

Use this form to reset your DOL password, extend an account or expire a user.

**1. Reason for request**

- Reset password
- Extend account
- Expire user

**2. Details of Dealer Online**

Dealer licence number

Trading name

Business address  
  
 Postcode

**3. Details of Dealer user**

User ID

Surname

Given names

Business telephone number  Business fax number

Business email address

**4. Service centre details**

Controlling Service centre name

**5. Agreement and declaration by Dealer (DOL Terms)**

I acknowledge that the the terms of the Dealer Vehicle Registration Scheme (DVRS) Dealer Agreement will apply concerning Dealer Online (DOL) including the use and security of passwords. I declare that the information provided in this Application is true and complete.

Security Administrator name

Security Administrator signature

Signature of user

Date  
  
day / month / year

**6. Privacy statement**

Your personal information is being collected to process your application for resetting a password or extending or ending the appointment of an authorised user in respect of the Dealer Online System (DOL) and to administer DOL. You are not required to provide your personal information but your application cannot be processed if you do not. Your personal information will be held by Transport for NSW and you may contact us to access and correct the information. We may disclose your personal information for the purposes of verifying the information and supporting documents you have provided to us but otherwise we will not disclose your personal information without your consent unless authorised by law.

**Return the completed form to:**

DRIVES Help Desk  
Email: [driveshelpdesk@transport.nsw.gov.au](mailto:driveshelpdesk@transport.nsw.gov.au) or  
Fax number: (02) 4924 0482

**Office use only Checklist**

**DRIVES Help Desk**

User account extended or expired / password reset

Signature

Staff number

Date  
  
day / month / year