

Use this form for all user account requests.

1. Organisation details

(please complete all details and print legibly)

Organisation name

Trading name

Business address

ACN or ARBN

ABN

Contact person

Business telephone number

Business fax number

Business email address

2. User access requirement (tick appropriate box)

User name

User ID

Add User

Extend Account

Expire User

3. User Declaration

I confirm that the information in this application is accurate and complete, and that I have read the above privacy notice and that I understand my obligations.

Signature

Date

Personal Information Collection Notice

Transport for NSW is committed to protecting your privacy and ensuring your personal and health information is managed according to law. Find out why we collect your personal information, including how we use and manage it, by reading our privacy statement at www.transport.nsw.gov.au/privacy-statement or phone 13 22 13 to request a copy.

Transport for NSW Office Use Only

User account setup /
extended / expired

Password reset

Name of Application

User Expiry Date

Activity/Log No.

Staff No.

Signature

Date

Comments

When completed return to DRIVES Help Desk
Email: driveshelpdesk@transport.nsw.gov.au or
Fax number: (02) 4924 0482

Confidentiality Notice for recipients external to Transport for NSW.

The information contained in this facsimile is intended for the named recipient only. It may contain privileged and confidential information. If you are not the intended recipient, you must not copy, distribute, take any action in reliance on it, or disclose any details of the facsimile to any other person, firm or corporation. If you have received this facsimile in error, please notify Transport for NSW immediately.

Guidelines for External User Access to DRIVES

Security Requirements:

- You have been issued with a User ID and password as a security measure for the prevention of unauthorised access to Written-off Vehicle Business to Business scheme.

Passwords:

- As a security measure, the protection of your password is critical.
- Your initial password will be given to you and you will be forced to reset it by the system to a password of your choice.
- A user will be locked out of the system if they have made five (5) attempts to log in with an incorrect password.
- The account is set to expire 12 months from the time of extension/creation. Any account that is unused for 30 days is automatically expired by the system. If the account is extended the user must log in on that same day otherwise it will be deemed to be expired. New accounts have 30 days for the user to access before it expires.
- Password must consist of six to eight characters.
- Include at least one numeral and have a combination of alphabetic / numeric characters.
- Be substantially different from the previous password and not be cyclic (eg pword1, pword2, pword3).

Other important information

- If, as a user, you find that your access to the system is denied, contact the DRIVES Help Desk on 13 22 13.