# Video transcript: How to create a myCAV account

**Title: How to create a myCAV account for estate agents and rooming house operators**

**Music: ‘Deliberate Thought’**

**Length: 2:39 minutes**

*Transcript begins.*

Description: Video begins – A computer screen is shown. A message appears on the screen: ‘To begin, go to consumer.vic.gov.au’.

The Consumer Affairs Victoria website’s homepage is shown. A message appears to the side: ‘Click on myCAV’. The user selects the ‘myCAV’ button in the top-right corner of the Consumer Affairs Victoria website’s homepage.

The myCAV page is shown, asking the user whether they are creating an account or signing in as an estate agent or rooming house operator, or as an incorporated association. A message appears to the side: ‘Click ‘create or sign in to your myCAV account’. The user selects the ‘Create or sign in to your myCAV account’ button on the left side of the screen, within the ‘Estate agents and Rooming house operators’ section.

The ‘create or sign in to your myCAV account’ page is shown. A message appears to the side: ‘Click create account’. The user selects the button on the right side of the screen, ‘Create account’.

The following screen is titled ‘Create a myCAV account – personal details’, which asks the user to input their name and email address. A message appears to the side: ‘If you already have an existing licence with CAV, you must use the same name and email address that were linked to that account’.

As the information is completed, a message states: ‘Enter in your personal details’. Upon completion, the message says ‘Click ‘next’’ while the user is shown selecting the ‘Next’ button.

The next page is titled ‘Create a myCAV account – security details’. A message appears on the screen: ‘Create your password’. The user is shown typing in their password and re-entering it to confirm. Another message appears on the screen: ‘Create security questions’. The user is shown typing in their first security question and an answer; they choose from a pre-selected list for their second security question and then type in the answer. The message on screen then says: ‘Click Register’, while the user selects the Register button.

A message appears on screen: ‘you’ll now receive an email’.

On the next screen, an email is shown, asking the user to click a link to activate their myCAV account. A message appears on screen: Click ‘activate myCAV account’. The user is shown selecting the ‘activate myCAV account’ link.

A page appears on the Consumer Affairs Victoria website advising that the myCAV account creation has been successful, and asking the user to click a link to sign in. A message appears on screen: ‘Success! Your myCAV account is active.’ The message is followed by another: ‘Click ‘sign in’ to log in’. The user selects the ‘sign in’ link.

Back on the ‘create or sign in to your myCAV account’ page, the user is shown entering the email and password they had just created. A message appears to the side: ‘Enter in your email and password to sign in’. The user is shown selecting the ‘Sign in’ button.

The screen switches to the myCAV dashboard. A message appears on screen: ‘You’ll see the myCAV dashboard’. The screen zooms to the top-left section of the dashboard called ‘We know you as’. A new message appears: ‘Here you can review your registered roles within myCAV’.

The screen zooms to the top-right section of the dashboard called ‘Notifications and alerts’. A message appears on screen: ‘This section displays important messages from CAV’.

The screen zooms to the bottom-left section of the dashboard called ‘Licences and registrations’. A message appears on screen: ‘See your current licences and registrations here’.

The screen zooms to the bottom-right section of the dashboard called ‘Transactions in progress’. A message appears on screen: ‘View transactions in progress and those that have already been processed.’

The screen zooms back out to show the entire myCAV dashboard. A message appears on screen: ‘Now you’re ready to create your myCAV account.’

The screen clears, showing the message: ‘To get started, visit consumer.vic.gov.au/mycav’, along with the Consumer Affairs Victoria logo.

*Transcript ends.*