

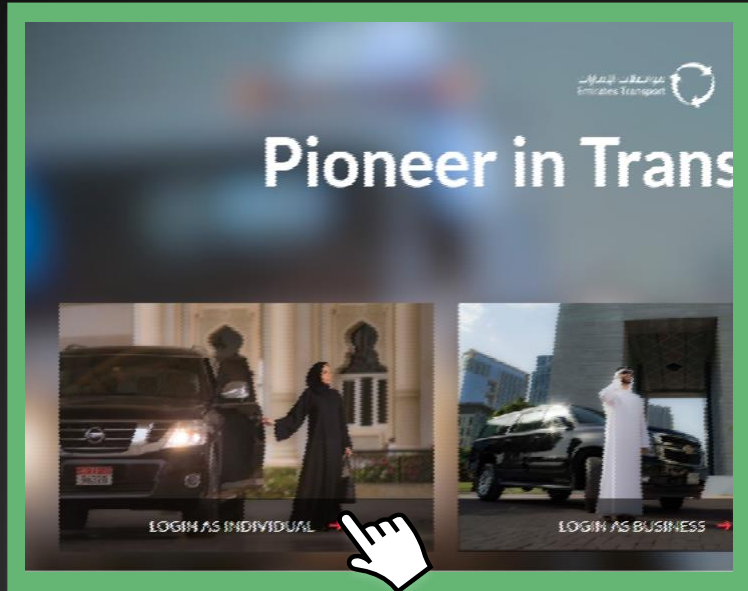


STUDENT TRANSPORTATION PORTAL

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

Following is a guide on how to register your student

Step 1

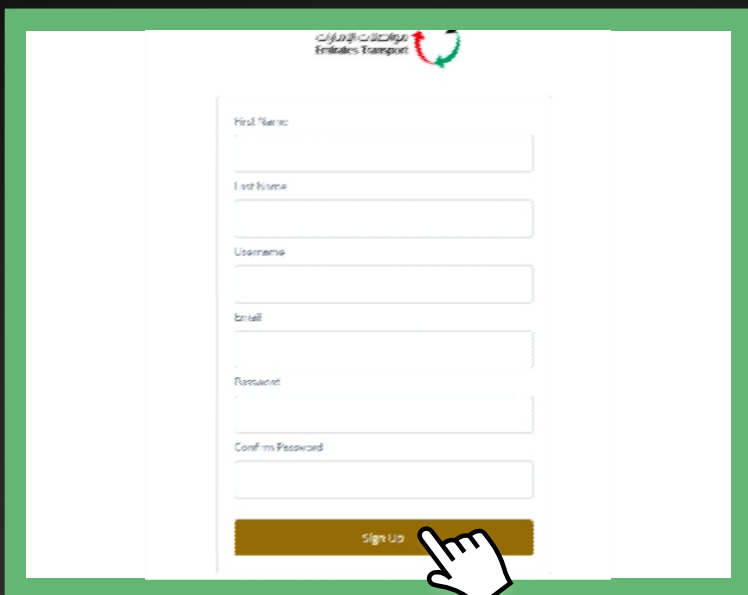
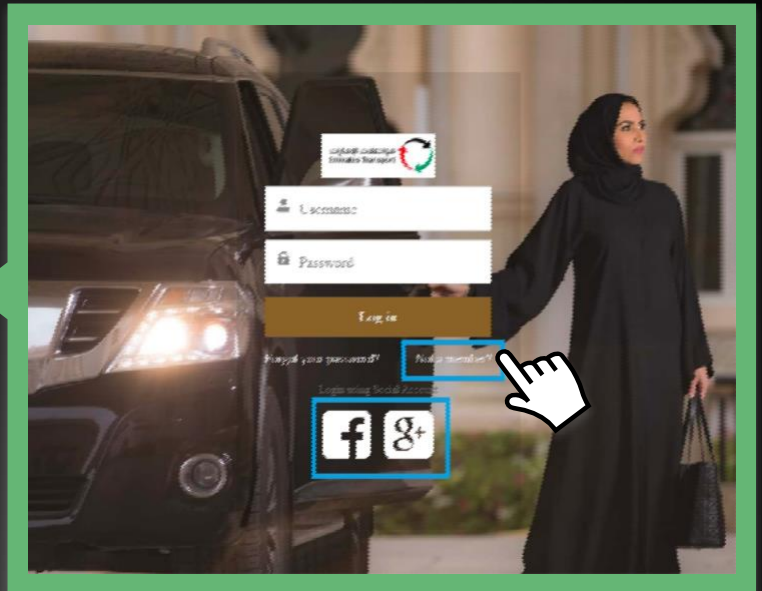


- Navigate to <http://one.et.ae>. You will see this page
- Please click **Login As Individual** for Student Transport Services

Step 2

- 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



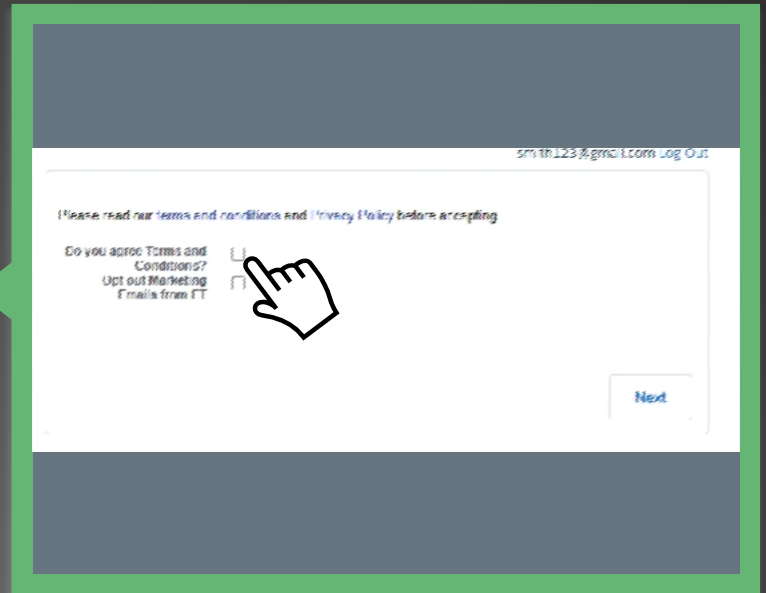
Step 3

- 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

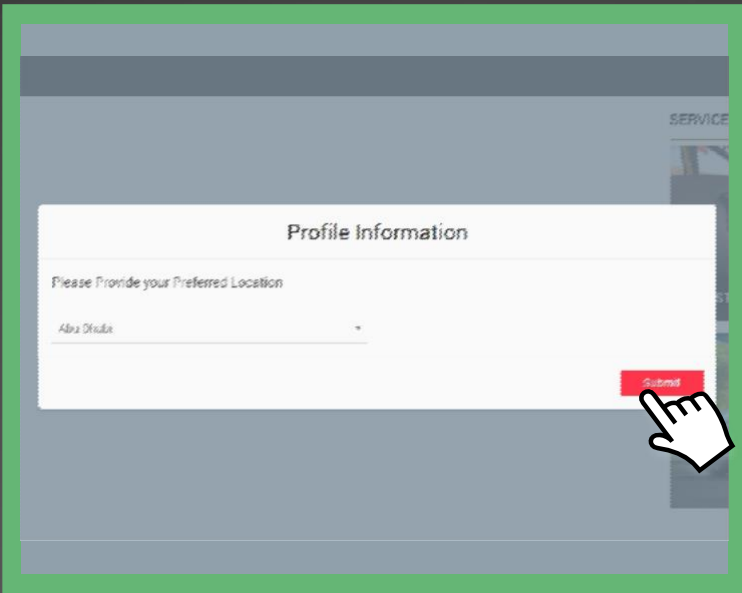
Step 4

- After successful registration, You will be redirected to this page
- Please accept **Terms and conditions** to proceed



Step 5

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



Step 6

- Please click on **student transport**



Step 7

Profile Information

Please complete your profile to continue

(EO) 784 (Phone) +971

Back Submit

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

Step 8

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

Add your children to manage their bus services

Add Your Child

Step 9

PERSONAL OTHER UPLOAD

Add Child

Government School University Nursery

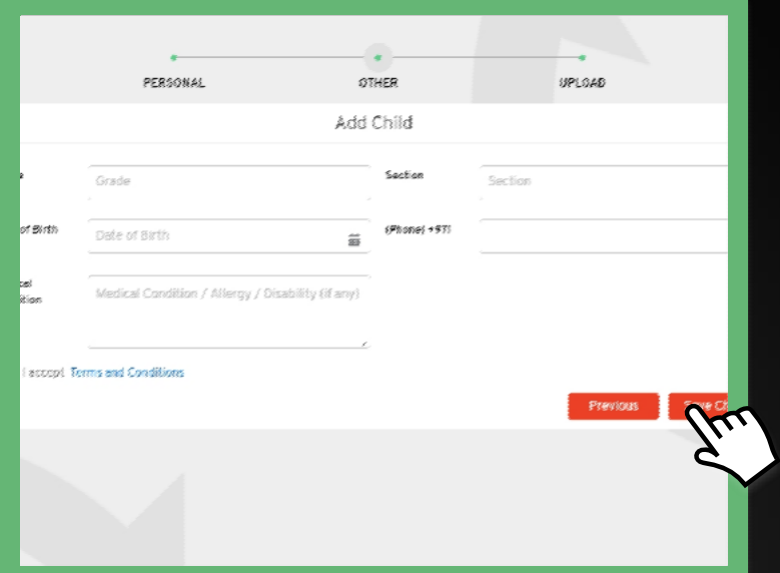
School Name First Name Last Name Email Gender (Phone) +971

Next

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

Step 10

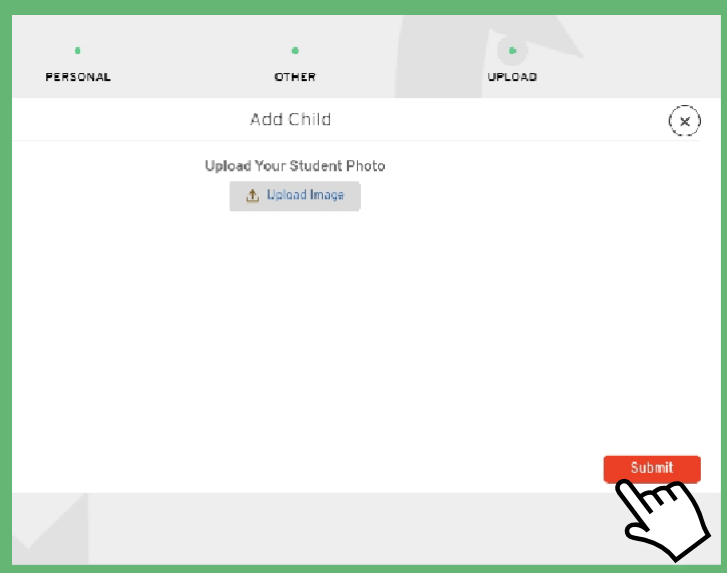
- Please **complete more information** to add your services and click save



The screenshot shows the 'Add Child' form in the 'OTHER' tab. The form includes fields for Grade, Section, Date of Birth, (Phone) (+971), and Medical Condition / Allergy / Disability (if any). There is a checkbox for 'I accept Terms and Conditions'. At the bottom right, there are 'Previous' and 'Save' buttons. A hand icon is pointing to the 'Save' button.

Step 11

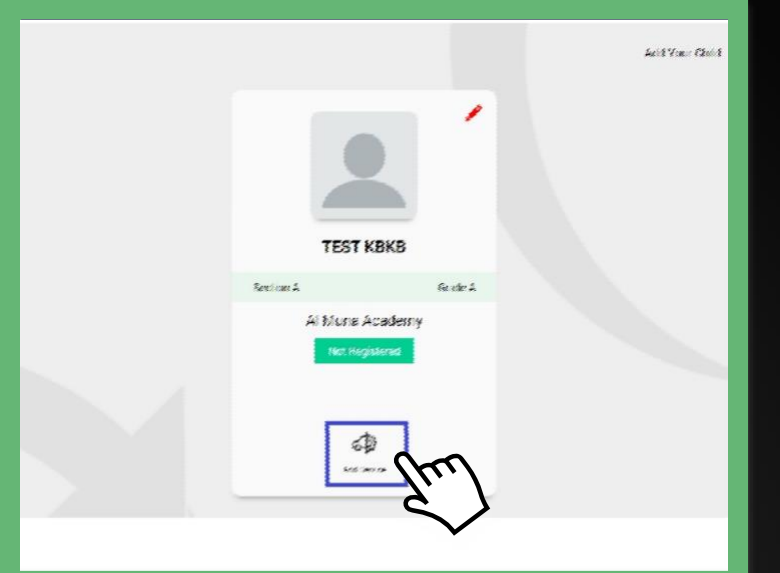
- **Upload student photo** and click on submit (optional)



The screenshot shows the 'Add Child' form in the 'UPLOAD' tab. The form has a section titled 'Upload Your Student Photo' with an 'Upload Image' button. At the bottom right, there is a 'Submit' button. A hand icon is pointing to the 'Submit' button.

Step 12

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



The screenshot shows the 'Add Your Child' page. It displays a profile card for 'TEST KBKB' with a photo placeholder, 'Section 2', and 'Grade 2'. Below the card, it says 'Al Muna Academy' and 'Not registered'. At the bottom, there is an 'Add Service' button with a hand icon pointing to it.

Step 13

- 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

Transport Type: Yearly

Pickup Land Mark: Dubai mall

Dropoff Land Mark: Dubai mall

Start Date: [Calendar icon]

Service Type: Yearly

Pickup Location: Dubai Mall service road - Dubai - United Arab Emirates

Drop Off Location: Dubai Mall service road - Dubai - United Arab Emirates

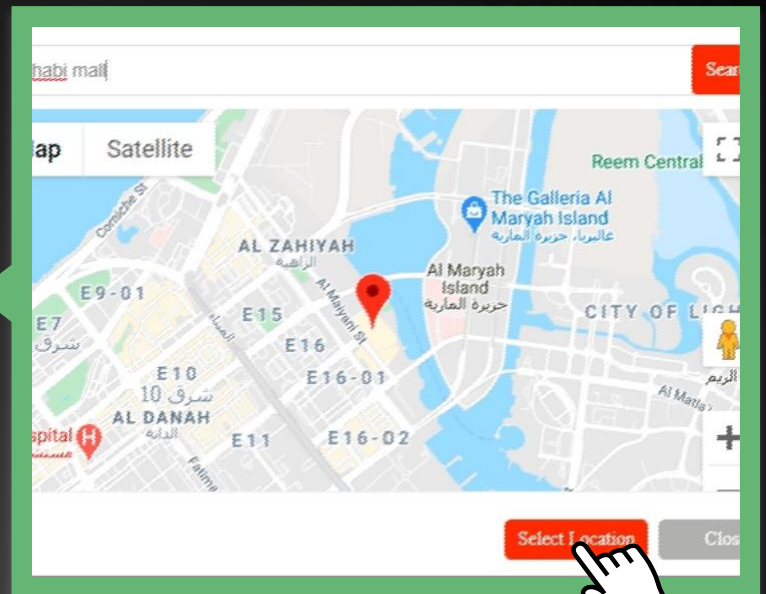
Show Pickup location

ADD SERVICE

SAVE

Step 14

- 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 15

- Enter your preferred **start date** of school transportation and **Fare** is automatically calculated as shown here. Please **click Save** to submit

Transport Type: Yearly

Pickup Land Mark: Dubai mall

Dropoff Land Mark: Dubai mall

Start Date: 31 Jan 2023

Service Type: Yearly

Pickup Location: Dubai Mall service road - Dubai - United Arab Emirates

Drop Off Location: Dubai Mall service road - Dubai - United Arab Emirates

Same as Pickup Location

Paid By: Self

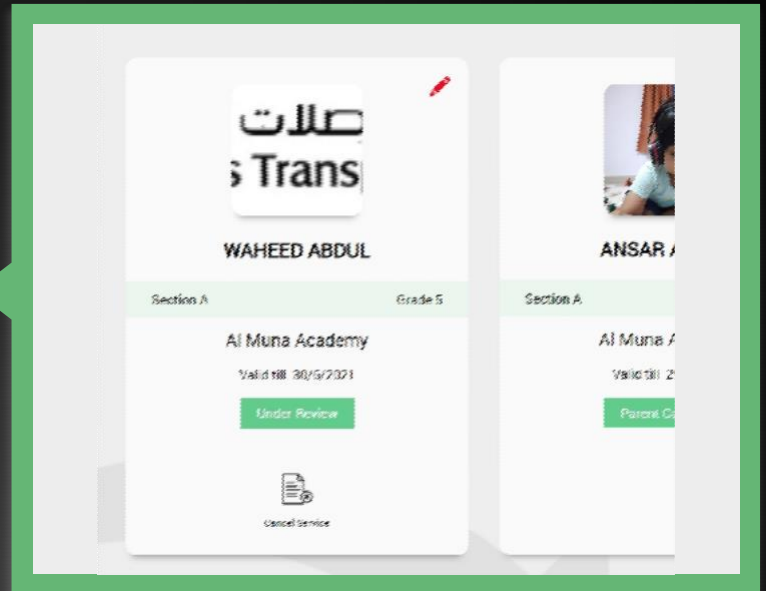
Fare: 3000.00

ADD SERVICE

SAVE

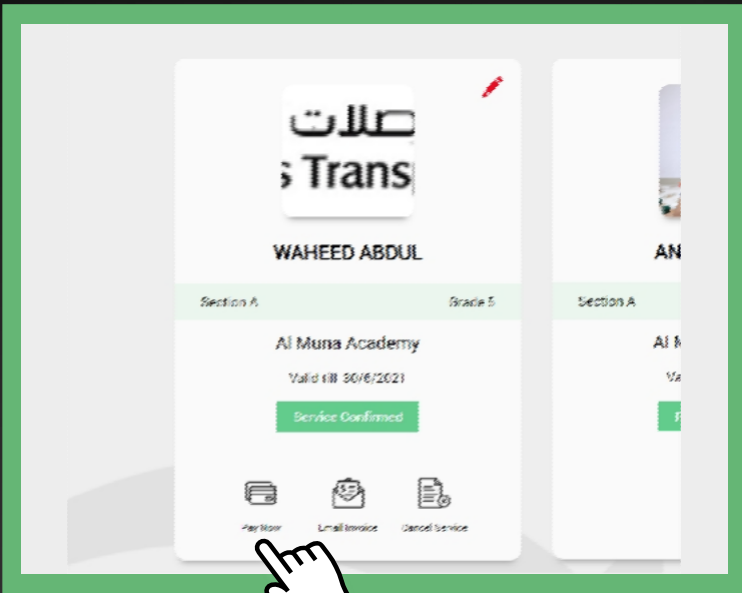
Step 16

- 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.



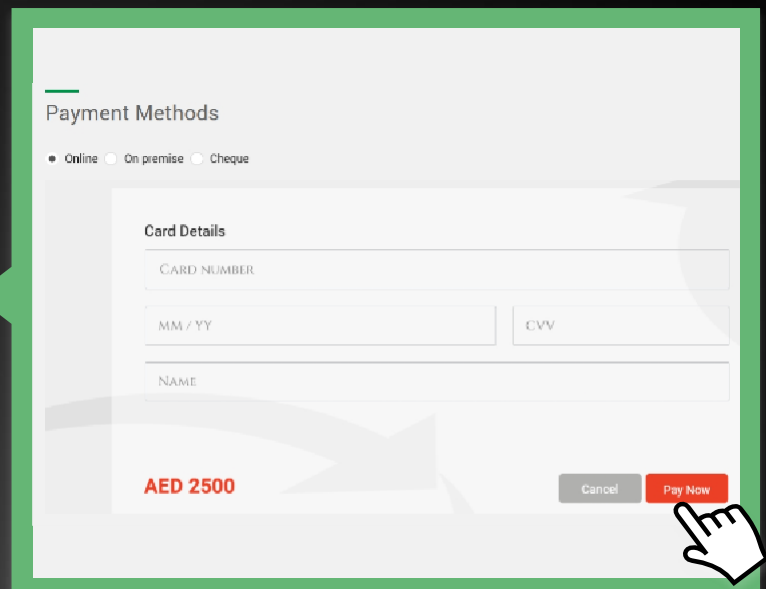
Step 17

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

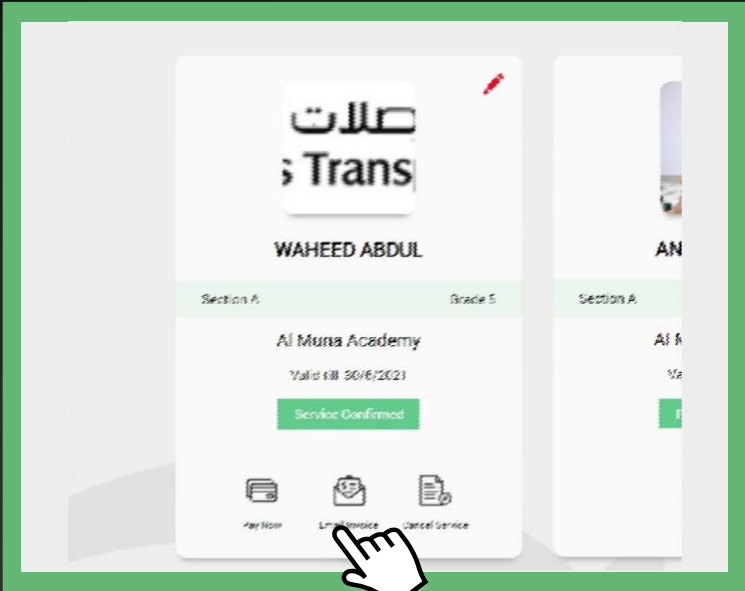


Step 18

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



Step 19

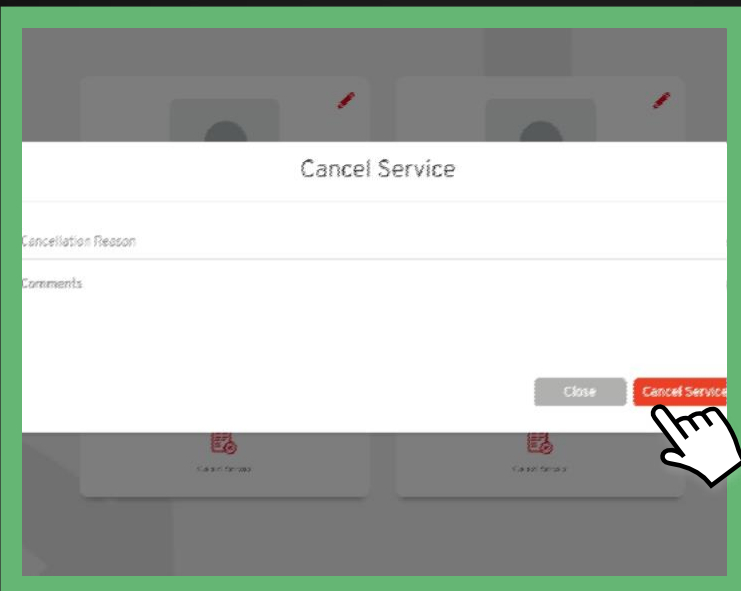
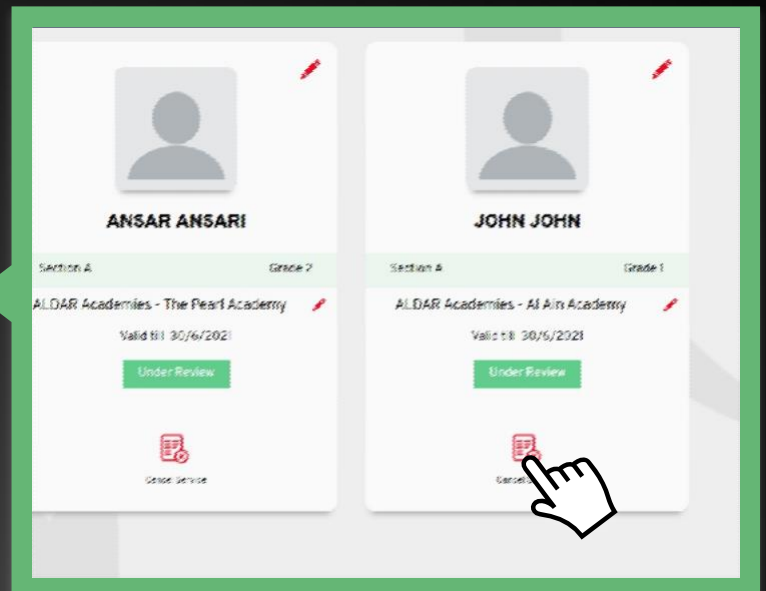


- Click on **Email Invoice** to get the invoice on your Email.

Step 20

CANCEL SERVICE BEFORE PAYMENT

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



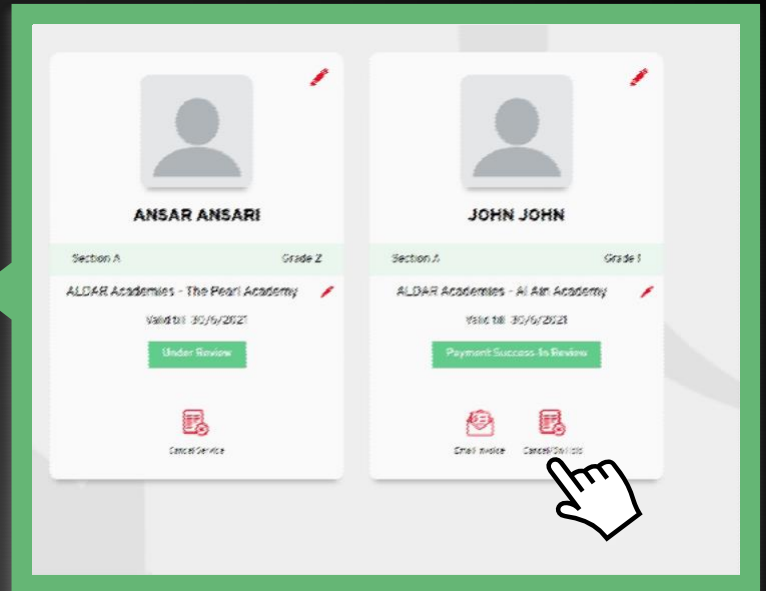
Step 21

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

Step 22

CANCEL SERVICE AFTER PAYMENT

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



Step 23



Type: On Hold

Cancellation Effective Date: 6 Mar 2021

Cancellation End Date: Cancellation End Date

Comments: test

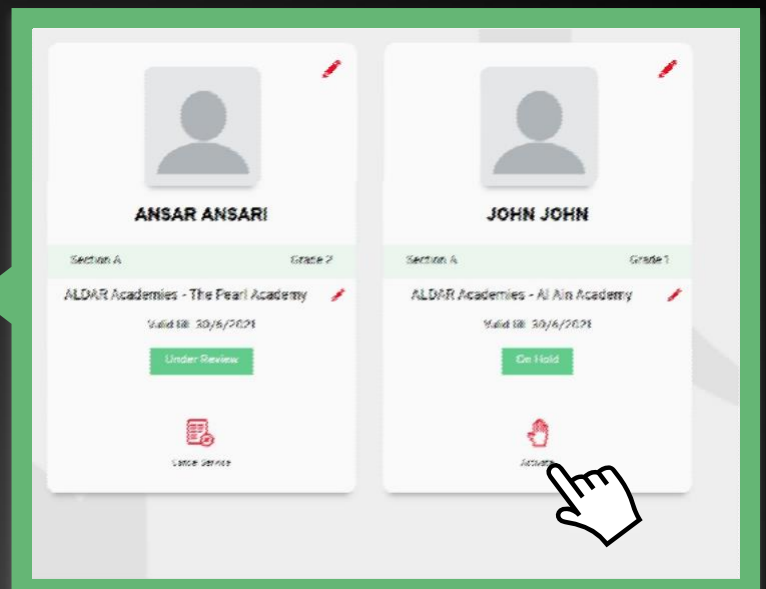
Note: The amount is non-refundable and you can re-activate the service anytime.

CANCEL DEACTIVATE

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

Step 24

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



Step 25

Type: Permanent Cancellation

Cancellation Effective Date: 6 Mar 2021

Comments: text

Cancellation Reason: Leaving the country

Would you like a refund? No

Note: Periodical use of the bus is charged as follows: 1) Fees will be charged for the number of months used in case of cancellation. 2) Even if service has been availed for a few days or even a day, full months fees will be applicable.

CANCEL DEACTIVATE

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

Step 26

- 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

Would you like a refund? Yes

Enter Bank Details

Beneficiary Name

Account No. IBAN Code

Branch Name Bank Address

Upload Emirates Id

Upload image

Note: Periodical use of the bus is charged as follows: 1) Fees will be charged for the number of months used in case of cancellation. 2) Even if service has been availed for a few days or even a day, full months fees will be applicable.

CANCEL DEACTIVATE

Step 27

ANSAR ANSARI

Section A Grade 2

ALDAR Academies - The Petri Academy

Valid till 30/6/2021

Under Review

Payment Success

JOHN JOHN

Section A Grade 1

ALDAR Academies - Al Ain Academy

Valid till 30/6/2021

Payment Success-In Review

Payment In Review

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

Step 28

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

ANSARI
ALDAR Academies - The Pearl Academy

BACK Support

Personal Information

Service Information

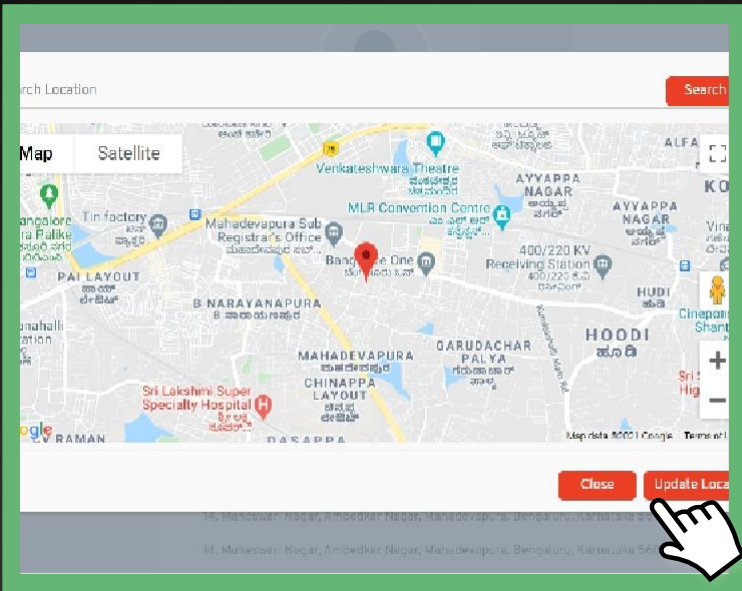
Service Request Id	SR 408202
Service Type	Visit
Request Date	05/04/2021
Pickup End Date	05/06/2021
Pickup From	14, Mahaveer Nagar, Ambedkar Nagar, Mahadevapura, Bengaluru, Karnataka 560016, India
Drop-off To	14, Mahaveer Nagar, Ambedkar Nagar, Mahadevapura, Bengaluru, Karnataka 560016, India
Transport Type	Bus Visit
Status	Payment Success-In Review

Step 29

- 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



Step 30

CHANGE OF SCHOOL BEFORE PAYMENT

- Click Edit button beside school name to **Change School**

JOHN JOHN

Section A Grade 1

ALDAR Academies - Al Muna Academy

No Active Services

ANSAR ANSARI

Section A Grade 2

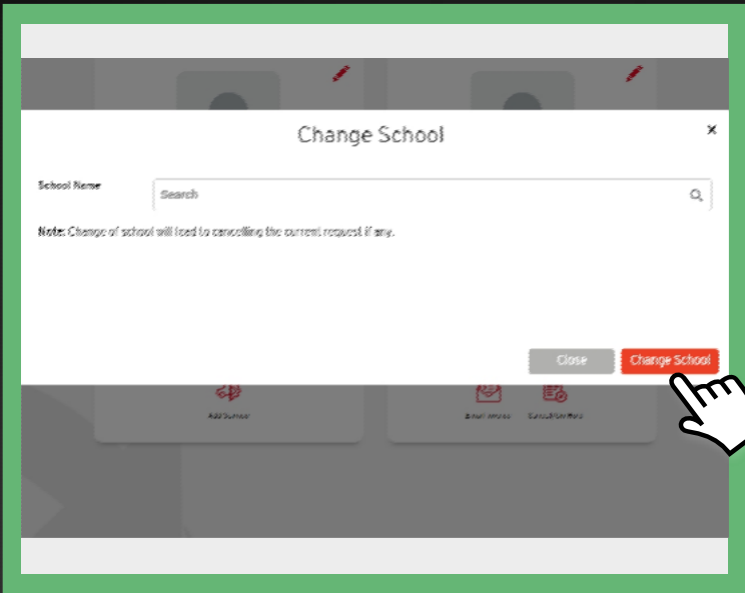
ALDAR Academies - The Pearl Academy

Valid till: 30/6/2021

Payment Success-In Review

All Services

Email Invoic Cancel/On Hold



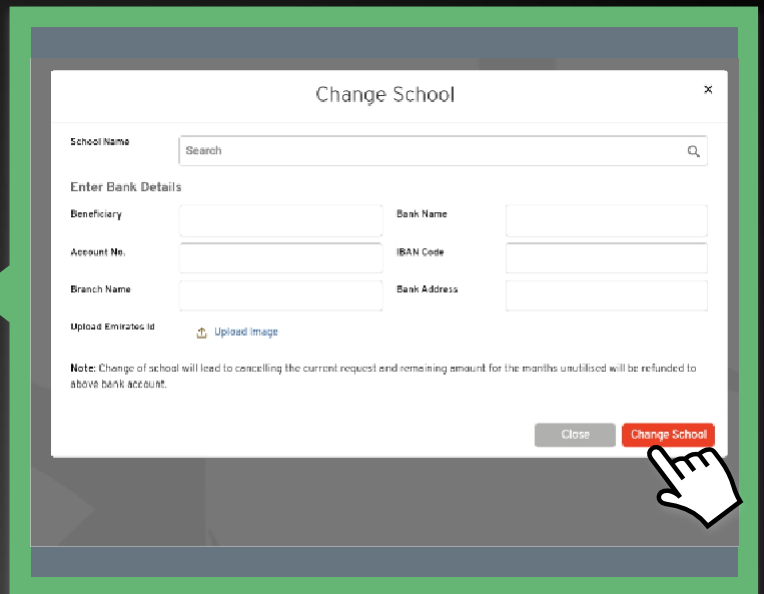
- Choose the new school and click **Change School button**

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

CHANGE OF SCHOOL AFTER PAYMENT

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

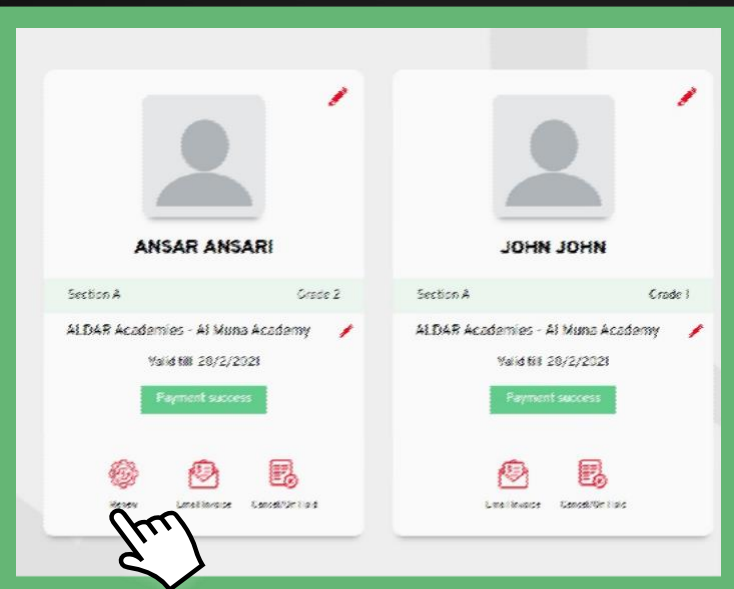
Note:
When a new school is chosen the current service will be deactivated automatically and a new service should be created



RENEW SERVICE

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

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

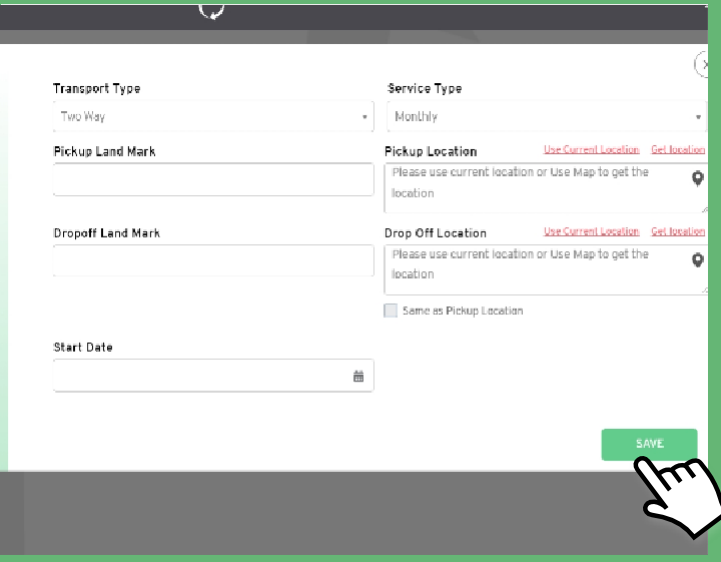


Step 34

- Fill in the required details and click save button

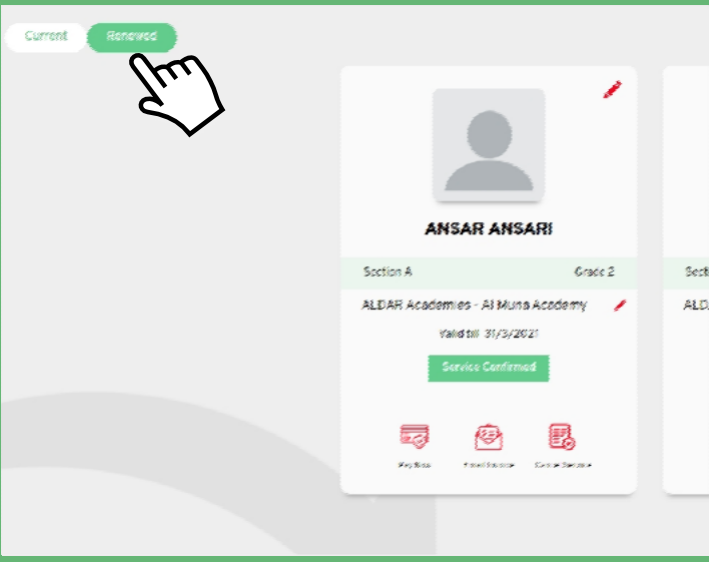
Note:

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



The screenshot shows a form with the following fields:

- Transport Type:** Two Way
- Service Type:** Monthly
- Pickup Land Mark:** (Empty text box)
- Pickup Location:** Please use current location or Use Map to get the location. Includes links: [Use Current Location](#) and [Get location](#).
- Dropoff Land Mark:** (Empty text box)
- Drop Off Location:** Please use current location or Use Map to get the location. Includes links: [Use Current Location](#) and [Get location](#).
- Same as Pickup Location
- Start Date:** (Calendar icon)
- SAVE** button (highlighted with a hand cursor)



The screenshot shows a user profile for **ANSAR ANSARI** with the following details:

- Current** / **Renewed** tabs (hand cursor pointing to Renewed)
- Section A** / **Grade 2**
- ALDAR Academies - Al Muna Academy**
- Valid till: 31/3/2021**
- Service Confirmed** button
- Icons for **My Bus**, **My Invoice**, and **My Service**

Step 35

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

Note:

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