

# Frequently Asked Questions (FAQs)

## Do I have to use the ROportal?

Yes, the authorised method for submitting updates/changes is through the ROportal. Submissions through email are not accepted.

## Can I still report my changes in person?

Yes, if you do not want to use the ROportal you can continue to meet your reporting obligations by reporting in person to the Serious Offender Enforcement Squad (SOES) if you live in the Perth metropolitan area, or your closest police station if you live in regional WA.

## What do I need before I start using the ROportal?

1. You need to use a smart phone (with a camera) or a computer (with a camera).
2. Have your Login ID number ready.
3. Ensure your location services are turned on.

## How do I log in to the online ROportal?

1. Log on to the internet and type in the browser:  
<https://roportal.police.wa.gov.au> This will take you to the ROportal website.
2. Read **Report your changes of details online** and **Before you start** information, then click '**Start reporting now**'.
3. Enter your Login ID Number and click '**Continue**'.
4. You will receive a **one-time passcode (OTP)** to your preferred email or mobile phone.

Enter your passcode and click '**Continue**'.

Once the portal opens, the reporting form will load and you can begin reporting your updates/changes.

## **Passcode**

1. Your passcode may take up to 1 minute to receive.
2. If you enter the incorrect passcode 3 times you will need to wait **5 minutes** before requesting a new passcode and trying again.

## **What if I don't get my Passcode?**

You may have an old email or phone set as your preferred contact. You will need to attend SOES if you live in the metropolitan area or your local police station if you live in regional WA to update your preferred number or email for the passcode.

## **What should I do if the page will not load or there is an error message showing?**

First, check that you are using a supported browser (Chrome, Safari, or Edge). If the page still does not load or an error message appears:

- Refresh the page.
- Clear your browser's cache and cookies.
- Try closing and reopening your browser.
- Check your internet connection.
- Try accessing the ROportal on a different supported browser.

If the issue continues, please contact us on the phone number or email address listed on the last page of this document.

## **What happens if the ROportal is not working?**

If the ROportal is not working, please try again at a later time.

If you need to report something because the time frame is approaching either report in person or contact us on the phone number or email address listed on the last page of this document.

## **What if I don't understand what the form is asking for, can someone help me?**

Yes, contact us on the phone number or email address listed on the last page of this document.

Note: Do not delay reporting if you are unsure, submit the change and we will follow up if needed.

## **What if I make a mistake while submitting a report?**

For assistance, please contact us on the phone number or email address listed on the last page of this document.

## **Can I save my progress and finish the form later?**

No, the form must be completed in one sitting. Your information will be lost if you exit, refresh the page or your session times out due to inactivity.

## **What happens if I don't report a change in time?**

If you fail to comply with your reporting obligations it is an offence under Section 63(1) of the Act.

## **What happens if I provide false or misleading information?**

Providing false or misleading information under Section 64 of the Act is a crime.

## **Who has access to the information that I have submitted?**

Your report is secure and is only going to be viewed by authorised officers of the Western Australia Police Force.

## **When will I receive a response to my submission?**

After making a submission through the ROportal, your submission reference number (e.g. SUBXXXX) will appear on the screen. This confirms that your submission has been received and is under review. The reference will also be sent to your email/phone.

## **How will I know if my changes have been accepted?**

You must monitor your phone/email for a follow-up message over the next few days advising whether your submission has been:

**Accepted**

**Rejected**

Partially **Rejected/Accepted**

If it is rejected or partially rejected/accepted, please read the message on your email/phone as you will need to take further action and resubmit your rejected changes, otherwise you may fail to comply with your obligations.

## **Do I get a receipt for reporting or updating information?**

Yes, if your changes are accepted you will receive an approval receipt number which will begin with the letters 'APP' (e.g. APPXXXXX-XXXXXX).

## **Can someone assist me in completing the online form?**

Yes, if you need someone to assist you with completing the online reporting form, please have them complete the 'assisting person' section at the end of the form.

## **I am a parent/guardian/carer can I make a report on behalf of the reportable offender?**

Yes, in circumstances when the reportable offender is a child or has a disability that makes it impossible or impracticable to make a report.

A parent, guardian, carer, or other adult person nominated (in an official capacity), and approved by an authorised person can report on behalf of the reportable offender. This needs to be discussed and approved by an authorised person.

If this relates to your circumstances, contact us on the phone number or email address listed below to discuss becoming an approved nominated and authorised person.

**Phone: 1800 300 400**

Between 8:00am and 4:00pm (AWST)  
Monday – Friday (excluding public holidays)  
If after hours, leave a message.

**Email: [SOR@police.wa.gov.au](mailto:SOR@police.wa.gov.au)**