



Australian Government

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



# Authority to act

## ROVER guide

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# Table of Contents

<b>Authority to act</b>	<b>4</b>
How does it work?	4
Acting for more than one organisation	4
Levels of access and associated functions	5
Levels of access	5
Functions	5
What should an authority to act letter include?	6
<b>Record an authority to act</b>	<b>7</b>
For a new organisation	7
Assign an authority for another ROVER user	10
Request to act on behalf of another individual	12
<b>Managing authorities to act</b>	<b>14</b>
View tokens in ROVER	14
Activate or reject a token	14
Update another user's authority to act	15
<b>Application contributors</b>	<b>17</b>
Add a contributor to an application	17
Add a contributor to an approval	18
<b>Further information</b>	<b>19</b>
Quick links	19

# 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
<b>Standard access</b>	Account Admin	Can view and <a href="#">manage account details</a> , authorities to act and RAV submitters of the organisation or individual.
<b>Standard access</b>	Applications	Can create, view, edit and submit applications for the related party. Cannot view approval information.
<b>Standard access</b>	Approvals	Can view and manage approvals and make approval-related payments for the related party.
<b>Standard access</b>	Non-compliance	Can submit relevant <a href="#">non-compliance reports</a> .
<b>Standard access</b>	RAV management	Can view and edit RAV submitter details and can <a href="#">download reports</a> on RAV submissions.
<b>Standard access</b>	RAV submission	Can submit RAV entries in ROVER.
<b>Standard access</b>	Recalls	Can view, submit, manage and report on recalls for the related party.
<b>Standard access</b>	NVES management	Can access the NVES portal. The NVES icon will only appear in the ROVER banner if this function is selected.
<b>Limited access</b>	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.
<b>Limited access</b>	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.

The screenshot shows the 'Authority to Act' form in the ROVER system. The form is titled 'Authority to Act' and is part of the Australian Government Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts. The form is divided into several sections:

- Header:** Australian Government, Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts, ROVER.
- Navigation:** Applications, Approvals, Payments, Recalls, AVV, RAV, Authority to act (highlighted with a red box and callout 1), Profile, Enquiry, Published lists.
- Buttons:** Record Authority to act (highlighted with a red box and callout 2), Activate Token.
- Form Fields:**
  - What type of relationship would you like to record? \*** (Callout 3):
    - ☐ Provide authority to someone else
    - ☐ Request to act on behalf of another individual
    - ☒ Record an authority for a new organisation
  - What level of access are you requesting? \*** (Callout 4):
    - ☒ Standard access
    - ☐ Limited access
  - End date:** 14/08/2027
  - Primary Contact Details:**
    - Email\*** (Callout 5):
    - Phone\*** (Callout 6):
    - Website:**

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.

Does the organisation have an Australian Business Number (ABN) or an Australian Company Number (ACN)? \*

☐ No ☒ Yes **a**

Search by ABN, ACN or name

Select from search results for Test \*

If your company details do not appear please tick the box below and input the details manually.

☐ I would like to provide company details manually

- 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.

Does the organisation have an Australian Business Number (ABN) or an Australian Company Number (ACN)? \*

**b** ☒ No ☐ Yes

**Legal/Trading Name\***

**Entity Identification Number\***

**Country of Incorporation\***

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

Which ROVER functions are you requesting access to? \*

**8**

Name ↑	Description
There are no records to display.	

**9**

**Lookup records**

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

Selected records

**10**



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.

**Principal Place of Business**

**Address Line 1\***

**Town/Suburb\***

**Country\***

**Authorisation**

Evidence of authority is a signed letter provided by the applicant (where the applicant is an organisation, a senior representative) appointing you to act on their behalf. This should be on the organisation's letterhead as applicable.

Please provide evidence of authority for [ ] to act on behalf of [ ]

**Upload New**

File Name	Uploaded by	Uploaded On ↓
No files have been uploaded.		

**Upload**

**Attach file (\*.pdf)**

**Choose File** No file chosen

**Open**

File name: [ ]

**Open**

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.

I declare that: \*

19 ☐ • the information provided is true and correct  
• [redacted] has been granted authority to act on behalf of [Organisation Name]

20 Record Authority to Act

## 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**.

The screenshot shows the ROVER 'Authority to Act' interface. At the top, there's a header with the Australian Government logo and the ROVER logo. Below the header is a navigation bar with icons for Applications, Approvals, Payments, Recalls, AVV, RAV, Authority to act (highlighted with a red box and callout 1), Profile, Enquiry, and Published lists. Below the navigation bar is a section with two buttons: 'Record Authority to act' (highlighted with a red box and callout 2) and 'Activate Token'. The main content area is titled 'What type of relationship would you like to record? \*'. It has three radio buttons: 'Provide authority to someone else' (selected, highlighted with a red box and callout 3), 'Request to act on behalf of another individual', and 'Record an authority for a new organisation'. Below this is a section titled 'Who's authority are you providing? \*' with a dropdown menu (highlighted with a red box and callout 4). At the bottom is a section titled 'What level of access are you requesting? \*' with two radio buttons: 'Standard access' (selected, highlighted with a red box and callout 5) and 'Limited access'.

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

Which ROVER functions are you requesting access to? \*

8 Add ROVER functions

Name ↑	Description
There are no records to display.	

9

Lookup records

Search

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

Selected records

10 Add Cancel

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

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

11. Select the **Add** button.

Who are you providing access to? \*

Please provide the email address of the user who will have authority to act, as well as the planned end date. If no email address is entered, blank tokens will be generated that you will need to distribute yourself.

9 Add User

Name of User	Email	End Date
There are no records to display.		

10

Add User

Name of User

Email

End Date

14/08/2027

11 Add

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.

I declare that: \*

12 ☐

- 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.

13 Record Authority to Act

## 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**.

The screenshot shows the ROVER 'Authority to Act' interface. At the top, the Australian Government logo and the ROVER logo are visible. Below the header, a navigation bar contains icons for Applications, Approvals, Payments, Recalls, AVV, RAV, Authority to act (highlighted with a green box and callout 1), Profile, Enquiry, and Published lists. Below the navigation bar, a sidebar contains buttons for Record Authority to act (highlighted with a green box and callout 2) and Activate Token. The main content area is titled 'What type of relationship would you like to record? \*' and contains three radio button options: Provide authority to someone else, Request to act on behalf of another individual (selected with a green box and callout 3), and Record an authority for a new organisation. Below this, a section titled 'Who are you requesting to act on behalf of \*' contains two text input fields: Email (highlighted with a green box and callout 4) and Name. At the bottom, a section titled 'What level of access are you requesting? \*' contains two radio button options: Standard access and Limited access (highlighted with a green box and callout 5).

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.	

7

Lookup records

✓	Name ↑	Description
<input type="checkbox"/>	Account Admin	Able to view, edit and manage authorities to act, RAV submitters and account details.
<input type="checkbox"/>	Applications	Able to start, edit, view, and submit relevant applications.
<input type="checkbox"/>	Approvals	Able to view and manage relevant approvals, and make approval-related payments.
<input type="checkbox"/>	Non-Compliance	Able to view and manage relevant compliance report.
<input type="checkbox"/>	NVES Management	Able to access the NVES Portal.
<input type="checkbox"/>	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.

The screenshot shows the ROVER 'Authority to Act' dashboard. Step 1 points to the 'Authority to act' icon in the top navigation bar. Step 2 points to a company name in the 'My current authorities' table. Step 3 points to the 'Tokens' link in the left sidebar.

**My current authorities**

Name	Level	Functions	Start Date	End Date
Company Name	Standard access	RAV Submission, RAV Management, Non-Compliance, Account Admin, Applications, Approvals, Recalls	04/09/2024	04/09/2026

**Pending Tokens**

Token	Type	Level	Issued to	Issued by	End Date
There are no records to display.					

**Expired Tokens**

Token	Type	Level	Issued to	Issued by	End Date
7Z57ZYHLMZCE	Appoint	Standard access	[Redacted]	[Redacted]	[Redacted]
LHVJGNVJH8XM	Appoint	Standard access	ROVER User ROVER.User@CompanyName.com	[Redacted]	[Redacted]
CSS9ZKMB2J3M	Appoint	Standard access	[Redacted]	[Redacted]	[Redacted]

## 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.

**Authority to Act**

Applications Approvals Payments Recalls AVV RAV **Authority to act** Profile Enquiry Published lists

Record Authority to act Activate Token

My current authorities

Please input your authority to act token \*

T94U60KYJM1C

Would you like to accept this authority to act? \*

Accept Reject

Continue

## 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**.

**Authority to Act**

Applications Approvals Payments Recalls AVV RAV **Authority to act** Profile Enquiry Published lists

Record Authority to act Activate Token

My current authorities

Name ↑	Level	Functions	Start Date	End Date ↓	
Company Name	Standard access	RAV Submission, RAV Management, Non-Compliance, Account Admin, Applications, Approvals, Recalls	01/04/2025	31/03/2027	

Company Name

Account details

Payment and billing details

**Authorities to Act**

Applications

Approvals

RAV Submitters

Tokens

**Current Authorities to Act**

Name	Level	Features	Start Date	End Date	
Company Name	Standard access	RAV Submission, RAV Management, Non-Compliance, Account Admin, Applications, Approvals, Recalls	01/04/2025	31/03/2027	
Company Name	Standard access	RAV Submission, RAV Management, Non-Compliance, Account Admin, Applications, Approvals, Recalls	01/11/2024	01/11/2026	

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.

The screenshot shows the 'Details' form on the left and the 'Update End date' modal on the right. The 'Details' form has fields for 'Holder', 'Representing', 'Type' (Standard access), 'Start date' (01/04/2025), and 'Current end date' (31/03/2027). A blue button labeled 'Change end date' is next to the current end date. The 'Update End date' modal asks 'Would you like to change the end date of the authority to act?' and shows a date input field with '31/03/2027'. A calendar icon is next to the input field. A blue button labeled 'Update' is at the bottom right of the modal.

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.

The screenshot shows the 'ROVER Features' table and the 'Lookup records' modal. The 'ROVER Features' table has columns 'Name' and 'Description'. It lists various functions like 'Account Admin', 'Applications', 'Approvals', 'Non-Compliance', 'RAV Management', 'RAV Submission', and 'Recalls'. Each row has an 'Action menu' button. A blue button labeled 'Add ROVER functions' is at the top right. The 'Lookup records' modal shows a search bar and a list of functions with checkboxes. A blue button labeled 'Add' is at the bottom right of the modal. A 'Remove' button is next to the 'Action menu' button in the 'ROVER Features' table. A 'Return' button is at the bottom right of the 'ROVER Features' table.

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.
RAV Management	Able to view and edit RAV Submitter details. Able to download reports on RAV submissions.
RAV Submission	Able to submit RAV entries
Recalls	Able to view and manage relevant recalls.



# 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**.

The screenshot shows the ROVER web application interface. The top navigation bar includes the Australian Government logo and the ROVER logo. The sidebar contains icons for Applications, Approvals, Payments, Recalls, AVV, RAV, Authority to act, Profile, Enquiry, and Published lists. The main content area displays a list of applications. A red circle '1' highlights the 'Applications' icon in the sidebar. A red circle '2' highlights the 'Draft Applications' dropdown menu. A red circle 'a' highlights the 'AVV-2024' application number in the list. A red circle 'b' highlights the 'Edit' button in the action menu for the selected application.

Application number	Nickname	Application type	Applicant	Status	Created By	Status Changed	Action
AVV-2024		New Approval	ROVER 9.1 General	Draft		03/09/2024	Edit
AVV-2024		New Approval	ROVER 9.1 General	Draft		30/10/2024	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.

**Manage application**

Before you begin ☒ Applicant details ☒ **3 Manage application** ☒ Key management personnel Authorised vehicle verifier scope Supporting documentation Contraventions of Road Vehicle Legislation Approval details Comments and any other matters Declarations

**Nickname**

An application nickname can be used to help you easily identify what an application relates to when viewing it in the ROVER portal. It will not be included on any official documents issued by the department, and will not impact the assessment of your application. You can edit the nickname once assigned by returning to this page.

**Nickname (20 characters limit)**

**Contributors** ?

**4 Add Contributor**

**Add Contributor**

Select contributor \*

**5**

**6 Add**

## 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**.

**ROVER**

Approvals

**1**

**2**

**a**

**b**

Approval number ↑	Nickname	Approval holder	Make	Model	Status	Commencement	Approval end
CTA-000001		ROVER 9.1 General	Other	1	Suspended	22/08/2024	21/08/2031
CTA-000007		ROVER 9.1 General	Test make	Test Model	In Force	24/10/2024	23/10/2031

**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.

The screenshot displays the 'Manage Approval' interface in the ROVER system. On the left, a sidebar contains navigation links: Details, **Manage Approval** (highlighted with a green circle and number 3), Versions, Applications, Requests, Suspensions, and Enquiries. The main content area shows approval details for 'CTA-...' with fields for Approval Number, Approval Status (In Force), Approval Expiry (23/10/2031), Approval Holder (ROVER 9.1 General), and Approval Commencement (24/10/2024). Below these details are buttons for 'Vary', 'Suspend', 'Revoke', 'Download Approval Notice', and 'Download Datasheet'. A 'Return to Approvals' button is in the top right. A 'Contributors' section shows a table with columns 'Contributor' and 'Added By', currently displaying 'There are no records to display.' A green circle and number 4 highlight the 'Add Contributor' button. A modal titled 'Add Contributor' is open, showing a 'Select contributor' dropdown (highlighted with a green circle and number 5) and an 'Add' button (highlighted with a green circle and number 6).

## 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](#)