



# CBOS

Consumer, Building &  
Occupational Services

*Promoting a fair marketplace*

# GUIDE TO LICENSING SERVICES ONLINE FOR MOTOR VEHICLE TRADERS





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## Online licensing service

Licensing services online started on 1 June 2018 for Motor Vehicle Traders licences.

There are some important changes that you need to know about before you apply for or renew your Motor Vehicle Traders licence.

To apply for or renew your licence online you need an internet connection. If you don't have an internet connection at home or in the workplace, then you can visit a LINC Tasmania location to use their internet connection and equipment.

If you are a licence holder you will need to use the new online services on the CBOS website, [www.cbos.tas.gov.au/topics/licensing-and-registration](http://www.cbos.tas.gov.au/topics/licensing-and-registration).

### What has changed?

- You now apply for and renew your licence online 24 hours a day, 7 days a week.
- Consumer, Building and Occupational Services (CBOS) no longer accepts paper applications and renewal forms.
- In future we will contact you by email or sms message to your mobile phone.
- Although most of the licensing services are online, there will be situations where some clients still need to visit a *Service Tasmania* shop; for example, to prove your identity.
- We will automatically order a national police check for you.

### Uploading documents in a digital format

Save yourself some time by making sure you have all your documents ready to upload before you start applying for or renewing your licence. Documents need to be in a digital format (saved on your computer, USB or other device).

**All documents must be in the following formats; pdf, text, jpg, jpeg, png.**

Documents that are in a doc or xls variation formats will not be accepted and you will be unable to progress your application or renewal.

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*If you need help to save your documents into a digital format, then visit a LINC Tasmania (public libraries) location and their friendly staff will help you.*

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## Online session – security time-out

A time-out period has been set to 20 minutes when you are accessing this online licensing system.

If you stop typing or touching your mouse for 20 minutes (continuous period of time), your current online session is cancelled.

---

*A long as you have entered your details in the Licence Details screen and progressed to the next page, we will send you a reference number either by SMS message or email to access your newly created My Licence account.*

---

To go back to your application, you will need to:

1. Logging into your My Licence account, please go to Page 9
  - a. Enter your licence number or the reference number we sent to you

You will be returned to the online form.

2. Click the Next button located at the bottom of the page until you get to the page that you have not yet completed.

To learn more about Renewing your licence, go to Page 22.

To learn more about Apply for a licence, go to Page 37.

## Expiry period for a security Verification Token

You will need to request a security Verification Token when accessing your My Licence account.

To learn more about My Licence account for licence holders, please go to Page 9.

Each security Verification Token can only be used once. The token will expire 30 minutes after it is sent.

Don't worry if you don't get your token immediately. It may take a few minutes because it relies on your internet connection or mobile network.

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*It is best to wait for a few minutes to get the token before requesting another one.*

---

## How to use this guide

This guide has been written to give you step-by-step instructions to help you use online licensing services. We have included screen images for every step of the process so you can feel familiar with licensing services online before you need to use it.

In this guide you will learn:

1. How to get help
2. What is a My Licence account
3. How to renew your licence
4. How to apply for a licence
5. How to update your contact details
6. How to download and print a licence certificate
7. How to amend or withdraw an application or renewal

We feel that it is really important that you read the Motor Vehicle Traders apply for or renew webpage before you start. The information on this page will help you get prepared so you won't experience any unnecessary delays.

You can access this information at [www.cbos.tas.gov.au/topics/licensing-and-registration](http://www.cbos.tas.gov.au/topics/licensing-and-registration) .

## CBOS would like to hear from you

We invite you to contact us to make suggestions to improve this guide and also to let us know whether this guide has helped you.

You can contact us at [cbos.info@justice.tas.gov.au](mailto:cbos.info@justice.tas.gov.au) .

## Get help with online licensing services

### LINC Tasmania

We know that some customers will need access to computers, the internet and support in accessing online services.

Support is available for you through LINC Tasmania. LINC Tasmania provide Tasmanian's with access to library services. LINC Tasmania is so much more than a public library; they also offer the following services;

- provides free access to computers and the internet and support in their use
- most locations can provide access to scanners and support for uploading documents to online services
- computing courses are available to support Tasmanians who have difficulty in accessing everyday online services (talk to your LINC for more information about their computing courses)
- literacy tutor network is available to support Tasmanians who have difficulty with everyday literacy and numeracy tasks, such as completing online forms (talk to your LINC for more information about their literacy programs)

If you are already skilled in using a computer and the internet, you can still visit a LINC Tasmania location and use their computers and internet for free.

### Get ready before you visit LINC Tasmania

First make sure that you have the right documents with you when you visit a LINC Tasmania location. You can either take the paper documents with you for scanning or take the documents in a digital format (i.e. saved to a laptop or USB) for uploading. To find out more, visit the Motor Vehicle Traders webpage at [www.cbos.tas.gov.au/topics/licensing-and-registration](http://www.cbos.tas.gov.au/topics/licensing-and-registration).

LINC Tasmania is a statewide network operating in over 60 locations across Tasmania. Widely accessible to all Tasmanians, it provides free access to the internet through fixed public PCs at all sites and Wi-Fi across 38 sites.

Search for a [LINC Tasmania location](#) near you.

### Service Tasmania shops

*Service Tasmania* staff will continue to help you with 'proof of identity'.

You can still pay your fee at a [Service Tasmania shop](#) but you must have a copy of your application receipt or have written down the reference number from your online application.

---

**IMPORTANT:** *Service Tasmania staff are unable to assist you with completing your online application.*

---

For telephone support, please call Customer Service on 1300 654 499.



## My Licence account for licence holders

A My Licence account allows you to renew your licence and do a variety of other tasks. Your My Licence account also keeps a record of information you give us and that we send to you.

With your My Licence account you can:

- Renew your licence online
- Print a copy of your licence certificate
- Change your contact details
- Pay your fees
- Apply for a new licence
- View correspondence that we have sent to you

### No password for your My Licence account

Your My Licence account is similar to an online bank account where you have access to it 24 hours a day, 7 days per week. You will never need to remember a password. Instead you will be sent a one-time security Verification Token that will last for 30 minutes before it expires. If your Verification Token expires, simply request another one.

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*As long as we have your current mobile phone number and email address, you can access your My Licence account.*

---

You can phone Customer Service on 1300 654 499 to check that we have your correct details.

### Logging into your My Licence account

Access My Licence account and enter [www.cbos.tas.gov.au/topics/licensing-and-registration](http://www.cbos.tas.gov.au/topics/licensing-and-registration) into your internet browser.

---

*If you are renewing your licence, we suggest you Renew your licence from the Motor Vehicle Traders licence webpage to learn what information and documents you must have ready before you renew your licence.*

---

You will be taken to the My Licence page where you will need to enter details to access your account.

You will need to:

1. Make a selection from the drop-down list Licence Type (mandatory)
2. Enter the licence number / reference number of the licence holder (mandatory)
  - a. If you do not have this number;
    - i. Click on the Don't Know Reference Number link
    - ii. Click on the mobile phone number or email address option
3. Enter the last name of the licence holder (mandatory)
4. Enter the date of birth of the licence holder (mandatory)

5. Click on the Search button at the bottom of the screen

You will see a screen similar to the following.

My Licence

To change your details:

1. Complete the information below – click the 'Search' button
2. If you have previously provided both SMS and Email details you will be asked to select the preferred contact method
3. Retrieve the code sent by SMS or email
4. Key the 6 digit code into the field on the next screen
5. You will then be able to amend your registered details

If you have been allocated a user account by a Licence Holder, [click here](#) to login.

Licence Type: Motor Vehicle Trader

Licence / Reference Number: 3026 [Don't know Reference Number](#)

Last Name: Citizen

Date of Birth: 10 / 10 / 1980

Search

You will need to choose whether you want to receive a one-time access code to either your mobile phone number or your email address.

You will need to:

6. Click either your email address or mobile number
7. Click the Send button

You will see a screen similar to the following.

My Licence

Please choose the contact method to receive the identity verification code

Your verification token will expire in **30 minutes**.

☒ joh\*\*\*\*\*.au

☐ 04\*\*\*\*\*000

Send

You will receive a Verification Token.

---

*In the case on the following page, the licence holder selected their email address to receive the Verification Token.*

---

You will see a screen similar to the following.

**THIS IS AN AUTOMATICALLY GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS EMAIL.**

Dear John JAMES Citizen

Please use the following token to verify your identity.

Verification Token: 554741

You will need to:

8. Enter the Verification Token number into the Verification Code field
9. Click the Verify button

You will see a screen similar to the following.

## My Licence

We have sent verification code to (joh\*\*\*\*.au). Please enter the code below.

Verification Code:

614032

Verify

You now have access to your My Licence account.

To renew your licence you need to:

10. Click the 'Renew' link located on the lower right side of your screen

You will see an image similar to the following.

### Licence Details

Licence Holder: John Citizen  
Licence Number: 3026  
Type: Motor Vehicle Trader  
Status: Licensed  
Application Number: 210881892  
Application Date: 22/5/2018  
Commencement Date: 29/5/2018  
Expiry Date: 29/6/2018  
Primary Contact: John Citizen  
Activities: New

[View Full Details](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

**No Photo  
Available**

#### Actions

[Download Licence Certificate](#)

[Renew](#)

## Update your contact details

If you hold a licence you can change your contact details by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account on Page 9.

You will need to:

1. Click on the Update Contact Details tab located on the left hand side of the screen

You will see a screen similar to the following.

**My Licences**

- Licence Details**
- Messages
- Associated Licences
- Fees / Payments
- Expiring Documents
- Update Contact Details**

### Licence Details

Licence Holder: John Citizen

Licence Number:

Type: Motor Vehicle Trader

Status: Application Received

Application Number: 210881892

Application Date: 22/5/2018

Commencement Date:

Selected Licence Period: 3 years

Expiry Date:

Primary Contact: John Citizen

Activities: New

[View Full Details](#)

You will need to:

2. Click the Edit button

You will see a screen similar to the following.

## Update Contact Details

Full Name:	Mr John Citizen
Gender:	Male
Date of Birth:	10/10/1980
Drivers/Rider Licence Issuing Authority:	Tasmania
Drivers/Rider Licence Number:	123456
Unique Student Identifier:	
Residential Address:	1 Citizen Street HOBART TAS 7000 Australia From 10/10/1980
Postal Address:	Same as Residential Address
Email address:	john.citizen@justice.tas.gov.au
Mobile:	0400000000
Home Phone:	Not provided
Work Phone:	Not provided
Preferred method of correspondence:	Mobile



You will need to:

3. Change the details you wish to update
4. Click the Save button

You will see a screen similar to the following.

## Update Contact Details

Full Name:	Mr John Citizen
* Have you ever been or are you currently known by any other names?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Gender:	Male
Date of Birth:	10/10/1980
* Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years)	<input checked="" type="radio"/> Yes <input type="radio"/> No, I intend to use other documents
* Drivers/Rider Licence Issuing Authority:	Tasmania ▼
* Drivers/Rider Licence Number:	123456
Unique Student Identifier:	
Residential Address	
* Country:	Australia ▼
* State:	TAS ▼
* Address Line 1:	1 Citizen Street
Address Line 2:	
* Suburb:	HOBART
	Postcode: 7000
* I have resided at this address since:	10 / 10 / 1980 (Please provide at least the year)
	<input checked="" type="checkbox"/> Postal Address As Above
* Either Email Address or Mobile Number is mandatory.	
Email address:	john.citizen@justice.tas.gov.au
Confirm email address:	john.citizen@justice.tas.gov.au
What phone numbers can we contact you on? A minimum of one number must be provided.	
* Mobile:	0400000000
Home Phone:	(please include area code)
Work Phone:	(please include area code)
* What is your preferred method of correspondence?	<input checked="" type="radio"/> Mobile <input type="radio"/> Email
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

You will return to the Licence Details screen.

You will receive a notification via your preferred method of contact confirming the changes you made.

## Download and print a licence certificate

You can download a PDF copy of your licence certificate by logging into your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account on Page 9.

You will need to:

1. Click on the Download Licence Certificate link located on the right-hand-side of the screen under Actions
2. Print the licence certificate

You will see a screen similar to the following.

Licence Details

Licence Holder: John Citizen  
Licence Number: 3026  
Type: Motor Vehicle Trader  
Status: Licensed  
Application Number: 210881892  
Application Date: 22/5/2018  
Commencement Date: 29/5/2018  
Expiry Date: 29/6/2018  
Primary Contact: John Citizen  
Activities: New

[View Full Details](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

**No Photo Available**

**Actions**  
[Download Licence Certificate](#)  
[Renew](#)

## Amend or Withdraw an application or renewal

You do have the opportunity to amend or withdraw your application or renewal.

You will know if these options are still available to you when you log into your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account on Page 9.

You will need to:

1. Click on the Amend Application or Withdraw Application options located on the right-hand-side of the screen under Actions
2. Follow the confirmation steps

You will see a screen similar to the following.

Licence Details

Licence Holder: John Citizen  
Licence Number: 3026  
Type: Motor Vehicle Trader  
Status: Application Received  
Application Number: 210881892  
Application Date: 22/5/2018  
Commencement Date: 29/5/2018  
Selected Licence Period: 3 years  
Expiry Date: 29/6/2018  
Primary Contact: John Citizen

**No Photo Available**

**Actions**  
[Amend Application](#)  
[Withdraw Application](#)

Your online application form will open for you to make changes.

You will need to:

3. Click the Next button located at the bottom of the screen until you get to the page of the application that you need to make the changes
4. Progress to the Declaration screen by clicking the Next button
5. Click each of the declarations
6. Click the Submit button

You will receive a message via your preferred method of contact confirming the changes you made.

### Check the status of your application or renewal

You can check the status of your new application or renewal.

There are several statuses that are given to describe the stage that your application or renewal is currently at and these are listed below.

- Application status
- Renewal status
- Amendment status
- Inactive status

APPLICATION status	Description
Application in progress	The applicant has started their online application but has not submitted it.
Application Received	The licensing unit has received your application but there are still outstanding actions (i.e. prove your identity, fee payment), so the application has not progressed to the assessment stage.
Assessment in Progress	The licensing unit has started assessing your application.
Further Information Requested	A request for further information has been sent to the applicant and the assessment cannot be completed until this information has been received by the licensing unit.
Licence Approved	The licence has been approved and is pending certificate production.
Licensed	The applicant has been issued with a new licence certificate.
Licence Rejected	The applicant has been refused a licence.
RENEWAL status	Description
Renewal in progress	The licence holder has started their online renewal but has not submitted it.
Renewal Received	The licensing unit has received your renewal but there are still outstanding actions (i.e. prove your identity, fee payment), so the licence holder has not progressed to the assessment stage.
Assessment in Progress	The licensing unit has started assessing your renewal.
Further Information Requested	A request for further information has been sent to the licence holder and the assessment cannot be completed until this information has been received by the licensing unit.



Licence Approved	The licence has been approved and is pending certificate production.
Licensed	The licence holder has been issued with a new licence certificate.
Licence Rejected	The licence holder has been refused a renewal of their licence.
<b>AMENDMENT status</b>	<b>Description</b>
Amendment in progress	The applicant has started to amend their application / renewal but has not submitted it.
Amendment Received	The licensing unit has received your amended application / renewal but there are still outstanding actions (i.e. prove your identity, fee payment), so the application has not progressed to the assessment stage.
Assessment in Progress	The licensing unit has started assessing your amended application / renewal.
Further Information Requested	A request for further information has been sent to the applicant or licence holder. The assessment cannot be completed until this information has been received by the licensing unit.
Licence Approved	The licence has been approved and is pending certificate production.
Licensed	The applicant or licence holder has been issued with a new licence certificate.
Licence Rejected	The applicant or licence holder has been refused a licence.
<b>INACTIVE status</b>	<b>Description</b>
Licence Surrendered	The licence holder has returned their licence to the licensing unit.
Licence Cancelled	CBOS has cancelled a licence.
Licence Suspended	CBOS has suspended a licence pending an investigation outcome.
Licence Expired	The licence has expired.

To check the status of your application, it is assumed that you have already read the section on Logging into your My Licence account on Page 9.

You will need to:

1. Log into your My Licence account
2. View the Status of your application

You will see a screen similar to the following.

**My Licences**

- Licence Details**
- Messages
- Associated Licences
- Fees / Payments
- Expiring Documents
- Update Contact Details

### Licence Details

Licence Holder: John Citizen

Licence Number:

Type: Motor Vehicle Trader

Status: Application Received

Application Number: 210881892

Application Date: 22/5/2018

Commencement Date:

Selected Licence Period: 3 years

Expiry Date:

Primary Contact: John Citizen

Activities: New

[View Full Details](#)

## Expired licence

After 60 days, from the Expiry Date of your licence, the option to renew your licence will be removed from your My Licence account.

If your licence has expired you will need to complete a new application and upload the relevant documents to your new application.

### How will I know if my licence has expired

To renew your licence you need to access your My Licence account.

To learn more about My Licence account for licence holders, please go to page 9.

When you have logged into your My Licence account successfully you will see the Licence Details screen that contains your details, including the **Expiry Date** of your licence.

You will see a screen similar to the following.

My Licences	Licence Details
	Messages
	Associated Licences
	Fees / Payments
	Expiring Documents
	Update Contact Details

Licence Details

Licence Holder: John Citizen

Licence Number: 3026

Type: Motor Vehicle Trader

Status: Licensed

Application Number: 210881892

Application Date: 29/5/2018

Commencement Date: 29/5/2018

Expiry Date: 29/6/2018

Primary Contact: John Citizen

Activities: New

View Full Details

The option to 'Renew Now' is located under the heading **Actions**. If 'Renew Now' does not appear, then you have missed the 60 day period to renew your licence.

You will see a screen similar to the following.

**Licence Details**

Licence Holder: John Citizen  
 Licence Number: 3026  
 Type: Motor Vehicle Trader  
 Status: Licensed  
 Application Number: 210881892  
 Application Date: 22/5/2018  
 Commencement Date: 29/5/2018  
 Expiry Date: 29/6/2018  
 Primary Contact: John Citizen  
 Activities: New

**No Photo Available**

**Actions**  
[Download Licence Certificate](#)  
[Renew](#)

[View Full Details](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

## Applying for a licence through your My Licence account

When your licence has expired you need to complete a new application and upload the relevant documents to your new application through your My Licence account. .

To learn more about My Licence account for licence holders, please go to page 9.

We recommend you go [www.cbos.tas.gov.au/topics/licensing-and-registration](http://www.cbos.tas.gov.au/topics/licensing-and-registration) to view what documents you need to give us when submitting a new application for a Motor Vehicle Traders.

You will need to:

1. Click on the link 'Apply'

You will see a screen similar to the following.

**My Licences**

- Licence Details
- Messages
- Associated Licences
- Fees / Payments
- Expiring Documents
- Update Contact Details

**Licence Details**

Licence Holder: John Citizen  
 Licence Number: 3026  
 Type: Motor Vehicle Trader  
 Status: Historical Version  
 Application Number: 210881892  
 Application Date: 29/5/2018  
 Commencement Date: 29/5/2018  
 Expiry Date: 29/6/2018  
 Primary Contact: John Citizen  
 Activities: New

[View Full Details](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

You will be taken to an Application Start screen.

You will need to:

2. Click the Yes option
3. Click the Login to My Licence button

You will see a screen similar to the following.

Application Start

This is the first page for applying for a licence. After completing this form, you should print the application receipt and take it to Service Tasmania.  
Please read the information on [applying](#) before starting this process. (Note: Interstate applicants should read [Interstate](#) or [New Zealand Applicants](#).)

**Important:** Your application will be saved automatically after you have added personal details and you will be sent an email/sms that gives instructions on how to return to your form.

**Type of application**

Do you hold, or are you a Director / Partner or a Primary Contact for a Tasmanian Occupational Licence?

☒ Yes

☐ No

In order for you to manage all of your licence activity together, you will need to first log into My Licence and select the option to apply for a new licence there.

Login to My Licence

To learn more about Apply for a licence, please go to page 37.

## Renewing your licence

To renew your licence, you will need an internet connection.

If you already hold a Motor Vehicle Traders licence, then you have a My Licence account.

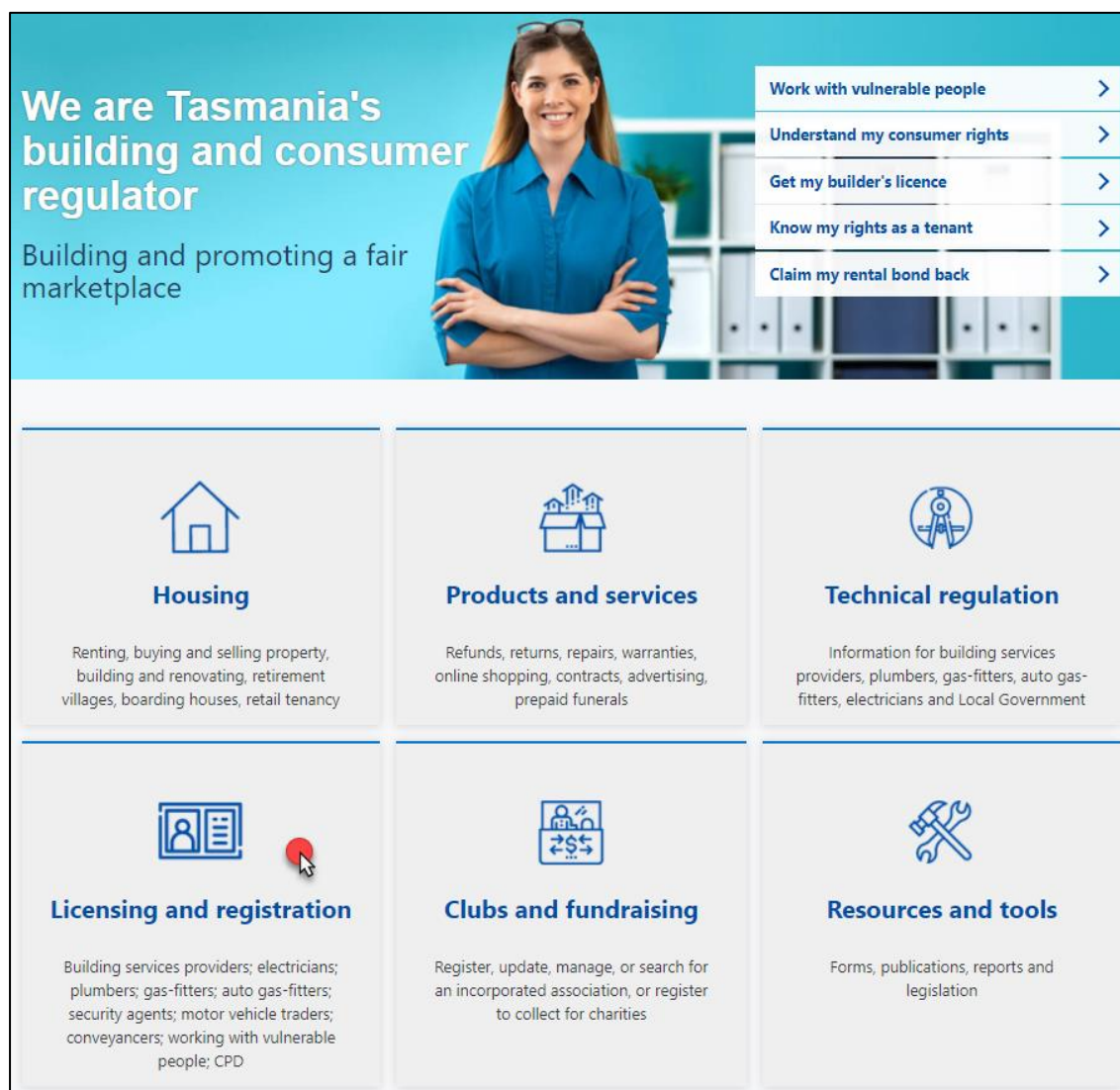
It is assumed that you have already read the section on My Licence account for licence holders on Page 9.

### Start your renewal

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: [www.cbos.tas.gov.au/](http://www.cbos.tas.gov.au/) into the browser.
2. Click the Licensing and Registration option.

You will see a screen similar to the following.



You will need to:

3. Click Licensed Occupations
4. Click Motor Vehicle Traders Licence

You will see a screen similar to the following.

# Licensing and Registration

## Licensed Occupations

Apply for, renew, update and cancel a licence; add an occupation to a licence; replace a licence card; if you are a building services provider, electrician, plumber, gas-fitter, auto gas-fitter, security and investigation agent, motor vehicle trader, or conveyancer

## Apply for registration

Apply to register to work with vulnerable people; and co-operatives

## Licence and registration fees

## Access My Licence account

Change your contact details; replace a licence card; add a nominated manager or Director; print a licence certificate

## Search licensed occupations

Search for a licensed trade or building services provider, conveyancer, motor vehicle trader, security agent or asbestos licence holder.

## CPD (Continuing Professional Development)

CPD - Continuing Professional Development

## Building Accreditation Scheme

## Proving your identity in Tasmania

## Licensed Occupations

### Building services provider licences

Applying for a building services provider licence

### Electrical licences

Applying for an electrical licence in Tasmania

### Plumbing licences

Applying for a plumbing licence in Tasmania

### Gas-fitting licences

Applying for a gas-fitting licence in Tasmania

### Auto gas-fitting licences

Applying for an auto gas-fitting licence in Tasmania

### Owner builder permit

Applying for an owner builder permit in Tasmania

### Security and investigation agent licences

Applying for a security and investigation agent licence in Tasmania

### Motor vehicle trader licence

Applying for a motor vehicle trader licence in Tasmania

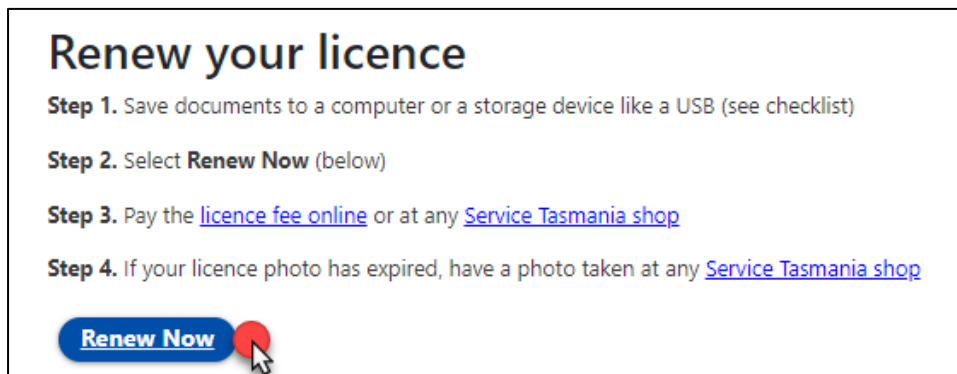
### Conveyancer licence

You will be taken to the information page for Motor Vehicle Traders.

You will need to:

5. View and read what information you need to provide and the questions you will need to answer.
6. View and read the Checklist and what documents you need to save into a digital format and upload to your electronic application as supporting evidence of your licence application.
7. Select the 'Renew Now' button located at the bottom of the Motor Vehicle Traders Licence page.

You will see the following option located at the bottom of the screen.



### Accessing your My Licence account

You will be taken to the My Licence screen where you will need to enter details to access your account.

You will need to:

1. Make a selection from the drop-down list Licence Type (mandatory)
2. Enter the licence number / reference number of the licence holder (mandatory)
  - a. If you do not have this number;
    - i. Click on the Don't Know Reference Number link
    - ii. Click on the mobile phone number or email address option
3. Enter the last name of the licence holder (mandatory)
4. Enter the date of birth of the licence holder (mandatory)
5. Click on the Search button at the bottom of the screen

You will see a screen similar to the following.



**My Licence**

To change your details:

1. Complete the information below – click the 'Search' button
2. If you have previously provided both SMS and Email details you will be asked to select the preferred contact method
3. Retrieve the code sent by SMS or email
4. Key the 6 digit code into the field on the next screen
5. You will then be able to amend your registered details

If you have been allocated a user account by a Licence Holder, [click here](#) to login.

Licence Type:  [Don't know Reference Number](#)

Licence / Reference Number:

Last Name:

Date of Birth:  /  /

You will need to choose whether you want to receive a one-time access code to either your mobile phone number or your email address.

You will need to:

6. Click on either your email address or mobile number
7. Click the Send button

You will see a screen similar to the following.

**My Licence**

Please choose the contact method to receive the identity verification code

Your verification token will expire in **30 minutes**.

☒ joh\*\*\*\*\*.au

☐ 04\*\*\*\*000

You will receive a Verification Token.

---

*In the case below, the licence holder selected the email option to receive their Verification Token.*

---

You will see a screen similar to the following.

**THIS IS AN AUTOMATICALLY GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS EMAIL.**

Dear John JAMES Citizen

Please use the following token to verify your identity.

Verification Token: 554741

You will need to:

8. Enter the Verification Token number into the Verification Code field
9. Click the Verify button

## My Licence

We have sent verification code to (joh\*\*\*\*.au). Please enter the code below.

Verification Code:

614032

Verify

You now have access to your My Licence account.

To renew your licence you need to:

10. Click the 'Renew' link located on the lower right side of your screen

You will see an image similar to the following.

### Licence Details

Licence Holder: John Citizen

Licence Number: 3026

Type: Motor Vehicle Trader

Status: Licensed

Application Number: 210881892

Application Date: 22/5/2018

Commencement Date: 29/5/2018

Expiry Date: 29/6/2018

Primary Contact: John Citizen

Activities: New

[View Full Details](#)

**No Photo Available**

**Actions**

[Download Licence Certificate](#)

[Renew](#)

If your licence has expired and you cannot renew, or you would like to apply for a different type of licence, please select the [Apply](#) link.

## Fill out the online renewal form

You will be taken to the online renewal form.

*When you see an astrix \* on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the 'Next' page.*

You will need to:

1. Check your Licence Holder Details to make sure they are correct
2. Make sure your email address and mobile phone number are correct
3. Click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)
4. Click the Next button

You will see a screen similar to the following.

## Licence Holder Details

**Licence Holder Details** Business Details Vehicle Type Details Questions Supporting Docs Review Declaration Confirmation

(\*) Denotes mandatory field

### Licence holder details

Full Name:	Mr John Citizen		
* Have you ever been or are you currently known by any other names?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Gender:	Male		
Date of Birth:	10/10/1980		
Place of Birth:	HOBART, TAS, Australia		
* Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years)	<input checked="" type="radio"/> Yes <input type="radio"/> No, I intend to use other documents		
* Drivers/Rider Licence Issuing Authority:	Tasmania ▼		
* Drivers/Rider Licence Number:	123456		
Unique Student Identifier:			
Residential Address			
* Country:	Australia ▼		
* State:	TAS ▼		
* Address Line 1:	1 Citizen Street		
Address Line 2:			
* Suburb:	HOBART	Postcode:	7000
* I have resided at this address since:	10 / 10 / 1980 (Please provide at least the year)		
	<input checked="" type="checkbox"/> Postal Address As Above		
* Either Email Address or Mobile Number is mandatory.			
Email address:	john.citizen@justice.tas.gov.au		
Confirm email address:	john.citizen@justice.tas.gov.au		
What phone numbers can we contact you on? A minimum of one number must be provided.			
* Mobile:	0400000000		
Home Phone:			
Work Phone:			
* What is your preferred method of correspondence?	<input checked="" type="radio"/> Mobile <input type="radio"/> Email		

Please confirm you have listed accurate Mobile Phone/Email Address details.

Next

You will need to:

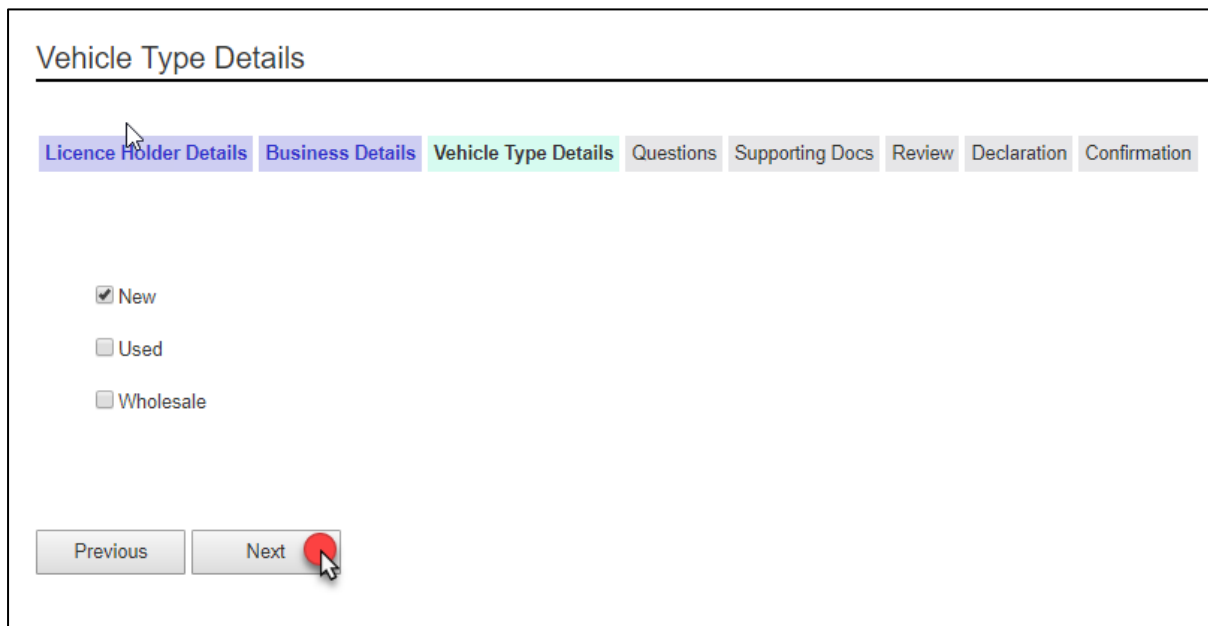
- You will see a screen similar to the following.

You will be taken to the Vehicle Type Details screen.

You will need to:

- 29

You will see a screen similar to the following.



The screenshot shows a web application interface for 'Vehicle Type Details'. At the top, there is a horizontal navigation bar with several tabs: 'Licence Holder Details', 'Business Details', 'Vehicle Type Details' (which is highlighted in green), 'Questions', 'Supporting Docs', 'Review', 'Declaration', and 'Confirmation'. Below the navigation bar, there are three radio button options: 'New' (which is selected), 'Used', and 'Wholesale'. At the bottom of the form, there are two buttons: 'Previous' and 'Next'. A mouse cursor is pointing at the 'Next' button, which has a red circular highlight around it.

You will be taken to the Questions screen.

As a licence holder you need to answer a set of 'suitability' questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

9. Click the Yes or No options
10. Click the Next button

You will see a screen similar to the following.

Questions

Licence Holder Details
Business Details
Vehicle Type Details
Questions
Supporting Docs
Review
Declaration
Confirmation

Licence Related Questions

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving assault or violence in any country?

☐ Yes
☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving dishonesty, fraud or theft in any country?

☐ Yes
☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving burglary, robbery or stealing in any country?

☐ Yes
☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving blackmail, deception or extortion in any country?

☐ Yes
☒ No

Have you ever committed a relevant criminal offence or serious breach of fair trading laws within the last five years OR completed serving a term of imprisonment within the last five years?

☐ Yes
☒ No

Have you been convicted of any offence anywhere in the world? (Not traffic charges)

☐ Yes
☒ No

Have you been subject to bankruptcy proceedings or creditor arrangements within the last five years?

☐ Yes
☒ No

Have you been refused a similar licence elsewhere?

☐ Yes
☒ No

Previous
Next

You will be taken to the Supporting Docs screen where you **may** need to upload documents to your renewal.

If you need to upload a document it will be listed and named on the screen.

---

*You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg, text)*

---

To find out what documents you need to give us as supporting evidence, read the Motor Vehicle traders licence page at [www.cbos.tas.gov.au/topics/licensing-and-registration](http://www.cbos.tas.gov.au/topics/licensing-and-registration)

You will need to:

11. Click the Choose File button
12. Click the Upload button
13. Click the Next button

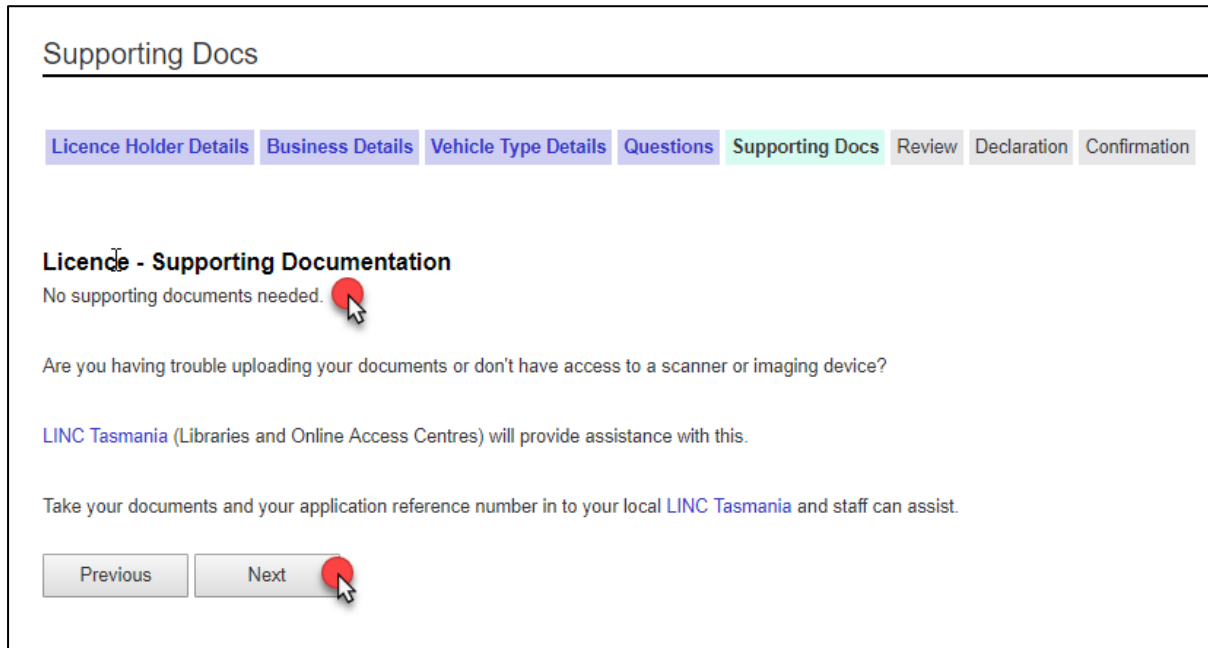
---

*The online system will tell you if you do not need to supply any supporting documents.*

---

For more detail on how to upload documents, please go to Fill out the online form on Page 39.

You will see a screen similar to the following (no documents are needed in this scenario).



The screenshot shows a web interface for 'Supporting Docs'. At the top, there is a horizontal navigation bar with tabs: 'Licence Holder Details', 'Business Details', 'Vehicle Type Details', 'Questions', 'Supporting Docs' (highlighted in green), 'Review', 'Declaration', and 'Confirmation'. Below the tabs, the main heading is 'Licence - Supporting Documentation'. Underneath, it says 'No supporting documents needed.' with a red circle and a mouse cursor pointing to it. Below this, there is a question: 'Are you having trouble uploading your documents or don't have access to a scanner or imaging device?'. This is followed by a link: 'LINC Tasmania (Libraries and Online Access Centres) will provide assistance with this.' and a paragraph: 'Take your documents and your application reference number in to your local LINC Tasmania and staff can assist.' At the bottom, there are two buttons: 'Previous' and 'Next'. The 'Next' button has a red circle and a mouse cursor pointing to it.

You will be taken to the Review screen.

You now get the opportunity to review all of the information you gave us and the documents you uploaded.

If you want to make changes then you will need to select the previous page until you get to the one that you need to make changes.

If you want to make changes, you will need to:

14. Click the Previous button until you get to the page where you need to make the changes.

If you are OK with the information on the Review screen, you will need to:

15. Click the Next button

You will see a screen similar to the following.



Review

Licence Holder Details
Business Details
Vehicle Type Details
Questions
Supporting Docs
Review
Declaration
Confirmation

**Licence holder details**

Full Name:
Mr John Citizen

Gender:
Male

Date of Birth:
10/10/1980

Place of Birth:
HOBART, TAS, Australia

Drivers/Rider Licence Issuing Authority:
Tasmania

Drivers/Rider Licence Number:
123456

Unique Student Identifier:

Residential Address:
1 Citizen Street  
HOBART  
TAS 7000 Australia  
From 10/10/1980

Postal Address:
Same as Residential Address

Email address:
john.citizen@justice.tas.gov.au

Mobile:
0400000000

Home Phone:
Not provided

Work Phone:
Not provided

Preferred method of correspondence:
Mobile

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

You will need to:

16. Click each box to place a tick inside

17. Click the Submit button

When you click the Submit button you will receive a notification that your renewal has been received. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your renewal receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached renewal receipt.

When you print out your renewal receipt it will include all of the outstanding actions that you need to complete before we can start assessing your application.

You will see a screen similar to the following.

Declaration

Licence Holder Details
Business Details
Vehicle Type Details
Questions
Supporting Docs
Review
Declaration
Confirmation

☒ Please Note: It is an offence to provide information on this form knowing it to be false or misleading or to omit any details know to you that makes the given information false or misleading. Penalties may apply. I state that the content of this application form is true and correct.

☒ I hereby consent to a check of the records of Tasmania Police and other Australian police jurisdictions and to the release of police records recorded against my name. In consideration of Tasmania Police releasing police records, I hereby indemnify the services of the CrimTrac Agency, other police jurisdictions and the State of Tasmania, its servants and agents including all members of the Department of Police and Emergency Management, against all actions, suits, proceedings, causes of action, costs, claims and demands whatsoever that may be brought or made against it or them by anybody or person by reason of, or arising out of, the release of police records recorded against my name or purporting to either relate to or concern me.

Previous
Submit

## Paying your fees

You will be taken to the first Confirmation page of the online form.

*We are unable to start processing your renewal until you have paid your fees and provided us with the correct information and documents.*

To **finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Renewal Receipt and take this to Service Tasmania to make payment; or
- Write down the Renewal Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity at Service Tasmania

You will need to:

1. Download, print or write down the Renewal Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card

You will see a screen similar to the following.

## Confirmation

Licence Holder DetailsBusiness DetailsVehicle Type DetailsQuestionsSupporting DocsReviewDeclarationConfirmation

Thank you for submitting the Occupational Licensing Form. This application has been submitted for processing.

Please record the application reference number below.

### Finalising an application

You should now either:

- [Download the Renewal Receipt](#) and Print it; OR
- Write down the Application Reference Number: 210881892

Completing your Renewal

1. Pay outstanding fees of \$1,706.55
  - This can be done through My Licence or at any Service Tasmania branch

We cannot begin to process your application until these steps have been completed.

Fact Sheet: [Proof of Identity](#)

#### What should I take to Service Tasmania?

- Your application receipt
- Identification

Pay Now

## Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button

You will see a screen similar to the following.

## Confirmation

[Licence Holder Details](#)
[Business Details](#)
[Vehicle Type Details](#)
[Questions](#)
[Supporting Docs](#)
[Review](#)
[Declaration](#)
[Confirmation](#)

Enter credit card details and click Pay to make payment



**NOTE:** Don't use the back button or refresh the page after clicking the Pay button. Doing so may result in your credit card being charged the fee twice.

### Payment Summary

John Citizen. Total amount: \$1,706.55

Paying for: Application Fee: 178.25

Licence Fee: 1528.30

Accepted Card Types:  

Card Holder Name:

Card Number:

Expiry:  /

CVN:

Amount: \$1,706.55

You will be taken to the last Confirmation screen where you have the option to download and print your payment receipt.

When you click the Pay button you will receive a notification that your renewal has been paid. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

You will see a screen similar to the following.

## Confirmation

[Licence Holder Details](#)
[Business Details](#)
[Vehicle Type Details](#)
[Questions](#)
[Supporting Docs](#)
[Review](#)
[Declaration](#)
[Confirmation](#)

Thank you for your payment.

Payment Confirmation

Fees Paid

Applicant / Card Holder Name	Details
John Citizen	Application Fee: 178.25 Licence Fee: 1528.30

Receipt No: 7084438891

\$1,706.55 was charged to card xxxx xxxx xxxx 0004

[Click here to download receipt](#)

## Apply for a licence

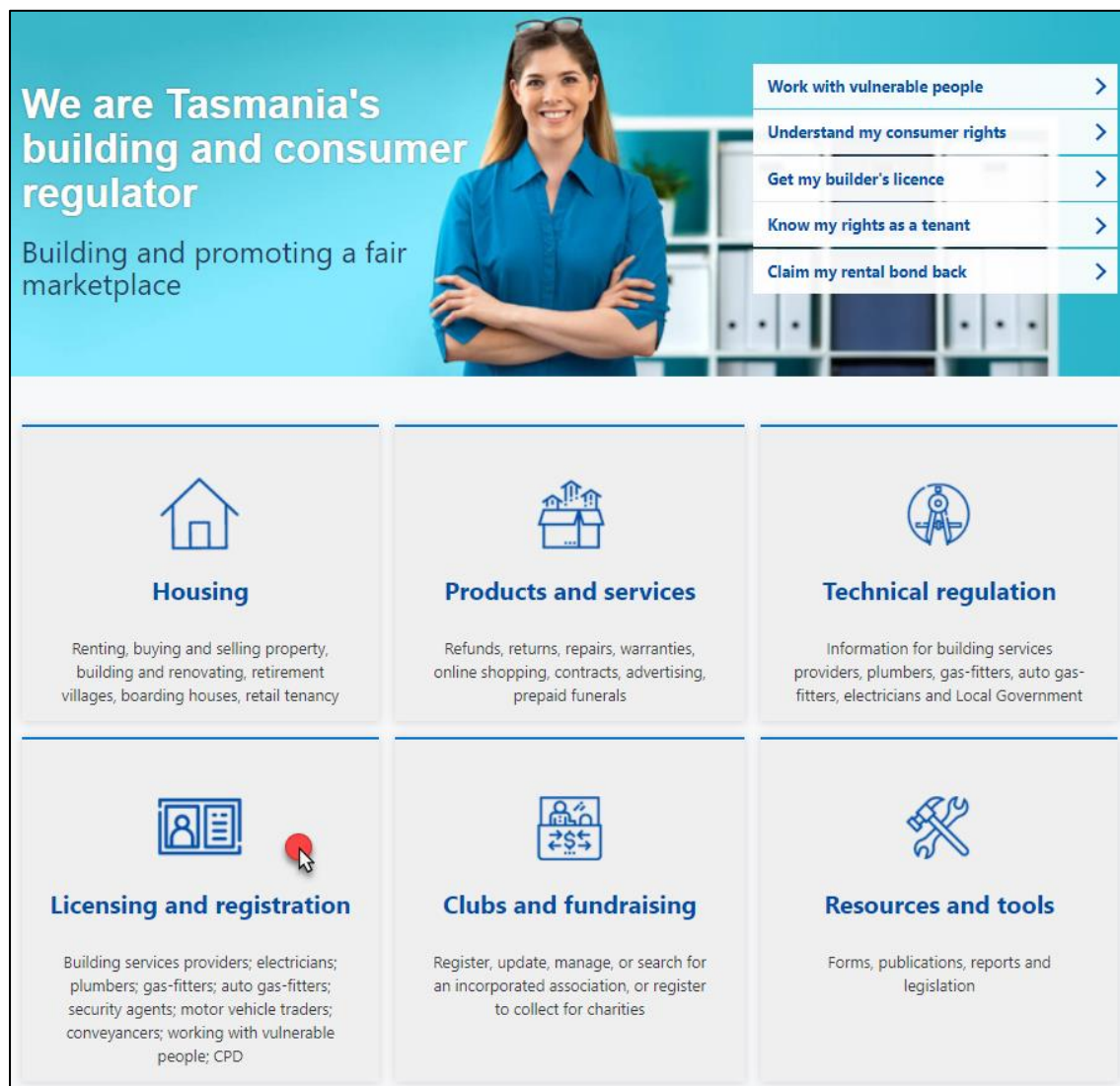
To apply for your licence, you will need an internet connection.

### Start your application

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: [www.cbos.tas.gov.au/](http://www.cbos.tas.gov.au/) into the browser.
2. Click the Licensing and registration option

You will see a screen similar to the following.



You will need to:

3. Click Licensed Occupations
4. Click Motor Vehicle Traders Licence

You will see a screen similar to the following.

# Licensing and Registration

<b>Licensed Occupations</b> Apply for, renew, update and cancel a licence; add an occupation to a licence; replace a licence card; if you are a building services provider, electrician, plumber, gas-fitter, auto gas-fitter, security and investigation agent, motor vehicle trader, or conveyancer	<a href="#">&lt;</a> Licensed Occupations
<b>Apply for registration</b> Apply to register to work with vulnerable people; and co-operatives	<b>Building services provider licences</b> Applying for a building services provider licence
<b>Licence and registration fees</b>	<b>Electrical licences</b> Applying for an electrical licence in Tasmania
<b>Access My Licence account</b> Change your contact details; replace a licence card; add a nominated manager or Director; print a licence certificate	<b>Plumbing licences</b> Applying for a plumbing licence in Tasmania
<b>Search licensed occupations</b> Search for a licensed trade or building services provider, conveyancer, motor vehicle trader, security agent or asbestos licence holder.	<b>Gas-fitting licences</b> Applying for a gas-fitting licence in Tasmania
<b>CPD (Continuing Professional Development)</b> CPD - Continuing Professional Development	<b>Auto gas-fitting licences</b> Applying for an auto gas-fitting licence in Tasmania
<b>Building Accreditation Scheme</b>	<b>Owner builder permit</b> Applying for an owner builder permit in Tasmania
<b>Proving your identity in Tasmania</b>	<b>Security and investigation agent licences</b> Applying for a security and investigation agent licence in Tasmania
	<b>Motor vehicle trader licence</b> Applying for a motor vehicle trader licence in Tasmania
	<b>Conveyancer licence</b>

You will be taken to the information page for Motor Vehicle Traders.

You will need to:

- View and read what information you need to provide and the questions you will need to answer.
- View and read the Checklist and what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.

7. Select the 'Apply Now' button located at the bottom of the Motor Vehicle Traders Licence page.

You will see the following option located at the bottom of the page.


**Apply for your licence**

**Step 1.** Save documents to a computer or a storage device like a USB (see checklist)

**Step 2.** Select **Apply Now** (below)

**Step 3.** Pay the [licence fee online](#) or at any [Service Tasmania shop](#)

**Step 4.** Have a photo taken for your licence card at any [Service Tasmania shop](#) and [prove your identity](#)

**Apply Now** 

### Fill out the online form

You will be taken to Application Start page of the online form.

---

*When you see an astrix \* on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the 'Next' page.*

---

You will need to make a selection:

1. Click on Yes or No to answer whether you hold a Tasmanian Occupation Licence
  - a. If you Click Yes you will be prompted to log into your My Licence account
2. Click on the Motor Vehicle Traders as the licence type
3. Click on Yes or No in response to the ABN question
  - a. If you Click Yes you will need to provide your ABN number
4. Click on the intended licence holder or if someone is filling in the application form on your behalf
5. Click the Start Application button

They will see a screen similar to the following.

**Application Start**

This is the first page for applying for a licence. After completing this form, you should print the application receipt and take it to Service Tasmania. Please read the information on [applying](#) before starting this process. (Note: Interstate applicants should read [Interstate or New Zealand Applicants](#).)

**Important:** Your application will be saved automatically after you have added personal details and you will be sent an email/sms that gives instructions on how to return to your form.

**Type of application**

- \* Do you hold, or are you a Director / Partner or a Primary Contact for a Tasmanian Occupational Licence?
  - ☐ Yes
  - ☒ No
- \* Choose a licence area:
  - ☐ Electrical, Plumbing, Gas Fitting and Automotive Gas Fitting
  - ☐ Building Services Provider
  - ☒ Motor Vehicle Trader
  - ☐ Security Licence
  - ☐ Conveyancer
- \* Does the intended Licence Holder have an ABN?
  - ☐ Yes
  - ☒ No
- \* Are you:
  - ☒ The intended Licence Holder.
  - ☐ Someone filling in the application on behalf of the intended Licence Holder.

You will need to:

6. Enter your details and tick the appropriate boxes
  - a. Make sure you click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)
7. Click the Next button

You will receive a notification via your preferred method of contact that will give you a reference number for your application that you have started.

It is at this time a My Licence Account has been set-up for you. If you are unable to complete your licence application in one sitting and need to go back to your application, you can follow the steps for Logging into your My Licence account, Page 9. You will need to use the reference number we sent you to log into your My Licence account and continue your application.

You will see a screen similar to the following.



**Personal Details**

[Licence Holder Details](#) [Business Details](#) [Vehicle Type Details](#) [Questions](#) [Supporting Docs](#) [Review](#) [Declaration](#) [Confirmation](#)

(\*) Denotes mandatory field

**Licence holder details**

Title:

Name:

☐ No first given name

Have you ever been or are you currently known by any other names? ☐ Yes ☒ No

Gender:

Date of Birth:  /  /

Country of Birth:

State:

Birthplace/Town:

Do you intend to present your Drivers/Rider Licence to confirm your identity? (current or expired within the last 2 years) ☒ Yes ☐ No, I intend to use other documents

Drivers/Rider Licence Issuing Authority:

Drivers/Rider Licence Number:

Unique Student Identifier:

Residential Address

Country:

State:

Address Line 1:

Address Line 2:

Suburb:  Postcode:

I have resided at this address since:  /  /  (Please provide at least the year)

☒ Postal Address As Above

Either Email Address or Mobile Number is mandatory.

Email address:

Confirm email address:

What phone numbers can we contact you on? A minimum of one number must be provided.

Mobile:

Home Phone:  (please include area code)

Work Phone:  (please include area code)

What is your preferred method of correspondence? ☒ Mobile ☐ Email

Please check you have listed accurate Mobile Phone/Email Address details.

You will be taken to the Business Details screen.

You will need to:

8. Click Yes or No if there is a business associated with your application
  - a. If you answered Yes, you will need to complete the business details
9. Click the Next button

You will see a screen similar to the following.

## Business Details

[Licence Holder Details](#)
[Business Details](#)
[Vehicle Type Details](#)
[Questions](#)
[Supporting Docs](#)
[Review](#)
[Declaration](#)
[Confirmation](#)

\* Is there a business associated with your application: ☒ Yes ☐ No

**Business details**

\* Company Name:

\* Do you trade under any other name? ☐ Yes ☒ No

Business Address

\* Country:

\* State:

\* Address Line 1:

Address Line 2:

\* Suburb:  Postcode:

☒ Postal Address As Above

Does your business have multiple office locations? ☐ Yes ☒ No

\* Email address:

\* Confirm email address:

Contact Phone (a minimum of one number required)

Mobile:

Work Phone:  (please include area code)

You will be taken to the Vehicle Type Details screen.

You will need to:

10. Click one of the options (New, Used, Wholesale)
11. Click the Next button

You will see a screen similar to the following.

You will be taken to the Questions screen.

As a licence holder you need to answer a set of 'suitability' questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

12. Click the Yes or No options
13. Click the Next button

You will see a screen similar to the following.

Questions

Licence Holder Details
Business Details
Vehicle Type Details
Questions
Supporting Docs
Review
Declaration
Confirmation

Licence Related Questions

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving assault or violence in any country?

☐ Yes
☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving dishonesty, fraud or theft in any country?

☐ Yes
☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving burglary, robbery or stealing in any country?

☐ Yes
☒ No

Have you ever been charged, found guilty (without a conviction recorded) or convicted of an offence involving blackmail, deception or extortion in any country?

☐ Yes
☒ No

Have you ever committed a relevant criminal offence or serious breach of fair trading laws within the last five years OR completed serving a term of imprisonment within the last five years?

☐ Yes
☒ No

Have you been convicted of any offence anywhere in the world? (Not traffic charges)

☐ Yes
☒ No

Have you been subject to bankruptcy proceedings or creditor arrangements within the last five years?

☐ Yes
☒ No

Have you been refused a similar licence elsewhere?

☐ Yes
☒ No

Previous
Next

You will be taken to the Supporting Docs screen.

You need to upload the supporting documents to your application form. Every document you need to upload will be listed and named. Some of these documents are marked mandatory.

---

*You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)*

---

To find out what documents you need to give us as supporting evidence, read the Motor Vehicle traders licence page at [www.cbos.tas.gov.au/topics/licensing-and-registration](http://www.cbos.tas.gov.au/topics/licensing-and-registration)

You will need to:

14. Click the Choose File button

You will see a screen similar to the following.

**Supporting Docs**

[Licence Holder Details](#) [Business Details](#) [Vehicle Type Details](#) [Questions](#) **[Supporting Docs](#)** [Review](#) [Declaration](#) [Confirmation](#)

**Licence - Supporting Documentation**

**Bankruptcy Report (mandatory)**

Choose a file to upload: **Choose File** No file chosen **Upload**

Are you having trouble uploading your documents or don't have access to a scanner or imaging device?

[LINC Tasmania](#) (Libraries and Online Access Centres) will provide assistance with this.

Take your documents and your application reference number in to your local [LINC Tasmania](#) and staff can assist.

**Previous** **Next**

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

15. Click on the document
16. Click the Insert or Open button

You will see a screen similar to the following.

Name	Date modified	Type	Size
Bankruptcy Report TEST.docx	24/02/2017 5:09 PM	Microsoft Word D...	13 KB
Bankruptcy Report TEST.pdf	6/03/2018 2:42 PM	Adobe Acrobat D...	147 KB
Baton and handcuffs.pdf	8/03/2018 1:43 PM	Adobe Acrobat D...	148 KB
Company or Business Names Extract TEST.docx	24/02/2017 5:10 PM	Microsoft Word D...	13 KB
Company or Business Names Extract TEST.pdf	8/03/2018 12:00 PM	Adobe Acrobat D...	150 KB

File name: Bankruptcy Report TEST.pdf

All Files

**Open** **Cancel**

You will be returned to the Supporting Docs screen.

You will need to:

17. Click on the Upload button to save the document to the form
18. Repeat this process until you have uploaded all related documents
19. Click the Next button

You will see a screen similar to the following.

Supporting Docs

Licence Holder Details Business Details Vehicle Type Details Questions **Supporting Docs** Review Declaration Confirmation

**Licence - Supporting Documentation**

**Bankruptcy Report (mandatory)**

Choose a file to upload:  Bankruptcy R...rt TEST.pdf

Are you having trouble uploading your documents or don't have access to a scanner or imaging device?

[LINC Tasmania](#) (Libraries and Online Access Centres) will provide assistance with this.

Take your documents and your application reference number in to your local [LINC Tasmania](#) and staff can assist.

You will be taken to the Review screen.

Please check to see if this information is correct.

If you want to make changes, you will need to:

20. Click the Previous button until you get to the page where you need to make changes.

If you are OK with the information on the Review screen, you will need to:

21. Click the Next button

You will see a screen similar to the following.

Review

Licence Holder Details
Business Details
Vehicle Type Details
Questions
Supporting Docs
Review
Declaration
Confirmation

**Licence holder details**

Full Name:	Mr John Citizen
Gender:	Male
Date of Birth:	10/10/1980
Place of Birth:	HOBART, TAS, Australia
Drivers/Rider Licence Issuing Authority:	Tasmania
Drivers/Rider Licence Number:	123456
Unique Student Identifier:	
Residential Address:	1 Citizen Street HOBART TAS 7000 Australia From 10/10/1980
Postal Address:	Same as Residential Address
Email address:	john.citizen@justice.tas.gov.au
Mobile:	0400000000
Home Phone:	Not provided
Work Phone:	Not provided
Preferred method of correspondence:	Mobile

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

You will need to:

22. Click on each box to place a tick inside
23. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.

You will see a screen similar to the following.

Declaration

[Licence Holder Details](#)
[Business Details](#)
[Vehicle Type Details](#)
[Questions](#)
[Supporting Docs](#)
[Review](#)
[Declaration](#)
[Confirmation](#)

☒ Please Note: It is an offence to provide information on this form knowing it to be false or misleading or to omit any details know to you that makes the given information false or misleading. Penalties may apply. I state that the content of this application form is true and correct.

☒ I hereby consent to a check of the records of Tasmania Police and other Australian police jurisdictions and to the release of police records recorded against my name. In consideration of Tasmania Police releasing police records, I hereby indemnify the services of the CrimTrac Agency, other police jurisdictions and the State of Tasmania, its servants and agents including all members of the Department of Police and Emergency Management, against all actions, suits, proceedings, causes of action, costs, claims and demands whatsoever that may be brought or made against it or them by anybody or person by reason of, or arising out of, the release of police records recorded against my name or purporting to either relate to or concern me.

Previous

Submit

## Paying your fees

You will be taken to the first Confirmation screen.

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*CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.*

---

To **finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Application Receipt and take this to Service Tasmania to make payment; or
- Write down the Application Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card

You will see a screen similar to the following.



## Confirmation

[Licence Holder Details](#)[Business Details](#)[Vehicle Type Details](#)[Questions](#)[Supporting Docs](#)[Review](#)[Declaration](#)[Confirmation](#)

Thank you for submitting the Occupational Licensing Form. This application has been submitted for processing.

Please record the application reference number below.

### Finalising an application

You should now either:

- [Download the Application Receipt](#) and Print it; OR
- Write down the Application Reference Number: 210881892

Completing your Application

1. Pay outstanding fees of \$1,706.55
  - This can be done through My Licence or at any Service Tasmania branch
2. Attend Service Tasmania
  - Have your identity verified

We cannot begin to process your application until these steps have been completed.

Fact Sheet: [Proof of Identity](#)

What should I take to Service Tasmania?

- Your application receipt
- Identification

Pay Now

## Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button

You will see a screen similar to the following.

## Confirmation

[Licence Holder Details](#)
[Business Details](#)
[Vehicle Type Details](#)
[Questions](#)
[Supporting Docs](#)
[Review](#)
[Declaration](#)
[Confirmation](#)

Enter credit card details and click Pay to make payment



**NOTE:** Don't use the back button or refresh the page after clicking the Pay button. Doing so may result in your credit card being charged the fee twice.

**Payment Summary**

John Citizen. Total amount: \$1,706.55

Paying for: Application Fee: 178.25

Licence Fee: 1528.30

Accepted Card Types:  

Card Holder Name:

Card Number:

Expiry:  /

CVN:

Amount: \$1,706.55

You will be taken to the last Confirmation screen where you have the option to download and print your payment receipt.

When you click the Pay button you will receive a notification that your application has been paid. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

You will see a screen similar to the following.

## Confirmation

[Licence Holder Details](#)
[Business Details](#)
[Vehicle Type Details](#)
[Questions](#)
[Supporting Docs](#)
[Review](#)
[Declaration](#)
[Confirmation](#)

Thank you for your payment.

Payment Confirmation

Fees Paid

Applicant / Card Holder Name	Details	Amount
John Citizen	Application Fee: 178.25 Licence Fee: 1528.30	\$1,706.55

Receipt No: 7082471622

\$1,706.55 was charged to card xxxx xxxx xxxx 0004

[Click here to download receipt](#)

If you select the Return button you will be taken back to the first confirmation screen that contains details of the outstanding tasks.

## Technical information

### Technology needed

You will need some technology to complete the online process.

- A computer
- Adobe Acrobat Reader or Open Office software for your computer
- An internet connection
- A scanner
- A printer
- Recommended access to a computer with an internet browser software; Explorer, Firefox, Chrome or Safari.

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*LINC Tasmania locations have the equipment you need to access the new online licensing service.*

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### Glossary

Term	Definition
CBOS	Consumer, Building and Occupational Services
ITGCC	Integrated Telephone Government Contact Centre. Switchboard or Publics initial form of contact
CSO	Client Services Officer
Licence Holder	A Licence Holder may be a person, business entity or Municipal Council
My Licence	This is an account that CBOS has created for you that contains your contact details and documents that you upload when you renew your licence. My Licence does not contain documentation that was lodged with CBOS prior to 1 June 2018. It does keep information though that you lodge after this date.
Digital format	Documents used as evidence for your application need to be in a digital format such as PDF, Jpg, Jpeg; text Formats that are not accepted are Word, Excel and

## Privacy and security

### Your privacy online

Your personal information is protected under the *Personal Information Protection Act 2004*. We will ensure that your personal information will not be used or disclosed to other State institutions and authorities except if required or allowed by law.

### Access details CBOS keeps

When accessing your online account, the following information is recorded for statistical purposes:

- Your user id
- The date and time you logged into a licence record
- The actions performed by you while accessing the licence record

### Terms of use

By logging into licensing services online you declare that any updates you provide in relation to the following are true and correct:

- You are the authorised account owner
- You are the authorised officer representing a business

Penalties may be imposed for giving false or misleading information.