

# Setting up and managing users – a guide for administrators

Vehicle Inspection and Certification (VIC) system

February 2025

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## More information

NZ Transport Agency Waka Kotahi  
[Published February 2025](#)

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

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## Introduction to this guide

This guide shows you how to add and manage users' access for your inspecting organisation site in the Vehicle Inspection and Certification (VIC) system.

Visit [vehicleinspection.nzta.govt.nz/vic](https://vehicleinspection.nzta.govt.nz/vic) for guides to logging in, navigating, and viewing vehicle information.

## Organisation administrator role in VIC

The access portal (AP) application is used across NZTA applications to improve security and is also used to access VIC.

Each inspecting organisation site has an assigned organisation administrator in AP, who manages user access to VIC. This may be the site manager or someone delegated to this role.

As the organisation administrator for your inspecting organisation site in the AP, you're responsible for:

- adding VIC users when your inspecting organisation site first gets access to VIC and then ongoing as required
- requesting NZTA add a new administrator
- changing VIC user's roles
- Removing VIC users including another administrator
- disabling and reenabling VIC users.

## Log in to the access portal

You'll be added as an administrator of VIC for your organisation site in the AP application before you start using VIC.

When you log in for the first time to register, you'll go through the AP application.

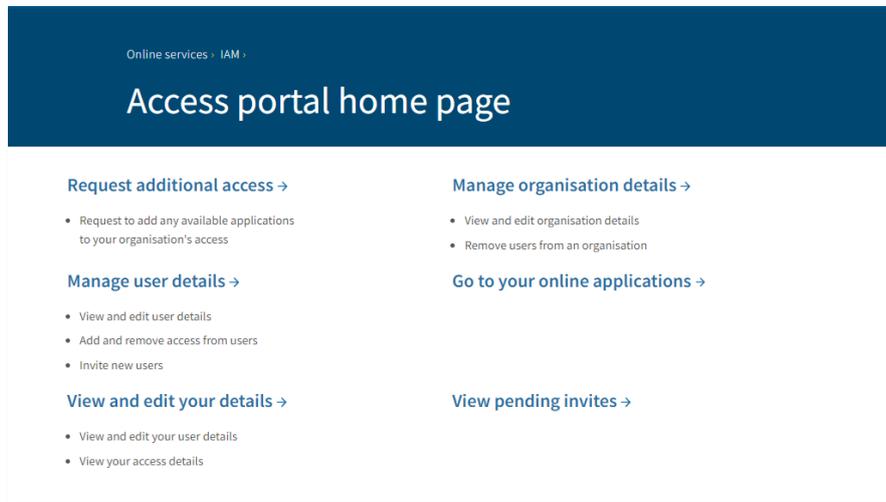
[Guide: VIC – Logging in and navigating](#)

It's recommended you favourite or bookmark the AP so you can access it easily after this, or go to [accessportal.nzta.govt.nz](https://accessportal.nzta.govt.nz)

# Activities in access portal

Go to the *Access portal home page* to view the activities you can do.

If you want to return to this page from another page in AP, click **Return to home page**.



Activity	Description
<b>Manage organisation details</b>	<p>You can view your organisation information, application details and user details.</p> <p><a href="#">View organisation details</a></p> <p>You can remove users from your organisation, such as when an inspector has resigned.</p> <p><a href="#">Remove VIC user for your site</a></p> <p>You shouldn't update your organisation site details in VIC. If your inspecting organisation contact details change, please follow the usual process to advise NZTA.</p>
<b>Manage user details</b>	<p>Use to invite new users, such as when you first get access to VIC and need to set up your users, or in the future when an inspector joins your organisation.</p> <p><a href="#">Add VIC users for your site</a></p> <p>You can view user details, such as the role they are assigned.</p> <p><a href="#">View VIC users for your site</a></p> <p>You can edit users' details, such as their email address which is used by AP when notifications are sent, add or remove roles for a user.</p> <p><a href="#">Edit user's details</a></p> <p><a href="#">Remove site administrator</a></p> <p><a href="#">Disable user's access to VIC</a></p> <p><a href="#">Reenable user's access to VIC</a></p>
<b>Go to your online applications</b>	<p>Use to select the online application you are working with, if you have access to more than one online application in AP.</p>

	Click <b>Go to your online applications</b> , and then click <b>Access application</b> beside Vehicle Inspection and Certification (VIC).
<b>View and edit your details</b>	You can view your details and VIC access, such as the role you're assigned.  You can update your details, such as your email address, which is used by AP when notifications are sent.
<b>View pending invites</b>	Use to monitor whether users invited have registered.  <a href="#">View pending invites</a>

## Switch vehicle inspection site

If you're an administrator for multiple vehicle inspection organisation sites, to switch between sites:

1. Click **Switch organisation** at the top right of the screen.

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

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

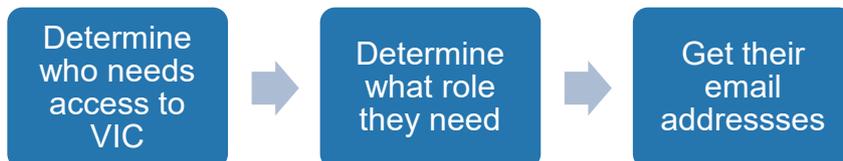
## Set up inspecting organisation site users in VIC

As the administrator for your site, you're responsible for adding users. This is required when your site first gets VIC. After that you'll need to add and manage users' access as required.

### Before you set up your site users

There are some things you have to consider and information you need to have available before you set up your site users.

#### Process



If you're unsure of what roles are used in VIC, you can find more information in the [Guide: VIC - Roles](#).

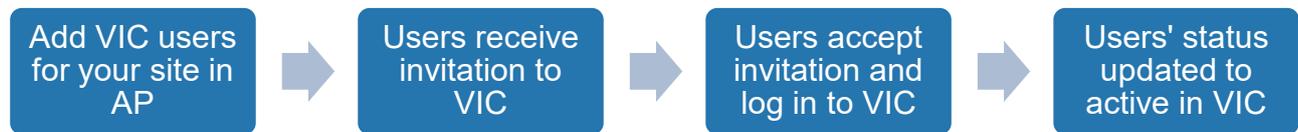
As the administrator, you'll be assigned both the inspector and data entry VIC roles by default. You can remove either or both roles if they aren't relevant.

[Edit user's details](#)

## Set up your site users

There are a few steps involved in setting up your site users.

### Process



## Add VIC users for your site

1. Open the *Access portal home page*.
2. Click **Manage user details**.

The *Users* screen displays.

The screenshot shows the 'Users' management page. At the top, there is a breadcrumb 'Online services > IAM >' and the title 'Users'. Below the title is a 'Filter search by' section with a dropdown menu and a search input field. A message 'Please enter at least 3 characters for search' is displayed below the input field. There are three buttons: 'Apply filter', 'Clear filter', and 'Return to home page'. Below the buttons is a table with the following data:

Name	Email	Administrator	Status
Rusty Knale	Trainingmotors07@nzta.gov t.nz	Yes	Active

Below the table are three buttons: 'Export list to csv', 'Invite user', and 'Return to home page'.

3. Click **Invite user**.

The *Invite a new user* screen displays.

WAKA KOTAHI  
AGENCY

Welcome Rusty Knale  
MS21550 VIC Training Motors Limited  
Log out

Online services > IAM >

## Invite a new user

This invitation will notify the recipient that the invite has been sent by you as the organisation administrator.

Organisation name MS21550 VIC Training Motors Limited

**Email\***  
An invitation email will be sent to this address

Select the application your new user will access\*

Vehicle Inspection & Certification (VIC)

**Application role\***  
Assign a role to this user

Inspector

Invite user

Return to home page

4. Enter the user's email address in the *Email* field.
5. Select *Vehicle Inspection and Certification* from the **application your new user will access** dropdown field.
6. Select an application role for the user, vehicle inspector or data entry.
7. Click **Invite user**. A confirmation message displays.

Online services > IAM >

## Invite a new user

This invitation will notify the recipient that the invite has been sent by you as the organisation administrator.

User has been invited.

Return to home page

The user will be sent an email with a link and an invitation code for them to log in to Vehicle Inspection and Certification. The user will be listed in the *Users screen* with status *Pending or Inactive*.

The invite is valid for 14 days and the invitation code is valid for 24 hours. If the user enters an expired code while the invitation is still valid, they're automatically sent a new invitation code.

Once they have accepted the invite and completed their set up, their status will update to *Active*.

8. Repeat steps to add more users.

You may want to add another site administrator as a backup so there is someone to do this role if you're away, you'll need to request NZTA do this.

## View VIC users for your site

1. Open the *Access portal home page*.
2. Click **Manage user details**.

The *Users* screen displays listing the users for your site. It shows their name, email address, if they're an administrator and status (Active, Pending – still to accept the invitation to register for VIC, Inactive).

You can filter the list by selecting an option from **Filter search by**, such as status, then select the status in the next field, such as active, then **Apply filter**.

Online services - IAM

### Users

Filter search by

Please enter at least 3 characters for search

Apply filter Clear filter Return to home page

Name	Email	Administrator	Status
Peter Jones	Trainingmotors08@nzta.govt.nz	No	Active
Rusty Knale	Trainingmotors07@nzta.govt.nz	Yes	Active

Export list to csv

Invite user

Return to home page

3. To view a user's access details, click on the person's name.

The *User details* screen displays listing the applications they have access to and their role.

Online services - IAM

### User details

User details

First name Peter

Middle name

Last name Jones

Email address Trainingmotors08@nzta.govt.nz

Date of birth

Application access

Organisation	Application	Customer number	Application role	Status
MS21550 VIC Training Motors Limited	Vehicle Inspection & Certification (VIC)	MS21550	Inspector	Active

Edit

Return to view users list

Return to home page

## View pending invites

Use to view the list of people you have invited to be users of your organisation site in VIC but who have yet to accept the invitation.

1. Open the *Access portal home page*.
2. Click **View pending invites**.

The *View pending invites* screen displays listing users who haven't accepted the invitation and registered for VIC.

Online services > IAM >

## View pending invites

Filter search by

Please enter at least 3 characters for search

Apply filter Clear filter Return to home page

Email address	Invitation date	Application	Application role	
Trainingmotors08@nz.ta.govt.nz	17/09/2024	Vehicle Inspection & Certification (VIC)	Inspector	Cancel

Return to home page

## Ongoing maintenance of users in VIC

You may need to do ongoing maintenance of your inspecting organisation site users, including adding and removing users.

You should review your user list on a regular basis to ensure it's accurate.

Remember to use the [Notification of vehicle inspector transfer form](#) to advise NZTA when you're employing a new inspector or when a vehicle inspector will be leaving your inspecting organisation.

[View organisation details](#)

[Edit user's details](#)

[Removing vehicle inspectors](#)

[Suspended vehicle inspector](#)

[Revoked vehicle inspector](#)

[Remove VIC user for your site](#)

[Disable user's access to VIC](#)

[Reenable user's access to VIC](#)

[Remove site administrator](#)

## View organisation details

You can view your organisation information, application details and user details.

1. Open the *Access portal home page*.
2. Click **Manage organisation details**.

The *View organisation details* screen displays with contact details for your site, applications your site has access to and the users for your site with their roles and status.

Online services > IAM >

### View organisation details

Organisation name	MS21550 VIC Training Motors Limited
Trading name	Waka Kotahi
Contact name	Rusty Knale
Contact phone	0212012677
Contact email	Trainingmotors07@nzta.govt.nz
NZBN	
Status	Active

**Application details**

Application name	Customer number	Application role	Status
Vehicle Inspection & Certification (VIC)	MS21550	DataEntry	Active
Vehicle Inspection & Certification (VIC)	MS21550	Inspector	Active

**User details**

User name	Application name	Application role	Status
Peter Jones	Vehicle Inspection & Certification (VIC)	Inspector	Active
Rusty Knale	Vehicle Inspection & Certification (VIC)	DataEntry	Active
Rusty Knale	Vehicle Inspection & Certification (VIC)	Inspector	Active

[Edit](#)

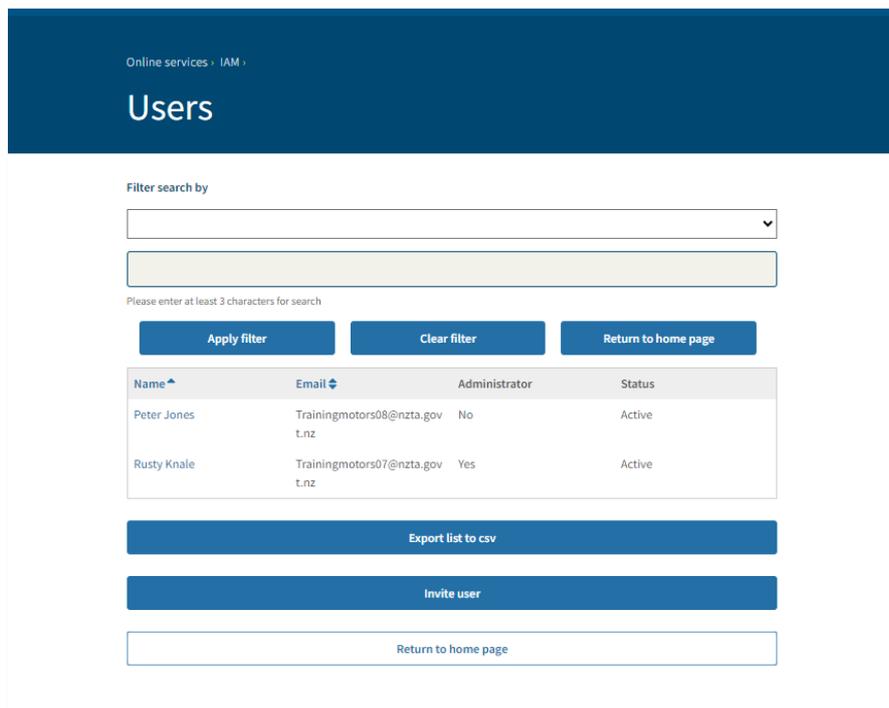
[Return to home page](#)

## Edit user's details

Follow these steps to edit a user's details, such as last name, email address, add role. If you want to remove a role for a user, see [Disable user's access to VIC](#). If you've assigned an incorrect role for a user and want to change it, add the new role, then remove the incorrect role.

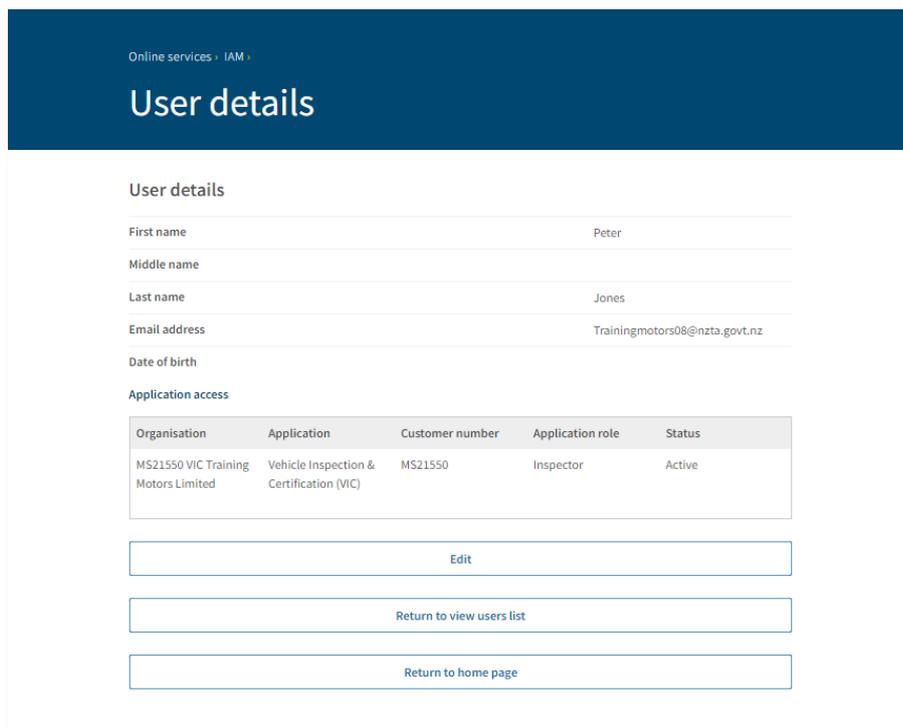
1. Open the *Access portal home page*.
2. Click **Manage user details**.

The *Users* screen displays listing the users for your site.



3. Click on the person's name.

The *User details* screen displays.



4. Click **Edit**.

The *Edit user details* screen displays.

## Edit user details

You can make changes to this user's details in the fields below. Use the **Update user details** button to save your changes.

The **Application access** box allows you to enable or disable this user's application access.

You can also use the **Add additional access to user** button to give this user access to any other application which your organisation has been approved for.

### First name

### Middle name

### Last name\*

### Email\*

### Date of birth

Use format dd/mm/yyyy

### Application access

Organisation	Application	Customer number	Application role	Status	
MS21550 VIC Training Motors Limited	Vehicle Inspection & Certification (VIC) - STG	MS21550	Inspector	Active	<input type="button" value="Disable access"/>




5. Update the user's details.

6. If you want to add a role for the user, go to step 7.

Otherwise click **Update user details**. A confirmation message displays. These steps end.

7. Click **Add additional access to user**.

The *Add additional application access screen* displays.

Online services - IAM

## Add additional application access

User name

Organisation name\*

Select the application your new user will access\*

Application role\*  
Assign a role to this user

8. Select *Vehicle Inspection and Certification* from the **application your new user will access** dropdown field.
9. Select *Inspector* or *Data entry* from the **Application role** drop field. The option that displays depends on the user's existing role.
10. Click **Grant additional access**.

A confirmation message displays. The user will receive an email notification.

## Removing vehicle inspectors

As the site administrator, you must remove a user's VIC access within 24 hours of the user ceasing employment at your site.

### Process



[Remove VIC user for your site](#)

## Suspended vehicle inspector

If NZTA has advised they're suspending one of your vehicle inspectors, they'll disable the vehicle inspector's access in MVR and VIC.

### Process – Suspending vehicle inspector



### Process – Reinstating suspended vehicle inspector



If NZTA has advised they're reinstating a vehicle inspector, once you receive written instruction from NZTA, you'll need to reenable their access in VIC.

[Reenable user's access to VIC](#)

## Revoked vehicle inspector

If NZTA has advised they're revoking one of your vehicle inspectors, they'll remove the vehicle inspector's access in MVR and VIC.

### Process



The only way a revoked vehicle inspector will be given future access to VIC is if they reapply to be an inspector and are approved.

### Maintenance system steps

[Add VIC users for your site](#)

[View VIC users for your site](#)

## Remove VIC user for your site

Use to permanently remove a user's access to your site. You should do this within 24 hours of the user ceasing employment at your site. You should also complete the [Notification of vehicle inspector transfer form](#) to advise NZTA an inspector is leaving.

If you want to disable a user's access to VIC on a temporary basis, see [Disable user's access to VIC](#).

1. Open the *Access portal home page*.
2. Click **Manage organisation details**.

The *View organisation details* screen displays with contact details for your site, applications your site has access to and the users for your site with their roles and status.

Online services | IAM »

## View organisation details

Organisation name	MS21550 VIC Training Motors Limited
Trading name	Waka Kotahi
Contact name	Rusty Knale
Contact phone	0212012677
Contact email	Trainingmotors07@nzta.govt.nz
NZBN	
Status	Active

### Application details

Application name	Customer number	Application role	Status
Vehicle Inspection & Certification (VIC)	MS21550	DataEntry	Active
Vehicle Inspection & Certification (VIC)	MS21550	Inspector	Active

### User details

User name	Application name	Application role	Status
Peter Jones	Vehicle Inspection & Certification (VIC)	Inspector	Active
Rusty Knale	Vehicle Inspection & Certification (VIC)	DataEntry	Active
Rusty Knale	Vehicle Inspection & Certification (VIC)	Inspector	Active

[Edit](#)

[Return to home page](#)

3. Click **Edit**.

The *Edit organisation details* screen displays.

## Edit organisation details

Organisation name MS21550 VIC Training Motors Limited

NZBN

MBIE trader number

Trading name

Waka Kotahi

Contact name\*

This should be the same as the organisation administrator

Rusty Knale

Contact phone number\*

Phone number must not include spaces

0212012677

Contact email\*

Trainingmotors07@nzta.govt.nz

Organisation physical address\*

This must match the physical address recorded in the motor vehicle register for this organisation

Organisation mailing address\*

This must match the mailing address recorded in the motor vehicle register for this organisation

Save organisation details

### Edit users

[Information for organisation administrators](#) You can remove a person's organisation administrator access by using the **Remove** button in the **Organisation administrator** column. Once the administrator access has been removed you will not be able to add this back to the person. If you need to add an organisation administrator, please email [info@nzta.govt.nz](mailto:info@nzta.govt.nz).

User name	Status	Organisation administrator	Remove user
Peter Jones	Active		<b>Remove user</b>
Rusty Knale	Active	<b>Remove</b>	<b>Remove user</b>

Return to home page

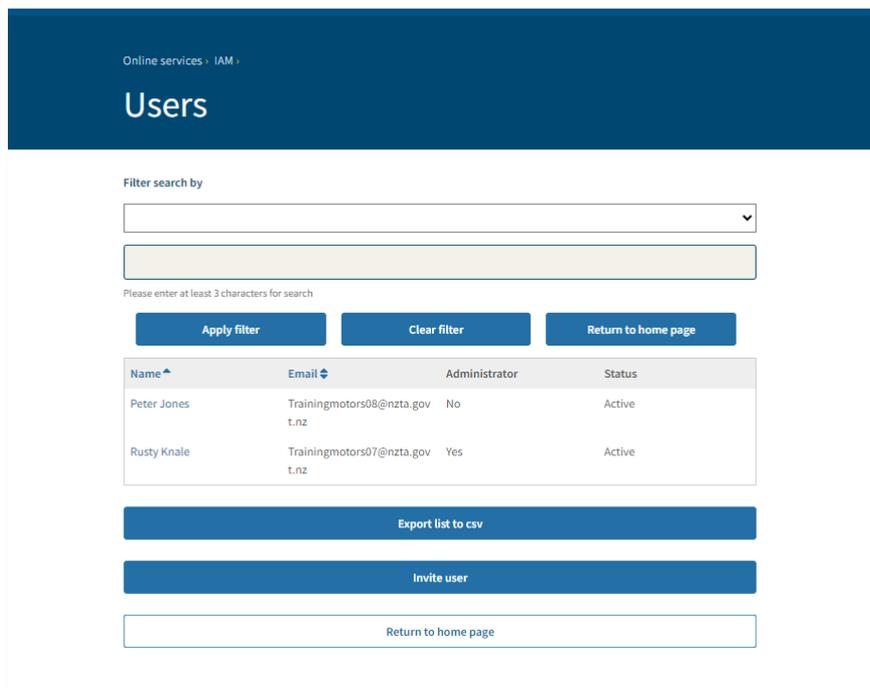
4. Click **Remove user** beside the person you want to remove access for. The user's access to your site in VIC is removed.

## Disable user's access to VIC

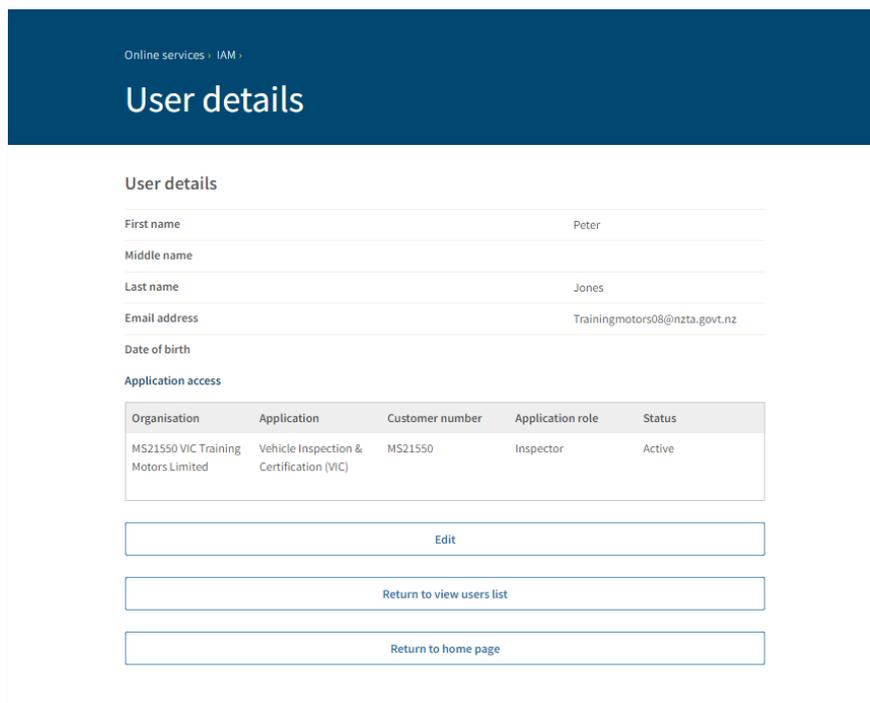
You can disable a user's access to VIC on a temporary basis.

1. Open the *Access portal home page*.
2. Click **Manage user details**.

The *Users* screen displays listing the users for your site.



3. Click on the person's name.  
The *User details* screen displays.



4. Click **Edit**.  
The *Edit user details* screen displays, including a list of the applications they have access for.

## Edit user details

You can make changes to this user's details in the fields below. Use the **Update user details** button to save your changes.

The **Application access** box allows you to enable or disable this user's application access.

You can also use the **Add additional access to user** button to give this user access to any other application which your organisation has been approved for.

First name

Middle name

Last name\*

Email\*

Date of birth

Use format dd/mm/yyyy

**Update user details**

Application access

Organisation	Application	Customer number	Application role	Status	
MS21550 VIC Training Motors Limited	Vehicle Inspection & Certification (VIC)	MS21550	Inspector	Active	<b>Disable access</b>

Add additional access to user

Return to view users list

Return to home page

- Click **Disable access** beside the Vehicle Inspection and Certification application and role/s for your site.

The status is updated to *Inactive*.

## Edit user details

You can make changes to this user's details in the fields below. Use the **Update user details** button to save your changes.

The **Application access** box allows you to enable or disable this user's application access.

You can also use the **Add additional access to user** button to give this user access to any other application which your organisation has been approved for.

**First name**

**Middle name**

**Last name\***

**Email\***

**Date of birth**

Use format dd/mm/yyyy

**Application access**

Organisation	Application	Customer number	Application role	Status	
MS21550 VIC Training Motors Limited	Vehicle Inspection & Certification (VIC)	MS21550	Inspector	Inactive	<input type="button" value="Enable access"/>




## Reenable user's access to VIC

To reenable access for a user whose access is disabled.

1. Open the *Access portal home page*.
2. Click **Manage user details**.

The *Users* screen displays listing the users for your site.

Online services > IAM >

## Users

Filter search by

Please enter at least 3 characters for search

Apply filter Clear filter Return to home page

Name	Email	Administrator	Status
Peter Jones	Trainingmotors08@nzta.govt.nz	No	Inactive
Rusty Knale	Trainingmotors07@nzta.govt.nz	Yes	Active

Export list to csv

Invite user

Return to home page

3. Click on the person's name.
- The *User details* screen displays.

Online services > IAM >

## User details

User details

First name Peter

Middle name

Last name Jones

Email address Trainingmotors08@nzta.govt.nz

Date of birth

Application access

Organisation	Application	Customer number	Application role	Status
MS21550 VIC Training Motors Limited	Vehicle Inspection & Certification (VIC)	MS21550	Inspector	Inactive

Edit

Return to view users list

Return to home page

4. Click **Edit**.

The *Edit user details* screen displays, including a list of the applications they have access for. The status for Vehicle Inspection and Certification should be *Inactive* for your site.

## Edit user details

You can make changes to this user's details in the fields below. Use the **Update user details** button to save your changes.

The **Application access** box allows you to enable or disable this user's application access.

You can also use the **Add additional access to user** button to give this user access to any other application which your organisation has been approved for.

**First name**

**Middle name**

**Last name\***

**Email\***

**Date of birth**

Use format dd/mm/yyyy

**Application access**

Organisation	Application	Customer number	Application role	Status	
MS21550 VIC Training Motors Limited	Vehicle Inspection & Certification (VIC)	MS21550	Inspector	Inactive	<input type="button" value="Enable access"/>




- Click **Enable access** beside the Vehicle Inspection and Certification application for your site. The status is updated to *Active*.

## Edit user details

You can make changes to this user's details in the fields below. Use the **Update user details** button to save your changes.

The **Application access** box allows you to enable or disable this user's application access.

You can also use the **Add additional access to user** button to give this user access to any other application which your organisation has been approved for.

### First name

### Middle name

### Last name\*

### Email\*

### Date of birth

Use format dd/mm/yyyy

### Application access

Organisation	Application	Customer number	Application role	Status	
MS21550 VIC Training Motors Limited	Vehicle Inspection & Certification (VIC)	MS21550	Inspector	Active	<input type="button" value="Disable access"/>




## Remove site administrator

You must have at least one site administrator. If a replacement site administrator has been added by NZTA, you can remove the previous one. They can remain as a user. If you need to remove all their access to VIC, follow the steps in [Remove user's access to VIC](#).

1. Open the *Access portal home page*.
2. Click **Manage organisation details**.

The *View organisation details* screen displays with contact details for your site, applications your site has access to and the users for your site with their roles and status.

## View organisation details

Organisation name	MS21550 VIC Training Motors Limited
Trading name	Waka Kotahi
Contact name	Rusty Knale
Contact phone	0212012677
Contact email	Trainingmotors07@nzta.govt.nz
NZBN	
Status	Active

## Application details

Application name	Customer number	Application role	Status
Vehicle Inspection & Certification (VIC)	MS21550	DataEntry	Active
Vehicle Inspection & Certification (VIC)	MS21550	Inspector	Active

## User details

User name	Application name	Application role	Status
Rusty Knale	Vehicle Inspection & Certification (VIC)	DataEntry	Active
Rusty Knale	Vehicle Inspection & Certification (VIC)	Inspector	Active

[Edit](#)

[Return to home page](#)

### 3. Click **Edit**.

The *Edit organisation details* screen displays.

## Edit organisation details

Organisation name MS21550 VIC Training Motors Limited

NZBN

MBIE trader number

Trading name

Waka Kotahi

Contact name\*

This should be the same as the organisation administrator

Rusty Knale

Contact phone number\*

Phone number must not include spaces

0212012677

Contact email\*

Trainingmotors07@nzta.govt.nz

Organisation physical address\*

This must match the physical address recorded in the motor vehicle register for this organisation

Organisation mailing address\*

This must match the mailing address recorded in the motor vehicle register for this organisation

Save organisation details

### Edit users

[Information for organisation administrators](#) You can remove a person's organisation administrator access by using the **Remove** button in the **Organisation administrator** column. Once the administrator access has been removed you will not be able to add this back to the person. If you need to add an organisation administrator, please email [info@nzta.govt.nz](mailto:info@nzta.govt.nz).

User name	Status	Organisation administrator	Remove user
Rusty Knale	Active	<a href="#">Remove</a>	<a href="#">Remove user</a>

[Return to home page](#)

4. Click **Remove** in the Organisation administrator column beside the administrator you want to remove. If they are a VIC user, they still have this role.

## Need help?

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

For any other help, call 0800 804 580 and **select option 4** for VIC queries.