


## Customer Guide – User details & Notification Preferences

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 is a grey bar with 'DVA Online' text. A blue banner with 'BETA' and a message 'This is a new service – your feedback will help us to improve it.' is displayed. 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 light blue boxes arranged in a 2x2 grid. The top-left box is titled 'Driver Licences' and lists: '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', and 'Replace your driving licence'. The top-right box is titled 'Taxi Driver Licences' and lists: 'Apply for a taxi driver licence'. The bottom-left box is titled 'Vehicle Licences' and lists: 'Apply for a bus vehicle licence', 'Apply for a taxi vehicle licence', and 'Transfer of ownership'. The bottom-right box is titled 'Operator Licences' and lists: 'Apply for a bus operator licence' and 'Apply for a taxi operator licence'. At the bottom of the page, there are two sections: 'Current licences' with the text 'Here you can view and complete certain transactions on your licences.' and a green button 'My licences >'; and 'Messages' with the 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



Sign in

Create account

[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

Submit

Cancel

Resend 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 and links for 'Home', 'Messages 625', 'Requests', 'Licences', and 'Lily'. Below the navigation bar, the page title '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 'DVA Licensing Portal'. Below this, a message reads: '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: 'Driver Licences', 'Taxi Driver Licences', 'Vehicle Licences', and 'Operator Licences'. Each section contains a list of actions. In the 'Vehicle Licences' section, the link 'Renew my taxi vehicle licence' is highlighted with a red box. In the 'Operator Licences' section, the link 'Apply for a taxi operator licence' is also highlighted with a red box. At the bottom of the page, there are two sections: 'Current licences' with a 'My licences >' button, and 'Messages' with a 'Check my messages >' button.

**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

**Current licences**

Here you can view and complete certain transactions on your licences.

[My licences >](#)

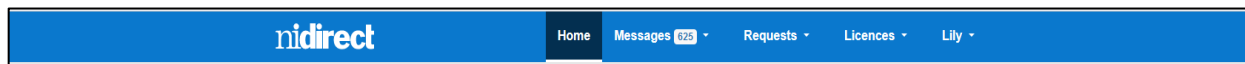
**Messages**

Sometimes DVA will send you messages. You can check all messages here.

[Check my messages >](#)

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.

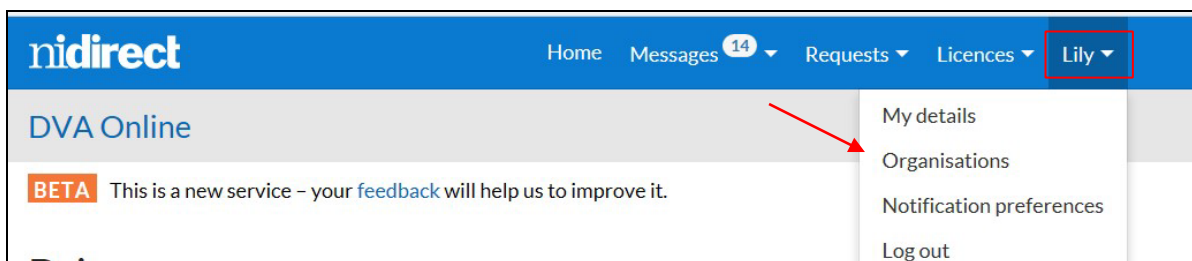


From these options you will be able to track all messages to and from DVA, view or manage your applications from requests, view or manage your licence(s) and view or manage your personal preferences from your user login menu.

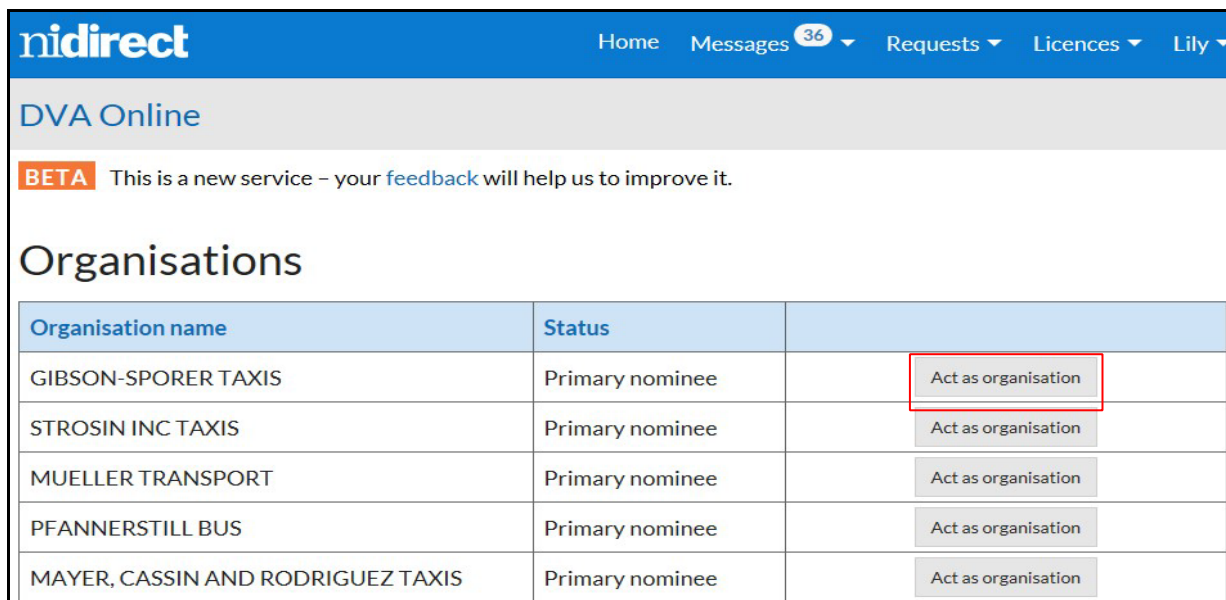
### ‘Logged in’ user details

When you log in to a DVA account, the “Logged in user details” changes to display the name of the individual user. (See example below – “Lily”).

When the drop down menu is clicked a list of available options will be displayed.

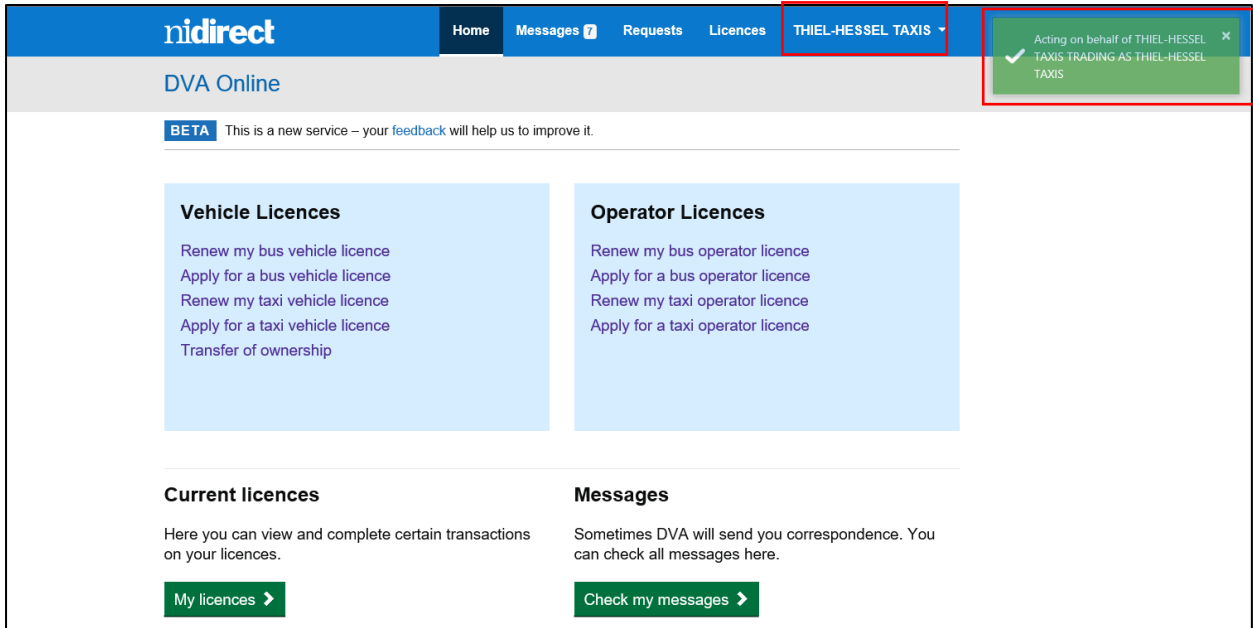


When you click on Organisations, it will display all organisation for which you have the permissions to act on behalf of and are linked to your DVA account.



Organisation name	Status	
GIBSON-SPORER TAXIS	Primary nominee	Act as organisation
STROSIN INC TAXIS	Primary nominee	Act as organisation
MUELLER TRANSPORT	Primary nominee	Act as organisation
PFANNERSTILL BUS	Primary nominee	Act as organisation
MAYER, CASSIN AND RODRIGUEZ TAXIS	Primary nominee	Act as organisation

When you click on “Act as organisation” for the required organisation, a message will be displayed confirming the change and it will amend the “Logged in user details” to the organisation name, which will now be shown on the blue nidirect banner.

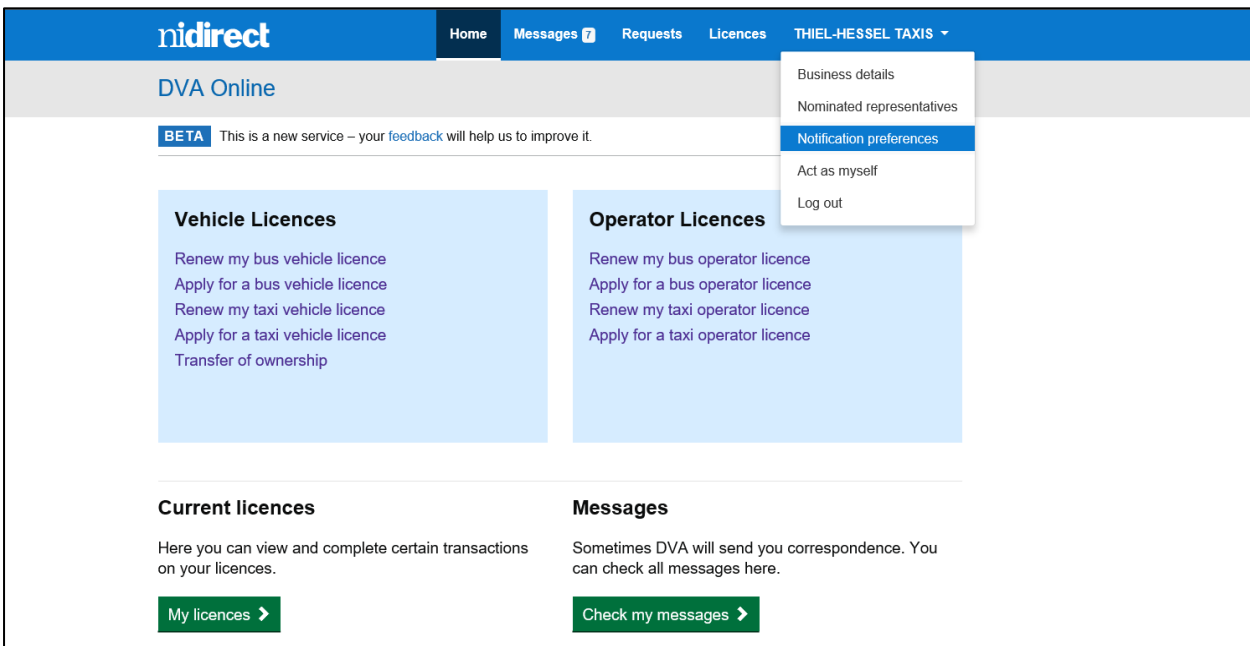


The instructions on how to nominate an individual to act on behalf of an organisation are available in [Customer Guide – Nomination process](#) .

## Notification preferences

DVA will notify customers when a new message is available to be read in their DVA Online account. For current and new accounts the default preference is set to the customer e-mail address. This option can be changed to SMS notifications to your phone (text).

When you click on notification preferences the following screen is displayed.



To change your preference to SMS (text) highlight the SMS preference, provide your contact mobile phone number, then select and click the “Save” button.

**nidirect** Home Messages <sup>16</sup> Requests Licence

DVA Online

**BETA** This is a new service – your [feedback](#) will help us to improve it.

## Notification preferences

Please enter the details for your preferred method of contact below:

- \* Indicates a required field
- \* Contact preference

Email  
Sms

Email

Contact number

Save Back

These preferences can be changed at any time.