

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

**Role**     RTO Administrator     HVCBA Assessor

Surname

Given name(s)

Date of birth

|     |       |      |
|-----|-------|------|
| /   | /     |      |
| day | month | year |

Contact phone number

Email address

**2. Licence details**

Driver licence/customer number

Issue state

Licence class



Date of expiry

Driving instructor licence no.

Licence class



Date of expiry

**3. Registered Training Organisation (RTO) details**

Name of new RTO – not your driving school

RTO number

RTO number



Address of new RTO



Postcode

Please list all previous RTO number(s)

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|--|--|
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|--|--|

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

**a. Application access required**

 RTO Assessor NSW     RTO Assesor Interstate 

 RTO Admin NSW     RTO Admin Interstate 
**b. Service required** (tick applicable)

Add new user

Extend account

▶ (supply user ID below)

Reset password

▶ (supply user ID below)

Remove user

▶ (supply user ID below)

Upgrade licence class

▶ to \_\_\_\_\_

New licence class

▶ to \_\_\_\_\_

User ID

**5. Personal Information Collection Notice**

Transport for NSW is collecting your personal information to manage the HVCORS and to process your application to add, modify or remove an authorised user to the HVCORS. Transport for NSW is committed to protecting your privacy and ensuring your personal and health information is managed according to the law. Find out why we collect your personal information, including how we use and manage it, by reading our privacy statement at [transport.nsw.gov.au/privacy-statement](http://transport.nsw.gov.au/privacy-statement) or phone **13 22 13** to request a copy.

User's signature

Date

|     |       |      |
|-----|-------|------|
| /   | /     |      |
| day | month | year |

**Office use only**

Administrator name (print)

Signature

Date

|     |       |      |
|-----|-------|------|
| /   | /     |      |
| day | month | year |

**DRIVES Help Desk**

**User account:**     ID & Password issued     Password reset  
                            Extended                                     Remove access  
                            New licence class                                     Upgrade licence class

Name of application

Mask ID

User Expiry Date

|     |       |      |
|-----|-------|------|
| /   | /     |      |
| day | month | year |

**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.

Staff number

Signature

Date

|     |       |      |
|-----|-------|------|
| /   | /     |      |
| day | month | year |

**Please scan and email completed form to your Registered Training Organisation**

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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.