Australian Government

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

Authority to act

[Enter system name] guide

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Authority to act

This guide takes you through the steps on how to add and manage authorities to act in ROVER, giving organisations the control and flexibility to set access levels and assign functions.

An authority to act allows one user to take actions in ROVER on behalf of another user. Depending on their level of access, a user with an authority to act can, for example, create and submit applications, make payments, manage recalls and Register of Approved Vehicles (RAV) entries, or access to the New Vehicle Efficiency Standard (NVES) portal. It also allows you to contribute to another user's application.

Authorities to act protect ROVER users' data by allowing them to control:
- who has access to their personal or organisation profile
- what they can do with that access.

There are no inherited permissions. For example, if you have an authority to act for Organisation A and your employee can act for you, that does not mean your employee can also act for Organisation A. They need to establish their own relationship with Organisation A to do so.

How does it work?

ROVER allows whoever issues an authority to set access levels and assign functions to ROVER users. This gives you and your organisation more control and flexibility when managing and delegating authorities in ROVER.

Organisations and individuals can self-manage their authorities to act in ROVER without needing the department's intervention. This flexibility allows a variety of links – for example, between employees and their companies, or between agents and their clients.

Using the authority to act function in ROVER lets you record and self-manage as many relationships with organisations and individuals as you need. Each relationship is independent of any others you may have.

Acting for more than one organisation

ROVER allows an individual to act on behalf of multiple organisations or other individuals.

Each association is separately managed with the relevant organisation or client, and can be created or updated without needing to change your personal ROVER account.

If an individual needs an authority to act for an additional organisation:
- a person with account admin function for the new organisation can assign it to the individual, or
- the individual can request an authority to act for a new organisation.

Levels of access and associated functions

Levels of access

There are 2 levels of access:

- standard access
- limited access.

Users with standard access can see everything belonging to the organisation or individual for each function they are assigned.

Only certain functions are available for limited access users. With limited access, the user can only see the specific records they are assigned within a function.

Each authority relationship will only have one level, but can include multiple functions as required.

Functions

Functions let users see or perform actions such as create, read, update or submit.

Each individual and organisation is responsible for assigning the right permissions to the right people, renewing permissions and removing them when they are no longer required.

Table 1. Levels of access and associated functions.

Level of access	Function	Description
Standard access	Account Admin	Can view and manage account details, authorities to act and RAV submitters of the organisation or individual.
Standard access	Applications	Can create, view, edit and submit applications for the related party. Cannot view approval information.
Standard access	Approvals	Can view and manage approvals and make approval-related payments for the related party.
Standard access	Non-compliance	Can submit relevant non-compliance reports.
Standard access	RAV management	Can view and edit RAV submitter details and can download reports on RAV submissions.
Standard access	RAV submission	Can submit RAV entries in ROVER.
Standard access	Recalls	Can view, submit, manage and report on recalls for the related party.
Standard access	NVES	Can access the NVES portal. The NVES icon will only appear in the ROVER banner if this function is selected.
Limited access	Application contributor	Can view and edit specific applications where they have been added as a contributor. Does not give the ability to create or submit applications.
Limited access	Approvals	Can view, manage and make payments for specific approvals where they have been added as a contributor.

> **Important:** ROVER account holders with an authority to act on behalf of an organisation and who have the account admin function, can extend authorities to act to other ROVER account holders on behalf of that organisation.

What should an authority to act letter include?

If you are the first representative seeking authority to act on behalf of an organisation or individual, you will need to upload a recent letter (for example, within 2 weeks) from them in ROVER authorising you to do so, as well as the ASIC registration certificate for an Australian company or company registration certificate for overseas organisations.

An authority to act letter must be:

- on the letterhead of the approval holder and signed by a key management personnel office holder
- an original or electronic copy.

It must:

- include the signature, name, position and contact details of the person signing the letter
- include the Australian Business Number (ABN), Australian Company Number (ACN) or Company registration number (if the company is an overseas company)
- include the date
- include wording that authorises the ROVER user to act on behalf of the organisation. (Note: the letter cannot restrict the scope of the approval in any way but it may include a cessation date).
- not have been altered in any way
- be in English or if the letter is in a language other than English, it must have enough English to identify all of the above or be accompanied by a professional translation.

> **Note:** An example of a professional translator is the National Accreditation Authority for Translators and Interpreters (NAATI).

Record an authority to act

The following steps take you through how to record, assign and request authorities to act. If an authority to act expires, you'll need to repeat this process to re-establish it.

To **record an authority to act**, ensure you are signed in to ROVER (navigate to Welcome to ROVER and select the **Sign in** button).

For a new organisation

1. Select the **Authority to act** icon.
2. Select the **Record Authority to act** button.
3. Select the **Record an authority for a new organisation** checkbox.
4. Select the **Standard access** checkbox.
5. Enter the **Email** for the primary contact.
6. Enter the **Phone** number.

7. Select **Yes** or **No** to confirm if the organisation has a ABN or ACN.
   a. If you select **Yes**, type the ABN, ACN or name into the free text field and select the **Search** button. Select the correct organisation from the **dropdown** options.

b. If you select **No**, enter the organisation's details manually into the **Legal/Trading Name**, **Entity Identification Number** fields and **Country of Incorporation** from the **dropdown** options.

8. Select the **Add ROVER functions** button.

9. Select the **Checkbox** for each required function from the list.

10. Select the **Add** button.

11. Enter the **Address**.

12. Enter the **Suburb**.

13. Enter the **Country**.

14. Select the **Upload New** button to upload the supporting documents, such as a letter from the organisation or individual providing authority to act, a copy of ASIC registration certificate or company registration certificate.

15. Select the **Choose File** button.

16. Select a .pdf file from your device.

17. Select the **Open** button.

18. Select the **Upload** button.

19. Read the **Declaration** and select the **Checkbox** to acknowledge you have read and understood the declaration.

20. Select the **Record Authority to Act** button.

Assign an authority for another ROVER user

1. Select the **Authority to act** icon.
2. Select the **Record Authority to act** button.
3. Select the **Provide authority to some else** checkbox.
4. Select the relevant entity from the **dropdown** options. All organisations and individuals (including yourself), that you have permission to provide an authority to act will be listed.
5. Select the relevant access **checkbox**.

6. Select the **Add Rover functions** button.
7. Select the **Checkbox** for all required functions from the list.
8. Select the **Add** button.

9. Select the **Add User** button.

10. Enter the **Email** of the user.

11. Select the **Add** button.

12. Read the **Declaration** and select the **Checkbox** to acknowledge you have read and understood the declarations.

13. Select the **Record Authority to Act** button.

Request to act on behalf of another individual

1. Select the **Authority to act** icon.
2. Select the **Record Authority to act** button.
3. Select the **Request to act on behalf of another individual** checkbox.
4. Enter the relevant details in the free text fields.
5. Select the relevant access **checkbox**.

6. Select the **Add ROVER functions** button.
7. Select the **Checkbox** for each required function from the list.
8. Select the **Add** button.

Which ROVER functions are you requesting access to? *

6 Add ROVER functions

Name ↑	Description

There are no records to display.

Lookup records ✕

7 [search box] 🔍

☑	Name ↑	Description
☐	Account Admin	Able to view, edit and manage authorities to act, RAV submitters and account details.
☐	Applications	Able to start, edit, view, and submit relevant applications.
☐	Approvals	Able to view and manage relevant approvals, and make approval-related payments.
☐	Non-Compliance	Able to view and manage relevant compliance report.
☐	NVES Management	Able to access the NVES Portal.
☐	RAV Management	Able to view and edit RAV Submitter details. Able to download reports on RAV submissions.

Selected records

8 Add | Cancel

9. Read the **Declaration** and select the **Checkbox** to acknowledge you have read and understood the declaration.

10. Select the **Record Authority to Act** button.

I declare that: *

9 ☐
- I understand that each organisation/individual is responsible for managing who has an active authority to act for them.
- I am authorised to record this authority to act.

10 Record Authority to Act

Managing authorities to act

When you request authority to act, ROVER automatically generates a unique token. Once this token is accepted, you will be granted the authority to act. To manage authorities to act, make sure you're signed in to ROVER. Go to (navigate to Welcome to ROVER and select the **Sign in** button). This section will show you how to view, update, and remove authorities to act in ROVER.

View tokens in ROVER

1. Select the **Authority to act** icon.
2. Select the relevant **name** to open the accounts page.
3. Select the **Tokens** page where you can see all pending and expired tokens.

Activate or reject a token

1. Select the **Authority to act** icon.
2. Select the **Activate Token** button.
3. Enter the **Token** received by email.
4. Select the **Continue** button.
5. Select the **Accept** or **Reject** checkbox.
6. Select the **Continue** button.

Update another user's authority to act

This section takes you through how to change the end date, remove an authority to act and edit functions. You can only update another user's authority to act if you have account admin function and the user's authority has not expired. If their authority to act has expired it will no longer appear under current authorities. To re-establish it, follow the [Record an authority to act](#) section.

1. Select the **Authority to act** icon.
2. Select the relevant **name** to open the accounts page.
3. Select the **Authorities to Act** page.
4. Select on the **Action menu** button of the relevant user.
5. Select **Update Authority to Act**.

6. Select the **Change end date** button.

7. Select the **calendar** icon and set the end date to today's date to remove the authority to act or adjust the date as needed.

8. Select the **Update** button.

9. Select the **Add ROVER functions** button to add different functions

10. Select the **Checkbox** for each required function from the list.

11. Select the **Add** button.

12. If you want to remove functions, select the **Action menu** button and select **Remove**.

13. Select the **Return** button to save your changes.

Application contributors

The following steps take you through how to add a contributor to an application or approval. Adding a contributor allows multiple users to manage a single application or approval.

Before you **add a contributor**, check that they already have an authority to act on behalf of the applicant or approval holder. Otherwise, they cannot be added.

Add a contributor to an application

1. Select the **Applications** icon.
2. Open the application:
    a. Select the relevant **Application number.**
    b. Select the **Action menu** button and select **Edit**.
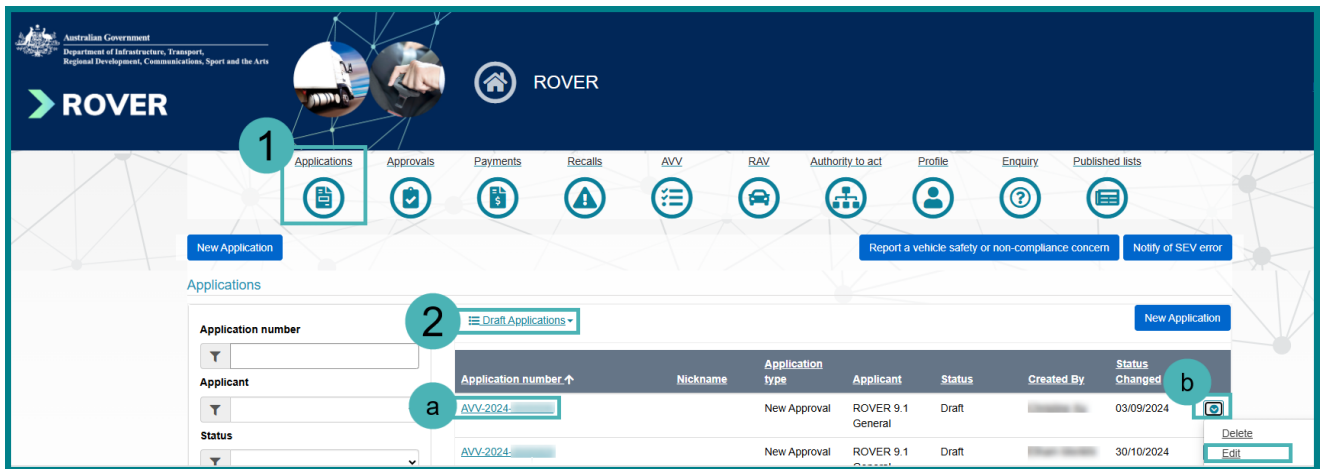
3. Select the **Manage application** page.
4. Select the **Add Contributor** button.
5. Select the relevant applicant from the **dropdown** options.
6. Select the **Add** button.

Add a contributor to an approval

1. Select the **Approvals** icon.
2. Open the application:
   a. Select the relevant **Approval number.**
   b. Select the **Action menu** button and select **View details**.

3. Select the **Manage Approval** page.
4. Select the **Add Contributor** button.
5. Select the relevant applicant from the **dropdown** options.
6. Select the **Add** button.

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](#)
- [RVS guides and resources | Department's website](#)
- [RVS legislation glossary of terms | Department's website](#)