Inspection Certificates Online

Inspection Certificates Online (ICO) is a web portal and mobile app that allows an Approved Inspection Station (AIS) to complete and submit inspection certificates online directly to Transport and Main Roads. ICO can be used for all vehicle inspection types, including light vehicles, light trailers, motorbikes, heavy vehicles and heavy trailers.

ICO is a free and easy to use online system and reduces the cost of purchasing inspection certificate books. ICO provides confidentiality, authenticity and integrity of all information recorded and meets the document keeping requirements under the Business Rules for Approved Inspection Stations (the business rules). If using ICO, most of your customer’s will not need to visit Transport and Main Roads to lodge their inspection certificates.

Transport and Main Roads is strongly encouraging all AISs to use ICO for all vehicle inspections, however, at this stage it is not compulsory for existing AISs to use ICO. If an AIS approval holder decides to use ICO, they must still have inspection books available in case they experience problems accessing ICO (such as internet or power outages).

ICO web portal and mobile app (QLD ICO)

ICO can be used either through the ICO web portal or the ICO mobile app (called QLD ICO).

Any of the devices listed below (that can connect to the internet and have up-to-date web browser software) can be used to access ICO. These devices may include:

- a desktop computer or laptop (web portal only)
- an iPad or Android tablet (web portal or mobile app)
- an iOS or Android smartphone (web portal or mobile app).

Note: The mobile app is not compatible with Windows phones, however the web portal can be accessed using a Windows phone if you have up-to-date web browser software.

Depending on your internet connectivity, you will have the freedom to access and use ICO from a fixed AIS premises or offsite when using a mobile AIS.

Integration between the web portal and the mobile app

Integration between the web portal and the QLD ICO mobile app allows users to move between the web portal and the mobile app or use both together. For example, if you are conducting a vehicle inspection and start entering inspection details into ICO using the mobile app, you can also access the same inspection using the web portal to finalise the inspection details and print the inspection certificate.

ICO enrolment and user requirements

ICO is only available to current AIS approval holders (directors, partners and individuals), nominees, and approved examiners associated with the AIS. If an AIS approval expires, the AIS cannot use ICO until they renew their AIS approval. Further, if an approved examiner’s accreditation expires, they too cannot use ICO until they renew their accreditation. If an approved examiner starts work at a new AIS, the approved examiner will not be able to record vehicle inspections in ICO until the AIS Scheme Administrator has been notified of the approved examiner’s start date.
A user can enrol in ICO as an AIS approval holder or an approved examiner. A user who is approved by Transport and Main Roads as both an approval holder (including a nominee) and an approved examiner, can enrol in ICO as both roles under the same userid. Your userid is an email address and each user must have a unique email address to enrol in ICO. If you initially enrol in ICO as only an approval holder, or only an approved examiner, you can add the other role at a later date if AIS Scheme Administrator’s records reflect this role.

**Accessing ICO**

If an AIS approval holder, their nominees and approved examiners meet the ICO enrolment and user requirements, they can use ICO. The ICO web portal can be accessed on the TMR website at www.tmr.qld.gov.au/business-industry/Accreditations/Approved-inspection-station/ Inspection Certificates Online.

To use the QLD ICO mobile app, you will need to download and install the QLD ICO mobile app from iTunes (for iPad and iPhone) or Google Play (for Android tablets or smartphones).

**Using ICO**

ICO is user friendly, and includes an online library with access to the Business Rules, AIS Information Sheets, AIS forms, relevant legislation and the vehicle inspection manuals.

When using ICO, an approval holder can manage their AIS, approved examiners and inspection records by:

- enabling or disabling their AIS’s ability to use ICO
- including or excluding an approved examiner from using ICO at an AIS
- approving vehicle inspections electronically
- issuing inspection certificates and inspection reports to customers via email or a printed PDF
- automatically lodging inspection certificates directly with Transport and Main Roads
- viewing vehicle inspection records, including inspection certificates and inspection reports, recorded using ICO at their AIS
- allocating re-inspections to another approved examiner if the original approved examiner is not available
- updating Transport and Main Roads' records if their AIS email address and business phone number changes
- accessing various standard reports for inspections recorded in ICO at their AIS

When using ICO, an approved examiner can:

- verify the vehicle being inspected against Transport and Main Roads’ records
- record the vehicle inspection results electronically
- submit the vehicle inspection results to the approval holder for approval, or approve the inspection themselves if they are also an approval holder in ICO
- issue approved inspection certificates and inspection reports to customers via email or a printed PDF
- view details of the vehicle inspections they have recorded in ICO, including inspection certificates and inspection reports
- print and email inspection certificates or inspection reports when required by the customer
- automatically lodge inspection certificates directly with Transport and Main Roads
- access copies of the Code of Practice: Vehicle Inspection Guidelines and the National Heavy Vehicle Inspection Manual
Verifying vehicle details

Before inspecting a vehicle, an approved examiner must verify the identity of the vehicle by entering into ICO the vehicle’s unique vehicle identification number (VIN) or the vehicle registration number and the chassis number.

ICO will check these details against Transport and Main Roads’ records and, if the details match a known vehicle, some pre-filled vehicle information will be returned to ICO. The approved examiner will be able to review and amend this pre-filled information for inclusion on the inspection certificate and add additional information as required. As the vehicle has been verified against Transport and Main Roads’ records, the approved inspection certificate will be electronically lodged directly with Transport and Main Roads. This is referred to as an ‘assigned’ inspection certificate.

If the vehicle details are not verified against Transport and Main Roads’ records, the inspection certificate can still be completed and produced using ICO. However, the inspection certificate will not be electronically lodged with TMR and the certificate will need to be lodged manually by the customer for any future transactions. This is referred to as an ‘unassigned’ inspection certificate.

Conducting the vehicle inspection and recording the results

The vehicle must be inspected as normal in accordance with: the Code of Practice: Vehicle Inspection Guidelines (COP) for light vehicles, light trailers and motorbikes; and the National Heavy Vehicle Inspection Guidelines (NHVIM) for heavy vehicles and heavy trailers.

The results of the inspection can be entered into ICO while conducting the vehicle inspection or at the completion of the vehicle inspection. If the vehicle has failed the inspection, ICO allows the approved examiner to select the specific fail reasons as specified in the COP or NHVIM. ICO will produce an Inspection Report for a failed inspection and the relevant inspection certificate for a passed inspection.

Fail/now pass function

If an issue that would result in the vehicle failing the inspection is identified during the inspection, and the issue is rectified before the completion of the inspection (with the customer’s consent), the identified issue can be recorded in ICO. The approval holder for the AIS is able to view this information at any time and it will be printed on the inspection certificate for the customer’s information.

To capture this information, when entering the inspection details in ICO, the approved examiner can select the relevant fail reason/s and then select the fail/now pass button when finalising the inspection. This will generate an inspection certificate for the customer (not an inspection report) with the items which were rectified clearly identified.

Approving the inspection results and issuing the inspection certificate

Inspection results recorded in ICO by an approved examiner must be reviewed and approved electronically by the AIS approval holder (or their nominee) before an inspection certificate can be issued to the customer. The approved examiner who completed the inspection can also approve the inspection results and issue the inspection certificate in ICO only if they are either the AIS approval holder or their nominee and they are enrolled in ICO as both an approved examiner and an approval holder.

If an approved examiner is operating from a mobile AIS, they can only issue inspection certificates using ICO if they are also the AIS approval holder or their nominee and are enrolled in ICO as an approval holder. If an approved examiner operating from a mobile AIS is not also an approval holder or nominee, and is not enrolled in ICO as an approval holder, they can still electronically submit the completed inspection certificate to their approval holder for approval. Once approved, a PDF version of the inspection certificate or inspection report is automatically emailed to the customer (if they supplied an email address) and can also be printed from ICO.
Note: An approved examiner who is not the AIS approval holder or a nominee of the AIS approval holder can still issue an inspection certificate on behalf of the AIS approval holder but only if they use the paper-based inspection certificate form.

Accessing vehicle inspection records in ICO

All inspection results, including inspection reports and inspection certificates created in ICO will be retained and stored securely in ICO. These records can be accessed by the AIS approval holder or their nominee, and Transport and Main Roads, in ICO at any time. The storage of these records in ICO meets the document keeping requirements in the business rules.

Displaying safety certificates when selling a vehicle

If a safety certificate has been generated electronically through ICO, there is no requirement to display the safety certificate when selling a vehicle. However, the seller must be able to produce the safety certificate if requested by a buyer or buyer’s agent. Alternatively, the seller can print a copy of the safety certificate and display it in the vehicle.

Note: If a safety certificate is issued using the paper-based inspection certificate form, the seller must display the safety certificate or the blue label that comprises a safety certificate when selling the vehicle.

Defect Clearance

Additional functionality to allow an AIS to electronically notify the department that a vehicle issued with a defect notice (with an AIS clearance method) has been inspected and the defect/s rectified, will be included in ICO in a second stage release.

Find an AIS

The Find an AIS webpage allows customers to search for AISs using a suburb name or post code. Customers can refine their search to find an AIS based on vehicle inspection types, whether they have a mobile AIS and whether they use ICO. Link to Find an AIS at http://www.tmr.qld.gov.au/business-industry/Accreditations/Approved-inspection-station. If the information displayed for your AIS on Find an AIS is not accurate, please contact the ICO Administrator.

Contact us

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