

Heavy Vehicle Permit Portal user guide

Using the portal

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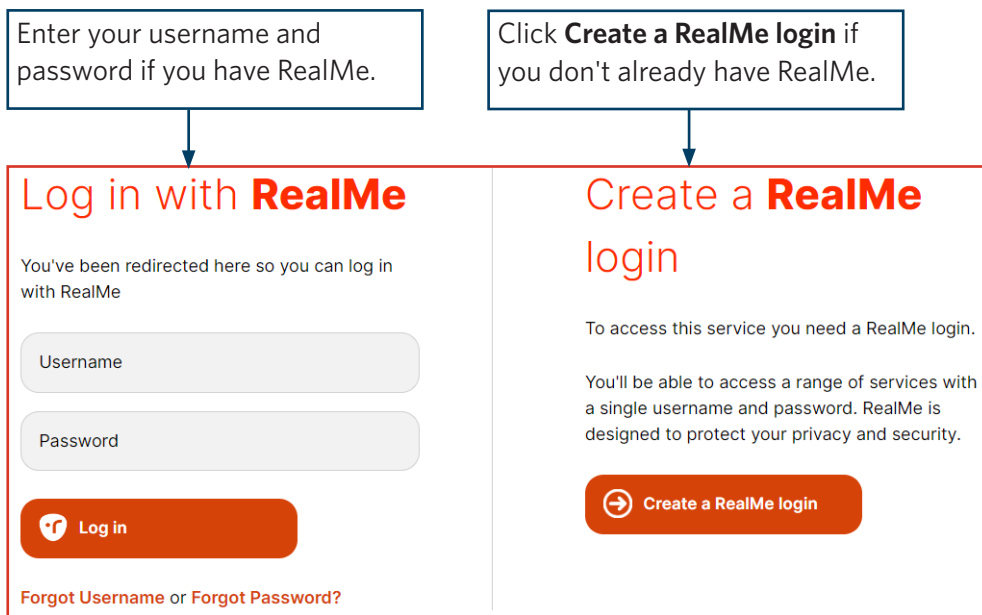
Logging in to the portal

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You'll need a RealMe login first

You need a RealMe login to create or access an account. It doesn't need to be a RealMe verified identify. If you don't already have one, you can set up a RealMe login when you first access the portal.

hvportal.nzta.govt.nz



You'll see the portal access screen once you've logged in to RealMe or created your RealMe login,.

Waka Kotahi access portal

First name

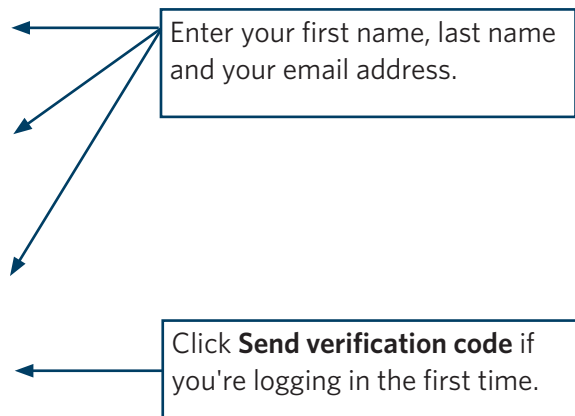
What is this?

Last name*

What is this?

We will send a verification code to your email address.
Email address*

What is this?



Verification code has been sent to your inbox. Please copy it to the input box below.

Email address*

sallysmith@gmail.com

[What is this?](#)

Verification code

Verification code

Verify code

Send new code

Continue

Cancel

Enter the verification code.

If you haven't received the code, check your spam/junk folder.

If you don't receive the code after 10 minutes, click **Send new code**.

Click **Verify code**.

Next, you'll get the option to change your email address. If you don't want to change your email address, click **Continue**. You'll go to the page to enter your phone number.

We will send a verification code via SMS or phone call to confirm your phone number.

Country code

New Zealand (+64)

Use the drop down arrow to select your country code.

Phone number

Enter your phone number.

Send code

Call me

Click **Send code** or **Call me**.

Cancel

Once you verify your phone number, you'll go to the portal dashboard.

Create an operator account

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Whoever has oversight of all permitting in the organisation should create the account.

When you create an operator account, you're the administrator or owner and can invite other users.

You'll have full permissions in the system to add users, manage permits and save TSL details.

To create an account, you'll need:

- your RealMe login details
- your TSL number (this is 5 or 7 digits long)
- your New Zealand Business Number (NZBN), if you have one.

If you hold a transport service licence (TSL) and apply for heavy vehicle permits, you need to create an account to manage your permit applications. Only one account can be created for each TSL number.

You can also create a vehicle library to make applying for permits quicker and easier. You must have an account before you can enter the vehicle library information.

It's a short process to set up an operator account.
You'll need to do it in one go as it only saves when you finish the process.

Permit applications Apply for a permit

Draft applications **In progress applications**

You have no draft applications.

Operator accounts

You're not a user of any accounts.
Please create an operator account if one has not already been created with your TSL number.
You can join an existing operator account as a user by contacting the account owner or the Waka Kotahi Heavy Vehicle Permitting team.

Create an operator account

Click **Create an operator account**.

Operator account registration Close

Creating a new operator account

You need an operator account to apply for a permit. Operator accounts require a TSL number. A TSL number can only be used for one operator account.

- By creating an operator account you are the administrator of that account.
- You can add users to your operator account to help manage your permits.
- Save your TSL details so you won't have to repeat them for each application.

Need more information?

If you need help or more information you can email hpmvinfo@nzta.govt.nz for more information about heavy vehicle permits visit the [NZTA website](#)

Cancel Create

Read the information and check you have everything you need.
Click **Create** when you're ready.

Any fields marked with an * are mandatory

Operator information

Transport service licence (TSL) number * Show details

A TSL number is 5 or 7 digits

Bridge engineering self supervision (BESS) company number

A BESS company number is only needed if you're applying for overweight permits.

BESS company number

A BESS company number is 1-5 numerical digits

Cancel Next

Your progress

- 1 Operator information
- 2 Review and confirm

Enter your TSL number and click **Show details**.

Enter your BESS company number if you're applying for overweight permits.

Click **Next**.

Any fields marked with an * are mandatory

Operator information

Transport service licence (TSL) number *

0330897

Show details

A TSL number is 5 or 7 digits

TSL information

TSL name STINGRAY LTD
TSL number 123456

Business information

NZBN 1234567891011
Business name STINGRAY LTD
Trading name STINGRAY LTD
Status Registered

Bridge engineering self supervision (BESS) company number

A BESS company number is only needed if you're applying for overweight permits.

BESS company number

A BESS company number is 1-5 numerical digits

Cancel

Next

Your progress

- 1 Operator information
- 2 Review and confirm

Operator information for this TSL appears. Check it's the right information.

Click **Next**.

Any fields marked with an * are mandatory

Review and confirm

Please review the information and agree to terms and conditions before continuing.

TSL information

TSL name THE WAITETUNA SCHOOL BOARD OF TRUSTEES
TSL number 0330897

Business information

NZBN 9429041922873
Business name The Waitetuna School Board
Trading name Waitetuna School
Status Registered

Bridge engineering self supervision (BESS) company number

BESS company number --

It is an offence to knowingly or recklessly provide information that is false or misleading, under sections 196 of the Land Transport Act 1998.

Please read the [terms and conditions](#) and then check the box below to confirm you accept them.

I agree to NZTA's terms and conditions and to receive email updates from NZTA. *

Back

Create operator account

Your progress

- ✓ Operator information
- 2 Review and confirm

Check the information is correct.

Read the terms and conditions and click the check box to agree to them.

Click **Back** if you need to change anything.

Click **Create operator account**.

You have successfully created an operator account.

Go to account Go to dashboard

Click **Go to account** to add users. Or click **Go to dashboard**.

Invite users to join an account

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Go to the account you want to add users to.

GOOD GENES LIMITED

TSL number	0330901	Permits expiring	--
TSL type	Goods Service Licence	Active permits	--

Permit applications | Permits | Vehicle library | **Users** | Account settings

Users | Invitations

[Refresh](#) | + Invite user

Name	Email	Permissions	Actions
john doe (Owner)	Johndoe@gmail.com	View account Manage users Account owner Remove vehicle	

Click the **Users** tab.

When users screen appears, click **Invite user**.

Invite users

All users will be able to view the account.

Email address *

Permissions Manage users X Remove vehicle X

You can select multiple permissions

Add another user Cancel Invite

Enter the email address of the user you want to invite.

Use drop down list to select the user's permissions.

You can invite more than one person at a time.

Click **Invite**.

You'll see a screen confirming the invite has been sent.

Invite users

Email id

Permissions

Close

Accept invite to join account

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You may get an email invite. If you can't find it, check your junk/spam folder.

Waka Kotahi access portal registration invitation Inbox x

No Reply <noreply@accessportal.nzta.govt.nz>
to me ▾

You've been invited to register for the Waka Kotahi access portal.

Application: Heavy Vehicle Portal External DT2
Organisation: 0330901 GOOD GENES LIMITED
Invited by: john doe
Invitation code: 1Z5u27irmV

Copy Invitation code.

Before accepting this invitation, please see the Terms and Conditions <https://www.nzta.govt.nz/assets/online-services/iam-terms-and-conditions.pdf>

By accepting this invitation you are agreeing to these Terms and Conditions.

Click link to portal.

To accept this invitation, go to <https://accessportal.nzta.govt.nz> and click the **Use invitation code** button.

This invitation is valid for 14 days.

You have 14 days to accept the invitation.

If you have any queries, please contact the person who invited you.

Please do not reply to this email as this address is used to send automated emails only.

The link to the portal will take you to the online services access portal.

Online services access portal

If your organisation is already registered please login below.

If you've received an email with an invitation code, select the **Use invitation code** button.

If your organisation isn't registered and you wish to apply, select the **Request access** button.

[Access portal user guide](#)

This application doesn't support Internet Explorer 11, please use a different browser.

The image shows four buttons stacked vertically. The first button is orange with a white 'r' icon and the text 'Login via realme'. The second button is blue with the text 'Request access'. The third button is blue with the text 'Use invitation code'. The fourth button is white with a blue border and the text 'Return to online services'.

Click **Use invitation code**.

You'll go to the redeem invitation code screen.

Redeem invitation code

Enter validation code

1Z5u27irmV

Enter invite code.

Enter email address

sallysmith@gmail.com

Enter email address.
It must be the same email the invite was sent to.

Continue

Click **Continue**.

[Return to online services](#)

You'll go to the RealMe log in.

Enter your username and password if you have RealMe.

Click **Create a RealMe login** if you don't already have RealMe.

The screenshot shows the RealMe login interface. At the top, there are logos for RealMe Tēnei Au and the NZ Transport Agency. Below the logos is a 'Go Back' button. The main content is split into two columns. The left column is titled 'Log in with RealMe' and contains a 'You've been redirected here so you can log in with RealMe' message, followed by 'Username' and 'Password' input fields, a 'Log in' button, and a link for 'Forgot Username or Forgot Password?'. The right column is titled 'Create a RealMe login' and contains a message: 'To access this service you need a RealMe login. You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.' Below this is a 'Create a RealMe login' button. At the bottom of the page, there is a footer with links for 'Help & contact us', 'Terms of use', 'Privacy', and 'About this site', along with language options for 'English' and '中文', and a copyright notice for '© New Zealand Government'.

Create a vehicle library

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You can save as much or as little of your vehicle information as you want. The fields are optional so you don't have to do it up front, you can enter the information when you apply for vehicle permits.

But doing it first will save you time when you apply for a permit.

Log in to the portal to your dashboard.

The screenshot shows the 'Operator Portal' dashboard. At the top, it says 'Operator Portal TESTING' and 'Welcome john doe' with a user icon and 'Last login on 30/09/2024 11:40:03 AM'. The main content area is titled 'Dashboard' and 'Welcome to the Heavy Vehicle Permit Portal.' There are two main sections: 'Permit applications' with an 'Apply for a permit' button and sub-sections for 'Draft applications' and 'In progress applications'; and 'Operator accounts' with a 'Create an operator account' button. Below the 'Operator accounts' section is a search bar and a dropdown menu for 'Accounts with status: Active'. A table lists one account: 'HEAVY MOVERS LIMITED' (Account owner, TSL #0330901, Active) with a 'View' link. A callout box points to the 'View' link with the text 'Click View.'

You'll see the details of your account.

The screenshot shows the account details for 'GOOD GENES LIMITED'. It includes a table with the following data:

TSL number	0330901	Permits expiring	--
TSL type	Goods Service Licence	Active permits	--

Below the table is a navigation menu with tabs: 'Permit applications', 'Permits', 'Vehicle library' (highlighted), 'Users', and 'Account settings'. A callout box points to the 'Vehicle library' tab with the text 'Click the Vehicle library tab.' Below the navigation menu is the 'Vehicle library' section with an 'Add vehicle' button. A callout box points to the 'Add vehicle' button with the text 'Click Add vehicle.' At the bottom, it says 'No vehicles have been added to the library, start by adding a vehicle to the library.'

You'll go to the add vehicle screen.

Any fields marked with an * are mandatory

Add vehicle

Vehicle information is used in your permit application, enter in as much information here to save time when you apply for permits

Find a vehicle

Enter a plate number and select 'find vehicle' to bring up vehicle information

Plate number *

HLB400

Find vehicle

Enter a plate number and click **Find vehicle**.

Vehicle information

If you want to use different information please unselect the checkbox below to edit

Use information from the Motor Vehicle Register

Make

FREIGHTLINER

Model

FRL ARGOSY

Year

2014

GCM (kg)

65,000

GVM (kg)

27,965

VDAM weight

22200

No. of axles

3

You'll see details of the vehicle from MVR.

Other vehicle information

Vehicle reference

Unit type

Please select

Width (m)

Enter your own reference for the vehicle.

Vehicle reference is used as your reference for this vehicle

Total unit mass (kg)

Axle information

▼ Axle 1

Steering axle

Enter the information for each axle.

Click the check box if it's a steering axle.

Axle type

Please select

Axle set

Please select

Tyre size

355/50R22.5

Suspension type

Please select

Track outer (m)

Track inner (m)

Max mass (kg)

When you've entered all the information you want to, click **Save vehicle**.

Tyre size category

Please select

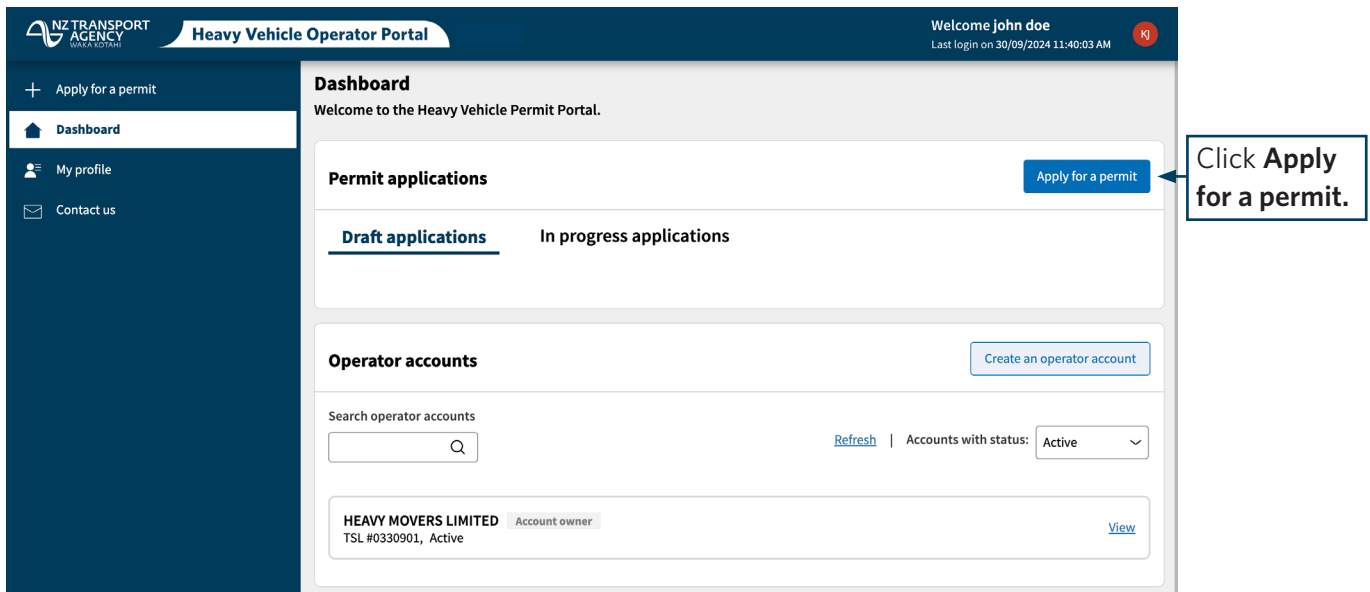
Save vehicle

Apply for a permit – higher mass example

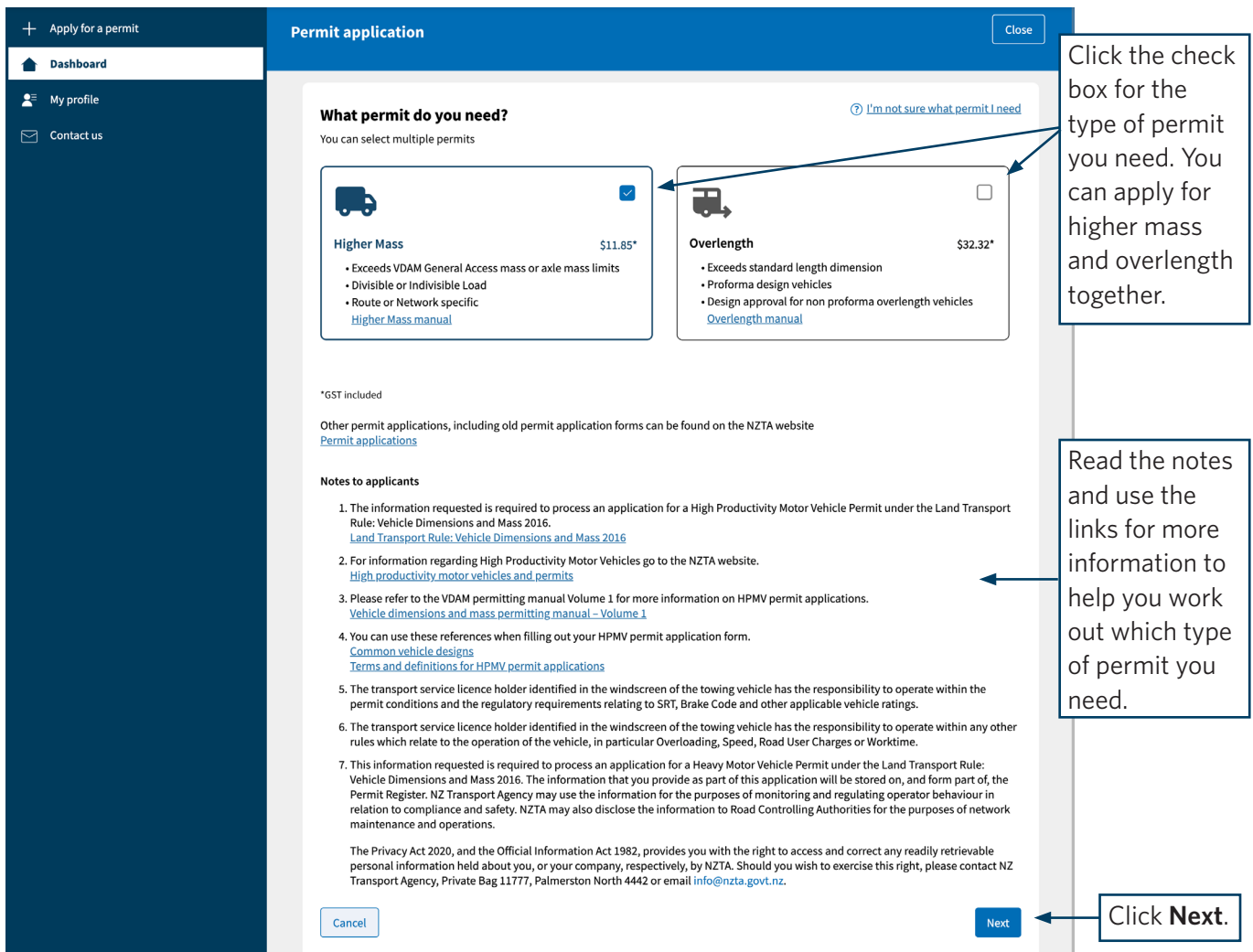
[Back to top](#)

Log into the portal. You'll find the **Apply for a permit** button on:

- the left hand menu
- the permits tab
- the applications tab.



You'll go to the portal application page.



You'll go to step one of the application process - the permit information page.

On each permit page you'll find a **Save**, **Next** and **Back** button.

Use the **Save** button when you want to come back to the application later.

The **Next** button takes you to the next page and automatically saves the application as well.

The **Back** button takes you to the previous page.

You'll go to the vehicle combination page.

You'll go to the prime mover information page.

Prime mover information ←

Fields marked with an * are required

Information from Motor Vehicle Register (MVR) has been used for vehicles with plate numbers.

If the information is incorrect, please have a heavy vehicle certifier assess and update the register. Updates can take up to 48 hours.

Plate number/VIN	HLB400		
Make	FREIGHTLINER	Model	FRLARGOSY
Year	2014	GCM (kg)	65000
GVM (kg)	27965	No. of axles	3

Your progress

- ✓ Permit information
- ✓ Vehicle combination
- 3 Prime mover information**
- 4 Trailer #1
- 5 Route information
- 6 Additional information
- 7 Review and confirm

Enter axle details.

Click the check box if it's a steering axle.

You must complete all fields with a red asterisk.

Make sure you complete the fields for each axle. Check the details are correct.

Enter axle details for the trailer if required. Check the details are correct.

Click Next.

Axle information ←

If you selected a vehicle from your vehicle library, information available from the library will be used

Total weight applied for: **52000kg**

Axle 1 Steering axle

Axle type * Axle set type * Maximum axle weight (kg) *

Select Select []

Axle weight (kg) * Tyre size category *

[] Select

Axle 2 Steering axle

Axle type * Axle set type * Maximum axle weight (kg) *

Select Select []

Axle weight (kg) * Tyre size category * Spacing from previous (m) *

[] Select 4.90

Axle 3 Steering axle

Axle type * Axle set type * Maximum axle weight (kg) *

Select Select []

Axle weight (kg) * Tyre size category * Spacing from previous (m) *

[] Select 1.30

Back Save Next

You'll go to the route information page.

Route information

Fields marked with an * are required

Are your routes on the approved HPMV network or are some outside of it? *

Only the approved HPMV network
 Outside of the approved HPMV network (approved HPMV network included)

[Approved HPMV network](#)

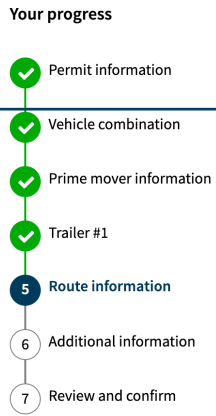
Comments

Remaining: 2000 characters

Back
Save Next

Select the journey type.

You can check the approved network if you need to.



Route information

Fields marked with an * are required

Are your routes on the approved HPMV network or are some outside of it? *

Only the approved HPMV network
 Outside of the approved HPMV network (approved HPMV network included)

[Approved HPMV network](#)

Is this a route used in an existing permit or a new route? *

Route from existing permit
 New route
 Both

Existing permit or application reference number *

New additional routes

Where do you need to travel? *

North Island
 South Island
 Both

Upload or list your route information *

Upload additional route information

For a template or guide on how to provide route information correctly please view the route description guide

[Route description template](#)

Acceptable formats: DOC, DOCX, PNG, JPG, JPEG, and PDF. Maximum size per file is 10 MB

Select file

List the routes required

Remaining: 2000 characters

Back
Save Next

If you select outside approved network more options show.

Click one option. A route from an existing permit, a new route, or both.

Add the existing permit reference number.

Click one option. North or South Island or both.

Upload any supporting documents.

List the required routes. You can use the route description template for guidance.

Click **Next**.

You'll go the additional information page.

Additional information

Fields marked with an * are required

Supporting documents

Attach any other supporting documents

Acceptable formats: DOC, DOCX, PNG, JPG, JPEG, and PDF. Size not more than 10MB

Select file

Comments

Remaining: 2000 characters

Back Save Next

Your progress

- Permit information
- Vehicle combination
- Prime mover information
- Trailer #1
- Route information
- 6 Additional information**
- 7 Review and confirm

Add any other documents or comments to support your application.

Click **Next**.

You'll go to the review and confirm page.

Review and confirm

Fields marked with an * are required

Permit information

Permit type Higher Mass

Your progress

- Permit information

Total amount

Higher mass permit	\$11.85
Total amount	\$11.85

NZTA will invoice your account the current fee when we've completed your application

Add another recipient

The issued permit will be sent to you at kathy97kathy@gmail.com. You can enter the email address of an additional recipient.

Email address

Declaration

It is the permit holder's responsibility to operate within the regulatory requirements relating to SRT, Brake Code, GVM/GCM, RUC, Load anchorage point ratings, draw beam / draw bar / 5th wheel mount rating, as well as any other conditions detailed in the permit or legislation. The NZ Transport Agency can revoke permits under Section 5.7 of the Vehicle Dimensions and Mass Rule 2016 (Rule 41001).

I declare that the particulars contained in this application are true and correct and all vehicles meet the dimension requirements in the proforma diagram selected for this application *

Back Submit application

Check all the details are correct.

Click **Back** if you need to go back and change anything.

Add another email address if you want the permit to go to someone else as well.

Read the declaration, then click the check box to declare you're submitting true and correct information.

Click **Submit application**.

You'll see a message confirming your permit application is submitted.

You can return to your dashboard which will show that you have a permit submitted for approval.

HM-N-31023
Higher Mass permit application Close

You've applied for a Higher Mass permit.
We've received your application and if we need more information we'll contact you.
If you have any questions please email hpmvinfo@nzta.govt.nz

Permit

Permit information will show here when the permit is issued

Edit user details on the permit portal

[Back to top](#)

Log into the portal to your dashboard.

NZ TRANSPORT AGENCY
Heavy Vehicle Operator Portal Welcome sally smith
Last login on 30/09/2024 12:35:38 PM

My profile

Contact information

First name	sally
Last name	smith
Email	sallysmith@gmail.com
Phone number	+64210291234

Actions
[Change contact information](#)

Login information
Login details are handled by Realme. If you need to change your login email or password please visit the [RealMe website](#).
[How to change your password on RealMe](#)

You'll go to the edit contact information page.

Edit contact information Close

Contact information
Any fields marked with an * are mandatory

Personal details

First name *	Last name *
<input type="text" value="sally"/>	<input type="text" value="smith"/>
Email sallysmith@gmail.com	Phone number +64210291234

A pop-up window will appear.

Personal details
Update email [X]

1. Enter your email address and select the 'Send code' button.
2. Check your email to get the code.
3. Enter the confirmation code and select the 'Confirm code' button.

Email *
sallysmith@heavymovers.com

Send code

Cancel Done

Enter your email address.

Click **Send code**. A code will be sent to the email address.

Update email [X]

1. Enter your email address and select the 'Send code' button.
2. Check your email to get the code.
3. Enter the confirmation code and select the 'Confirm code' button.

Email *
sallysmith@heavymovers.com Edit

Confirmation code *
[] Confirm code Send new code

Cancel Done

Enter the code sent to the email address.

Click **Confirm code**.

If you don't receive a code, check your spam/junk folder. Check you've entered the email address correctly and click **Send new code**.

Click **Done** to close the pop-up window.

Duplicate an application

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The portal has a duplicate function you can use to save time. For example, if you have more than 10 combinations to enter then duplicate can help.

The four places you'll find the duplicate button are:

- on the permit application confirmation screen
- in your operator account, where you can view the existing permit applications
- when you open a permit application from your operator account
- when you open a permit from the permit list.

More information

[Back to top](#)

Visit our website for more information about the portal.

nzta.govt.nz/hv-permit-portal

Contact the NZTA Permitting team if you need help.

hpmvinfo@nzta.govt.nz

0800 699 000