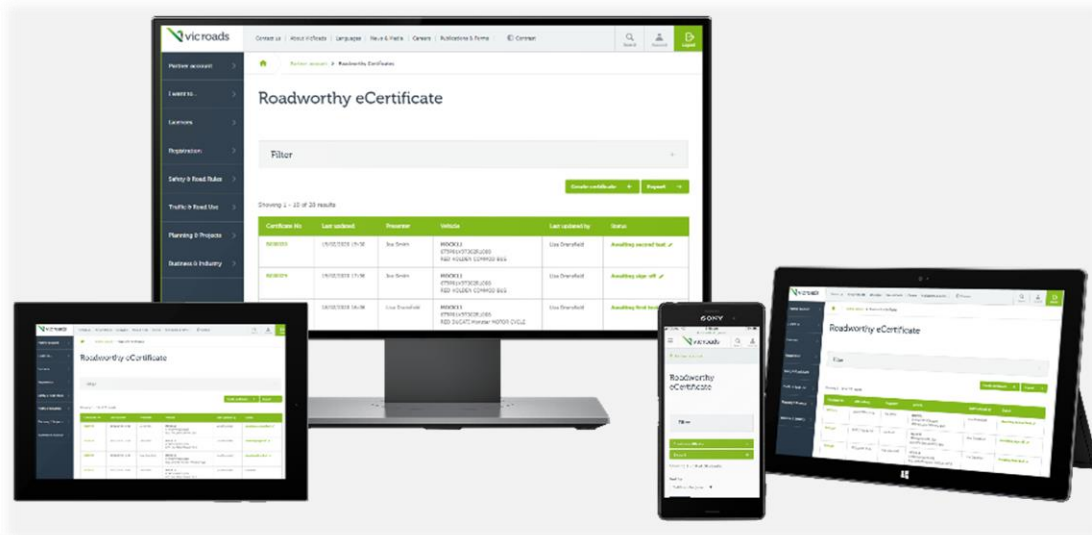




Getting started with Roadworthy eCertificate | Step 1

How to sign up for a myVicRoads partner account

Before you can start creating Roadworthy eCertificates, you need to sign up for a **myVicRoads partner account** – this is the online account you'll need to create, record, manage and store Roadworthy eCertificates.

These instructions will show you exactly what you need to do to sign up.

Important: These instructions are for LVT businesses with a single workshop.

If your business has more than one workshop, you should use our separate instructions for how to set up partner account for multiple workshops – they contain important advice on how to make sure all of your workshops are linked in your partner account. You can request a copy by emailing the Vehicle Safety team at roadworthy@roads.vic.gov.au.

Before you start

Before you sign up for a myVicRoads partner account for your LVT business, there are three important things you need to know:

1. Who can sign up for the account	The person signing up for the myVicRoads partner account must be the Licensed Vehicle Tester (LVT) licence holder – or, in the case of an incorporated body (company), the owner or a director of the company that is the Licensed Vehicle Tester licence holder.
2. Administrators and Primary Contact for the account	The Licence Holder must be added as one of the Administrators and selected as the Primary Contact for the partner account (adding Administrators and selecting a Primary Contact is part of the account sign-up process). VicRoads will not approve your partner account application unless these conditions are met.
3. Terms and conditions	There are terms and conditions associated with using the Roadworthy eCertificate (eRWC) system that Licence Holders need to be aware of. These are set out in the written directions that were sent to the Licence Holder as part of the invitation to move to the eRWC system. Please read the eRWC System Usage Directive carefully – it is an addition to your Licence Conditions and all Licence Holders signing up to the eRWC system must comply with it.

Important

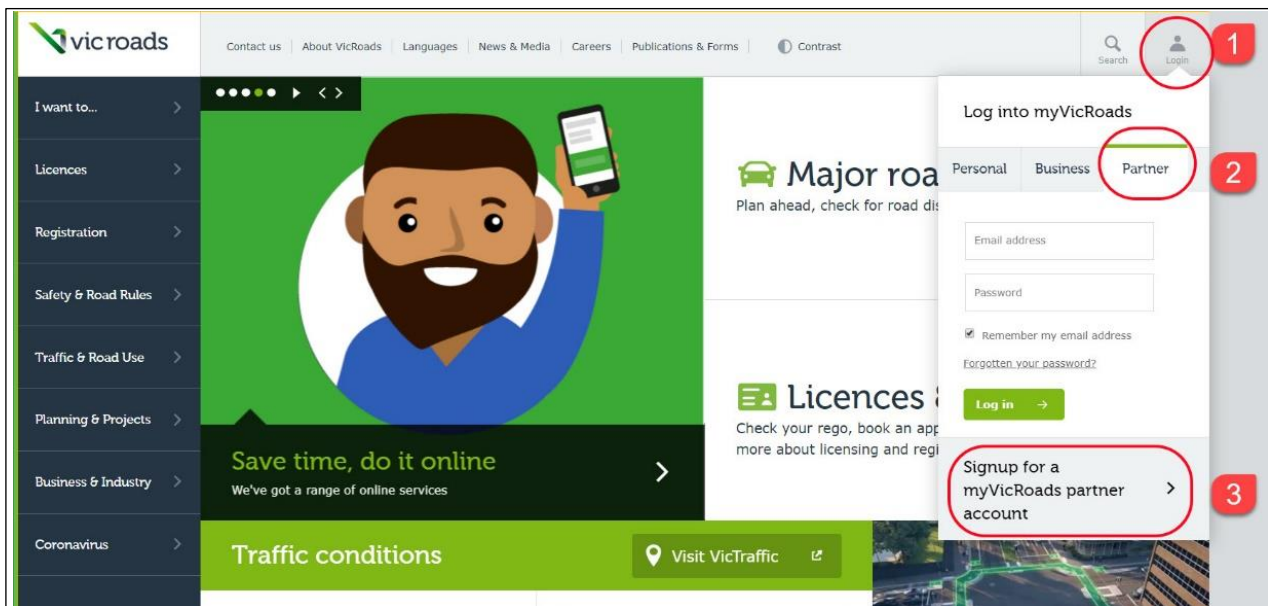
Don't use Internet Explorer as your web browser

Internet Explorer is not supported by VicRoads as a browser for use with the myVicRoads partner account, as it is no longer supported by its developer, Microsoft (it's been replaced by Microsoft Edge.)

Please use a browser like Safari, Chrome, Firefox or Microsoft Edge when applying for your partner account.

How to sign up

1. Go to the VicRoads website homepage (www.vicroads.vic.gov.au) and click on the login icon in the top right.
2. Select the **Partner** tab
3. Click on **Signup for a myVicRoads partner account**.



4. On the **Signup** page, start by choosing **Vehicle inspections** as your business type.
5. Choose **Issue roadworthy certificates** as the online service that you're applying for.
6. Choose the vehicle types you're applying for (tick all that apply to your LVT licence).

vicroads

Search

Login

Signup for a myVicRoads partner account

Signup for a myVicRoads partner account

Need help? Find out [how to signup for a myVicRoads partner account](#).

* Indicates a required field

Your partner details

Business type *

☐ New vehicle dealer

☐ Used vehicle dealer

☐ Insurer

☐ Information protection agreement organisation

☐ Wrecker

☐ DDD

☐ Fleet Manager

☒ Vehicle inspections 4

☐ Other

Which VicRoads online services are you applying for? *
(please tick all that apply) [Help](#) +

☒ Issue roadworthy certificates 5

☐ Issue AFSACS certificates

Vehicle types for roadworthy certificates * (please tick all that apply)

☐ Light Vehicle

☐ Heavy Vehicle

☐ Motorcycle

☐ Heavy Trailer

☐ Light Bus

☐ Heavy Bus

6

7. Scrolling down the same page, fill your LVT business details in the remaining fields. Fields that are mandatory are marked with an asterisk (*).

Company/business name * Trading name * ACN ABN * LVT number * Business phone number * <i>E.g. 03 9234 5678 or 0419 999 123</i> Business Address * <i>e.g. Unit 7 11 Sample Street, Broadmeadows VIC 3047</i> Postal Address * ☐ Make same as business address <i>e.g. Unit 7 11 Sample Street, Broadmeadows VIC 3047</i> 7

8. At the bottom of this page, you'll see a field asking for supporting documentation to be uploaded. As an existing approved VicRoads partner, you don't need to upload anything at this point.

Upload supporting documentation

New vehicle dealers should upload the following:

- Signed copy of the [Dealer certification agreement \[DOCX 197 Kb\]](#).
- Public liability insurance certificate of currency, or similar, showing a minimum insured amount of \$10 million, policy dates and VicRoads listed as an interested party.
- Copies of valid National Police Checks for the Dealer Principal and all partner account users.

Used vehicle dealers should upload the following:

- Signed copy of the [Used car trader agreement \[DOCX 223 Kb\]](#).
- Copies of valid National Police Checks for the Dealer Principal and all partner account users.

You do not need to upload anything if you are one of these business types:

- Alternative Fuel Systems Assessment and Certification Scheme providers (AFSACS)
- Insurers
- Licensed Vehicle Testers (LVTs)
- Vehicle Assessment Signatory Scheme (VASS)
- Wreckers

File(s) can be .pdf, .docx, .doc, .bmp, .tif, .jpg, .odt and .tiff
Maximum of 10 files no larger than 10MB in total. Each file may be no larger than 2MB.

Drop your file here to upload [Attach file](#)

Next → **9**

9. Click **Next** to move on.

On the next page, you'll be adding your partner account **Administrators** – you can have up to three.

About Administrators

📌 Good to know

Partner account **Administrators** perform a very important role – they're the only people who can nominate and remove users (for example, your testing mechanics) from your workshop's partner account.

It's important to note that partner account Administrators cannot perform any transactions in the eRWC system itself – their job is simply to manage which users have access to the eRWC system.

You can nominate up to three Administrators per partner account – as the Licence Holder, you need to be one of them. It's a good idea to have at least two.

10. As the Licence Holder, you must add yourself as the first Administrator to your workshop's partner account by filling in all the required details on this page. If you don't, your partner account application will not be approved by VicRoads.

vicroads

Contact us | About VicRoads | Languages | News & Media | Careers | Publications & Forms | Contrast

Search | Login

I want to... >

Licences >

Registration >

Safety & Road Rules >

Traffic & Road Use >

Planning & Projects >

Business & Industry >

Coronavirus >

Signup for a myVicRoads partner account

Signup for a myVicRoads partner account

Add an administrator to your partner account. Administrators can add and remove users from this account.

Need help? Find out [how to signup for a myVicRoads partner account](#).

* Indicates a required field

Administrator user details

First name *

Last name *

Email address *

Confirm email address *

Phone number *

E.g. 03 9234 5678 or 0419 999 123

Victorian driver licence number [Help](#)

11. You'll then need to create temporary password called a **verification code** – you will need this code when you received your account activation email from us. There's is no restriction on length or characters you can use for the verification code, but it **is** case-sensitive.

About the verification code

It's important you write down the verification code you've created and keep it in a safe place, as there is no way for you to retrieve it later.

Important

Verification code *

Create a verification code (i.e. temporary password) and pass it onto this administrator. They'll need this to activate their account when they receive their activation email.

The verification code is case sensitive and there is no restriction on length or characters used.

[Add another administrator](#) +

[Back](#) [Next](#)

12. If you'd like to add more Administrators, click **Add additional administrators** and repeat steps **10** and **11** – you can nominate up to three. It's not mandatory to do so, but we recommend adding at least one other Administrator.

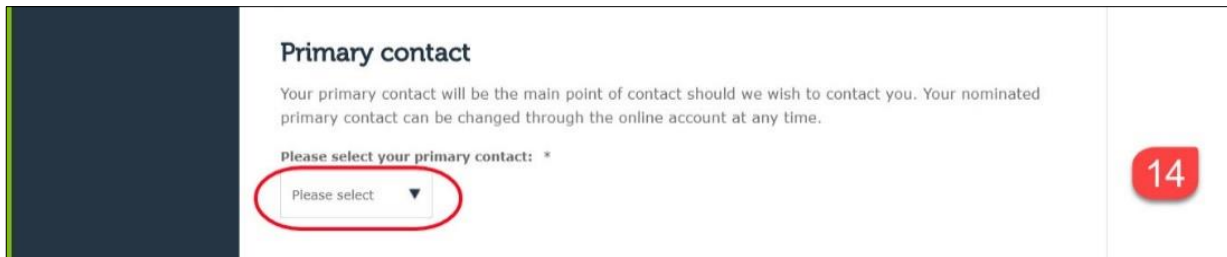
You need to create a new verification code for each Administrator you nominate. Again, it's important you write down all verification codes you've created and keep them in a safe place, as there is no way for you to retrieve them later. We also strongly recommend you email the verification code to all nominated Administrators straight away – ask them to keep it on file for their account activation.

When you've finished adding Administrators, click **Next**.

3. Check all the business and Administrator details you've entered and make sure they're correct. If you need to fix anything, click **Edit**, then make your corrections.

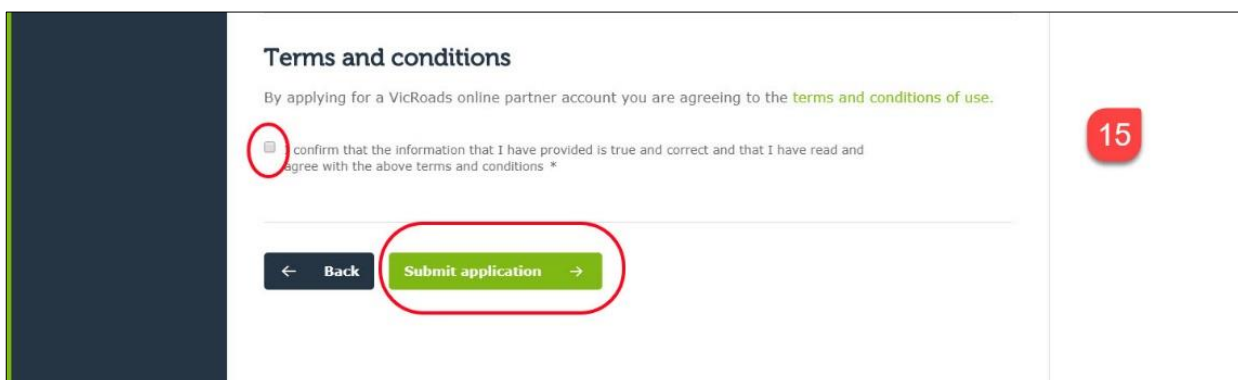
The screenshot displays the 'Signup for a myVicRoads partner account' page. The left sidebar contains a navigation menu with options: 'I want to...', 'Licences', 'Registration', 'Safety & Road Rules', 'Traffic & Road Use', 'Planning & Projects', 'Business & Industry', and 'Coronavirus'. The main content area is titled 'Signup for a myVicRoads partner account' and includes a sub-header 'Confirm your business details' with a red '13' badge. Below this, there are several sections for business information: 'Your business type' (Vehicle inspections), 'The VicRoads online services you are applying for:' (Issue roadworthy certificates), 'Vehicle types for roadworthy certificates:' (Light Vehicle), 'Company/business name:' (Lisa's Fast Cars), 'ACN:' (111111111), 'ABN:' (11111111111), 'LMCT:' (11111111), 'LVT:' (11111111111111111), 'Business phone number:' (0429850689), 'Business address:' (60 Denmark St, KEW VIC 3101), and 'Postal address:' (60 Denmark St, KEW VIC 3101, Same as business address). Each section has an 'Edit' link with a green checkmark icon. Below the business details is another section titled 'Confirm your administrator details' with a red '13' badge. This section includes fields for 'First name:' (Lisa), 'Last name:' (Dransfield), 'Email address:' (lisadransfield@dummymail.com), 'Phone number:' (0429850689), and 'Victorian driver licence number:' (111111111). It also features an 'Edit' link with a green checkmark icon.

14. To finalise your application, scroll down the page and use the dropdown menu to choose yourself as the **Primary contact** for your partner account (as the Licence Holder, you are required to be the Primary Contact for your workshop).



The screenshot shows a form titled "Primary contact". Below the title, it states: "Your primary contact will be the main point of contact should we wish to contact you. Your nominated primary contact can be changed through the online account at any time." Below this text, there is a label "Please select your primary contact: *" followed by a dropdown menu. The dropdown menu is currently set to "Please select" and is circled in red. On the right side of the form, there is a red circular badge with the number "14".

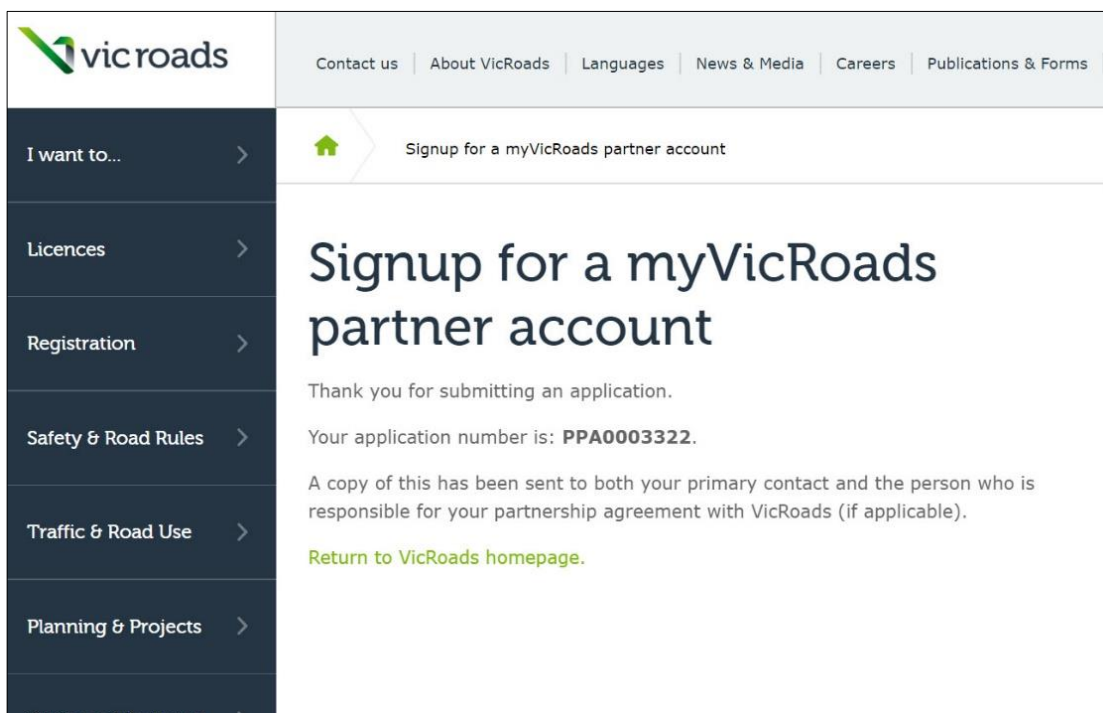
15. Complete your application by ticking the **Terms and conditions** box to confirm that you've read and agreed to the account Ts & Cs, then click **Submit**.



The screenshot shows a form titled "Terms and conditions". Below the title, it states: "By applying for a VicRoads online partner account you are agreeing to the [terms and conditions of use](#)." Below this text, there is a checkbox labeled "I confirm that the information that I have provided is true and correct and that I have read and agree with the above terms and conditions *". The checkbox is circled in red. Below the checkbox, there are two buttons: "Back" and "Submit application". The "Submit application" button is circled in red. On the right side of the form, there is a red circular badge with the number "15".

Your application is now submitted

That's it! At this point you'll be given an application number.



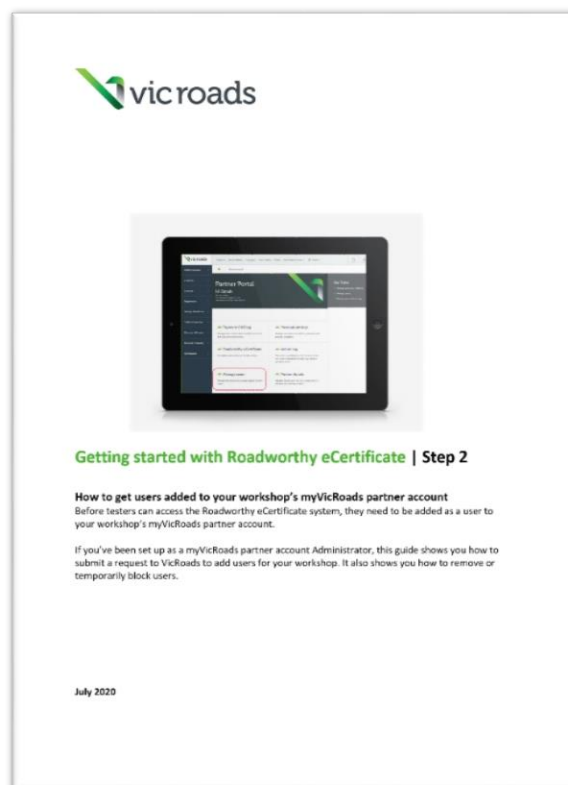
The screenshot shows the myVicRoads website. The header includes the myVicRoads logo and navigation links: "Contact us", "About VicRoads", "Languages", "News & Media", "Careers", and "Publications & Forms". The main content area has a sidebar on the left with a "I want to..." dropdown menu. The main content area displays the title "Signup for a myVicRoads partner account" and a message: "Thank you for submitting an application. Your application number is: **PPA0003322**." Below this, it states: "A copy of this has been sent to both your primary contact and the person who is responsible for your partnership agreement with VicRoads (if applicable)." and a link: "Return to VicRoads homepage."

Roadworthy eCertificate | How to sign up for a myVicRoads partner account

You'll also receive an email from us confirming that we've received your application. We strongly recommend you keep this confirmation email on hand – it has your application number, which we'll need if there are any issues processing your account.

What happens next?

- You'll need to allow up to 7 days for us to review your application.
- Once we've approved your application, we'll send you an email to confirm that your myVicRoads partner account has been created.
- At that point, you and each person that you nominated as partner account Administrator will receive an email with instructions on how to activate their account. This is when each Administrator will need to use the verification codes that you created and wrote down during the sign-up process (and that you ideally emailed to each Administrator at the time). **You will have 72 hours to activate your account before the activation link expires.**
- By following the instructions in the email, each Administrator will be prompted to choose a new password for themselves and set up some security questions.
- After accepting the partner account terms and conditions, they'll be able to log in to your workshop's partner account and start nominating users.
- For advice on how to nominate users, see our step-by-step guide [How to add users to your workshop's myVicRoads partner](#)



Important

The Licence Holder must have access to the eRWC system

Even if you won't be conducting roadworthy transactions in the eRWC system yourself, as the Licence Holder you need access to the system to have visibility of the activity being undertaken by your staff. This is a requirement of your workshop being given access to the eRWC system.

You will be able to use your eRWC system access to view your workshop's eRWC dashboard (example below) and check the status of all eRWCs that have been created by your staff. You'll also be able to click on any certificate in the dashboard and inspect it.

Help and support

We hope you've found these instructions useful. If you experience any difficulty in signing up for your myVicRoads partner account, please contact VicRoads' Vehicle Safety team. We're available Monday to Friday between 8.30am- 5.00pm by emailing roadworthy@roads.vic.gov.au or calling 1300 309 571.