

Information Sheet 19

Inspection Certificates Online

Inspection Certificates Online (ICO) allows an Approved Inspection Station (AIS) to complete and submit inspection certificates online directly to the Department of Transport and Main Roads. ICO can be used for all vehicle inspection types, including light vehicles, light vehicle COIs, light trailers, motorbikes, heavy vehicles and heavy trailers.

ICO is a free online system that reduces the cost of purchasing inspection certificate books. ICO also meets your document keeping requirements under the *Business Rules for Approved Inspection Stations* (the business rules).

If you use ICO, most of your customer's will not need to visit a [transport and motoring customer service centre](#) (customer 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 going to a Customer Service Centre.

We encourage all AISs and approved examiners to enrol and use ICO for vehicle safety inspections.

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), or if you are unable to meet the vehicle verification requirements in ICO.

Note: Inspection certificate books are not available for CL vehicle type inspections. An approved examiner must use ICO to issue COIs for CL vehicle type inspections.

In this information sheet:

- an AIS approval holder means both the AIS approval holder (proprietor, director, owner) and their nominee(s)
- an inspection certificate means a certificate of inspection (COI) and/or safety certificate (SC).

ICO web portal

If an AIS approval holder and approved examiners 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, we have found the ICO web portal works best when using either Google Chrome or Internet Explorer.

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 using your mobile AIS.

ICO enrolment and user requirements

ICO is available to all AIS approval holders (including directors, partners and sole traders), their nominees, and approved examiners associated with an AIS.

You must only enrol once in ICO. 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.

We recommend 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 always 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](#) 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 an approved examiner's accreditation expires, they cannot use ICO until their accreditation has been renewed. Refer to *Information Sheet 15 – Renewing your approved examiner accreditation*.

If an approved examiner starts work at your AIS, the approved examiner cannot use ICO until the AIS approval holder has:

- notified the AIS Administrator that the approved examiner has started work at the AIS; and
 - received email notification from the AIS Administrator that the approved examiner is approved to conduct vehicle inspections at the nominated AIS.
- If the approved examiner has previously enrolled in ICO under a different AIS, they will be able to login to ICO under the new AIS once the above steps have been completed. They 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 the Department of Transport and Main Roads
- viewing your AISs 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 the department'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 the Department of Transport and Main Roads' 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 the Department of Transport and Main Roads
- access various documents online including the *Code of Practice: Vehicle Inspection Guidelines* 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.

Displaying safety certificates when selling a vehicle

If an inspection certificate has been generated electronically using ICO, there is no requirement for the seller to display the inspection 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 electronically issued inspection certificate and display it in the vehicle.

Note: If a safety certificate is issued using the handwritten 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 Inspections

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

Approved examiners can enter defect notice inspections into ICO to allow the Department of Transport and Main Roads to be notified electronically that a defect notice inspection has been conducted by an AIS.

When a defect notice inspection is recorded in ICO, the customer will not need to return the signed defect notice to a customer service centre to have the defect notice cleared.

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 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.

Find an AIS can be accessed at:

www.service.transport.qld.gov.au/findais/

Contact us

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