



Point to Point
Transport Commissioner

Accessing the Taxi Licence Portal through MyServiceNSW step by step guide

pointtopoint.nsw.gov.au

May 2024



Accessing the Taxi Licence Portal through MyServiceNSW 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 means you can manage your taxi licences, taxi account details and apply for new taxi licences (including wheelchair accessible taxi licences) using your MyServiceNSW account.

This is a secure and streamlined enhancement, and there are some advantages to doing it in this way:

- 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.

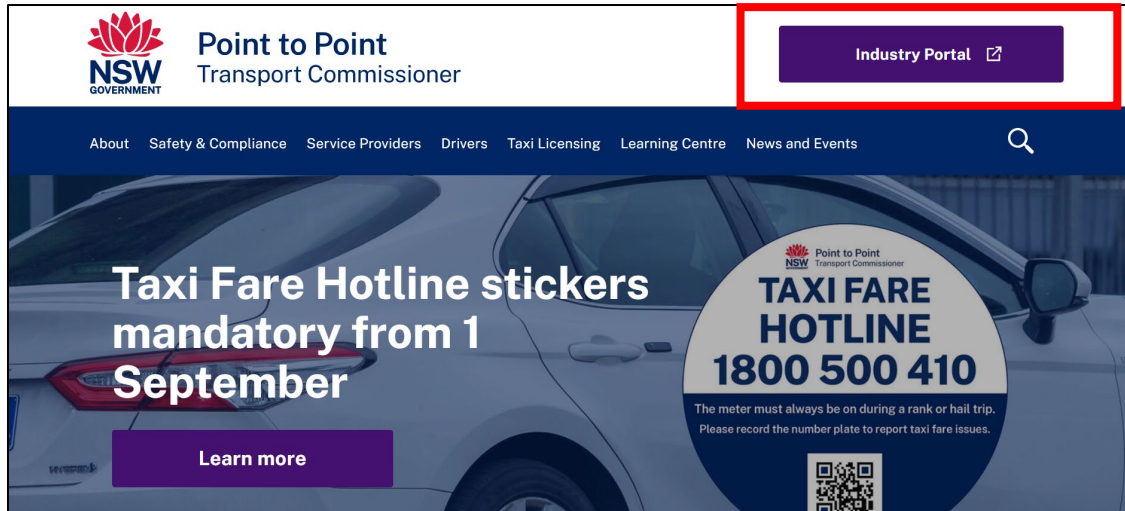
It will still be possible for taxi operators (Taxi Licence Holders) to access the Taxi Licence Portal through the Point to Point Transport Commissioner's website using your Point to Point login credentials.

At this stage only the Taxi Licence Portal can be linked to a Service NSW account. This step by step guide will take you through the process of setting up access to the Taxi Licence Portal via Service NSW.

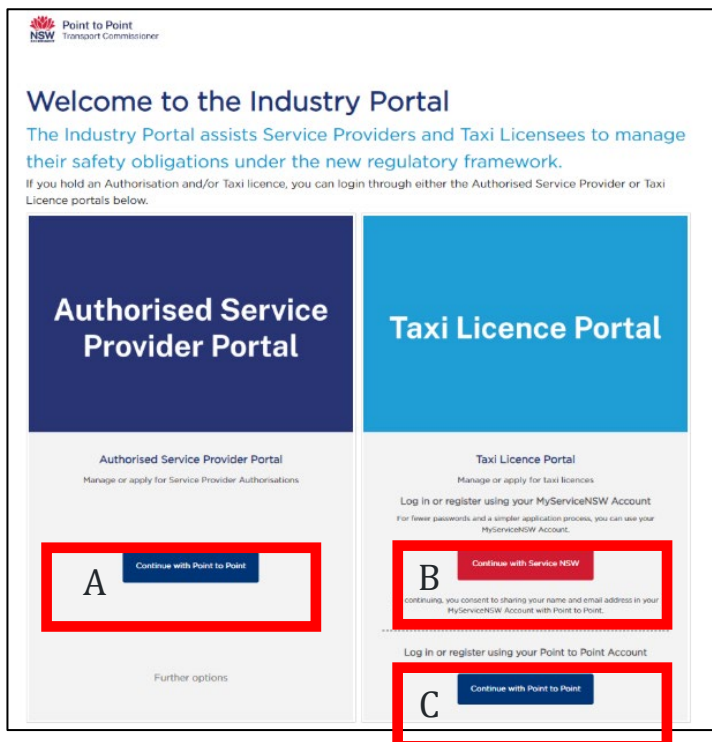
Step by step guide

This step by step guide will help you set up access to the Taxi Licence Portal via Service NSW.

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



2. You will be taken to the login screen where you will have three options as shown by the buttons labelled A, B and C.



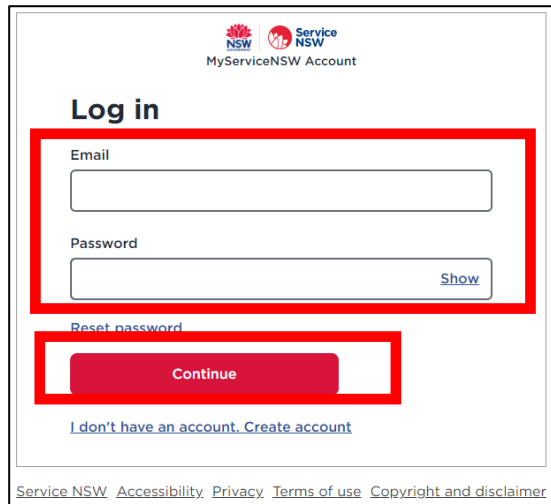
(A). If you are an **Authorised Service Provider**, you need to use your Point to Point account for all service provider related transactions. Select the button labelled 'A' and follow the prompts.

(B). If you are a **taxi operator (Taxi Licence Holder)** and you wish to set up access to the Taxi Licence Portal using your MyServiceNSW login, select the red button labelled 'B'. Then go to step 3.

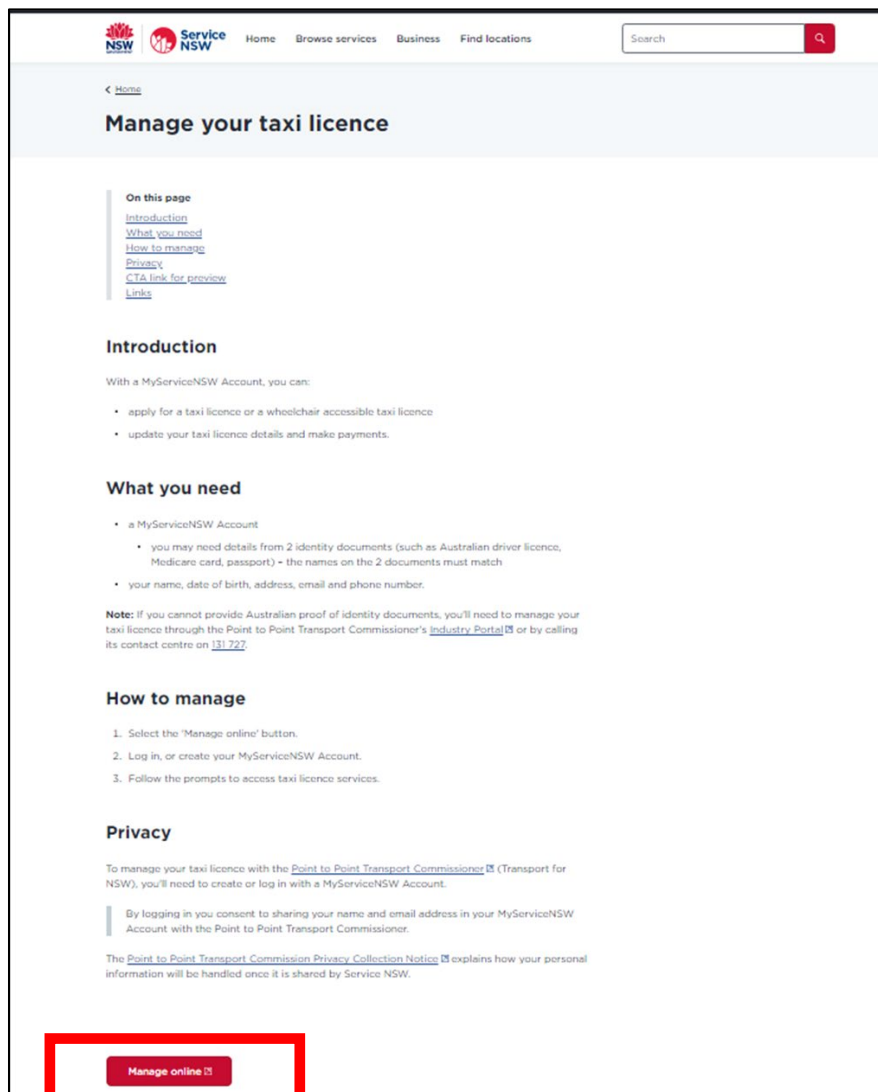
(C). If you are a **taxi operator (Taxi Licence Holder)** and you wish to access the Taxi Licence Portal using your Point to Point login, select the button labelled 'C' and follow the prompts.

3. After selecting the red 'Continue with Service NSW' button, 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.



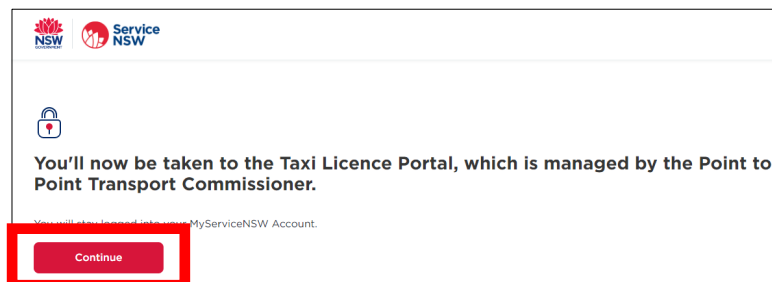
4. Read through the text shown on the screen and, when ready, select the 'Manage Online' button.



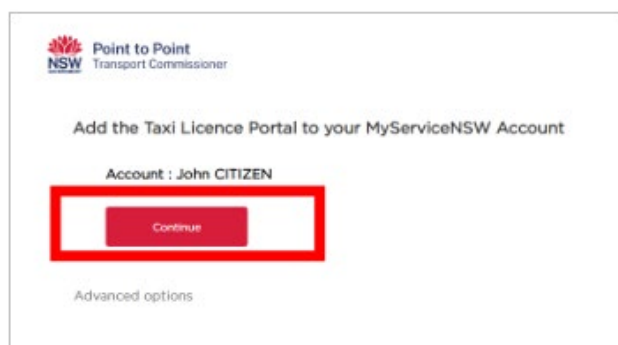
5. You will now be shown a series of screens that will prompt you to enter your identity and contact details. The screens that are shown will vary from person to person.

When providing your identity details, you are encouraged to take up the option of providing your driver licence details. This usually makes the process of linking the Taxi Licence Portal with your MyServiceNSW account more efficient.

6. Once Service NSW has collected all the necessary information, you will be shown the following screen. Select 'Continue'.

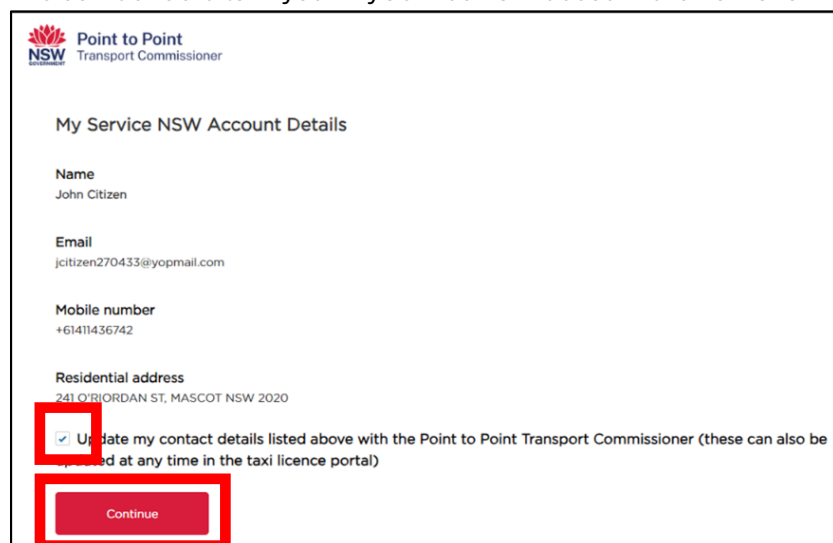


7. If you provided your driver licence details in step 5 and it matched the records held by the Point to Point Transport Commission, the following screen will be displayed. Select 'Continue' and go to step 8.



If you did not provide your driver licence details in step 5 and/or there was no matching of your details between Service NSW and the Point to Point Transport Commission, you will not be shown the above screen. To continue, go to step 13.

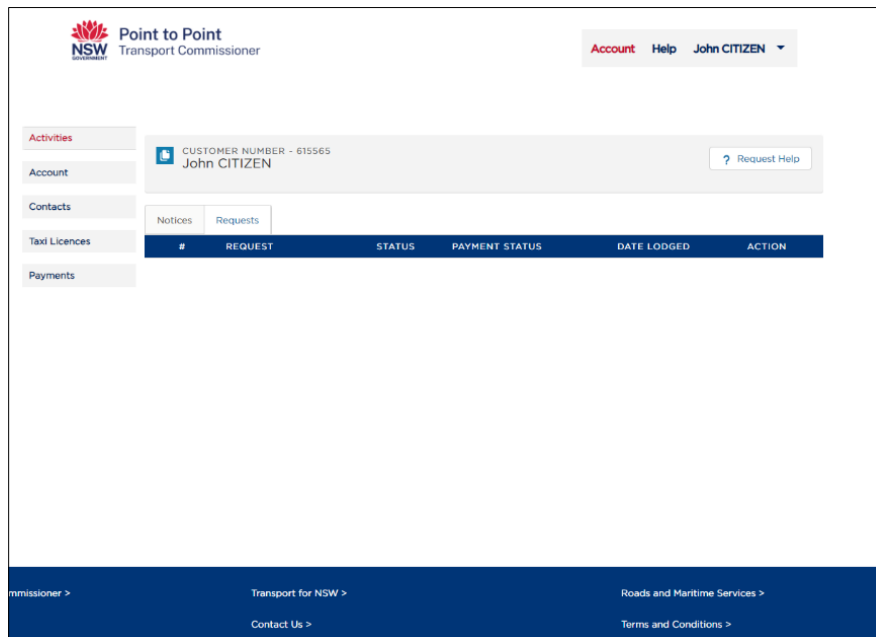
8. The contact details in your MyServiceNSW account are now shown. Check if all contact details are correct.



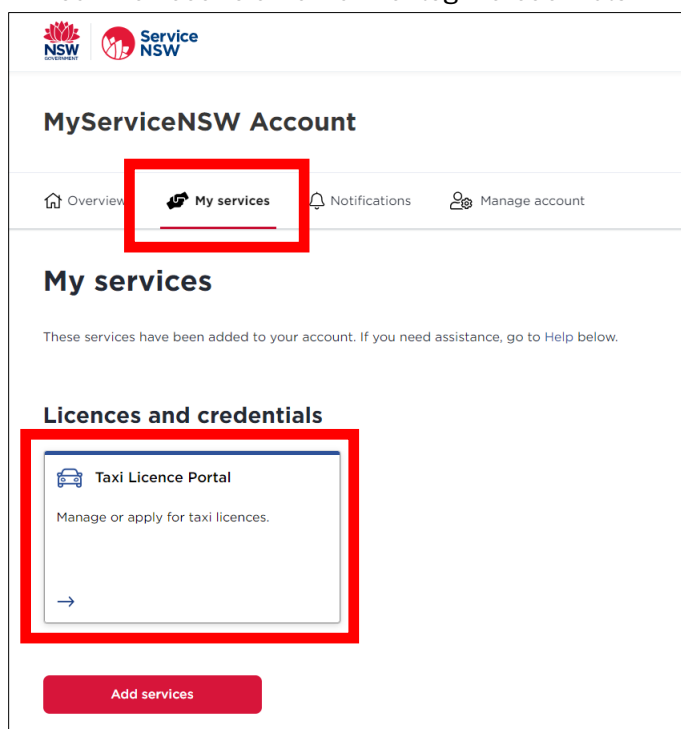
If anything is incorrect, untick the box, and note that you need to update some details with Service NSW. Select 'Continue'.

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

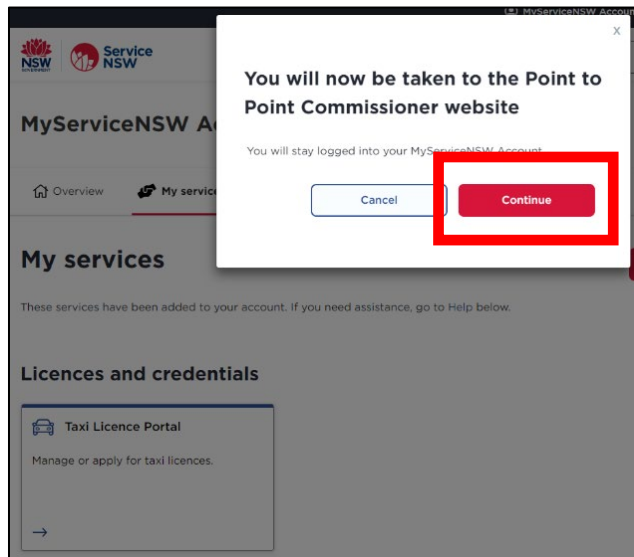
9. You will now be logged into the Taxi Licence Portal as shown here.



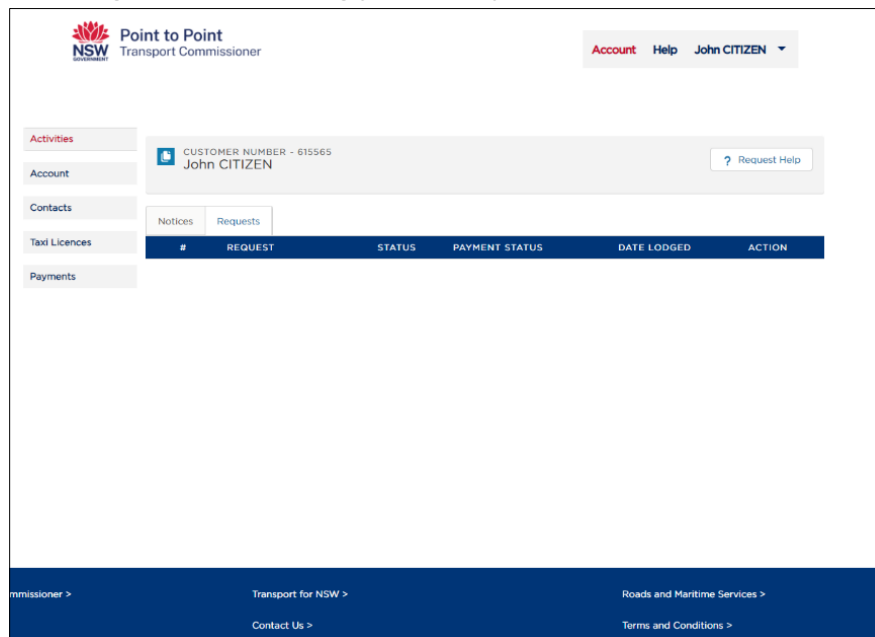
10. Now that the Taxi Licence Portal has been added to your MyServiceNSW account, a 'tile' will be displayed under 'My services' as shown here. It can be used to access the Taxi Licence Portal quickly and easily, without the need to enter further login credentials.



11. 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. Select 'Continue'.



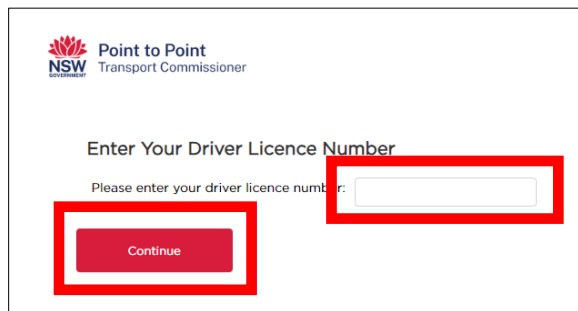
12. Selecting 'Continue' will log you directly into the Taxi Licence Portal.



13. For most people, step 9 will be the end of the process which links their Taxi Licence Portal account with their MyServiceNSW account. For some people, however, further action will be required. This will be the case if:
- You did not provide your driver licence details in step 5 and they are needed to finalise the linking of accounts. Go to step 14.
 - The identity details entered in step 5 do not match your identity details held by the Point to Point Transport Commission. Go to step 17.
 - You do not have a Taxi Licence Portal Account. Go to step 19.

Scenario 1 - Driver licence details are needed

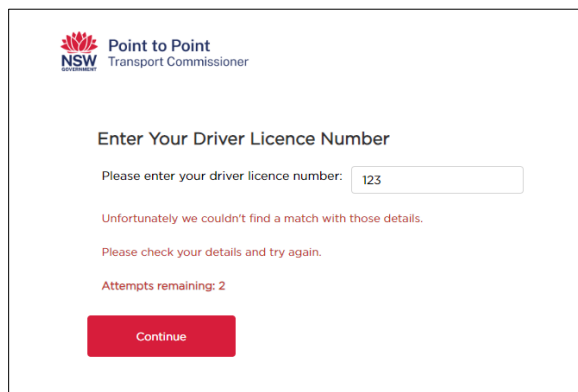
14. If you are shown the following screen, there was a match between your identity details with Service NSW and the Point to Point Transport Commission but, as yet, no verification of your driver licence details.



To finalise the link up of accounts, you will need to enter your driver licence number and select 'Continue'.

In most cases, there will be a match of your driver licence number and you will be taken to the screen shown in step 7. Go to step 7 to see the rest of the linking process.

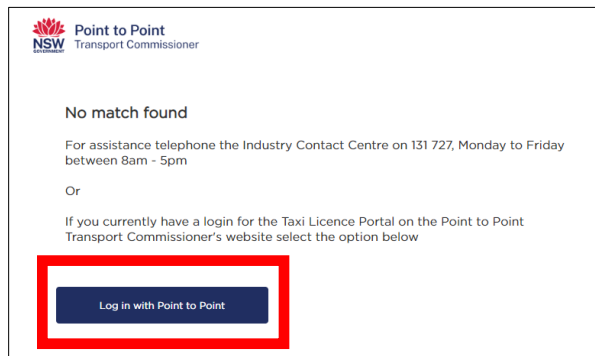
15. Sometimes an error is made when entering the driver licence number and the following screen will be shown.



You will be provided with extra chances to enter your driver licence number.

If there is a match of driver licence numbers, you will be taken to the screen shown in step 7. Go to step 7 to see the rest of the linking process.

16. If your driver licence details do not match, you will be shown the following screen.



NSW Point to Point
Transport Commissioner

No match found

For assistance telephone the Industry Contact Centre on 131 727, Monday to Friday between 8am - 5pm

Or

If you currently have a login for the Taxi Licence Portal on the Point to Point Transport Commissioner's website select the option below

Log in with Point to Point

A match of driver licence details is required to complete the linking process.

Please call the Industry Contact Centre on 131 727, between 8am and 5pm, Monday to Friday, for assistance.

Note: If you are an existing user with a Point to Point login, you can still use it to access the Taxi Licence Portal. If you want to do so, select the blue button 'Log in with Point to Point' and follow the prompts.

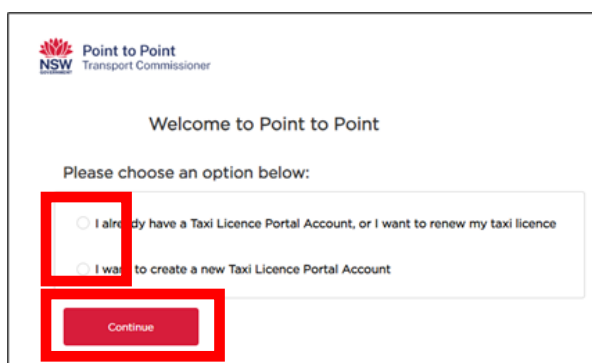
Scenario 2 - The identity details entered in step 5 do not match your identity details held by the Point to Point Transport Commission

17. If you are shown the following screen, there was a mismatch between the identity details entered in step 5 and the identity details held by the Point to Point Transport Commission.

Choose the correct option for you and then select 'Continue'.

If you choose 'I already have a Taxi Licence Portal Account, or I want to renew my taxi licence', go to step 18.

If you choose 'I want to create a new Taxi Licence Portal Account', go to step 19.



NSW Point to Point
Transport Commissioner

Welcome to Point to Point

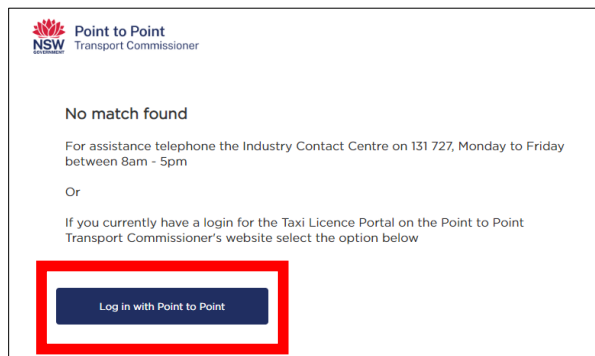
Please choose an option below:

☐ I already have a Taxi Licence Portal Account, or I want to renew my taxi licence

☐ I want to create a new Taxi Licence Portal Account

Continue

18. If you chose 'I already have a Taxi Licence Portal Account, or I want to renew my taxi licence' in step 17, you will be shown the following screen.



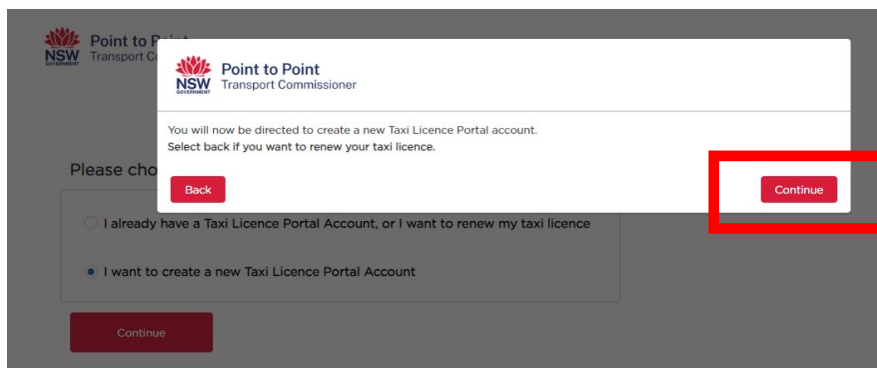
This screen indicates that your identity details, as held by Service NSW and the Point to Point Transport Commission, do not match. A match of certain identity details is required to complete the linking process.

Please call the Industry Contact Centre on 131 727, between 8am and 5pm, Monday to Friday, for assistance.

Note: If you are an existing user with a Point to Point login, you can still use it to access the Taxi Licence Portal. If you want to do so, select the blue button 'Log in with Point to Point' and follow the prompts.

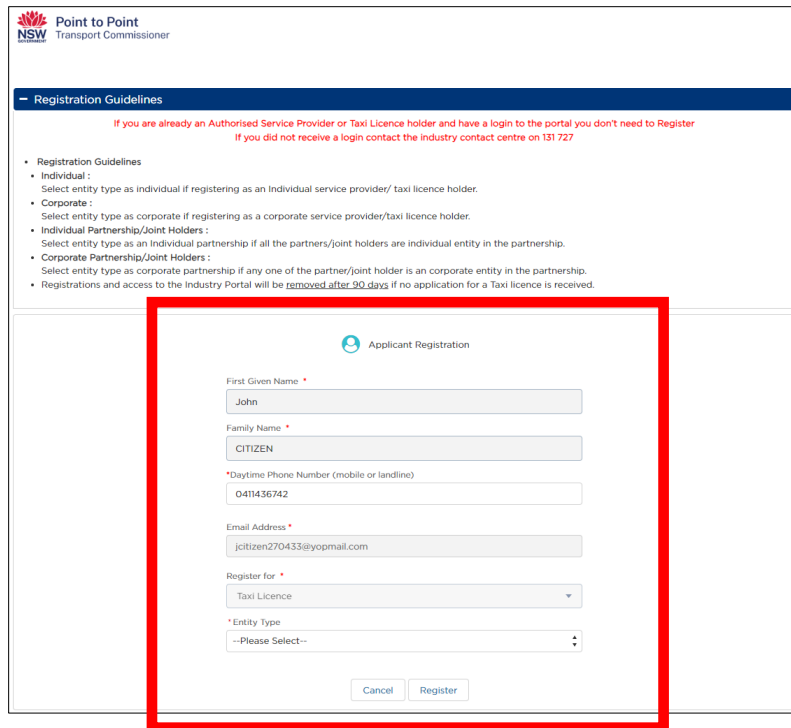
Scenario 3 - You do not have a Taxi Licence Portal Account

19. If you chose 'I want to create a new Taxi Licence Portal Account' in step 17, you will be shown the following screen. Select 'Continue'.



20. The Taxi Licence Portal registration screen will now show. Information from Service NSW is prefilled. Complete all fields and amend as required.

Note: Please be aware that editing your mobile number here won't update it with Service NSW.

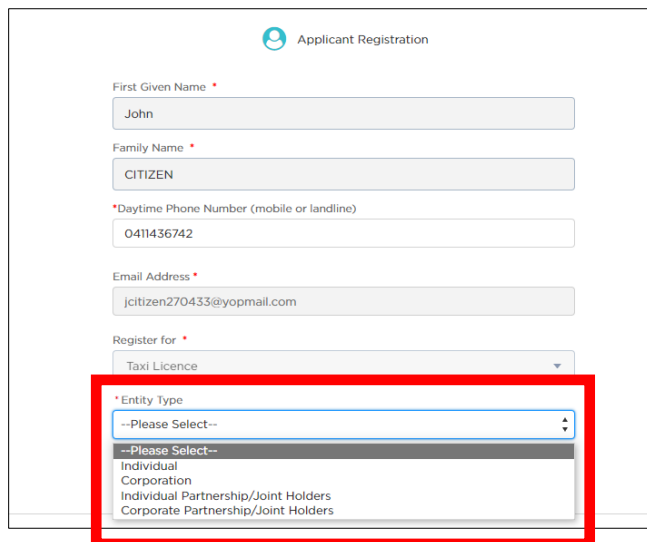


The screenshot shows the 'Applicant Registration' form in the Taxi Licence Portal. The form is titled 'Applicant Registration' and includes the following fields:

- 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--

The form also includes 'Cancel' and 'Register' buttons at the bottom. A red box highlights the entire form area.

21. Select the entity type which applies to you.



The screenshot shows the 'Applicant Registration' form with the 'Entity Type' dropdown menu open. The dropdown menu lists the following options:

- Please Select--
- Individual
- Corporation
- Individual Partnership/Joint Holders
- Corporate Partnership/Joint Holders

The form also includes the following fields:

- First Given Name: John
- Family Name: CITIZEN
- *Daytime Phone Number (mobile or landline): 0411436742
- Email Address: jcitizen270433@yopmail.com
- Register for: Taxi Licence

A red box highlights the 'Entity Type' dropdown menu.

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

NSW Point to Point 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

23. The following 'Success' message will be shown before you are automatically taken to the Taxi Licence Portal.

NSW Point to Point 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

24. The beginning of the taxi licence application process is now shown.

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 website. At the top left is the NSW Government logo and the text 'Point to Point Transport Commissioner'. At the top right are links for 'Account', 'Help', and a user profile '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 of the form area are two buttons: 'Cancel' and 'Continue'.

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.