

Customer Guide - Nomination Process

From the [DVA Online homepage](#) all customers will have the ability to apply for and manage a range of licence types – Taxi Operator, Taxi Vehicle, Bus Operator, Bus Vehicle and their Taxi Driver licence.

To manage your licences, you will need to complete a “Linking” process, which allows you to attach your licences to your DVA Online account. You will need to login to your nidirect account using the login details already created.

The screenshot shows the DVA Licensing Portal website. At the top, there is a blue header with the 'nidirect' logo on the left and 'Home' and 'Log in' links on the right. Below the header, the text 'DVA Online' is displayed. A 'BETA' badge is present with the text 'This is a new service – your feedback will help us to improve it.' The main heading is 'DVA Licensing Portal'. Below this, a paragraph states: 'From this page you can manage your existing licences and apply for, or renew a licence.' This is followed by the instruction: 'Select from the choices below to manage your licences.' There are four main sections, each in a light blue box: 'Driver Licences' (with options: Apply for a first provisional licence, Apply for a renewal of a car or motorbike or tractor licence, Apply for a renewal of lorry or bus licence, Change your address, Replace your driving licence), 'Taxi Driver Licences' (with option: Apply for a taxi driver licence), 'Vehicle Licences' (with options: Apply for a bus vehicle licence, Apply for a taxi vehicle licence, Transfer of ownership), and 'Operator Licences' (with options: Apply for a bus operator licence, Apply for a taxi operator licence). At the bottom, there are two sections: 'Current licences' (with text: 'Here you can view and complete certain transactions on your licences.' and a green button 'My licences >') and 'Messages' (with text: 'Sometimes DVA will send you messages. You can check all messages here.' and a green button 'Check my messages >').

Do you have an nidirect account?


! This is the nidirect account management service.

Your nidirect account will allow you to access online government services in Northern Ireland.

For more information visit [nidirect](#)

Email address

Password

[I've forgotten my password](#)

[Manage my account details](#)

Multi-factor authentication

Check your email

To improve the security, we have introduced a two step security verification via email. You will shortly receive a security code within an email message. Please enter the security code in the box below to continue.

Security code

[Did not receive an email message?](#)

Once the login has been completed, the DVA Online home page will be displayed. (See below) The DVA Online home page will allow you to apply for all licence types, by selecting the related link:

The screenshot shows the DVA Online Licensing Portal. At the top, there is a blue navigation bar with the 'nidirect' logo on the left and links for 'Home', 'Messages 5234', 'Requests', 'Licences', and 'Robin'. Below the navigation bar, the page title 'DVA Online' is displayed. A 'BETA' badge is present with the text 'This is a new service – your feedback will help us to improve it'. The main heading is 'DVA Licensing Portal'. Below this, a message states: 'From this page you can manage your existing licences and apply for, or renew a licence.' This is followed by the instruction: 'Select from the choices below to manage your licences.' The page is divided into four main sections, each with a light blue background and a white border:

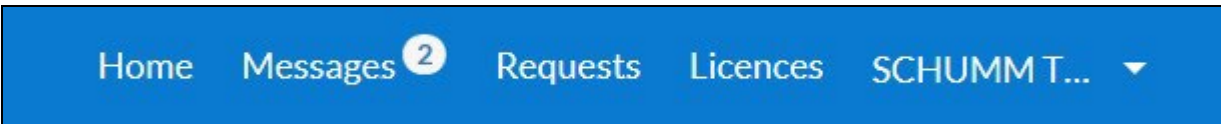
- Driver Licences:** Apply for a first provisional licence, Apply for a renewal of a car or motorbike or tractor licence, Apply for a renewal of lorry or bus licence, Change your address, Replace your driving licence.
- Taxi Driver Licences:** Renew your taxi driver licence, Apply for a taxi driver licence.
- Vehicle Licences:** Renew my bus vehicle licence, Apply for a bus vehicle licence, Renew my taxi vehicle licence, Apply for a taxi vehicle licence, Transfer of ownership.
- Operator Licences:** Renew my bus operator licence, Apply for a bus operator licence, Renew my taxi operator licence, Apply for a taxi operator licence.

At the bottom of the page, there are two sections:

- Current licences:** Here you can view and complete certain transactions on your licences. A green button labeled 'My licences >' is provided.
- Messages:** Sometimes DVA will send you messages. You can check all messages here. A green button labeled 'Check my messages >' is provided.

The system will then lead you through the application process.

For anyone who holds an existing licence which has been linked, there are a number of drop down menu options available on the blue nidirect banner.



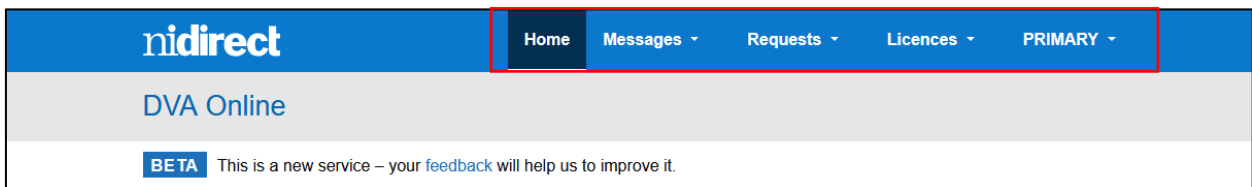
From these options you will be able to track all messages to and from DVA, view or manage your applications from requests, view or manage your licence(s) and view or manage your personal preferences from your user login menu.

Who can nominate?

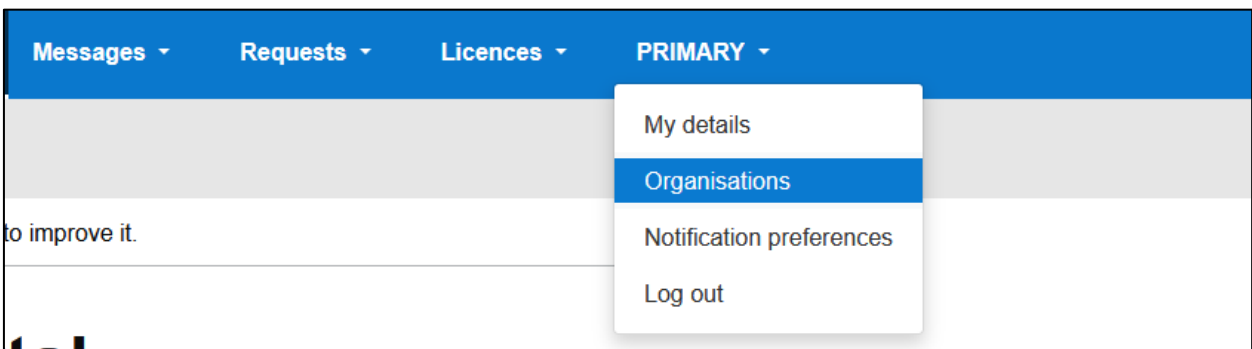
The initial person (usually the sole trader, lead partner, or a director) who logs in to the DVA Online service, and links the relevant licence(s), will become the primary nominee for the organisation. The primary nominee can then set up further nominees - stakeholder(s) (named persons on the licence) or non-stakeholder(s) (staff) - who have a verified nidirect account to work on behalf of their organisation. They will be able to access the DVA Online service via the nidirect login page, using their own nidirect account details.

Select the organisation

For the primary nominee who has an existing licence, already linked to their DVA Online account there are a number of drop down menu options available on the blue nidirect banner.



To add a nominee you will need to select which “business” you wish to add them to, these can be found within “Organisations”. Organisation can be viewed under your personal tab (i.e. where user ID is displayed) - from here select Organisations



A list of organisations for which you are the primary nominee will be displayed.

The screenshot shows the 'nidirect' logo in the top left corner. The navigation bar includes 'Home', 'Messages', 'Requests', 'Licences', and 'PRIMARY'. Below the navigation bar, the text 'DVA Online' is displayed. A 'BETA' notice states: 'This is a new service – your feedback will help us to improve it.' The main heading is 'Organisations'. Below this is a table with two columns: 'Organisation name' and 'Status'. The table contains one row for 'TAXIS LTD' with a status of 'Primary nominee'. To the right of the table is a green button labeled 'Act as organisation'.

In order to switch to this organisation, select the “Act as organisation” on the organisation table and the system will automatically switch over to the organisation. (See green box conformation below)

The screenshot shows the 'nidirect' logo in the top left corner. The navigation bar includes 'Home', 'Messages', 'Requests', 'Licences', and 'TAXIS LTD'. A green confirmation box in the top right corner says 'Acting on behalf of TAXIS LTD'. Below the navigation bar, the text 'DVA Online' is displayed. A 'BETA' notice states: 'This is a new service – your feedback will help us to improve it.' The main content area is divided into four sections: 'Vehicle Licences', 'Operator Licences', 'Current licences', and 'Messages'. 'Vehicle Licences' includes links for 'Renew my bus vehicle licence', 'Apply for a bus vehicle licence', 'Renew my taxi vehicle licence', 'Apply for a taxi vehicle licence', and 'Transfer of ownership'. 'Operator Licences' includes links for 'Renew my bus operator licence', 'Apply for a bus operator licence', 'Renew my taxi operator licence', and 'Apply for a taxi operator licence'. 'Current licences' includes the text 'Here you can view and complete certain transactions on your licences.' and a green button 'My licences >'. 'Messages' includes the text 'Sometimes DVA will send you correspondence. You can check all messages here.' and a green button 'Check my messages >'.

Once you have started acting for the organisation, you will be able to add as many nominees to the organisation as required.

Add Nominee

From the user ID (which now shows the organisation you are acting on behalf of) drop down menu on the blue nidirect banner, select the “Nominated representatives”.

The screenshot shows the nidirect DVA Online interface. The top navigation bar includes 'Home', 'Messages', 'Requests', 'Licences', and 'TAXIS LTD'. A dropdown menu is open under 'TAXIS LTD', showing options: 'Business details', 'Nominated representatives' (highlighted), 'Notification preferences', 'Act as myself', and 'Log out'. The main content area is divided into 'Vehicle Licences' and 'Operator Licences' sections, each with several blue buttons for renewal and application. Below these are 'Current licences' and 'Messages' sections, each with a green button: 'My licences >' and 'Check my messages >'.

On this screen there are two functions available (blue buttons):

- Add a Stakeholder as a nominee or Add a non-stakeholder as a nominee

A stakeholder relates to any person named on the application – for partnership this will be all partners included on the application and for companies this will be all directors or company secretaries included on the application. For bus operators this includes the transport manager.

The screenshot shows the 'Nominees' section of the DVA Online interface. It features a table with the following data:

Name	Status	Can manage preferences and nominees	Association code	
PRIMARY DIRECTOR	Primary nominee	Yes		View

Below the table is a pagination control showing 'Previous', '1', and 'Next'. At the bottom, there are two green buttons: 'Add a stakeholder as a nominee' and 'Add a non-stakeholder as a nominee'.

The Add stakeholder option will allow you to select from the list of stakeholder currently attached to the organisations licence (all of whom must have a verified nidirect account).

The screenshot shows the 'Add a stakeholder as a nominee' form in the nidirect DVA Online interface. The form includes a 'Stakeholder' dropdown menu with options 'DIRECTOR ONE' and 'DIRECTOR TWO'. A checkbox for 'Can manage preferences and nominees' is visible but not checked. The 'Submit' button is highlighted.

You will also be able to allow the selected person to manage preferences and nominees (if required). If this check box is selected, the person will have the permissions to manage the nominee process as well as setting the notification preferences i.e. set the method by which the organisations receives notification (e-mail or text).

Input the details and select “Submit”.

The screenshot shows the 'Add a stakeholder as a nominee' form in the nidirect DVA Online interface. The 'Stakeholder' dropdown menu is now set to 'DIRECTOR ONE'. The 'Can manage preferences and nominees' checkbox is now checked. The 'Submit' button is highlighted.

This person will then be included in the organisations nominee list and can login via their own nidirect account and start “acting on behalf” of the organisation to manage the licence.

The “add a non-stakeholder” option can be used to allow you to add, for example, office staff to the organisation, so as they can complete the day to day management of the licence. (Any nonstakeholder must have their own verified nidirect account).

Select add a non-stakeholder option.

The screenshot shows the 'Add a non-stakeholder as a nominee' form. At the top, there is a blue header with the 'nidirect' logo and navigation links: Home, Messages (2), Requests, Licences, and TAXIS LTD. Below the header, the page title 'DVA Online' is displayed. A 'BETA' badge is present with the text 'This is a new service – your feedback will help us to improve it.' The main heading is 'Add a non-stakeholder as a nominee'. Below this, there are two asterisks indicating required fields: '* Indicates a required field' and '* Nominee email address'. A text input field contains the email address 'MADEUPPERSON@MADEUP.COM'. Below the input field, there is a checkbox labeled 'Can manage preferences and nominees' which is currently unchecked. At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'.

Enter the e-mail address for their nidirect account and set the manage preference & nominees option (if required) – then select “Submit”

A code will be generated, which you will need to pass to the new nominee in order for them to confirm their nomination.

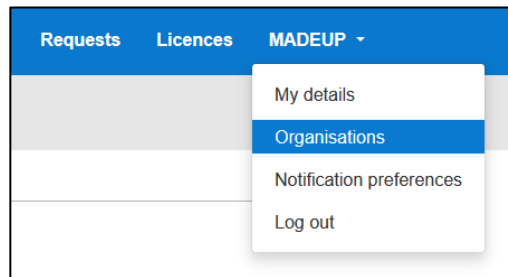
The screenshot shows the 'Nominees' page. At the top, there is a blue header with the 'nidirect' logo and navigation links: Home, Messages, Requests, Licences, and TAXIS LTD. Below the header, the page title 'DVA Online' is displayed. A 'BETA' badge is present with the text 'This is a new service – your feedback will help us to improve it.' The main heading is 'Nominees'. Below this, there is an information box with an 'i' icon and the text 'Nominee invitation created. Please provide the nominee with the following code: RRCHBP'. Below the information box, there is a table with the following columns: Name, Status, Can manage preferences and nominees, and Association code. The table contains two rows: one for 'MADEUP PERSON' with status 'Unconfirmed nominee', 'Can manage preferences and nominees' set to 'No', and 'Association code' 'RRCHBP'; and one for 'PRIMARY DIRECTOR' with status 'Primary nominee', 'Can manage preferences and nominees' set to 'Yes', and 'Association code' empty. Below the table, there are two buttons: 'View' and 'Remove' for the 'MADEUP PERSON' row, and a 'View' button for the 'PRIMARY DIRECTOR' row. At the bottom of the page, there are two buttons: 'Add a stakeholder as a nominee' and 'Add a non-stakeholder as a nominee'.

Name	Status	Can manage preferences and nominees	Association code
MADEUP PERSON	Unconfirmed nominee	No	RRCHBP
PRIMARY DIRECTOR	Primary nominee	Yes	

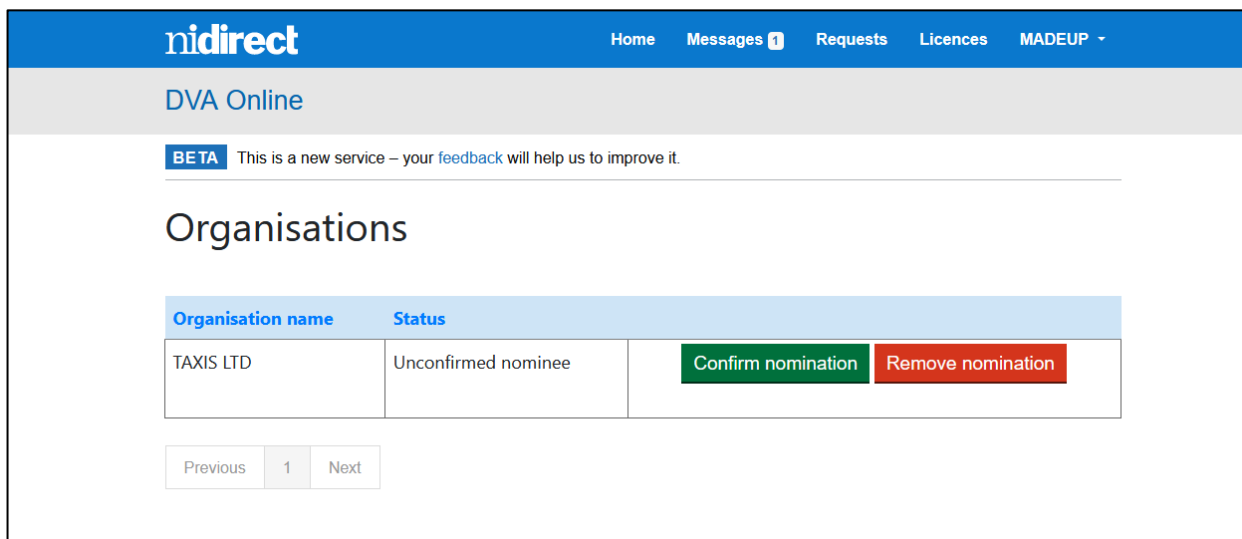
The code will also be displayed within your Nominated Representatives setting, against that person, as a reminder.

For the “non-stakeholder” to complete the nomination process they need to login to their nidirect account and confirm the nomination by entering the code supplied to them.

They can either click the link in the email that will have been sent to their nidirect email address or complete the process by logging into their nidirect account and selecting “Organisations”.



On the organisation screen select “Confirm nomination” against the organisation name.



Enter the code and select “Submit”.

nidirect Home Messages 1 Requests Licences MADEUP ▾

DVA Online

BETA This is a new service – your feedback will help us to improve it.

Confirm nomination

* Indicates a required field

* Association code

Submit Cancel

The status will update to “Confirmed nominee” and the person will now be able to “Act as organisation”.

nidirect Home Messages 1 ▾ Requests ▾ Licences ▾ MADEUP ▾

DVA Online

BETA This is a new service – your feedback will help us to improve it.

Organisations

i You are now a confirmed nominee for 'TAXIS LTD'. You can now act on behalf of this organisation.

Organisation name	Status	
TAXIS LTD	Confirmed nominee	Act as organisation Remove nomination

Previous 1 Next