



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.

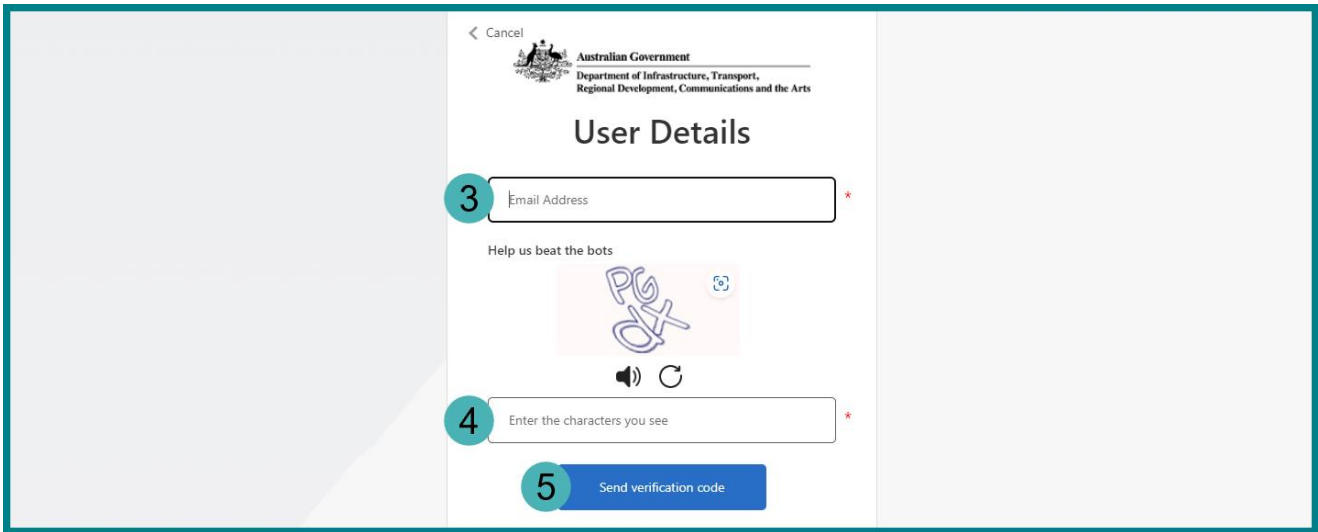
1. Select the **Sign in** button.
2. Select the **Sign up now** link.

The screenshot shows the ROVER website interface. At the top, there is a navigation bar with the Australian Government logo and the text 'Welcome to ROVER'. Below this, the main content area is divided into sections: 'Welcome to ROVER', 'Getting started with ROVER', and 'How to use ROVER'. The 'Welcome to ROVER' section contains introductory text and a list of features. The 'Getting started with ROVER' section provides instructions on how to create an account. The 'How to use ROVER' section includes a link to the ROVER website and recommended browsers. A red box highlights the 'Sign in' button in the 'Getting started with ROVER' section, labeled with a red circle and the number '1'. Another red box highlights the 'Sign up now' link in the 'Sign in' form, labeled with a red circle and the number '2'. The 'Sign in' form includes fields for 'Email Address' and 'Password', a 'Forgot your password?' link, and buttons for 'Sign in' and 'Sign up now'.

OFFICIAL

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.

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

6 016239 *

Help us beat the bots



Success!

qx3 *

7 a

8 New Password *

9 Confirm New Password *

10 Given Name

11 Surname

12 Privacy Notice I have read and understood the Privacy Notice

13



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.

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Multi-factor authentication

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

Country Code

1 Australia (+61)

Phone Number

2 Phone number

3 Send Code

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.

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Multi-factor authentication

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

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

4 341356

5 Verify Code

a



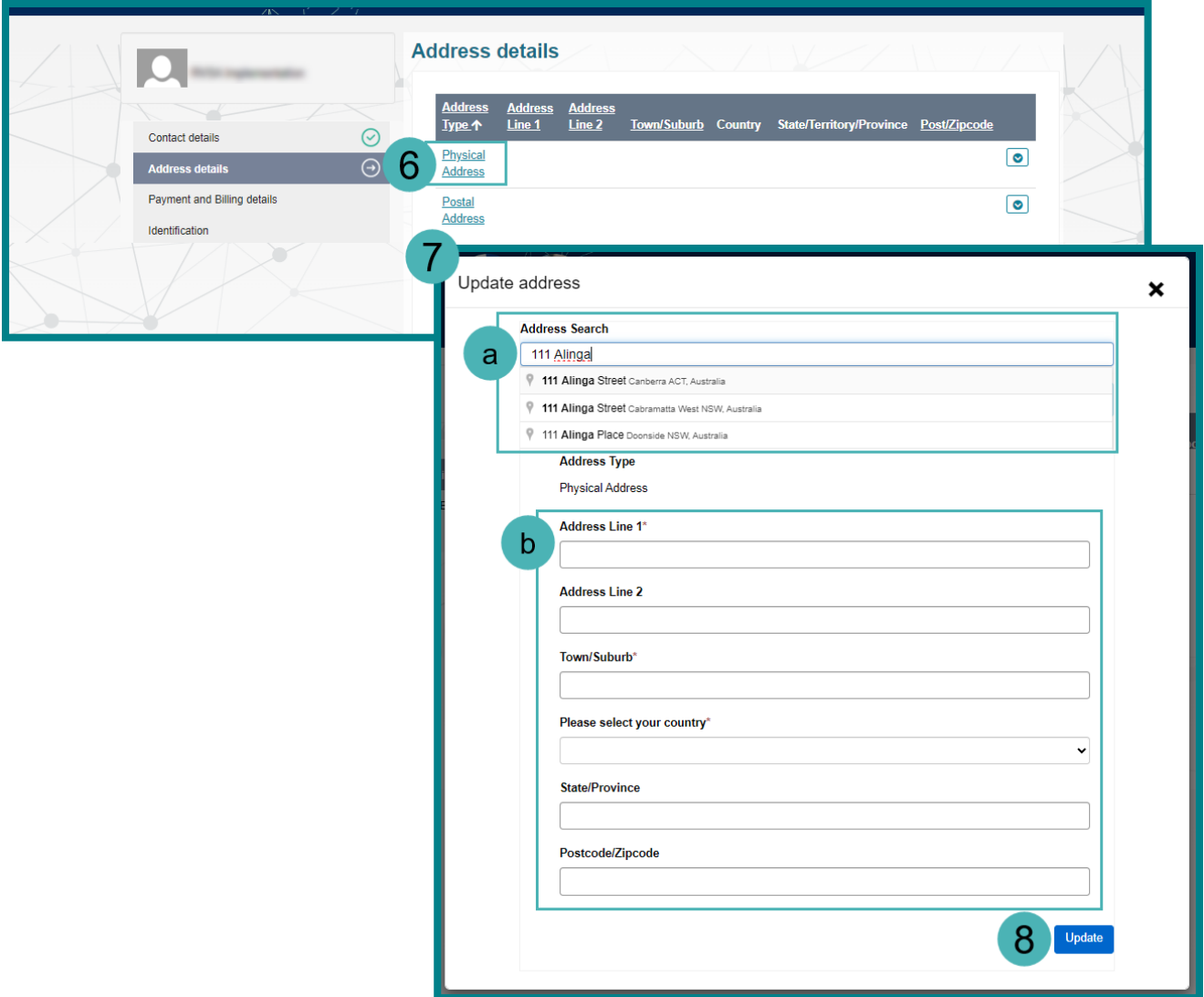
You've signed in to your new ROVER account. You will need to complete your profile before you start using ROVER.

Complete your profile

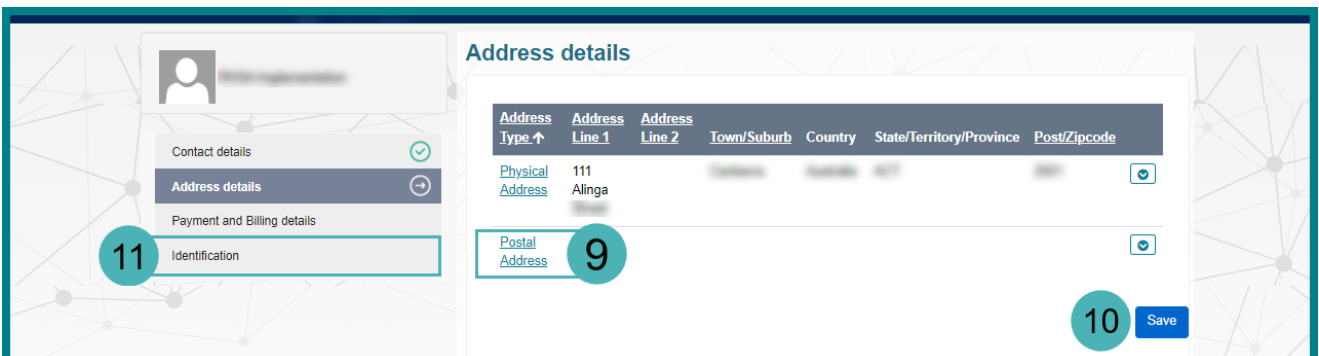
1. Select the **Profile** icon.
2. Select the **calendar** icon and select your **Date of Birth** from the dropdown calendar.
3. Enter your **Contact Information**. You need to provide a phone number in at least one of the following fields:
 - a. **Mobile Phone**.
 - b. **Home Phone**.
 - c. **Work Phone**.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

The screenshot shows the ROVER user interface. At the top, there is a navigation bar with the ROVER logo and a user profile icon. Below the navigation bar, there is a menu with various options: Applications, Approvals, Payments, Recalls, AVV, RAV, Authority to act, Profile, Enquiry, and Published lists. The Profile icon is highlighted with a red circle and the number 1. Below the navigation bar, there is a main content area. On the left, there is a user profile card with a dropdown menu. The dropdown menu is open, showing options: Contact details, Address details, Payment and Billing details, and Identification. The Address details option is highlighted with a red circle and the number 5. On the right, there is a 'Contact Details' form. The form has a 'Manage login' section with 'Username' and 'Update password' and 'Log out' buttons. Below that, there is a 'Details' section with fields for 'Title', 'First Name', 'Last Name', and 'Date of Birth'. The 'Date of Birth' field has a calendar icon, which is highlighted with a red circle and the number 2. Below the 'Details' section, there is a 'Contact Information' section with fields for 'Email Address*', 'Mobile Phone', 'Home Phone', 'Work Phone', 'Fax', and 'Website'. The 'Mobile Phone', 'Home Phone', and 'Work Phone' fields are highlighted with red circles and the letters a, b, and c respectively. At the bottom right of the form, there is a 'Save' button, which is highlighted with a red circle and the number 4.

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.

The screenshot shows the ROVER Identification page. At the top, there's a header with the Australian Government logo and 'ROVER Identification'. Below this, there's a user profile section with 'Contact details' and 'Address details' both marked with green checkmarks. A blue box contains instructions: '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](#).' A 'Points' field is visible. A '12 Upload Document' button is highlighted. An 'Upload Document' dialog box is open, showing 'Attach file (*.pdf, *.jpg, *.png, *.bmp)*' with a '13 Choose File' button. Below this is a 'Document Type*' dropdown menu highlighted with '16'. Other fields include 'Document Number', 'Name (as shown on document)', 'Document Valid To Date', 'Country Document Issued To' (set to Australia), 'State/Territory', and 'Document Description'. An 'Open' file explorer dialog is overlaid, showing a list of files on the Desktop. A file named '14' is selected, and the '15 Open' button is highlighted. At the bottom of the 'Upload Document' dialog, the '17 Save Document' button is highlighted.

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.

Primary Identification documents

Document Type	File Name	Document Number	Document Valid To Date	Status	Points ↓	Uploaded by	Uploaded On
Passport				Verified	70		
Drivers Licence				Verified	40		

Secondary Identification documents

Document Type	File Name	Document Number
Medicare card		

View Uploaded Identity Document

Document Type

Document Number

Name (as shown on document)

Document Valid To Date

Country Document Issued To

State/Territory

Document Description

- 20. Repeat [steps 12 to 19](#) until you reach a minimum of 100 **Submitted Points** of identification.

Identification

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](#).

Submitted Points: 135

Verified Points: 0

Upload Document



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 days¹.

¹ A business day is 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](#)