



**Digital Permits &
Licensing Solution**
Software as a Service

User Guide

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Register for an Account

Welcome to Transport for London's new portal for processing the following types of applications:

- Bus Stop/Stand Suspensions
- Bus Diversion Requests
- Temporary Traffic Regulation Order Applications
- Temporary Suspensions of Parking, Loading, and Disabled Bays & Bus Lanes
- Mobile Crane Licence Applications
- Lane Rental Waiver Requests

The first stage to gain access to the portal is to register for an account. Please note that the first person in your organisation registering for an account will be the main admin user for the company and can create additional users on the account via the manage user function. Additional administrators can also be added to the account via this function. For further information please see [manage users](#) section.

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Cymraeg/English

Email

Email is required

Password

Password is required

Login

[Forgotten my password](#)

No account?

Register

Prior to submitting applications, you must register for an account on StarGo. To register click 'Register'

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First name

Surname

Email

Password

Confirm password

Mobile phone number

Office telephone number

Next

Complete all fields with the required information and click next

Complete all fields with the required information and click next

Complete all fields with the required information and click next

Enter a postcode to search for your company address

Enter invoice contact details and click next

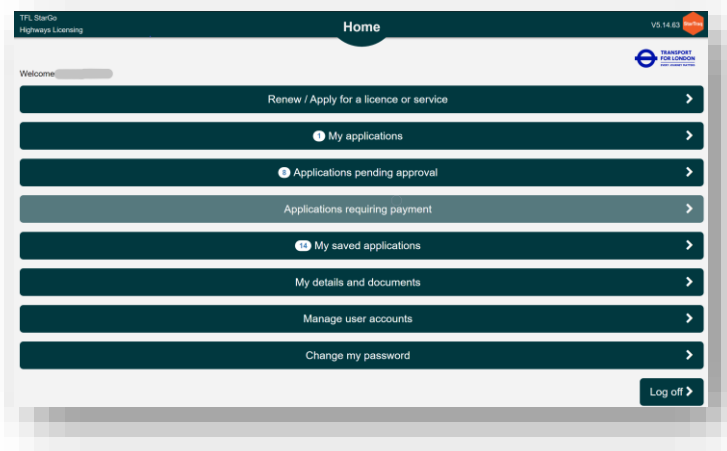
Click "Create account"

Notes:

- You will receive an email to verify your account before it can be used. The email will contain two links, one to verify and one to login. Click the verify link and you will be redirected to the successful verification screen, once you have verified the account you can use the 2nd link in the email to login to your account with your username (email address) and the password created as part of the account registration process.
- Your username will always be your email address used to create the account

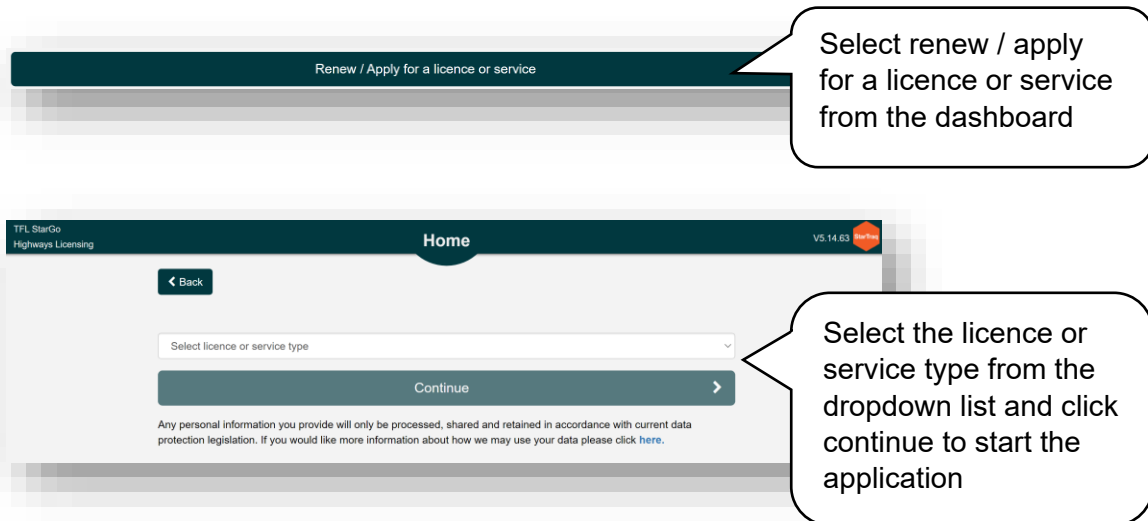
Dashboard

The dashboard is the main landing page after you successfully login to the service.



Renew / Apply for a Licence or a Service

To apply for a licence or service.



Note: Each licence or service will have its own application form to complete which will vary depending on the licence or service selected.

My Applications

To see all your approved, completed, expired, cancelled, or declined applications.

The image shows three sequential screenshots of the StarTraq 'My Applications' page. The first screenshot shows a navigation bar with a 'My applications' link. The second screenshot shows a dropdown menu for 'Show active licences' with a list of application categories. The third screenshot shows a detailed view of a specific application with a 'Download documents' button and a table of application details.

Callout 1: Select "My applications" from the dashboard

Callout 2: Select applications to show from the dropdown list, these include - Active (Approved), Completed, Expired, cancelled, or declined.

Callout 3: Applications for category selected will show below. Click to show more information and download approval email received via the download documents

Type	Bus stop suspension diversions	Trading as	StarTraq
Address line 1		Address line 2	
Postcode		Status	Active

Applications Pending Approval

To see all your applications pending approval and their current status.

Applications pending approval

Select applications pending approval from the dashboard

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Licence applications pending:

BSSD00001 - Bus stop suspension diversions - Pending approval
LRS00001 - Lane rental scheme - Pending approval - Work start date 01/09/2022
TTRO00004 - Temporary traffic regulation order (TTRO) - Pending approval - Work start date 05/09/2022
LRS00002 - Lane rental scheme - Pending approval - Work start date 06/09/2022
TTRO00005 - Temporary traffic regulation order (TTRO) - Pending approval - Work start date 06/09/2022
BSSD00002 - Bus stop suspension diversions - Pending approval - Work start date 16/09/2022
BSSD00003 - Bus stop suspension diversions - Pending approval - Work start date 15/09/2022
MCR00007 - Mobile cranes - Processing

A list will show all applications pending approval, or current status if being processed, or if further information is required

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Licence applications pending:

BSSD00001 - Bus stop suspension diversions - Pending approval

Type	Bus stop suspension diversions	Work start date	n/a
Status	Pending approval	Expiry date	n/a
Address line 1		Address line 2	
Postcode			

Click on application to see more information. If necessary, you can delete the application using the bin icon, but only if the application is not yet approved)

My Saved Applications

When completing a form you can save progress at any stage prior to submitting the application. These will be saved to my saved applications.

The screenshot shows a web application interface. At the top, a dark green header contains a notification icon and the text 'My saved applications'. Below this, the main content area is titled 'My saved applications:' and contains a table with columns for 'Type', 'Date', and actions. Each row in the table has a 'Resume' button and a trash bin icon. A callout box points to the top header, and another callout box points to the table.

Callout 1: Select my saved applications from the dashboard

Callout 2: Lists all saved applications not yet submitted. To resume click resume or use the bin icon to delete if no longer required

Type	Date	Resume	Delete
Parking/Loading Bay & Bus Lane Suspensions (TCSR)	01/09/2022 04:58:28	Resume	🗑️
Mobile cranes	02/09/2022 08:39:19	Resume	🗑️
Temporary traffic regulation order (TTRO)	13/09/2022 09:53:35	Resume	🗑️
Mobile cranes	15/09/2022 10:56:16	Resume	🗑️
Parking/Loading Bay & Bus Lane Suspensions (TCSR)	15/09/2022 02:18:24	Resume	🗑️
Lane rental scheme	16/09/2022 02:30:49	Resume	🗑️
Parking/Loading Bay & Bus Lane Suspensions (TCSR)	26/09/2022 09:59:39	Resume	🗑️

My Details and Documents

Some applications will require documents such as public liability insurance or traffic management plans to be uploaded to your account prior to completing an application form.

The screenshot shows a dashboard titled 'My details and documents'. It includes sections for 'User details', 'Account details', 'Which documents are required?' (with a dropdown menu), and 'Account documents' (with a table of existing documents). Callout boxes provide instructions on how to edit details, view requirements, and manage documents.

My details and documents

Select my details and documents from the dashboard

Use the edit icon to edit your user details

Use the edit icon to edit your company account details

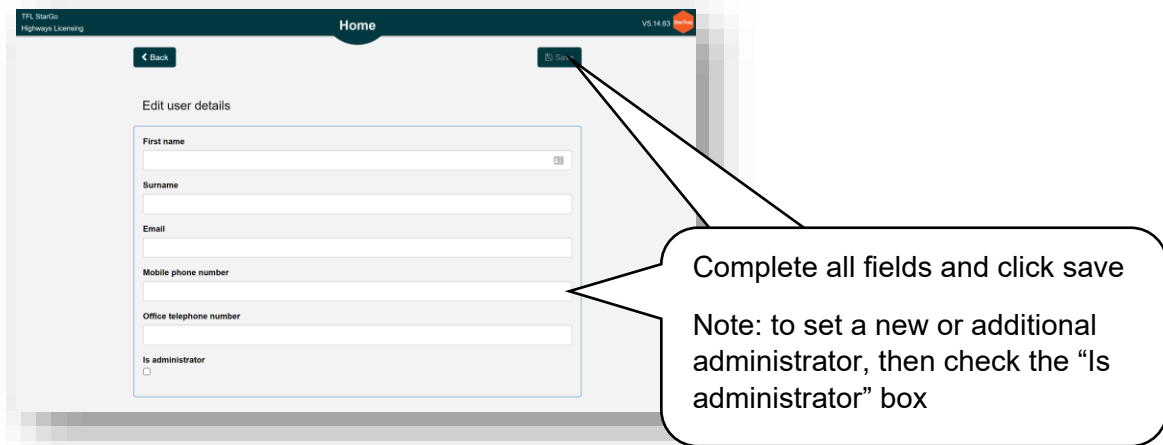
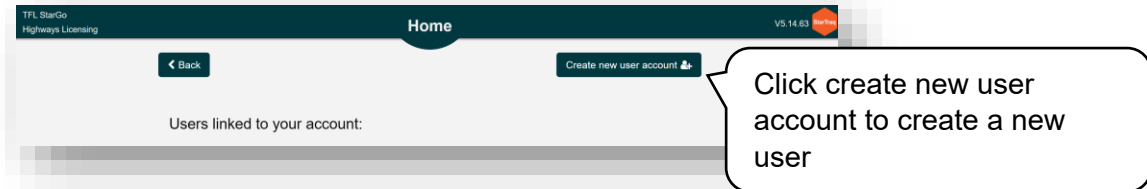
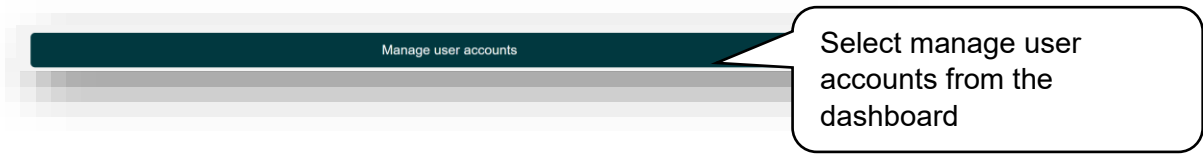
Use the dropdown list to see what documents are needed for each licence or service type. You will need to add these to your account prior to submitting an application

Documents already held on the account will show in account documents, along with expiry date and status. If expired, you must upload a new document using the upload icon. You can also delete, or download using the bin or download icons.

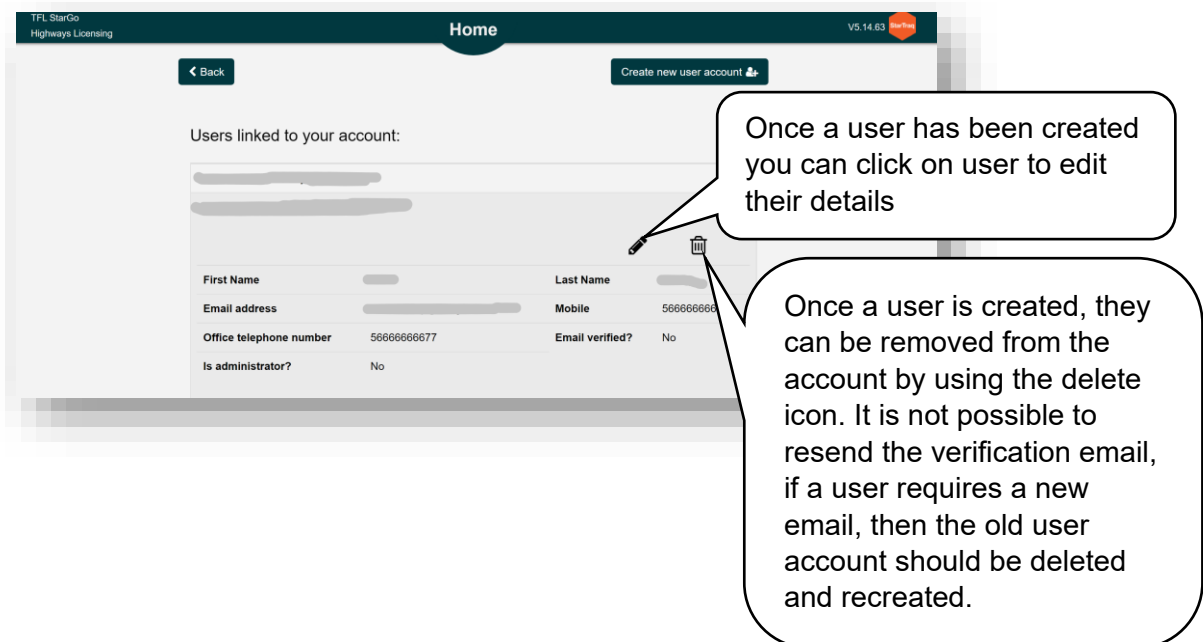
#	Document type	Date uploaded	Expires	Status	Actions
1	Public liability insurance	01/09/2022 15:25:47	02/09/2022	Expired	Bin, Download

Manage User Accounts

You can use the manage user accounts to add multiple users to the same company account.

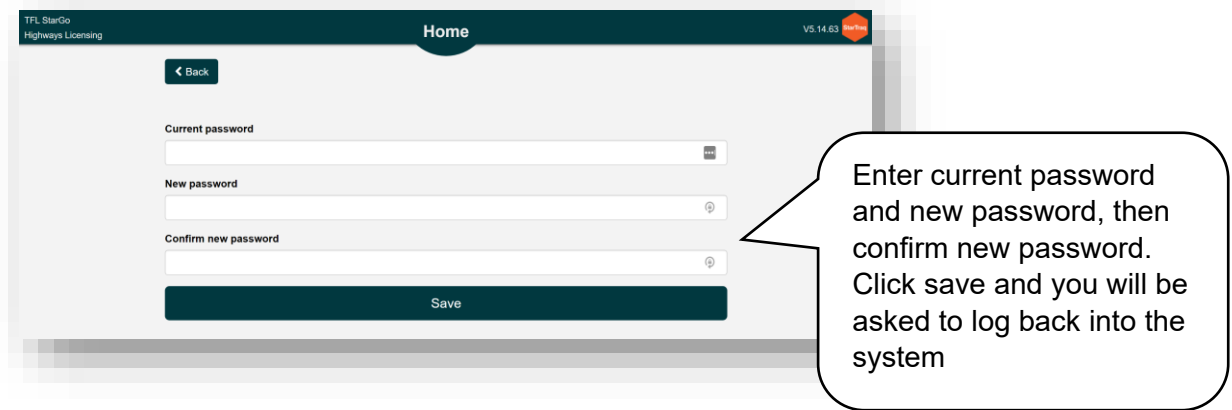
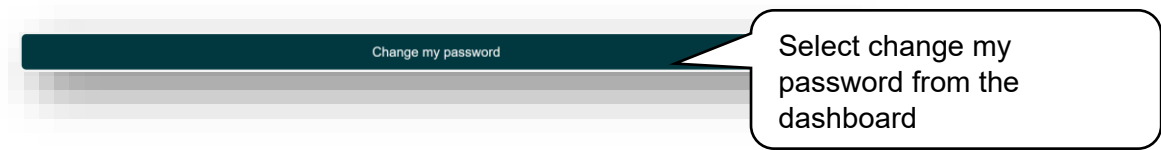


Note: The user will receive an email to set a password for the account and verify. The account will be ready to use once the user has set password and verified the account.



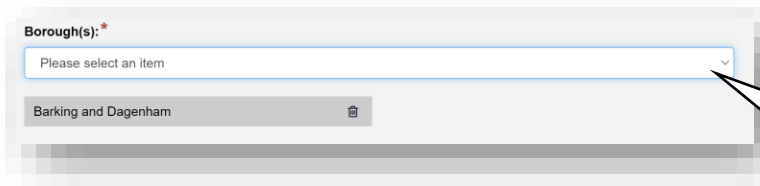
Change My Password

If you wish to change your password, you can use the change my password function. Please note you will need to know your current password to change it.



Common Form Functions

Selecting borough(s)

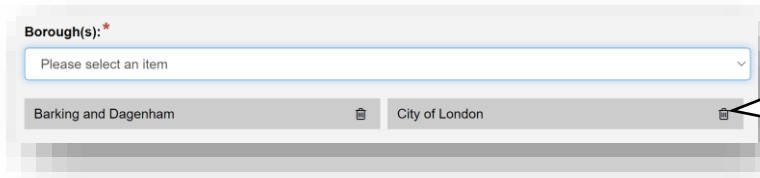


Borough(s):*

Please select an item

Barking and Dagenham

Use the drop-down list to select one or multiple



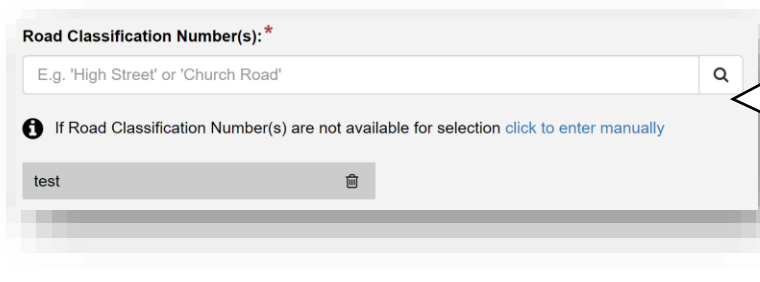
Borough(s):*

Please select an item

Barking and Dagenham City of London

Use the bin icon to remove unwanted boroughs

Selecting road classifications



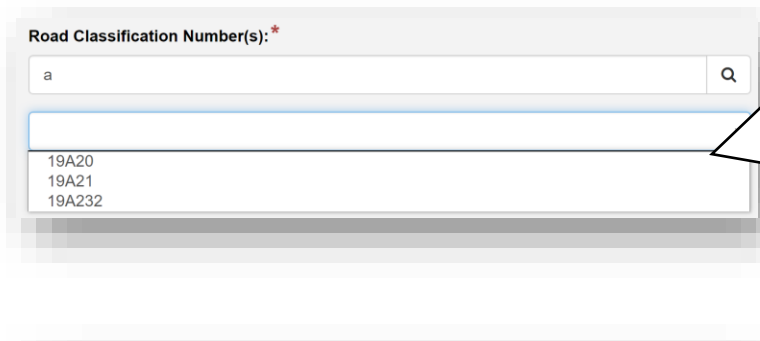
Road Classification Number(s):*

E.g. 'High Street' or 'Church Road'

i If Road Classification Number(s) are not available for selection [click to enter manually](#)

test

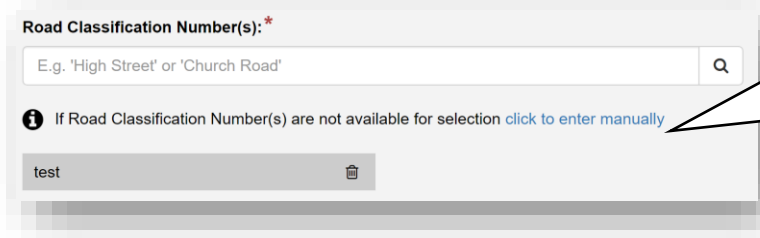
You can search for road classifications by entering "A" to search for all "A road" classifications associated with the borough(s) selected



Road Classification Number(s):*

19A20
19A21
19A232

A list will then be available of all "A road" classifications found, which will then allow you to make one or multiple selections from the drop-down list



Road Classification Number(s):*

E.g. 'High Street' or 'Church Road'

i If Road Classification Number(s) are not available for selection [click to enter manually](#)

test

If you are unable to find the correct road classification, then you can click enter manually

Road Classification Number(s):

Click to use search

test 19A20

Enter the road classification number and click the “+” icon to add the road classification to your application

Selecting road names

Road Name(s):*

If Road Name(s) are not available for selection [click to enter manually](#)

RIPPLE ROAD
 ALFRED'S WAY
 BARNET BY-PASS

You can search for road names by entering your search criteria, e.g. “Alf” for road names associated to the borough(s) selected with “Alf” in the name

Road Name(s):*

ALFRED'S WAY
 ALFRED'S WAY SOUTH SIDE ENTRY SLIP
 ALFRED'S WAY SOUTH SIDE EXIT SLIP

A list will then be available of all road names found, which will then allow you to make one or multiple selections from the drop-down list

Road Name(s):*

If Road Name(s) are not available for selection [click to enter manually](#)

If you are unable to find the correct road name you can click enter manually

Road Name(s):

Click to use search

Enter the road name and click the “+” icon to add the road classification to your application

Customer Support:

Please use the details below to make contact with one of our representatives should you encounter any technical problems with the software, or have any process related queries with your application:

Application Type	Contact Details
<p>Bus Stop/Stand Suspensions or Diversions</p> <p><u>Central:</u> Camden, City of London, Ealing, Hammersmith & Fulham, Hounslow, Islington, Kensington & Chelsea, Spelthorne (Surrey), Westminster</p>	<p>Central.RSM@TfL.gov.uk</p>
<p><u>North:</u> Barking & Dagenham, Barnet, Brent, Enfield, Essex, Harrow, Haringey, Havering, Hertfordshire, Hillingdon, Newham, Redbridge, South Bucks, Slough, Tower Hamlets, Waltham Forest</p>	<p>North.RSM@TfL.gov.uk</p>
<p><u>South:</u> Bexley, Bromley, Croydon, Greenwich, Kent, Kingston, Lambeth, Lewisham, Merton, Richmond, Southwark, Surrey (not Spelthorne), Sutton, Wandsworth</p>	<p>South.RSM@TfL.gov.uk</p>
<p>Temporary Traffic Regulation Order Applications Temporary Suspensions of Parking, Loading, and Disabled Bays & Bus Lanes</p>	<p>RPUtilityTrafficOrders@TfL.gov.uk</p>
<p>Mobile Crane Licence Applications</p>	<p>RPCraneLicencing@TfL.gov.uk</p>
<p>Lane Rental Waiver Requests</p>	<p>LaneRentalQueries@TfL.gov.uk</p>