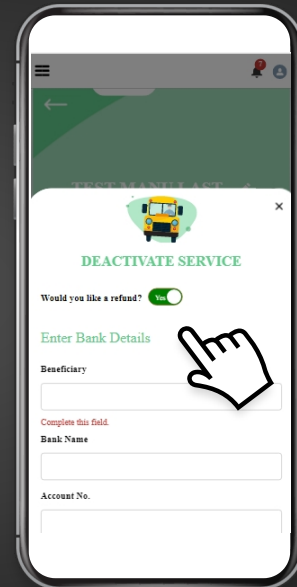25 Mar 2021

Comments
test

Cancellation Reason

- If you want to cancel the service permanently, choose **Permanent cancellation**, enter your comments and cancellation reason and click Deactivate
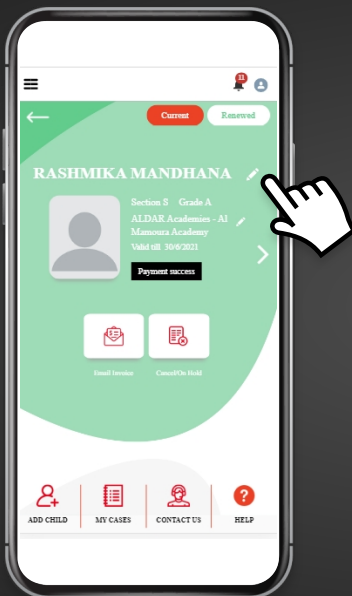
Step 25

- If you need **refund**, click Yes and enter your Bank details and attach Emirates ID and click Deactivate

Note:
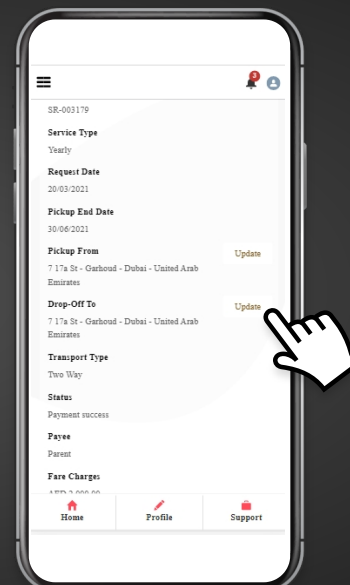The refund amount will be credited to your bank account
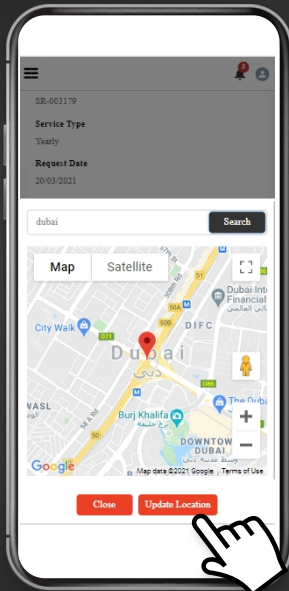
Step 26

- Click Edit button to **update your child pick up or drop off locations**

Step 27

- Under Service Information, Click update to **update your location**

- Choose the new location and click **Update Location button**

Note:
If the new location chosen is available, it will be approved.
If the location chosen is not available, it will be rejected and an email will be sent to you regarding the same

CHANGE OF SCHOOL BEFORE PAYMENT

- Click Edit button beside school name to **Change School**
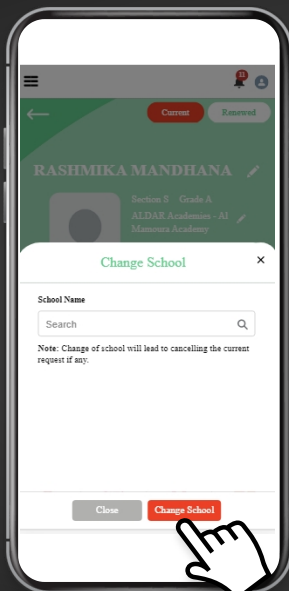
- Choose the new school and click **Change School button**

Note:
If you have a existing service for this child, the service will be closed and you have to add the new service for the new school again

Step 31

CHANGE OF SCHOOL AFTER PAYMENT

- Choose the new school and Enter your Bank Details for refund and click **Change School**

Note:
When a new school is chosen the current service will be deactivated automatically and a new service should be created

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Step 32

RENEW SERVICE

- To **Renew your service**, click Renew button

Note:
The Renew option will be enabled within a month of service expiry date

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Step 33

- Fill in the required details and click save button

Note:
If the current and renewed service are same, it will be automatically approved. Otherwise it will go to co-ordinator review

- Click Renewed Tab to view your **renewed services**

Note:
You have to pay the amount before the expiry of current service