FAQs

THIRD PARTY ACCESS PORTAL

Here's a compilation of commonly asked questions. If your question is not listed simply ask us >

What is the Third party Access Portal's web address?
The web address or URL is: https://tpa.vline.com.au/

I have the old online form bookmarked in my web browser, will it break when the new portal launches?
No, the web address/URL of the 'old portal' is the same.

Can I create two accounts with the same email address?
No, each email is verified independently and linked to an account.

What if I move from one organisation to another, can I use the same account?
You can set up a new account using your new organisation's email address.

What is the password configuration when registering for an account?
Min. 8 characters. Must include at least 1 CAPITAL LETTER and 1 number.

Are there any file restrictions when uploading documents into the portal?
Any file type can be uploaded provided it is under the maximum file size of 50MB. This is increased from 10MB.

Can I select a date in the calendar that's two-years away?
There are no restrictions, however, please confirm with TPA team before placing in an application greater than two-years away.

What if my computer dies, does it automatically save where I'm at? It will automatically save you application from the last page you have completed, or when you have last clicked save.

Is there an option to bulk upload applications?
No, each request for access must be completed independently.

Is there an option to bulk upload files/documents with my application?
Yes, just select the files you want from the file window on your computer by using **Ctrl + click**.

If you select 'Previous' on the last page of the application for a final review, will you lose all the information entered as its not saved?
You will lose the last section's information only. Each time you select 'Save' or 'Next' your application will be saved.

Will I receive a PDF of my submission like I do now?
Yes, along with an email summarising your application.

I've submitted my application but need to make changes, can I edit my original application?
No unfortunately, once it is submitted you cannot make changes to your application.

Failure to include all relevant information and supporting documentation may result in your application being denied. In which case you will have to re-do it and submit it again.

It's best to contact the Third-Party Access Team at access@vline.com.au making sure to include the TPA no. If we haven't rejected your application already, we may be able to edit your application on your behalf.

I see there is a 30-day rule on submissions – not 28-days. Does the calendar consider public holidays/weekends?
The portal's calendar 'blocks' up to 30 days from the date of submission by greying-out unobtainable days.

Public holidays and weekends are not taken into consideration and will count within the 30-day period.

What happens to my 'in progress' and submitted applications in the old site?
Applications submitted **before 12:00pm Friday 28 April** will be processed as usual using the old online form. Saved – but not submitted – applications will be lost; you will need to resubmit your unfinished application again using the new portal from **12:00pm Tuesday 2 May 2023**.

Can I see the status of my submission, so I don't need to call and email V/Line for an update?
No. Applicants will receive an email and onscreen notification that their submission is saved as a draft or submitted but have no visibility of the status of their application until it is approved. This functionality will be reviewed after launch as part of ongoing improvements.

What happens to applications that are 'saved as a draft' but not submitted?
Saved applications will expire after 30-days from the creation date. I.e., 1 Nov (creation date) = 31 Nov (application expires and disappears from account without warning).

How do I determine the 'impact type'?
Before choosing a tick box to select the impact type, you can click the hyperlink to view the Site Access Guide available on our corporate website.

How do I get help?
Visit V/Line's corporate website for self-help Quick Reference Guides or contact the team at access@vline.com.au

To learn more about accessing V/Line land and property visit our corporate website