

**1. User details** (tick applicable)

Role  RTO Administrator  HVCBA Assessor

Surname

Given names

Date of birth

day	/	month	/	year
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Contact phone number

Email address

**2. Licence details**

Driver licence no.      Licence class      Issue state

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Date of issue

Date of expiry

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Driver instructor licence no.

Roads and Maritime customer no.

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**3. Registered Training Organisation details**

Name of new Registered Training Organisation (RTO)  
(please print clearly) – not your driving school

RTO Number

RTO Number

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Address of new Registered Training Organisation (RTO)

Postcode

Registered Training Organisation (RTO) currently attached to (please list)

RTO Number

RTO Number

--	--

RTO Number

RTO Number

--	--

RTO Number

RTO Number

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**4. User access requirement** (tick one box only)

a. Application access required

RTO Assessor NSW  Interstate

RTO Admin NSW  Interstate

RMS Admin

**b. Service required** (tick applicable)

Add New User

Extend Account

Reset Password

Remove User





(supply user ID below)

(supply user ID below)

(supply user ID below)

User ID

**5. User Privacy Notice and Declaration**

Roads and Maritime Services is subject to the *Privacy and Personal Information Protection Act 1998* (PPIP Act) which requires that we comply with the Information Privacy Principles set out in PPIP Act.

Your personal information is being collected to process your application to add an authorised user in respect to HVCORS, Older Driver Assessor, Rider Training. You are not required to provide your personal information but Roads and Maritime may refuse your application if you do not.

Your personal information will be held by Roads and Maritime at 20-44 Ennis Road, Milsons Point NSW 2061. You have the right to access and correct the information if you believe that is incorrect. We may disclose your personal information for the purpose of verifying the information and support documents you have provided to us but otherwise Roads and Maritime will not disclose your personal information without your consent unless authorised by law.

I acknowledge that the terms of the Accreditation Agreement for HVCBA, or Accreditation Agreement for Assessment of Older Drivers or Contract for the provision of Rider Training and Testing will apply concerning HVCORS, Older Driver Assessor and Rider Training including the use and security of passwords. I declare that I have read the Guideline for External User Access on page 2 of this document and that the information provided in the Application is true and complete.

User's Signature

Date

day	/	month	/	year
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**Roads and Maritime Services Office Use only**

RMS Administrator name (print)

Signature

Date

day	/	month	/	year
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**DRIVES Help Desk**

User account: ID & Password issued  Password reset   
Extended  Remove access

Name of application

Mask ID

User Expiry Date

day	/	month	/	year
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**Current RTO**

B Reg ID

B Reg ID



B Reg ID

B Reg ID



**Add to RTO**

B Reg ID

B Reg ID



B Reg ID

B Reg ID



**Expire from RTO**

B Reg ID

B Reg ID



B Reg ID

B Reg ID



Activity/Log No.

Confirmation email sent to:

hvtraining@rms.nsw.gov.au

Signature

Staff no.

Date



day	/	month	/	year
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## Guidelines for External User Access

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- Heavy Vehicle Competency Online Reporting System (HVCORS)
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### User Responsibilities and Obligations

- Information accessed from DRIVES for HVCORS is confidential and may constitute "Personal Information" within the terms of the NSW *Privacy and Personal Information Protection Act 1998*.
- You are accountable for every access recorded against your password and identification number.
- You may be liable for penalties under the *Privacy & Personal Information Protection Act 1998* should you access or disclose personal information from DRIVES for HVCORS if you are not authorised to do so.

### Security Requirements

- You have been issued with an individual User ID and password as a security measure for the prevention of unauthorised access to DRIVES for HVCORS.
- Your User ID/Password combination is your "Electronic" signature and it must not be disclosed.
- You must not share this information with anyone or allow someone to use your User ID/Password.

### Passwords

- As a security measure, the protection of your password is critical.
- Your initial password will be given to you and you will be requested to reset it to a password of your choice. This must be completed the first time you access the system.
- Memorise your password, do not write it down; if someone learns your password change it immediately.
- A user will be locked out of the system after five (5) incorrect password attempts to log in.
- **The account is set to expire six months from the time of creation for new users and 12 months for user extension. 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 users must access their account within 30 days or it will expire.**
- Any user can change their current HVCORS or DRIVES access password at any time by selecting 'Change Password' from the menu.
- Password must consist of six to eight characters, commencing and ending with alpha 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 you find your access to the system is denied, please email your relevant system provider, found at the bottom of page one.
- Your Security Administrator must ensure your HVCORS or DRIVES access account is cancelled if your position no longer requires HVCORS access.