Create an account and profile

ROVER guide

February 2025

This guide shows you what you need to do before you begin using ROVER, including how to create your account, complete your profile and provide 100 points of identification.

Recommended browsers: Chrome, Firefox or Microsoft Edge.

Create an account

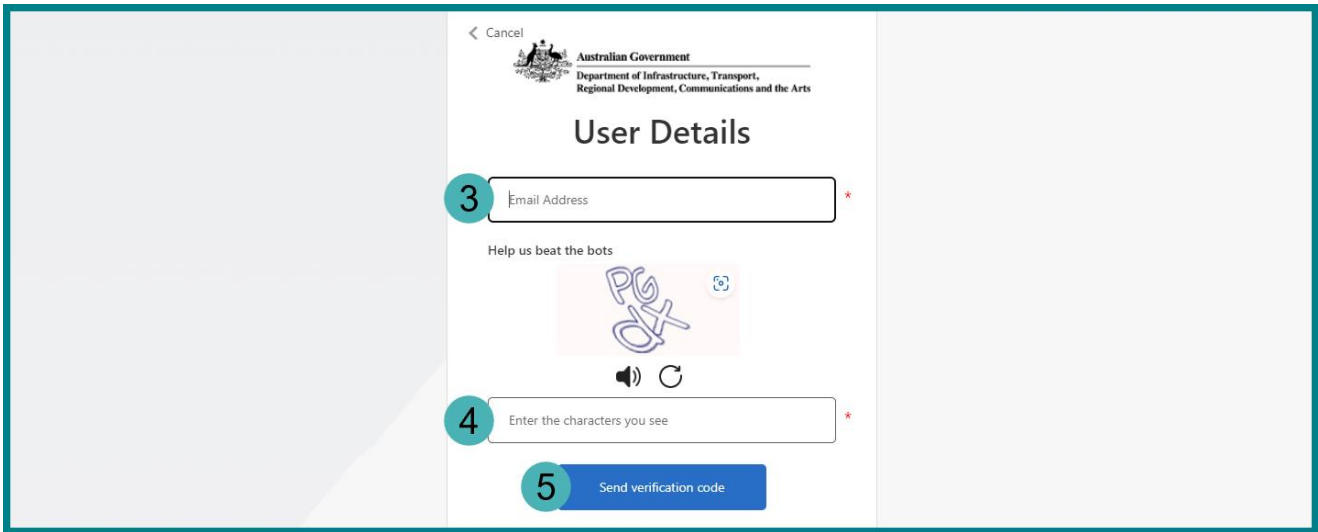To **create a ROVER account**, navigate to the Welcome to ROVER page and complete the following steps.

1. Select the **Sign in** button.
2. Select the **Sign up now** link.

3. Enter the **Email Address** that you want linked to your ROVER account.

4. Enter the characters displayed under **Help us beat the bots** to confirm you are a person.

5. Select the **Send verification code** button to receive a 6-digit verification code to the email address you entered in step 3.

    If the email does not appear in your inbox, you may need to check your junk or spam folder.

6. Enter the 6-digit **Verification Code** from the email.

7. Select the **Verify code** button to verify your email address.

    a. The verification code will expire after 10 minutes. If you don't enter the code in time, select the **Send new code** button to receive a new 6-digit code via email. Then, return to the previous step (6) and try again.

8. 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

9. Enter the same password into the **Confirm New Password** field.

10. Enter your **Given Name**.

11. Enter your **Surname**.

12. Read the **Privacy Notice*** and select the **checkbox** to acknowledge you have read and understood the Privacy Notice.

13. Select the **Create** button.

Verification code has been sent to your inbox. Please copy it to the input box below.

[_____] *

6 | 016239 | *

Help us beat the bots

QX S3

🔊 ↻

Success!

qxs3 *

7 [Verify code] [Send new code] **a**

8 New Password *

9 Confirm New Password *

10 Given Name

11 Surname

Privacy Notice

12 [ ] I have read and understood the Privacy Notice

13 [Create]

✓ You have successfully created a ROVER account and will now need to set up multi-factor authentication. Multi-factor authentication will help keep your ROVER account secure.

Set up multi-factor authentication

1. Select the country you live in from the **Country Code** dropdown options.
2. Enter your mobile **Phone Number** without the country code.
3. Select the **Send Code** button to receive a 6-digit verification code via SMS.

4. Enter the 6-digit **verification code** from the SMS.
5. Select the **Verify Code** button to finish creating your account.
   a. The verification code will expire after 10 minutes. If you don't enter the code in time, select the **send a new code** link to receive a new verification code via SMS. Then, return to the [previous step (4)](#) and try again.


✅ You've signed in to your new ROVER account. You will need to complete your profile before you start using ROVER.

Complete your profile

1. Select the **Profile** icon.
2. Select the **calendar** icon and select your **Date of Birth** from the dropdown calendar.
3. Enter your **Contact Information**. You need to provide a phone number in at least one of the following fields:
   a. **Mobile Phone**.
   b. **Home Phone**.
   c. **Work Phone**.
4. Select the **Save** button.
5. Select **Address details** from the menu.

6. Select the **Physical Address** link.

7. Complete the **Update address** form using one of the following methods:

   a. Start typing the address into the **Address Search** field and select the correct address from the dropdown options. ROVER will autofill the remaining fields.

   b. Enter the address manually into the **Address Line** and **Town/Suburb** fields, and then select the **Country** from the dropdown options.

8. Select the **Update** button to save and close the form.
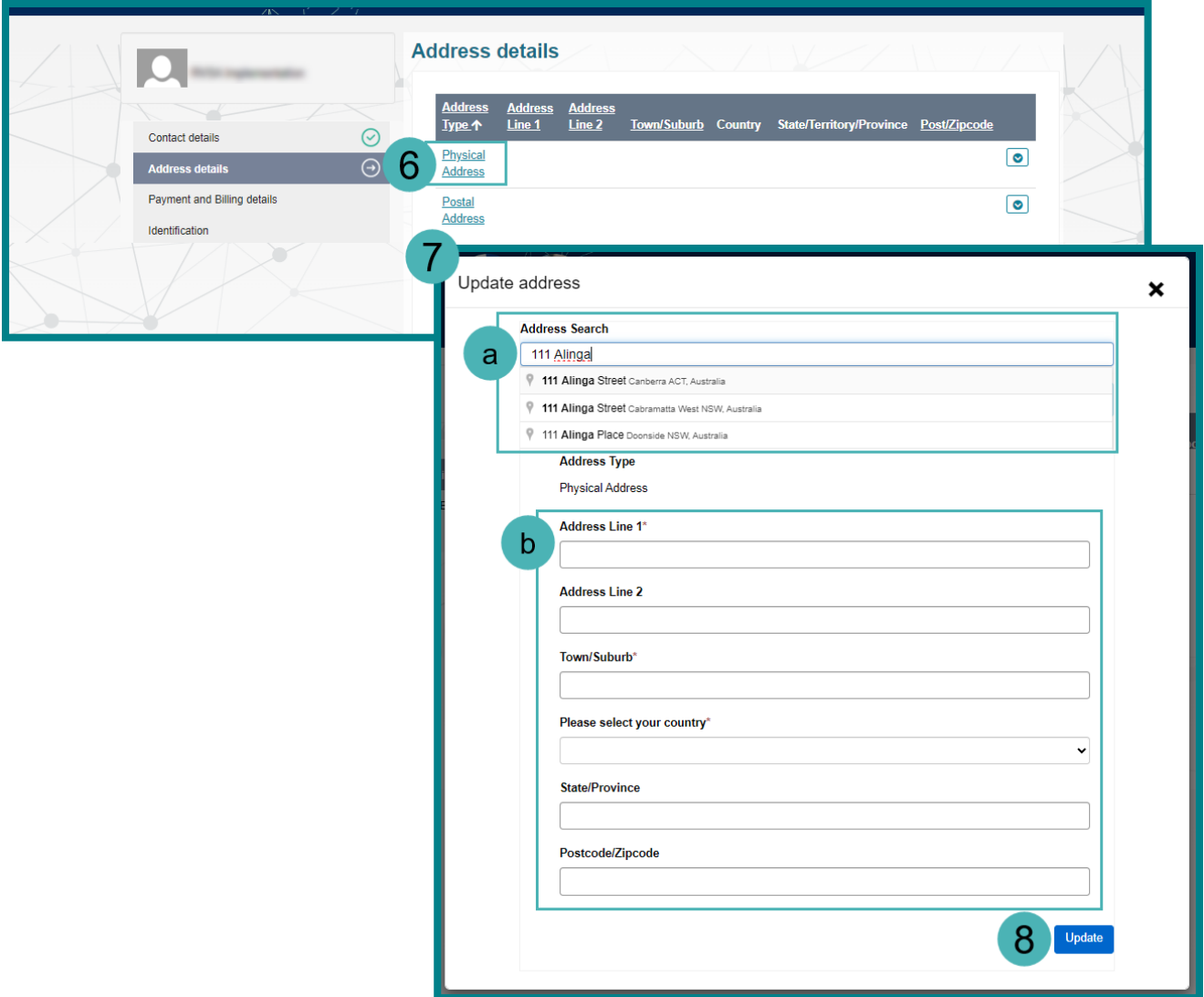
9. Select the **Postal Address** link and complete the **Update address** form (as outlined in the previous steps). You will need to provide a postal address separately, even if it is the same as your physical address.

10. Select the **Save** button.

11. Select **Identification** from the menu.
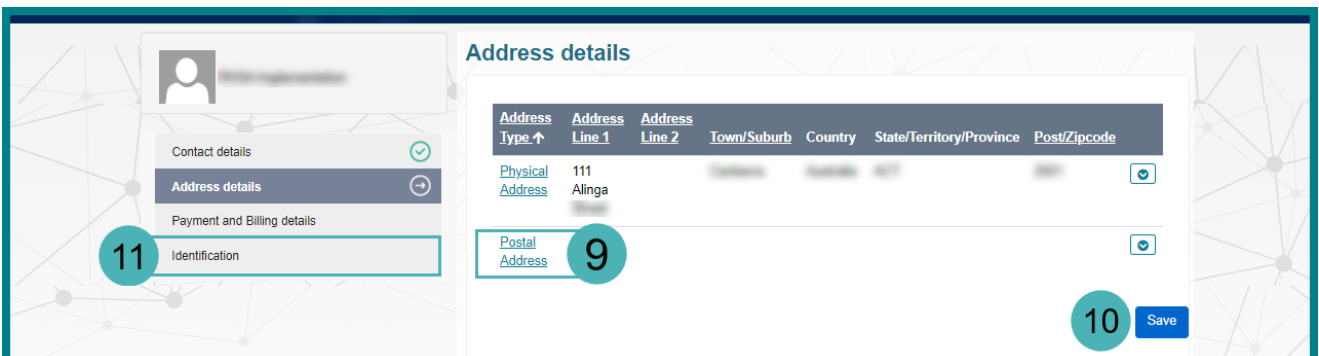
> ⚠️ You must provide a minimum of 100 points of identification to be checked by the department.
>
> Visit the [ROVER identity document guide | Department's website](#) for more information.

12. Select the **Upload Document** button.
13. Select the **Choose File** button.
14. Select a .pdf, .jpg, .png or .bmp file type from your device.
15. Select the **Open** button.
16. Select the **Document Type** from the dropdown options and complete any other relevant fields.
17. Select the **Save Document** button.

18. Select the name of the document you have just uploaded from your list of **Primary** or **Secondary Identification documents** to **view the uploaded identity document**.
19. Review the details you have provided to check that they are correct and then select the **X** button.

a. If the document or details are incorrect, select the **down arrow** on the right-side of the document in your list of **Primary** or **Secondary Identification documents** and select **Remove** from the dropdown options.

20. Repeat steps 12 to 19 until you reach a minimum of 100 **Submitted Points** of identification.

⚠ Please wait for your identity documents to be checked by the department before you start an application as the information you enter may be lost. This may take up to 5 business days[1].

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[1] A business day us a day that is not a Saturday, Sunday or a public holiday in the Australian Capital Territory.

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
- 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