Online services access portal user guide

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

Waka Kotahi NZ Transport Agency
Private Bag 6995
Wellington 6141

This publication is also available on the Transport Agency's website at
www.nzta.govt.nz

Contents

Logging in

Go to 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.

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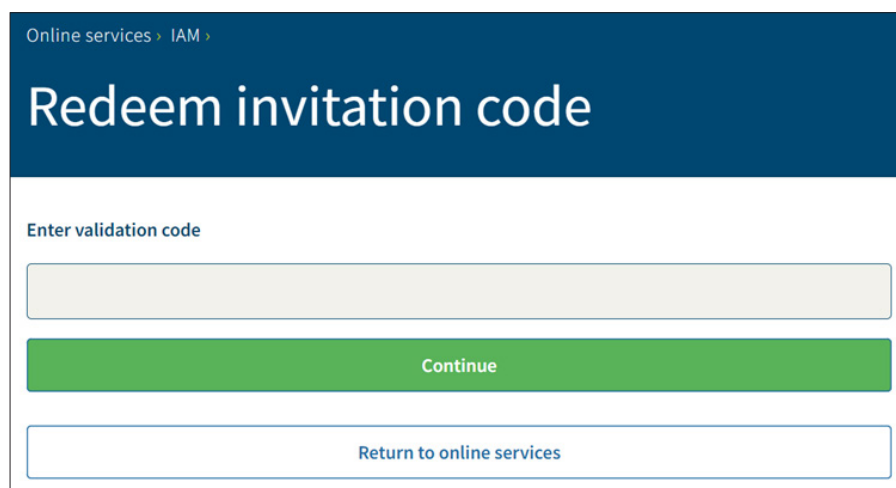
You must be invited to use the access portal. This will be in the form of an email.

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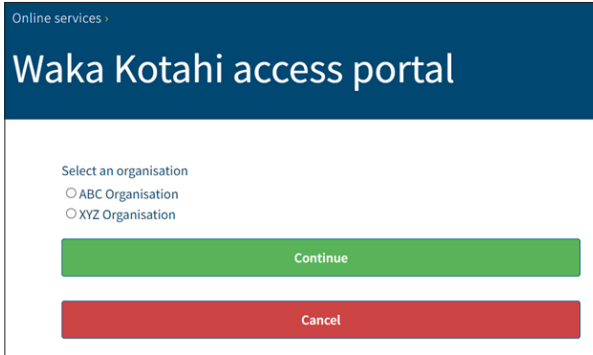
Organisation administrators who've requested access via the **Request access** button - and the request has been approved - will be set up with access without the need to accept an invite. The organisation administrator will invite all users for their organisation.

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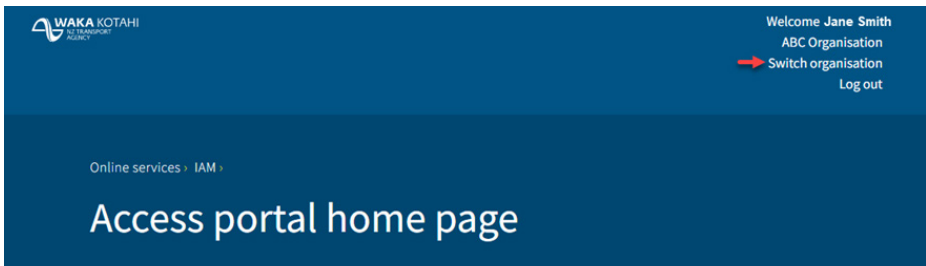
Once logged in, you can switch to your other organisations by using the **Switch organisation** link in the banner at the top right of the screen.
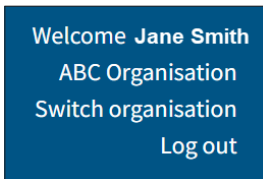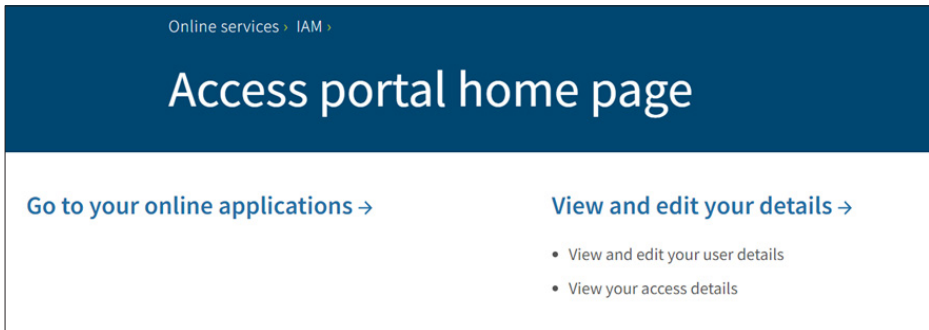
General user functions

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

Home page - general user
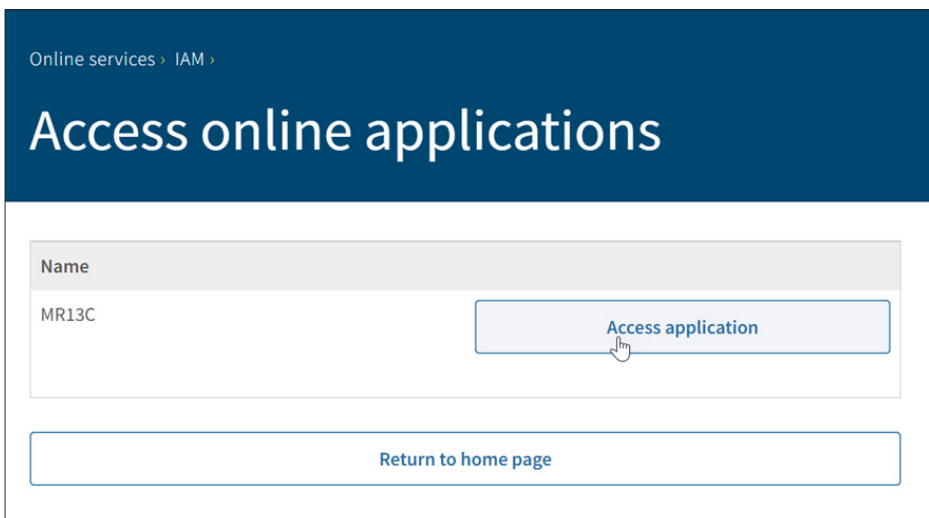
View and edit your details

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.

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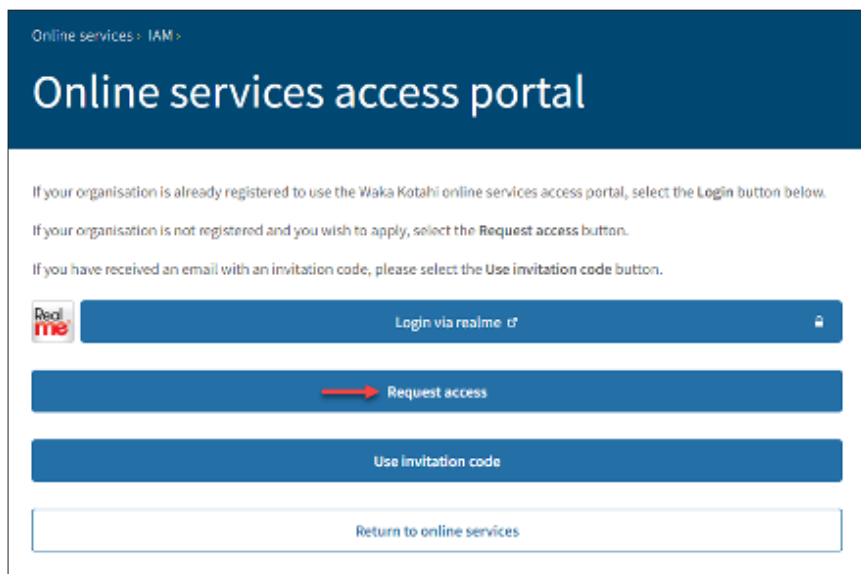
You'll be directed to first login to your RealMe account. You can create one by following the instructions on the login page.

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

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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.

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.

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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.

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

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.

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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

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.

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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

Jane

Middle name

Last name*

Smith

Email*

Jane.Smith@ABC.co.nz

Date of birth

[Update user details]

Application access

Organisation	Application	Customer no.	Application role	Status	
ABC Organisation	Motochek	123456789	MotochekUser	Active	Disable access
ABC Organisation	Motochek	123456789	MotochekAdmin	Inactive	Enable access

[Add additional access to user]

[Return to view users list]
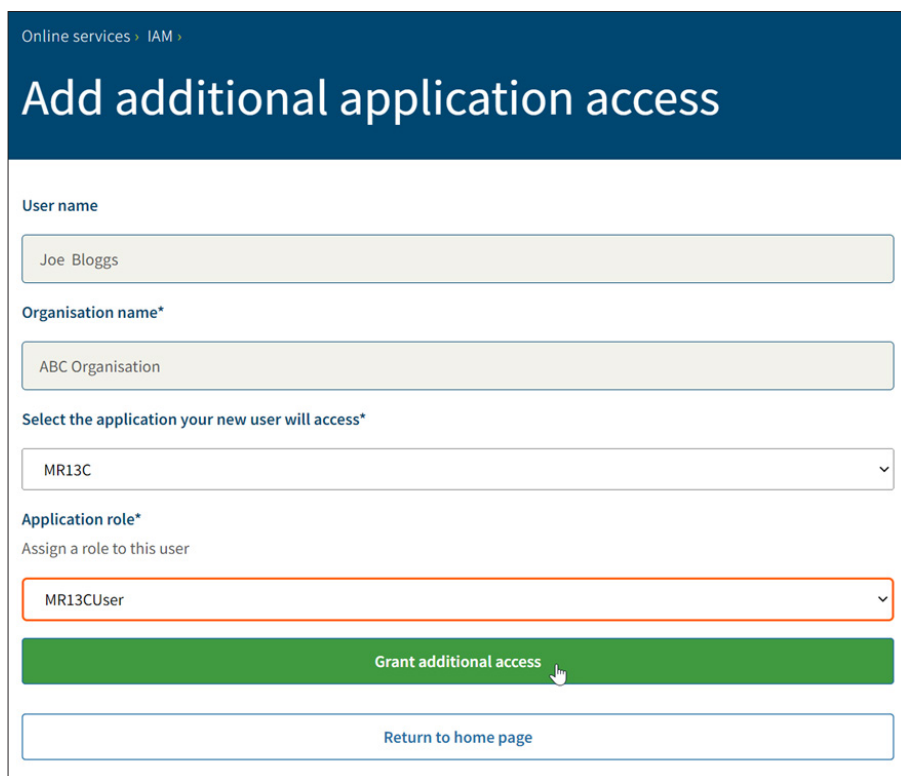
[Return to home page]

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.

Online services › IAM ›

Add additional application access

User name

Joe Bloggs

Organisation name*

ABC Organisation

Select the application your new user will access*

MR13C

Application role*
Assign a role to this user

MR13CUser

Grant additional access

Return to home page

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.

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** for more information.

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