Vehicle Inspection and Certification (VIC)
FAQs

Contents

NZ TRANSPORT AGENCY
WAKA KOTAHI

Te Kāwanatanga o Aotearoa
New Zealand Government

About the Vehicle Inspection and Certification (VIC) system

Question	Answer
What is Vehicle Inspection and Certification (VIC)?	VIC is used by most independent inspecting organisations to enter warrant of fitness (WoF) inspection outcomes and pre-delivery inspections (PDIs).
Are there any technical constraints or requirements to access VIC?	VIC is a web system, therefore there are no particular device specifications except that internet access and a current common browser are required. There is no limit on the number of users.
So, we don't need to use the VPN?	You don't need VPN to access VIC. If you use other NZTA applications that use the VPN, you'll still need to use it for those.
What's the automatic calculation for the new WoF expiry date?	If the WoF has already expired or been revoked when the inspection is completed, or expires on the day of inspection, the new WoF expiry date will be the inspection date plus relevant number of months. If the WoF hasn't expired when the inspection is completed, the new WoF expiry date will be the inspection date, plus the relevant number of months, plus days remaining on existing WoF (up to a max. of 14 additional days). The relevant number of months is determined by the vehicle type and the date of first registration in NZ. Refer to the VIRM for more information: VIRM – Expiry dates
Does VIC have a comments section for fail, pass (recheck) and pass?	Yes.
When is it relevant for the vehicle inspector to select a new inspection group?	VIC checks that an inspecting organisation is allowed to do a WoF inspection for a vehicle based on the vehicle's inspection group. VIC may not be able to determine the inspection group for a vehicle in some cases, including: • inspection group not recorded for vehicle in LANDATA. • vehicle previously had CoFs, like a taxi that has become a private vehicle. Where VIC determines the inspection group for a vehicle, the inspector needs to select the relevant inspection group from the options: • Motorcycle • Private car/van/truck/other • Light trailer • Heavy vehicle exempt from CoF
	• Agricultural motor vehicle. VIC will then validate that the inspecting organisation is allowed to do WoF inspections for that inspection group. It also validates that the inspector is authorised for that inspection group.

Roles in VIC

Question	Answer

What roles are used in VIC?	There are two main roles in VIC:
	• Administrator – sets up and manages VIC users for an inspecting organisation site. This may be the site manager or someone delegated to the role. You'll initially be set up with one administrator, but you can ask NZTA to add additional administrators.
	• User – uses VIC to record, update and delete inspections. There are two sub roles:
	   o Inspector – for users appointed by NZTA as a vehicle inspector
	   o Data entry – for users who have delegated authority as set out in the Quality Management System (QMS) to record inspections on behalf of vehicle inspectors

Why is there an administrator role for each inspecting organisation?	So that the inspecting organisation sites can add and manage their own users.
What does the inspecting organisation administrator do?	They add the users for their inspecting organisation site. They also do ongoing user management – adding, removing, disabling and reenabling users.
Can the same person be the administrator for multiple inspecting organisation sites?	Yes, they can. They can also be the administrator for one site and just a user for another site. There can be more than one administrator setup on a site if that is needed.
What is the process for changing administrators?	You'll need to contact NZTA with details of the new administrator, including your MS number, administrator name and email address. The Provider Licensing team will add the new administrator.
What is the process if a site ends up with no administrator? For example, if an administrator leaves but hasn't appointed another one.	This will only become an issue when you need to add or change users on the system which only the administrator can do. You'll need to contact NZTA with details of the new administrator. The Provider Licensing team will add the new administrator.
How does the administrator invite vehicle inspectors and data entry roles onto VIC?	They do this in the NZTA Access Portal. It's straight forward and there is training material explaining how to do it. Training	Vehicle Inspection Portal The site also needs to inform NZTA that the inspector has started work at the site using the Notification of vehicle inspector transfer form so they can be set up in other systems.
What can the inspector and data entry roles do?	They can record, update and delete inspections.

What happens if an inspector leaves our inspecting organisation?	Use the Notification of vehicle inspector transfer form to advise NZTA the inspector is leaving your inspecting organisation. The administrator should remove their access in VIC.
What happens if an inspector is transferring to another inspecting organisation site?	Both inspecting organisation sites involved in a vehicle inspector transfer need to use the Notification of vehicle inspector transfer form to advise NZTA the inspector is leaving their inspecting organisation (transferring site) and joining their new inspecting organisation (receiving site). The transferring site needs to remove the user's VIC access for their site. The receiving site needs to add the inspector VIC access for their site.
What happens if an inspector is suspended?	If NZTA has advised they're suspending one of your vehicle inspectors, they'll disable the vehicle inspector's access in MVR and VIC.
What happens if a suspended inspector is then reinstated?	If NZTA advises they're reinstating a vehicle inspector, once you receive written instruction from NZTA, you'll need to reenable their access in Access Portal.
What happens if a vehicle inspector is revoked?	If NZTA has advised they're revoking one of your vehicle inspectors, they'll remove the vehicle inspector's access in MVR and VIC.

Accessing VIC

Question	Answer
How do I get access to VIC?	To log in the first time, register by clicking on the link on the invitation email you'll receive from NZTA. The email will be sent to administrators once we have set you up in the system and to users once your site administrator has added you in the system. After that, you can access VIC at vic.nzta.govt.nz. You can favourite or bookmark the VIC link for easy access.
The invitation code in the invitation email has expired. What should I do?	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, which you should receive straightaway.
It's been over 14 days since I received the invitation email and I haven't logged in yet. Is this a problem?	For administrators, if you don't accept the invitation within 14 days, NZTA will need to set you up in the system again. For users, your administrator must invite you again.
Why is RealMe used?	RealMe lets you use a single username and password to securely access online services. You can use a 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. Note that you can't use the same phone number on more than one RealMe account. Adding a phone number is optional and can be used as an additional option to reset your password if you forget it.

I have a RealMe login I used for my passport application. Can I use this login?	Yes, you can use your RealMe login for both work and personal services.
As an administrator, what email address should I use to invite users and what is the registration process for users?	The invitation is for an individual to register for access, so where possible should be sent to an email address that is specific to that individual, not a shared group email address. When the user registers, they'll be asked to enter the code and their email address – this must match the code in the invitation and the email address that the invitation was sent to. The registration process has 3 steps: 1. Accept invitation – requires the email address and code to be entered in the NZTA Access Portal. It must be a valid email address and must match the invitation. 2. RealMe login – this automatically appears in order to access VIC. User details and email verification in the NZTA Access Portal - the user must nominate the email address to be used for their VIC account. This is used for notifications from the NZTA Access Portal.
Does the email address I enter on the 'Redeem invitation' screen need to be the same as the email address the invitation was sent to?	Yes. If you enter a different email address you will get a message saying: 'we cannot find your invitation'.
Does my email address for VIC need to be the same as the email address for my RealMe account?	No. Your RealMe email address can be different to the email address that the invitation was sent to. Once you've followed the link in the email to register and keyed in the code and email address, you'll then be asked to login via RealMe.
Does the email address requested during registration after I have logged in with RealMe need to be the same as the email address the invitation was sent to?	No. You can enter a different email address at this step. An email will be sent to this account with a code that you then key in to verify the email address, so you must have access to the email account to get this email.
What if my email address changes?	You can change your RealMe email address by logging into your RealMe account, selecting settings and following the prompts. You can change your NZTA details using the Access Portal.
What do I need to do if I work across multiple vehicle inspection sites?	The administrator for each site will need to add you as a VIC user in the Access Portal. If you're authorised to work at multiple sites in VIC, you'll need to ensure you select the correct site when you log in. Instructions are in the training material. 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 and legal name. The site will be displayed in the heading and in the top right of the VIC screen.
How do I log off?	Click the dropdown arrow next to your name in the top right of the screen and click 'Log out' or close all browser windows. It's important you log off once you have finished using VIC.

Do I need to reset my RealMe password at set times?	No, you only need to reset your RealMe password if you choose to, such as if you have forgotten it.
How do I change my password?	There's a link on the RealMe login page (use the forgot password option).
I've forgotten my username, what do I do?	There's a link on the RealMe login page (forgot username).
What inspecting organisation and vehicle inspector validations are done in VIC?	The VIC system looks up the inspecting organisation's authorisations in LANDATA to determine the home screen search options (plate, VIN and chassis) and inspection types that can be recorded. For example, if the site has authorisation for PDI inspections only, then users for the site will only be able to search by VIN. If the site has authorisation for WoF or WoF and PDI, users will be able to search by plate, VIN, or chassis number. Inspector ID is keyed as part of recording an inspection (WoF or PDI), changing or deleting a WoF inspection. VIC validates the inspector ID the user enters against the inspector record in LANDATA. The Inspector ID keyed must be a current inspector and must have the appropriate authority for the inspection being entered. In the case of changing and deleting a WoF inspection, the inspector ID must either be the same as the inspector who created the inspection or must be assigned to the same site that recorded the inspection.

Vehicle data

Question	Answer
What should I do if a vehicle's attributes don't match the vehicle information in VIC?	The vehicle information in VIC comes from MVR. If the GVM, seating number or colour in VIC don't match what is seen on the vehicle presented and the vehicle hasn't been modified, the vehicle can be inspected as normal. The customer should be advised to get the incorrect details changed by submitting an Application to Change Vehicle Details form (MR16 form). MR16 Application to change motor vehicle details

VIC support

Question	Answer
What is the support for RealMe issues?	Step by step help is available in the training material. If you're having system issues with RealMe, check the RealMe help first, then call 0800 664 774.
What happens if we run into problems using VIC?	You can contact the NZTA Contact Centre on 0800 804 580 and select option 4.
I have tried to log in and an error message displays advising the system isn't available, what do I do?	Call NZTA on 0800 804 580 (and select option 4) from 8am to 6pm from Monday to Friday, and 9am to 2pm on Saturday. Also check the VIC page on the Vehicle Inspection Portal for updates on scheduled maintenance or incidents. If the system is not available, the offline process still applies.