



Fact Sheet 8 – Authorised Bookers

What is an authorised booker?

An authorised booker is a person who has been authorised by the COMCAR account holder (client) to manage their COMCAR bookings (create, view, amend and cancel bookings) using the CARS web-based portal and mobile app. Clients can authorise one or more people to manage their COMCAR bookings on their behalf.

What can an authorised booker do in CARS?

Using the web-based portal and mobile app, authorised bookers can do the following on behalf of a COMCAR client:

- make, amend or cancel a COMCAR booking
- view current, future and completed bookings in real time
- receive CARS notifications about Trip bookings
- manage account profiles online, for example, update address and contact details
- update frequent pick-up / drop locations
- create and delete Favourite Trips
- track a COMCAR's location once a vehicle has been dispatched on its way to the pick-up address and until the trip is complete.

How do I authorise someone to manage my COMCAR bookings

An authorised booker can be added at the same time a new account is created.

To add or remove an authorised booker to an existing account, go to <https://maps.finance.gov.au/> and click on the CARS tile.

Amend account process

1. From the CARS webpage, select **Register**.
2. Select the **Amend** option
3. Complete the online form, click **Send**.
4. When the request to add an authorised booker has been processed, your authorised booker will receive an email, usually to their gov.au email address, with a password.
5. The authorised booker will be prompted to change their password the first time they log on to CARS. Passwords must be at least eight characters long.

For more information:

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