

# Online services access portal user guide

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Waka Kotahi NZ Transport Agency



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This publication is also available on the Transport Agency's website at [www.nzta.govt.nz](http://www.nzta.govt.nz)

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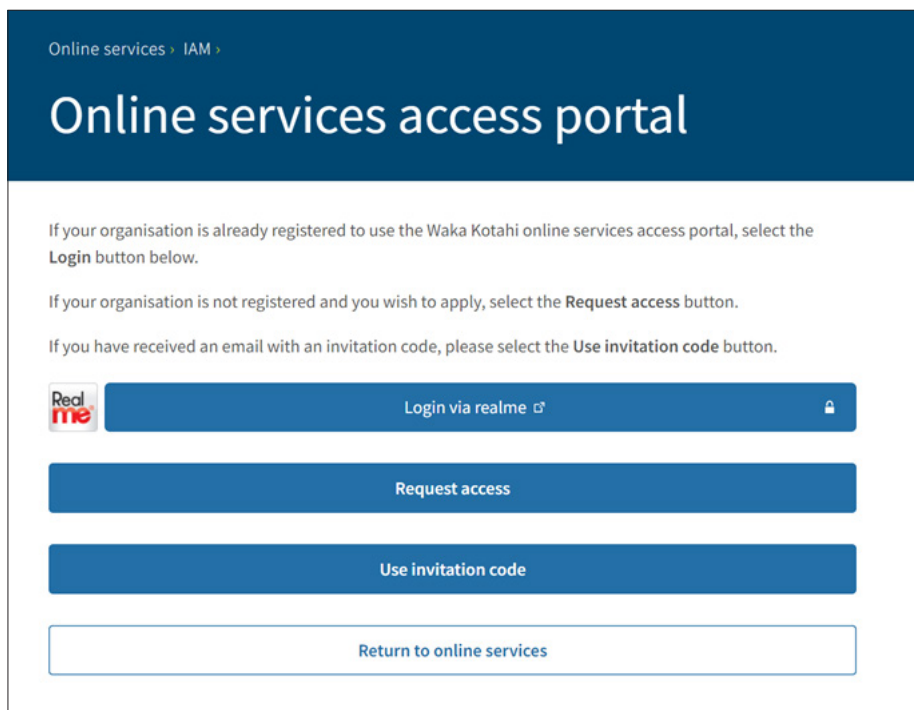
# Logging in

## Go to [www.nzta.govt.nz/online-services](http://www.nzta.govt.nz/online-services)

To log in to or use the access portal, you'll first need to log in to your RealMe account.

If you don't have a RealMe account, you can create one by following the instructions on the login page.

Go to page 18 for more information about RealMe.



The screenshot shows the 'Online services access portal' page. At the top, there is a dark blue header with the text 'Online services > IAM >' and the main title 'Online services access portal' in white. Below the header, the page content is white. It contains three paragraphs of instructions: 'If your organisation is already registered to use the Waka Kotahi online services access portal, select the Login button below.', 'If your organisation is not registered and you wish to apply, select the Request access button.', and 'If you have received an email with an invitation code, please select the Use invitation code button.' Below these instructions are four buttons: a blue button with the RealMe logo and the text 'Login via realme' with a small lock icon, a solid blue button with the text 'Request access', a solid blue button with the text 'Use invitation code', and a white button with a blue border and the text 'Return to online services'.



Online services > IAM >

## Online services access portal

If your organisation is already registered to use the Waka Kotahi online services access portal, select the **Login** button below.

If your organisation is not registered and you wish to apply, select the **Request access** button.

If you have received an email with an invitation code, please select the **Use invitation code** button.

 Login via realme 

Request access

Use invitation code

Return to online services

# Accepting an invitation

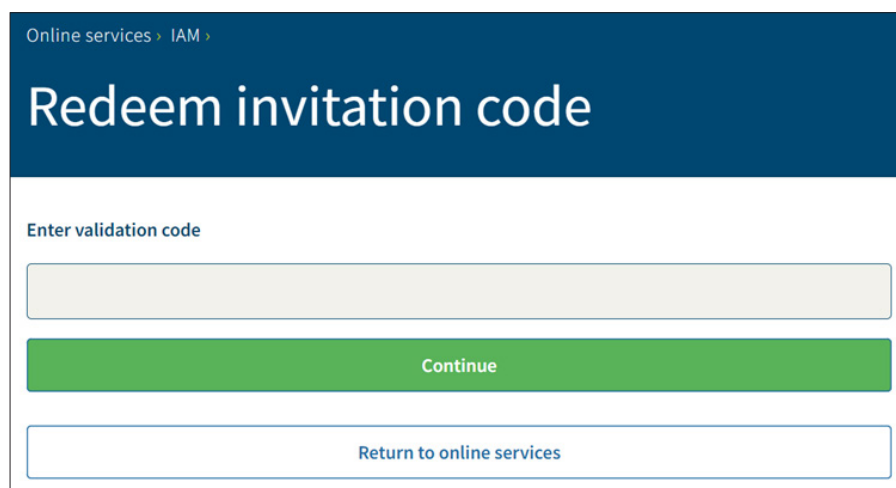
You must be invited to use the access portal. This will be in the form of an email.

When an organisation is first given access, we'll send an invite to the organisation administrator. The organisation administrator will invite all users for their organisation.

Your invitation contains a link to the *Terms and conditions* for the use of the Waka Kotahi online services access portal.

To accept the invitation and the *Terms and conditions*, go to <https://accessportal.nzta.govt.nz> to enter your invite code.

Your email invite will tell you how long the invite is valid for. For security, the invite code is valid for a shorter time. If you enter an expired code while your invitation is still valid, we'll email you a new invite code.



Online services > IAM >

## Redeem invitation code

Enter validation code

Continue

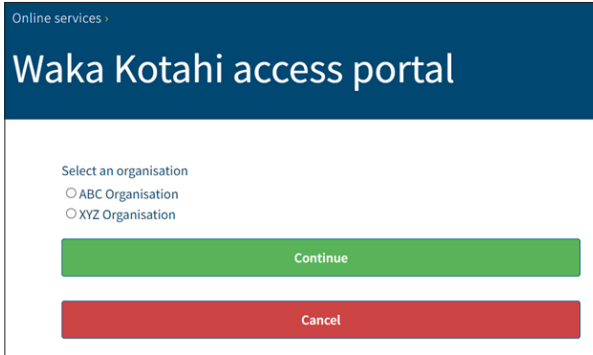
[Return to online services](#)

Organisation administrators who've requested access via the **Request access** button - and the request has been approved - will be set up with access without the need to accept an invite. The organisation administrator will invite all users for their organisation.

Please see the organisation administrator section for more information on requesting access.

# Selecting an organisation

If you're registered with more than one organisation, you'll be prompted to select which organisation you're logging in for.



Online services >

## Waka Kotahi access portal

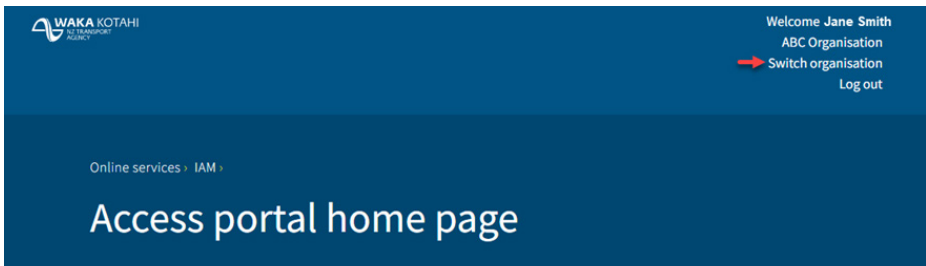
Select an organisation

- ABC Organisation
- XYZ Organisation

Continue

Cancel

Once logged in, you can switch to your other organisations by using the **Switch organisation** link in the banner at the top right of the screen.

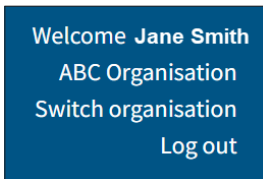


WAKA KOTAHI  
The Environment  
Kaitiaki

Welcome Jane Smith  
ABC Organisation  
→ Switch organisation  
Log out

Online services > IAM >

## Access portal home page

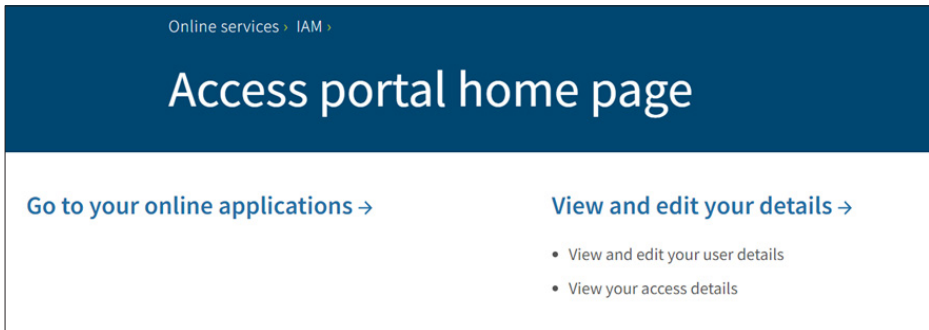


Welcome Jane Smith  
ABC Organisation  
Switch organisation  
Log out

# General user functions

As a general user, contact your organisation administrator for any questions or issues regarding your access.

# Home page - general user



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

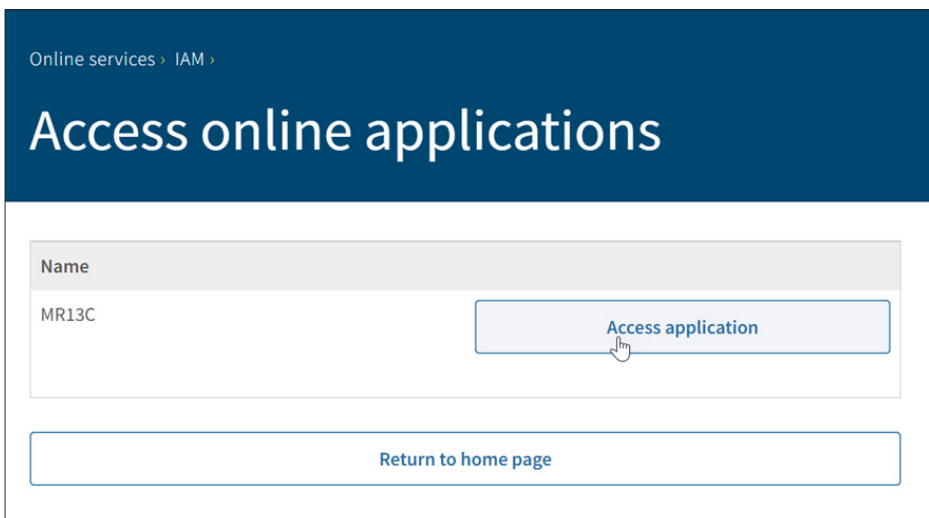
## View and edit your details

You can view and update your user details. Save your new details by using the **Update user details** button.

At the base of this page is the *Application access* box. This shows which applications and application roles you have access to.

## Go to your online applications

From here you can go to the applications you have access to, by using the **Access application** button next the relevant application.



Online services > IAM >

## Access online applications

Name
MR13C

[Access application](#)

[Return to home page](#)

# Role of organisation administrator

The organisation administrator is the person in your organisation delegated to be the administrator for the access portal on behalf of your organisation.

The organisation administrator is:

- responsible for maintaining the organisation's user list
- the contact person for this access on behalf of the organisation
- the person who would apply for additional application access (if necessary).

Most organisations should only need one organisation administrator.

## Different ways to request applications

Some applications, such as *Trader notice of acquisition* (MR13C), can be requested directly via the access portal using the **Request access** button (see page 7).

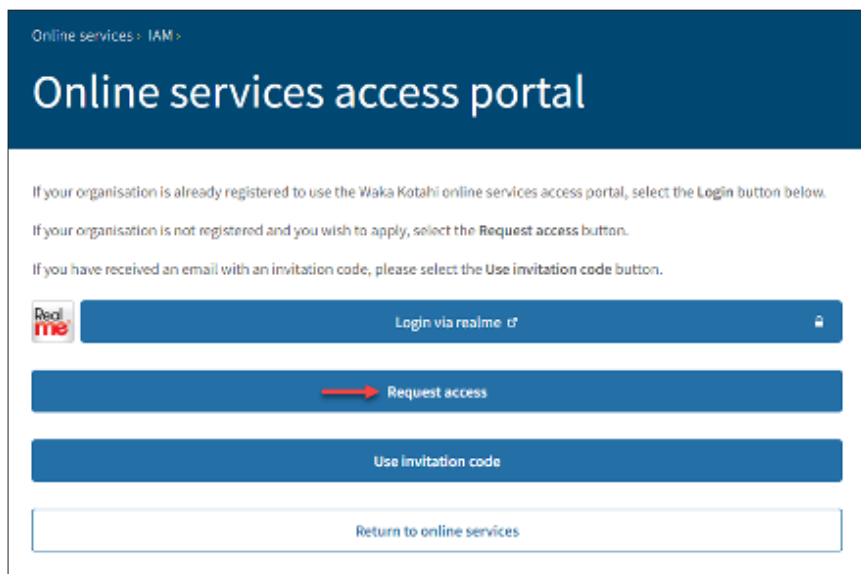
Other applications, such as Motochek, require you to submit an application form first. If that application is approved, you'll be sent an invite to the access portal. Please go to [www.nzta.govt.nz](http://www.nzta.govt.nz) for information on how to apply for applications.



# Requesting applications

Some applications can be requested via the access portal.

Use the **Request access** button to see which applications can be requested and to submit a request.



You'll be directed to first login to your RealMe account. You can create one by following the instructions on the login page.

You'll be prompted to enter your details as the organisation administrator, and your organisation details. Use the green **Submit request** button to complete your request.

You'll be sent an email confirming you've submitted your request. Your application will be assessed within 10 working days and we'll email you to let you know the outcome.

# Home page - organisation administrator

Online services > IAM >

## Access portal home page

### Request additional access →

- Request to add any available applications to your organisation's access

### Manage user details →

- View and edit user details
- Add and remove access from users
- Invite new users

### View and edit your details →

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

### Manage organisation details →

- View and edit organisation details
- Remove users from an organisation

### Go to your online applications →

# Request additional access

Here you can request additional application access for an organisation.

If there are any other applications available for your organisation to request they'll be displayed on this screen.

## Request additional access

What application are you applying for?\*

▾

# Manage organisation details

This section allows you to:

- view and edit your organisation details
- view the applications your organisation has access to
- view and edit your organisation user list, including removing users from your organisation's access portal.

Online services › IAM ›

## View organisation details

Organisation name	ABC Organisation
Trading name	
Contact name	Jane Smith
Contact phone	021123456
Contact email	Jane.Smith@ABC.co.nz
NZBN	
Status	Active
MBIE trader number	
Physical address	
Mailing address	

### Application details

Application name	Customer no.	Application role	Status
Motochek	123456789	MotochekUser	Active
Motochek	123456789	MotochekAdmin	Active

### User details

User name	Application name	Application role	Status
Jane Smith	Motochek	MotochekUser	Active
Jane Smith	Motochek	MotochekAdmin	Active

[Edit](#)

[Return to home page](#)

To edit your organisation's details and user list, use the **Edit** button at the base of the page to go to the *Edit organisation details* page.

The *Edit organisation details* page allows you to update your organisation's details. Save your updates by using the **Save organisation details** button.

The *Edit organisation details* page also allows you to remove a user from your organisation. Scroll down to the *Edit users* box and use the **Remove user** button next to the user name to be removed.

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

Save organisation details

### Edit users

User name	Status	Organisation owner
Joe Bloggs	Active	<a href="#">Remove user</a>
Jane Smith	Active	<a href="#">Remove</a> <a href="#">Remove user</a>

[Return to home page](#)

As organisation administrator, you have access to remove administrators from your organisation by using the blue Remove button.

Please note: you do not have access to add an administrator. If you remove an administrator you cannot add the administrator access back to that individual. If administrator access needed to be added, please email [info@nzta.govt.nz](mailto:info@nzta.govt.nz)

# Manage user details

This section allows you to:

- view the user list for your organisation
- edit the applications your users have access to
- invite a new user to your organisation
- edit user details.

This screen shows you a user list for your organisation. If your organisation has many users, there is a search function to filter your user list.

To view a user's access details, click on the person's name. This will take you to the *User details* screen for this person.

Online services > IAM >

## Users

Filter search by

Clear filter      Apply filter

Name ^	Email ↕	Administrator	Status
Jane Smith	Jane.Smith@ABC.co.nz	Yes	Active

Invite user

Return to home page

Online services &gt; IAM &gt;

# User details

## User details

First name	Jane
Middle name	
Last name	Smith
Email address	Jane.Smith@ABC.co.nz
Date of birth	

### Application access

Organisation	Application	Customer no.	Application role	Status
ABC Organisation	Motochek	123456789	MotochekUser	Active
ABC Organisation	Motochek	123456789	MotochekAdmin	Active

[Edit](#)[Return to view users list](#)[Return to home page](#)

To edit this user's details, including removing or enabling application access, use the **Edit** button at the base of the *User details* screen to go to the *Edit user details* screen.

The *Edit user details* screen allows you to update user details. You can update the person's details and save your changes using the **Update user details** button.

Online services &gt; IAM &gt;

# 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

## Application access

Organisation	Application	Customer no.	Application role	Status	
ABC Organisation	Motochek	123456789	MotochekUser	Active	<input type="button" value="Disable access"/>
ABC Organisation	Motochek	123456789	MotochekAdmin	Inactive	<input type="button" value="Enable access"/>

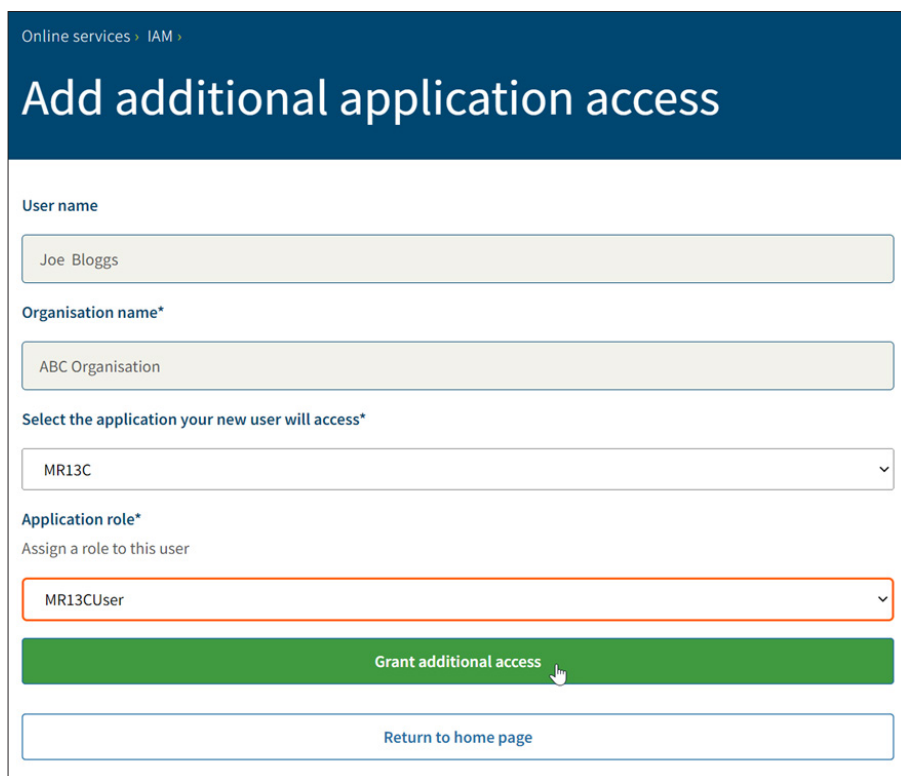


The *Application access* box shows the application which this user has access to. You can disable or enable access to these applications using the corresponding buttons.

You can add access for any of the applications your organisation has access to. To give a user additional access use the **Add additional access to user** button.

The user's name and organisation name will be pre-populated.

Select the application and role to add to this user, and use the green Grant additional access button.



The screenshot shows a web form titled "Add additional application access" with a breadcrumb "Online services > IAM >". The form contains the following fields and buttons:

- User name:** A text input field containing "Joe Bloggs".
- Organisation name\*:** A text input field containing "ABC Organisation".
- Select the application your new user will access\*:** A dropdown menu with "MR13C" selected.
- Application role\*:** A dropdown menu with "MR13CUser" selected. Below it is the instruction "Assign a role to this user".
- Grant additional access:** A large green button with a mouse cursor pointing to it.
- Return to home page:** A blue button at the bottom of the form.

If the user has access to all the available applications for the organisation, the screen will display the message:

**There is currently no additional access available to assign to this user**

# Invite a new user

To invite a new user to your organisation, use the **Invite user** button on the *Users* screen.

This will take you to the *Invite a new user* screen.

To invite a new user:

1. Enter their email address in the *Email* field
2. Select the relevant application from the application dropdown field
3. Press the **Invite user** button.

The screenshot shows the 'Invite a new user' screen. At the top, there is a dark blue header with the text 'Online services > IAM >' and a large white title 'Invite a new user'. Below the header, there is a white content area. The first section contains the text: 'This invitation will notify the recipient that the invite has been sent by you as the organisation administrator.' Below this is a form with two fields: 'Organisation name' with the value 'ABC Organisation' and 'Email\*' which is currently empty. A note below the email field says 'An invitation email will be sent to this address'. Below the email field is a dropdown menu labeled 'Select the application your new user will access\*' with the text 'Please select an application' and a downward arrow. At the bottom of the form are two buttons: a green 'Invite user' button and a white 'Return to home page' button.

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 ABC Organisation

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

Select the application your new user will access\*

Please select an application

Invite user

Return to home page

# Troubleshooting

## **How to change the organisation administrator for your organisation.**

It's important that your organisation has a delegated administrator to manage your organisation's address and be a contact person.

If you need to add or change the administrator for your organisation, email **info@nzta.govt.nz**.

## **What to do if there are organisation details you can't edit.**

If there are any organisation details on the Edit organisation details page that you can't change, please email **info@nzta.govt.nz**.

## **I'm clicking on a link to the access portal but the browser screen is blank.**

The access portal is not compatible with Internet Explorer 11. Use a different browser (eg Chrome, Edge).

## **The RealMe login service is currently unavailable**

This error will display if the RealMe login service is currently unavailable. Close the browser and try again later.

For service availability information you can call 0800 664 774.

## **I'm having issues with my RealMe username or password**

Please contact RealMe directly. Go to <https://www.realme.govt.nz/help/> or call 0800 664 774.

# RealMe service

The RealMe service from the New Zealand government and NZ Post lets people prove who they are and more easily access services online in the future.

It will give you a secure online way to prove your identity to an organisation, such as a bank, insurance company or government agency.

The RealMe service allows you to use the same login details to access all participating government service providers online services. This saves you from having to remember multiple login details for different services.

Go to **[www.realme.govt.nz](http://www.realme.govt.nz)** for more information.



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