



Vehicle Booking System

User Guide for Directors

How to request a vehicle, follow its approval, and stay informed

Ministry of Health – Sri Lanka

Transport Branch

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1. Welcome to VBS

The Vehicle Booking System (VBS) is the Ministry of Health's online way to book an official vehicle. Instead of paper forms and phone calls, you fill in one short form. The system then sends it to the right approvers and to the Transport Branch, and shows you where it is at every step.

This guide is written for Directors. It shows, with pictures, everything you need to:

- log in, and reset your password if you forget it;
- request a vehicle and follow it until the trip is complete;
- understand who approves your request and how long each stage is taking;
- turn on notifications so you know the moment something changes;
- add staff who can book vehicles for you, and choose your branch's approvers.

How a request travels

Every request follows the same simple journey:



You can see the current position of every request at any time on the My Requests page (Section 7).

What you need

- A phone, tablet or computer with internet access. VBS works in any modern browser (Chrome, Edge, Safari).
- Your VBS account: your **email address** and **password**.
- The VBS address: **<https://vbs.health.gov.lk>**

NOTE Don't have an account yet?

On the login page, click **create an account**. Fill in your details and choose your branch. Your account is checked by the Transport Branch or the system administrator; you can log in once it has been approved.

2. Getting Started

Open VBS

Type **https://vbs.health.gov.lk** into your browser's address bar. Bookmark it so it is always one tap away.

Install VBS on your phone (recommended)

VBS can sit on your home screen like an app. It opens faster and can show notifications.

- **Android / Chrome:** when a blue "Install VBS App" banner appears at the bottom of the screen, tap **Install**. If you don't see it, open the browser menu (⋮) and choose **Add to Home screen** or **Install app**.
- **iPhone / Safari:** tap the **Share** button (the square with an arrow), then **Add to Home Screen**.

Your dashboard

After you log in you arrive at your Dashboard. It shows a count of your requests and quick buttons for the things you do most.

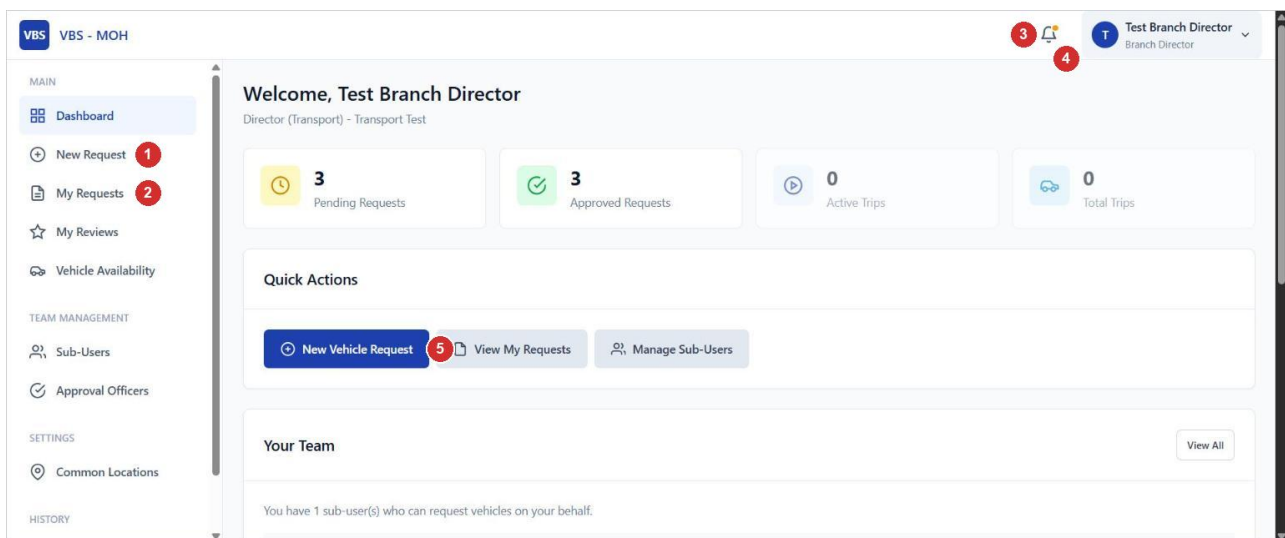


Figure 2.1 – The Director dashboard

- 1 New Request** – start a new vehicle request.
- 2 My Requests** – see all your requests and where each one is.
- 3 Notification bell** – turn on instant alerts (Section 9).
- 4 Your name** – open your profile, change your password or log out.
- 5 New Vehicle Request** – the same as New Request, as a big button.

The menu on the left

Menu item	What it is for
Dashboard	Your home page with summary counts.
New Request	Book a vehicle.
My Requests	Track, edit or cancel your requests.

Menu item	What it is for
My Reviews	Rate a completed trip (driver and service).
Vehicle Availability	See which vehicles are free on a date.
Sub-Users	Staff who can book vehicles on your behalf (Section 10).
Approval Officers	Who approves your branch's requests (Section 10).
Trip History	Past trips.

TIP On a phone the menu is hidden

Tap the ☰ button at the top left of the screen to open it.

3. Logging In

Open <https://vbs.health.gov.lk>. The login page appears.

The screenshot shows the VBS login page. At the top is the VBS logo. Below it is the heading 'Welcome Back' and the subtext 'Sign in to access the Vehicle Booking System'. There are two tabs: 'Staff Login' (selected) and 'Driver Login'. Below the tabs are two input fields: 'Email Address' with the value 'moh.fmis2024@gmail.com' (callout 1) and 'Password' (callout 2). Below the password field is a 'Remember me' checkbox (callout 3) which is checked, and a 'Forgot password?' link (callout 5). Below these is a large blue 'Sign In' button (callout 4). At the bottom, there is a link 'New to VBS?' and a note: 'Directors can create an account to start booking vehicles.'

Figure 3.1 – The login page

- 1** Type your **email address**. Make sure the **Staff Login** tab is selected (Driver Login is only for drivers).
- 2** Type your **password**. Tap the eye icon if you want to see what you typed.
- 3** **Remember me** is ticked for you. It keeps you logged in on this device for 30 days, so you don't have to log in every time.
- 4** Click **Sign In**. Your dashboard opens.
- 5** Forgot your password? Click **Forgot password?** (Section 4).

IMPORTANT Using a shared or office computer?

Untick **Remember me** before you sign in, and always log out when you finish: click your name at the top right, then **Logout**.

Without "Remember me", VBS logs you out automatically after 2 hours of no activity. Just log in again – nothing you saved is lost.

4. Forgot Your Password?

You can set a new password yourself in a few minutes. You need access to the email inbox of your VBS account.

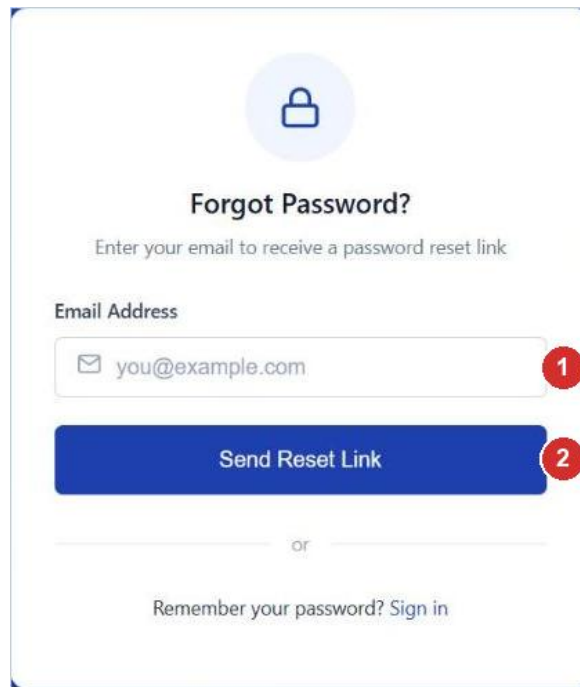


Figure 4.1 – The Forgot Password page

- 1 On the login page click **Forgot password?**, then type the **email address** of your VBS account.
- 2 Click **Send Reset Link**.
3. Open your email. You will receive a message from VBS with a **Reset Password** link. Click it.
4. Type your new password twice (at least 6 characters) and click **Reset Password**.
5. Go back to the login page and sign in with the new password.

IMPORTANT The reset link works for 1 hour only

If it has expired, simply request a new one. If no email arrives within 10 minutes, check your Spam / Junk folder, then contact the Transport Branch.

Changing your password while logged in

Click your name at the top right, then choose **Change Password**.

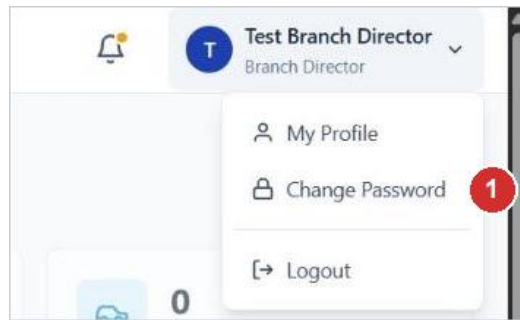


Figure 4.2 – Your account menu

A screenshot of a 'Change Password' form. The form has a title 'Change Password' and a subtitle 'Update your account password'. Below this is a section titled 'Update Password'. It contains three input fields: 'Current Password *' with a red asterisk, 'New Password *' with a red asterisk, and 'Confirm New Password *' with a red asterisk. The 'Current Password' field is filled with dots. The 'New Password' field contains the placeholder text 'Enter new password'. The 'Confirm New Password' field contains the placeholder text 'Confirm new password'. At the bottom of the form, there are two buttons: a blue 'Change Password' button and a grey 'Back to Profile' button. A red circle with the number '1' is next to the 'Current Password' field, a red circle with the number '2' is next to the 'New Password' field, and a red circle with the number '3' is next to the 'Back to Profile' button.

Figure 4.3 – Change Password

- 1** Type your **current password**.
- 2** Type the **new password** and type it again to confirm.
- 3** Click **Change Password**.

5. Requesting a Vehicle

Click **New Request** in the menu. The request form has **6 short steps**. The circles at the top show where you are; a green circle means that step is done. Use **Next** and **Previous** to move between steps – nothing is sent until you press Submit on the last step.

TIP Before you start

Have the trip date and times, the destination, the number of passengers and the travelling officer's mobile number ready. You can book up to 30 days ahead.

Step 1 – Basic Details

The screenshot displays the 'Basic Details' step of a 6-step process. At the top, a progress bar shows steps 1 through 6. Step 1, 'Basic Details', is the current step. The form contains the following fields:

- Travel Type ***: Two radio button options. 'Local Travel' is selected, with a subtext 'Within Colombo, Kalutara, or Gampaha districts — needs one approval'. 'Outstation Travel' is unselected, with a subtext 'Outside Colombo/Kalutara/Gampaha — needs two approvals (Approval Officer, then Additional Secretary)'.
- Approval Officer(s) ***: A checkbox labeled 'Test Branch DDG Level' is checked. Below it, a note says 'Select at least one officer. Primary officer is pre-selected. You may select multiple.'
- Purpose of Travel ***: A text area containing the text 'Attend the monthly progress review meeting on hospital transport services.' A character count '74/600 characters' is visible at the bottom right of the text area.
- Required Seats ***: A numeric input field showing '3', flanked by minus and plus buttons. The text 'passengers in total' is to the right.

A 'Next >' button is located at the bottom right of the form.

Figure 5.1 – Step 1: Basic Details (local travel)

- 1 Travel Type** – choose **Local Travel** (within Colombo, Kalutara or Gampaha districts) or **Outstation Travel** (anywhere else). This decides how many approvals are needed – see Section 6.
- 2 Approval Officer(s)** – your branch's main Approval Officer is already ticked. You may tick more than one; whoever acts first approves it.
- 3 Purpose of Travel** – say clearly why the vehicle is needed (up to 600 characters). Approvers read this.
- 4 Required Seats** – the total number of passengers. Use – and + to change it.
- 5** Click **Next**.

For outstation travel

When you choose Outstation Travel, a second box appears asking you to pick the Additional Secretary who gives the final approval.

The screenshot shows the 'Basic Details' step of a 6-step process. The steps are: 1. Basic Details, 2. Date & Time, 3. Location, 4. Options, 5. Contact, and 6. Review. Under 'Travel Type', 'Outstation Travel' is selected with a red '1' next to it. Below this, 'Approval Officer(s)' has 'Test Branch DDG Level' selected. 'Additional Secretary(ies)' has 'Test Additional Secretary (Test User)' selected with a red '2' next to it. The 'Purpose of Travel' text area contains 'Field inspection of the new ambulance service at Teaching Hospital Kandy.' and 'Required Seats' is set to 2.

Figure 5.2 – Step 1 for outstation travel

- 1** Outstation Travel is selected.
- 2** Additional Secretary(ies) – tick at least one. This person gives the second, final approval.

Step 2 – Date & Time

Figure 5.3 – Step 2: Date & Time

- 1 Start Date** – the day of travel (today up to 30 days ahead).
- 2 Departure Time** – when the vehicle should pick you up.
- 3 Return Date** – it starts as the same day and moves forward automatically if you change the start date. Change it for trips that last more than one day.
- 4 Return Time** – when you expect to be back (an estimate is fine).
- 5** Check the blue summary line, then click **Next**.

Step 3 – Location & Route

1 Basic Details 2 Date & Time 3 Location 4 Options 5 Contact 6 Review

Location & Route

Starting Location * 1

Ministry of Health - Castle Street

Type a custom location or select from suggestions

Destination * 2

National Hospital of Sri Lanka

Type a custom location or select from suggestions

Fri, Oct 2, 2026, 9:00 AM from Ministry of Health - Castle Street → National Hospital of Sri Lanka

Route Details (Optional) 3

Via Ward Place. Wait at the hospital and bring the officers back after the meeting.

Example Route

Route: Colombo (Pickup) -> Kandy -> Nuwara Eliya -> Colombo (Drop-off)

Stops:

- Kandy District Office (30 mins)
- Nuwara Eliya Base Hospital (2 hours meeting)

< Previous 4 Next >

Figure 5.4 – Step 3: Location & Route

- 1 **Starting Location** – start typing and pick from the suggestions, or type your own place.
- 2 **Destination** – where you are going, in the same way.
- 3 **Route Details** (optional) – stops on the way, waiting instructions, anything the driver should know. The blue box shows an example.
- 4 Click **Next**.

Step 4 – Options

1 Basic Details 2 Date & Time 3 Location 4 Options 5 Contact 6 Review

Additional Requirements

☒ **Air Conditioning Required** 1
Request an air-conditioned vehicle

☐ **Executive Officer Transport**
Is this vehicle required for transporting executive officers?

☐ **Goods Transport Required**
Need to transport goods or equipment

< Previous 2 Next >

Figure 5.5 – Step 4: Additional Requirements

- 1 Tick any extras you need: **Air Conditioning**, **Executive Officer Transport** (a vehicle suitable for senior officers) or **Goods Transport** (you will be asked what goods).
- 2 Click **Next**. If you need none of these, just click Next.

Step 5 – Contact Person

This is the person who is actually travelling. The driver and the Transport Branch will phone this number – so it must be a mobile that will be answered on the day.

The screenshot shows the 'Contact Person & Special Requests' form. At the top, a progress bar indicates six steps: 1. Basic Details, 2. Date & Time, 3. Location, 4. Options, 5. Contact (highlighted), and 6. Review. The form title is 'Contact Person & Special Requests'. Below it, a section titled 'Travelling Officer / Contact Person *' explains that the officer will travel and the driver/branch will call this number. A checkbox 'I am travelling myself' is checked and marked with a red '1'. The 'Name' field contains 'Test Branch Director'. The 'Designation' field contains 'Director (Transport)'. The 'Mobile Number' field contains '0714771399' and is marked with a red '2'. A note below the mobile number field says 'Sri Lankan mobile number, e.g. 0712345678'. The 'Also travelling' section shows 'Mr. S. Perera' as an accountant with mobile number '0771234567', marked with a red '3'. There is a '+ Add another person' button. The 'Special Notes/Comments' section, marked with a red '4', contains the text 'Please call the travelling officer 15 minutes before arrival.' and a character count of '61/300 characters'. At the bottom, there are 'Previous' and 'Next' buttons, with the 'Next' button marked with a red '5'.

Figure 5.6 – Step 5: Contact Person & Special Requests

- 1 I am travelling myself** – ticked for you, so your own name and number are filled in. If someone else is travelling, untick it and type their details.
- 2 Name and Mobile Number** are required. Use a Sri Lankan mobile number such as 0712345678 (not a landline).
- 3 + Add another person travelling** (optional) – add up to 5 more travellers. Their mobile number is optional.
- 4 Special Notes** (optional) – any other instructions, up to 300 characters.
- 5 Click Next.**

Step 6 – Review & Submit

VBS shows everything you entered on one page. Read it carefully.

1 **2** **3** **4** **5** **6**

Basic Details Date & Time Location Options Contact Review

1 **Review Your Request**

Basic Details

Travel Type Local

Purpose Attend the monthly progress review meeting on hospital transport services.

Seats Required 3

Date & Time

Travel Date 2026-10-02

Departure Time 09:00

Return Date 2026-10-02

Return Time 13:00

Location

Site/ing location Ministry of Health - Castle Street

Destination National Hospital of Sri Lanka

Approval Officer(s)

Test Branch DDG Level

Travelling Officer / Contact Person

Name Test Branch Director (Director (Transport))

Mobile 0714771399

Also travelling Mr. S. Perera (Accountant) - 0771234567

Additional Options

AC Required

Special Notes

Please call the travelling officer 15 minutes before arrival.

Please Review

Please review all details carefully before submitting. Requests cannot be edited after submission.

< Previous **2** **3** ✓ Submit Request

Figure 5.7 – Step 6: Review Your Request

- 1** Check each section – details, date and time, locations, approvers and contact person.
- 2** Something wrong? Click **Previous** (or tap a numbered circle at the top) to go back and fix it.
- 3** All correct? Click **Submit Request**.

After you submit

You are taken to My Requests, with a green confirmation message. Your request now has its own number (for example VBS-2026-0204).

The screenshot shows the 'My Vehicle Requests' page. At the top, a green banner with a red circle containing the number 1 says 'Booking request submitted successfully!'. Below this is the 'My Vehicle Requests' header with a 'New Request' button. A filter bar shows 'Today', 'Last 7 Days' (selected), and various status filters: 'All' (3), 'Pending Approval' (2), 'Awaiting Allocation' (0), 'Allocated' (0), 'Completed' (0), and 'Cancelled' (1). The main content area displays a request for 'VBS-2026-0204'. It includes details like 'TRAVEL DATE: 02 Oct 2026', 'DEPARTURE: 09:00 AM', 'SEATS: 3', and 'REQUESTED: 28 Sep 2026'. The status is 'Local Pending Approval' with a red circle containing the number 2 and a 'View Full Details' link. Below the status, it shows the route from 'Ministry of Health - Castle Street' to 'National Hospital of Sri Lanka'. Further down, it lists 'Travelling' information for 'Test Branch Director (Director (Transport))' with a phone number and a '+1 more' link. The 'Purpose' is 'Attend the monthly progress review meeting on hospital transport services.' At the bottom, a yellow strip with a red circle containing the number 3 indicates 'Waiting for Approval Officer - Stage 1 of 1' and provides contact information for 'Test Branch DDG Level' (DDG(Logistics), phone number 0718540371, and email resource.advanced.lk@gmail.com).

Figure 5.8 – Request submitted successfully

- 1 The green message confirms your request was sent.
- 2 Your new request appears at the top with its status – here **Pending Approval**.
- 3 The yellow strip tells you exactly who it is waiting for, with their phone number and email.

TIP Your approver is notified automatically

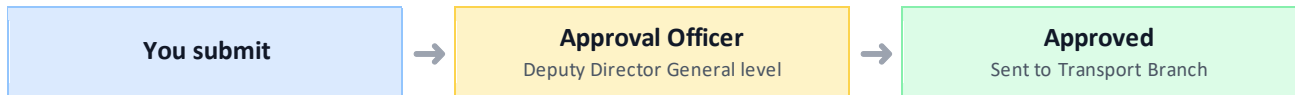
You do not need to phone or email them to say you have sent a request. Use their number only if the request has been waiting too long.

6. How Approval Works

Every request must be approved before a vehicle is allocated. How many approvals depends on where you are travelling.

Local travel – one approval

Within Colombo, Kalutara or Gampaha districts.



Outstation travel – two approvals

Anywhere outside the three districts.



Branches approved directly by an Additional Secretary

Some branches have no Approval Officer. In these branches every request – local or outstation – goes straight to the Additional Secretary, who gives the only approval. The request form shows this automatically; you do not need to do anything different.



What each approver can do

- **Approve** – the request moves to the next stage (or to the Transport Branch if it was the last stage).
- **Reject** – the request stops. You will see **Rejected**. You can make a new request if needed.

After the final approval, the Transport Branch allocates a vehicle and driver. The Transport Branch may occasionally send a request back to you for changes; if that happens it returns to "Pending Approval" and you can edit it.

IMPORTANT No approver for your branch?

If the form says your branch has no approver, you cannot send the request yet. Assign one under Approval Officers (Section 10), or contact the Transport Branch.

7. Tracking Your Requests

Click **My Requests** in the menu. Every request you (or your sub-users) made is listed here, newest first.

Figure 7.1 – My Requests

- 1 Choose a period: **Today** or **Last 7 Days**. Click the selected one again to see all dates.
- 2 Filter by status – for example only requests **Awaiting Allocation**. The small number shows how many there are.

Reading a request card

Figure 7.2 – A request waiting for approval

- 1 The **badges** show the travel type and the current status.
- 2 **View Full Details** opens everything about the request (see below).
- 3 The "**Waiting for...**" strip shows who must act next, which stage it is at, how many days it has been waiting, and their phone and email. If it has been waiting too long, you can call them directly.
- 4 **Edit Request** and **Cancel Request** – available while the request is still waiting for approval.

Status badges

Badge	What it means
Pending Approval	Waiting for the Approval Officer (stage 1).

Badge	What it means
Awaiting Add. Secretary	Stage 1 is approved; waiting for the Additional Secretary (outstation trips).
Approved Awaiting Allocation	Fully approved. The Transport Branch is choosing a vehicle and driver.
Allocated	A vehicle and driver are assigned. The gate pass is ready.
Trip Started	The vehicle has left through the gate.
Trip Completed	The vehicle has returned. You can now rate the trip under My Reviews.
Rejected	An approver did not approve the request.
Cancelled	The request was cancelled (the reason is shown on the card).

Outstation request at stage 2

VBS-2026-0205
Outstation
Awaiting Add. Secretary
View Full Details

TRAVEL DATE
06 Oct 2026
DEPARTURE
06:00 AM
SEATS
2
REQUESTED
28 Sep 2026
1

Ministry of Health - Castle Street → Teaching Hospital - Kandy

Travelling: Test Branch Director (Director (Transport)) 0714771399
Purpose: Field inspection of the new ambulance service at Teaching Hospital Kandy.

Waiting for Additional Secretary · Stage 2 of 2
Test Additional Secretary (Test User) Addl. Secretary(Administration) 0710000000 panhindareading@gmail.com
2

Edit Request Cancel Request
Download Manual Approval Receipt

Figure 7.3 – Waiting for the Additional Secretary

- The badge now reads **Awaiting Add. Secretary** – the Approval Officer has already approved.
- The strip names the Additional Secretary and says **Stage 2 of 2**.

Full details

Click **View Full Details** on any card. A window opens with the travelling officer, route, schedule, requirements and notes. Scroll down to the end to see who it is waiting for.

Booking Details [X]

VBS-2026-0204 Local Pending Approval

TRAVELLING OFFICER / CONTACT PERSON

NAME	DESIGNATION	MOBILE
Test Branch Director	Director (Transport)	0714771399

ALSO TRAVELLING
Mr. S. Perera (Accountant) · 0771234567

REQUESTER INFORMATION

REQUESTED BY	DESIGNATION	BRANCH
Test Branch Director	Director (Transport)	N/A

REQUESTED DATE
28 Sep 2026 23:18

TRAVEL ROUTE

From: To:

Figure 7.4 – Booking details (top)

SPECIAL NOTES

Please call the travelling officer 15 minutes before arrival.

AWAITING APPROVAL FROM

Stage 1 — Branch Approval Officer **1**

BRANCH / UNIT	APPROVAL STAGE
Transport Test	1 of 1 (Approval Officer)

WAITING SINCE
28 Sep 2026 23:18

Sent to these approvers specifically when the request was raised:

Test Branch DDG Level DDG(Logistics) 0718540371 resource.advanced.lk@gmail.com	2
---	----------

Close

Figure 7.5 – Booking details: "Awaiting Approval From"

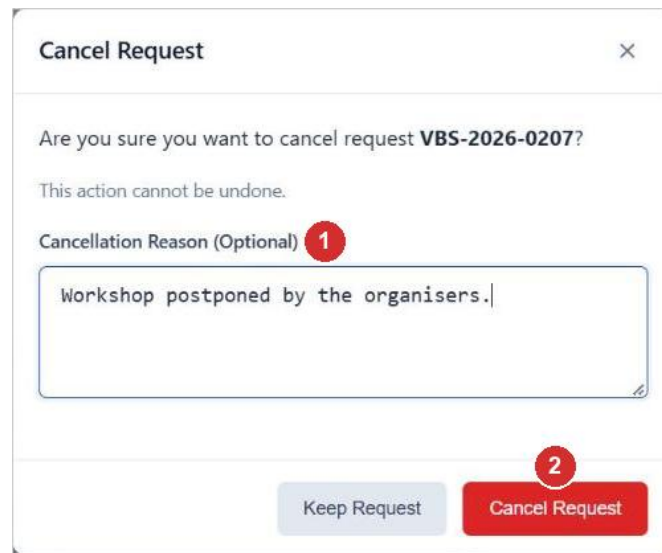
- 1** The current stage, your branch, and when it started waiting.
- 2** The approvers for this stage, with their phone number and email.

Editing a request

While a request is still waiting for approval you can correct it: click **Edit Request** on its card, change the details and save. Once it is approved it can no longer be edited – cancel it and make a new one instead.

Cancelling a request

If the trip is no longer needed, cancel it as early as possible so the vehicle can be given to someone else. Click **Cancel Request** on the card.



Cancel Request

Are you sure you want to cancel request **VBS-2026-0207**?

This action cannot be undone.

Cancellation Reason (Optional) **1**

Workshop postponed by the organisers.

2

Keep Request Cancel Request

Figure 7.6 – Cancel Request

- 1** Type a short **reason** (optional but helpful).
- 2** Click **Cancel Request**. Click **Keep Request** if you changed your mind.

IMPORTANT Cancelling cannot be undone

If you cancel by mistake, make a new request.

8. After Approval

Waiting for a vehicle

Once the last approval is given, the request goes to the Transport Branch for a vehicle and driver. The card turns green and shows the Transport Officer on duty today.

The screenshot shows a request card for VBS-2026-0206. At the top, it has tabs for 'Local', 'Approved' (highlighted in green), 'Awaiting Allocation', and 'View Full Details'. Below the tabs, it lists 'TRAVEL DATE' as 30 Sep 2026, 'DEPARTURE' as 10:00 AM, 'SEATS' as 2, and 'REQUESTED' as 28 Sep 2026. The route is from 'Ministry of Health - Castle Street' to 'Blood Bank Narahenpita'. The 'Travelling' section lists 'Test Branch Director (Director (Transport))' with phone number 0714771399. The 'Purpose' is 'Collect blood testing kits for the branch health camp.' There are buttons for 'Cancel Request' and 'Download Record'. A green box contains the message '✓ Approved — waiting for a vehicle' and 'Send the details to the Transport Officer on duty to speed up allocation.' Below this, it says 'ON DUTY TODAY P.A.S.P. Randeniya 0702695700' with a red circle containing the number 1. At the bottom of the green box is a button 'Send to Transport Officer on WhatsApp' with a red circle containing the number 2.

Figure 8.1 – Approved, waiting for a vehicle

- 1** The **Transport Officer on duty today** and their phone number. Tap the number to call.
- 2** **Send to Transport Officer on WhatsApp** – on a phone, this green button opens WhatsApp with all the trip details already typed. Just press Send. (On a computer the button is hidden; use the phone number instead.)

TIP When should I use WhatsApp?

Use it for urgent trips (for example today or tomorrow) to make sure the Transport Branch has seen your request. For trips further ahead there is no need – the Transport Branch sees every approved request.

Vehicle and driver allocated

When the Transport Branch allocates a vehicle, the card shows the vehicle, the driver and the driver's phone number. You will also receive an email.

VBS-2026-0089

Local Approved Trip Completed View Full Details

TRAVEL DATE: 28 Jul 2026 DEPARTURE: 08:00 AM SEATS: 3 REQUESTED: 28 Jul 2026

Ministry of Health - Colombo → Blood Bank Narahenpita

Purpose: This is test travel

✓ Vehicle & Driver Allocated 1

Vehicle: 65-9745 (Car) Driver: A S L Athukorala Driver Contact: 0714413522 2

View/Print Gate Pass 3

Gate Pass Scans

✓ Departure Scan Jul 28, 2026 10:12 AM ✓ Return Scan Jul 28, 2026 11:54 AM

Progress: 2 of 2 scans completed ✓ Trip Completed 4

Download Record

Figure 8.2 – Vehicle and driver allocated (trip completed)

- 1 **Vehicle & Driver Allocated** – vehicle number and type, and the driver's name.
- 2 The **driver's phone number** – tap to call on the day.
- 3 **View/Print Gate Pass** – open the gate pass for this trip.
- 4 **Gate Pass Scans** – ticks appear when security scans the vehicle out (departure) and back in (return).

The gate pass

The gate pass lets the vehicle leave and return through the Ministry gate. Security scans its QR code. The driver normally has it, but you can open, download or print it at any time.

Download PDF (Half Page) 3 Print Gate Pass Close

MINISTRY OF HEALTH
VEHICLE GATE PASS

1 Booking Ref: VBS-2026-0089

Date: 28 Jul 2026

Departure Time: 08:00 AM

Expected Return: 05:00 PM

Scan Code: 74543 2

Route: Ministry of Health - Colombo → Blood Bank Narahenpita

Vehicle: 65-9745 - Car (3 seats) Driver: A S L Athukorala (0714413522) Requester: Test Branch Director (0714771399) Branch: Transport Test

Status: Trip Completed

Figure 8.3 – Vehicle gate pass

- 1 The **QR code** – scanned by security at departure and return.
- 2 The **5-digit scan code** – typed in by security if the QR code cannot be scanned.
- 3 **Download PDF or Print Gate Pass** for a paper copy.

If a request is cancelled, its gate pass stops working automatically.

After the trip

When the trip is completed, please take a minute to rate the driver and the service under **My Reviews**. Reviews are confidential – the driver and officers do not see who wrote them – and they help the Transport Branch improve the service. You can submit a review within 30 days of the trip.

9. Turning On Notifications

With notifications on, VBS alerts you instantly – even when VBS is closed – for example when your request is fully approved, or when one of your sub-users books a vehicle for you. You also receive emails for approvals, rejections, allocations and cancellations.

The notification bell

The bell is at the top right of every page. Its small dot tells you the state:

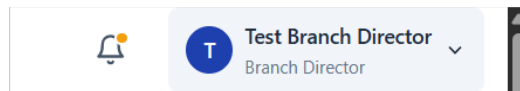


Figure 9.1 – Bell with an orange dot: notifications are OFF

What you see	Meaning
Bell with an orange dot	Notifications are off on this device. Click the bell to turn them on.
Bell with a green dot	Notifications are on. Nothing to do.
Bell with a line through it	Your browser has blocked notifications for VBS. See "If notifications are blocked" below.

Turn notifications on

1. Click the **bell** (orange dot).
2. Your browser asks: "vbs.health.gov.lk wants to show notifications". Click **Allow**.
3. The dot turns green and a message says **Notifications enabled**. Click the bell at any time to check.

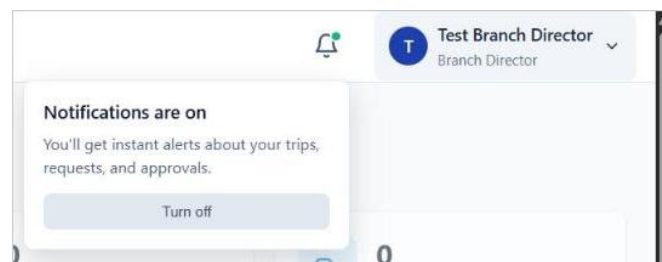


Figure 9.2 – Notifications are on

IMPORTANT Do this on every device you use

Notifications are set per device and browser. If you use VBS on your phone and your office computer, turn them on in both.

On an iPhone or iPad

Apple devices only show website notifications for apps on the home screen:

- Open VBS in **Safari**, tap **Share** → **Add to Home Screen**.
- Open VBS from the new home-screen icon and log in.

- Tap the bell and choose **Allow**. (Requires iOS 16.4 or newer.)

If notifications are blocked

If you clicked "Block" by mistake, the bell shows a line through it. Clicking it shows how to fix it:

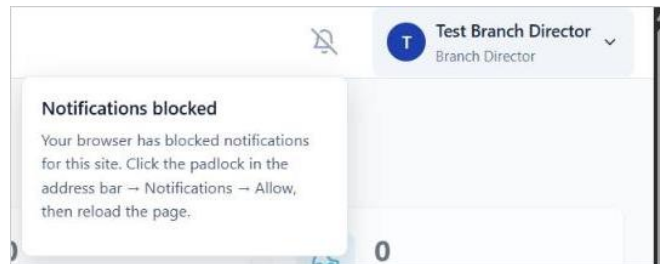


Figure 9.3 – Notifications blocked

- **Chrome / Edge on a computer:** click the padlock (or settings icon) to the left of the web address → **Notifications** → **Allow**. Then reload the page.
- **Chrome on Android:** tap : → **Settings** → **Site settings** → **Notifications**, find vbs.health.gov.lk and choose **Allow**.
- **iPhone:** Settings → Notifications → VBS → turn on **Allow Notifications**.

To stop notifications, click the bell (green dot) and choose **Turn off**.

10. Managing Your Branch

As a Director you can let staff book vehicles for you, and choose who approves your branch's requests.

Sub-Users – staff who book for you

A sub-user (for example your Staff Assistant or Management Assistant) can raise requests on your behalf. You can see those requests in your own My Requests, and you are notified when one is made.

Sub-Users
Manage staff who can request vehicles on your behalf

Your Sub-Users (1) 1 [+ Add Sub-User](#)

Name	Designation	Email	Phone	Status	Actions
Test Branch Sub User(Transport)	DO	tharuniya.lk1@gmail.com	0718540371	Active	Deactivate Reset Password 2

Figure 10.1 – Sub-Users

- 1 Add Sub-User** – create an account for a staff member.
- 2 Reset Password** – set a new password if they forget theirs. **Deactivate** stops them using VBS (for example on transfer).

Adding a sub-user

Sub-Users
Manage staff who can request vehicles on your behalf

Add New Sub-User [Cancel](#)

Full Name * Designation *
Start typing to pick from the list, or enter a new one

Email Address * Phone Number *

Initial Password *
User will be required to change this password on first login.

Figure 10.2 – Add New Sub-User

- Enter their **full name**, **designation**, **email** and **mobile number**.
- Set an **initial password** and give it to them privately. They must change it the first time they log in.
- Click **Add Sub-User**. They can log in straight away with their email.

Approval Officers and Additional Secretaries

Open **Approval Officers** in the menu. This page shows your branch's whole approval chain in two numbered sections.

Approval Officers

Manage who approves your branch's vehicle requests — local and outstation

Who approves your requests

Every request needs human approval, and the chain depends on the travel type:

- Local travel** — one approval, from an **Approval Officer** (Deputy Director General level) of your branch.
- Outstation travel** — two approvals: first the **Approval Officer**, then an **Additional Secretary** for the final sign-off.

Manage each group in its own section below. You can assign up to 4 of each; for Approval Officers, mark one as Primary to have them pre-selected on new requests.

1 Approval Officers

First approval — and the only one needed for local travel

Assigned Approval Officers (1)

Name	Designation	Email	Contact Number	Primary	Actions
Test Branch DDG Level	DDG(Logistics)	resource.advanced.lk@gmail.com	0718540371	<div>1</div> <div>Set as Primary</div>	<div>Remove</div>

Figure 10.3 – Section 1: Approval Officers

Section 1 – Approval Officers give the first approval, and the only one for local travel. You can assign up to 4.

- 1 Set as Primary** – the primary officer is ticked automatically on every new request form. **Remove** takes an officer off your branch.

Assign Approval Officer

Select Approval Officer

Choose an approval officer...

Assign to Branch **1**

2 Additional Secretaries **2**

Final approval — required for outstation travel only

Assigned Additional Secretaries (2)

Name	Designation	Email	Contact Number	Approval Stage	Actions
Dr. W.K. Wickremasinghe	Addl. Secretary(Medical Services)	addsecms@health.gov.lk	0112693175	Outstation — Final	<div>Remove</div>
Test Additional Secretary (Test User)	Addl. Secretary(Administration)	panhindareading@gmail.com	0710000000	Outstation — Final	<div>Remove</div>

Figure 10.4 – Assigning officers and Section 2: Additional Secretaries

- 1** To add an officer, choose a name from the list and click **Assign to Branch**.
- 2 Section 2 – Additional Secretaries** give the final approval for outstation travel. Add them the same way (up to 4).

IMPORTANT Keep your approvers up to date

If an approver retires, is transferred or goes on long leave, replace them here. Requests sent to someone who can no longer approve will wait with nobody to act on them.

11. Frequently Asked Questions

Q. How far ahead can I book?

A. Up to 30 days before the trip.

Q. My request has been "Pending Approval" for a long time. What should I do?

A. Open the request. The "Waiting for..." strip shows the approver's name, phone number and how many days it has been waiting. Call or email them. If none of the listed people can help, contact the Transport Branch.

Q. Local or outstation – which do I choose?

A. Local means within Colombo, Kalutara or Gampaha districts. Anywhere else is outstation, which needs a second approval from an Additional Secretary.

Q. Can I change a request after sending it?

A. Yes, while it is still waiting for approval – click Edit Request. After approval, cancel it and make a new one.

Q. Someone else is travelling, not me. What do I put?

A. In Step 5 untick "I am travelling myself" and enter the traveller's name and mobile number. The driver will call that number.

Q. Can my staff book vehicles for me?

A. Yes. Add them as Sub-Users (Section 10). You will see their requests in My Requests.

Q. I don't get any notifications.

A. Check the bell. Orange dot: click it and choose Allow. Line through the bell: notifications are blocked – follow Section 9. Remember to turn them on on each device.

Q. I get logged out often.

A. Tick "Remember me" when you log in on your own device. You stay logged in for 30 days of use.

Q. I forgot my password.

A. Click "Forgot password?" on the login page (Section 4). The reset link is valid for 1 hour.

Q. Who approves my requests?

A. See Approval Officers in the menu (Section 10). The request form also shows the approvers before you submit.

Need help?

If you have a problem that this guide does not answer, contact the Transport Branch, Ministry of Health. Please give your request number (for example VBS-2026-0204) so they can find it quickly.