

Solicitor Online Information Request System

Account Extension & Password Reset

User Notes

Use this form to:

- Request a password reset (use this when an Authorised User had forgotten the existing password or suspects the password may be compromised) and/or
- Extend the account of an existing Authorised User (each account is initially set up for 6 months after which it needs to be extended annually).

If you've forgotten your Law Firm's "Organisation Customer Number" call us on **13 22 13**.

1. Law firm name and address

Name		ABN	
Address		Organisation Customer Number	

2. Request type

I want to: Reset my password Extend my existing account


3. Details of existing authorised user

Note: You must provide contact details for TfNSW to contact you. Your email address must be a work email address not a personal one.

Name of Authorised User			
User ID Number		Contact Phone Number	
Contact Email Address			

4. Signature of authorised user

Note: the Authorised User must agree to the following terms by ticking each box and must sign below

- I wish to apply for the account extension and/or password reset as shown above.
- I hold a current Australian legal practising certificate – copy attached 
- I have read and agree to comply with the Online Terms of Use (see below).
- I understand I may only access the System from an office of my Law Firm. I may not access the System from home or other locations.
- I understand that I must only access the System and use the information that I obtain from it for the Permitted Purpose. The Permitted Purpose is to commence, maintain or defend a legal claim (or enforce a resulting judgment) in respect of a motor vehicle accident on behalf of a client involved in that accident. This includes sending a letter of demand as a precursor to litigation.
- I understand that accessing the System for any purpose other than the Permitted Purpose may be an offence under Part 6 of the *Crimes Act 1900*.

Signature of Authorised User			
Name of Authorised User		Date of signing	

5. Approval by security administrator

Signature of Security Administrator	
Name of Security Administrator	
Date of Signing	

LODGEMENT

Lodge the completed form by email to CustomerAdministrationUnit@transport.nsw.gov.au

Online information request system – online terms of use

These Online User Terms (Terms) set out the conditions that apply to your use of the Online Information Request System (“System”) operated by Transport for NSW (TfNSW). By using the System you therefore agree to abide by these Terms as modified from time to time by TfNSW.

1. Only Authorised Users may use the System

You must not log onto or use the System unless you have been approved by TfNSW as an Authorised User.

2. Permitted Purpose of Access

You must only use the System for the Permitted Purpose. The Permitted Purpose is to obtain information to commence, maintain or defend a legal claim (or enforce a resulting judgment) on behalf of a client in respect of a motor vehicle accident involving that client (this includes sending a formal demand notice as a precursor to litigation). Access must not be sought for any other purpose.

3. Confidentiality & Privacy

Information you obtain from the System is confidential Personal Information. You must use and manage the Information in accordance with the Australian Privacy Principles in the *Privacy Act 1988* irrespective of whether the terms of that Act otherwise apply to you or your Law Firm.

4. Legal Responsibility

You are legally responsible for compliance with these Terms and the law in your access to the System and the use of the information you obtain. Breaches of these Terms may result in (1) a claim against you under privacy laws for breach of privacy; and/or (2) prosecution under Part 6 of the *Crimes Act 1900* in respect of unauthorised access or modification of data.

5. Password & Security

TfNSW will allocate a User ID to you and will require you to create a Password to access the System. You must:

- keep your Password secret and safe;
- memorise your Password and not write it down;
- not disclose your Password to anyone or share it with anyone;
- not disclose your User ID to anyone;
- immediately advise TfNSW if you suspect that anyone else knows or may know your Password;
- immediately change your Password to a new one if you suspect that anyone else knows or may know your Password;
- only log in to the System using your own User ID;
- not share User IDs or Passwords; and
- log out of the System whenever you are not using it or you are away from your computer.

TfNSW may set rules from time to time about the type of Passwords that may be used and the frequency with which they must be changed and may at any time require you to change your Password.

6. Reporting Misuse

You must immediately notify your System Administrator and TfNSW if you become aware of any suspected misuse of the System or information obtained from the System or a breach of these Terms by anyone regardless of whether or not they are an authorised user.

7. TfNSW Powers

TfNSW may:

1. suspend or terminate your access to the System at any time if it believes you may have breached these Terms;
2. monitor and record your use of the System to verify your compliance with these Terms; and
3. issue directions concerning the use of the System or the information you obtain from it.

Office Use Only

User account setup / extended / expired	<input type="checkbox"/>	Password reset	<input type="checkbox"/>
Name of Application	<input type="text"/>	Group ID	<input type="text"/>
Mask ID	<input type="text"/>	User Expiry Date	<input type="text"/>
Reg ID	<input type="text"/>	B Reg ID	<input type="text"/>
Activity/Log No.	<input type="text"/>	Staff No.	<input type="text"/>
Signature	<input type="text"/>	Date	<input type="text"/>
Comments	<input type="text"/>		

PRIVACY STATEMENT – Transport for NSW is collecting your personal information to use in connection with this Application. You do not have to provide this information but we cannot process your Application without it. We may disclose the information you have provided in order to verify it. If you have provided us with the personal information of another person then you warrant that you have his/her permission to do so. You can contact us if you need to access or amend this information by completing an access form at transport.nsw.gov.au/about-us/transport-privacy or by contacting us at privacy@transport.nsw.gov.au or on 13 22 13.