

# Logging in and navigating guide

## Vehicle Inspection and Certification (VIC) system

January 2026

## **Copyright information**

Copyright ©. This copyright work is licensed under the Creative Commons Attribution 4.0 International licence. In essence, you are free to copy, distribute and adapt the work, as long as you attribute the work to NZ Transport Agency Waka Kotahi (NZTA) and abide by the other licence terms. To view a copy of this licence, visit <http://creativecommons.org/licenses/by/4.0/>

## **Disclaimer**

NZTA has endeavoured to ensure material in this document is technically accurate and reflects legal requirements. However, the document does not override governing legislation. NZTA does not accept liability for any consequences arising from the use of this document. If the user of this document is unsure whether the material is correct, they should refer directly to the relevant legislation and contact NZTA.

## **More information**

NZ Transport Agency Waka Kotahi  
[Published January 2026](#)

If you have further queries, call our contact centre on 0800 699 000 or write to us:

NZ Transport Agency Waka Kotahi  
Private Bag 6995  
Wellington 6141

This document is available on NZTA's website at [vehicleinspection.nzta.govt.nz](http://vehicleinspection.nzta.govt.nz)

## Contents

LOGGING IN AND NAVIGATING GUIDE .....	1
<b>Introduction to this guide</b> .....	<b>4</b>
<b>Before you start</b> .....	<b>4</b>
<b>Logging into the VIC system for the first time</b> .....	<b>4</b>
Invitation to get started .....	4
<b>2-step process</b> .....	<b>4</b>
Step 1: RealMe - authentication step .....	4
Step 2: Access portal (AP) - authorisation step .....	5
<b>Log into VIC system for the first time - existing RealMe account</b> .....	<b>5</b>
<b>Log into VIC system for the first time - need to create a RealMe account</b> .....	<b>8</b>
<b>Favourite or bookmark VIC system</b> .....	<b>14</b>
<b>Favourite or bookmark access portal</b> .....	<b>14</b>
<b>Logging into VIC after the first time</b> .....	<b>15</b>
<b>Switch vehicle inspection site</b> .....	<b>16</b>
<b>Change password</b> .....	<b>16</b>
<b>Reset username or password</b> .....	<b>16</b>
<b>Exit VIC</b> .....	<b>17</b>
<b>Navigating VIC</b> .....	<b>17</b>
<b>Standard screen information</b> .....	<b>17</b>
<b>Need help?</b> .....	<b>18</b>

# Introduction to this guide

This guide shows you how to log in and navigate Vehicle Inspection and Certification (VIC).

Visit the Vehicle Inspection Portal for guides to setting up and managing users, and viewing vehicle information:

[vehicleinspection.nzta.govt.nz/vic](https://vehicleinspection.nzta.govt.nz/vic)

## Before you start

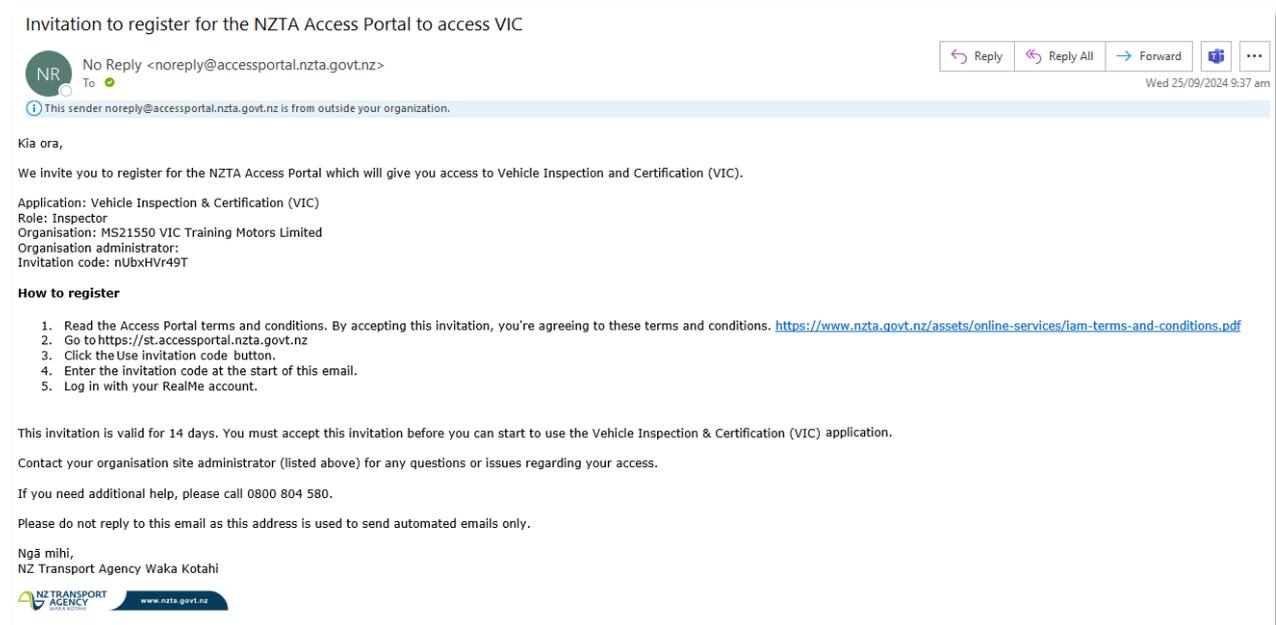
VIC is browser based, so it's accessed via a website link. It'll operate on all modern operating systems running current common browsers. You don't need to use the VPN to access it.

## Logging into the VIC system for the first time

### Invitation to get started

**You'll receive an email inviting you to register** for the NZTA access portal (AP) application when it's time for you to start using VIC. The email contains a link for you to accept the invitation, the terms and conditions for using AP (review these before you accept), and an invitation code.

The invite is valid for 14 days and the invitation code is valid for 24 hours. If you enter an expired code while your invitation is still valid, a new invitation code will be emailed to you automatically and you should receive it straightaway.



## 2-step process

There's a 2-step process when you first log in to the VIC system.

### Step 1: RealMe - authentication step

To log in to the VIC system, you need to use your RealMe login.

RealMe lets you use a single username and password to securely access online services. You can use your RealMe login for both work and personal services.

If you don't have a RealMe account, or want to set up one specially for logging into the VIC system, you can create one.

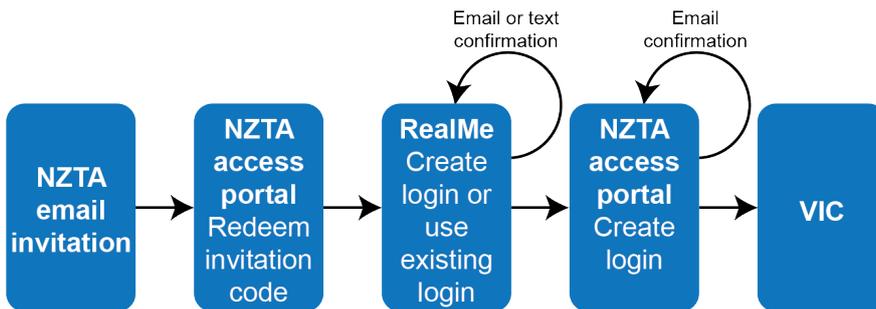
### [Log into VIC system for the first time – need to create a RealMe account](#)

You'll need to add additional information, so please allow time for this.

If you set up a RealMe account and choose to enter a mobile number, it must be unique to that RealMe account. Go to [www.realme.govt.nz](http://www.realme.govt.nz) for more information about RealMe.

## Step 2: Access portal (AP) - authorisation step

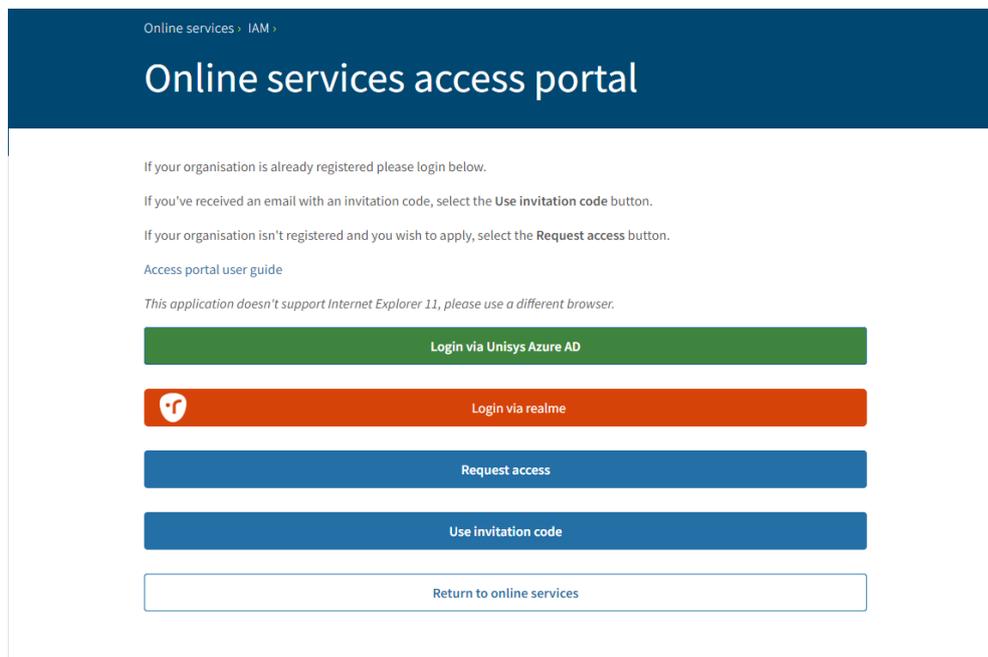
Once you've completed the RealMe set up, if you haven't completed a NZTA access portal (AP) registration before, the *Waka Kotahi access portal* screen will appear. AP information is used across NZTA applications to improve security. You only need to complete this once.



## Log into VIC system for the first time - existing RealMe account

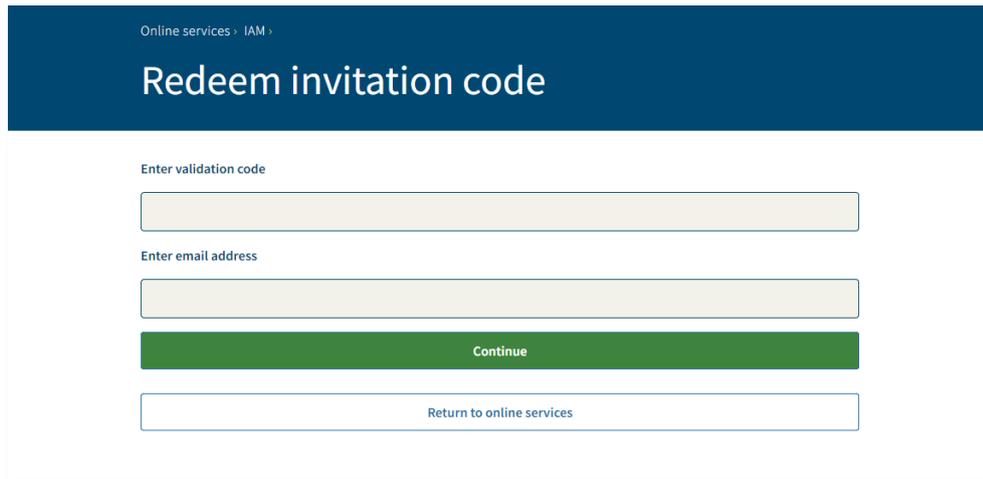
1. Click on the link in the invitation email sent to you (email titled Invitation to register for the NZTA Access Portal to access VIC).

The *Online services access portal* screen displays.



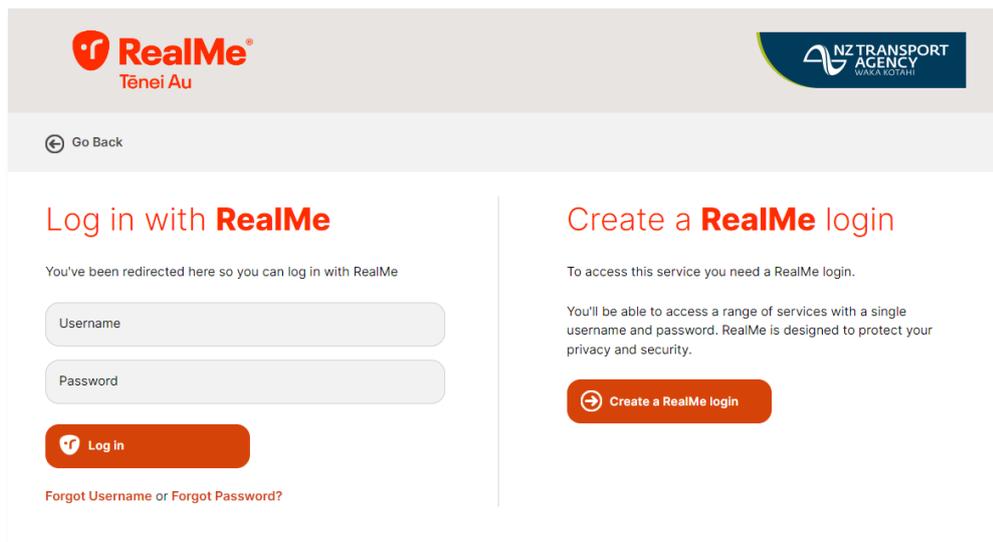
2. Click **Use invitation code**.

The *Redeem invitation code* screen displays.



3. Enter your invite code from the invitation email in *enter validation code*. You can copy and paste the invitation code from the email.
4. Enter your email address and click **Continue**. The email address must match the one that received the invitation.

The *RealMe login* screen displays.



5. Under *Log in with RealMe*, enter your RealMe username and password.
6. Click **Log in**.

The *Waka Kotahi access portal screen* displays. Fields that must be completed are marked with an asterisk\*.

If you're an Administrator for your inspecting organisation site, it's recommended you favourite or bookmark the access portal.

[Favourite or bookmark access portal](#)

Online services

## Waka Kotahi access portal

First name

What is this?

Middle name

What is this?

Last name\*

What is this?

Date of birth

Day

Month

Year

What is this?

We will send a verification code to your email address.

Email address\*

What is this?

[Send verification code](#)

[Continue](#)

[Cancel](#)

7. Enter your name (you must enter at least first and last name).
8. Enter your email address.
9. Click **Send verification code**.
10. Enter the verification code sent to your email address and click **Verify code**. There may be a delay before you receive the code.
11. Click **Continue**. The *Access portal home page* displays. If you're an administrator you'll have additional menu options.

Online services - IAM

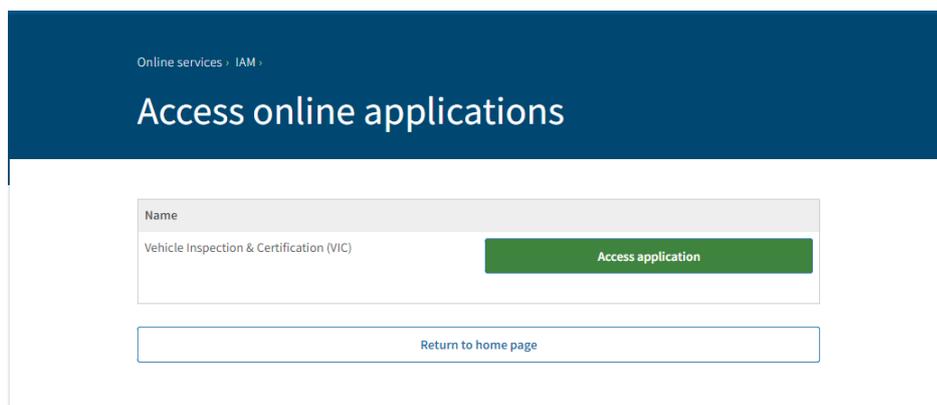
## Access portal home page

[Go to your online applications →](#)

[View and edit your details →](#)

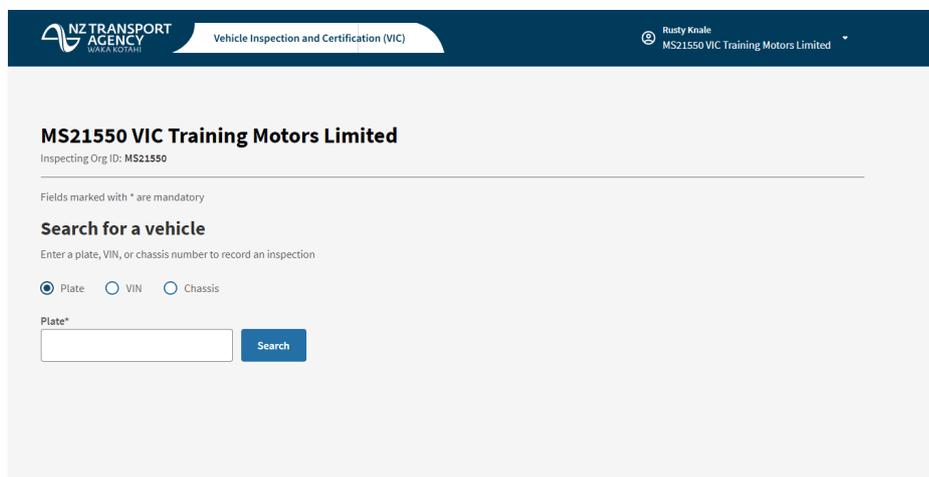
- View and edit your user details
- View your access details

12. Click **Go to your online applications**. The *Access online applications* screen displays.



13. Click **Access application** beside Vehicle Inspection and Certification (VIC).

The *Vehicle Inspection and Certification (VIC)* system opens with the site details as the heading and in the top right of the screen.

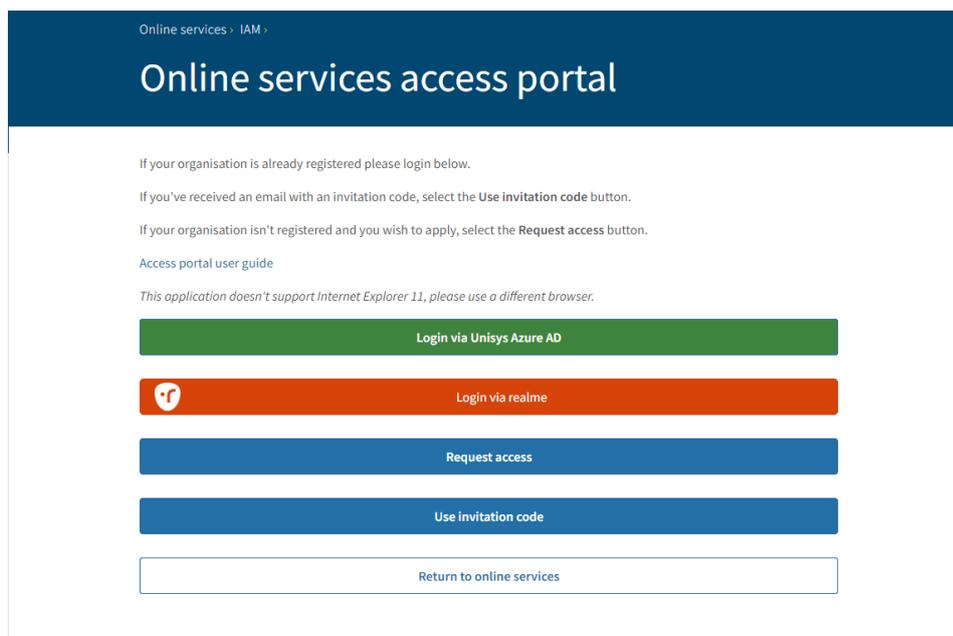


If you're having trouble logging on, please try clearing your cache.

## Log into VIC system for the first time - need to create a RealMe account

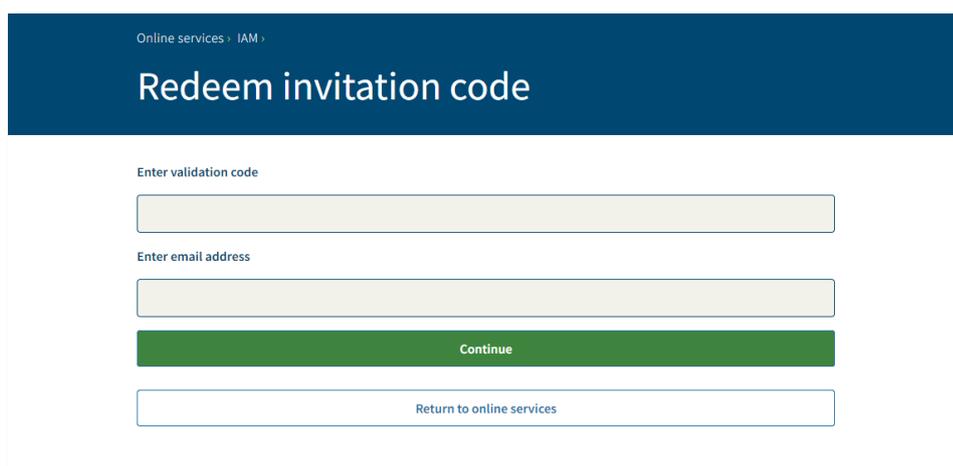
1. Click on the link in the invitation email sent to you (email titled Invitation to register for the NZTA Access Portal to access VIC).

The *Online services access portal* screen displays.



2. Click **Use invitation code**.

The *Redeem invitation code* screen displays.



3. Enter your invite code from the invitation email in enter validation code. You can copy and paste the invitation code from the email.

4. Enter email address and click **Continue**. The email address must match the one that received the invitation.

The *RealMe login* screen displays.

5. Under *Create a RealMe login*, click **Create a RealMe login**.

The *Set up your account* screen displays.

6. Fields that must be completed are marked with an asterisk\*.

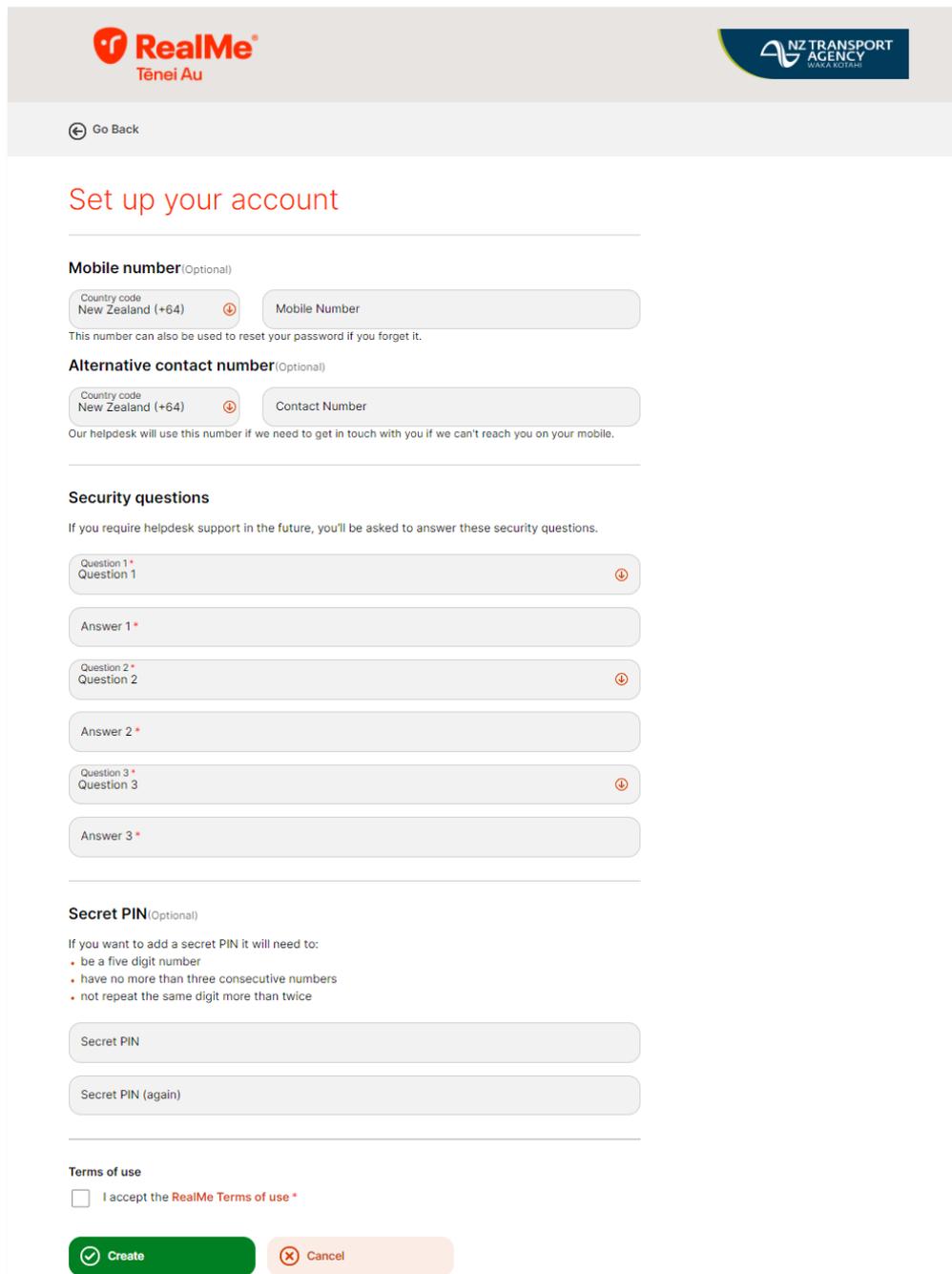
Enter your email address and click **Send code**.

7. Enter the confirmation code sent to your email address. There may be a delay before you receive the code. Check your *Junk email* folder if you can't find the email.

8. Click **Confirm code**.

9. Enter a username you'd like to use for RealMe. It must be at least 4 characters.
10. Enter your password and password (again) using the rules given.
11. Click **Continue**.

An additional *Set up your account* screen displays.



**RealMe**  
Tōneī Au

NZ TRANSPORT AGENCY  
www.nzta.govt.nz

Go Back

## Set up your account

**Mobile number** (Optional)

Country code  
New Zealand (+64)

Mobile Number

This number can also be used to reset your password if you forget it.

**Alternative contact number** (Optional)

Country code  
New Zealand (+64)

Contact Number

Our helpdesk will use this number if we need to get in touch with you if we can't reach you on your mobile.

**Security questions**

If you require helpdesk support in the future, you'll be asked to answer these security questions.

Question 1 \*  
Question 1

Answer 1 \*

Question 2 \*  
Question 2

Answer 2 \*

Question 3 \*  
Question 3

Answer 3 \*

**Secret PIN** (Optional)

If you want to add a secret PIN it will need to:

- be a five digit number
- have no more than three consecutive numbers
- not repeat the same digit more than twice

Secret PIN

Secret PIN (again)

**Terms of use**

I accept the [RealMe Terms of use](#) \*

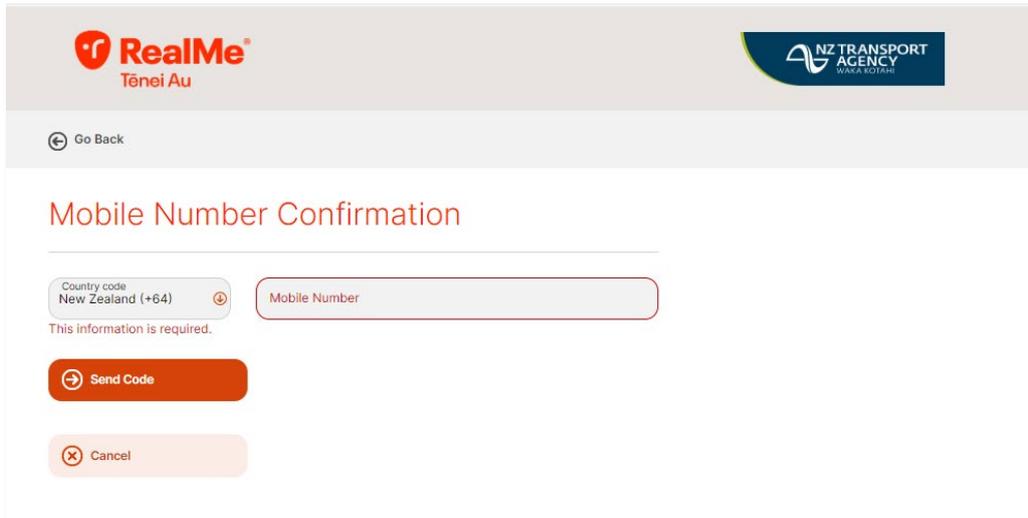
Create Cancel

12. Enter your mobile number and an alternative contact number (optional). Your mobile number can be used to reset your password if you forget it. You can't have two RealMe accounts with the same mobile number.
13. Complete three security questions, by clicking the dropdown beside question 1, question 2 and question 3, selecting a question and entering your answer.
14. Enter a secret PIN (optional) using the rules given.

15. Review the *RealMe Terms of use*, then select the checkbox to acknowledge that you accept them.

16. Click **Create**.

If you entered a mobile number, the *Mobile number confirmation* screen displays. Go to Step 17.



The screenshot shows the 'Mobile Number Confirmation' screen. At the top left is the RealMe logo with 'Tēnei Au' underneath. At the top right is the NZ Transport Agency Waka Kotahi logo. Below the logos is a 'Go Back' button. The main heading is 'Mobile Number Confirmation'. There are two input fields: 'Country code' (set to 'New Zealand (+64)') and 'Mobile Number'. Below the fields is the text 'This information is required.' There are two buttons: 'Send Code' and 'Cancel'.

If you didn't enter a mobile number, the *Waka Kotahi access portal* screen displays. Go to Step 19.

17. Check your mobile number is correct, then click **Send code**.

18. Enter the confirmation code sent to your mobile number. Click **Confirm code**. There may be a delay before you receive the code. The *Waka Kotahi access portal screen* displays.

19. On the Waka Kotahi access portal screen fields that must be completed are marked with an asterisk\*.

If you're an Administrator for your inspecting organisation site, it's recommended you favourite or bookmark the access portal.

[Favourite or bookmark access portal](#)

Online services >

## Waka Kotahi access portal

First name

What is this?

Middle name

What is this?

Last name\*

What is this?

Date of birth

Day

Month

Year

What is this?

We will send a verification code to your email address.

Email address\*

What is this?

[Send verification code](#)

[Continue](#)

[Cancel](#)

20. Enter your name (you must enter at least first and last name).
21. Enter your email address.
22. Click **Send verification code**.
23. Enter the verification code sent to your email address and click **Verify code**. There may be a delay before you receive the code.
24. Click **Continue**. The *Access portal home page* displays. If you're an administrator you'll have additional menu options.

Online services > IAM >

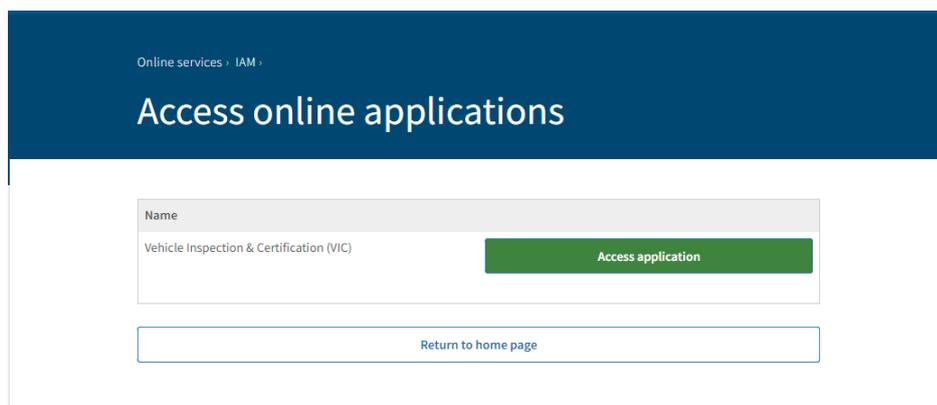
## Access portal home page

[Go to your online applications >](#)

[View and edit your details >](#)

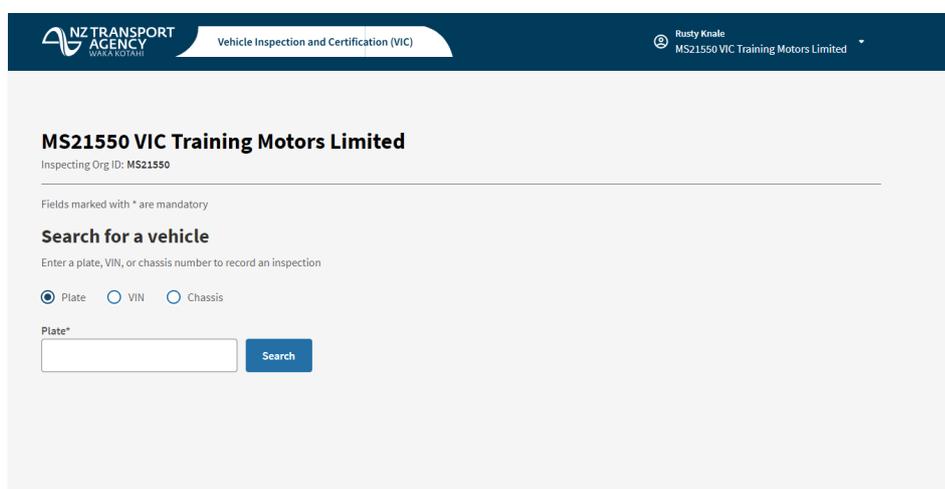
- View and edit your user details
- View your access details

25. Click **Go to your online applications**. The *Access online applications* screen displays.



26. Click **Access application** beside Vehicle Inspection and Certification (VIC).

The *Vehicle Inspection and Certification (VIC)* system opens with the site details as the heading and in the top right of the screen.



If you're having trouble logging on, please try clearing your cache.

## Favourite or bookmark VIC system

1. Once you have logged into VIC (or go to [vic.nzta.govt.nz](http://vic.nzta.govt.nz)), go to Favourites, Add this page to favourites or Bookmark, Bookmark this tab (depending on what browser you're using).
2. Rename if required.

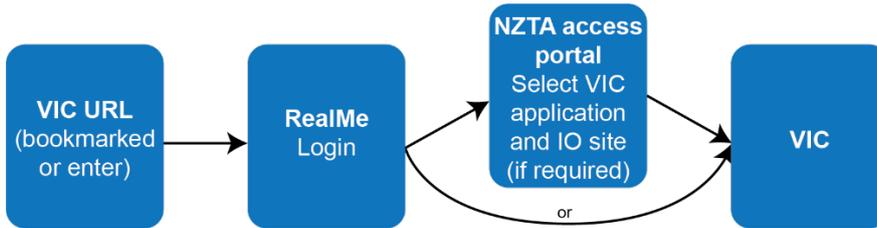
The VIC system is listed under your Favourites or Bookmarks.

## Favourite or bookmark access portal

1. Once you're in the NZTA access portal (or go to [accessportal.nzta.govt.nz](http://accessportal.nzta.govt.nz)), go to Favourites, Add this page to favourites or Bookmark, Bookmark this tab (depending on what browser you're using).
2. Rename if required.

The access portal is listed under your Favourites or Bookmarks.

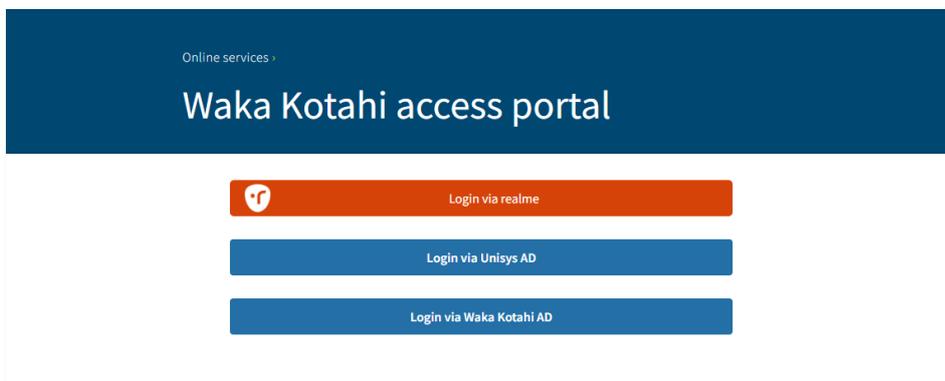
# Logging into VIC after the first time



It's recommended that you favourite or bookmark the VIC system so you can quickly access it.

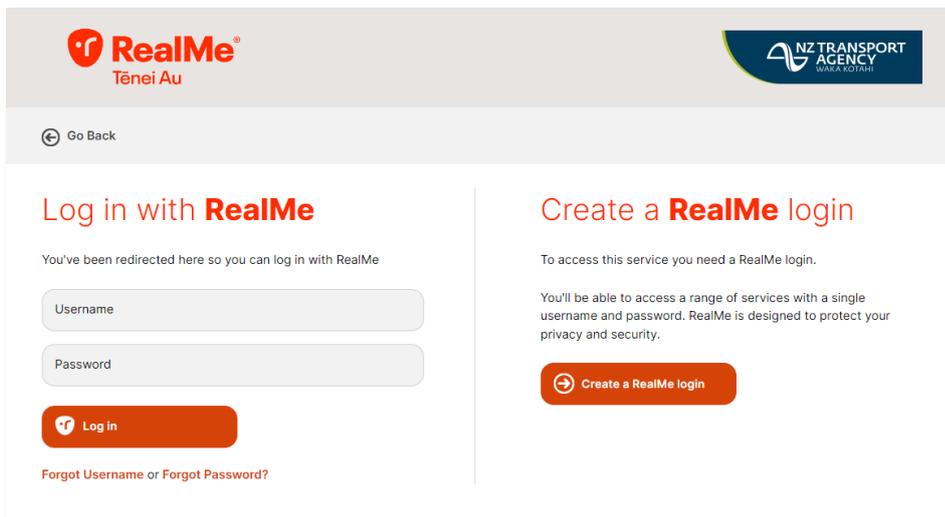
If you added as a favourite or bookmark, click on VIC under your Favourites or Bookmarks, or go to [vic.nzta.govt.nz](http://vic.nzta.govt.nz)

The *Waka Kotahi access portal* screen displays.



1. Click **Login via RealMe**.

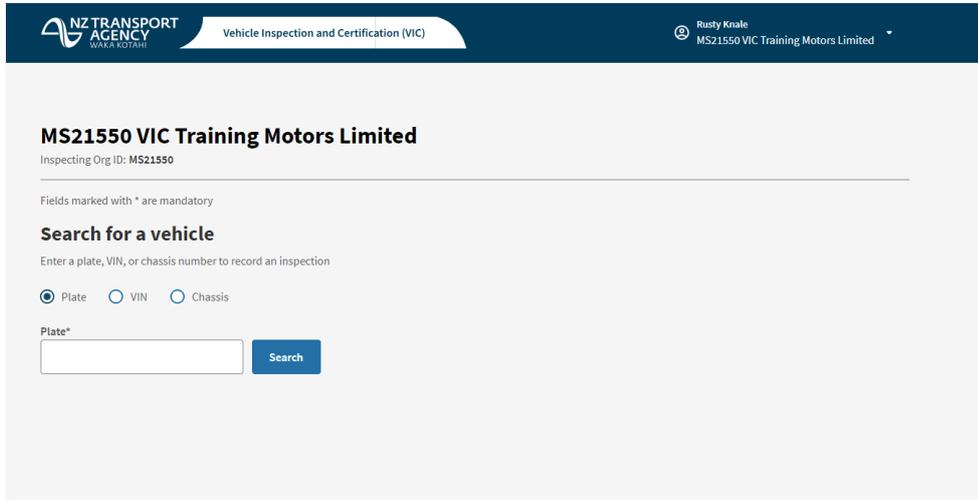
The *RealMe login* screen displays.



2. Under *Log in with RealMe*, enter your username and password.
3. Click **Log in**.
4. If you're registered to work at more than one site, the *Waka Kotahi access portal* screen displays listing your sites (organisations). Select the site. Click **Continue**.

If the *Access portal home page* screen displays, you'll need to click **Access application** beside Vehicle Inspection and Certification (VIC) under **Go to your online applications**.

The *Vehicle Inspection and Certification (VIC) system* opens with the site details as the heading and in the top right of the screen.



The screenshot shows the top navigation bar of the NZ Transport Agency Waka Kotahi Vehicle Inspection and Certification (VIC) system. The user is logged in as 'Rusty Krale' for 'MS21550 VIC Training Motors Limited'. The main heading is 'MS21550 VIC Training Motors Limited' with 'Inspecting Org ID: MS21550' below it. A note states 'Fields marked with \* are mandatory'. The section is titled 'Search for a vehicle' and prompts the user to 'Enter a plate, VIN, or chassis number to record an inspection'. There are three radio buttons: 'Plate' (selected), 'VIN', and 'Chassis'. Below this is a text input field labeled 'Plate\*' and a blue 'Search' button.

## Switch vehicle inspection site

**It's important that you enter your inspections against the correct site.**

If you're set up to work at multiple vehicle inspection organisation sites, you must ensure you're entering a WoF or PDI against the correct site. The site name format is MS number legal name t/a trading name. If your site doesn't have a separate trading name, it will just be MS number legal name.

If you realise you're in the wrong site:

1. Log out.
2. Log in again.

The *Waka Kotahi access portal* screen displays listing your sites (organisations).

3. Select the correct site and click **Continue**.

The *Vehicle Inspection and Certification (VIC) system* opens with the site details as the heading and in the top right of the screen.

## Change password

1. Go to the [RealMe login page](#).
2. Log in, then click **Settings**, then **Change your password**.
3. Follow the instructions to enter your new password.

## Reset username or password

If you forget your RealMe username or password there are links on the [RealMe login page](#) (forgot username or forgot password) for you to request they are reset.

## Exit VIC

Ensure you log out once you have finished using VIC.

- Click the dropdown arrow next to your name in the top right of the screen and click **Log out**, or
- Close all browser windows.

You'll be redirected to the *Online services access portal* screen.

After 15 minutes of inactivity, you'll be logged out of VIC automatically. If you're in the system, you'll see a message advising the session is expiring. Click Stay signed in to continue your session for a further 15 minutes. You can continue to extend your session this way, up to 4 hours, when you'll be logged out and need to log in again.

## Navigating VIC

When you enter VIC *Search for a vehicle* will be displayed.

The screenshot shows the VIC interface with several annotations:

- Click to go to the NZTA website:** Points to the NZ Transport Agency logo in the top left.
- Site and inspecting organisation ID:** Points to the header area displaying 'MS85412 - WOF TEST MOTORS LIMITED'.
- Vehicle search:** Points to the 'Search for a vehicle' section, which includes a search form with radio buttons for 'Plate', 'VIN', and 'Chassis', and a 'Search' button.
- User information/Site:** Points to the user profile dropdown in the top right, showing 'PHE Hyde' and 'MS85412 - WOF TEST MOTORS LIMITED'.
- Click to log out:** Points to the 'Log out' option in the user profile dropdown.
- Click to view Notifications:** Points to the notification bell icon in the top right.
- Click for training and help information:** Points to the 'Contact' link in the bottom footer.

## Standard screen information

The screens have the following information

<b>User information/Site</b>	Contains your name and vehicle inspection site. <b>It's important that you enter your inspections against the correct site.</b> If you need to switch sites, <a href="#">switch vehicle inspection site</a> .
------------------------------	---

<b>Site and inspecting organisation ID</b>	Contains your vehicle inspection site and inspecting organisation ID. The site name format is MS number legal name t/a trading name. If your site doesn't have a separate trading name, it will just be MS number legal name.
<b>Notifications</b>	The number beside the notifications icon (bell) shows that you have new messages. Click on the bell to read the messages. Click <b>Remind me later</b> to mark a message as unread so you remember to look at it later. Click <b>Dismiss</b> once you've read a notification and don't need to see it again.
<b>Log out</b>	Click the dropdown arrow next to your name in the top right of the screen and click <b>Log out</b> . Or close all browser windows.
<b>About</b>	Click to go to the NZTA website.
<b>Contact</b>	Provides information on how you can contact NZTA if you need help and links to training material. Also see <a href="#">Need help?</a>
<b>Privacy</b>	Click to view general privacy information for NZTA websites.

## Need help?

As a user, contact your organisation site administrator for any questions or issues regarding your access. You'll find your administrator's details in the invitation email.

If you're having system issues with RealMe, check the [RealMe help](#) first, then call 0800 664 774.

If you need additional help, call 0800 804 580 and **select option 4**.