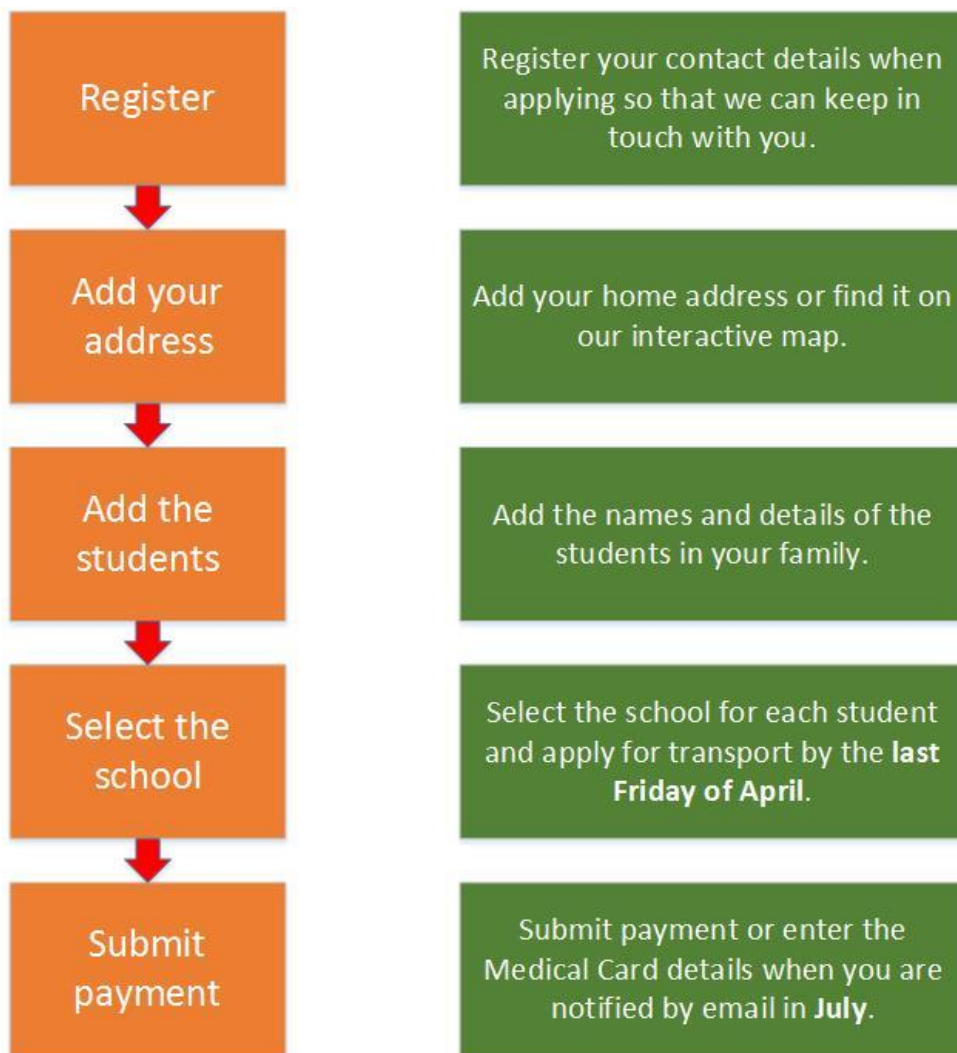




User Guide: Applying for School Transport Online

Apply for school transport for your children using our [online portal](#). Get an instant preliminary assessment of your eligibility as you apply. Complete our **one-time registration**.



Register to receive annual payment reminder emails for the duration of attendance at the school. For more details, see the instructions below. Read the terms of the primary and post-primary schemes [here](#).



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Registering

The first step is to register an account through www.buseireann.ie

Registration ensures that you can access the services available and that your information is accessible to you only. Registration also confirms that you have a valid email address that we can use to send you communications and notifications.

Note: You need to register once only.

The online portal runs best on a PC or laptop, rather than on a mobile phone or tablet.

Make sure to use a recent version of one of our recommended internet browsers:

- Google Chrome.
- Mozilla Firefox.
- Safari.
- Microsoft Internet Explorer. We no longer support version 8.

The portal prompts you to download one of the above if your browser version is outdated.

Mandatory fields in the portal show with an asterisk (*). Click **Gaeilge** for an Irish language version.

To register your account:

1. Open www.buseireann.ie in your browser.
2. Click **School Transport->About School Transport**.
3. Click **Register**.

New Users register here:



4. The *Register* page opens.



Register
Please register yourself, in order to apply for school transport for your children

First Name: *

Last Name: *

Daytime Contact: *

Mobile No: *

Email: *

Password: *

Confirm Password: *

I have read and I accept the Terms and Conditions ([More information here](#))

5. Enter the details needed.

Field	Description	Recommended/Valid Values
<i>First Name</i>	Your first name.	Enter your name.
<i>Last Name</i>	Your surname.	Enter your name.
<i>Daytime Contact</i>	Number for day-to-day calls. For example, your home or office phone.	Enter your number.
<i>Mobile No</i>	Your mobile phone number.	Enter your number.
<i>Email</i>	Your email address. Note: We use your email address for all future communication. Make sure to enter it correctly.	Enter your email address.
<i>Password</i>	Your unique password for using the portal. Format: <ul style="list-style-type: none">• Minimum length of eight characters.• Must contain at least one uppercase letter, one lowercase letter and one number.	Enter your password.



	Tip: Choose a password that is both secure and easy to remember.	
<i>Confirm Password</i>	Re-enter your password to confirm.	Enter your password again.

6. Click **I have read and I accept the Terms and Conditions.**
7. Click **Create Account.**

You receive a verification email at the address entered above. This email verifies that you are the rightful owner of the account.

Open the email and click the link provided.

Note: Click the link once only since a unique email sends each time you click it. If you click the link multiple times and receive multiple emails, ensure that you use the most recent email. The previous ones are obsolete.

Click **Continue** once you register successfully.

Check for the following if you do not receive the verification email:

- Mistakes in your email address.
- Transfer to your spam or junk folders.
- Blocking by your corporate network.

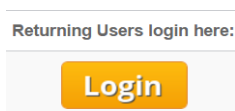
Signing In

Sign in once you have registered your account.

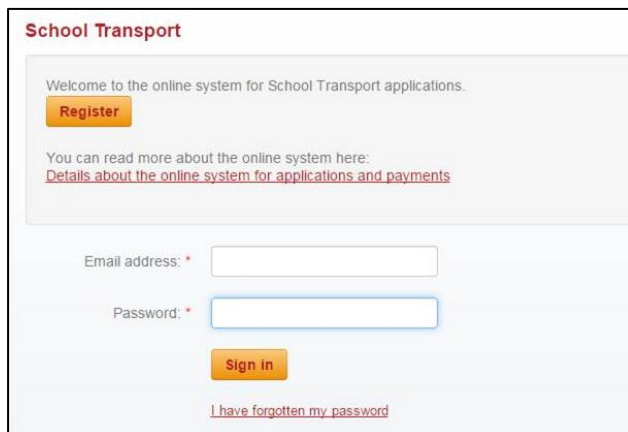
Tip: You can also sign in using the link in your registration email if you have just registered.

To sign in:

1. Open www.buseireann.ie in your browser.
2. Click **School Transport->About School Transport.**
3. Click **Log in.**



4. The Register/Sign in page opens.



School Transport

Welcome to the online system for School Transport applications.

[Register](#)

You can read more about the online system here:
[Details about the online system for applications and payments](#)

Email address: *

Password: *

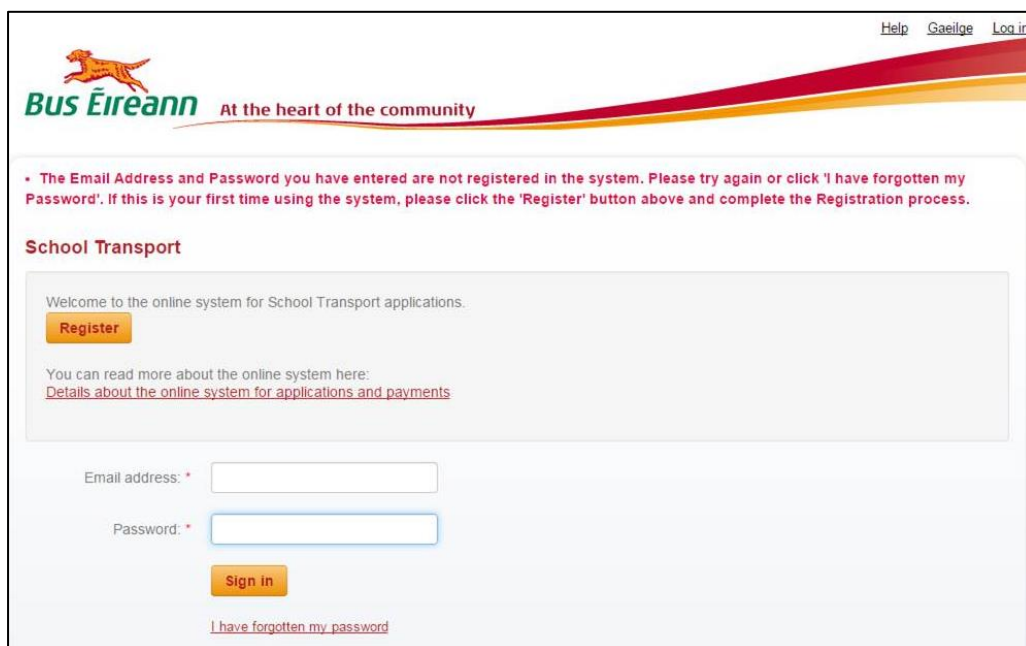
[Sign in](#)

[I have forgotten my password](#)


5. Enter your *Email address*.
6. Enter your *Password*.
7. Click **Sign in**.

Wrong email or password entered: The message below shows.

Check that your credentials are correct. Reset your password (as explained in the next section) if you cannot remember it.



Help Gaeilge Log in

 **Bus Éireann** At the heart of the community

• The Email Address and Password you have entered are not registered in the system. Please try again or click 'I have forgotten my Password'. If this is your first time using the system, please click the 'Register' button above and complete the Registration process.

School Transport

Welcome to the online system for School Transport applications.

[Register](#)

You can read more about the online system here:
[Details about the online system for applications and payments](#)

Email address: *

Password: *

[Sign in](#)

[I have forgotten my password](#)

Sign out at any time by clicking **Log off** in the top-right corner. You can **Log in** anytime as needed.

Your session may sometimes expire for security reasons. Just sign back in again.



Resetting Your Password

Reset your password if you have lost or forgotten it.

Note: You can only reset your password if you have registered already.

To reset your password:

1. Click **I have forgotten my password**.
2. Enter your *Email address*.

Reset Password
To reset your password enter your email address and press the "Reset Password" button.

Email address:

3. Click **Reset Password**.

You receive a verification email at the email address entered. This email verifies that you are the owner of the account.

Open the email and click the link provided.

Note: Click the link once only since a unique email sends each time you click it. If you click the link multiple times and receive multiple emails, ensure that you use the most recent email. The previous ones are obsolete.

You can change your password at any time by clicking **Change password** in the top-right corner.

Change Password

Current Password: *

New Password: *

Confirm new Password: *

Adding Your Address

The next step is to add the home *Address* of your family.

You can add your address in two ways:

1. By entering your details and searching.
2. By pinpointing it on our interactive map.



From Date *

Family name *

House number (Optional)

Address Line 1

Address Line 2

Address Line 3

County *

Comments

[How do I use the map?](#)

If the map does not display - please zoom out.

Searching for Your Address

To search for your address:

1. Enter the details needed.

Field	Description	Recommended/Valid Values
<i>Family name</i>	Your surname.	Added automatically.
<i>House number</i>	House or apartment number. Leave this blank if your address has no number. Note: Not your telephone number.	Enter if applicable.
<i>Address Line 1</i>	First line of your address. For example, your street name. Note: Not your house number again.	Enter the details.
<i>Address Line 2</i>	Second line of your address. For example, your local area.	Enter the details.
<i>Address Line 3</i>	Third line of your address. For example, your town or village.	Enter the details.



County	County in which you live.	Select your county.
--------	---------------------------	---------------------

2. Click **Search**.

- Address found: A list of matching addresses show. Select the correct address and click **Save**. Your address pinpoints.

County * Dublin

- 1 Main Street, Lusk, Dublin
- 1 Main Street, Malahide, Dublin**
- 1 Main Street, Dublin 13, Dublin
- 1 Main Street, Donabate, Malahide, Dublin
- 1 Main Street, Dublin 13, Dublin

Comments

Save Cancel Pinpoint

- Address not found: The message below shows. Pinpoint your address on the map instead, as described below.

We can't identify your house automatically from the address details that you have entered. Please help us by finding your house on the map. Then click 'Pinpoint' and click on your house.

Pinpointing Your Address on the Map

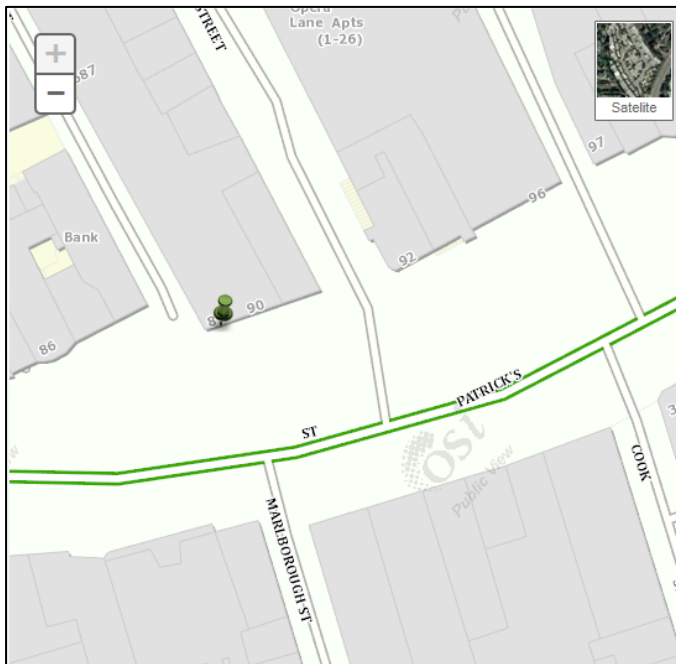
To pinpoint your address on the map:

1. Zoom in or out as needed using the / buttons.

Tip: Move around the map by holding down the left mouse button and dragging.

2. Click **Pinpoint** when you find your home.
3. Move the cursor over your home and click to add the pinpoint.

Tip: To fix an incorrect pinpoint, click **Search** again and pinpoint the correct place. You cannot drag the pin to the new location.



4. Click **Save**.

Click **Continue** once you add all details successfully.

Adding Students

The next step is to add the *Students*. Add as many as needed.

Tip: Proceed to selecting the school for each student as you add them.

Note: You only need to add each student once.

To add students:

1. Click **+ Add Student**. The *New Student* page opens.



Family Details + Add Student

New Student

Please enter the following details.

PPS number *

Date of birth *

First name *

Middle name

Last name *

Gender *

3. Enter the details needed.

Field	Description	Recommended/Valid Values
<i>PPS number</i>	Personal Public Service Number (issued by the Department of Social Protection) of the student.	Enter the number.
<i>Date of birth</i>	Birth date of the student. Format: dd/mm/yyyy. For example, 25/05/2002	Enter the date.
<i>First name</i>	First name of the student.	Enter the name.
<i>Middle name</i>	Middle name of the student.	Enter the name.
<i>Last name</i>	Surname of the student.	Enter the name.
<i>Gender</i>	Gender of the student.	Select the gender: <ul style="list-style-type: none">• <i>Female.</i>• <i>Male.</i>

4. Click **Save**.

The student appears as a new tab. Click **Change** to make any updates needed.



Family Details Anthony Kenny **Bob Kenny** + Add Student

Student Change

Anthony A Kenny
PPS number:
Date of birth: 28/03/2010
Gender: Male

Travel details (School Year: 15/16)
Please contact your local office via email for further assistance

Address

robert street
4, Robert Street
Mallow
Cork

Information

Please click 'Select School' to provide details of the school that this student will attend and for the Preliminary Eligibility test. When you have finished, please 'Add' another Student or go to 'Family Details' tab to make your Payment or enter Medical Card details. When you have finished, please Log Off

Applications Select School

From Date	To Date	School Year	School	Class	Status	Ticket issued	Category	Action
No matching records found								

Selecting Schools

The next step is to select the *School*.

Preliminary eligibility calculates accordingly. Read the full terms of the schemes [here](#).

To select the school:

1. Click the student's tab to open it.
2. Click **Select School**. The *Select School* page opens.

Select School

For student: Anthony Kenny

School Year*: 2014/15

From Date*: 03/03/2015

To Date: end of school year

County*: < Select here... >

School's Townland*: < Select here... >

School type*: < Select here... >

School*: < Select here... >

Class/year*: < Select here... >

Continue Cancel

How do I use the map?

If the map does not display - please zoom out.

3. Enter the details needed.



Field	Description	Recommended/Valid Values
<i>For student</i>	Student applying for transport.	Added automatically.
<i>School Year</i>	Academic year for which to apply. Note: Apply for the new school year that commences the following August by the last Friday in April.	Select the school year.
<i>From Date</i>	Date from which the student travels. Defaults to the beginning of the current school year.	Added automatically.
<i>County</i>	County in which the school operates.	Select the county.
<i>School's Townland</i>	Townland in which the school operates.	Select the townland.
<i>School type</i>	Academic level of the school.	Select as needed: <ul style="list-style-type: none"> • <i>POSTPRIMARY.</i> • <i>PRIMARY.</i>
<i>School</i>	School for which to apply.	Select the school.
<i>Class/year</i>	Primary class or post-primary year.	Select the class/year.

4. Click **Continue**. Your *Preliminary Eligibility Result* calculates.

The screenshot shows a web application interface for calculating bus transport eligibility. On the left, there is a form with the following fields and values:

- For student: *John O'Sullivan*
- School Year: *2014/15*
- From Date: *11/03/2015*
- To Date: *end of school year*
- County: *Cork*
- School's Townland: *Aghabullogue*
- School type: *PRIMARY*
- School: *S N'ACHADH SOIG, Aghab*
- Class/year: *Senior Infants*

The 'Preliminary Eligibility Result' is displayed as **Not Eligible** in a red box. Below this, a reason is given: *Reason: Closest school is S N'ACHADH NA MÍOL, Oastlow (17521P)*. A yellow note at the bottom states: *Note! By clicking "Apply" you are applying for concessionary transport.*

On the right, a map shows a blue route line connecting a red location marker to a green location marker. The map includes a scale bar, a compass, and a 'Closest school' label. A note at the bottom of the map area says: *If the map does not display - please zoom out.*

Result	Meaning



<i>Eligible</i>	You meet the terms and are valid for transport.
<i>Concessionary</i>	<p>You are Not Eligible:</p> <ul style="list-style-type: none"> • The distance is less than that required. • A closer school is available. <p>You can apply for <i>Concessionary Transport</i>.</p>

Your Local Office then evaluate the eligibility in more detail. Click the on-screen link for more information on Concessionary Transport, if needed.

Note: This is Preliminary Eligibility Result and is subject to review when your application is processed

5. Click **Apply** to apply according to your eligibility.

Applying For Transport

Your Local Office log and process your application and notify you accordingly by email.

Service Available	Notification
Yes	At the beginning of July when payment is due.
No	In the weeks after your application.

Check the status that appears regarding service availability:

- *Sorry - There is no service available at this time.*
- *Sorry - There are currently no seats available.*
- *Sorry - There is no service available.*

For any queries on your application or service availability, contact your Local Office by email.

Check the *Travel Details* on the student tab for information on each trip. The details are the same as those on the ticket:

- *To School:* Stop Name of Pick Up Point.
- *From School* (if the pm route is different from the am route): Stop Name of Set down Point.

<p>Travel details (School Year: 15/16) To School: Drom An Iuir/Druminure</p>



Submitting Payments/Medical Cards

You receive email notification when payment/medical card submission is due.

Note: You can only pay for the new school year in July, the month before the schools open. Medical Card details are required to be entered each school year. Existing pupils and pupils whose application was received on time will receive an email advising that it is now time to pay.

Submitting Payments

You can pay for either the full year or the half-year only.

Make the first payment by the advised due date in summer. You receive email notification in November regarding the remainder.

To submit payments:

1. Click **Payments/Medical Cards**. The *Billing Info* page opens, showing the amount due.

Billing info

To pay: 38.80 Euro

Take care to enter the full Medical Card number, including letters, and do not enter any spaces. (e.g. A123456A)

Applications

Name	Medical card number	School	Category	Period
Anthony		BALLYGARVAN N S, Ballygarvan (16746S)	Concessionary	03/03/2015 - 30/06/2015

Continue **Cancel**

2. Click **Continue**.
3. Select **Remaining Balance** to pay the full amount or **Half Amount** to pay half.



Total Ticket Value	€ 38.80
Your Current Balance	€ 38.80
How Much Do You Want To Pay? Remaining Balance <input type="radio"/>	
Amount €	<input type="text"/>
	<input type="button" value="Confirm"/>

4. Click **Confirm**.
5. Enter your payment details and click **Confirm**.

Amount	€38.80
Reservation Number	000003116254
Payment Description	BE STS Payment
Contact Email Address	anthony.kenny@buseireann.ie
Card Type	Please Select... <input type="button" value="v"/>
Card Number	<input type="text"/>
Expiry Date (mm/yy)	01 <input type="button" value="v"/> / 15 <input type="button" value="v"/>
CVV	<input type="text"/>
Card Holder Name	<input type="text"/>
	<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>
CIE terms and conditions	

Notes:

- Make sure to click **Confirm** once only.
- Make sure to complete the payment before the session expires.

A confirmation message shows. Take note of the details and keep them for reference.

Note: if you input any payment details incorrectly, the card type will default back to Visa Credit Card and you should re-enter all details again.

Submitting Medical Cards

Eligible students with valid medical cards are exempt from charges.

Concessionary students are not exempt and must pay the appropriate annual charge.

Conditions:

- The card must be a full General Medical Services (GMS) medical Card.



- GP-only cards are not accepted.
- Only the student's own card is accepted, not that of a parent or guardian.

To submit a medical card:

1. Click **Payments/Medical Cards**. The *Billing Info* page opens, showing the amount due.

Billing info

To pay: 350.00 Euro

Take care to enter the full Medical Card number, including letters, and do not enter any spaces. (e.g. A123456A)

Applications

Name	Medical card number	School	Category	Period
Test01		Ardgillan Community College, Balbriggan (76129H)	Concessionary	29/08/2017 - 30/06/2018

Continue Cancel

2. Add the *Medical card number* by clicking in the empty field.
3. Enter the number and click **Continue**.

The amount *To pay* goes to 0.00 Euro, confirming that the card has been accepted.

Cancelling Applications

Cancel your application if you no longer require transport to the school pupil is attending.

Open the student tab and click **Cancel and Confirm**

Applications Select School

From Date	To Date	School Year	School	Class	Status	Ticket issued	Category	Action
07/01/2016	30/06/2016	2015/16	SCOIL GHORNATAN, Mallow (19256Q)	Senior Infants	Application has been Submitted	No	Concessionary	Cancel Reissue Ticket

Warning ×

You are about to cancel the current application

Choose end date:

Confirm Cancel



Note: If you click cancel in error be sure to click “Cancel” in the Warning dialog box, if you confirm the cancellation your application is closed. Check the “From Date” and “To Date” on the application and if cancellation is made during the course of the school year, it will be understood that transport is no longer required.

Refunds

If you have paid and transport is no longer required, you may be due a refund. Download the refund application forms [here](#) and send the completed forms to your [local School Transport Office](#).

Amending the School Year

If the school year of the pupil is incorrect, open the Student Tab, click on the existing class of the pupil and select

From Date	To Date	School Year	School	Class	Status	Ticket issued	Category	Action
09/01/2017	30/06/2017	2016/17	SCOIL GHOBNATAN, Mallow (19256Q)	Senior Infants	Application has been Submitted	No	Concessionary	Cancel Reissue Ticket

Requesting Ticket Reissues

Request a ticket reissue as needed.

Note: ‘Reissue Ticket’ should only be selected where a ticket that has already been issued has been mislaid. It should not be selected where a ticket is required for the following school year.

To request a ticket reissue:

1. Open the student tab.

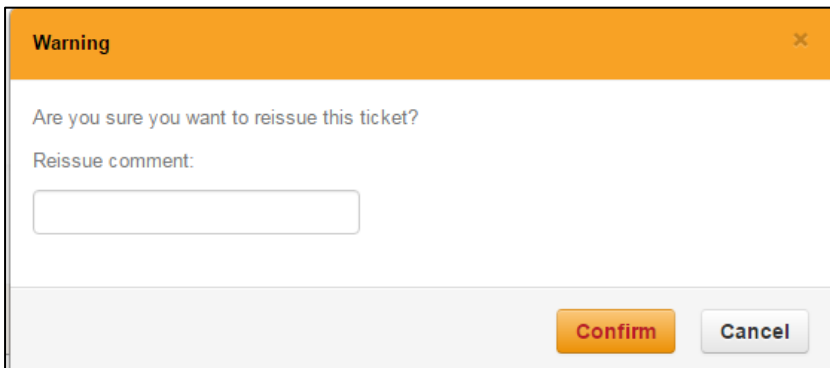


2. Click **Reissue Ticket**.



Applications									Select School
From Date	To Date	School Year	School	Class	Status	Ticket Issued	Category	Action	
07/01/2016	30/06/2016	2015/16	SCOIL GHORNATAN, Mallow (19256Q)	Senior Infants	Application has been Submitted	No	Concessionary	Cancel Reissue Ticket	

3. Enter a *Reissue comment* to explain the reason for the reissue.



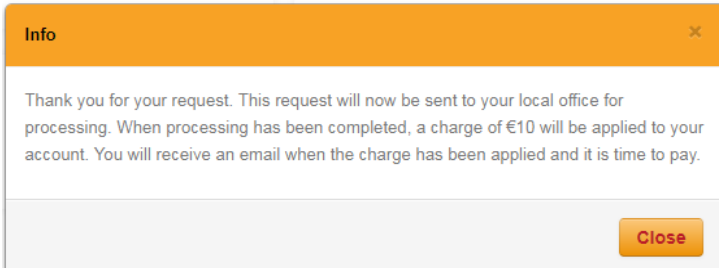
Warning [X]

Are you sure you want to reissue this ticket?

Reissue comment:

Confirm **Cancel**

4. Click **Confirm**.
5. If your request has been successful you will get the following message;



Info [X]

Thank you for your request. This request will now be sent to your local office for processing. When processing has been completed, a charge of €10 will be applied to your account. You will receive an email when the charge has been applied and it is time to pay.

Close

6. If your request is not successful you will be advised, “Your request could not be completed” and the reason why and to contact your local office by email for further assistance.

Reason why your request could not be completed could be due to the following:

- The application was cancelled
 - The ticket for which the reissue was requested has expired
 - No payment or the necessary payment has not been made to your account
 - The ticket has not yet been issued
 - A reissue has already been requested
7. The successful request will be processed and after processing you will received an email advising that the appropriate charge has been applied to your account and once the required payment is made the ticket will be issued and post in due course.