

ICO User Guide

Approval Holders & Approved Examiners

Further Assistance

Other documentation

Further information about ICO is available at www.tmr.qld.gov.au/ais

ICO Administrator

If you are unable to resolve your issue, contact the [ICO Administrator](#).

Contact details

Email: ico@tmr.qld.gov.au

Telephone: 07 3066 2482

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Definitions/Abbreviations

Approved examiner – an approved examiner accredited by TMR to conduct vehicle inspections.

Approval holder - includes owners, directors and approved nominees for the AIS accredited as an approval holder by TMR.

Assigned inspection certificate – A safety certificate or certificate of inspection that was created in ICO and has been electronically lodged with TMR. Inspection certificate starts with the number '1'.

COI – Certificate of Inspection

HT – Heavy trailer

HV – Heavy vehicle

ICO – Inspection Certificates Online

LT – Light trailer

LV – Light vehicle

CL – Certificate of Inspection Light Vehicle

MC - Motorbike

SC – Safety Certificate

TMR – Transport and Main Roads

Unassigned inspection certificate – A safety certificate or certificate of inspection that has been created in ICO but has not been electronically lodged with TMR. Inspection certificate starts with the number '3'.

1 Enrolling in ICO

Click on the link to access ICO or go to <https://ico.tmr.qld.gov.au/> (you may like to save this as a favourite in your web browser) or by downloading the free “QLD ICO” app from the App Store or Google Play

- Select **Enrol**
- Read and **Accept** the **ICO Terms and Conditions**
- **Enter** the requested information.
 - First name
 - Surname
 - Date of birth
 - Email address (An email address can only be used by one user to enrol in ICO and this becomes your userid)
 - Click on “I am not a robot”
 - Select **Submit** once all required information is entered.

Note: Your name will appear on the printed inspection certificates as you enter it during enrolment. It is recommended that you use capitalisations, for example, John Smith.

- You will be sent an activation link that is valid for 48 hours to the email address you nominated.

Note: This activation email may go straight to your spam or junk folder instead of your inbox as it is sent from noreply@icomail.tmr.qld.gov.au. If the email is found in spam or junk, right click on the email to have future emails received in your inbox. It is suggested that you save noreply@icomail.tmr.qld.gov.au as a safe sender to ensure your emails are always received.

- Click on the link in the activation email which will return you to ICO and ask you to set your password.
- Enter your password twice and record it somewhere safe. (Passwords must contain at least one uppercase and lowercase character, a special character and a numeric character and be at least 8 characters long and can't be used again within 13 times of password changes).
- You are now ready to login to ICO.
- Click on the **Login** link which will take you to the Login page.
- Enter your **Email Address** and the **Password** you created, tick the **I accept the Terms and Conditions** box and select **Login**.
- From the dropdown box, select either **Approved Examiner**, **Approval Holder** or **Approved Examiner & Approval Holder** and **Submit**.

Note: If you are intending to act as both an approved examiner and approval holder in ICO, you should select both roles at enrolment. Alternatively, you can add the other role at a later date.

- Enter the requested information. Your AIS/nominee/approved examiner approval letter from TMR will provide most of the information you require to enrol:
 - Customer Reference Number (CRN) (usually your Qld drivers licence number)
 - Approved Examiner Accreditation Number
 - AIS Approval Number
 - AIS CRN
 - Country of Birth (if born outside of Australia)
 - Place of Birth (if born in Australia e.g. Brisbane)
 - Click on "I am not a robot"
- Select **Submit** once all required information is entered.
- Select **Log-out**.
- You have successfully enrolled in ICO.

Note: You may need to clear your browser history if you are having trouble enrolling. For more information about clearing browsing data please visit: <https://kb.iu.edu/d/ahic>.

- You are now ready to login to ICO.

Note: You only need to enrol in ICO once. If you add an additional role or move to a different AIS, you do not need to enrol again. See Adding a Role for more information about adding an additional role.

- Enter your **Email Address** and the **Password** you created, tick the **I accept the Terms and Conditions** box and select **Login**.
- The first time you login to ICO you will need to enable your AIS/s before any inspections can be recorded. Go to the **Enabling an AIS in ICO** section of this document for more information.

2 Enabling an AIS in ICO

- Each AIS must be enabled in ICO by an approval holder before any approved examiners can login and before any inspections can be recorded.
- The first time an approval holder logs in to ICO after enrolling, a message will be displayed advising **You have no active Stations**.
- Select **Manage AIS** and then select your AIS name from the list displayed. If you are associated with more than one AIS, you will need to enable each AIS individually.
- To enable your AIS, click the Disabled button to change it to Enabled next to **Recording Inspection Certificates Online**. If the button already shows as Enabled, the AIS has already been enabled by another approval holder.
- Select the **Back** button to return to the previous screen if you have other AISs to enable.
- Once all of your AISs are enabled, you will need to log out of ICO and log back in again.
- Your AIS/s are now enabled to issue inspection certificates online.
- You can only operate under one AIS at a time in ICO, but you can change the AIS you are operating under by selecting the **Change AIS?** option on the Home screen. Select the relevant AIS from the dropdown box to allow you to manage the AIS, view inspection records for the AIS and record vehicle inspections.

Note: Your AIS only needs to be enabled the first time you login to ICO after enrolling as an approval holder. Only one approval holder at each AIS needs to enable the AIS.

3 Managing your approved examiners in ICO

- Approved examiners must enrol themselves in ICO before any inspections can be recorded.
- The approved examiners associated with each AIS are listed in the **Manage AIS & Examiners** screen.
- After selecting the **Manage AIS & Examiners** menu option, select the relevant AIS name.

Note: If you are associated with more than one AIS, or an AIS that is multi-listed with other AISs, you will have multiple AISs listed to select from. Ensure you select the correct AIS from the Manage AIS & Examiners screen.

- Approved examiners who are active in ICO are listed under the **Active Examiners** heading. An approval holder can make an approved examiner inactive by selecting the **Exclude** button next to the approved examiners name. (For example, an approval holder may choose to exclude an approved examiner from ICO while they are on holidays).

- Approved examiners who are inactive in ICO are listed under the **Inactive Examiners** heading. An approval holder can make an approved examiner active in ICO by selecting the **Include** button next to the approved examiners name.

Note: Excluding or including an approved examiner in ICO is not the same as notifying TMR that an approved examiner has ceased working or commenced working at your AIS. You are still required to notify TMR of any changes.

4 Managing your AIS details

- You can update TMR records on any changes to your AIS business email address and business phone number through ICO.
- Select **Manage AIS and Examiners** from the main menu.
- Select the relevant AIS name.
- To update your AIS email address, select **Update** next to your current AIS email address.
- Type over the existing email address with your new email address and select **DONE**. TMR's records will be updated with your new email address.

Note: You can only have one email address displayed for your AIS. This email address will be used by TMR when contacting your AIS.

- To update your AIS business phone number select **Update** next to your current AIS phone number.
- Type over the existing phone number with your new business phone number and select **DONE**. TMR's records will be updated with your new business phone number details.

Note: If you have not provided TMR with a business phone number, but you have provided a mobile phone number, your mobile phone number will be displayed.

Note: This is the phone number that will appear in Find an AIS for your AIS (if you have provided consent for your details to be included in Find an AIS).

Note: This function cannot be used to update the email address you provided to enrol in ICO as a user. This update option only allows you to update the email address for your AIS that TMR use to communicate with you. If you wish to change the email address you provided to enrol in ICO, Select **Manage Profile** or contact the ICO Administrator at ico@tmr.qld.gov.au.

5 Adding a Role

- You can add an additional role (approved examiner or approval holder) to your existing userid.
- Select **Manage Profile** from the top menu on the Home page.
- Select the **ADD ROLE** button.
- Some information will be prepopulated for your existing role.

- Enter the additional information for your new role and select **SUBMIT**.
- You will need to log out of ICO and login again. You are now enrolled as both an approval holder and an approved examiner.

6 Home Screen and Menu Options

- **User and AIS details** - You must ensure that the correct user name and AIS is displayed at the top of the Home screen before undertaking any tasks in ICO.
- **Change AIS?** – If you are associated with more than one AIS, you can change the AIS by clicking on the link and selecting the relevant AIS from the dropdown box.
- **Outstanding Inspection Records** – You may have a number of headings in your Home screen for different types of pending inspections. These may include:
 - **Vehicle Inspection pending Approval** (approval holders only) – This is a list of all inspections conducted by approved examiners at your AIS/s that are awaiting approval. Select **Approve** and review the inspection details. If details are correct, select **APPROVE**. If there are any problems with the inspection details, select **REJECT** and the inspection will be returned to the approved examiner for amendment.
 - **Vehicle Inspection Rejected by Approval Holder** (approved examiners only) – This is a list of all inspections conducted by you that have been rejected by your approval holder. Select **Review** to correct the inspection details and **Submit for approval**.
 - **Final Vehicle Inspections assigned to you** (approved examiners only) – This is a list of all final inspections assigned to you by your approval holder for completion. This occurs when the original approved examiner that failed the first inspection is not available to do the final inspection. Select **Finalise** and record the final inspection details for the vehicle reinspection.
 - **Saved Vehicle Inspections** (approved examiners only) – This is a list of incomplete vehicle inspections previously saved by you for completion at a later time. You can select **Resume** to complete the inspection, or the rubbish bin symbol to delete the inspection.
- **Help** – Provides access to general information about ICO that may be of assistance to users.
- **Contact Us** – Includes contact details for the ICO Administrator including phone number, email address and postal address.
- **Manage profile** – You can:
 - Add a new role. Select the **ADD ROLE** button and enter the additional information for your new role and select **Submit**. You will need to log out of ICO and login again. You are now enrolled as both an approval holder and an approved examiner.
 - Change your password – You can change your password at any time. Select **Request Reset** then select **Thanks** and an email link will be sent to your email address. You will be sent an activation link to the email address you nominated. The link remains active for 48 hours. Enter your password twice and record it somewhere safe. (Passwords must contain at least one uppercase and lowercase character, a special character and numeric character and be at least 8 characters long and can't be used again within 13 times of password changes).
 - Change your log in email address – You can change your log in email address at any time. Select **Change Email** then enter your new email address and re-type your password then **Submit**. Your email address is now updated.

- **Library** – Includes links to the Business Rules for AIS, the Code of Practice – Vehicle Inspection Guidelines, the National Heavy Vehicle Inspection Guidelines, AIS application forms and Information Sheets, Vehicle Standards Notifications, relevant legislation and other general AIS information. Current versions of all documents can be accessed via the Library. The Library also includes a printable version of the ICO Troubleshooting document.
- **AIS Reporting** – AIS reporting is only available to users who are enrolled in ICO as an approval holder. There are a number of reports available that may assist an approval holder in reviewing their inspection records.

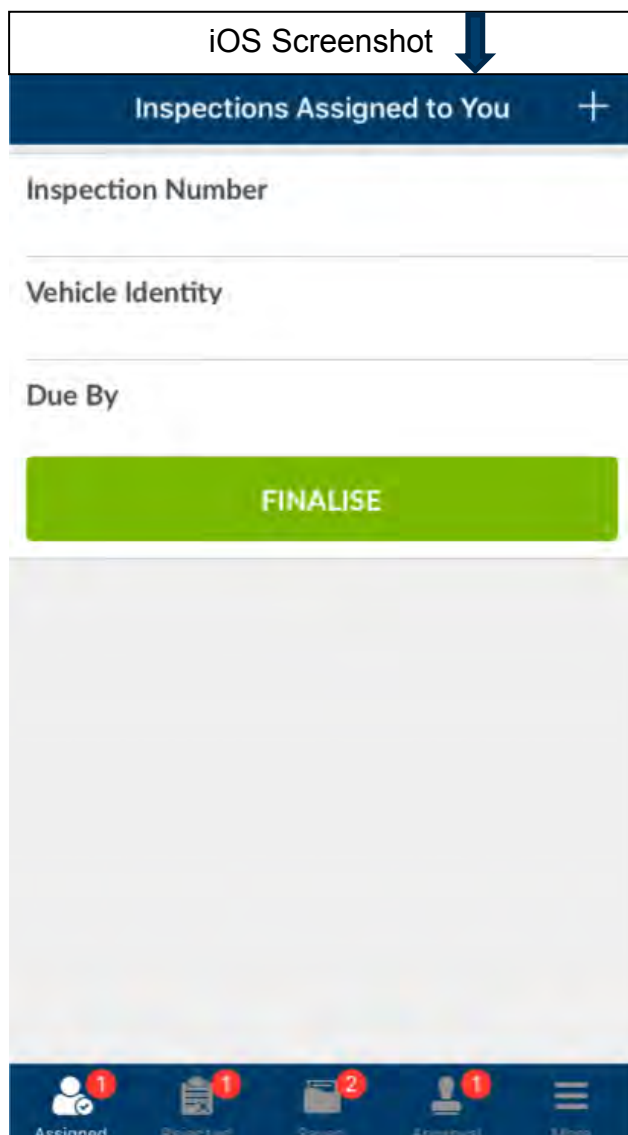
7 QLD ICO App

The QLD ICO app is available to download free via the App Store or Google Play.

Note: When not using WiFi, QLD ICO will use mobile data. The Queensland Department of Transport and Main Roads is not responsible for any data charges incurred while using the QLD ICO app.

7.1 iOS

Once the app has been downloaded and a user has logged in, the screen will appear as follows:



- The **+** symbol will direct you to either a new **Vehicle Inspection** or **Defect Inspection**. The **+** symbol is only available in the **Assigned** tab.
- The **Assigned** tab will show inspections to be finalised by the examiner.
- The **Rejected** tab will show inspections rejected by an Approval Holder.
- The **Saved** tab will show your saved inspections waiting to be completed.
- The **Approval** tab will show inspection pending approval.
- The **More** tab will show all other functions of ICO:
 - **Vehicle Inspection Records**
 - **Defect Inspection Records**
 - **Manage AIS and Examiners**
 - **AIS Reporting**
 - **Library**
 - **Help**
 - **Contact**
 - **Manage Profile**
 - **Current AIS**
 - **Logout**

For **Approved examiners only**:

- The **Approval** tab will not appear
- The following options will not appear in the **More** tab:
 - **Manage AIS and Examiners**
 - **AIS Reporting**

For **Approval Holders only**:

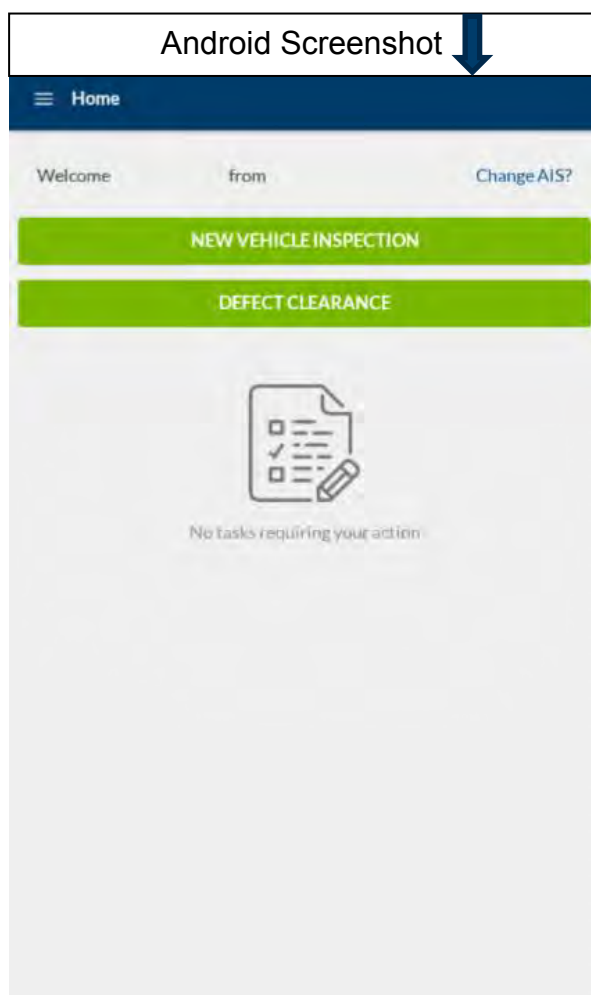
- Only the **Approval** and **More** tabs will appear.

If enrolled as an **Approved Examiner** and **Approval Holder**, all options will show as seen in iOS screenshot.

7.2 Android

Once the app has been downloaded and a user has logged in, the screen will appear as follows:

- Select **Change AIS?** to change the AIS you are currently working at (if associated with more than one AIS)



- Select **New Vehicle Inspection** or **Defect Inspection** to start a new inspection

- All **Certificates Pending Approval, Saved, Rejected** and **Inspections to be Finalised** will appear on the home screen. If there are no outstanding actions required, **No tasks requiring your action** will appear.

- By clicking the  button, the following options will appear in the side window:

- **Home**
- **Vehicle Inspection Records**
- **Defect Inspection Records**
- **Manage AIS and Examiners**
- **AIS Reporting**
- **Library**

For **Approved examiners**:

- **Manage AIS and Examiners** and **AIS**

Reporting will not appear in the  menu



For **Approval Holders**:

- **New Vehicle Inspection** or **Defect Inspection** will not appear on the home page

If enrolled as an **Approved Examiner** and **Approval Holder**, all options will show as in Android screen shot.

8 Vehicle Inspection Records

An approval holder can view all inspections recorded in ICO for their AIS and allocate a reinspection to a different approved examiner in the **Vehicle Inspection Records** screen.

- You can search your inspection records using any of the information in the Vehicle Inspection Records screen, including inspection number, plate number, inspection date, examiner and status.
- When searching for an inspection certificate you must enter the inspection certificate number in the correct format e.g. 2 alpha capitals, dash, 8 numeric, dash and 1 numeric or an 'X' (LV-10000000-3)
- You can sort the vehicle inspection record columns by clicking on the column heading, then sorting your preference by clicking on the arrow.
- All inspection records with a FAIL_FIRST result will automatically close after 14 days if the inspection record has not been finalised within 14 days.
- You can choose to close an inspection record prior to the 14 days by clicking the dropdown box beside  and selecting on **Close this Inspection**.
- To allocate an inspection to a different approved examiner for the reinspection of the vehicle, select the **Finalise** button and select the relevant approved examiner's name. The inspection will be allocated to this approved examiner for completion of the reinspection.
- To cancel a closed inspection record, select **Cancel** in the Action column. The inspection status will change to cancelled. A cancelled inspection cannot be reinstated, and the inspection certificate is no longer valid.
- An inspection certificate or inspection report can be reprinted by clicking on the COI/SC/Report button.
- A replacement inspection certificate/report can be emailed by clicking on the envelope  button. Remove the unwanted email addresses and enter the new email address and select the **SEND** button.
- **Advanced Search** – There is also an option to conduct an advanced search using the VIN, chassis number, plate number or inspection number.
- Select Advanced Search and enter the search criteria.

Note: To clear search results, remove all information from the search field.

9 Passwords

- If you have forgotten your password or need to reset your password, click on the **Forgot Password?** link at the bottom of the login screen. This will generate an email to your nominated email address with a link back to ICO to reset your password.
- Click on the link in the email to return to ICO. Enter your new password twice and store it somewhere safe.
- Passwords must contain an uppercase and lowercase character, a special character and a numeric character and be at least 8 characters long and can't be used again within 13 times of password changes.
- Your ICO password must be reset every 30 days. When the 30-day period has expired, and you try to login to ICO, you will be sent an email advising you to reset your password.

- Click on the link in the email to return to ICO. Enter your new password twice and store it somewhere safe.
- You can reset your password any time during the 30-day period by clicking on **Manage Profile**. Click on the **Request Reset** button next to **Password**. This will generate an email to your nominated email address with a link back to ICO to reset your password.
- You will need to click on the **Forgot Password?** link at the bottom of the login screen if you have entered an incorrect email address or password 5 consecutive times. This will generate an email to your nominated email address with a link back to ICO to reset your password.

10 Vehicle/Trailer Inspections

10.1 Vehicle/Trailer Verification

To commence an inspection, you must enter either:

- the VIN (VINs commenced 01/1989), or
- a Queensland registration plate number and the chassis number

Note: To clear search results, remove all information from the search field.

Note: TMR's system will only recognise a VIN for vehicles with a compliance date on or after 01/1989. All vehicles with a compliance date prior to this date should be identified using a chassis number and plate number.

Note: If the vehicle/trailer you are inspecting does not have a VIN **or** both a plate and chassis number, you cannot use ICO to record the inspection. You will need to issue a handwritten inspection certificate from an inspection book.

- Click on **VERIFY** once the details are entered.
- A message will advise if the vehicle verification is successful or if the vehicle verification is a failure.

Note: If the vehicle/trailer is not successfully verified with TMR records, ensure the VIN/Chassis number you entered is correct before proceeding with a manual inspection.

- **Vehicle/trailer is verified** - If the vehicle/trailer is recorded in TMR's registration system and the VIN or plate and chassis number match, the vehicle/trailer will be verified and the details below will be returned to ICO:
 - registration plate number (current plate number if vehicle is currently registered in Queensland, previous plate number if vehicle registration is not current but vehicle has been previously registered in Queensland)
 - vehicle make
 - vehicle model
 - vehicle body shape
 - VIN/chassis number (if VIN/Chassis number exists in TMR records)

- inspection type
- If the details of the vehicle returned to ICO match the vehicle you are inspecting, select **YES**.
- If a customer requires a COI for their booked hire, booked hire rental, taxi, limo or special purpose limo select **YES**.
- The customer's intended purpose of use must be selected from the dropdown box.
- If the customer does not require a COI for their booked hire, booked hire rental, taxi, limo or special purpose limo select **NO**. A safety certificate will be issued for the vehicle.
- Select **PROCEED**. This will result in an assigned inspection certificate being issued which will be automatically lodged in TMR's registration system. Assigned inspection certificates start with the number 1 (e.g. LV-10000001-X).

Note: If the vehicle is currently unregistered, the registration plate number does not need to match the vehicle you are inspecting.

- If the details of the vehicle returned to ICO (other than the registration number) do not match the vehicle you are inspecting, select **NO** and **MANUAL**. This will result in an unassigned inspection certificate being issued. This certificate will not be automatically lodged in TMR's registration system. Unassigned inspection certificates start with the number 3 (e.g. LV-30000001-X). The customer will need to present the inspection certificate manually to TMR.
- **Vehicle/trailer is not verified** - If the vehicle is not verified against TMR's records, the inspection can still be recorded in ICO, however, the inspection certificate will not be automatically lodged in TMR's system. This is called an unassigned inspection certificate. Unassigned inspection certificates start with the number 3 (e.g. LV-30000001-X). The customer will need to present the inspection certificate manually to TMR.
- If a customer requires a COI for their booked hire, booked hire rental, taxi, limo or special purpose limo select **YES**.
- The customer's intended purpose of use must be selected from the dropdown box for CL inspections only. Select **MANUAL** to proceed with the inspection.

Note: ICO can still be used to record the inspection and generate an unassigned inspection certificate, if the vehicle does not verify against TMR's records or the vehicle details returned to ICO from TMR do not match the vehicle you are inspecting.

10.2 Recording Customer Details

- If you enter the customer's email address, a copy of the inspection certificate or inspection report will be automatically emailed to the customer when you approve the inspection certificate or finalise the inspection report.
- You can add an additional email address if the customer requires the inspection certificate/inspection report to be emailed to a second email address or if you wish to email a copy of the inspection certificate to yourself.
- You can enter the customer's name and address details by selecting **Add more customer details**. The customer's details do not print on the inspection

Note: Emails sent from ICO may go straight to the recipient's spam or junk folder instead of the in box as they are no reply emails.

certificate/inspection report, but they will be saved in ICO as part of the inspection record.

10.3 Recording Vehicle/Trailer Details

The fields that need to be completed will vary depending on the vehicle/trailer being inspected (LV, CL, LT, HV, HT, MC).

- All fields should be completed before proceeding to the next screen. If any mandatory fields (*) are not completed, you will not be able to continue to the next screen.

Note: Scrolling while the cursor is in a completed field may change the information you entered.

- **Vehicle was verified and you selected YES and PROCEED (assigned certificate)** – Further information will be pre-populated in ICO for the vehicle. This information should be reviewed and amended if it is not the same as the vehicle being inspected.
- If you change the vehicle inspection type (for example, from light trailer to heavy trailer), or the information used to verify the vehicle (VIN, plate or chassis number), the certificate will change from an assigned certificate to an unassigned certificate.
- Select **CONTINUE** to move to the next screen.
- **Vehicle was verified and you selected NO and MANUAL or vehicle was not verified (unassigned certificate)** – all vehicle details must be manually entered.
- Select **CONTINUE** to move to the next screen.


Note: Fields that are not completed will not be printed on the inspection certificate or inspection report.

10.4 Recording Inspection Details (including fail reasons)

- Enter the date and time that the physical inspection of the vehicle commenced.

All fail reasons from the vehicle inspection guidelines for light vehicles and heavy vehicles are included in ICO for selection. The fail reasons displayed for selection will be those applicable to the vehicle/trailer you are inspecting.

- When recording fail reasons, click on the box beside the relevant reason.
- From the pop-up box, select the relevant fail reason. The information you select will be printed on the inspection report.

Note: The  symbol includes the relevant notes from the vehicle inspection guidelines. The notes information does not print on the inspection certificate.

- The service brake test results must be recorded for both a pass and fail inspection.
- If the inspection is for a light vehicle COI (CL) you must complete two declarations about conducting a road test as part of the inspection and the class of driver licence you held at the time of the inspection.
- Free text fields are available to enter details of any additional items failed and to enter inspection comments. These fields have limited characters and should not be used to record all fail reasons for the vehicle.
- You can attach photos/files to the inspection record. Refer to **Adding Photos/Files to an Inspection Record** for more details.

- You must select **PASS, FAIL/NOW PASS or FAIL FIRST INSPECTION**.

Note: 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.

Note: When using Pass function on a Fail First inspection, you must remove the ticks from each item including items in the **Details of Other Items rejected during the vehicle inspection**.

- The odometer reading must be entered for both pass and fail inspections (not applicable to trailers).
- If your AIS has an approved mobile unit, additional fields will appear to allow the mobile unit details to be entered if the inspection was conducted from the mobile unit. These details must be entered if the inspection was conducted by a mobile AIS but can be left blank if the inspection was conducted at a fixed AIS premises.
- If a first inspection was conducted from a mobile AIS, but the final inspection was conducted at a fixed premise, the mobile unit details should be removed from the inspection record when the details of the final inspection are entered.
- Once all details are completed, select **CONTINUE** to proceed to the next screen.

10.5 Adding Photos/Files to an Inspection Record

When recording an inspection, an approved examiner can attach photos and files in the Inspection Details screen (for example, photos of defects or a copy of the brake test report).

Note: When entering a CL inspection, the brake test results, including GPS location, must be uploaded before you can proceed.

The photos are not emailed to the customer by ICO, but the approved examiner may choose to email the photos separately.

- To add browser stored photos in the Inspection Details screen, select the **Browse or Choose File** option on the right side of the screen.
- Select the photo/file you would like to attach from your browser window and click **Open**.
- When you return to the Inspection Details screen in ICO, select the **ADD PHOTO** button. A thumbnail of the photo you have selected will appear.

Note: If a thumbnail of the photo does not appear on the right side of the screen, the photo has not been successfully attached.


- To add additional photos/files, select the **Browse** or **Choose File** option again and follow the steps above until all required photos are shown as a thumbnail.
- To remove a photo/file from the Inspection Record screen, click on the red **X** to the right of the thumbnail.

Note: Photos/files can be added to both pass and fail inspections. The photos/files that **are** attached to an inspection record can be viewed in the Vehicle Inspection Records screen once the inspection is finalised.

10.6 Confirmation of Inspection

- Once all customer, vehicle and inspection details are entered you **must** review all information to ensure it is correct before confirming the inspection.
- If any details are incorrect, select the relevant **►Change** option in the **Confirmation** screen to amend the record. You will be returned to the relevant inspection screen to allow you to change the information.

Note: You cannot change the AIS from the **Confirmation** screen if it is incorrect.

- Once the required changes are made, you can flow back through the inspection to the Confirmation screen to confirm the inspection details.
- *Do not select **CONFIRM** if the AIS details are incorrect or if any other details are incorrect.*
- If the AIS details are incorrect, save the inspection record by selecting the **Save** option at the bottom of the page. The inspection record will be saved in your Home screen under the **Saved Vehicle Inspections** heading. Return to the Home screen and select the rubbish bin symbol to the right of the  button to delete the record. You will have to re-enter the inspection from the beginning.
- If you are unsure about any of the information in the **Confirmation** screen, or incorrect information is being displayed, save the inspection and select the **Resume** option from your Home screen to review the information. If the information in the inspection record is still incorrect, save the inspection and delete the record in your Home screen and re-enter the inspection from the beginning.
- When all details are confirmed as correct select **CONFIRM**.

IMPORTANT NOTE: Once you confirm the inspection details and the inspection is approved, you cannot make any changes to the inspection record or inspection certificate/report.

11 Incorrectly Approved Inspection Certificate

If you approve a pass inspection that includes incorrect details or that should have been a fail inspection:

- Select your **Vehicle Inspection Records** from the main **Menu**. Click the **Cancel** button of the incorrect vehicle inspection record. The status will then change to cancelled.
- Once an inspection has been cancelled it cannot be reinstated.
- If the incorrect inspection certificate has been issued to the customer via email or hard copy, you **must** advise the customer that the inspection certificate is invalid and should be destroyed or regained by the AIS.
- The vehicle inspection must be re-entered with the correct information.

12 Incorrectly Approved Inspection Report

If you create an inspection report that includes incorrect details, or should have been a pass inspection:

- You can create a new inspection report for the vehicle with the errors corrected in ICO. The incorrect inspection will remain in ICO as a cancelled inspection.
- If the incorrect inspection report has been issued to the customer via email or hard copy, you **must** advise the customer that the inspection report is invalid and should be destroyed or regained by the AIS.

13 Approving and Issuing Inspection Certificates

- If you are an approval holder and an approved examiner in ICO, you can approve your own inspections by selecting **APPROVE NOW** once the inspection details are confirmed.
- You can also choose to submit the inspection record to the other approval holders associated with your AIS in ICO for approval.
- If you are an approved examiner only in ICO, your completed inspection record will be submitted to all approval holders for your AIS who are enrolled in ICO for approval once you have confirmed the inspection details.

14 Issuing Inspection Reports

- Inspection reports do not need to be approved by an approval holder before being issued to the customer.
- When the **CONFIRM** button is selected the inspection report will be generated and automatically emailed to the customer (if an email address was provided). A copy of the inspection report can also be printed and provided to the customer if required.

15 Defect Inspections

15.1 Verification

Defect inspections for defect notices that have been entered into TMR's registration system are able to be recorded in ICO.

- To verify a defect notice against TMR's registration system, enter:
 - the defect notice number**AND EITHER**
 - the VIN (VINs commenced 01/1989)**OR**
 - the Queensland registration number and chassis number.
 - Select the **VERIFY** button.

Note: The defect notice number must be entered including any alpha prefix (e.g. DN, D) and include all numbers with dashes between the letter and the number, and before the last digit, and with no spaces. (e.g. DN-1234181-6)

15.2 Enter Details

- If the defect notice number and vehicle identifiers verify against TMR's registration system, the vehicle details will be returned to ICO.
- If the defect notice does not verify against TMR's registration system, the approved examiner cannot use ICO to record the defect notice inspection. The approved examiner must sign the back of the defect notice and return it to the customer. The customer will need to present the signed defect notice to TMR to clear the defect notice.
- If the defect notice number and vehicle do verify, enter the odometer reading from the vehicle at the time of the inspection.
- Enter the customer's email address if provided.
- Select the relevant declaration for the defect inspection conducted.
- Enter the customer's details if desired by clicking the **Add Customer Details** option.
- Select the **CONFIRM** button.
- The Defect Notice Inspection Confirmation notice will be created by ICO and automatically emailed to the customer (if an email address was provided). The Defect Notice Inspection Confirmation notice can also be printed for the customer if required.
- The customer will not need to present the defect notice or the Defect Notice Inspection Confirmation notice to TMR to clear the defect notice as this has been done automatically through ICO.
- If the defect notice clearance results in a certificate of inspection being issued for the vehicle, TMR will send a copy of the certificate of inspection to the vehicle owner for their records.

NOTE: Approved Examiner Check Boxes. It is mandatory that at least one of the boxes below is ticked before you can submit the defect inspection.

I have inspected ... - if individual defects were identified in the defect notice, select this option before confirming the defect inspection.

I have completed ... the Code of Practice: Vehicle Inspection Guidelines - if the defect notice issuing officer requested a full inspection of the light vehicle, light trailer or motorcycle, select this option before confirming the defect inspection and enter the safety certificate number in the field provided.

I have completed ... the National Heavy Vehicle Inspection Manual (NHVIM) - if the defect notice issuing officer requested a full inspection of the heavy vehicle or heavy trailer, select this option before confirming the defect inspection.

15.3 Defect Confirmation

- From here, you can Print the Defect Notice Inspection Confirmation PDF
- Or, if you have another defect inspection to conduct, click **Defect Inspection**
- Or, lastly, return to the Home Page from the screen.

15.4 Defect Inspection Records

- To increase the view of the number of entries per page, change the Show 10/20/30 Entries panel
- To Search for a particular value within the table, type in the Search box the exact lettering you are looking for
- You may sort each column by clicking the heading, Once for A->Z, Again for Z->A and a third to reset to original.
- You can Print or Email the Defect Notice Inspection Confirmation by clicking the appropriate button
- If there are more than a few pages, pagination numbers at the bottom of the list allow you to skip forward up to 5 pages.