

Booking a car – user manual

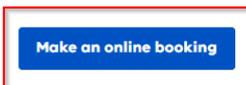
1. To start your booking, please go to the [VicFleet CarPool website](#).
2. Click on the **“Make an online booking”** quick link to get to the CarPool login page.

VicFleet CarPool

VicFleet CarPool delivers a cost-effective vehicle rental service for Victorian Government departments and agencies, including an online booking service and convenient monthly invoicing.

CarPool is now part of the VicFleet

CarPool is now part of VicFleet. Continue to [make your booking online](#) using your login details. If you need help, email: carbookings@dgs.vic.gov.au or phone [03 7005 9255](tel:0370059255).



New VicFleet CarPool users

You will need to register to use the VicFleet CarPool service. This is a two-part process. Please follow these steps.

Step 1

1. Use the “register online” link on the [VicFleet CarPool page](#)

Book a car, bus or van for approved Victorian Government travel

VicFleet CarPool is a service for all Victorian government departments and agencies. This is a fee-for-service offering.

Options available include:

- vehicles for short- or medium-term hire for approved government travel
- non-standard vehicle hires, including buses, vans, and other light commercial vehicles.

To book a car you need to:

- be a current Victorian Public Service employee
- register and create your driver profile in our online car booking system.

[Open all](#)

I want to register to start using VicFleet CarPool ^

If you're a new user, you can [register online](#) using your VPS email address.

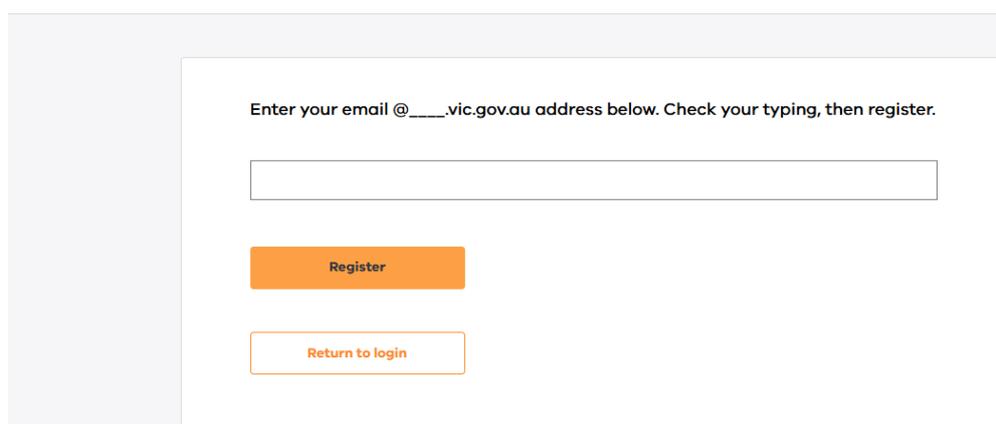
You will receive a password via email. Then you can log into the booking system.

For more information on how to use the booking system, download the user guide:

 [VicFleet CarPool user guide](#)
PDF | 534.55 KB

Register

As a Victorian Public Service employee, you can register to use the car pool service.



The screenshot shows a registration form with the following elements:

- Text: "Enter your email @____.vic.gov.au address below. Check your typing, then register."
- Input field: A single-line text box for entering an email address.
- Buttons: Two buttons, "Register" (orange) and "Return to login" (white with orange border).

2. Submit your work email address, and your password will be emailed to you.

Note: Passwords cannot be personalised due to security. Keep the email for future reference, but you can always request new passwords if you lose your password.

Step 2

1. Once you have your password, sign in and fill in a Driver profile form to complete your registration.
2. Your application will be sent to your manager for approval.
3. Once VicFleet CarPool receives the manager's approval, your registration is completed, and you will be notified via email. Then, you can start using VicFleet CarPool service.

Registered VicFleet CarPool users

1. If you are a current VicFleet CarPool registered user, login using your username and password.

VicFleet CarPool

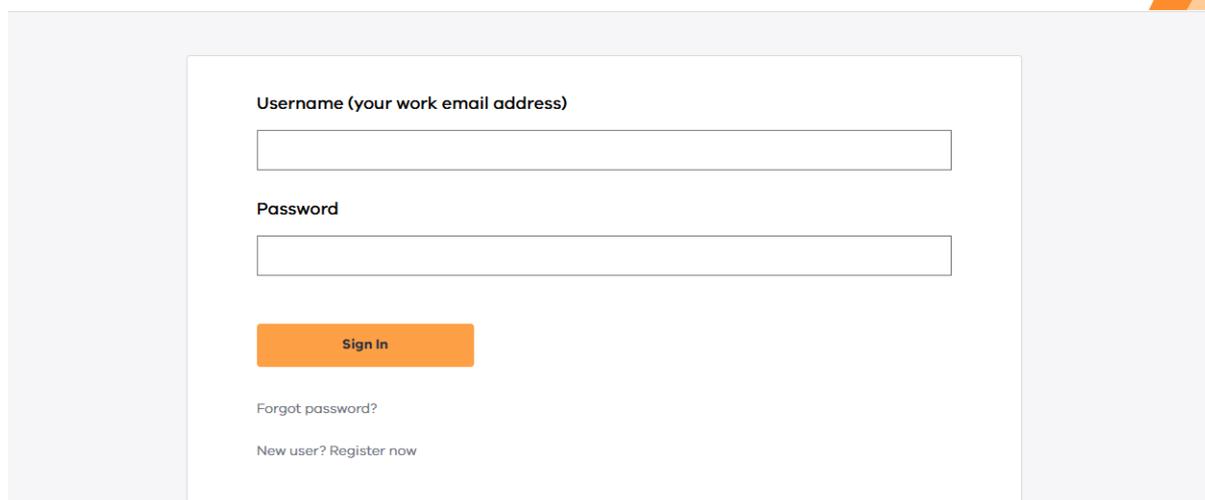
13/01/2026 - IMPORTANT UPDATES - PLEASE READ

Before making a booking, please ensure that your profile is updated to reflect your current approving manager or their interim replacement if they are on leave.

All drivers must be registered with the VicFleet CarPool and present their physical or digital driver's license for verification each time a vehicle is collected. Please note that photos of licenses will not be accepted

Bookings from Bendigo Gov Hub and Ballarat Gov Hub are only available between 8:30am - 4:30pm Monday to Friday

For all enquires please contact (03) 7005-9255 or email carbookings@dgs.vic.gov.au



The screenshot shows a login form with the following elements:

- Username (your work email address)**: A text input field.
- Password**: A text input field.
- Sign In**: An orange button.
- Forgot password?**: A text link.
- New user? Register now**: A text link.

2. Once in the booking system, you can select the “Book a car” link on the left-hand side navigation.

VICTORIA State Government | Government Services

Organisational website | Schedule of rates | FBT | Terms & Conditions | Vehicle policy | Contact us

Welcome to Carpool Service

- Home
- Booking instructions
- Book a car**
- Requests waiting approval
- Contact service centre
- Show my bookings
- Modify a booking
- Cancel a booking
- Update your driver profile

Book a car

Welcome,

For special purposes vehicles such as 1 Tonne Vans, 8 Seaters and 12 Seaters, Please contact the VicFleet CarPool office on (03) 7005-9255 or email carbookings@dgs.vic.gov.au

Pick up date:

Pick up time:

Pick up location:

Drop off date:

Drop off time:

Drop off location:

Vehicle type:

Your surname:

Driver email address:

Charge code:

Destination:

PO Number:

Number of occupants:

Purpose of trip:

Blue Plate Vehicle

3. Enter your booking details and click the submit request button.
4. You will be taken to a summary page. Make sure you tick the box “Confirm the details and accept terms and conditions” before submitting the request.
5. Your booking request will be sent to your manager for approval. You will receive a confirmation email once your booking is approved.

mdriveuat.dtf.vic.gov.au says

Your booking request has been forwarded to your manager to be actioned.

You will receive a notification email about approval or rejection of your request.

All unactioned requests are automatically cancelled after 7 days.

OK

6. The day before vehicle pick-up, you will receive an SMS reminder if you have provided a mobile phone number as part of your registration process.

Contacts

If you have any issues, please contact the CarPool team:

- ☎ Phone: 03 7005 9255
- ✉ Email: carbookings@dgs.vic.gov.au