



Reset a ROVER account password

ROVER guide

October 2025

This guide takes you through the steps on how to reset your ROVER account password.

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

Reset your password

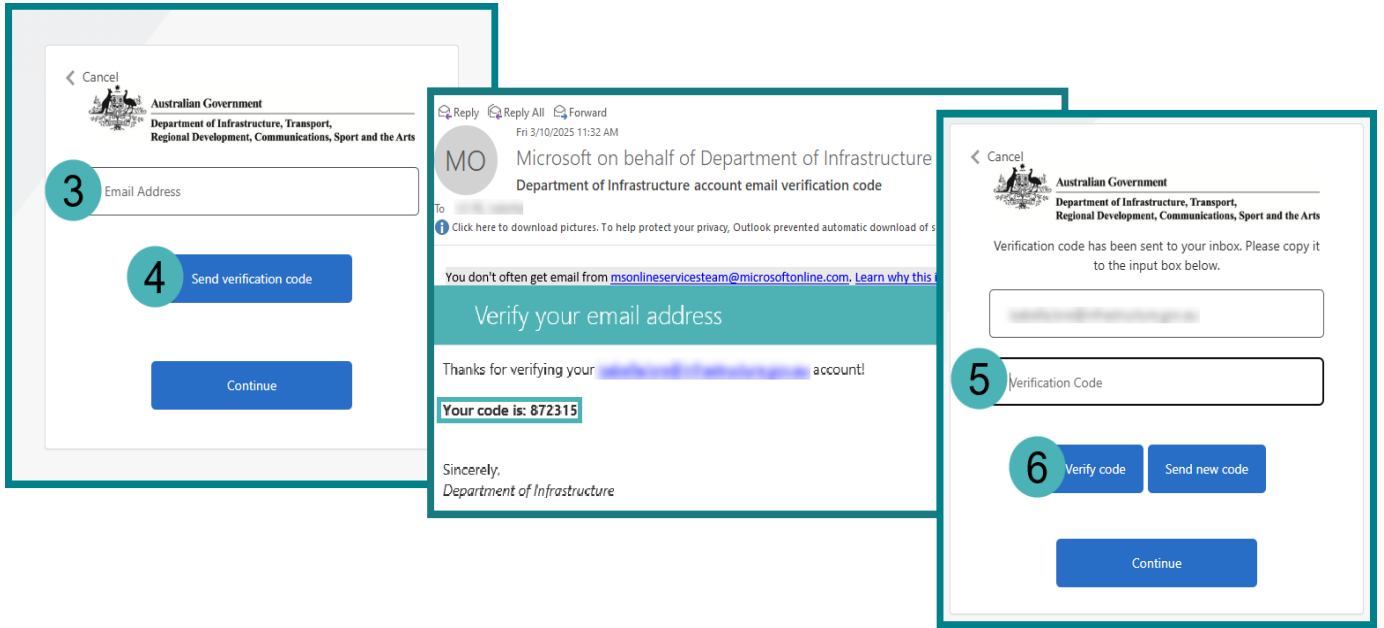
To reset a ROVER account password, navigate to the [Welcome to ROVER](#) page and complete the following steps.

1. Select the **Sign in** button.
2. Select the **Forgot your password?** link.

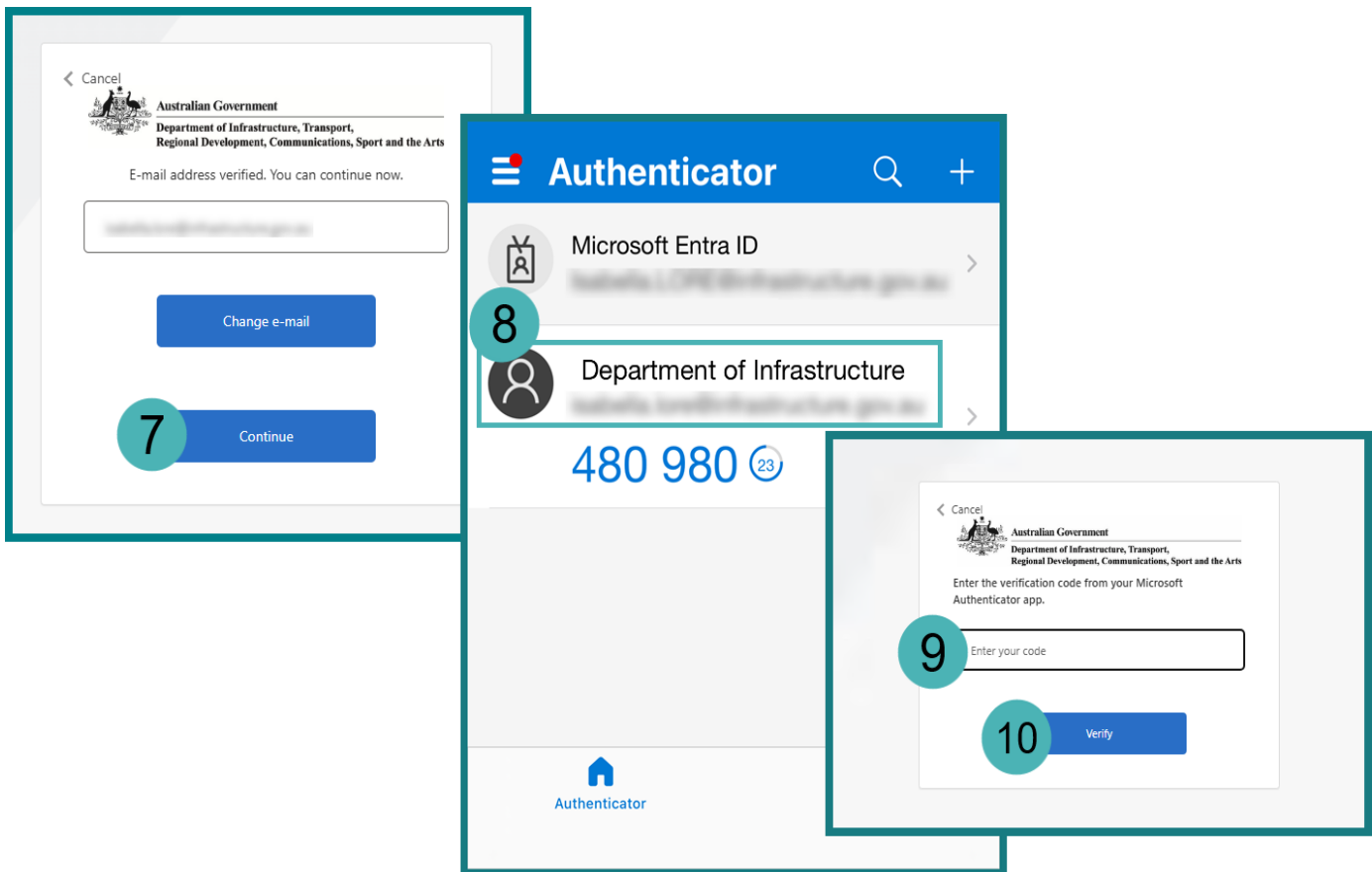
The screenshot shows the ROVER website interface. At the top, there's a header with the Australian Government logo and the text 'Welcome to ROVER'. Below this, the main content area has a 'Welcome to ROVER' section with a brief description of the system and a 'Getting started with ROVER' section. A 'Sign in' button is highlighted with a red circle and the number '1'. To the right, a 'Sign in' modal is open, showing fields for 'Email Address' and 'Password', a 'Sign in' button, and a 'Forgot your password?' link. The 'Forgot your password?' link is highlighted with a red circle and the number '2'.

3. Enter your **Email Address**.
4. Select the **Send Verification code** button.

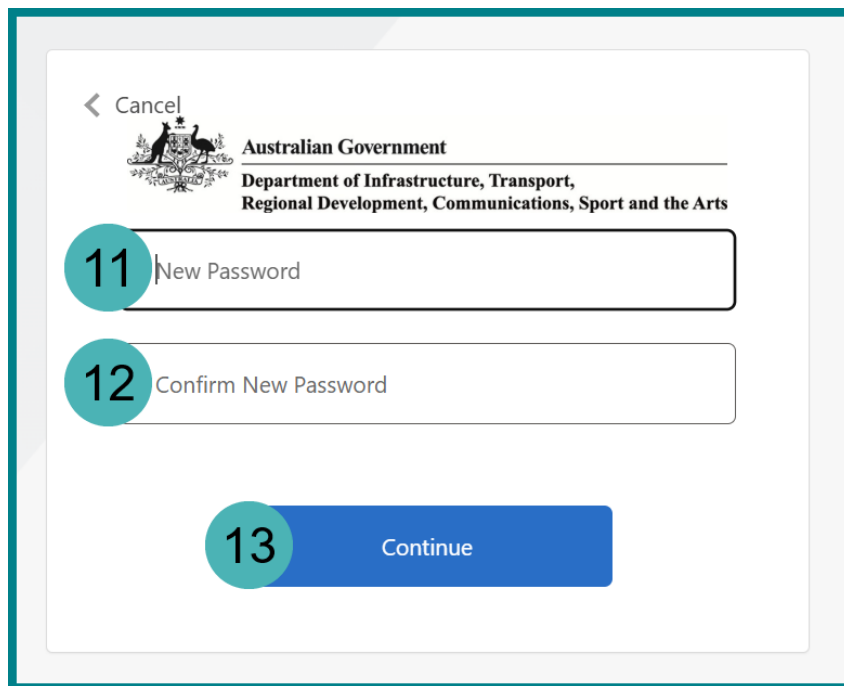
5. Enter the 6-digit code from the email you received into the **Enter your code** field in ROVER.
6. Select the **Verify code** button.



7. Select the **Continue** button.
8. Open the **Microsoft Authenticator app** on your device and select your **authenticator account** from the list.
9. **Enter your code** in the free text field in ROVER.
10. Select the **Verify** button.



11. 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.
12. Enter the same password into the **Confirm New Password** field.
13. Select the **Continue** button.

A screenshot of a web form for resetting a password. At the top left is a back arrow and the word 'Cancel'. Below this is the Australian Government crest, followed by the text 'Australian Government' and 'Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts'. There are two input fields: the first is labeled 'New Password' and has a teal circle with the number '11' to its left; the second is labeled 'Confirm New Password' and has a teal circle with the number '12' to its left. At the bottom is a blue button labeled 'Continue' with a teal circle containing the number '13' to its left. The entire form is enclosed in a teal border.

You have successfully reset your ROVER account password and will now be logged in.

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](#)