



myLearners App Information Sheet

FAQs

Why can't I log into the myLearners app?

You may not have an active myVicRoads account, in which case you should choose '**Sign up**' on the myLearners app login page. This will take you to myVicRoads to create an account.

If you have a myVicRoads account and are having difficulty logging in, or your access is limited when in the myLearners app, please contact our myVicRoads support team via our [website](#) or by phone 1300 650 266.

If you have a myVicRoads account, but your learner permit or driver licence isn't valid, you won't be able to record or supervise drives.

Why does the myLearners app no longer work for me?

It is best practice for mobile applications to cease supporting older Operating System (OS) versions. If you're using a version that is no longer supported, you may be unable to access the app altogether, or you could experience issues. myLearners currently supports:

- iOS 15 and above.
- Android 10 and above.

What if I've forgotten my password?

If you've forgotten your password, you can reset it by going to the [myVicRoads login page](#) on the VicRoads website, or using the link directly from the login screen in the myLearners app. This will take you out of the app and to the myVicRoads website.

How do I pair with a Supervisor?

You can send an invitation to the supervising driver from within the myLearners app. Alternatively, the Supervisor can send an invite to you. Once the invitation is accepted, you or the Supervisor can register for a myVicRoads account (if you or they don't already have one) and then register for myLearners. When registration is complete, you will be paired and can record drives together.

How do I respond to an invitation in the app?



When you receive an invitation and you have the app, the invitation will appear in your **Supervisors** or **Learners** tab, under **INVITES**.

- You can accept the invitation by tapping on the green tick.
- You can decline the invitation by tapping on the red cross.
- If you accidentally decline the invitation, the person who sent it to you will need to send you another one.

How can I review and approve drives taken with a Learner?

You can review and approve drives using either the myLearners app or your myVicRoads account. This can be found via the **Drives** button at the bottom of the app, which provides a list of all the verified and unverified drives, or the myLearners page in myVicRoads.

Can I have more than one supervising driver in the myLearners app?

Yes. There is no limit to the number of supervising drivers you can be associated with in the myLearners app.

Can I supervise more than one Learner using the myLearners app?

Yes. The myLearners app allows you to be associated with an unlimited amount of Learner drivers.

When 120 hours is reached, do I need it to be sighted or signed off before going for my licence?

Once you have reached 120 hours in your driving practice, the app will prompt you to declare your 120 hours (with 20 night-time hours). The supervising driver who supervised your last drive will receive a notification that you have declared your hours. The Supervisor must then also declare that you have completed your 120 hours. The declaration should be completed by your primary Supervisor, however, any Supervisor who takes you over the 120 hours will be prompted.

If a declaration is deferred, then you must record another drive to trigger the declaration again.

You must complete at least 120 hours of driving practice (including 20 night-time hours), and your declaration before going for your Probationary licence.

What do I do on the day of my drive test? How will I prove my declared hours?



When you go in for your drive test, our Customer Service staff will look up your details to check your 120 hours and declaration. If at the beginning of your practice you recorded your hours in the paper logbook and then transferred to using the myLearners app, you will need to bring that as well.

Can a drive be entered manually if we can't record it in the app at the time of our trip?

If you are unable to record your drive in the myLearners app at the time of your trip, your supervising driver can add it manually on your behalf using their myVicRoads account.

A maximum of 10 hours can be added manually, per Learner.

How does the app know when to record night-time driving hours?

Night-time hours are based on sunrise and sunset each day. These times will vary slightly each day, but the app is built to ensure consistency for everyone when recognising night-time hours.

Can the myLearners app be used for interstate driving practice?

Yes, however the supervising driver must be the holder of a full and valid Victorian driver licence.

Can Learners over the age of 21 record their hours using the myLearners app?

Yes. Age is not considered when accessing or using the myLearners app. So long as the Learner holds a valid Learner permit (regardless of whether they are currently 21+ or continue their learning after turning 21), they can record/ continue to record their driving hours using myLearners.

I have been recording my hours in the paper logbook, but now I want to start using myLearners instead, how can I upload my hours into the app?

You will need to attend a VicRoads Customer Service Centre to seek assistance with adding your paper logbook hours into the app. Staff can either add the hours for you or update your account, so you are prompted to add the hours yourself. You will need to take your paper logbook with you.

Can I only approve my Learner's drives using the myLearners app?

Supervisors can access all the same features that are in the myLearners app, through their myVicRoads account. This means drives can be reviewed on both a mobile device and desktop computer.

Is somebody other than my nominated supervising driver able to review the drive on their behalf?



No. A drive must be reviewed by the nominated supervising driver.

If my phone has no credit, can I still use the app?

Yes. Mobile phone credit doesn't impact the use of myLearners. So long as you are logged in, trips can even be recorded when the phone has no service/ internet connection. If a trip is recorded offline, it is stored on the device and will only be submitted to the supervising driver once the device is connected to the internet again.

It is important not to log out of your myLearners app if you have offline drives stored on the device, as they could be lost.

Is there a time limit on how long drives can stay unapproved?

No. However, it is strongly recommended to review drives when they are submitted as it allows Learners to better track their progress; only approved drives are reflected in a Learner's total hours.

Why do I still have Learners appearing in my list even though they have their licence?

Once a learner has graduated, they keep their myLearners account. It will be flagged as a Learner account until the next time they can successfully log in with a full licence. So long as it's flagged as a Learner account it will display on the Supervisor's list.

To remove, the Supervisor should simply delete the Learner from their list.

Is there a dedicated myLearners phone number?

Our myVicRoads support team can assist with myLearners enquiries. You can contact them via our [website](#) or by phone 1300 650 266.

Other Resources

- <https://www.vicroads.vic.gov.au/licences/your-ls/mylearners>
- <https://mylearners.vic.gov.au/>

