

Information Sheet 18

Inspection Certificates Online (ICO)

ICO allows an Approved Inspection Station (AIS) to complete an electronic inspection certificate. ICO can be used for all vehicle inspection types, including light vehicles, light vehicle certificates of inspection (COIs), light trailers, motorbikes, motorbike COIs, heavy vehicles and heavy trailers.

ICO is a free online system that reduces the cost of purchasing inspection certificate books. ICO also meets an AIS's document keeping requirements under the [Business Rules for Approved Inspection Stations](#) (the business rules).

If you use ICO, most of your customers will not need to visit a [transport and motoring service centre](#) to lodge their inspection certificate. Customers who are issued with an inspection certificate through ICO may be eligible to transfer their registration online and/or renew their registration without visiting a transport and motoring service centre.

If you decide to enrol and use ICO, your AIS must still have inspection books available in case you experience problems accessing ICO (such as internet or power outages). You will also need to use an inspection book if you are unable to meet the vehicle verification requirements in ICO.

Note: Inspection certificate books are not available for light vehicle COIs (CL) or motorbike COIs (CM). An approved examiner must use ICO to issue COIs for CL and CM vehicle type inspections.

In this information sheet:

- an AIS approval holder means both the AIS approval holder and their nominee(s)
- an inspection certificate means a safety certificate or a COI.

ICO web portal

If you meet the ICO enrolment and user requirements, you can use ICO to issue inspection certificates. The ICO web portal can be accessed using a web browser on your desktop computer at:

<https://ico.tmr.qld.gov.au/>

While any up-to-date web browser can be used, the ICO web portal works best when using either Google Chrome or Microsoft Edge.

ICO mobile app (QLD ICO)



ICO is also available as a mobile app (called QLD ICO), which can be used on devices such as:
iPad® or Android™ tablets
iPhone® or Android™ smartphones.

To access the app, search “QLD ICO” in the Apple App Store or in Google Play



Depending on your mobile internet connectivity, the QLD ICO mobile app gives you the freedom to access and use ICO from your fixed AIS premises, or offsite when working from a mobile AIS.

ICO is available to all AIS approval holders and their nominees, and approved examiners associated with the AIS.

You must only enrol in ICO once. Once you have enrolled, your individual email address allows you to login to ICO if you move to another AIS. If you attempt to enrol in ICO a second time, you may be locked out of the system for a period of time.

The Department of Transport and Main Roads (TMR) recommends that you save the email address **noreply@icomail.tmr.qld.gov.au** as a ‘safe sender’ through your email provider’s online account. This will ensure you receive your ICO generated reset password email and any inspection certificate emails. For more information about how to do this, please contact your email service provider.

For more information on how to enrol in and use ICO, read the [ICO User Guide](http://www.tmr.qld.gov.au/ais) available at www.tmr.qld.gov.au/ais.

Accessing ICO

If your AIS approval expires, your AIS cannot use ICO until your AIS approval has been renewed. Refer to [Information Sheet 10 – Renewing your AIS Approval](#).

If your approved examiner’s accreditation expires, you cannot use ICO until your accreditation has been renewed. Refer to [Information Sheet 15 – Renewing your approved examiner accreditation](#).

If you start work as an approved examiner at an AIS, you cannot use ICO until your AIS approval holder has:

- notified the AIS Administrator that you have started work at this AIS; and
- received email notification from the AIS Administrator that you have been accredited to conduct vehicle inspections at the nominated AIS.

If you have previously enrolled as an approved examiner in ICO under a different AIS, you will be able to login to ICO under the new AIS once the above steps have been completed. You **MUST** not enrol in ICO again.

Using ICO

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

- enabling or disabling your AIS's ability to use ICO
- including or excluding an approved examiner from using ICO at your 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 TMR
- viewing your AIS vehicle inspection records, including inspection certificates and inspection reports
- allocating re-inspections to another approved examiner if the original approved examiner is not available
- updating TMR's records if your AIS email address or business phone number changes
- accessing various standard reports for inspections recorded in ICO at your AIS.

When using ICO as an approved examiner, you must have the vehicle's vehicle identification number (VIN), or a Queensland registration number and chassis number before you can start a vehicle inspection record in ICO.

If you have these vehicle identification details, you can:

- verify the vehicle you are inspecting against TMR's records
- record the vehicle inspection results electronically
- submit the vehicle inspection results to the approval holder for approval (or you can approve the inspection yourself if you are also an AIS approval holder in ICO)
- print and/or email inspection certificates or inspection reports to your customers
- view details of the inspection certificates and inspection reports you have recorded in ICO
- automatically lodge inspection certificates directly with TMR
- access various documents online including the [Queensland Light Vehicle Inspection Manual](#) and [the National Heavy Vehicle Inspection Manual](#).

You can find more about using ICO by reading the [ICO User Guide](#) available on the AIS webpage.

Defect Inspections

An additional function of ICO is the ability to record defect notice inspections if the defect notice has an AIS clearance method.

As an approved examiner you can record defect notice inspections into ICO to notify TMR electronically that a defect notice inspection has been conducted at the AIS.

A defect notice inspection recorded in ICO, means the customer doesn't need to visit a transport and motoring service centre to have the defect notice cleared.

Find an AIS

The [Find an AIS](#) webpage allows customers to search for an AIS using a suburb name or post code.

Customers can refine their search based on vehicle inspection types, whether the AIS has a mobile AIS and whether they use ICO. If the information displayed for your AIS on [Find an AIS](#) is not correct, please contact the ICO Administrator.

Contact us

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