Transport Connected Bus Program

Quick Reference Guide (QRG)

OT Connect Self Service Portal User Guide

Overview

The TfNSW OT Connect online self-service portal is an online tool that will enable Operators and TfNSW users to raise and track the status of operational technology service requests and incidents. OT Connect will enable you to easily track the progress of your service requests, incidents and communicate with subject matter experts to solve or fulfil your requests as quickly as possible. This document provides OT Connect Service Portal users an overview of how to access and use the new portal including:

- how to submit and view service requests or incidents; and
- what notifications will be received by users

Accessing the OT Connect Service Portal

You can access the OT Connect Service Portal by navigating to the following web address: http://otconnect.ot.transport.nsw.gov.au/.

If you have TfNSW login credentials or you have a Microsoft account and have already created your OT Connect login credentials please proceed to Log in to OT Connect on page 4. All other users, please continue with Account Setup.

Account Setup

This section is applicable to all users who do not have TfNSW login credentials.

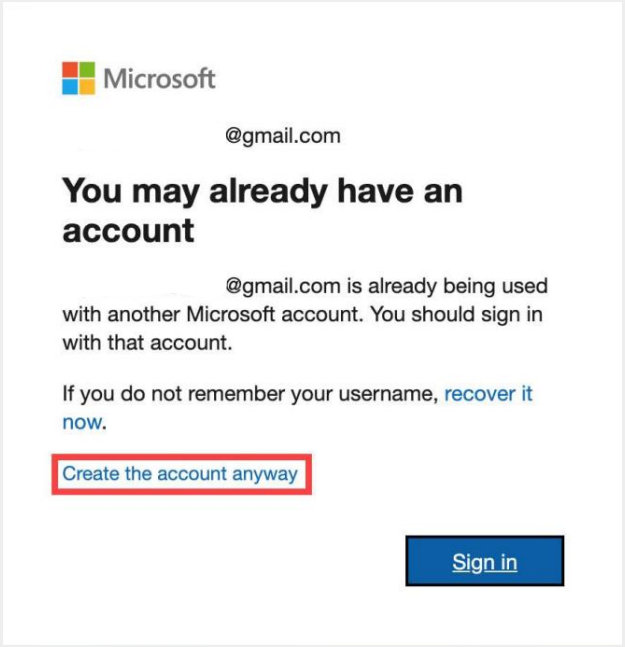
If you have TfNSW login credentials or you have a Microsoft account setup and have already created your OT Connect login details please proceed to 'Login to OT Connect' on page 4.

You would have received an email from TfNSW inviting you to access the OT Connect Service Portal. Have this email on hand to begin the setup process.

Step 1 – Click on the **Get Started** link in the email from TfNSW. This will open a new tab and take you to the Microsoft login wizard

Step 2 – Depending on whether you have used a Microsoft login before, there are two possible scenarios in the Microsoft login wizard

1. If you already have a Microsoft account, you will be either asked to log in, or you will automatically be logged in if you have saved your login credentials to your web browser.
2. If you do not have a Microsoft account, you will be asked to create an account, as shown below.



Note: If you are not able to proceed, please email the OT Connect Service Desk at OTConnect@transport.nsw.gov.au.

Click on the **'Create the account anyway'** option. This will prompt you through the following steps;

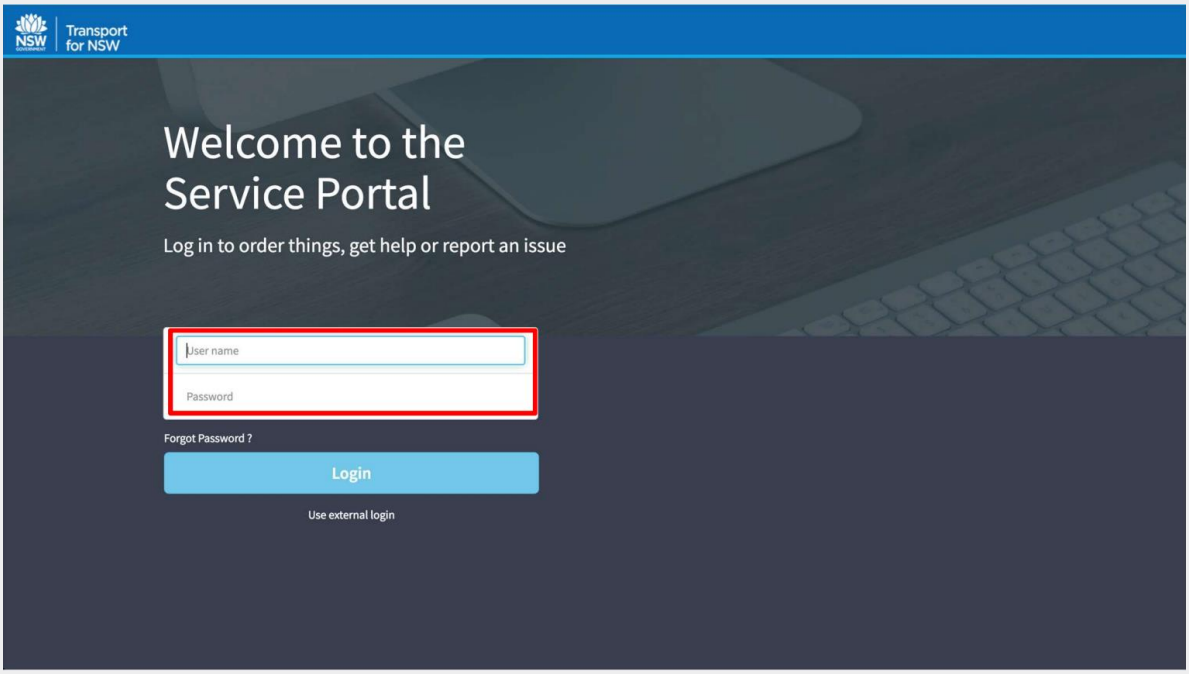
1. Create a password
2. Verify your email address through a code sent to your email address
3. Verify that you are a person through a captcha test
4. Stay signed in? – Select your preference
5. Review permissions and select **Accept**

You have now created your account to access the OT Connect Service Portal. You will be navigated to a Logout Successful page. It takes 1 hour for the system to process and register your account. Once an hour has passed, please follow the steps in the next section of this guide Log in to OT Connect Service Portal.

Log into OT Connect Service Portal

Step 1 - Click on the link https://otconnect.ot.transport.nsw.gov.au/

This will take you to the Service Portal Homepage.



Step 2 – Enter your **User Name** and **Password**

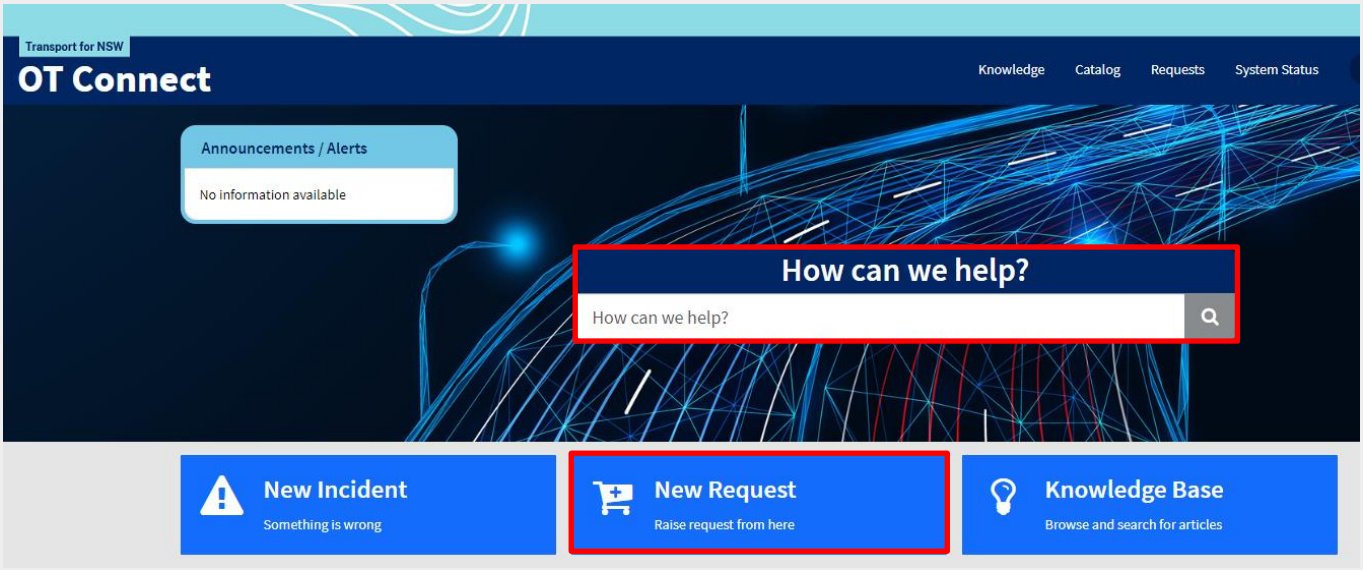
Note: These are your TfNSW login credentials or the login credentials you created in Account Setup

If you are having issues accessing the portal, please email the OT Connect Service Desk at OTConnect@transport.nsw.gov.au.

Submit a Service Request

There are two ways you can raise a request

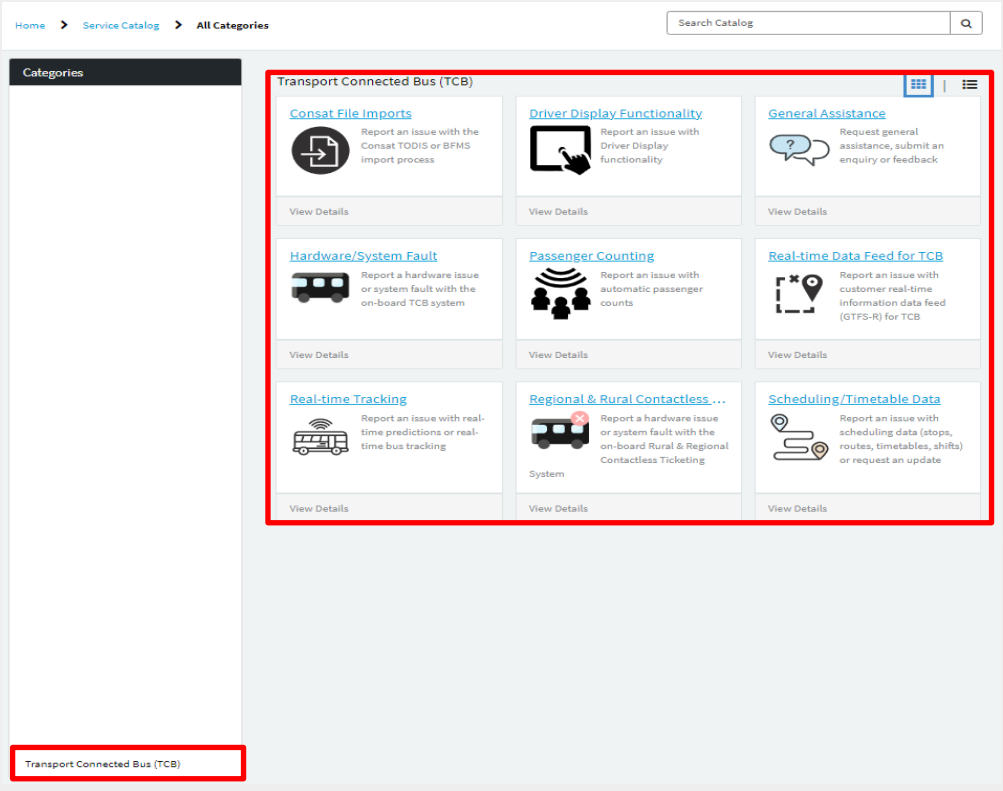
Step 1 – Click on **New Request** to raise a new request or enter a keyword in the **How can we help?** search bar to quickly navigate to the appropriate form



Step 2 – A list of categories will be displayed. Click on the category applicable to your request under **Categories**

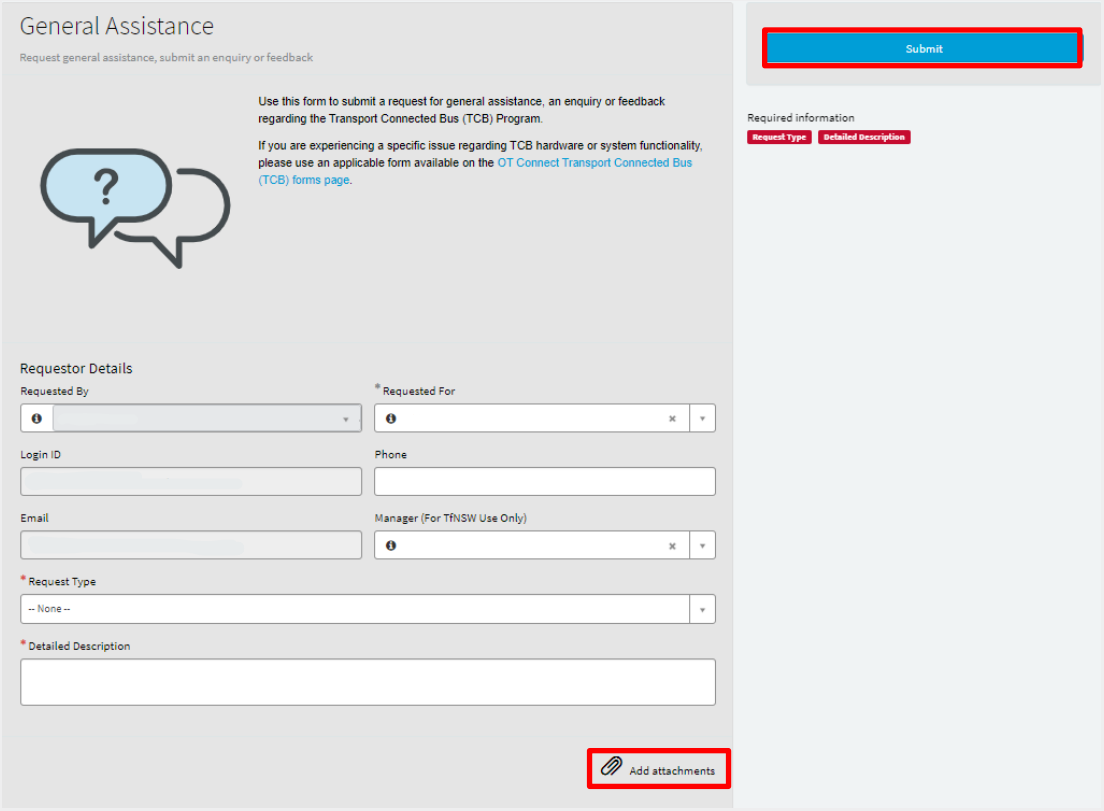
A list of available request forms will be displayed.

Step 3 – Select **Transport Connected Bus (TCB)** then select the relevant option

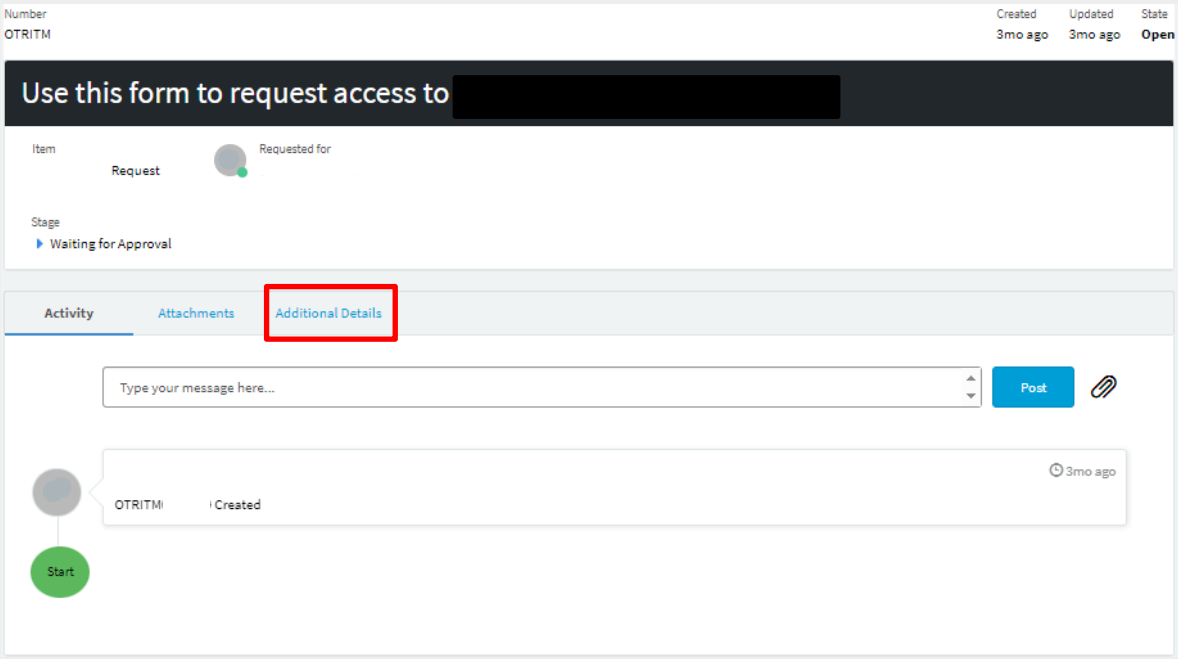


Step 4 – Fill in the relevant form fields, **Add attachments** to provide any relevant supporting files and click **Submit.**

Note: All mandatory fields are indicated by an asterisk.



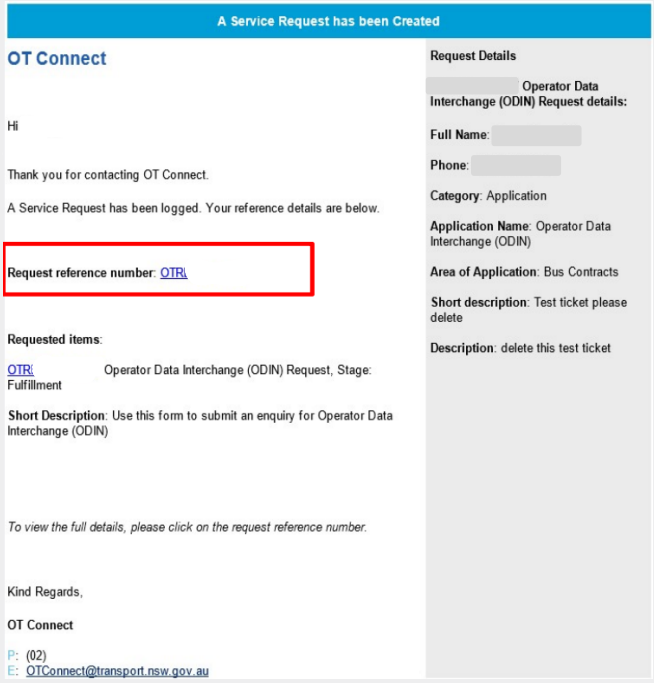
A summary page will display confirming the successful submission of your request as shown below.



You can view your request details by clicking on the Additional Details tab.

You will receive an email notification to confirm that your request has been submitted. This will include a unique Incident Reference Number that can be used to view and track the status of your request.

Step 5 – Click on the Request reference number to view the ticket in the portal



A Service Request has been Created

OT Connect

Hi

Thank you for contacting OT Connect.

A Service Request has been logged. Your reference details are below.

Request reference number: OTRI

Requested items:

OTRI Operator Data Interchange (ODIN) Request, Stage: Fulfillment

Short Description: Use this form to submit an enquiry for Operator Data Interchange (ODIN)

To view the full details, please click on the request reference number.

Kind Regards,

OT Connect

P: (02)
E: OTConnect@transport.nsw.gov.au

Request Details

Operator Data Interchange (ODIN) Request details:

Full Name:

Phone:

Category: Application

Application Name: Operator Data Interchange (ODIN)

Area of Application: Bus Contracts

Short description: Test ticket please delete

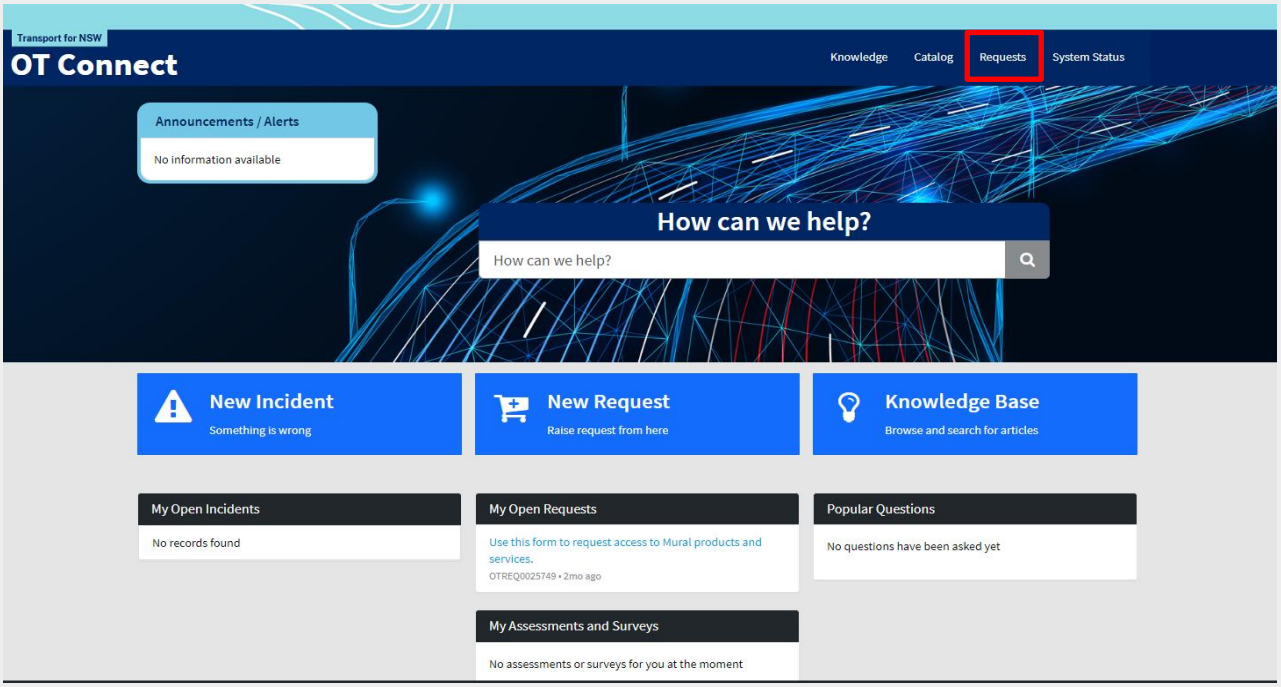
Description: delete this test ticket

Viewing and updating an existing service request

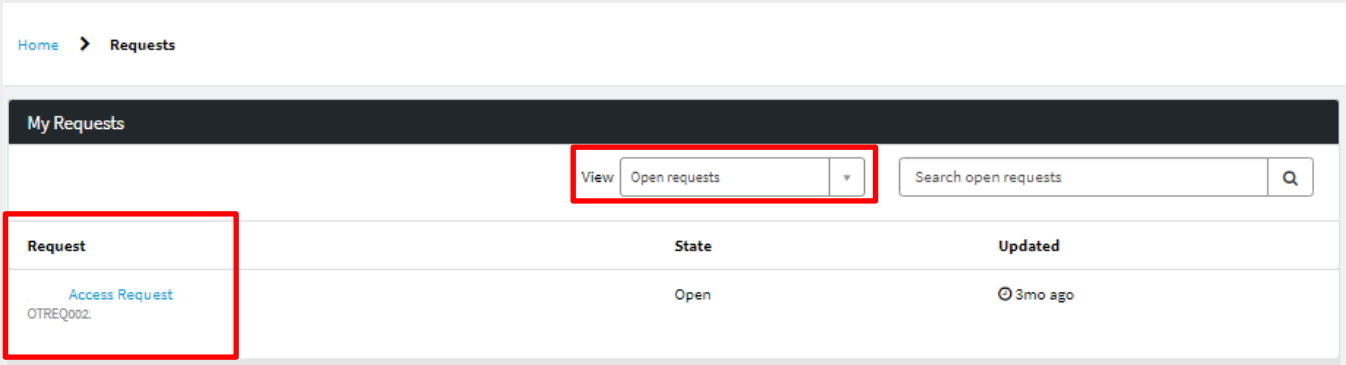
Step 1 – Open the OT Connect homepage at: http://otconnect.ot.transport.nsw.gov.au/.

Step 2 – Click on **Requests** from the menu in the top right corner of the screen

Note: You will only be able to view your own requests



A summary of all requests you have submitted will be displayed.



Step 3 – Double click on the relevant request (blue hyperlink heading)

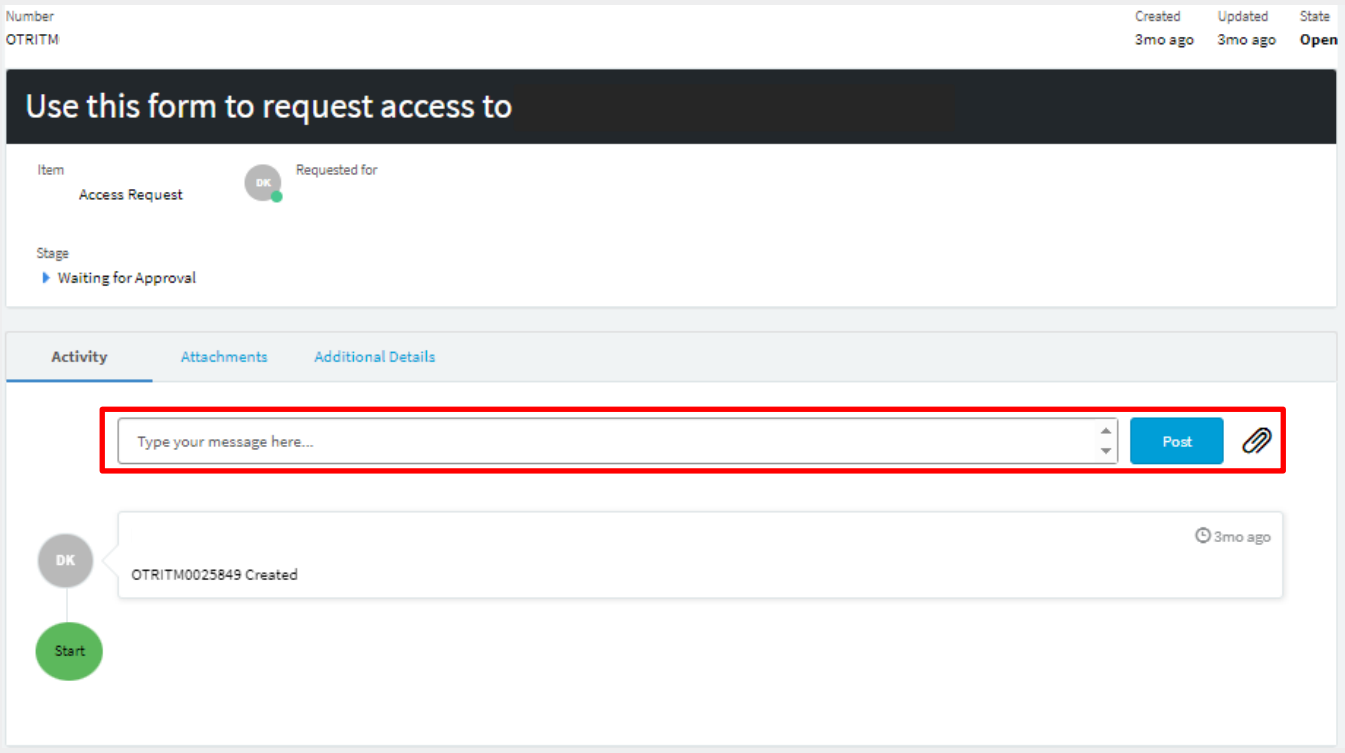
Note:

- You can use the **View** drop down at the top of the screen to show or 'Open' and 'Closed' requests
- You can also type in the unique Incident Reference Number or a search word in the free text field at the top of the screen to filter the results displayed. The details of the submitted request (ticket) will be displayed

Step 4 – Enter any additional details you wish to provide to the subject matter expert reviewing your submitted request by typing it in the **"Type your message here"** free text and then click **Send** as shown below

This information will be automatically sent

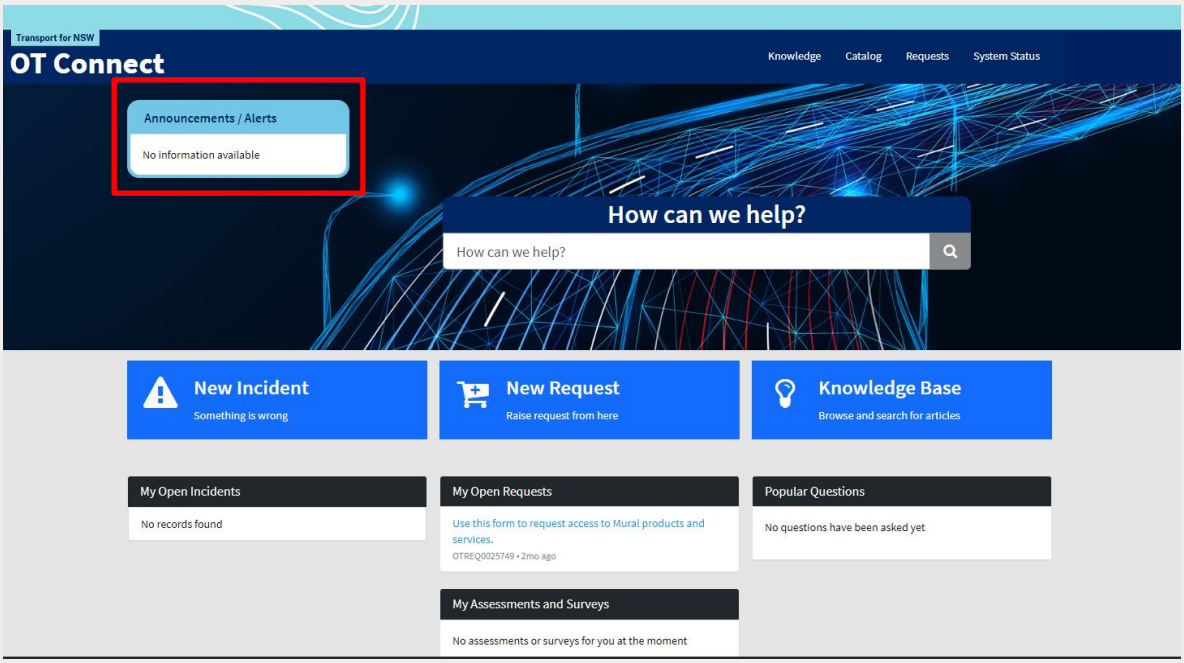
Note: The ticket can be updated by adding another note. Once a note has been submitted, that note cannot be updated



Viewing Announcements / Alerts

The Announcements / Alerts widget displays general notices to all users logged in to OT Connect

Note: The message can be expanded and collapsed by selecting the dropdown arrow in the right hand corner of the alert



Who do I contact if I have any questions or concerns?

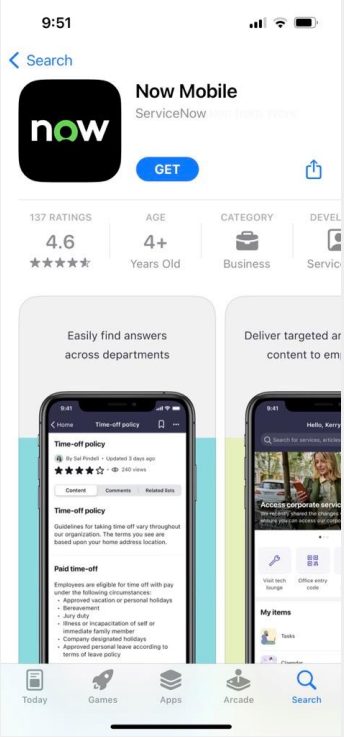
If you have any problems accessing or using the online portal please email the OT Connect Service Desk at OTConnect@transport.nsw.gov.au

OT Connect Service Portal – Mobile App

Getting set up

Note: Before starting please make sure you have a Microsoft account set up. Refer to Account Setup in this user guide

Step 1 – Download and install “Now Mobile” a ServiceNow application from Apple store or google store



Step 2 – Open the “Now Mobile” App. You will be asked to enter the instance address or scan a QR code

Note: an instance address is the same as a URL address

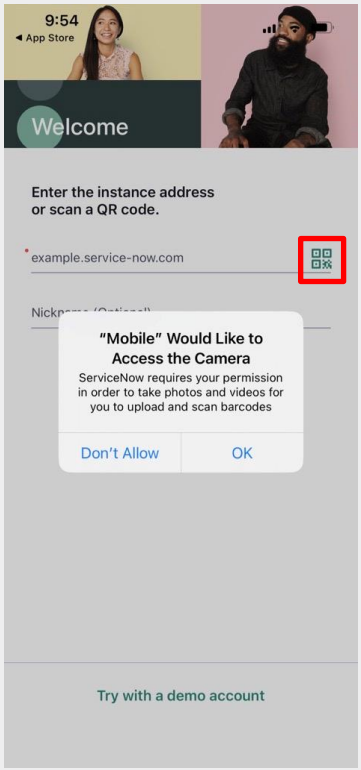
Step 2a – Enter the following URL address manually

Type https://tfnswos.service-now.com in the first line

Step 2b – Type “OTCONNECT” in nickname and click “Save and log in”

Note: Alternate to step 2a, you can scan a QR code to connect to OT Connect

Step 2c – Click the QR code icon (shown in red box in below image). “Mobile would like to access camera” **Click “OK”**

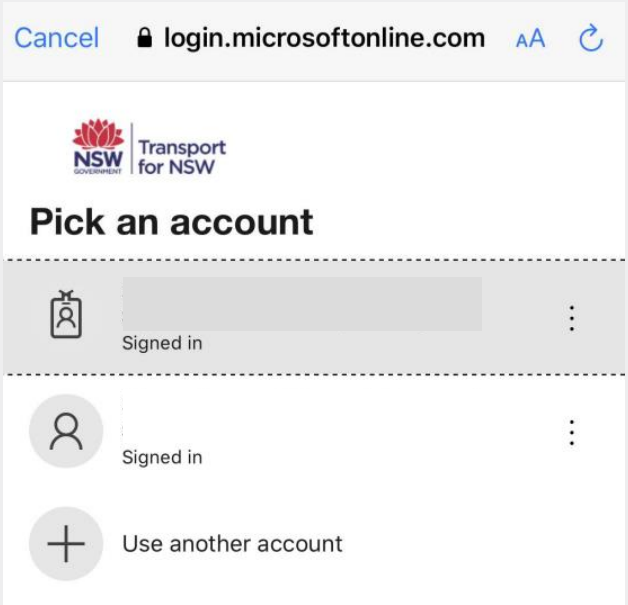


Step 3 – Scan the below QR code and enter "OTCONNECT" in nickname and click "Save and log in"

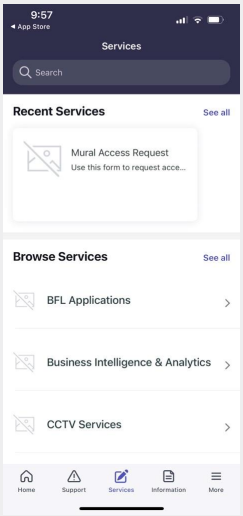
Step 4 – Click "Continue" as shown in below screen

Step 4a – Enter or select your OT Connect credentials to log-in

Note: These are your TfNSW login credentials or your Microsoft account login credentials created in Account Set Up of this user guide



Step 4b – After login, OT Connect homepage will be displayed (as shown in below image). You are now ready to use OT Connect.



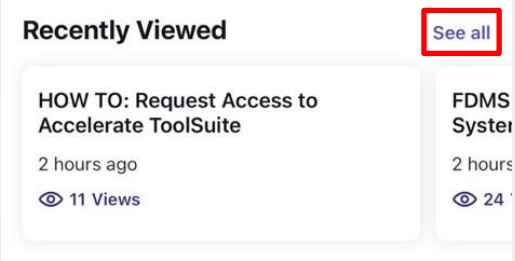
Note: This services screen is your homepage

Using the New Mobile App to raise an issue or request

Step 1

The homepage has 3 sections:

- **Recent Services:** Under this section, you will see the list of OT Connect services you have used. Until you use any of the services this section will display “Recent Services is empty”. If you have used few services before click **See All** to see full list of services you have used in the past

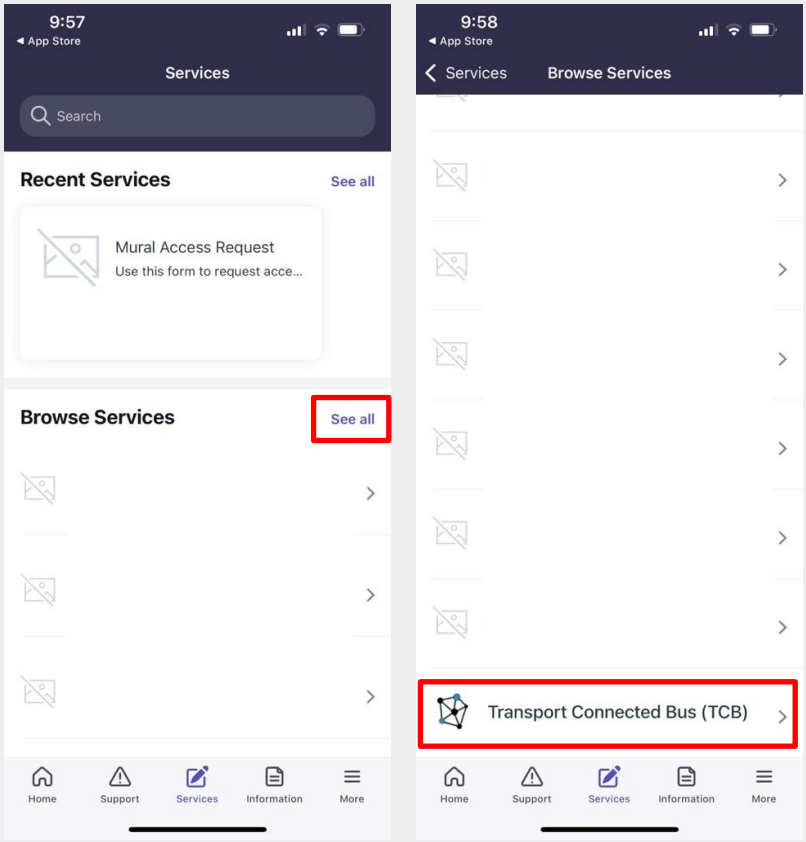


- **Popular Services:** Under this section, you will see the list of OT Connect services that are frequently used by other users. Click **See All** to see full list of Popular Services

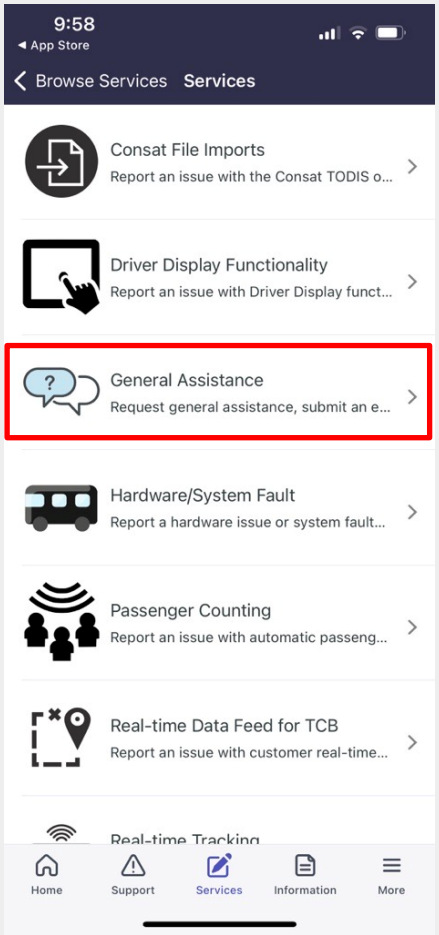
- **Browse Services:** Under this section, you will see the list of OT Connect services that are available for you. Click **See All** to see full list of Services

Step 2 – Select the service for which you wish to report an issue or raise a request

Note: 'Browse Services' and 'Transport Connected Bus (TCB)' are being used as examples for the purpose of this user guide. Please select the service applicable to your request and follow the instructions on screen for the service you are raising an issue or request.

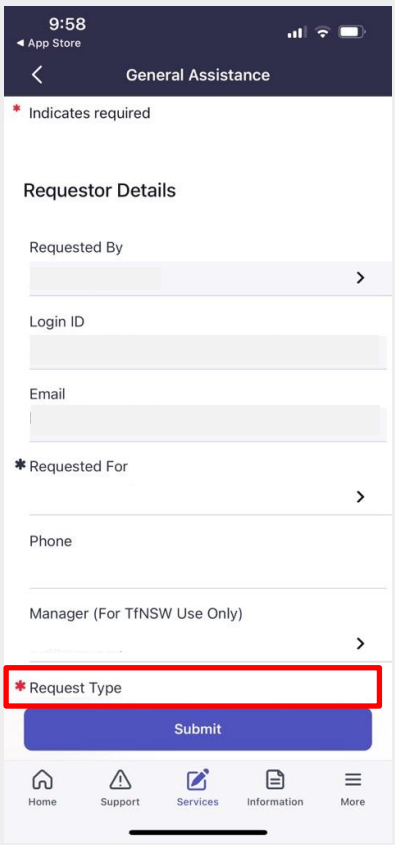


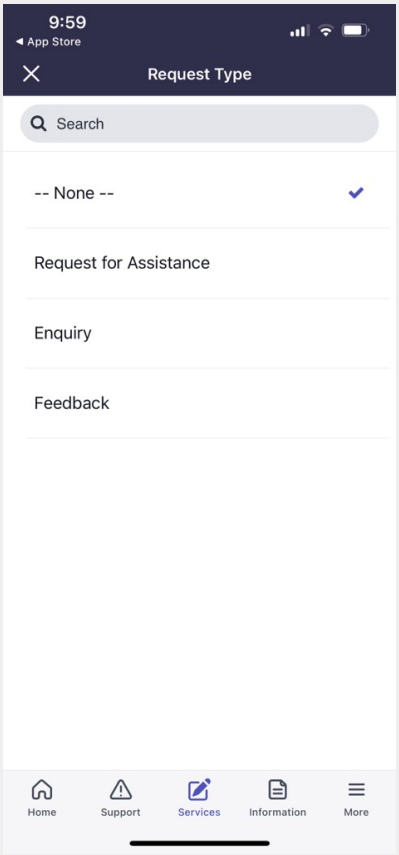
Step 3 – Select the service applicable to you

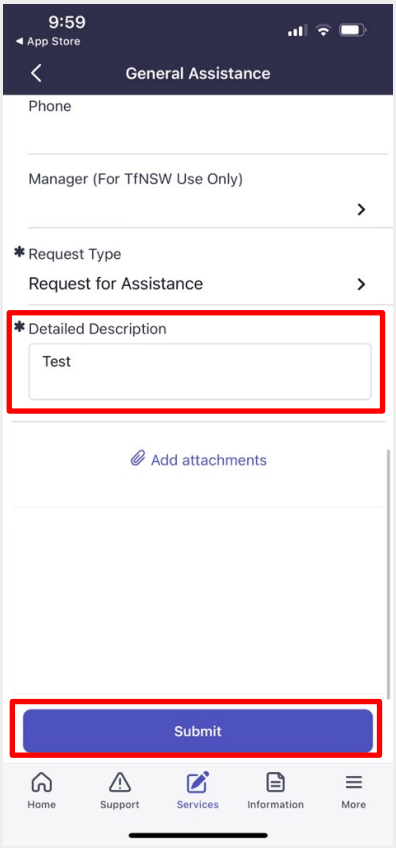


Note: Your name and contact details will be automatically populated

Note: Mandatory fields will have an asterisk sign "*"





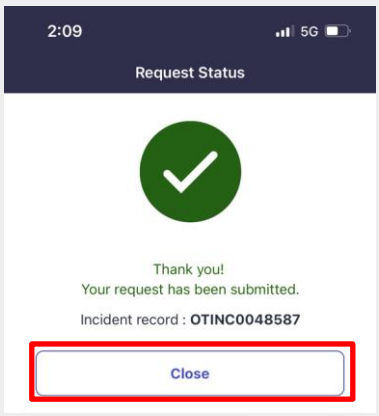


Step 4 – Select the request type

Step 5 – Include detailed descriptions of your request

Step 6 – Select submit

Step 7 – Your ticket number will be displayed on the screen (as shown in below image). Select **Close** to go back to home page



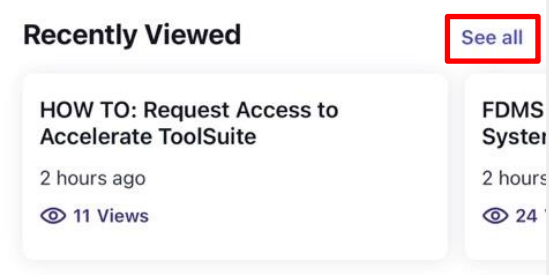
Navigating the homepage

Note: At the bottom of the homepage there are tabs for Services, Information, For Me, Notifications and Settings

Step 1 - Click on **Information** to access Knowledge Articles and frequently asked questions (FAQs)

This tab has three sections:

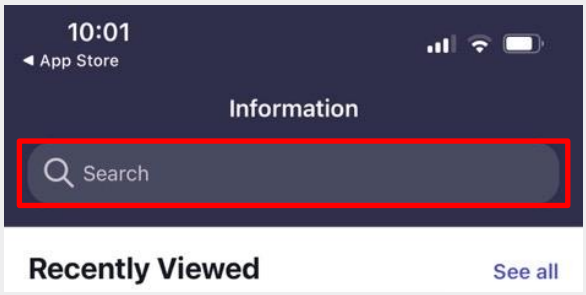
Recently Viewed: Under this section, you will see the list of OT Connect Knowledge Articles or FAQs you have viewed. Until you have viewed articles this section will display “Recent Viewed is empty”. If you have viewed Knowledge Articles or FAQs before click **See All** to see full list of Knowledge Articles or FAQs you have viewed in the past



Popular: Under this section, you will see the list of OT Connect FAQs or Knowledge Articles that are frequently viewed by other users. Click **See All** to see full list of Popular Articles

Browse: Under this section, you will see the list of OT Connect FAQs or Knowledge Articles by category. Click **See All** to see full list of FAQs or Knowledge Articles

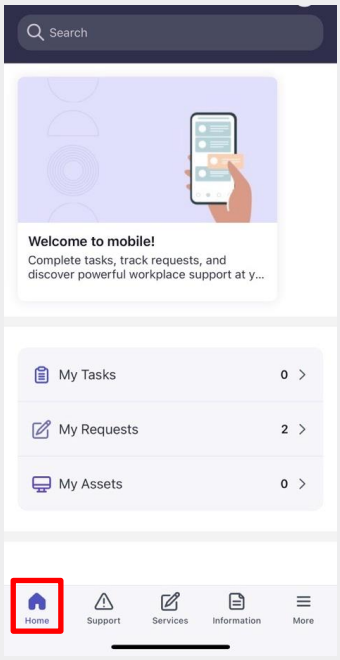
You can use the search option (as shown in below image) to search for FAQ or Knowledge Article



Accessing My Requests and My To Dos

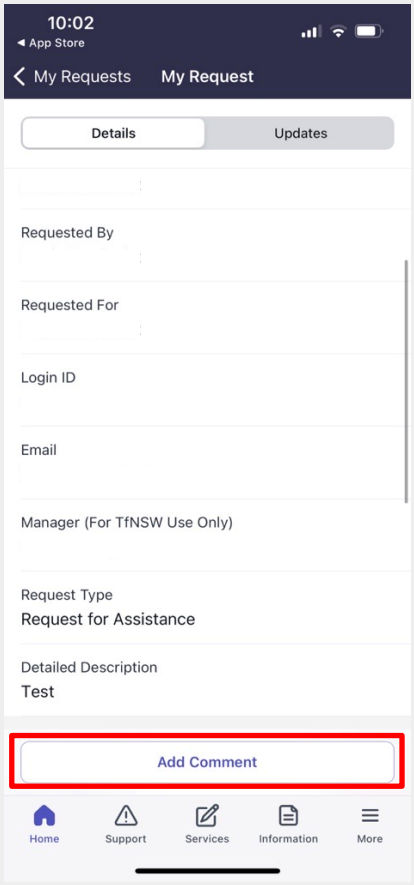
Step 1 – The **Home** tab is used to display “My Tasks” and “My Requests”. “My Tasks” will display items that you are required to complete. “My Requests” will display list of all the issues you have reported and requests you have raised

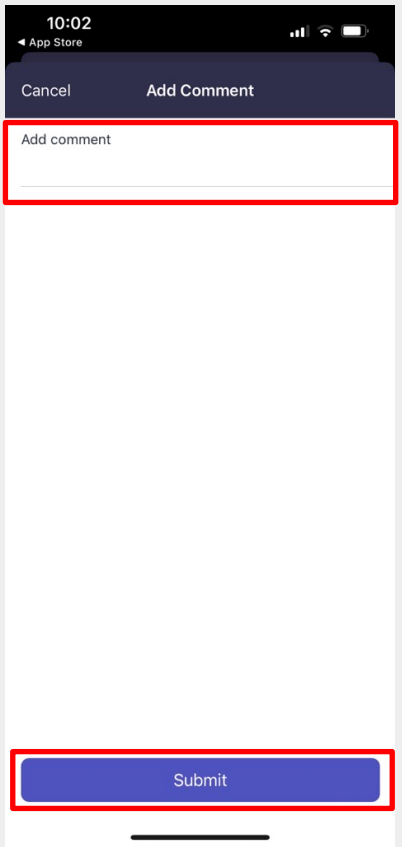
Step 2 – Click on the relevant tab to view all the items you have submitted



Step 3 – To add additional information to your ticket Click **My Request** and select the ticket you want to provide additional information

Step 4 - Click **Add Comment** to add additional information. Type in the required information and click **“Submit”**

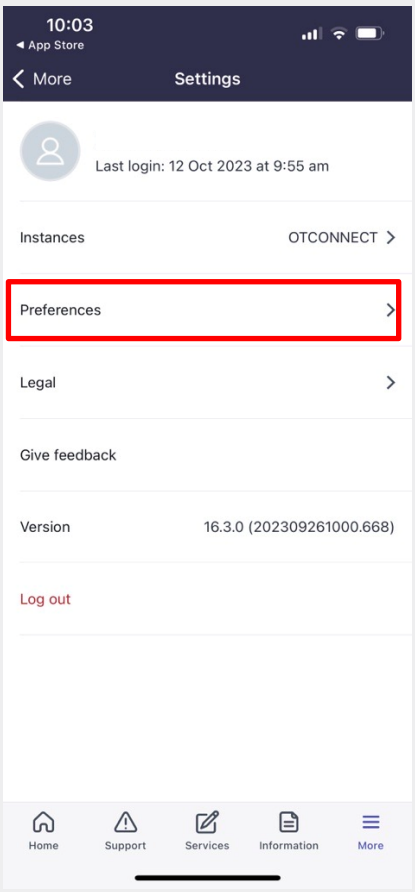

10:02
App Store
My Requests
My Request
Details
Updates
Requested By
Requested For
Login ID
Email
Manager (For TfNSW Use Only)
Request Type
Request for Assistance
Detailed Description
Test
Add Comment
Home
Support
Services
Information
More

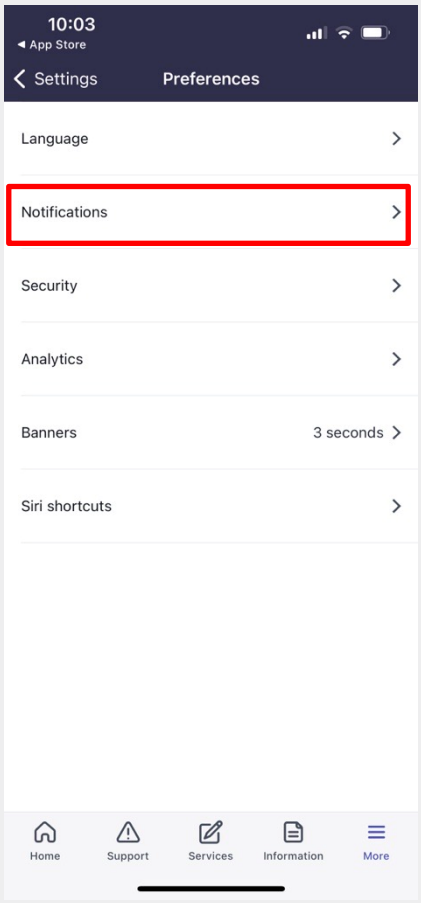

10:02
App Store
Cancel
Add Comment
Add comment
Submit

Notifications

Step 1 – To disable Notifications Click on **Settings**, click on **Notification Preferences** and slide the bar to left to disable notifications

Note: By disabling notifications you will not receive notifications on your mobile device





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End of document