

Scheduled System Maintenance



Dear Licensed Vehicle Testers,

Please be advised that we are experiencing myVicRoads Partner Portal system issues resulting in intermittent system access and unstable performance.

As a result, we request that you do not use the Partner Portal and continue to issue paper roadworthy certificates until further notice.

Before contacting the Vehicle Standards team with any questions regarding the myVicRoads Partner Portal being offline, please refer to the Frequently Asked Questions below to see if your question has been answered:

Q. Can we issue paper certificates?

A. Yes – you can issue paper certificates whilst the VicRoads systems are offline. You do not need to ask permission to issue a paper certificate at this time.

Q. When will the VicRoads Systems be back online?

A. We do not have a timeframe for when the VicRoads Systems will be back online.

Q. What needs to be done for a 2nd inspection when the 1st inspection was done in the eRWC system?

A. Issue a paper certificate and reference the eRWC number on the white book copy.

Q. What do I do with my inspection photos when issuing a paper certificate?

A. Document and store your inspection photos securely as per the procedures in the [LVT Licence Conditions](#).

Q. Will I need to re-write the paper RWCs into the eRWC system when it comes back online?

A. No – document the paper RWC numbers in your roadworthy register as per the procedures in the [LVT Licence Conditions](#).

Q. How do I purchase paper RWC books?

A. Paper RWC books can be purchased through the online bookshop. If your request is urgent please email your payment receipt to roadworthy@transport.vic.gov.au. We can arrange for onsite collection of purchased RWC books from our Ringwood Office (110 Maroondah Highway, Ringwood) is required.

A confirmation notice will be sent to all Partners once services are available.

Thank you for your cooperation and support.