



Australian Government

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



ROVER guide: How to change your ROVER sign in email address

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How to change your ROVER sign in email address

The username email address associated with your ROVER sign in does not have to be the same as your ROVER contact email address. This guide shows you how to change your ROVER sign in email address.

Recommended browsers

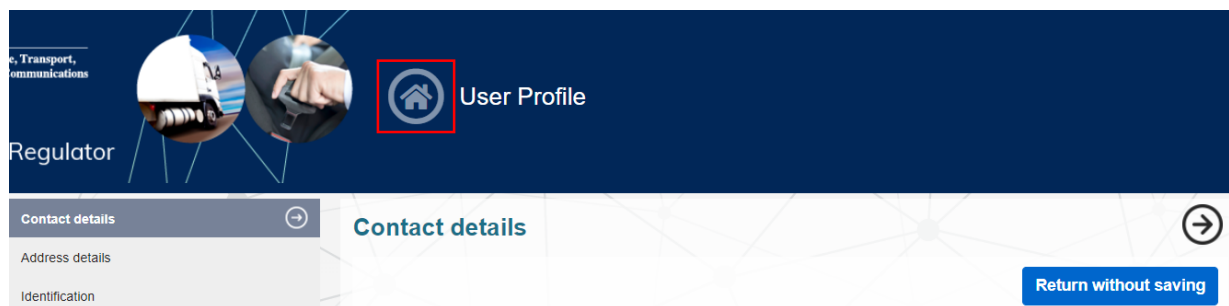
The recommended browsers to use when accessing ROVER are: [Chrome](#), [Firefox](#) or [Microsoft Edge](#). Internet Explorer and Safari are not recommended.

Step 1. Sign in to ROVER

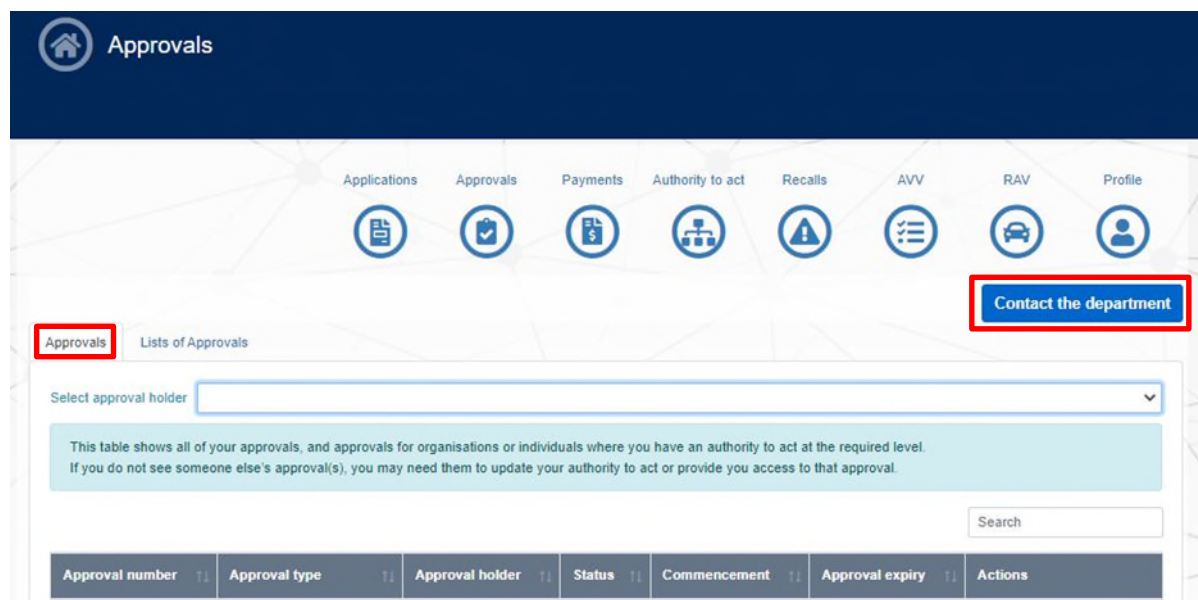
Sign in to [ROVER](#) using your existing sign in details.

Step 2. Go to your ROVER dashboard

Click on the ROVER home icon at the top of the page.



Click on the **Approvals** tab. Then click on the **Contact the department** button.



Step 3. Send your request to the department

On the Contact the department page, ignore the Which approval is this enquiry about? question.

At **What is the topic of your enquiry?** click the down arrow to open the drop-down menu. Select General/other from the drop-down menu.

A free text box headed Please provide details below and upload supporting information as required will appear on the screen. Type in a short message explaining that you are requesting to change your sign in email address.

Please be specific about the email address you would like to change from and the email you would like to change to.

Tip: Double check you have written the email addresses correctly. You can check your username email address (this is your sign in email address) by clicking on the **Profile** button in the top right-hand corner of the page. Your ROVER Username email address is at the top of the **Profile** page.

The screenshot shows the 'Contact the department' form. At the top, there is a dark blue header with the text 'egulator' and 'Contact the department'. Below the header, the form title 'Contact the department' is displayed. The first question is 'Which approval is this enquiry about?' with a dropdown menu. The second question is 'What is the topic of your enquiry? *' with a dropdown menu showing 'General / Other' and a 'Test' text input field. Below this is a large text area for the request message, with the placeholder text 'Type your request message in here'. At the bottom left, there is a checkbox for 'Upload supporting files'. At the bottom right, there is a blue 'Submit' button. Red boxes highlight the 'General / Other' dropdown, the 'Test' text input, the request message text area, and the 'Submit' button.

Note: The department will contact you via email once your sign in email address is changed. You will then be able to sign in using your updated email address.

Further information

For more ROVER user guides, please visit [ROVER resources](#) or submit an [online enquiry](#).