



This publication was withdrawn on 22 December 2016.

This MOT special notice was about the old MOT testing computer system. It was replaced by the MOT testing service in September 2015.

Issue Number 7 - 2013

Issue Date

November 2013

The last Special Notice issued was

6 - 2013 All Classes

**Printing of this Special Notice
is Not Required**

Item	Page	Subject	Relevant to
1	1	Change to VOSA Service Desk Number	AEs & NTs All Classes
2	2	Password Reset via the Internet	AEs & NTs All Classes

Is it mandatory to print this Special Notice?

Item 1: Change to VOSA Service Desk Number

The Service Desk telephone number will be changing on 17 November.

The contact number will change from 0845 071 1973 to 0345 071 1973. Calls provided by BT are charged at no more than the national rate. Charges from other providers may vary. Please ensure you update your records.

The reason for the change is to reduce the costs associated with contacting the Services Desk. You may be able to add the new telephone number into a dialling plan that you have for landline or mobile numbers. This may mean that you can contact the Service Desk at no cost or low cost.

Both numbers will continue to operate for a short period of time. If you contact the 0845 number after 17 November, a message will remind you that the number has changed but you will still be put through to the Service Desk you will continue to be charged at your existing rate if you continue to use the 0845 number.

If you have any queries regarding this Special Notice or other testing matters please call the VOSA Customer Service Centre on 0300 123 9000.

Item 2: Password Reset Portal

At present, if you forget your MOT Computerisation password then you need to call the Service Desk in order to reset it. From 17 November an additional option will be available for you to reset your password yourself, using the internet.

The facility is available from any PC that has a web browser and an internet connection, and from phones and tablets with the same capability. You will be asked similar security questions as when you call Service Desk (such as 3rd character of mother's maiden name etc) and then can provide your own new password.

To use this option you must type the following into your browser:

www.motgarages.co.uk/changepassword

The existing facilities to change your password using the VTS Device remain as before, but this new facility may be faster than calling the Service Desk.



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.

If you have any queries regarding this Special Notice or other testing matters please call the VOSA Customer Service Centre on 0300 123 9000.