

Maritime Dealer Vessel  
Registration Scheme (MDVRS)

# Portal User Guide

March 2019

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## Icons

These icons may be used in this guide:



Tips



Notes



Key information



Important fact

## Glossary

The below glossary provides a reference list for you to check portal term meanings:

Term	Description
ABYC	A HIN type used for fiberglass boats that will have the hull identification number (HIN) molded into the vessel.
Aquatic Event	An aquatic event is an organised on water activity such as boat or swimming races, sailing regattas, waterskiing competitions or fireworks displays that are likely to affect the normal operation of ships in the area of the event.
HIN	Hull identification number. Hull number is a serial identification number given to a boat or ship.
MDVRS	Maritime Dealer Vessel Registration Scheme.
Maritime dealer portal	The maritime dealer portal is accessed via a web browser and specific URL, where content is login protected and user-specific.

## Maritime Dealer Vessel Registration Scheme (MDVRS)

This user manual provides information about the maritime dealer portal and how to use it. It assumes the maritime dealer has become authorised subject to a MDVRS agreement. For further information on how to become an authorised maritime dealer consult the How to become a Maritime Dealer document on the Roads and Maritime website:

<https://www.rms.nsw.gov.au/maritime/registration/maritime-dealers.html>

### Supporting Maritime Dealer Agreements

Roads and Maritime Services (RMS) enables authorised maritime dealers to register vessels for their customers under delegation via a maritime dealer portal. The maritime dealer portal is an internet based application that enables authorised maritime dealers to provide interim vessel registration numbers in real time. The Dealer Portal is located at:

[https://onegov.nsw.gov.au/gls\\_portal/ma/MyProducts.mvc](https://onegov.nsw.gov.au/gls_portal/ma/MyProducts.mvc)

The aim of the Dealer Portal is to provide a more efficient and timely method for Authorised Maritime Dealers to obtain interim vessel registration numbers for their customers.

The Service NSW (SNSW) Castle Hill Business Centre is responsible for the day-to-day management of the MDVRS and Dealer Portal support. The authorised maritime dealer is responsible for the accuracy of the data supplied in the interim vessel registration form.

### Statement of business ethics

All individuals and organisations that deal with RMS must adopt appropriate ethics and business standards. The statement of business ethics found on:

<https://www.rms.nsw.gov.au/documents/about/access-to-information/business-ethics-statement.pdf> sets out standards, provides guidelines on what to expect from Roads and Maritime and explains the obligations, constraints and on all parties involved.

## Support Services

### Hull Identification Number (HIN) related issues

For any HIN related issues (for example; agent code contains an invalid character) authorised maritime dealers are to contact the SNSW Auburn Dealer Business Centre on **(02) 8894 1599**.

The SNSW dealer business hours are:

Monday to Friday  
8.30am to 5pm

On weekends and public holidays, please call Maritime Product Services on 13 12 36.

**Note:** before contacting SNSW, please have the following information on hand:

- dealer number
- dealer name
- full details of the problem

*The below figure shows how a HIN error message would be displayed on the portal.*



The screenshot shows a web form titled "INTERIM VESSEL REGISTRATION HIN CHECK". It has a "HIN Type" dropdown menu set to "ISO10087" and a "Please enter the HIN Number" text input field containing "AUWWA045284A-7". A red error message is displayed at the bottom: "Error: Agent Code contains an invalid character: Agent Code does not match any of the valid values."

### Other enquiries

For any other issues/enquiries authorised maritime dealers are to **email** the **SNSW Castle Hill Business Centre** Monday to Friday on [maritimedvrsenquiries@service.nsw.gov.au](mailto:maritimedvrsenquiries@service.nsw.gov.au)

The SNSW Castle Hill Business Centre will attempt to resolve the issue within 48 hours.

### Maritime Dealer Portal unavailable

If the portal is unavailable authorised maritime dealers are to **email** the **SNSW Castle Hill Business Centre** Monday to Friday 8.30am to 5pm on [maritimedvrsenquiries@service.nsw.gov.au](mailto:maritimedvrsenquiries@service.nsw.gov.au)

On weekends and public holidays, please call Maritime Product Services on 13 12 36.

### Internet Support

As a portal user, you are responsible for maintaining your internet access and equipment. If you are experiencing internet connection issues, contact your Internet Service Provider.

## Passwords

### Security

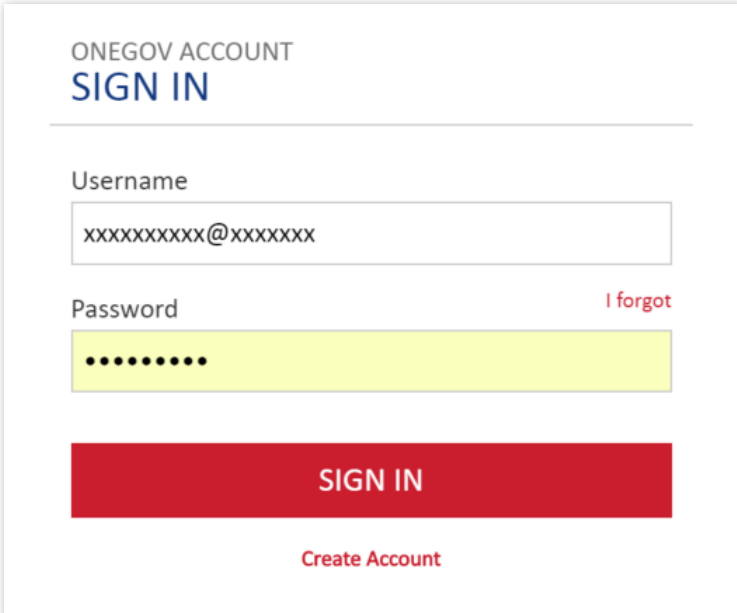
Logging into the maritime dealer portal is like accessing any other web application. To login you need to identify yourself by entering your username (email address) and password. There will be 1 login per maritime dealership.

### Changing your password

You may change your password at any time.

To change your password:

1. Login to the maritime dealer portal:  
[https://onegov.nsw.gov.au/gls\\_portal/ma/MyProducts.mvc](https://onegov.nsw.gov.au/gls_portal/ma/MyProducts.mvc)
  - Enter your *username* (email address)
  - Enter your *password*
  - Click the *Sign In* button



ONEGOV ACCOUNT  
**SIGN IN**

---

Username

Password I forgot

**SIGN IN**

[Create Account](#)

2. Select the profile icon  in the top right-hand corner.


3. Your profile is displayed. Select the  **Settings** icon.

4. Your profile details are displayed. To change your password:

- Enter your *current password*.
- Enter your *new password*.

The required criteria for **passwords** is at least 8 characters, include 1 digit, 1 uppercase, 1 lower case and 1 special character, for example: ! - ~ \$ % ^ \* ( ) = , . ^ { } [ ] " <>)

- Re-enter to *confirm new password*.
- Click the *Update details* button. The maritime dealer portal will display a confirmation of the change.

ONEGOV ACCOUNT  
**PROFILE** My Apps 

---

Email <input type="text"/>	Mobile <input type="text" value="123456789"/>
First Name <input type="text" value="test first name"/>	Last Name <input type="text" value="test last name"/>
Date of Birth Date <input type="text"/> Month <input type="text"/> Year <input type="text"/>	Gender <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> I'd rather not say

---

**Change Password**

Current Password

New Password  Confirm Password

---

**Contact Address**

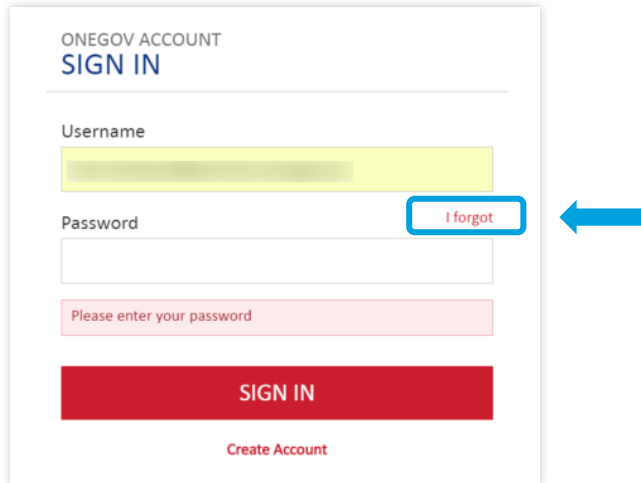
Address

**UPDATE SETTINGS**

## Forgotten password

If you have forgotten your password

1. On the maritime dealer portal *Sign In* page, select the *I forgot* link.



ONEGOV ACCOUNT  
SIGN IN

Username

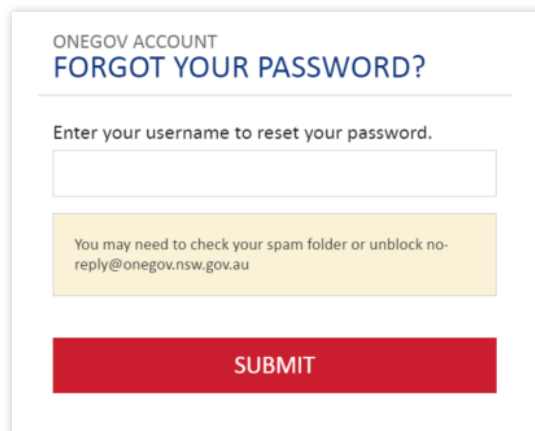
Password I forgot

Please enter your password

**SIGN IN**

[Create Account](#)

2. The *Forgot Your Password* page is displayed, enter your username (email address)



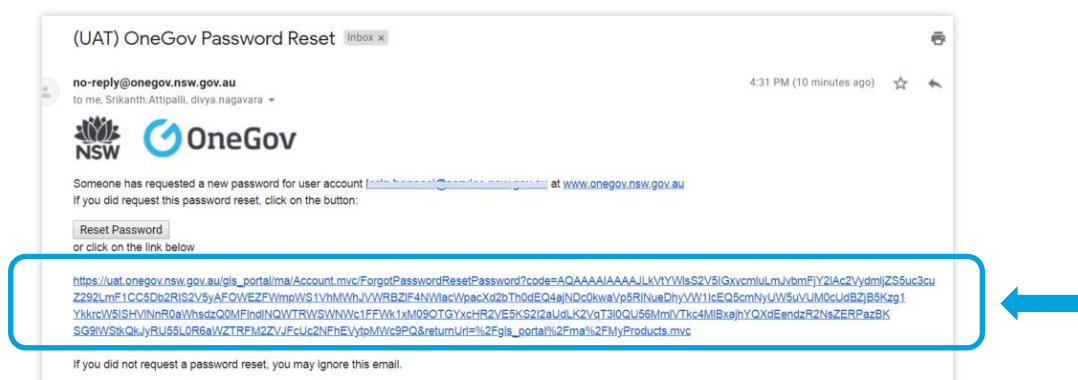
ONEGOV ACCOUNT  
FORGOT YOUR PASSWORD?

Enter your username to reset your password.

You may need to check your spam folder or unblock no-reply@onegov.nsw.gov.au

**SUBMIT**

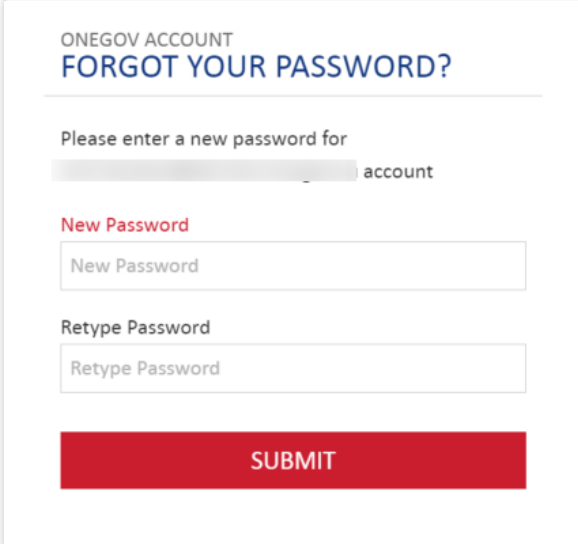
3. Email from [no-reply@onegov.nsw.gov.au](mailto:no-reply@onegov.nsw.gov.au) is received. Confirm confirmation by clicking on details with email.



4. The *Forgot Your Password?* page is displayed:



- Enter your *new password*
- Re-type your *new password*
- Click the *Submit* button



ONEGOV ACCOUNT  
**FORGOT YOUR PASSWORD?**

Please enter a new password for  
[redacted] account

**New Password**

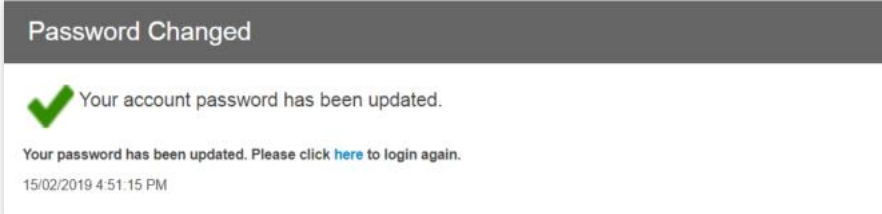
New Password

**Retype Password**


Retype Password

**SUBMIT**

5. The *Password Changed* page is displayed.



**Password Changed**

 Your account password has been updated.

Your password has been updated. Please click [here](#) to login again.

15/02/2019 4:51:15 PM

### **Timeout after 45 minutes**

If you are logged into maritime dealer portal but inactive for 45 minutes, your login will be timed out.

## Creating a maritime dealer portal login

### Terms and conditions

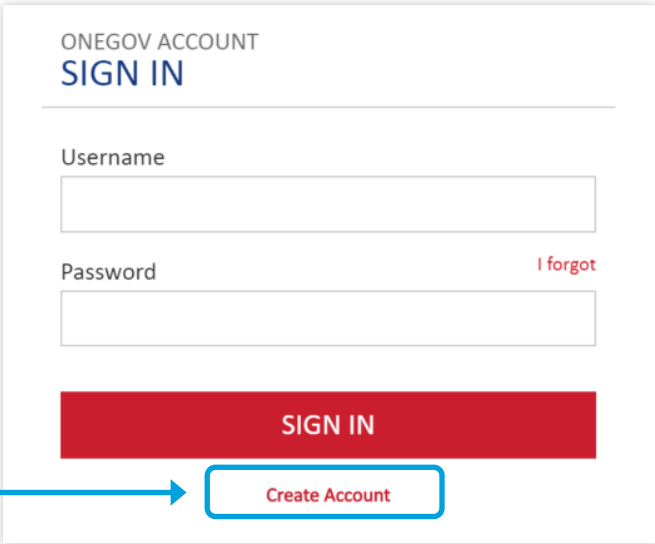
Please read the terms and conditions before you create your maritime dealer portal login details. By accepting the terms and conditions of use you become accountable for whatever you enter in the maritime dealer portal.

### Confidentiality and privacy

The maritime dealer portal contains important information covered by confidentiality and privacy legislation. Misuse of the system can have serious breaches. All applications using a specific username will be considered the responsibility of that user.

### Creating a portal account (username/password)

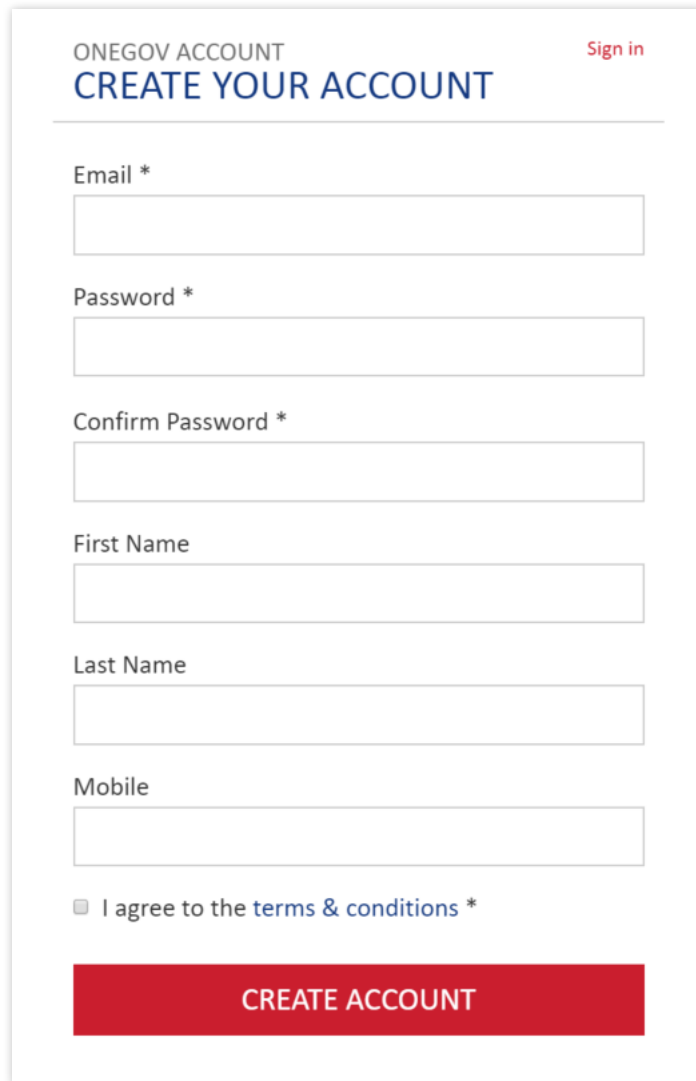
To create an account to access the portal, follow the following steps:

<p>1. Go to the portal webpage</p>	<p><a href="https://onegov.nsw.gov.au/gls_portal/ma/MyProducts.mvc">https://onegov.nsw.gov.au/gls_portal/ma/MyProducts.mvc</a></p>
<p>2. Select <b>Create Account</b> link</p>	

3. The **Create Your Account** page is displayed.

To create a portal account:

- Enter *email address*
- Enter *password*
- Confirm *password*
- Enter *first name*
- Enter *last name*
- Enter *mobile #*
- Agree to *terms and conditions*
- Select *Create Account* button.

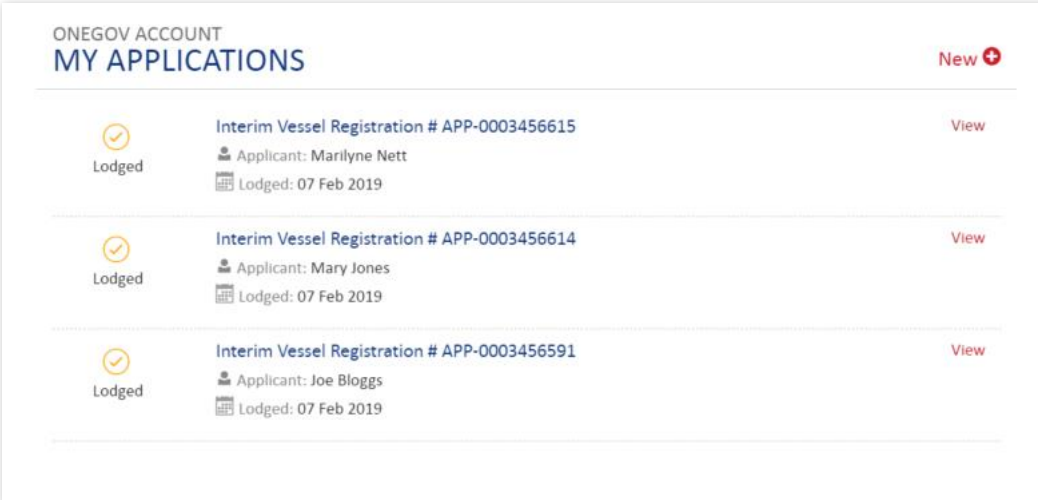



The required criteria for **passwords** is:




- at least 8 characters,
- include 1 digit,
- 1 uppercase,
- 1 lower case and
- 1 special character, for example: ! - ~ \$ % ^ \* ( ) = , . ^ { } [ ] " <>)


## My applications homepage

The homepage show applications previously submitted.



ONEGOV ACCOUNT  
**MY APPLICATIONS** New +

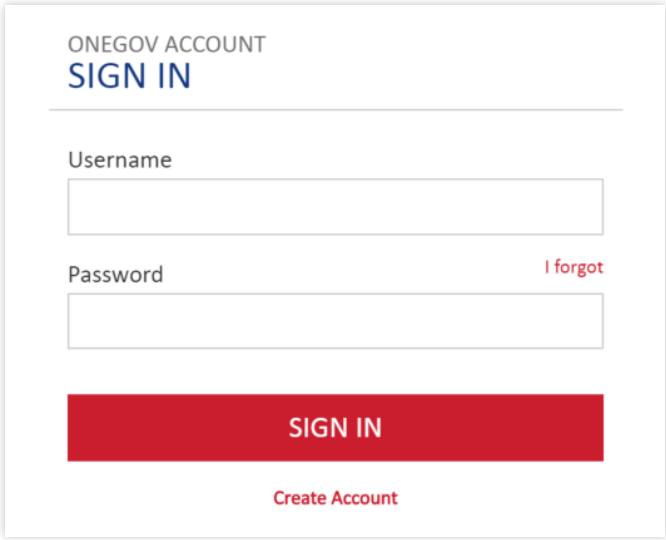
 Lodged	<b>Interim Vessel Registration # APP-0003456615</b> Applicant: Marilynne Nett Lodged: 07 Feb 2019	<a href="#">View</a>
 Lodged	<b>Interim Vessel Registration # APP-0003456614</b> Applicant: Mary Jones Lodged: 07 Feb 2019	<a href="#">View</a>
 Lodged	<b>Interim Vessel Registration # APP-0003456591</b> Applicant: Joe Bloggs Lodged: 07 Feb 2019	<a href="#">View</a>

- Clicking on the *View* button will download a PDF copy of previously submitted interim vessel registration certificate.
- The portal transactions can be accessed by clicking on the  icon.

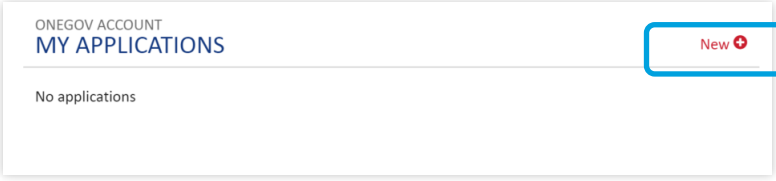
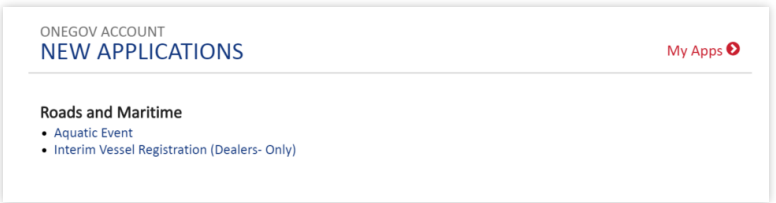
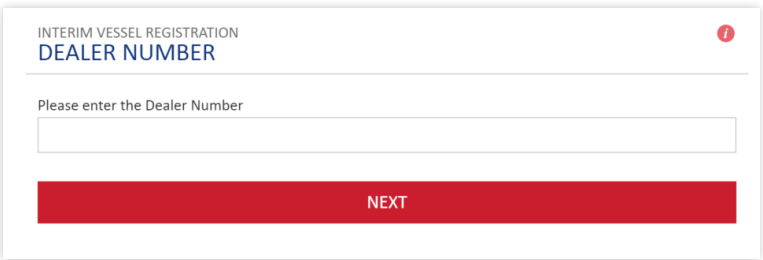

## Creating Interim Vessel Registration (Dealer-Only) for new vessels

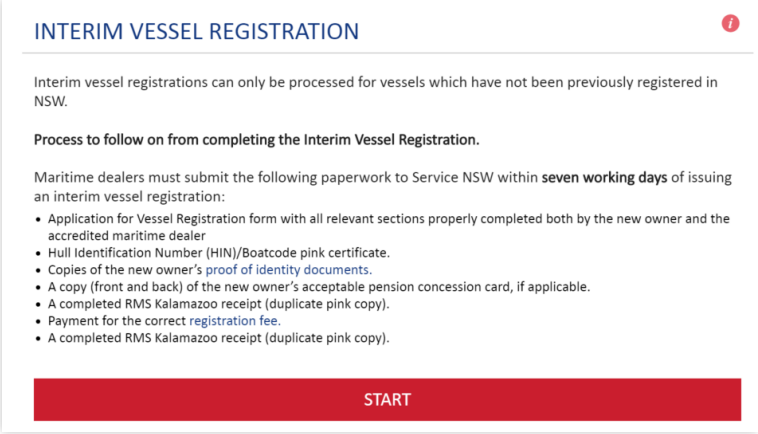
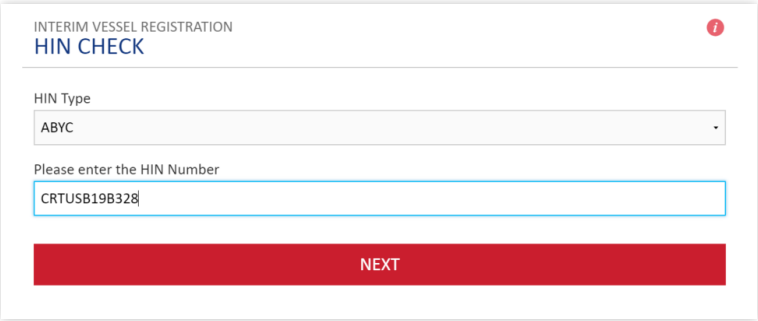

### Login to maritime dealer portal

To login to the maritime dealer portal:

<p>1. Go to the maritime dealer portal webpage</p>	<p><a href="https://onegov.nsw.gov.au/gls_portal/ma/MyProducts.mvc">https://onegov.nsw.gov.au/gls_portal/ma/MyProducts.mvc</a></p>
<p>2. The <i>Sign In</i> page is displayed.</p> <ul style="list-style-type: none"> <li>• Enter your <i>username (email)</i></li> <li>• Enter your <i>password</i></li> <li>• Click <i>Sign In</i> button</li> </ul>	

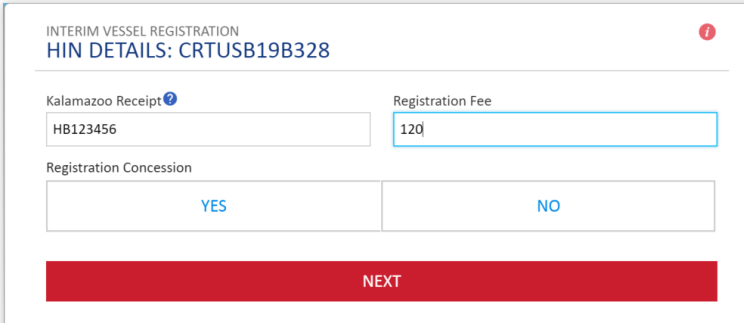
### Selecting an application

<p>3. The <i>My Applications</i> page is displayed.</p> <ul style="list-style-type: none"> <li>To create a new application, click the + sign</li> </ul>	
<p>4. Select the <i>Interim Vessel Registration (Dealers-Only)</i> application link.</p>	
<p>5. The <i>Dealer Number</i> page is displayed.</p> <ul style="list-style-type: none"> <li>Enter your <i>dealer number</i> (for example MA2305).</li> <li>Click the <i>Next</i> button to continue.</li> </ul>	
	<p style="text-align: center;"><b>Your new dealer number was supplied in your welcome email.</b></p>

<p>6. The <i>Interim Vessel Registration</i> page is displayed detailing the paperwork that needs to be submitted to Service NSW on behalf of their customer upon completion of this form.</p> <ul style="list-style-type: none"> <li>Click the <i>Start</i> button to continue.</li> </ul>	
<p>7. The <i>HIN Check</i> page is displayed.</p> <ul style="list-style-type: none"> <li>Select a <i>HIN Type</i> (ABYC, ISO10087)</li> <li>Enter the <i>HIN Number</i>.</li> <li>Click <i>Next</i> button to continue.</li> </ul>	
	<p><b>ABYC HINs are only 12 characters as there is no country code.</b></p>

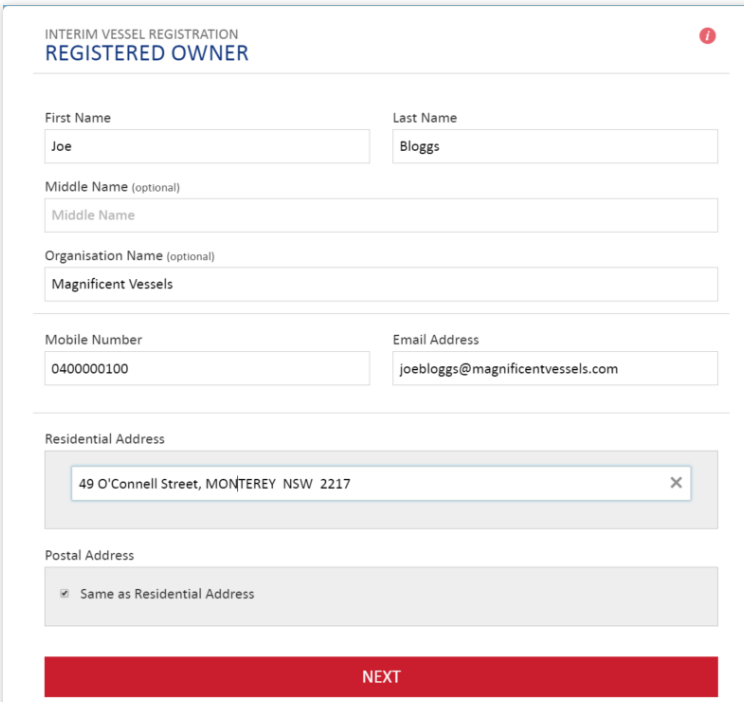
8. The *HIN Details* page is displayed.

- Enter *Kalamazoo Receipt* details (for example: HB123456).
- Enter the *Registration fee* (for example: 120).
- Select whether customer is entitled to a *Registration Concession* (*Yes or No*).
- Click the *Next* button to continue.



9. The *Registered Owner* page is displayed.

- Enter *First Name*
- Enter *Last Name*
- Enter *Middle Name* (optional)
- Enter *Organisation Name* (optional)
- Enter *Mobile Number*
- Enter *Email Address*
- Enter *Residential Address*
- Enter *Postal Address* (if different from residential address)



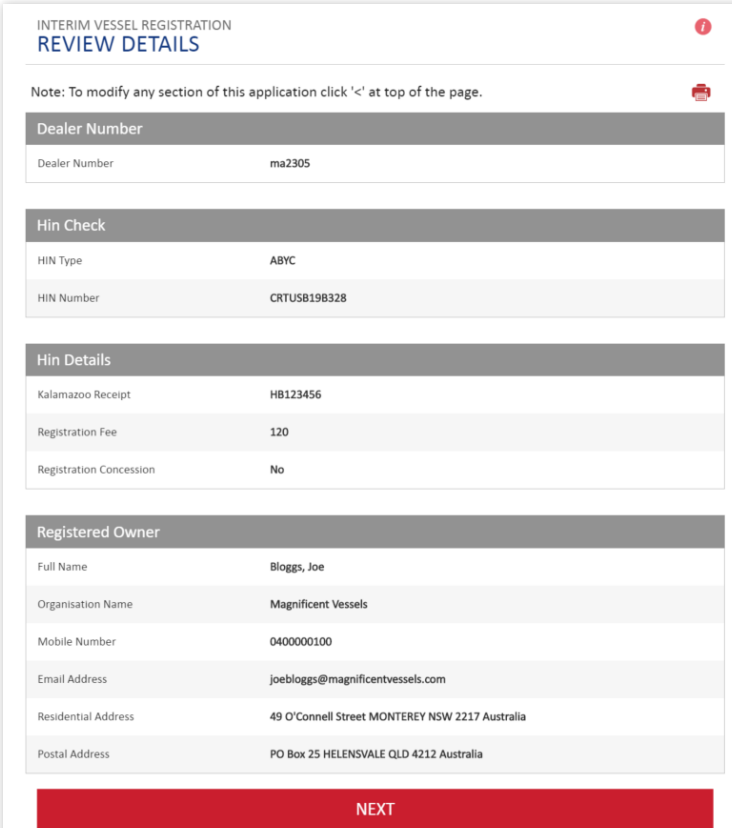
If the customer postal address is different from the residential address, uncheck *Same as Residential Address* and enter a postal address.





10. The *Review Details* page is displayed.

- Review customer details entered and click the *Next* button to continue.



INTERIM VESSEL REGISTRATION  
**REVIEW DETAILS**

Note: To modify any section of this application click '<' at top of the page.

Dealer Number	
Dealer Number	ma2305

HIN Check	
HIN Type	ABYC
HIN Number	CRTUSB19B328

HIN Details	
Kalamazoo Receipt	HB123456
Registration Fee	120
Registration Concession	No

Registered Owner	
Full Name	Bloggs, Joe
Organisation Name	Magnificent Vessels
Mobile Number	0400000100
Email Address	joebloggs@magnificentvessels.com
Residential Address	49 O'Connell Street MONTEREY NSW 2217 Australia
Postal Address	PO Box 25 HELENSVALE QLD 4212 Australia

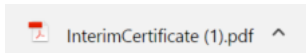
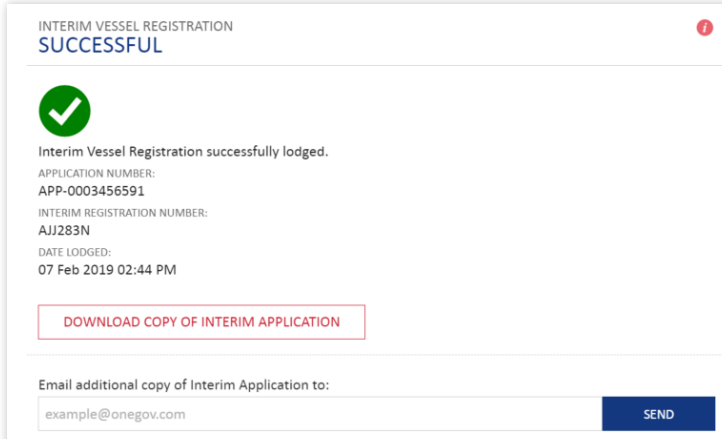
**NEXT**

11. The *Successful* page is displayed detailing the Interim Vessel Registration details, including:


- Application Number
- Interim Registration Number
- Date lodged

The maritime dealer can download a copy of the interim application, by clicking *Download Copy of Interim Application*.

This will create a PDF that can be printed.

INTERIM VESSEL REGISTRATION  
**SUCCESSFUL**



Interim Vessel Registration successfully lodged.

APPLICATION NUMBER:  
APP-0003456591

INTERIM REGISTRATION NUMBER:  
AJJ283N

DATE LODGED:  
07 Feb 2019 02:44 PM

[DOWNLOAD COPY OF INTERIM APPLICATION](#)

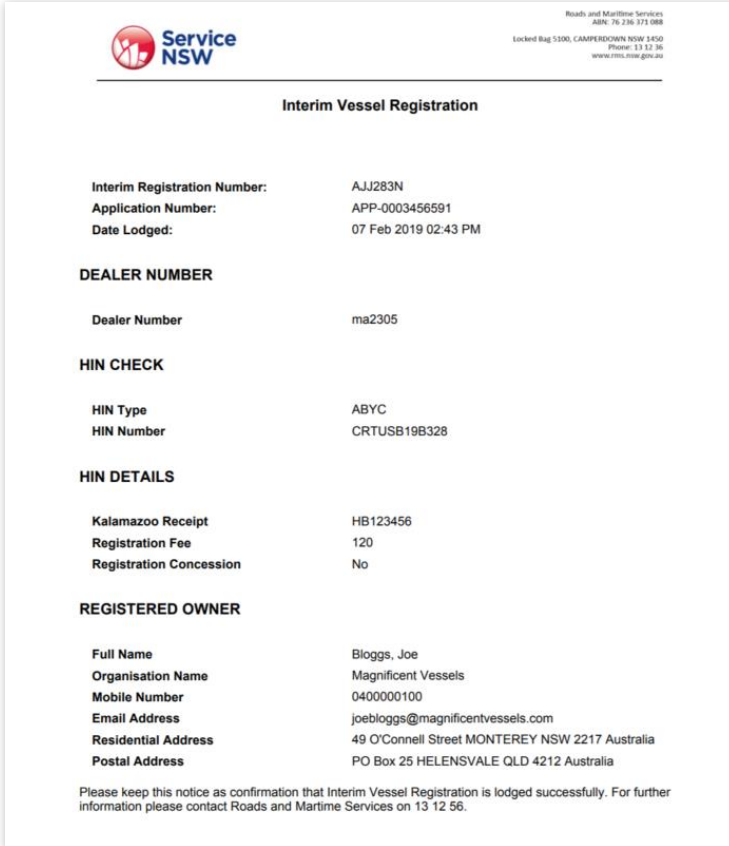
Email additional copy of Interim Application to:  
example@onegov.com **SEND**

The maritime dealer can download a copy of the interim application, by clicking *Download Copy of Interim Application*.

This will create a PDF that can be printed.

The *Interim Vessel Registration certificate* details:

- Interim registration number
- Dealer number
- HIN check
- HIN details
- Registered owner details



Roads and Maritime Services  
ABN: 76 236 373 088  
Locked Bag 5100, CAMPERDOWN NSW 1450  
Phone: 13 12 36  
www.rms.nsw.gov.au

### Interim Vessel Registration

**Interim Registration Number:** AJJ283N  
**Application Number:** APP-0003456591  
**Date Lodged:** 07 Feb 2019 02:43 PM

**DEALER NUMBER**

**Dealer Number** ma2305

**HIN CHECK**

**HIN Type** ABYC  
**HIN Number** CRTUSB19B328

**HIN DETAILS**

**Kalamazoo Receipt** HB123456  
**Registration Fee** 120  
**Registration Concession** No

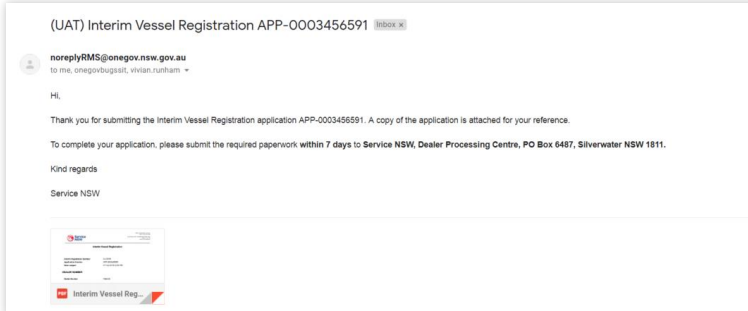
**REGISTERED OWNER**

**Full Name** Bloggs, Joe  
**Organisation Name** Magnificent Vessels  
**Mobile Number** 0400000100  
**Email Address** joebloggs@magnificentvessels.com  
**Residential Address** 49 O'Connell Street MONTEREY NSW 2217 Australia  
**Postal Address** PO Box 25 HELENSVALE QLD 4212 Australia

Please keep this notice as confirmation that Interim Vessel Registration is lodged successfully. For further information please contact Roads and Maritime Services on 13 12 56.

After lodgement of Interim Vessel Registration, the portal will send the maritime dealer an email containing a copy of the certificate.

The maritime dealer must lodge required customer paperwork within 7 business days.



(UAT) Interim Vessel Registration APP-0003456591 [inbox x]

**noreplyRMS@onegov.nsw.gov.au**  
to me, onegovbugs@it, vivian.rutham


Hi,

Thank you for submitting the Interim Vessel Registration application APP-0003456591. A copy of the application is attached for your reference.

To complete your application, please submit the required paperwork within 7 days to Service NSW, Dealer Processing Centre, PO Box 6487, Silverwater NSW 1811.

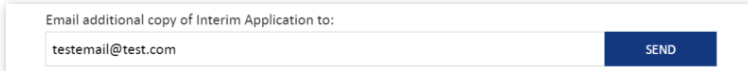
Kind regards

Service NSW




To email a copy of the interim vessel registration certificate to someone else:

- Enter an *email address*.
- Click the *Send* button.



Email additional copy of Interim Application to:

**SEND**

To exit click on the  icon, in the top right hand corner.

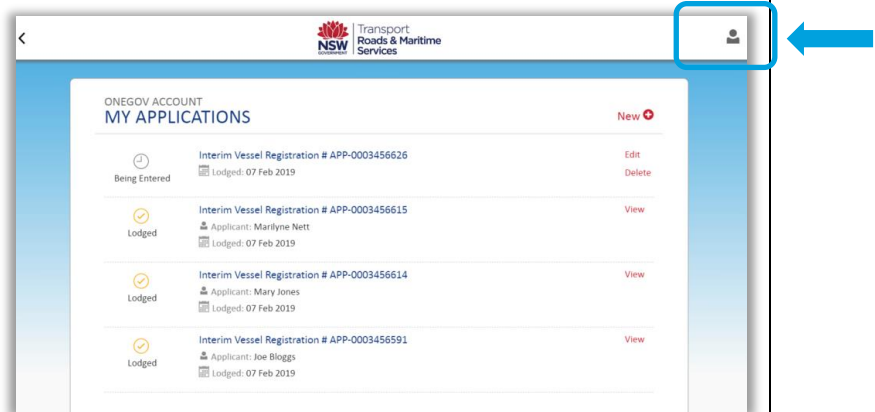
The *Exit Application* pop up window is displayed.

- Click *Yes* button to be directed to the *My Applications* page.
- Click the *No* button to remain on the *Successful* page.



### Logout of the maritime dealer portal

1. To logout of the maritime dealer portal click on the profile icon, in the top right hand corner.



2. The authorised maritime dealer profile pop-up box is displayed.

- Click the *Sign Out* button to leave the portal.

