



Accessing the Industry Portal through MyServiceNSW fact sheet

pointtopoint.nsw.gov.au

September 2023



Accessing the Industry Portal through MyServiceNSW fact sheet and step by step guide

The Taxi Licence Portal helps taxi operators (Taxi Licence Holders) manage their safety and administrative obligations under point to point transport law. You are now able to link your Point to Point Transport Commissioner's Taxi Licence Portal account to MyServiceNSW. This gives you another way to access the Taxi Licence Portal and there are some advantages to doing it in this way. At this stage only the Taxi Licence Portal can be linked to a Service NSW account. This fact sheet will take you through the process of setting up Taxi Licence Portal access via Service NSW.

The way that you access the Taxi Licence Portal has changed.

The benefits to this are:

- fewer passwords
- a simpler application process
- you will not be required to upload Proof of Identity documents when applying for a taxi licence as your identity has already been verified by Service NSW.

Taxi operators (Taxi Licence Holders) can now manage their taxi licences, taxi account details and apply for taxi licences (including wheelchair accessible taxi licences) using their MyServiceNSW account. This is a secure and streamlined enhancement.

It will still be possible for taxi operators (Taxi Licence Holders) to access the Taxi Licence Portal through the Point to Point Transport Commissioner's website using your Point to Point login credentials.


You will notice a change to the Taxi Licence Portal log in screen which comes into effect on 21 September 2023. The change from the old login screen (left) to the new login screen with its updated layout and functionality (right) is shown below.

Old Industry Portal Login Screen

Welcome to the Industry Portal

The Industry Portal assists Service Providers and Taxi Licensees to manage their safety obligations under the new regulatory framework.

If you hold an Authorisation and/or Taxi licence, you can login through either the Authorised Service Provider or Taxi Licence gateways below.




1. Register (New applications only)

If you already have a login to the portal you don't need to Register

- To become an authorised Booking and/or Taxi Service Provider.
- To apply for a Wheelchair Accessible Taxi Licence.

[Register](#)




2. Authorised Service Provider Gateway

Authorised Service Providers can manage your authorisations, payments, account details and access the Driver Vehicle Dashboard here.

To act on behalf of an Authorised Service Provider in relation to driver and vehicle management you need to Register as a DVD Agent.

[Login](#)




3. Taxi Licence Gateway

Taxi Licensees can manage their Taxi licences, taxi account details and apply for Wheelchair Accessible Taxi Licences here. Click the Login button below.

[Login](#)


New Industry Portal Login Screen



Welcome to the Industry Portal

The Industry Portal assists Service Providers and Taxi Licensees to manage their safety obligations under the new regulatory framework.

If you hold an Authorisation and/or Taxi licence, you can login through either the Authorised Service Provider or Taxi Licence portals below.




Authorised Service Provider Portal

Manage or apply for Service Provider Authorisations

[Continue with Point to Point](#)

Further options



Taxi Licence Portal

Manage or apply for taxi licences

Log in or register using your MyServiceNSW Account

For their passwords and a simple application process, you can use your MyServiceNSW Account.

[Continue with Service NSW](#)

By continuing, you consent to sharing your name and email address in your MyServiceNSW Account with Point to Point.

OR

Log in or register using your Point to Point Account

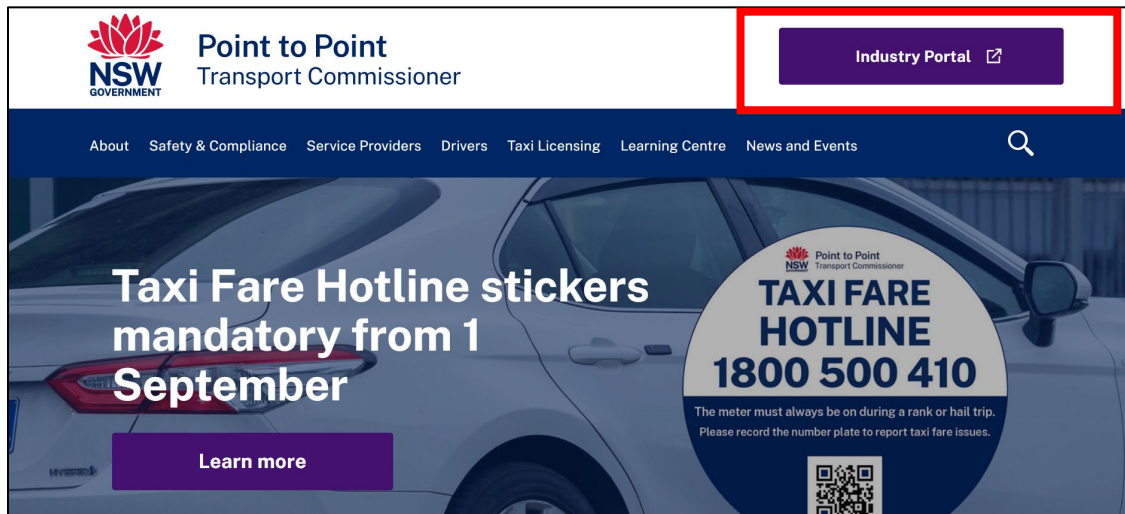
[Continue with Point to Point](#)

To link your Point to Point Taxi Licence Portal account to your MyServiceNSW account please follow the step by step guide.

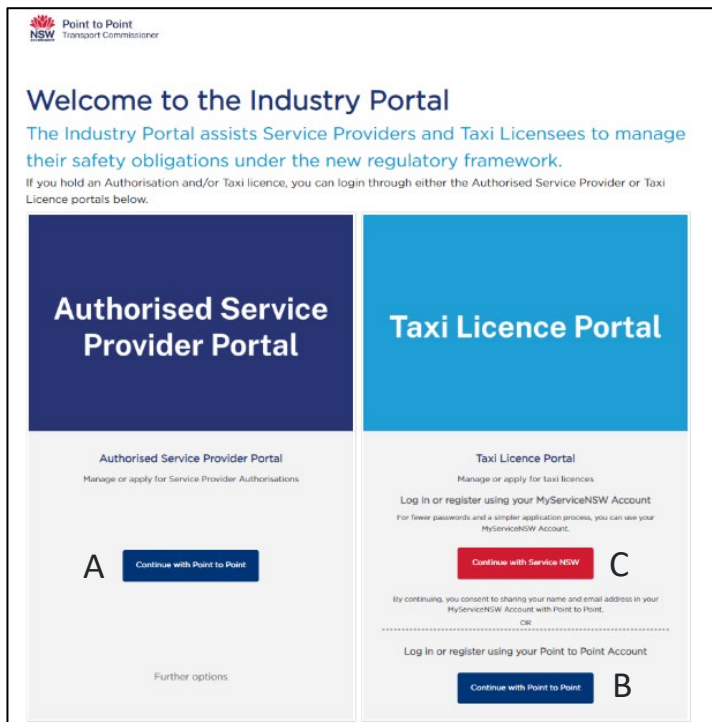
Step by step guide

This step by step guide will help you to access the Point to Point Transport Commissioner's 'Industry Portal' following the changes and improvements to come in September 2023.

1. Navigate to pointtopoint.nsw.gov.au and click on the 'Industry Portal' button



2. You will be taken to the new login screen where you will have three options:



- A. If you are an **Authorised Service Provider** and you wish to use a Point to Point account for all taxi related transactions, go to step 3 below.
- B. If you are a **taxi operator (Taxi Licence Holder)** and you wish to use a Point to Point account for all taxi related transactions, go to step 4 below.
- C. If you are a **taxi operator (Taxi Licence Holder)** and you wish to use a Service NSW account for all taxi related transactions, go to step 5 below.

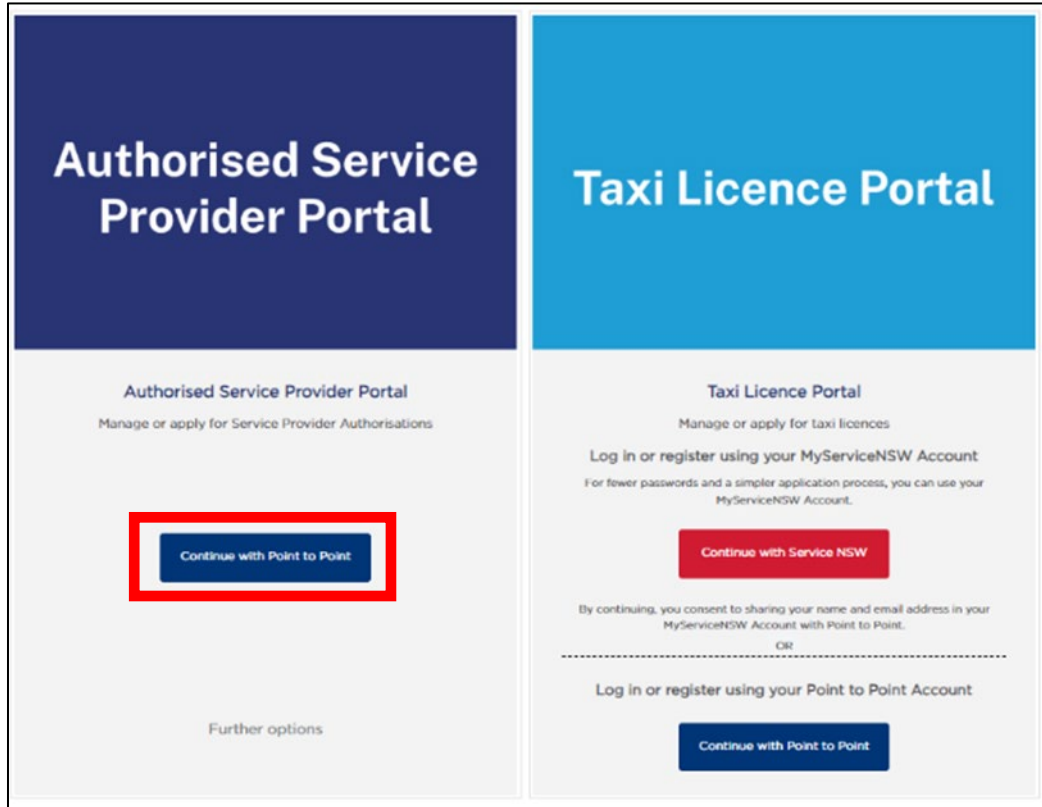
3. Authorised Service Provider

If you are an Authorised Service Provider (ASP), and you wish to either:

- access the 'Industry Portal' using an existing login
- register and create an account as an ASP with the Point to Point Transport Commissioner

select the blue 'Continue with Point to Point' button on the left of the screen.

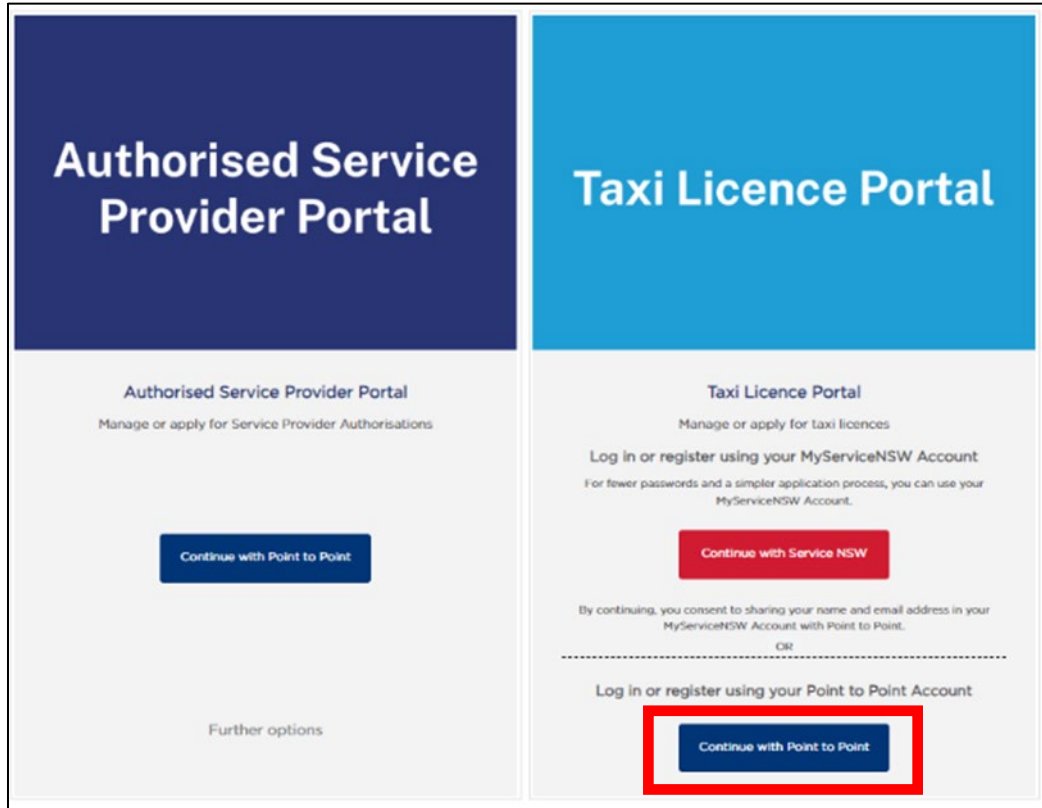
The next steps required to access and use your existing account, or create an account, have not changed. This is where the instructions for this option end.



4. Taxi Licence Holder (who wants to use a Point to Point account)

If you are a taxi operator (Taxi Licence Holder), and you wish to use your Point to Point account for all taxi related transactions, click on the blue 'Continue with Point to Point' button on the bottom right of the screen.

The next steps required to create an account, or to access and use your existing account, have not changed. This is where the instructions for this option end.

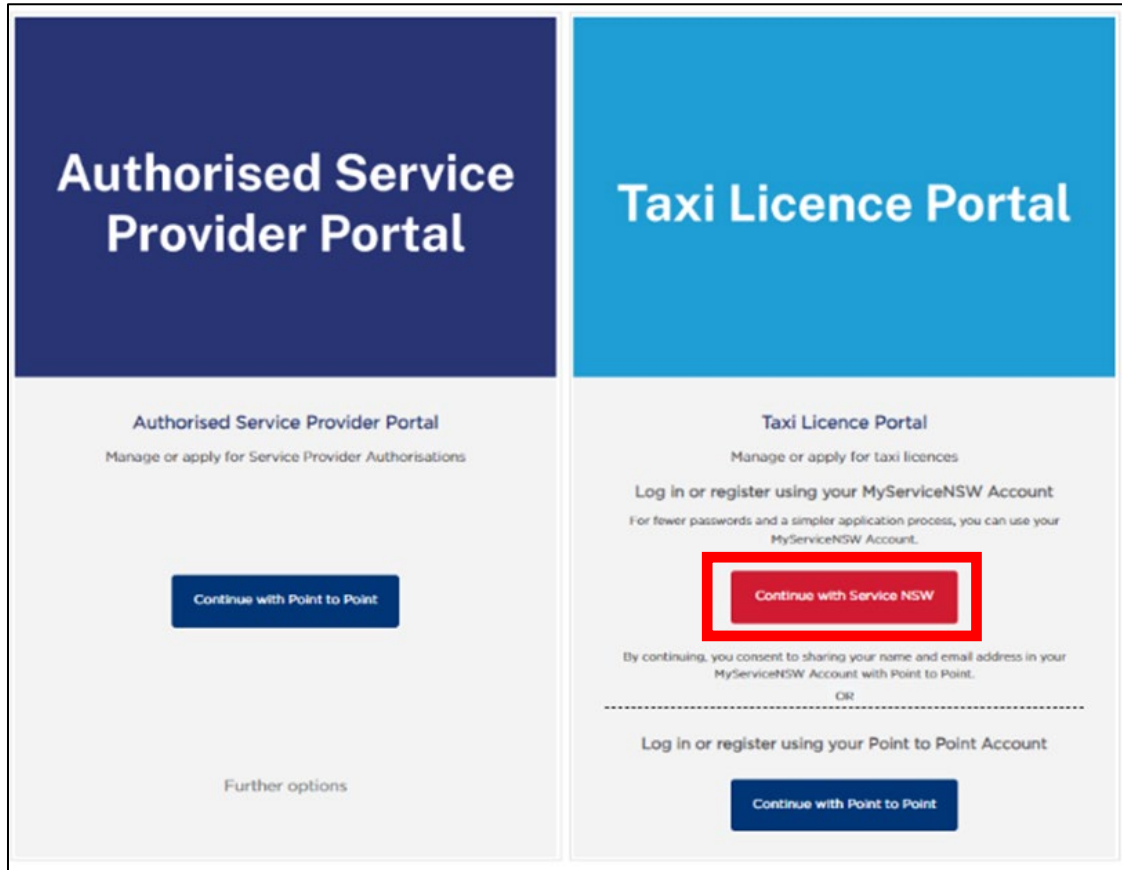


5. **Taxi Licence Holder (who wants to use a MyServiceNSW account)**

If you are a taxi operator (Taxi Licence Holder), you can use your MyServiceNSW account to log in to or register for an account for the Point to Point Transport Commissioner’s ‘Industry Portal’. To do so, click on the red ‘Continue with Service NSW’ button on the right of the screen.

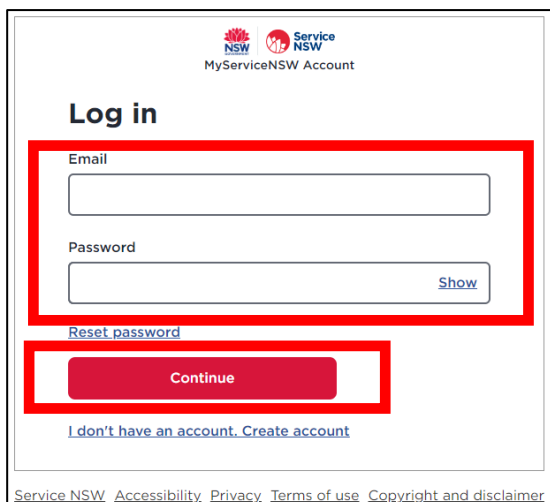
The benefits to this option are:

- fewer passwords
- a simpler application process
- you will not be required to upload Proof of Identity documents when applying for a taxi licence as your identity has already been verified by Service NSW.

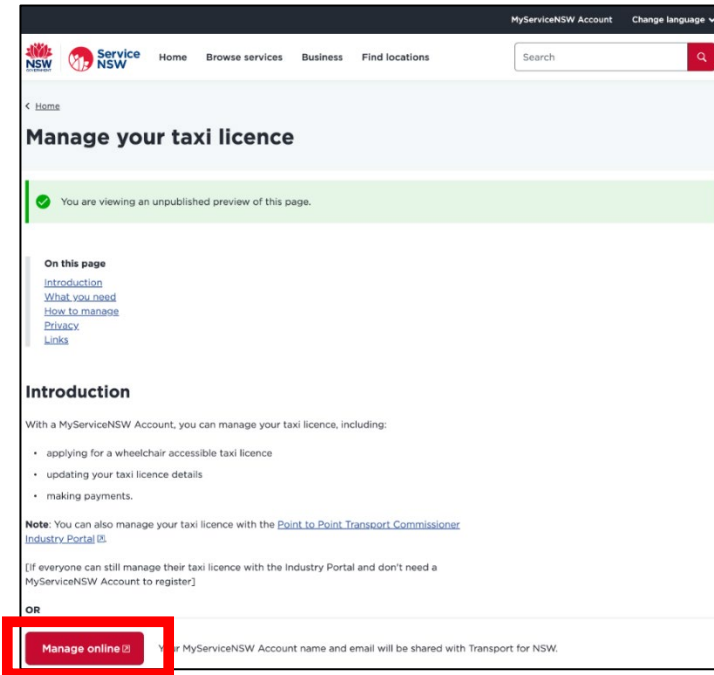


6. Log in to your MyServiceNSW account using your usual MyServiceNSW username and password.

Note: If you have not previously set up a Service NSW account, and would like to, you should do so first; then return to this guide once set up is complete.



7. If this screen is shown, select 'Manage Online'.



8. Complete the necessary steps within your MyServiceNSW account. The necessary steps will vary from person to person.

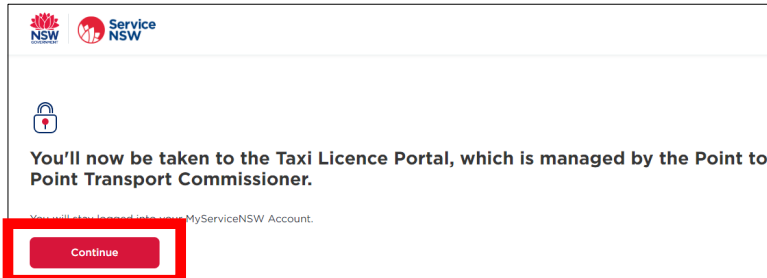
9. Taxi operators (Taxi Licence Holders) who are new to the Industry Portal

For example, you may wish to join the industry and need to apply for a taxi licence.

If you already have an account set up on the Industry Portal, skip to step 18.

Once you have completed all necessary steps required by Service NSW in step 8, the following screen will be shown indicating that you will be taken to the Point to Point Transport Commissioner's Industry Portal.

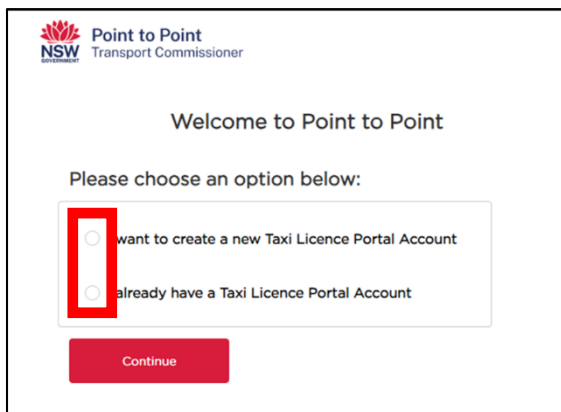
Select 'Continue'.



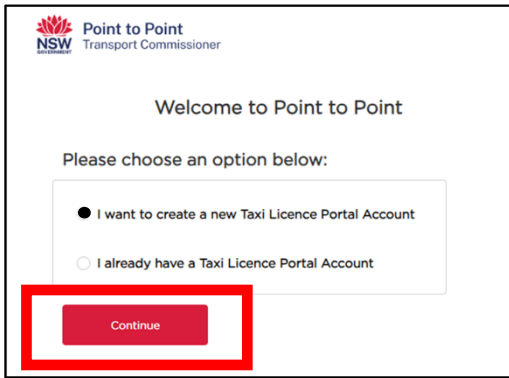
10. Select whether you want to create a new Taxi Licence Portal ('Industry Portal') account, or whether you already have one.

If you need to create a new Taxi Licence Portal ('Industry Portal') account, please go to step 11 in this guide.

If you already have a Taxi Licence Portal ('Industry Portal') account set up, please go to step 18 in this guide.



11. You have selected to create a new Taxi Licence Portal ('Industry Portal') account. Select 'Continue'.



NSW Point to Point
Transport Commissioner

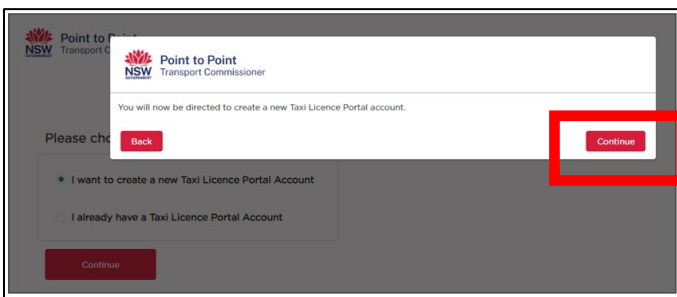
Welcome to Point to Point

Please choose an option below:

- I want to create a new Taxi Licence Portal Account
- I already have a Taxi Licence Portal Account

Continue

12. Having selected to create a new Taxi Licence Portal account, the following confirmation screen will show. Select 'Continue'.



NSW Point to Point
Transport Commissioner

You will now be directed to create a new Taxi Licence Portal account.

Back Continue

Please choose an option below:

- I want to create a new Taxi Licence Portal Account
- I already have a Taxi Licence Portal Account

Continue

13. The Taxi Licence Portal ('Industry Portal') registration screen will now show. Information from Service NSW is prefilled. Complete all fields and amend as required.

Note: If you amend any of this information, it will not update the Service NSW database.

Point to Point
NSW Transport Commissioner

Registration Guidelines

If you are already an Authorised Service Provider or Taxi Licence holder and have a login to the portal you don't need to Register
If you did not receive a login contact the industry contact centre on 131 727

- Registration Guidelines
- Individual :
Select entity type as individual if registering as an Individual service provider/ taxi licence holder.
- Corporate :
Select entity type as corporate if registering as a corporate service provider/taxi licence holder.
- Individual Partnership/Joint Holders :
Select entity type as an individual partnership if all the partners/joint holders are individual entity in the partnership.
- Corporate Partnership/Joint Holders :
Select entity type as corporate partnership if any one of the partner/joint holder is an corporate entity in the partnership.
- Registrations and access to the Industry Portal will be removed after 90 days if no application for a Taxi licence is received.

Applicant Registration

First Given Name *
John

Family Name *
CITIZEN

*Daytime Phone Number (mobile or landline)
0411436742

Email Address *
jcitizen270433@yopmail.com

Register for *
Taxi Licence

*Entity Type
--Please Select--

Cancel Register

14. Select the entity type which applies to you.

Applicant Registration

First Given Name *
John

Family Name *
CITIZEN

*Daytime Phone Number (mobile or landline)
0411436742

Email Address *
jcitizen270433@yopmail.com

Register for *
Taxi Licence

*Entity Type
--Please Select--
Individual
Corporation
Individual Partnership/Joint Holders
Corporate Partnership/Joint Holders

15. Once all information is complete and correct, select 'Register' at the bottom right of the screen.

Point to Point
NSW Transport Commissioner

Registration Guidelines

If you are already an Authorised Service Provider or Taxi Licence holder and have a login to the portal you don't need to Register
If you did not receive a login contact the industry contact centre on 131 727

- Registration Guidelines
- Individual:
Select entity type as individual if registering as an individual service provider/ taxi licence holder.
- Corporate:
Select entity type as corporate if registering as a corporate service provider/taxi licence holder.
- Individual Partnership/Joint Holders:
Select entity type as an individual partnership if all the partners/joint holders are individual entity in the partnership.
- Corporate Partnership/Joint Holders:
Select entity type as corporate partnership if any one of the partner/joint holder is an corporate entity in the partnership.
- Registrations and access to the Industry Portal will be removed after 90 days if no application for a Taxi licence is received.

Applicant Registration

First Given Name *
John

Family Name *
CITIZEN

*Daytime Phone Number (mobile or landline)
0411436742

Email Address *
jcitizen270433@yopmail.com

Register for *
Taxi Licence

*Entity Type
Individual

Cancel Register

16. The following 'Success' message will be shown before you are automatically taken to the Industry Portal.

Registration Guidelines

Success!
The Applicant has been registered successfully.

If you are already an Authorised Service Provider or Taxi Licence holder and have a login to the portal you don't need to Register
If you did not receive a login contact the industry contact centre on 131 727

- Registration Guidelines
- Individual:
Select entity type as individual if registering as an individual service provider/ taxi licence holder.
- Corporate:
Select entity type as corporate if registering as a corporate service provider/taxi licence holder.
- Individual Partnership/Joint Holders:
Select entity type as an individual partnership if all the partners/joint holders are individual entity in the partnership.
- Corporate Partnership/Joint Holders:
Select entity type as corporate partnership if any one of the partner/joint holder is an corporate entity in the partnership.
- Registrations and access to the Industry Portal will be removed after 90 days if no application for a Taxi licence is received.

Applicant Registration

First Given Name *
John

Family Name *
CITIZEN

*Daytime Phone Number (mobile or landline)
0411436742

Email Address *
jcitizen270433@yopmail.com

Register for *
Taxi Licence

*Entity Type
Individual

Cancel Register

17. You will be taken directly to the Taxi Licence application process.

Help with your application is available via the [Step by step guide - Applying for a taxi licence](#).

Note: If you continue with your application, you will not be asked to provide identity documents because your identity has already been verified by Service NSW.



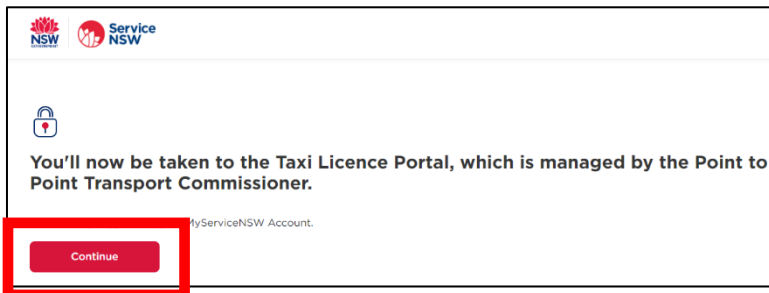
The screenshot shows the 'Point to Point Transport Commissioner' interface. At the top left is the NSW Government logo and the text 'Point to Point Transport Commissioner'. At the top right, there are links for 'Account', 'Help', and 'John CITIZEN' with a dropdown arrow. Below this is a dark blue header bar labeled 'Application Type'. Underneath, there are two radio button options: 'Taxi Licence' and 'Wheelchair Accessible Taxi Licence'. At the bottom right, there are two buttons: 'Cancel' and 'Continue'.

18. Taxi operators (Taxi Licence Holders) who already have an Industry Portal account

For example, you already have a taxi licence, but wish to be able to manage your taxi licence via your MyServiceNSW account.

Once you have completed all necessary steps required by Service NSW in step 8, the following screen will be shown indicating that you will be taken to the Industry Portal.

Select 'Continue'.



The screenshot shows a notification screen with the NSW and Service NSW logos at the top. Below the logos is a padlock icon. The main text reads: 'You'll now be taken to the Taxi Licence Portal, which is managed by the Point to Point Transport Commissioner.' Below this text, there is a red button labeled 'Continue' which is highlighted with a red rectangular box. At the bottom of the screen, there is a small link for 'MyServiceNSW Account'.

19. You should select the bottom option here to indicate that you already have a Taxi Licence Portal account.

NSW Government Point to Point Transport Commissioner

Welcome to Point to Point

Please choose an option below:

I want to create a new Taxi Licence Portal Account

I already have a Taxi Licence Portal Account

Continue

20. The system will search for a match between the details within your MyServiceNSW account and the information attached to your taxi licence. When a matching taxi licence is found, the following screen will be shown. Select 'Continue'.

NSW Government Point to Point Transport Commissioner

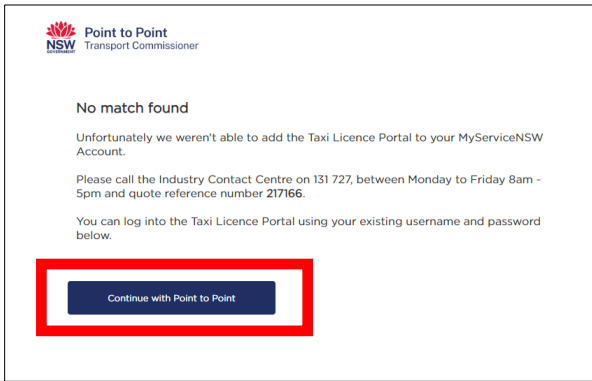
Add the Taxi Licence Portal to your MyServiceNSW Account

Account : John CITIZEN

Continue

Advanced options

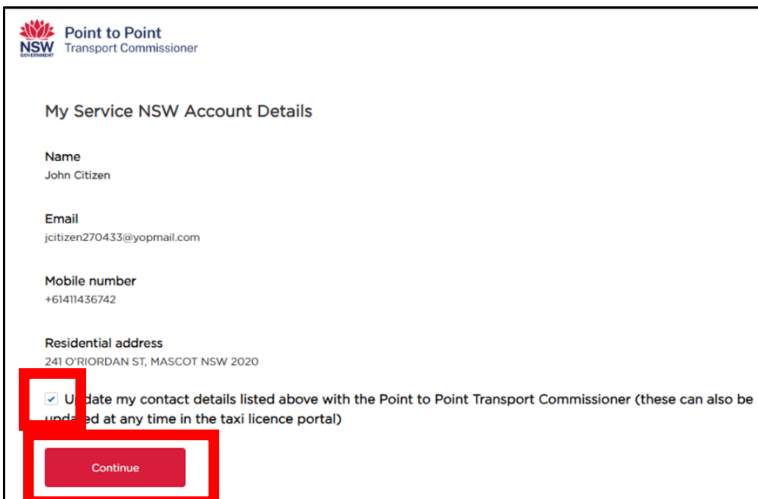
21. Where no match is found, this screen will be shown where you can use the 'Continue with Point to Point' button to log in to your account using your Industry Portal login credentials. Alternatively, you may call the Industry Contact Centre (131 727) for further help.



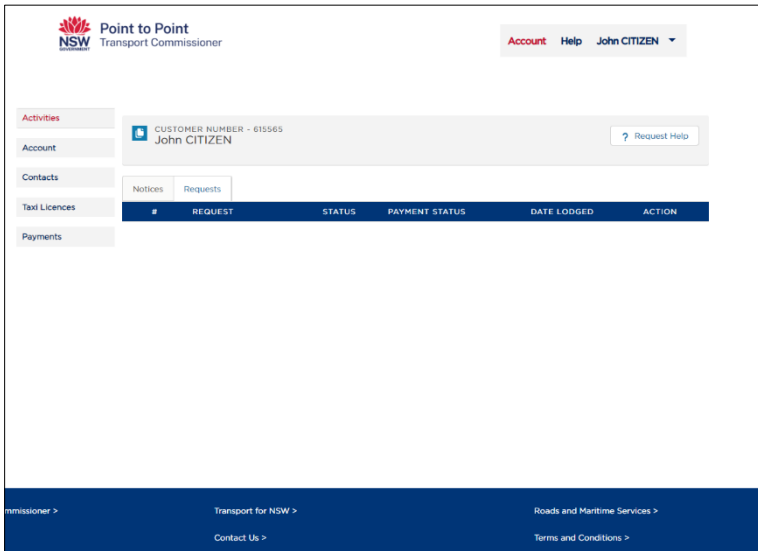
22. The contact details in your MyServiceNSW account are shown. Check if all details are correct.

If anything is incorrect, untick the box, and note that you need to update some details with Service NSW. Select 'Continue'.

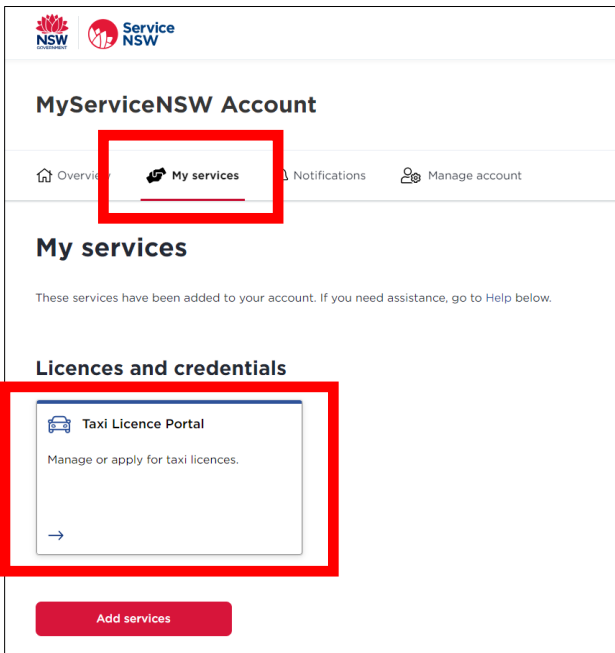
If all sections are correct, leave the box ticked and select 'Continue'.



23. You will now be logged into the Taxi Licence Portal ('Industry Portal') as shown here.

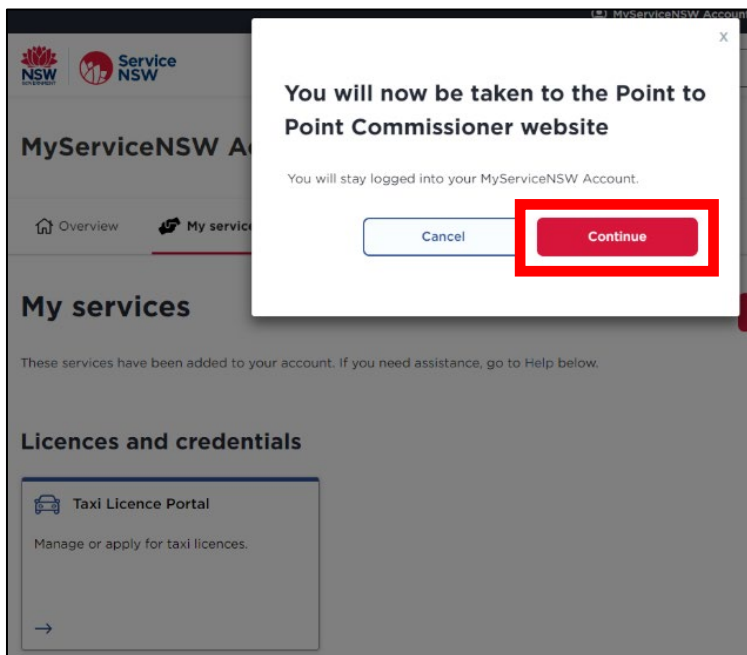


24. Now that the Taxi Licence Portal ('Industry Portal') has been added to your MyServiceNSW account, a 'tile' will be displayed under 'My services' as shown here. It can be used to access the portal quickly and easily, without the need for further login credentials.



25. When the 'tile' within MyServiceNSW is selected, the following screen is shown to inform you that you are leaving the MyServiceNSW website and you will be taken to the Point to Point Transport Commissioner's website.

Selecting 'Continue' will log you directly in to the Point to Point Industry Portal.



Further education

Related resources are available from the [Learning centre](#) and the following links:

[Becoming a Taxi Licence Holder](#)

[Step by step guide - Applying for a taxi licence](#)

[How to create a MyServiceNSW Account](#)

If you have any questions or need further information, please visit the Point to Point Transport Commissioner's website pointtopoint.nsw.gov.au or call the Industry Contact Centre on 131 727.