



Australian Government

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



# ROVER guide: How to create a ROVER account

August 2022

# How to create a ROVER account

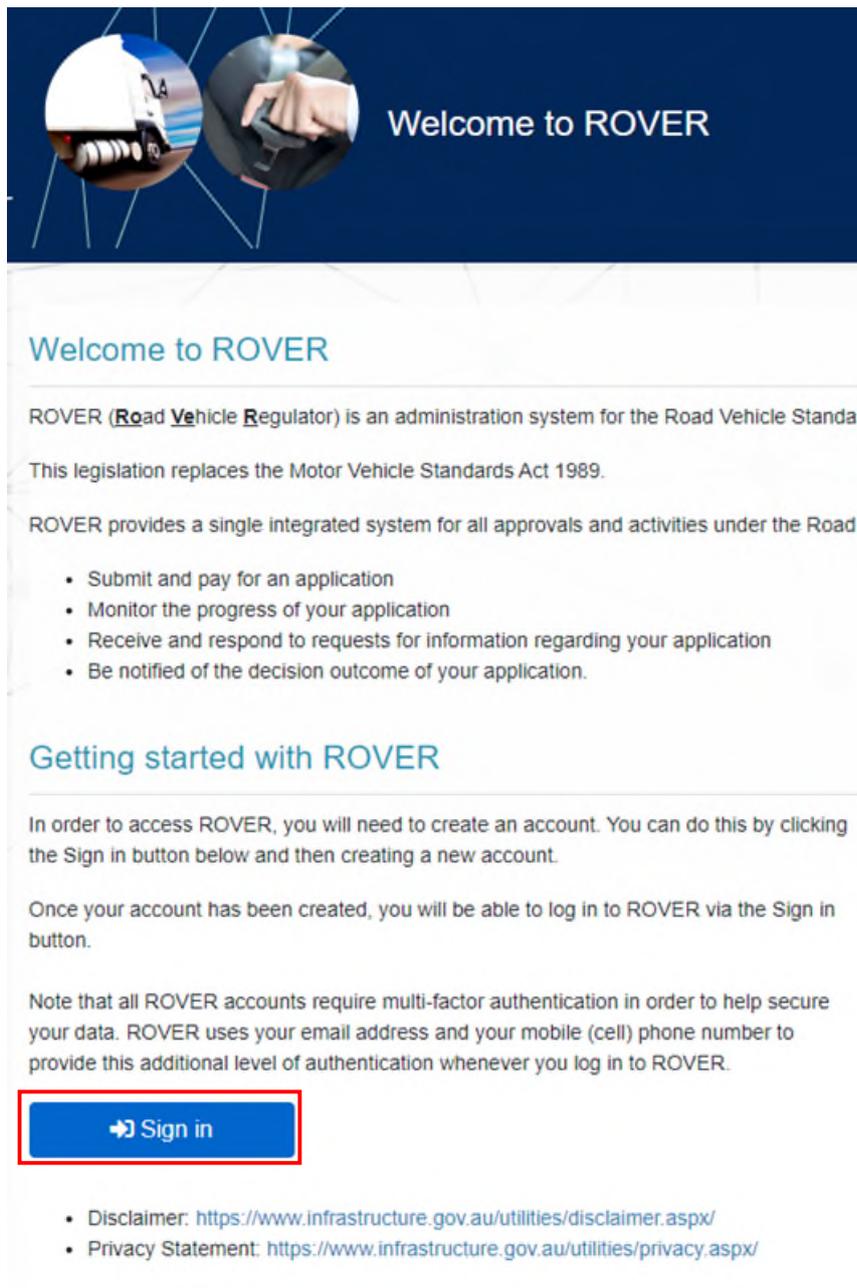
This guide shows you how to create a ROVER account with multifactor authentication.

## 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.

Go to [ROVER](#) and click on the **Sign in** button.



**Welcome to ROVER**

ROVER (**R**oad **V**ehicle **R**egulator) is an administration system for the Road Vehicle Standards Act 1989. This legislation replaces the Motor Vehicle Standards Act 1989.

ROVER provides a single integrated system for all approvals and activities under the Road Vehicle Standards Act 1989.

- 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.

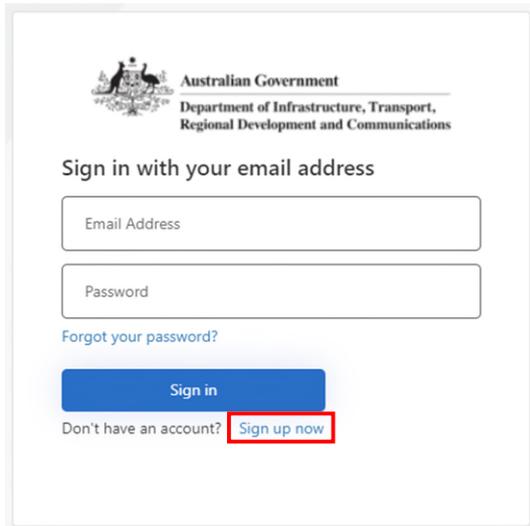
Note that all ROVER accounts require multi-factor authentication in order to help secure your data. ROVER uses your email address and your mobile (cell) phone number to provide this additional level of authentication whenever you log in to ROVER.

**➔ Sign in**

- Disclaimer: <https://www.infrastructure.gov.au/utilities/disclaimer.aspx/>
- Privacy Statement: <https://www.infrastructure.gov.au/utilities/privacy.aspx/>

## Step 2.

Click on the **Sign up now** link.



Australian Government  
Department of Infrastructure, Transport,  
Regional Development and Communications

Sign in with your email address

Email Address

Password

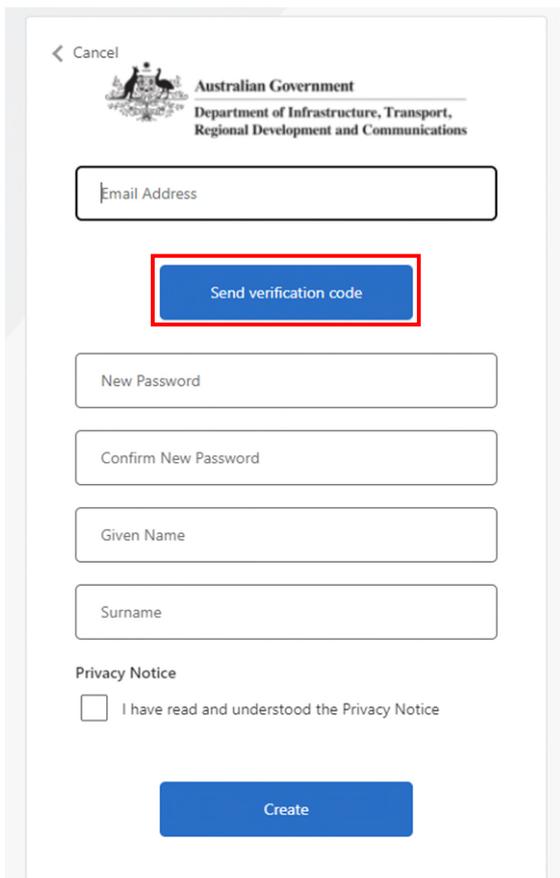
[Forgot your password?](#)

[Sign in](#)

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

## Step 3.

Verify your email address by typing your email address in the **Email Address** field. Then click on the **Send verification code** button.



< Cancel

Australian Government  
Department of Infrastructure, Transport,  
Regional Development and Communications

Email Address

[Send verification code](#)

New Password

Confirm New Password

Given Name

Surname

Privacy Notice

I have read and understood the Privacy Notice

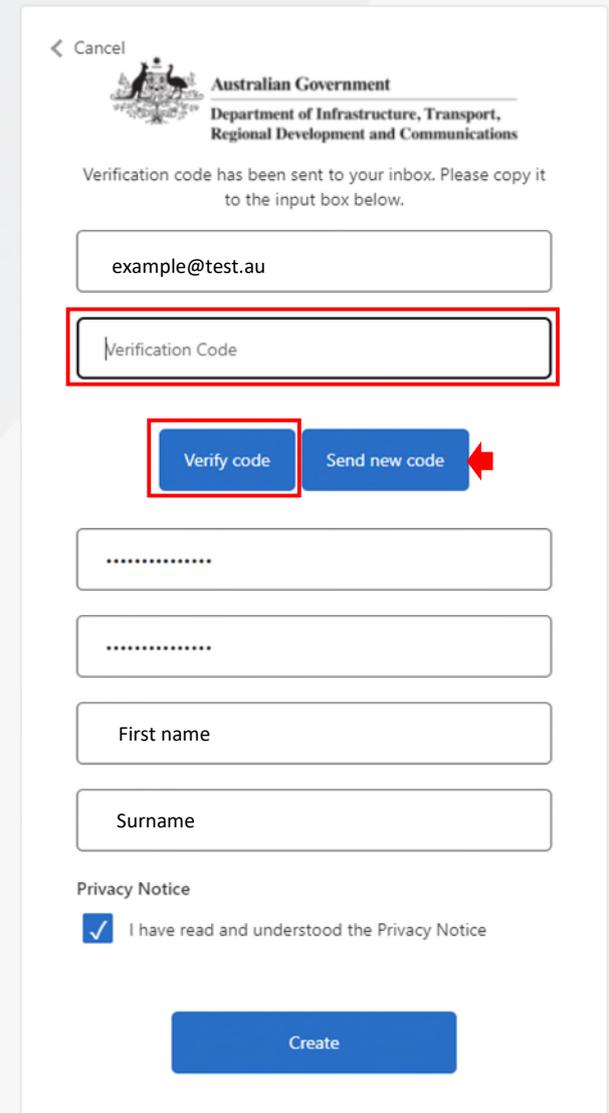
[Create](#)

#### Step 4.

A 6-digit verification code will be emailed to the email address you provided. Type the verification code into the **Verification Code** field and click on the **Verify code** button.

**Note:** The verification code will expire after 10 minutes. However, you can click on the **Send new code** button to get another.

If the verification code is slow to arrive check your junk or spam folder.



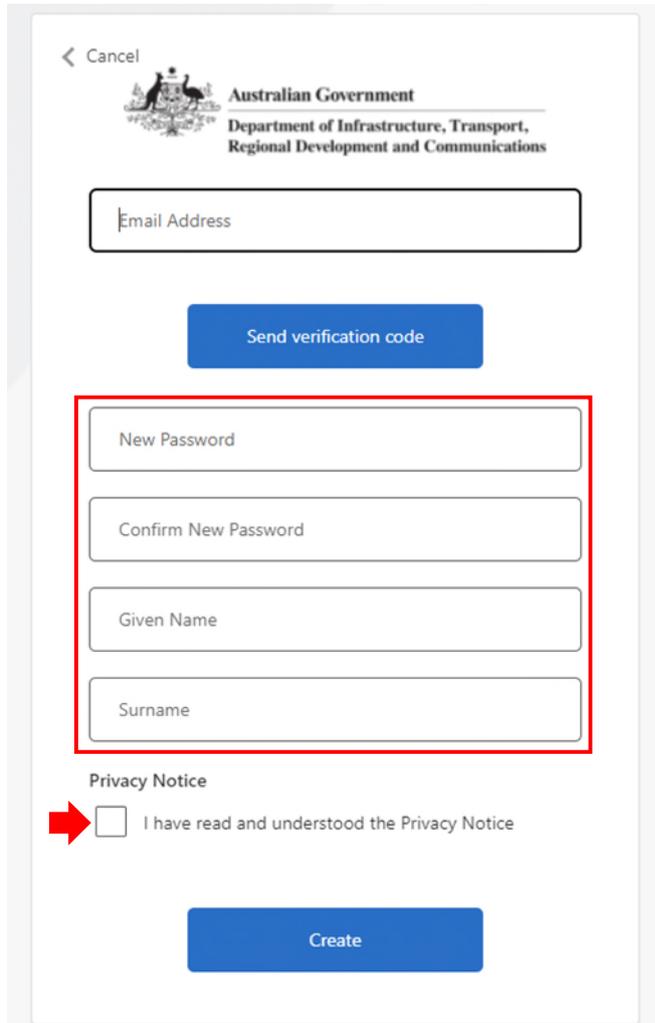
The screenshot shows a mobile application interface for the Australian Government. At the top left is a 'Cancel' link. The header includes the Australian Government crest and the text 'Australian Government Department of Infrastructure, Transport, Regional Development and Communications'. Below this, a message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There are two input fields: the first contains 'example@test.au' and the second is labeled 'Verification Code' and is highlighted with a red border. Below the input fields are two blue buttons: 'Verify code' (highlighted with a red border) and 'Send new code' (with a red arrow pointing to it). Further down are two masked input fields (dots), followed by 'First name' and 'Surname' input fields. A 'Privacy Notice' section has a checked checkbox and the text 'I have read and understood the Privacy Notice'. At the bottom is a large blue 'Create' button.

## Step 5.

In the **New Password** field, type in the password you would like to use to access your ROVER account. It should be between 10 and 30 characters long.

Then add your first name and surname into the **Given Name** and **Surname** fields.

When you have completed all the fields, you will need to acknowledge that you have read and understood the Privacy Notice by ticking the **I have read and understood the Privacy Notice** box.



The screenshot shows a mobile application interface for account creation. At the top left is a 'Cancel' button with a back arrow. The header features the Australian Government crest and the text 'Australian Government Department of Infrastructure, Transport, Regional Development and Communications'. Below the header is an 'Email Address' input field. A blue button labeled 'Send verification code' is positioned below the email field. A red rectangular box highlights a group of four input fields: 'New Password', 'Confirm New Password', 'Given Name', and 'Surname'. Below these fields is a 'Privacy Notice' section with a red arrow pointing to an unchecked checkbox and the text 'I have read and understood the Privacy Notice'. At the bottom is a blue 'Create' button.

## Step 6.

Finish creating your account. Click on the **Create** button to finish creating your account.

**Note:** Do not click on the **Change e-mail** button.

< Cancel

 Australian Government  
Department of Infrastructure, Transport,  
Regional Development and Communications

E-mail address verified. You can now continue.

example@test.au

Change e-mail

.....

.....

First name

Surname

Privacy Notice

I have read and understood the Privacy Notice

Create

## Step 7.

Now you will need to set up SMS authentication. Select your country from the **Country Code** drop down menu. Then type your mobile phone number in the **Phone number** field and click on the **Send Code** button. A 6-digit code will be sent to your mobile via SMS.

**Note:** If you are based outside Australia you can set up SMS authentication using an international mobile phone number.

< Cancel

 **Australian Government**  
Department of Infrastructure, Transport,  
Regional Development and Communications

Enter a number below that we can send a code via SMS to authenticate you.

Country Code

Australia (+61)

Phone Number

Phone number

Send Code

### Step 8.

Check your mobile phone for an SMS. The SMS will include a 6-digit code that you need to enter into the **Enter your verification code below** field and then click on the **Verify Code** button. This will take you back to the **Welcome to ROVER** page.

**Note:** The code will expire after 10 minutes. You can click on the **send a new code** link to get another code.

< Cancel

 **Australian Government**  
Department of Infrastructure, Transport,  
Regional Development and Communications

Enter a number below that we can send a code via SMS to authenticate you.

+610414056180

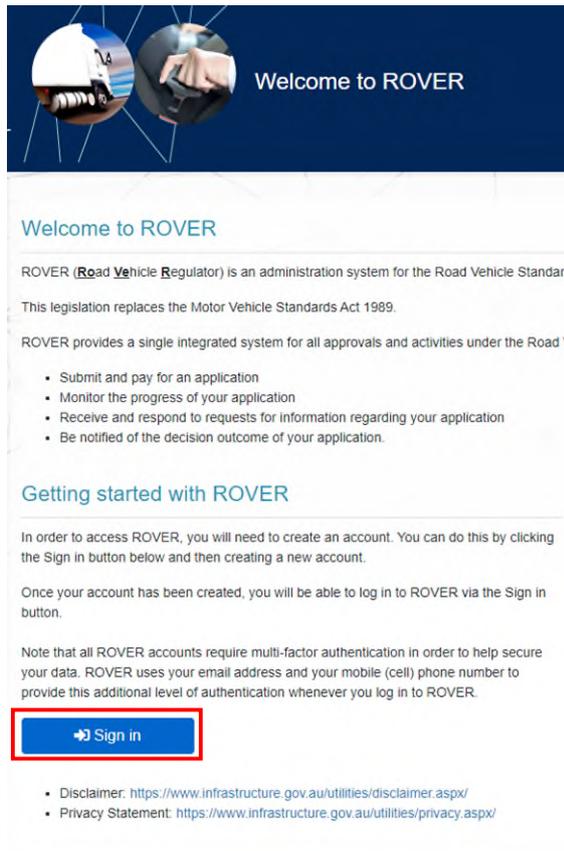
Enter your verification code below, or [send a new code](#)

|

Verify Code

## Step 9.

Next, complete your ROVER profile. From the **Welcome to ROVER** page. Click on the **Sign in** button.



**Welcome to ROVER**

ROVER (Road Vehicle Regulator) is an administration system for the Road Vehicle Standards Act 1989. This legislation replaces the Motor Vehicle Standards Act 1989.

ROVER provides a single integrated system for all approvals and activities under the Road Vehicle Standards Act 1989.

- 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.

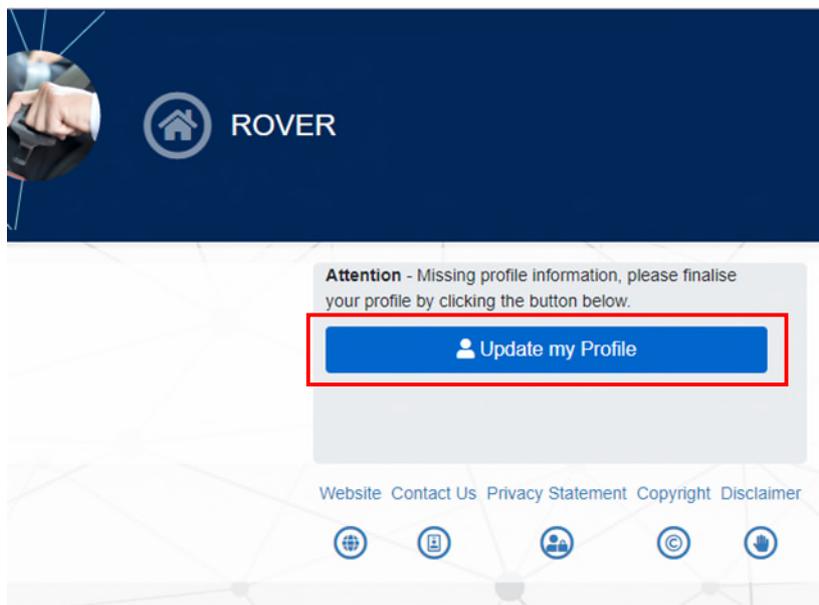
**Sign in**

- Disclaimer: <https://www.infrastructure.gov.au/utilities/disclaimer.aspx/>
- Privacy Statement: <https://www.infrastructure.gov.au/utilities/privacy.aspx/>

## Step 10.

A message will appear on the screen asking you to update your ROVER account profile.

Click on the **Update my Profile** button to open the user profile page.



**ROVER**

**Attention** - Missing profile information, please finalise your profile by clicking the button below.

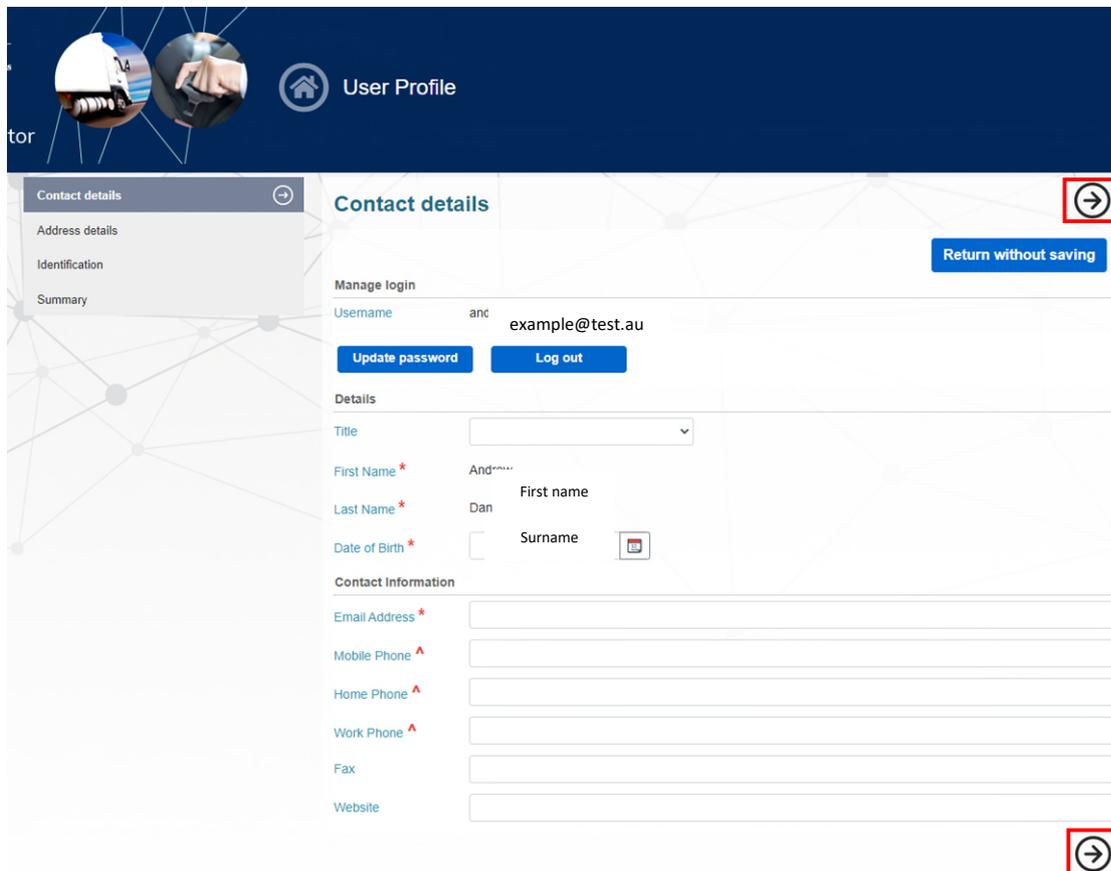
**Update my Profile**

[Website](#) [Contact Us](#) [Privacy Statement](#) [Copyright](#) [Disclaimer](#)

## Step 11.

Fill in your contact details. Then click the **arrow** on the top or bottom right hand side of the screen to move to the next page, or click on **Address details** in the left-hand side menu.

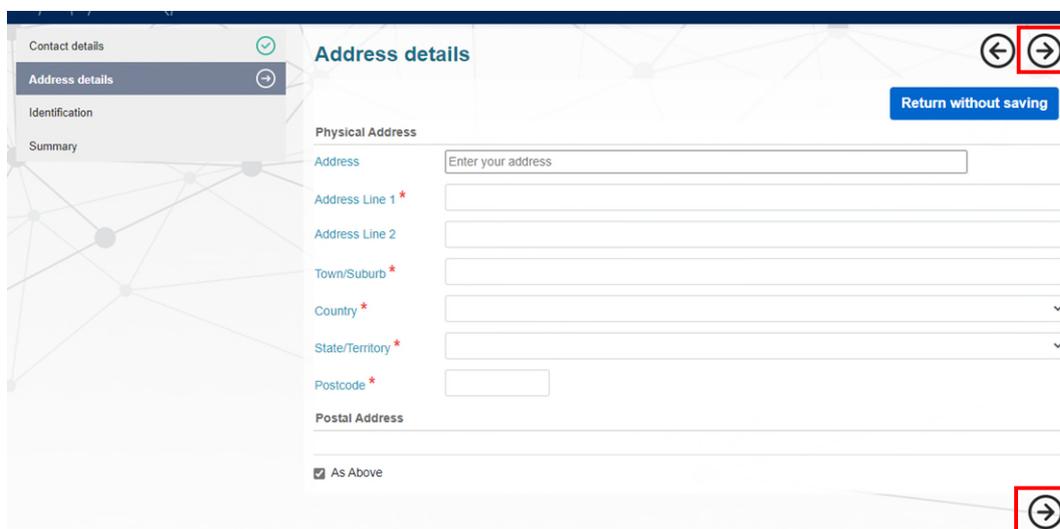
**Note:** Mandatory fields have \* next to them.



The screenshot shows the 'User Profile' page with the 'Contact details' section active. The left-hand side menu includes 'Contact details', 'Address details', 'Identification', and 'Summary'. The 'Contact details' section is titled 'Contact details' and includes a 'Return without saving' button. Below this is a 'Manage login' section with 'Username' and 'example@test.au' and buttons for 'Update password' and 'Log out'. The 'Details' section includes a 'Title' dropdown, 'First Name' (Dan), 'Last Name' (Surname), and 'Date of Birth'. The 'Contact Information' section includes fields for 'Email Address', 'Mobile Phone', 'Home Phone', 'Work Phone', 'Fax', and 'Website'. Red arrows point to the right-pointing arrow icons in the top right and bottom right corners of the page.

## Step 12.

Next, fill in your address details. Then click the **arrow** on the top or bottom right hand side of the screen to move to the next page, or click on **Identification** in the left-hand side menu.

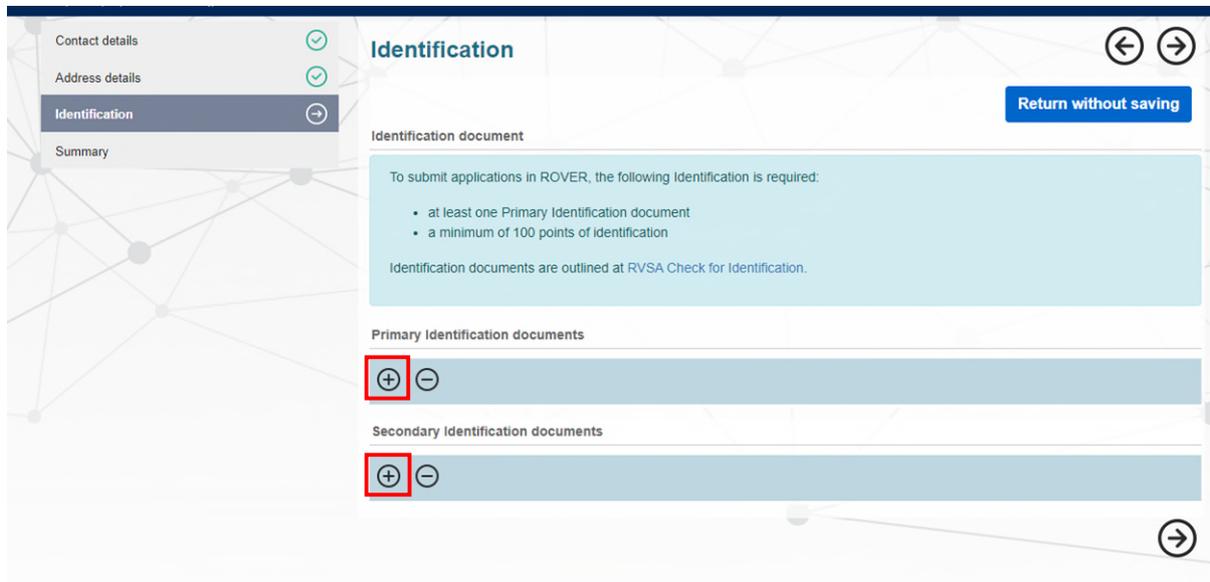


The screenshot shows the 'Address details' page in the user profile interface. The left-hand side menu includes 'Contact details', 'Address details', 'Identification', and 'Summary'. The 'Address details' section is titled 'Address details' and includes a 'Return without saving' button. Below this is a 'Physical Address' section with fields for 'Address', 'Address Line 1', 'Address Line 2', 'Town/Suburb', 'Country', 'State/Territory', and 'Postcode'. There is also a 'Postal Address' section with a checkbox for 'As Above'. Red arrows point to the left and right arrow icons in the top right corner and a right-pointing arrow icon in the bottom right corner of the page.

### Step 13.

You will need to provide 100 points of identification. Details of what you can use for identification are at the [ROVER identity verification guide](#). You must provide at least 1 Primary Identification document.

To add a Primary Identification document, click on the **plus sign (+)** below the heading **Primary Identification documents**. To add a Secondary Identification document, click on the **plus sign** below the heading **Secondary Identification documents**.



Contact details ✓  
Address details ✓  
Identification →  
Summary

## Identification

Return without saving

Identification document

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](#).

Primary Identification documents

+ -

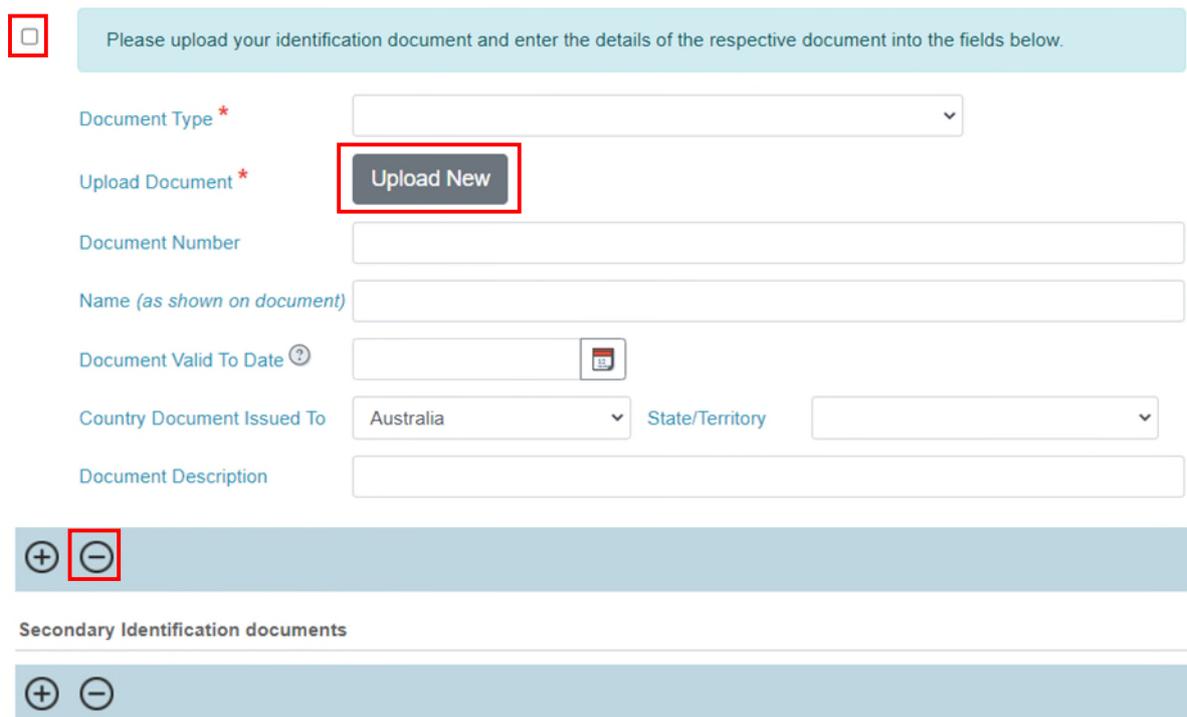
Secondary Identification documents

+ -

### Step 14.

Now upload your identification documents from your computer. An identification document form will appear on the screen. Tick the box next to the **Please upload** instruction. Then, fill in the details requested.

To upload an identification document (for example, a PDF image of your driver licence or passport) click on the **Upload New** button.



Please upload your identification document and enter the details of the respective document into the fields below.

Document Type \*

Upload Document \* **Upload New**

Document Number

Name (as shown on document)

Document Valid To Date

Country Document Issued To  State/Territory

Document Description

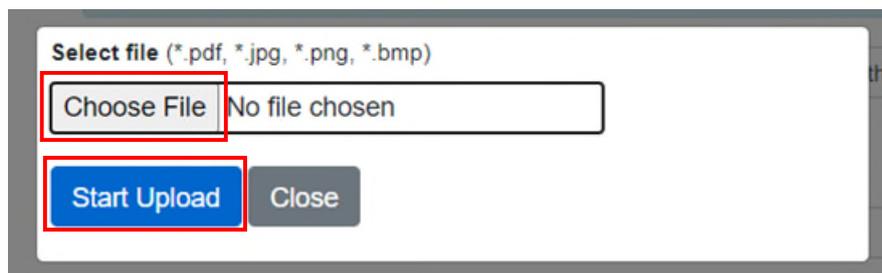
+ -

Secondary Identification documents

+ -

After you click on the **Upload New** button, a popup will appear on your screen.

Click on **Choose File** to access your files from your computer and select the document you want to upload and click **Open**. Then click on the **Start Upload** button.



If you need to upload more documents click on the **plus sign (+)** and another form will appear below the first one.

Repeat the process until a minimum of 100 points of identification has been uploaded.

To remove an unwanted identification form, tick the box for the form to be removed and click on the **minus (-) sign** below the form you want to remove.

**Note:** ROVER will not let you continue if there is a blank form on the page.

## Step 15.

Check your profile details are correct. Once you have uploaded 100 points of identification click on **Summary** in the left-hand side menu, or click on the continue **arrow** at the top or bottom of the page as you did on previous pages.

The **Summary** page shows all your profile details. You will need to click on the **Contact details** or **Address details** links to expand and view the details you entered.

If you are satisfied the information you have provided is correct, click on the **Update Details** button to save your information.

If you want to change any details, click on the **Change** button next to the section you want to change, and the details will appear on the page.

You can then make your changes. Once your changes are done, click on the **Update Details** button to save your information.

**Summary**

Return without saving

Contact details Change

Address details Change

**Identification documents**

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.

Primary Identification documents			
Document Type	Status	Points (unverified)	Points (verified)
Secondary Identification documents			
Document Type	Status	Points (unverified)	Points (verified)
<b>Totals</b>		0	0

Update Details

**Important:** Although you have now created your ROVER account, please do not start an application until your identity has been verified as the information entered may not be saved. It may take up to 5 business days for your documents to be verified by the department. You will be notified by

**Note:** The definition of a **business day** under section 5 of the Rules: Means a day that is not a Saturday, Sunday or a public holiday in the Australian Capital Territory.

## Further information

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