



Create an account and profile

ROVER guide

October 2025

This guide shows you what you need to do before you begin using ROVER, including how to create your account, complete your profile and provide 100 points of identification.

Please ensure you have downloaded the Microsoft Authenticator app on a compatible device from the [Apple App Store](#) or [Google Play Store](#) before you begin. Microsoft Authenticator app will work on:

- iPhones and iPads running **iOS 14 or later**
- Android phones and tablets running **Android 8 or later**

Recommended browsers: [Chrome](#), [Firefox](#) or [Microsoft Edge](#).

Create an account

To **create a ROVER account**, navigate to the [Welcome to ROVER](#) page and complete the following steps.

1. Select the **Sign in** button.
2. Select the **Sign up now** link.

Welcome to ROVER

ROVER is an administration system for the Road Vehicle Standards (RVS) legislation. This legislation replaces the Motor Vehicle Standards Act 1989. ROVER provides a single integrated system for all approvals and activities under the RVS legislation, allowing you to:

- Submit and pay for an application
- Monitor the progress of your application
- Receive and respond to requests for information regarding your application
- Be notified of the decision outcome of your application.

Getting started with ROVER

In order to access ROVER, you will need to create an account. You can do this by clicking the Sign in button below and then creating a new account.

Once your account has been created, you will be able to log in to ROVER via the Sign in button.

Note that all ROVER accounts require multi-factor authentication in order to help secure your data. ROVER uses your email address and your mobile (cell) phone number to provide this additional level of authentication whenever you log in to ROVER.

Sign in

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

3. Enter the **Email Address** that you want linked to your ROVER account.
4. Enter the characters displayed under **Help us beat the bots** to confirm you are a person.
5. Select the **Send verification code** button to receive a 6-digit verification code to the email address you entered in step 3.

If the email does not appear in your inbox, you may need to check your junk or spam folder.

[Cancel](#)

Australian Government
Department of Infrastructure, Transport,
Regional Development, Communications, Sport and the Arts

User Details

3 Email Address *

Help us beat the bots

4 Enter the characters you see *

5 Send verification code

6. Enter the 6-digit **Verification Code** from the email.
7. Select the **Verify code** button to verify your email address.
 - a. The verification code will expire after 10 minutes. If you don't enter the code in time, select the **Send new code** button to receive a new 6-digit code via email. Then, return to the [previous step \(6\)](#) and try again.
8. Enter a **New Password** to access your account. Your password must be between 8 and 64 characters, and have at least 3 of the following:
 - a lowercase letter
 - an uppercase letter
 - a digit
 - a symbol.

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9. Enter the same password into the **Confirm New Password** field.
10. Enter your **Given Name**.
11. Enter your **Surname**.
12. Read the **Privacy Notice*** and select the **checkbox** to acknowledge you have read and understood the Privacy Notice.
13. Select the **Create** button.

Verification code has been sent to your inbox. Please copy it to the input box below.

6 016239 *

Help us beat the bots

QX S3

Success!

7 Verify code Send new code a *

8 New Password *

9 Confirm New Password *

10 Given Name

11 Surname

12 ☐ Privacy Notice I have read and understood the Privacy Notice

13 Create



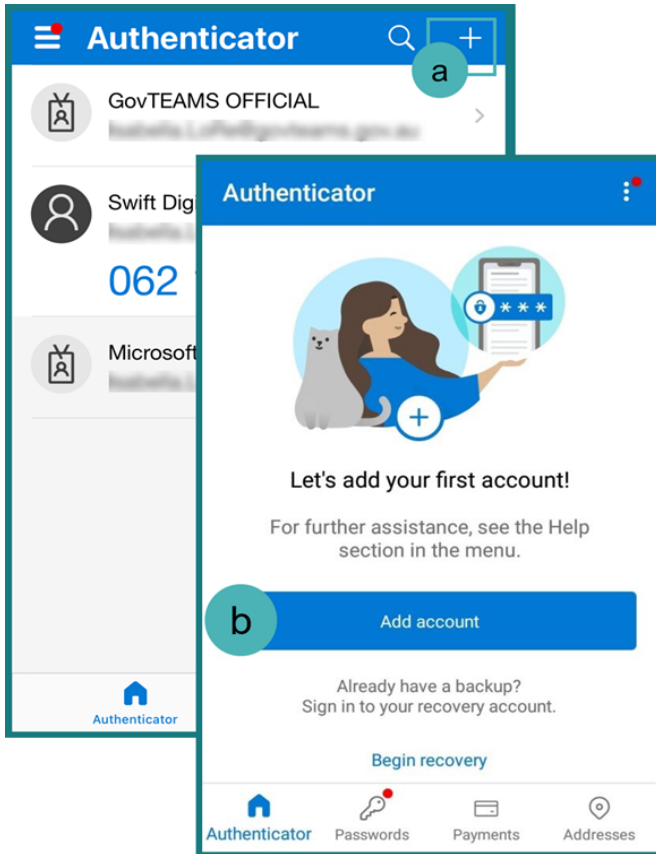
You have successfully created a ROVER account and will now need to set up multi-factor authentication. Multi-factor authentication will help keep your ROVER account secure.

OFFICIAL

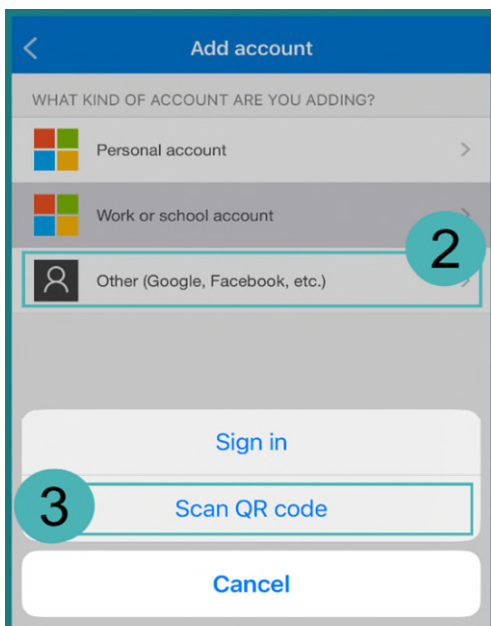
Set up multi-factor authentication with Microsoft Authenticator

To set up multi-factor authentication, first download the Microsoft Authenticator app and complete the following steps ([Apple App Store](#) or [Google Play Store](#)).

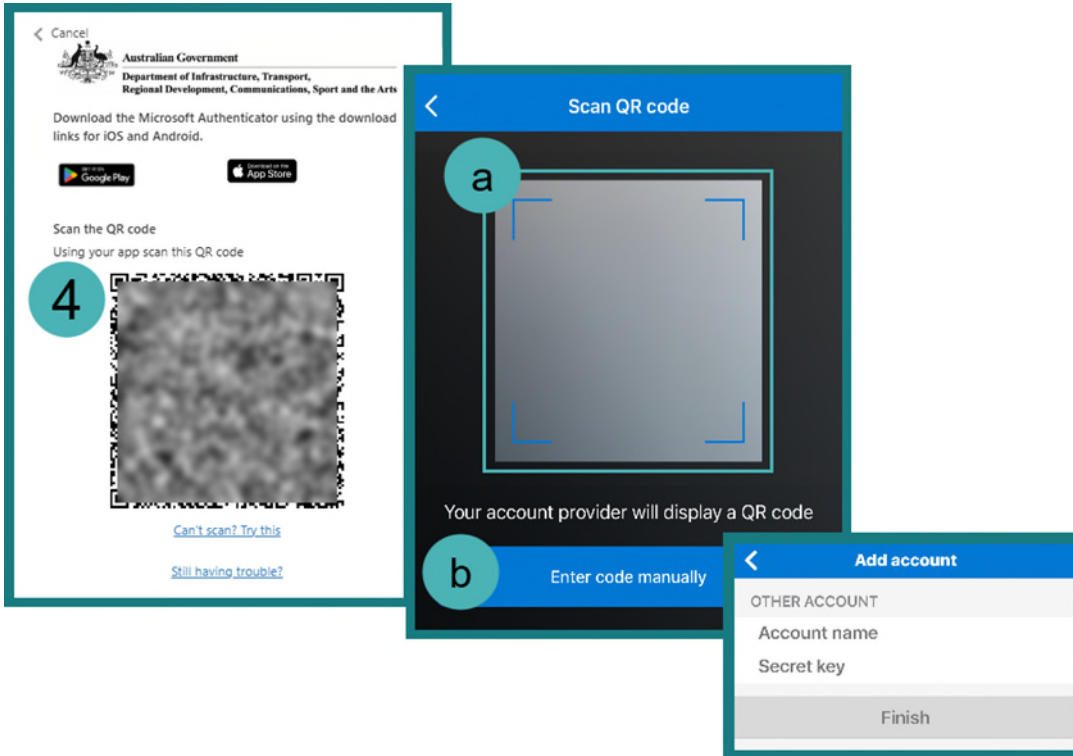
1. Open the **Microsoft Authenticator** app on your device and add a new authentication using one of the following methods:
 - a. If you already use the app to verify your sign in to other sites, select the **plus** button.
 - b. If not, select the **Add account** button.



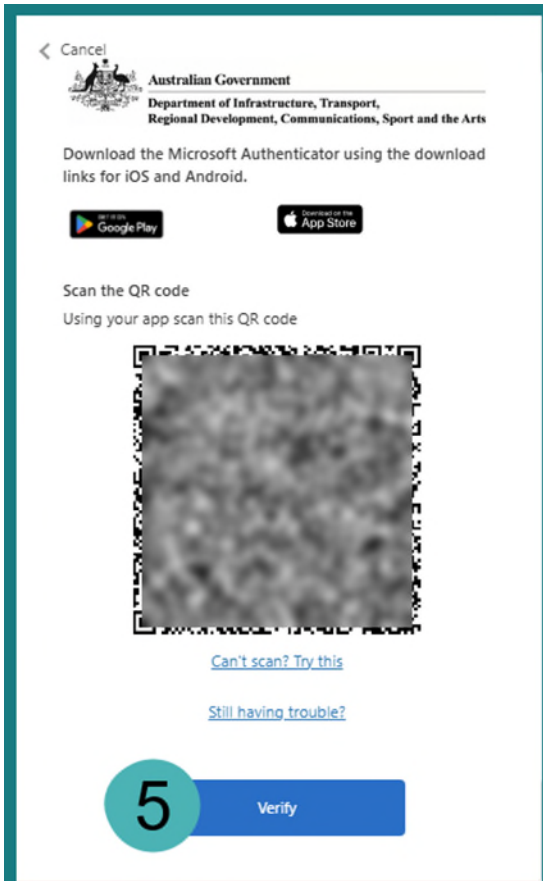
2. Select **Other (Google, Facebook, etc.)**.
3. Select **Scan QR code** button.



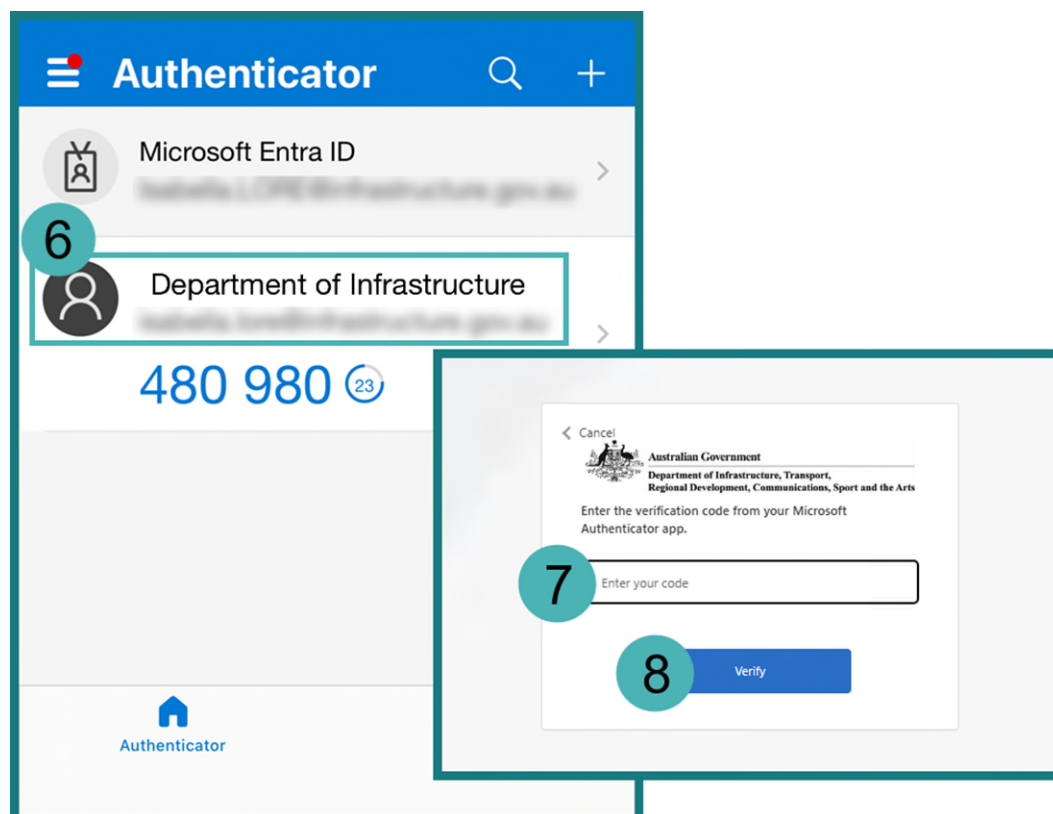
4. Add the **authentication** using one of the following methods:
 - a. Scan the **QR code** using your device camera.
 - b. Select the **Still having trouble?** link underneath the QR code to reveal an account name and secret key. Then, select the **Enter code manually** button in your app, enter **Account name** and **Secret Key** into the free text fields and select the **Finish** button.



5. Select the **Verify** button in ROVER.



6. Select your **authenticator account** from the list in the Microsoft Authenticator app on your device.
7. Enter the 6-digit code from the Microsoft Authenticator app into the **Enter your code** field in ROVER.
8. Select the **Verify** button.



Complete your profile

1. Select the **Profile** icon.
2. Select the **calendar** icon and select your **Date of Birth** from the dropdown calendar.
3. Enter your **Contact Information**. You need to provide a phone number in at least one of the following fields:
 - a. **Mobile Phone**.
 - b. **Home Phone**.
 - c. **Work Phone**.
4. Select the **Save** button.
5. Select **Address details** from the menu.

The screenshot shows the ROVER user interface. At the top, there's a navigation bar with the ROVER logo and a home icon. Below this is a menu with links: Applications, Approvals, Payments, Recalls, AVV, RAV, Authority to act, Profile (highlighted with callout 1), Enquiry, and Published lists. The main content area is titled 'Contact Details' and includes a 'Manage login' section with 'Update password' and 'Log out' buttons. Below this is a 'Details' section with fields for Title, First Name, Last Name, and Date of Birth (with a calendar icon highlighted by callout 2). The 'Contact Information' section (highlighted by callout 3) contains fields for Email Address, Mobile Phone, Home Phone, Work Phone, Fax, and Website. A left sidebar menu (highlighted by callout 5) lists 'Contact details', 'Address details', 'Payment and Billing details', and 'Identification'. A 'Save' button (highlighted by callout 4) is at the bottom right.

6. Select the **Physical Address** link.
7. Complete the **Update address** form using one of the following methods:
 - a. Start typing the address into the **Address Search** field and select the correct address from the dropdown options. ROVER will autofill the remaining fields.
 - b. Enter the address manually into the **Address Line** and **Town/Suburb** fields, and then select the **Country** from the dropdown options.
8. Select the **Update** button to save and close the form.

Address details

Address Type ↑ Address Line 1 Address Line 2 Town/Suburb Country State/Territory/Province Post/Zipcode

Physical Address

Postal Address

Update address

Address Search

111 Alinga

- 111 Alinga Street Canberra ACT, Australia
- 111 Alinga Street Cabramatta West NSW, Australia
- 111 Alinga Place Doonside NSW, Australia

Address Type

Physical Address

Address Line 1*

Address Line 2

Town/Suburb*

Please select your country*

State/Province

Postcode/Zipcode

Update

9. Select the **Postal Address** link and complete the **Update address** form (as outlined in the [previous steps](#)). You will need to provide a postal address separately, even if it is the same as your physical address.
10. Select the **Save** button.
11. Select **Identification** from the menu.

Address details

Address Type ↑ Address Line 1 Address Line 2 Town/Suburb Country State/Territory/Province Post/Zipcode

Physical Address

Postal Address

Save

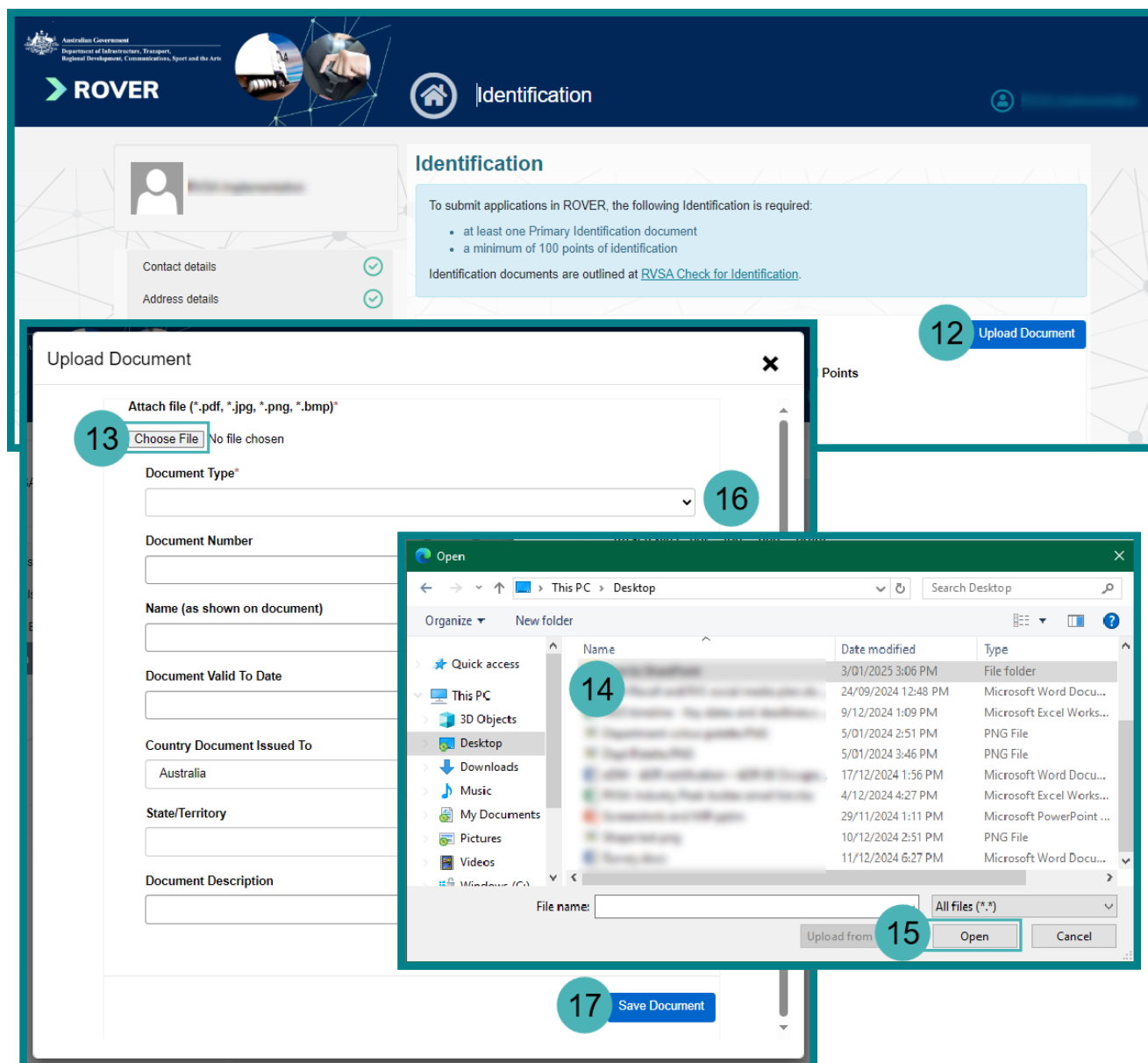


You must provide a minimum of 100 points of identification to be checked by the department.

Visit the [ROVER identity document guide | Department's website](#) for more information.

12. Select the **Upload Document** button.

13. Select the **Choose File** button.
14. Select a .pdf, .jpg, .png or .bmp file type from your device.
15. Select the **Open** button.
16. Select the **Document Type** from the dropdown options and complete any other relevant fields.
17. Select the **Save Document** button.



18. Select the name of the document you have just uploaded from your list of **Primary** or **Secondary Identification documents** to **view the uploaded identity document**.
19. Review the details you have provided to check that they are correct and then select the **X** button.
 - a. If the document or details are incorrect, select the **down arrow** on the right-side of the document in your list of **Primary** or **Secondary Identification documents** and select **Remove** from the dropdown options.

Primary Identification documents

Document Type	File Name	Document Number	Document Valid To Date	Status	Points ↓	Uploaded by	Uploaded On
Passport				Verified	70		
Drivers Licence				Verified	40		

Secondary Identification documents

Document Type	File Name	Document Number
Medicare card		

View Uploaded Identity Document

Document Type

Document Number

Name (as shown on document)

Document Valid To Date

Country Document Issued To

State/Territory

Document Description

20. Repeat [steps 12 to 19](#) until you reach a minimum of 100 **Submitted Points** of identification.

Contact details

Address details

Payment and Billing details

Identification

Identification

To submit applications in ROVER, the following Identification is required:

- at least one Primary Identification document
- a minimum of 100 points of identification

Identification documents are outlined at [RVSA Check for Identification](#).

Submitted Points

135

Verified Points

0

Upload Document



Please wait for your identity documents to be checked by the department before you start an application as the information you enter may be lost. This may take up to 5 business days¹.

¹ A business day is a day that is not a Saturday, Sunday or a public holiday in the Australian Capital Territory.

Further information

For further information, please visit [Vehicles | Department's website](#) or submit an online enquiry via the [Contact us—RVS | Department's website](#) page.

Quick links

- [Welcome to ROVER](#)
- [RAV Public Search](#)
- [Road Vehicle Standards legislation | Department's website](#)
- [RVS guides and resources | Department's website](#)
- [RVS legislation glossary of terms | Department's website](#)