

Queensland Government Vehicle Immobiliser Subsidy Trial

How-to Guide for Individuals



Contents

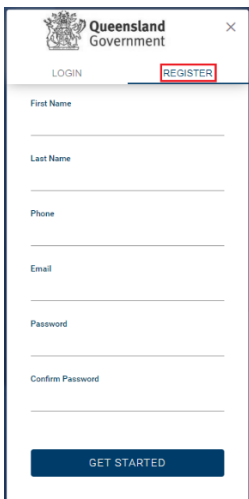
1.	Background	3
2.	Register an individual account.	3
3.	Apply for a voucher.	6

1. Background

This guide provides an individual an end-to-end instruction on registering and applying for a voucher for the Queensland Government Vehicle Immobiliser Subsidy Trial.

2. Register an individual account.

1. Go to <https://sr-cp.sr-enquire.cloud/register/individual>
2. Click on Register
3. Complete **personal details** to register your account.
 - If you do not have an email, you can create one using Outlook, Yahoo, Gmail, or Hotmail.
 - When creating a password for Enquire, choose one that you can remember – passwords must be a minimum of 8 characters and include one number, one uppercase letter and one lowercase letter.



The screenshot shows a web browser window titled "Queensland Government". At the top, there are two tabs: "LOGIN" and "REGISTER", with "REGISTER" highlighted in red. Below the tabs, the form contains the following fields: "First Name", "Last Name", "Phone", "Email", "Password", and "Confirm Password". Each field has a corresponding input line. At the bottom of the form is a blue button labeled "GET STARTED".

4. Click 'Get Started'

User Errors

Have you entered your email address correctly?

- Check your email address is correct. This is where any correspondence will be sent.

Are you entering a password with the required number of characters and numbers?

- Check the entered password is at least eight characters long and a combination of numbers and letters.

Have you entered a phone number?

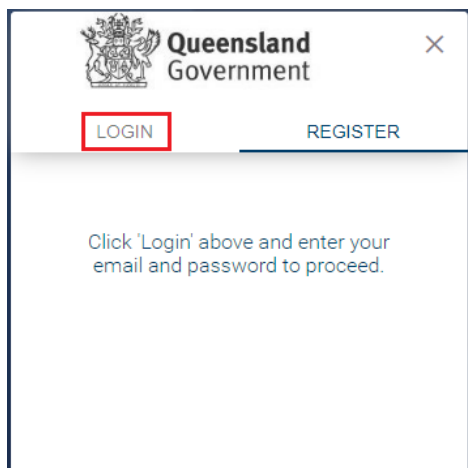
- You need to enter a phone number so the system can confirm you haven't already got an account.

Email or phone number has already been registered.

- If the email or phone number has already been used to register an account, you won't be able to register a new account. If you have forgotten your password, click 'Forgotten Your Password?' under the login.

5. Click 'Login'

You can log in straight away, but you will also receive an email to confirm your account has been registered. You don't need to action anything in the email.



6. Complete your user profile.

7. Read the Privacy Statement and click 'Ok' in the pop-up.

8. Complete your details noting only sections marked with (*) are mandatory.

9. Click the box to acknowledge you understand and agree to the T&C's

10. Click 'Save' at the bottom to proceed.

Please read the [Privacy, terms and conditions](#).

By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal. *
Once you have completed the above click 'Save' on the right to continue.

Cancel

Save

Check

The account needs to be in the name of the applicant to accept the T&Cs.

- The account holder must be the registered operator of the vehicle and agree to the terms and conditions.
- Click on the person silhouette at the top right of the screen and select 'User Profile'.
- Once a voucher application is complete, the client **will not** be able to update the vehicle registration details on the voucher.

The system will automatically set up your individual account.

3. Apply for a voucher.

1. When you are logged in and on your home page, click 'Apply' next to QPS vehicle scheme application event information.

The screenshot shows the Queensland Government website home page. The header includes the Queensland Government logo, navigation links for 'Home' and 'Published Rounds', and a user account indicator for 'Account for Mr Test Owner1'. The main content area is titled 'Home' and features two sections: 'Upcoming Activities' and 'Events'. The 'Events' section is a table with columns for 'Name', 'Opens', and 'Closes'. Three events are listed, with the third event, 'QPS - Queensland Government Vehicle Immobiliser Trial Voucher', highlighted by a red box. Each event row includes an 'Apply' button and a 'View Details' link.

Name	Opens	Closes		
FairPlay - Register as a referral agent	22/6/2022 8:00 AM	30/6/2024 11:59 PM	Apply	View Details
FairPlay Round 9 - Apply for a Fairplay voucher	25/7/2023 9:00 AM	4/10/2023 5:00 PM	Apply	View Details
QPS - Queensland Government Vehicle Immobiliser Trial Voucher	26/7/2023 9:00 AM	30/9/2023 2:06 PM	Apply	View Details

2. Click to open and read the Privacy Statement. You will need to click 'OK' in the pop-up.

Privacy Statement ✕

The Department of Tourism, Innovation and Sport (the department) and the Queensland Police Service (QPS) manages all personal information in accordance with the [Information Privacy Act 2009 \(Qld\)](#).

The department is collecting personal information (such as, your name, address, mobile phone number, email address) during the application process for the Queensland Government Vehicle Immobiliser Subsidy Trial (the Program). QPS is undertaking the assessment of your application and determining your eligibility for the Program.

Some of the personal information collected will be printed on the voucher (if issued).

Personal information collected may be:

1. used by QPS or its contractor/s to contact the applicant under the Program for the purposes of gathering feedback or participating in a survey on the Program and/or
2. used by QPS for monitoring and evaluating the department's programs (including the Program) and resources and/or
3. disclosed to the contractor/s engaged by QPS for the purpose of monitoring and/or evaluating the Program

Deidentified information (that does not contain your personal information) will be collated in a statistical format and may be given to relevant Government entities or local Members of Parliament.

The email address you provide as part of the registration or application process will be used by the department and QPS and/or the department and QPS' contractor/s in relation to the Program to communicate with you. Dependent on your email service provider this may involve the transfer of your personal information overseas.

Personal information will not be disclosed to any other third parties without the consent of the person/s to whom the personal information relates, unless authorised or required to do so by law.

Further information on how the department manages personal information can be found at <https://www.dttis.qld.gov.au/site-information/privacy>. You can also read more about how the QPS manages personal information at <https://www.police.qld.gov.au/privacy-statement>

You have a right to request access to QPS documents containing your personal information. If you wish to request access to your personal information or inquire about QPS' handling of your personal information, please contact the [Right to Information and Privacy Unit](#) by email or by phone (07) 3364 4666.

OK

Errors

Clicking the X in the pop-up Privacy Statement

- You need to click 'OK' to acknowledge you have read and understood how the Department uses personal information. Clicking the exit (X) will not allow you to proceed past the current page.

3. Review your account details to ensure they are correct. If any details need updating, update them by clicking on the link and using the 'Edit' buttons.

Queensland Government Home Published Boards Account for Mr Test Owner1

QPS - Queensland Government Vehicle Immobiliser Trial Voucher

Submit >

User Profile

Check the details below are correct.
If you need to update any details click [here](#).

Use the **1** **2** arrows at the top of the page to navigate each step and click 'Submit' when your application is complete.
By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement.

I have read the Privacy Statement *

Contact Details

First Name
Test

Last Name
Owner1

Email Address
testowner2@example.com

Telephone
0020 020 020

Submit >

4. If your details are correct, you can use the arrows at the top of the page to navigate each step. Only click 'Submit' when your application is complete.

QPS - Queensland Government Vehicle Immobiliser Trial Voucher

User Profile

Check the details below are correct.
If you need to update any details click here.

Use the **←** or **→** arrows at the top of the page to navigate each step and click 'Submit' when your application is complete.
By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement.

I have read the Privacy Statement *

Contact Details

First Name
Test

Last Name
Owner1

E-Mail Address
testowner2@example.com

Telephone
0202 020 020

5. Enter your vehicle registration number and press enter or tab. Read the vehicle details below to ensure it is correct. If you can go back and enter in the correct registration number if the details are incorrect.

Applicant Details (Vehicle Registered Owner)

To be eligible for the Queensland Government Vehicle Immobiliser Subsidy Trial:

- you must be the registered owner of the vehicle, and the vehicle registration number is registered with Department of Transport and Main Roads; and
- the vehicle registration is current; and
- the vehicle's category is either passenger vehicle or light commercial; and
- the primary purpose of use is either private, produce carrying (farming) or commercial; and
- the home address of the vehicle owner as registered with Department of Transport and Main Roads is within the Trial post codes (<https://www.police.qld.gov.au/initiatives/vehicle-immobiliser-subsidy-trial/terms-conditions-vehicle-immobiliser-voucher>);
- not have been issued with a Voucher for the same registered vehicle in the Round.
- needs to be installed between 1 July 2023 and 30 June 2024.

Enter the registration number as per your registration renewal notice/certificate ensuring there are no spaces or dashes e.g., 123COD

Registration Number *
Enter without dashes (for example, 123COD)

Vehicle Identification Number (VIN)

Description

Purpose of Use

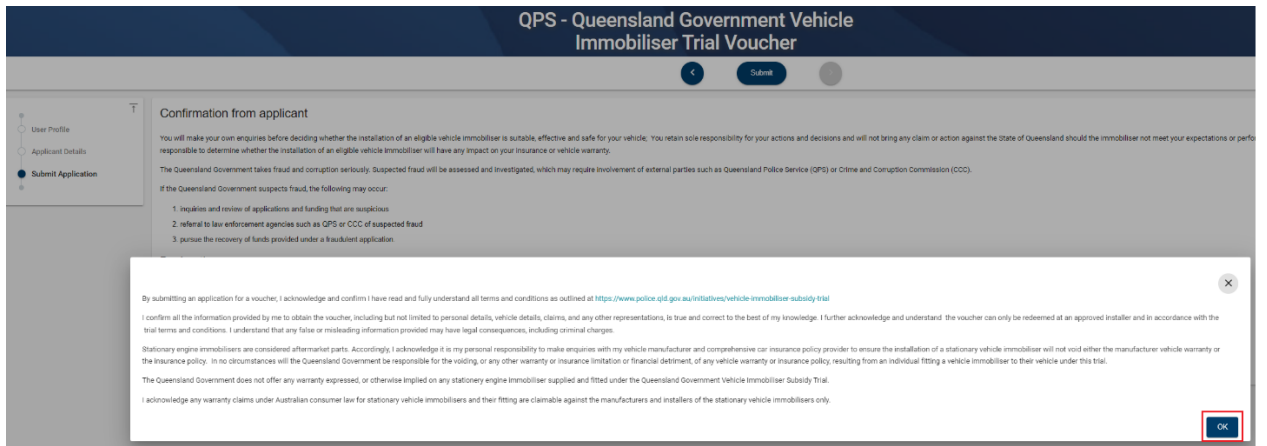
Status

Expiry

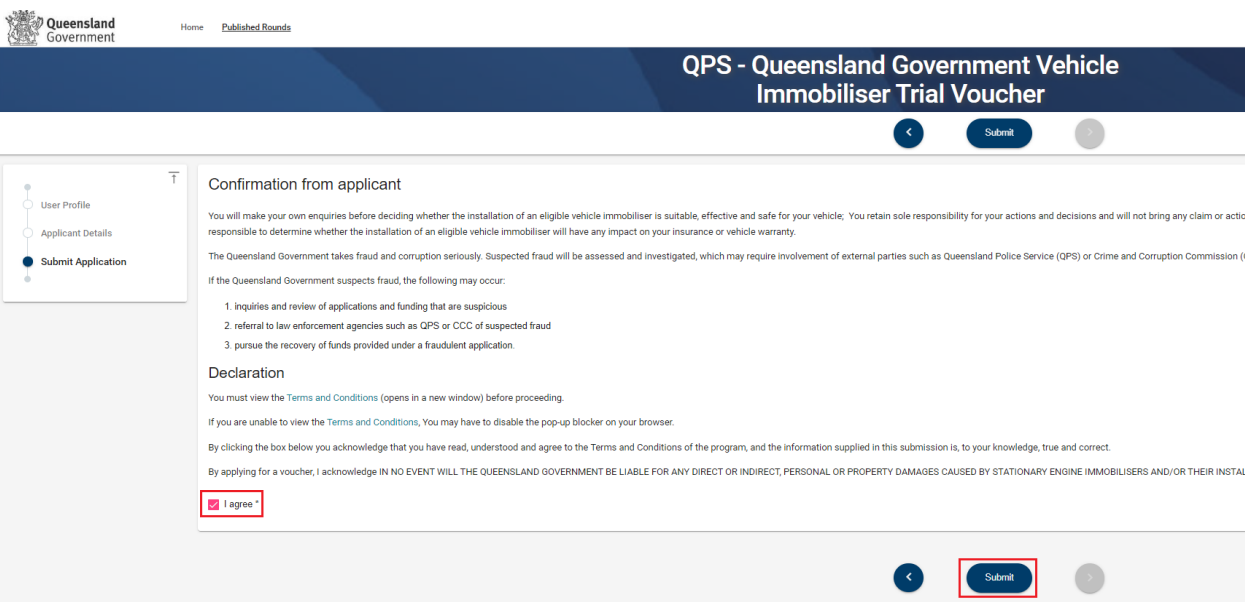
Errors

What format are you entering your registration number?

- Enter the registration number as per your registration renewal notice/certificate ensuring there are no spaces or dashes e.g., 123COD.



6. You must view the Terms and Conditions by clicking on the link before proceeding.
7. Tick the box to indicate you have read and agree to the terms and conditions and that the information supplied in the application is true and correct.
8. Click 'Submit' at the top (or bottom) of the page to submit your application. (require new screen shot)



9. Voucher -

- You will be notified on screen if you are successful/unsuccessful in your application.
- If you are **successful** in obtaining a voucher, you can access a copy of your voucher from the home page.
 - All your applications will be listed under the 'Vouchers' heading. Find your eligible voucher and click 'Download' on the right-hand side.
 - You can print your voucher or email it directly to your chosen installer provider. A pdf file of the voucher will also be sent to the email address you registered with.
- If you are **unsuccessful** in obtaining a voucher the reason will be displayed. Further information may be available on the home page under the 'Voucher' heading.

The screenshot displays the Queensland Government website interface. At the top, a dark blue header contains the text "QPS - Subsidy Scheme to Support an Engine Immobiliser Scheme Voucher". Below this, a white box with a red 'X' icon and a message states: "Unfortunately your application is ineligible. The registration details provided have already been issued a voucher in this program round." Two buttons, "Return to Homepage" and "Submit Another Application", are visible. The main navigation bar includes the Queensland Government logo, "Home", "Published Rounds", and "Account for Mr Pierre Clatworthy". The "Home" section features two panels: "Incoming Activities" and "Events". The "Events" panel lists four events with columns for Name, Opens, and Closes, and buttons for "Apply" and "View Details". Below this is the "IPS Vouchers" section, which includes a table with columns for Application Status, Eligibility Status, Voucher Number, Registration No, Redemption Amount, Redeemed By, Account Name, Redemption Date, and Voucher PDF. The first row shows a "Submitted" application with "Eligible" status, voucher number "RHE6MT4Z", and registration "430XUN". A red box highlights the "Download" button in the "Voucher PDF" column. The second row shows a "Submitted" application with "The vehicle is not eligible as:" followed by a bullet point: "The registration details provided".

Application Status	Eligibility Status	Voucher Number	Registration No	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	Eligible	RHE6MT4Z	430XUN					Download
Submitted	The vehicle is not eligible as: <ul style="list-style-type: none">The registration details provided		430XUN					

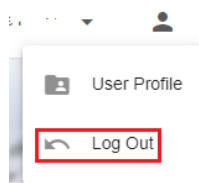
The reason you are unsuccessful could be:

- a) Not in the trial area.
- b) You are not the registered owner of the vehicle.
- c) The vehicle registration is not current.
- d) The registered vehicle category is not eligible for the trial.

-
- e) The registered vehicle purpose of use is not eligible for the trial.
 - f) You have already received a voucher for the registration number entered.

Please contact Policelink on 131 444.

You can 'Log out' of enQuire or exit the browser by clicking on the person icon in the top right-hand corner and selecting 'Log Out'.



Possible Technical Issues

Mobile phones

Preferable to use chrome.

Voucher is not being displayed.

- Adobe Reader version 9 or higher is required by Enquire and can be downloaded for free at <http://get.adobe.com/reader/>. Other Windows based PDF readers are not supported.
- If the voucher is not downloading, you may need to use a different browser.
- If using an iPhone, you will need to disable pop-ups blocker in safari or use chrome with pop-up blocker disabled.

Adobe Reader

- The operation of Adobe Reader is affected by certain 'add-ons'. It is recommended users enable Adobe Reader add-ons, for vouchers to display and function correctly.
- **Disabling add-on in Internet explorer**
 - From the Tools menu, select Manage Add-ons, then select Enable or Disable Add-ons.
 - Highlight the Adobe add-ons and select Enable. Click OK.
 - Highlight any add-ons that mention 'anti-virus' and select Disable. Click OK.
- **Disabling add-on or 'extensions' in Google Chrome**
 - In the address bar type 'chrome://extensions'.
 - Un-tick 'Enabled' next to the anti-virus name (could be multiple entries).
- **Disabling add-ons in Safari**
 - In the help menu select 'Installed Plug-ins'
 - Click the 'Disable' button next to the anti-virus name (could be multiple entries).
- **Disabling add-ons in Firefox**
 - In the address bar type 'about: addons'.
 - Click the 'Disable' button next to the anti-virus name (could be multiple entries).

Technical issues during the voucher application process

- If you experience a technical issue during the application process, try another browser, if possible.

