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## Guidelines for External User Access

- Heavy Vehicle Competency Online Reporting System (HVCORS)
  - Rider Training (RT)
  - Older Driver Assessor (ODA)
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### User Responsibilities and Obligations

- Information accessed from DRIVES for HVCORS, RT or ODA is confidential and may constitute "Personal Information" within the terms of the NSW *Privacy and Personal Information Protection Act 1998*.
- You are accountable for every access recorded against your password and identification number.
- You may be liable for penalties under the *Privacy & Personal Information Protection Act 1998* should you access or disclose personal information from DRIVES for HVCORS, RT or ODA if you are not authorised to do so.

### Security Requirements

- You have been issued with an individual User ID and password as a security measure for the prevention of unauthorised access to DRIVES for HVCORS, RT or ODA.
- Your User ID/Password combination is your "Electronic" signature and it must not be disclosed.
- You must not share this information with anyone or allow someone to use your User ID/Password.

### Passwords

- As a security measure, the protection of your password is critical.
- Your initial password will be given to you and you will be requested to reset it to a password of your choice. This must be completed the first time you access the system.
- Memorise your password, do not write it down; if someone learns your password change it immediately.
- A user will be locked out of the system after five (5) incorrect password attempts to log in.
- **The account is set to expire six months from the time of creation for new users and 12 months for user extension. Any account that is unused for 30 days is automatically expired by the system. If the account is extended the user must log in on that same day otherwise it will be deemed to be expired. New users must access their account within 30 days or it will expire.**
- Any user can change their current HVCORS, RT or ODA DRIVES access password at any time by selecting 'Change Password' from the menu.
- Password must consist of six to eight characters, commencing and ending with alpha characters.
- Include at least one numeral and have a combination of alphabetic / numeric characters.
- Be substantially different from the previous password and not be cyclic (eg pword1, pword2, pword3).

### Other important information

- If you find your access to the system is denied, please email your relevant system provider, found at the bottom of page one.
- Your Security Administrator must ensure your HVCORS, RT or ODA DRIVES access account is cancelled if your position no longer requires HVCORS, RT or ODA access.