



**Issue Number**

**2 - 2015**

**Issue Date**

**June 2015**

**All Authorised Examiners (AEs) and Designated Councils in Classes**

**All Classes**

**The last Special Notice issued was**

**1 - 2015 All Classes**

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| Is it mandatory to print this Special Notice? | <b>Printing of this Special Notice is Not Required</b> |
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**PLEASE NOTE:** You'll need to type the links which appear in this MOT Special Notice - eg <http://bit.ly/mot-03-14> - into the internet (using a web browser) in order to visit the GOV.UK web pages they refer to.

This MOT Special Notice is supplementary to the switchover information for the new MOT testing service as set out in **MOT Special Notice 1-2015** - <http://bit.ly/mot-06-14>

It confirms the importance of how you need to claim your new MOT testing service accounts as soon as possible to prevent any delay in you switching over to the new service and carrying out MOT tests.

## Item 1: Mandatory Upgrade Reminder

The switchover to the new MOT testing service will be a mandatory upgrade as defined in the **MOT Testing Guide 6th Edition, Section B4 Premises and Equipment, Section D1 Premises and Equipment of the Requirements for Authorisation.**

Any vehicle testing station (VTS) not ready to switchover to the new service by 3 July 2015 will have their authority to test suspended until they're ready as previously outlined in **MOT Special Notice 1-2015** - <http://bit.ly/mot-06-14>

For further information read **MOT Special Notice 6-2014** - <http://bit.ly/mot-06-14> - and our **MOT Modernisation: IT specification** - <http://bit.ly/mot-it-spec>

For queries regarding this Special Notice please email [mot.modernisation@vosa.gsi.gov.uk](mailto:mot.modernisation@vosa.gsi.gov.uk) or call the DVSA Customer Service Centre on 0300 123 9000.

## Item 2: Claiming Your New Account

Your new account contains all the information about you and your MOT tests and will replace your current MOT Comp account.

You must claim your new account to:

- use the new service and carry on testing after 22 September 2015
- check your details on the new service are correct
- practice by carrying out training tests
- familiarise yourself with the new service

However, you **MUST** continue using your VTS device / MOT Comp system until you've fully switched over and started carrying out MOT tests on the new service.

### How to claim your account

If you're an Authorised Examiner (AE), you'll be sent an email with full instructions on how you and all your other MOT Comp users can claim their new accounts.

Once you've been asked to claim your account it's important you do so immediately. This will make sure:

- you don't forget to do so
- you can access the new service as quickly as possible
- DVSA can deal with any claim account issues you report

This email will be sent to your listed authorised entity (business) correspondence email addresses. If you're an AE, you should then forward this email to all your other MOT Comp users so they have full instructions on how to claim their own accounts.

Please ask your current MOT Comp users to claim their accounts as soon as possible otherwise this may result in delays to them being able to carry out MOT tests using the new service.

### One-time password

Alongside your claim account instructions, you'll also need a one-time password to claim your new account.

This one-time password will be sent to all existing MOT Comp users and will follow the emailed claim account instructions sent to all AEs.

Your one-time password will be sent to you via your VTS device / MOT Comp system mailbox.

For further information on claiming your account read our **Claim your new account guidance** - <http://bit.ly/mot-claim>

### Help and support

If you have any problems claiming your account or using the new service please contact our **Business Service Desk (BSD)** on **0330 123 5654** between 8am and 8pm Monday to Friday and 8am and 2pm Saturday (excluding public holidays).

Please **DO NOT** contact your Area Office, Customer Service Centre or the Atos Helpdesk as they will not be able to help.

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### Item 3: Receiving Your Switchover Dates

On your switchover date you'll be able to use the new service to carry out MOT tests and other testing activities.

You will no longer be able to use your VTS device/MOT Comp system from your switchover date. On this date your VTS device and smart card reader will be turned off.

Ahead of receiving your switchover date, it's an AE's responsibility to make sure that all their MOT Comp users have successfully claimed, checked and updated their new account details.

Your switchover date will be emailed to your site's listed authorised entity (business) correspondence email addresses.

This is the email address you should have listed under the 'Correspondence Address' section on your VTS device / MOT Comp system.

We'll still send out switchover dates even if you have not claimed your account.

This will mean, if you have not claimed your account, you will not be able to test or use the new service after you've been switched over.

Remember - if the authorised entity (business) correspondence email address is not correct then:

- you will not find out your switchover date
- DVSA will still switch you over to the new service on that date
- your VTS device / MOT Comp system will be turned off
- this may result in delays in you being to carry out MOT testing

For further information on how to check your authorised entity (business) 'correspondence email address' read our **Authorised entity (business) guidance** - <http://bit.ly/mot-ae-check>



Ian Bartlett

MOT Scheme Manager

**All Nominated Testers must acknowledge via the VTS Device that they have read and understood the contents of this Special Notice.**

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