Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts

ROVER guide: How to create a ROVER account

August 2023

How to create a ROVER account

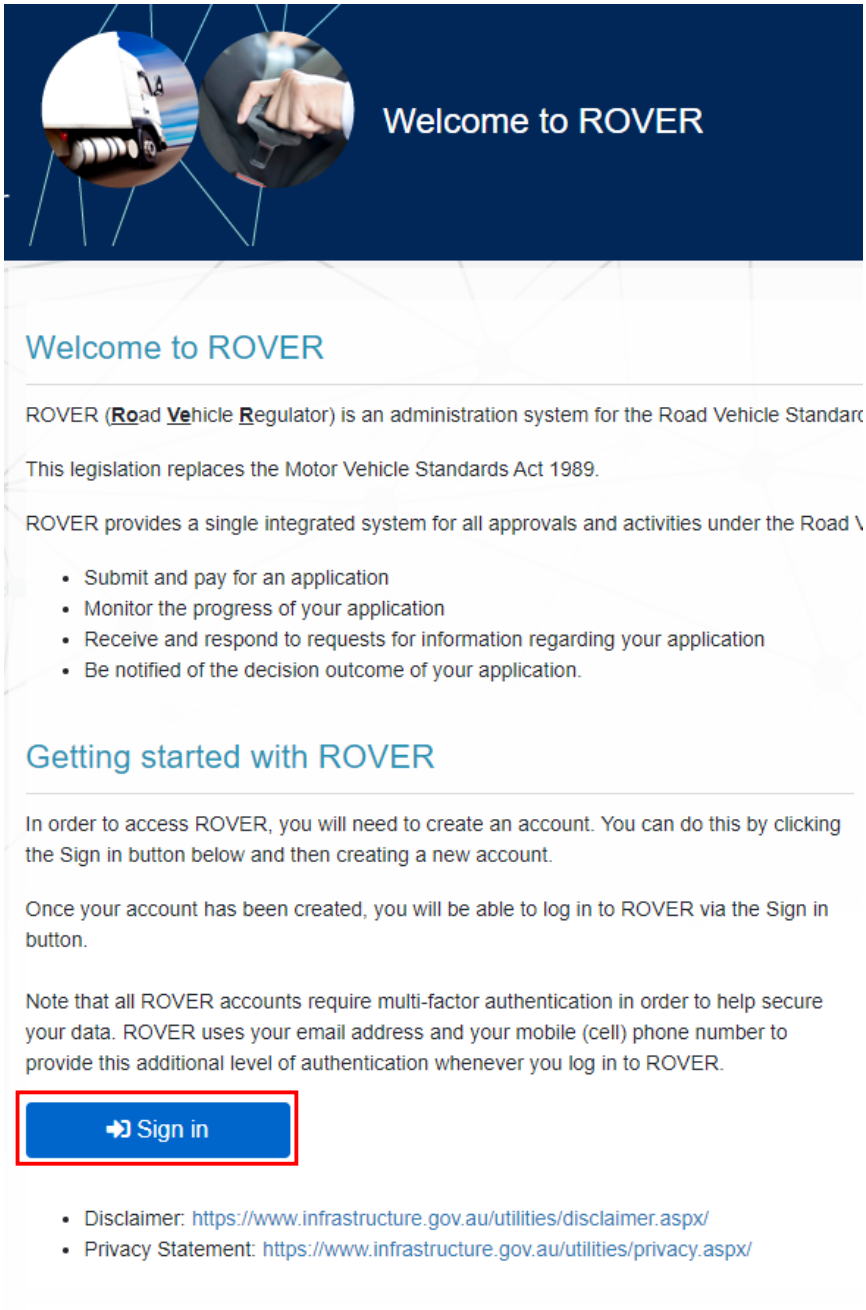
This guide shows you how to create a ROVER account with multifactor authentication.

Recommended browsers

The recommended browsers to use when accessing ROVER are: Chrome, Firefox or Microsoft Edge. Internet Explorer and Safari are not recommended.

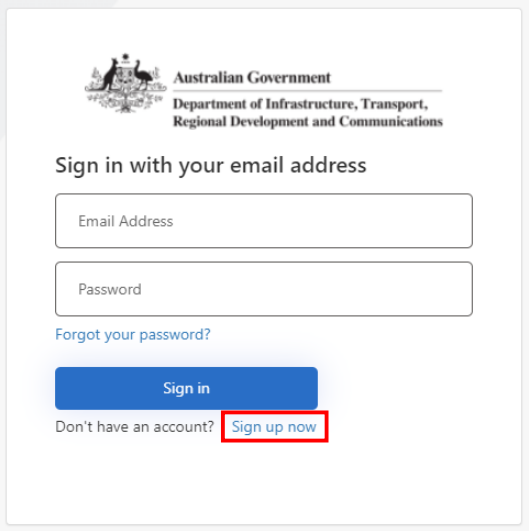
Step 1.

Go to ROVER and click on the **Sign in** button.



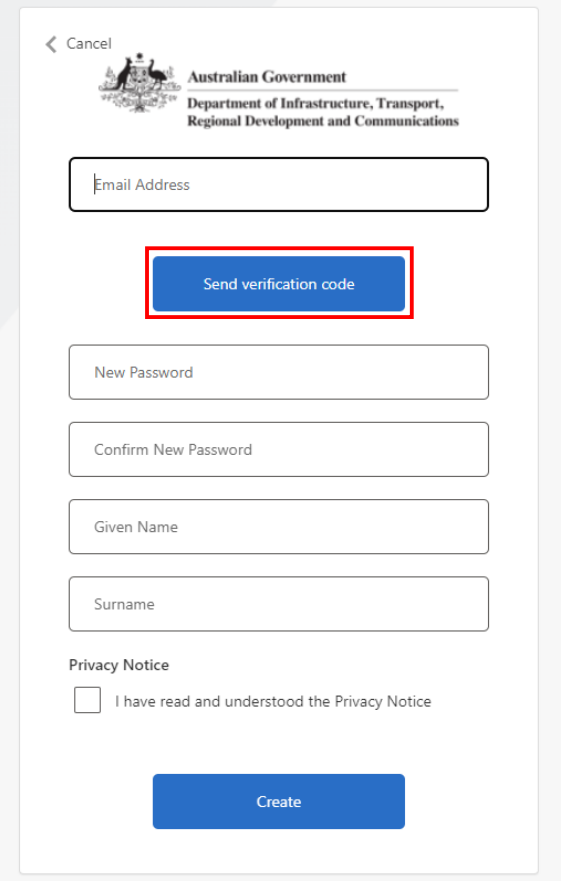
Step 2.

Click on the **Sign up now** link.



Step 3.

Verify your email address by typing your email address in the **Email Address** field. Then click on the **Send verification code** button.

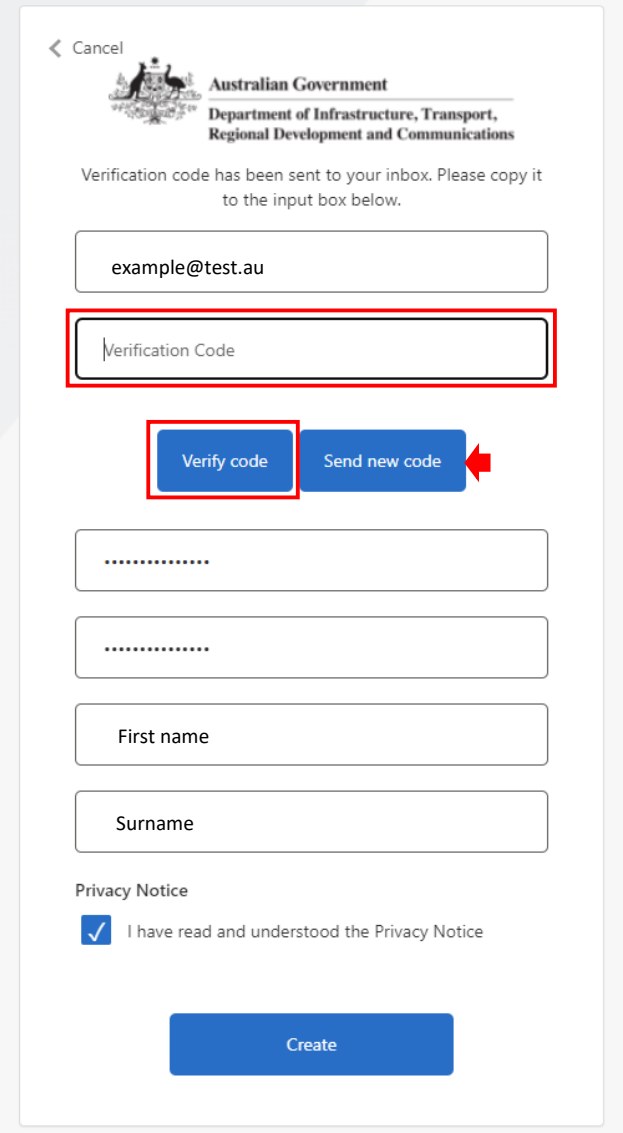


Step 4.

A 6-digit verification code will be emailed to the email address you provided. Type the verification code into the **Verification Code** field and click on the **Verify code** button.

> **Note:** The verification code will expire after 10 minutes. However, you can click on the **Send new code** button to get another.

If the verification code is slow to arrive check your junk or spam folder.

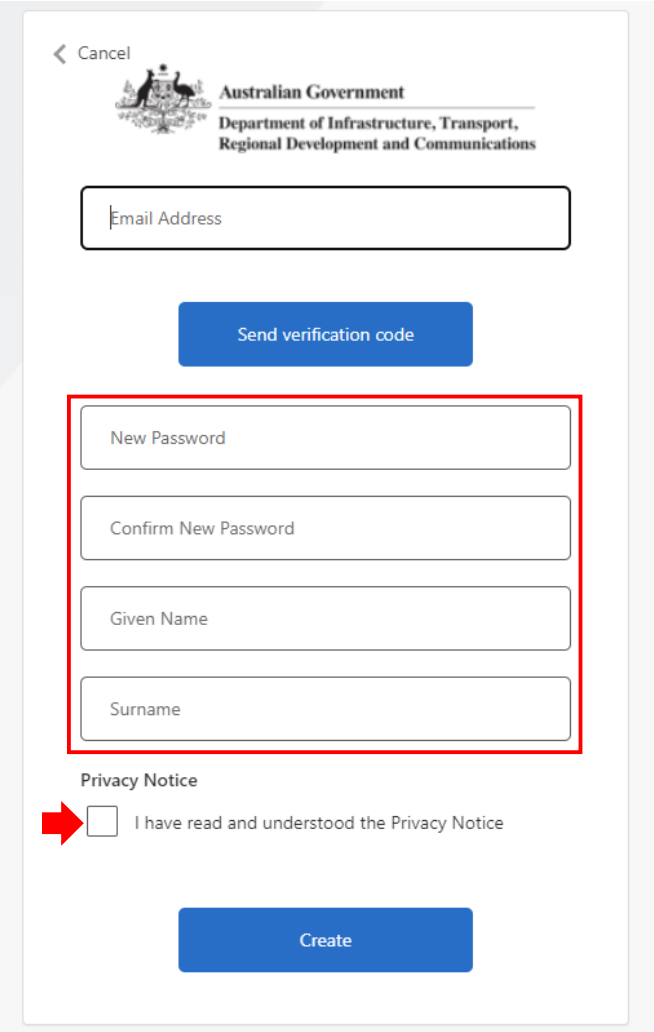


Step 5.

In the **New Password** field, type in the password you would like to use to access your ROVER account. It should be between 10 and 30 characters long.

Then add your first name and surname into the **Given Name** and **Surname** fields.

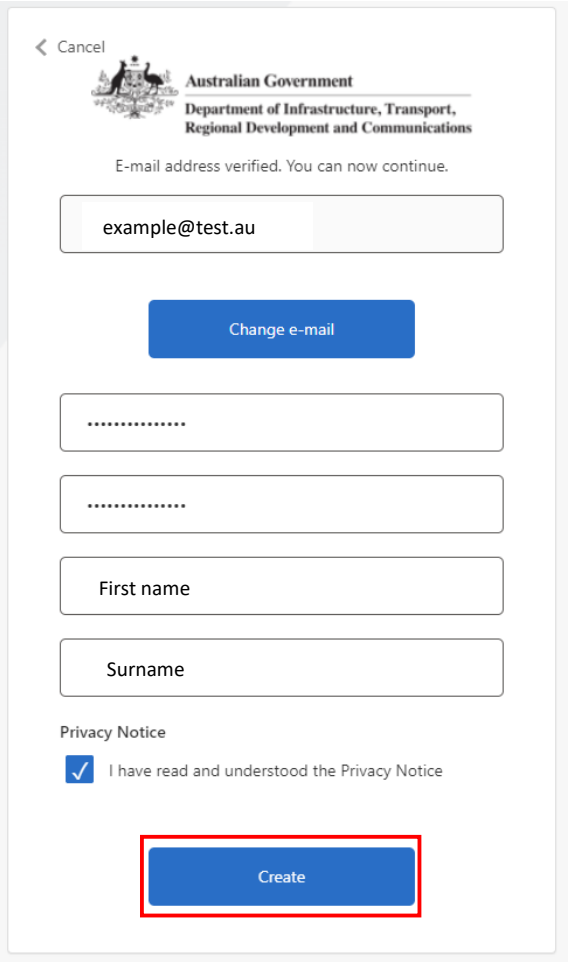
When you have completed all the fields, you will need to acknowledge that you have read and understood the Privacy Notice by ticking the **I have read and understood the Privacy Notice** box.



Step 6.

Finish creating your account. Click on the **Create** button to finish creating your account.

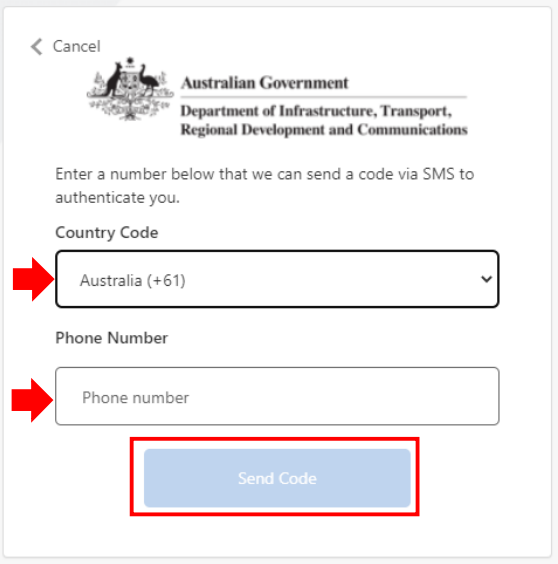
Note: Do not click on the **Change e-mail** button.



Step 7.

Now you will need to set up SMS authentication. Select your country from the **Country Code** drop down menu. Then type your mobile phone number in the **Phone number** field and click on the **Send Code** button. A 6-digit code will be sent to your mobile via SMS.

Note: If you are based outside Australia you can set up SMS authentication using an international mobile phone number.



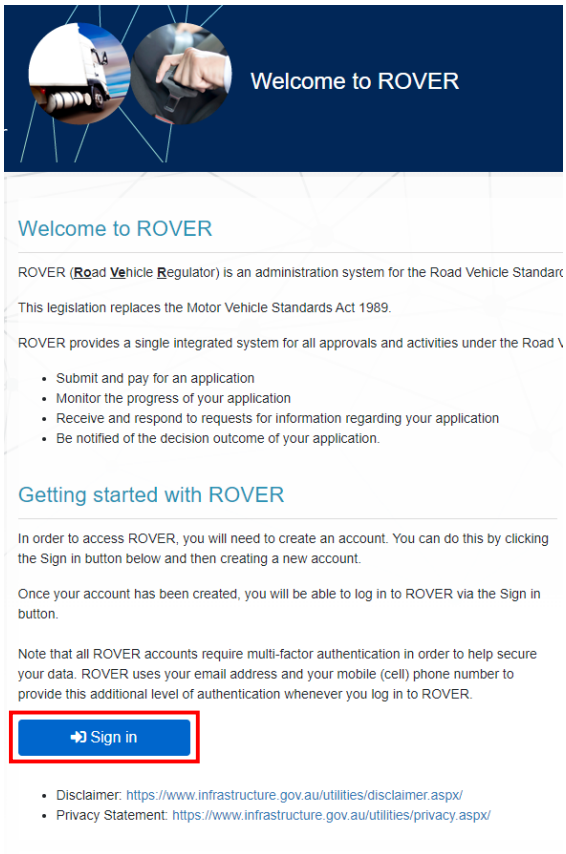
Step 8.

Check your mobile phone for an SMS. The SMS will include a 6-digit code that you need to enter into the **Enter your verification code below** field and then click on the **Verify Code** button**.** This will take you back to the **Welcome to ROVER** page.

Note: The code will expire after 10 minutes. You can click on the **send a new code** link to get another code.

Step 9.

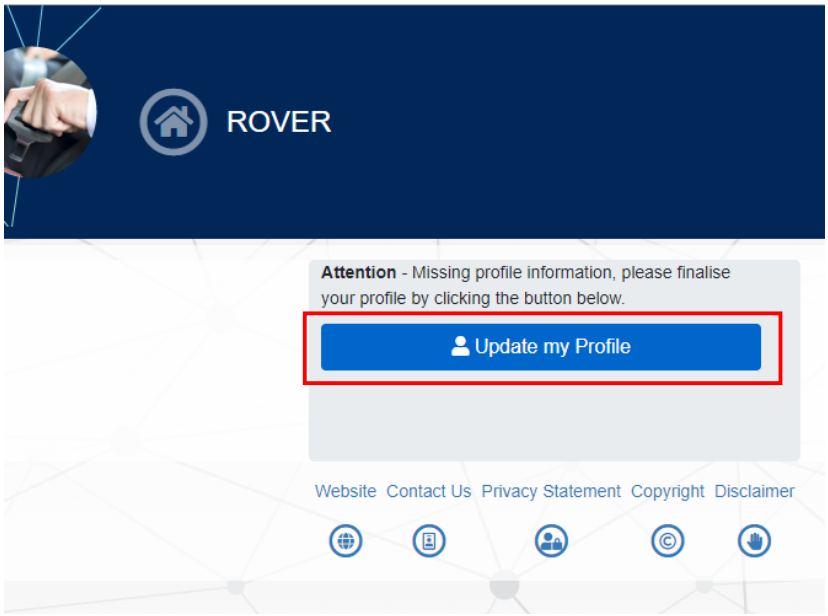
Next, complete your ROVER profile. From the **Welcome to ROVER** page. Click on the **Sign in** button.



Step 10.

A message will appear on the screen asking you to update your ROVER account profile.

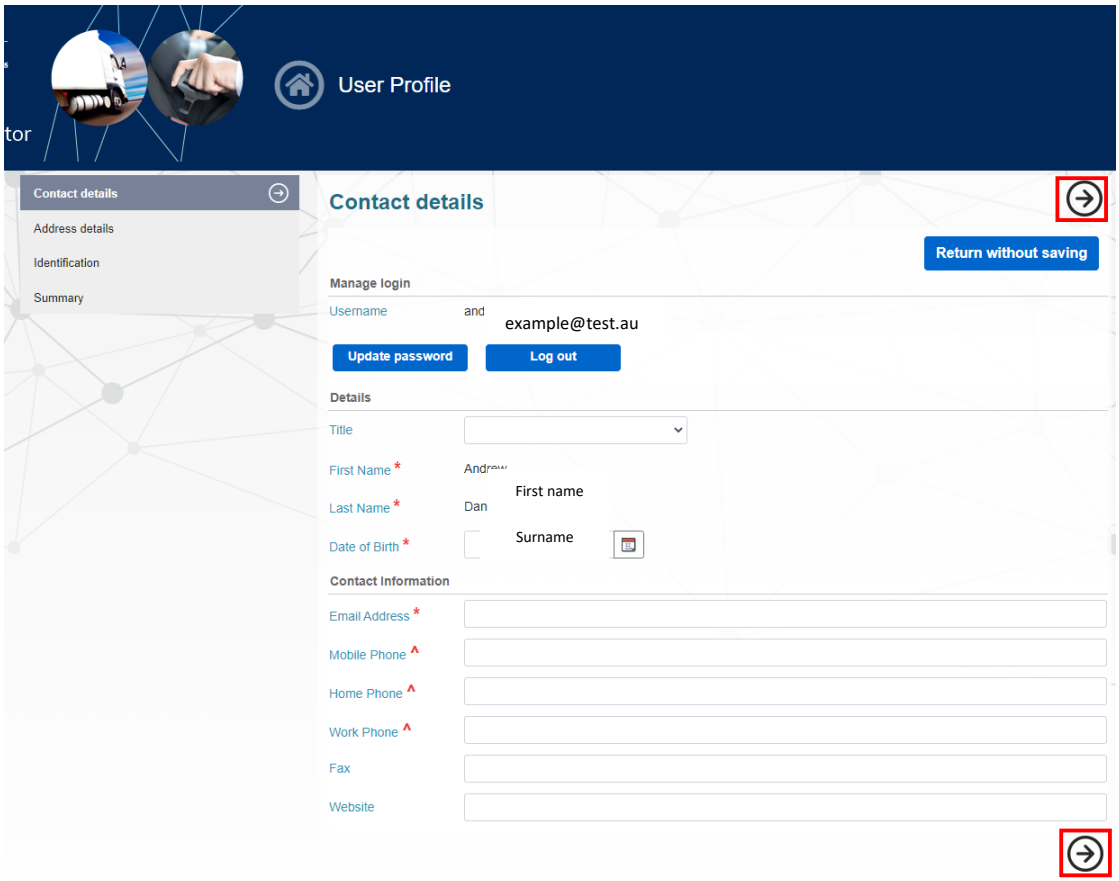
Click on the **Update my Profile** button to open the user profile page.



Step 11.

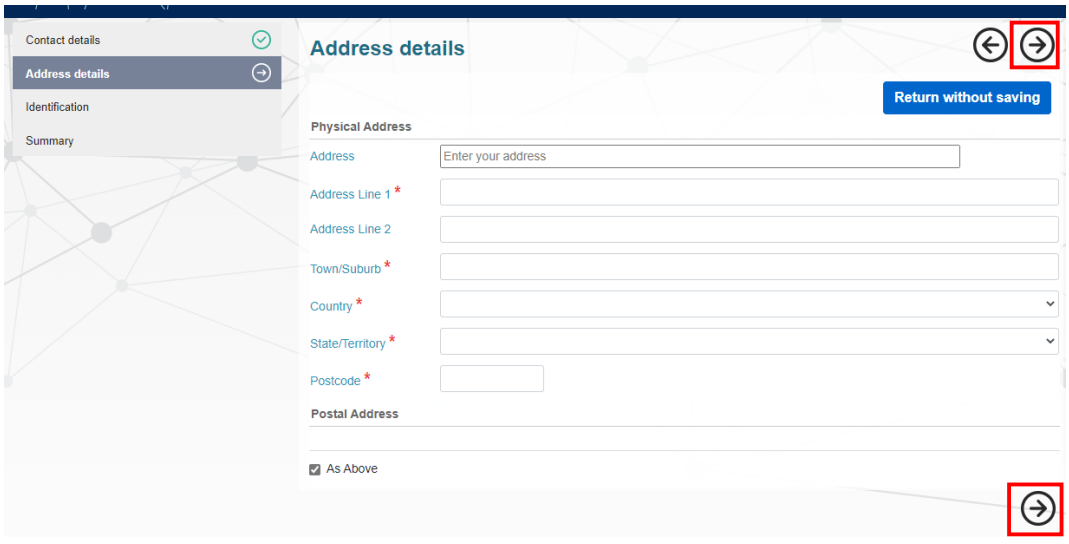
Fill in your contact details. Then click the **arrow** on the top or bottom right hand side of the screen to move to the next page, or click on **Address details** in the left-hand side menu.

> **Note:** Mandatory fields have * next to them.



Step 12.

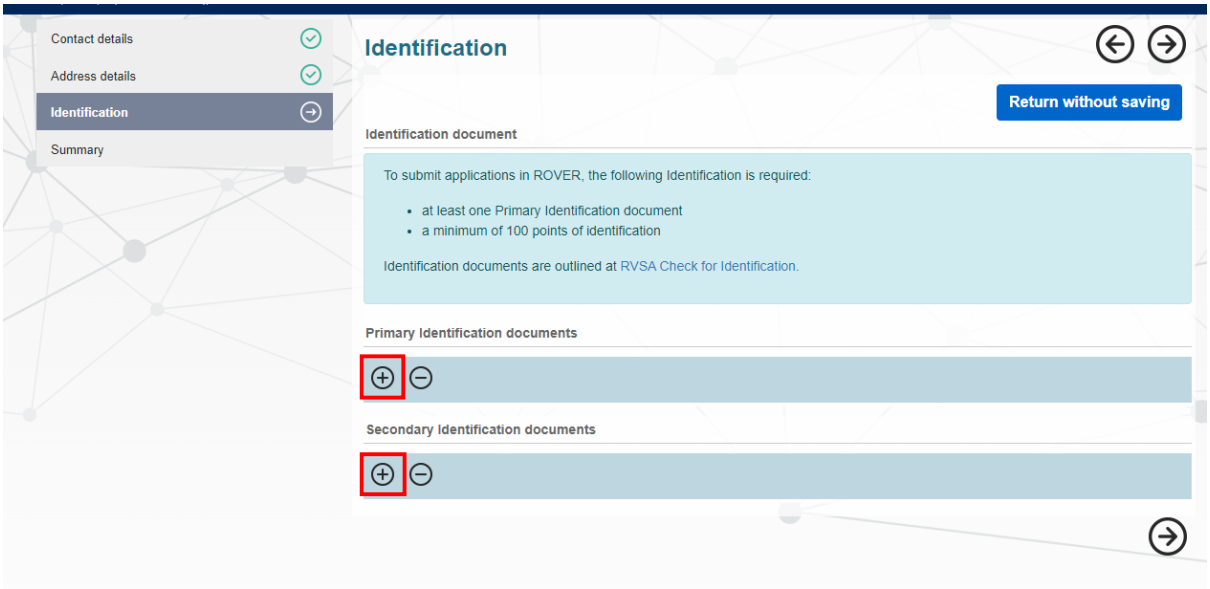
Next, fill in your address details. Then click the **arrow** on the top or bottom right hand side of the screen to move to the next page, or click on **Identification** in the left-hand side menu.



Step 13.

You will need to provide 100 points of identification. Details of what you can use for identification are at the ROVER identity verification guide. You must provide at least 1 Primary Identification document.

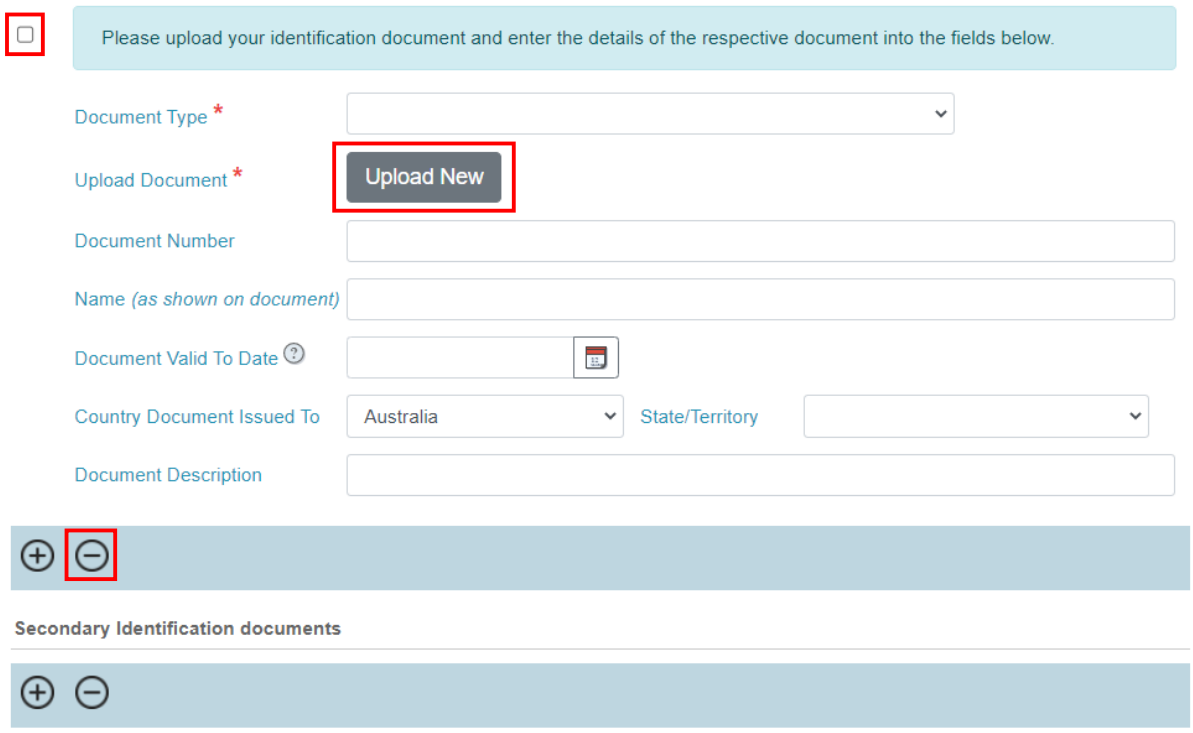
To add a Primary Identification document, click on the **plus sign (+)** below the heading **Primary Identification documents**. To add a Secondary Identification document, click on the **plus sign** below the heading **Secondary Identification documents.**



Step 14.

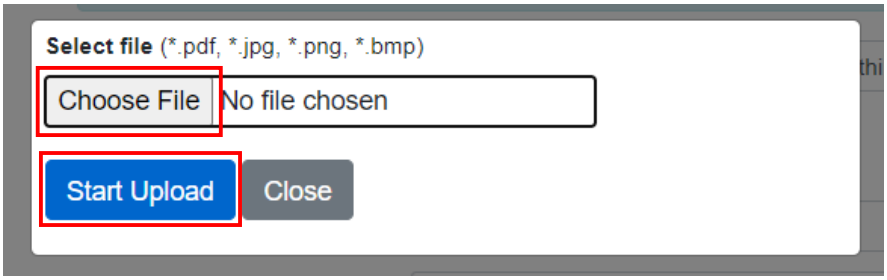
Now upload your identification documents from your computer. An identification document form will appear on the screen. Tick the box next to the **Please upload** instruction. Then, fill in the details requested.

To upload an identification document (for example, a PDF image of your driver licence or passport) click on the **Upload New** button.



After you click on the **Upload New** button, a popup will appear on your screen.

Click on **Choose File** to access your files from your computer and select the document you want to upload and click **Open.** Then click on the **Start Upload** button.



If you need to upload more documents click on the **plus sign (+)** and another form will appear below the first one.

Repeat the process until a minimum of 100 points of identification has been uploaded.

To remove an unwanted identification form, tick the box for the form to be removed and click on the **minus (-) sign** below the form you want to remove.

Note: ROVER will not let you continue if there is a blank form on the page.

Step 15.

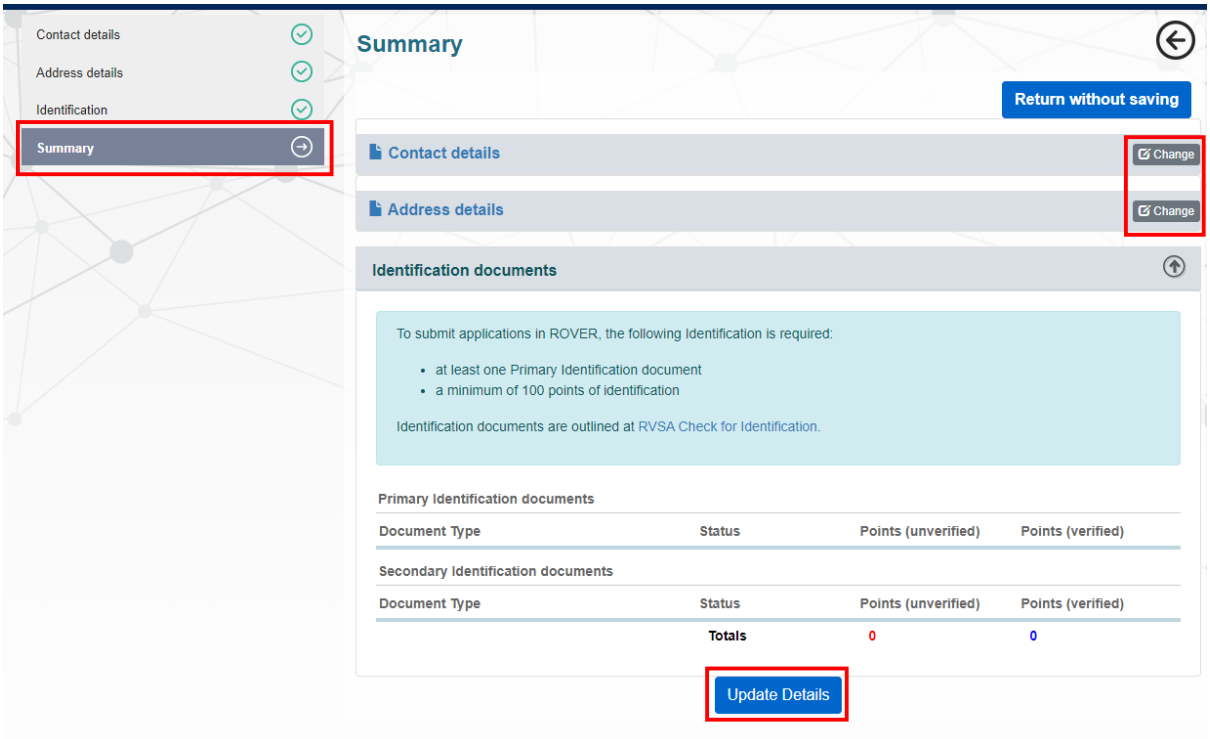
Check your profile details are correct. Once you have uploaded 100 points of identification click on **Summary** in the left-hand side menu, or click on the continue **arrow** at the top or bottom of the page as you did on previous pages.

The **Summary** page shows all your profile details. You will need to click on the **Contact details** or **Address details** links to expand and view the details you entered.

If you are satisfied the information you have provided is correct, click on the **Update Details** button to save your information.

If you want to change any details, click on the **Change** button next to the section you want to change, and the details will appear on the page.

You can then make your changes. Once your changes are done, click on the **Update Details** button to save your information.



Important: Although you have now created your ROVER account, please do not start an application until your identity has been checked as the information entered may not be saved. It may take up to 5 business days for your documents to be checked by the department.

Note: The definition of a **business day** under section 5 of the Rules: Means a day that is not a Saturday, Sunday or a public holiday in the Australian Capital Territory.

Further information

For more ROVER user guides, please visit ROVER resources or submit an online enquiry.