

Date: November 17, 2021

To: Driving School and Remedial Program Owners and Operators
From: Business Licensing and Compliance Division
RE: Customer Connect Rollout 2 (Electronic Certification System Change)

This bulletin is to provide guidance to all Driving School and Remedial Program Owners and Operators on operating procedures for MDOT MVA's Customer Connect Phase 2, which will go live on Monday, December 6. Beginning Friday, December 3, 2021 through Monday December 6, 2021, MDOT MVA will update internal business processes and add new data quality practices to better serve our customers and partners.

MDOT MVA will begin to transfer its current data to Customer Connect on Friday, December 3. Branch, call center, central office, and most system functionality will be restricted or unavailable from 12 a.m. on December 3 through 12 a.m. on December 5.

The Business Licensing and Compliance Division will be staffed and available but on a limited basis to answer inquiries that may come into the division on Friday. Once the system has been brought up and you are able to process transactions, we will notify you.

As a part of the phase 2 rollout the system for certifying completion of the driver education program, the driver improvement program, the 3-hour alcohol and drug education program, and the motorcycle safety program will migrate to the e-services business portal. As of December 6, 2021, you will no longer access the current electronic certification portal, but instead will access your business portal for this function.

We have attached the below screen shots for your reference. The first 4 pages show how to navigate to the various sections. The access for each is circled in red. This page appears when you log into your account. Once you have gained access to the referenced section, the actual data entry process is no different from what you are currently doing. A benefit will be that records are updated in real time. The data will no longer go to a holding queue to be downloaded later. If the data you attempt to enter does not correspond with the individual's record, or if any of the data is incorrect an error message will pop up and you will not be able to proceed. There will be a history report available to you so that you can review the entries you have made in the past.

Please note, individuals completing the 3 hours drug and alcohol program will still be issued a paper certificate unless they have an account in the e-services portal. Only then can they be certified electronically.

Finally, you will have the ability to add or remove the names of individuals you approve to make these entries. Access to the area for making this change as shown in the final screen shot.

If there are any questions, please reach out to Business Licensing and Compliance at 410-787-7769

Driver Education Program Course Completion

Navigate to: <https://mymva.maryland.gov/TAP/BUS/>

MDOT MVA BUSINESS PORTAL | MVA CC Rollout Development

Username
Password
Log in
Forgot username or password?
New to e-Services?
Sign Up

Business Licensing and Driver Instructional Services
Actions for Business Licensing and Driver Instructional Services users

- > Create a New e-Services Account
- > Education Provider Search
- > Dealer Provider Search
- > Specialty Entity Search
- > Professional License Search
- > Tag and Title Entity Search

Bulletins
Subscribe to what we have to offer

- > Subscribe to MDOT MVA Bulletins

Motor Carrier
Actions for Motor Carrier Customers

- > Create a New e-Services Account
- > Create New Service Provider Logon
- > Request a Maryland IRP Trip Permit
- > Request an Unladen/Hunter Permit

MDOT MVA BUSINESS PORTAL | MVA CC Rollout Development

Prepay Ledger
Prepaid ledger balances are now visible in e-Services. You may notice a difference in the balance shown on the screen and the receipts you have received. *No funds have been lost or abandoned.* We appreciate your patience as we work to link all active prepaid ledger balances to business accounts. If you have any concerns please reach out to us: MVACS@mdot.state.md.us

THE DEMENTORS
-*6462
1 W MAIN ST
ELKTON MD 21921-5553

Welcome, Instructor 123
You last logged in on Friday, Nov 5, 2021 10:31:17 AM
[Manage My Profile](#)

[Home](#) [Action Needed](#) [More...](#)

Driver Education - DEMENTORS
1 W MAIN ST
ELKTON MD 21921-5553
Primary Location
Certified and Licensed Driver's School

Account

- > Add Branch Location
- > Driver Education Course Management
- > Make a Payment
- > More...

Driver Education - DEMENTORS
1 SUN CT
ESSEX MD 21221-5947
Branch Location
Certified and Licensed Driver's School

Account

- > Driver Education Course Management
- > Print Wall License
- > Make a Payment
- > More...

RDD - MDOT MVA Business ...

MDOT MVA BUSINESS PORTAL MVA CC Rollout Development

< THE DEMENTORS

Course Management
 Driver Education
 DE10100324
 DEMENTORS
 Balance: \$0.00

Course Management

Course Management
 Program management actions.

- > Submit Driver Education Course Completion
- > Review Past Submissions
- > Check for Student Enrollment Eligibility

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 Phone: +1 (410) 782-7000
 TTY: +1 (800) 492-4375
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RDD - MDOT MVA Business ...

MDOT MVA BUSINESS PORTAL MVA CC Rollout Development

< Course Management

Driver Education Course Completion
 Driver Education
 DE10100324
 DEMENTORS
 Balance: \$0.00

Driver Education Course Completion

Course Completion

Course Information

Completion Date *
Required

Written Score *
Required

Process *

Classroom Internet

Skills Score *
Required

Customer Information

Driver's License Number/Customer ID *
Required

Last Name *
Required

Date of Birth *
Required

Cancel
[Previous](#)
Submit

Driver Improvement Program Course Completion

Navigate to: <https://mymva.maryland.gov/TAP/BUS/>

MDOT MVA BUSINESS PORTAL | MVA CC Rollout Development

Username
Password
Log in
Forgot username or password?
New to e-Services?
Sign Up

Business Licensing and Driver Instructional Services
Actions for Business Licensing and Driver Instructional Services users

- > Create a New e-Services Account
- > Education Provider Search
- > Dealer Provider Search
- > Specialty Entity Search
- > Professional License Search
- > Tag and Title Entity Search

Bulletins
Subscribe to what we have to offer

- > Subscribe to MDOT MVA Bulletins

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Actions for Motor Carrier Customers

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- > Create New Service Provider Logon
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MDOT MVA BUSINESS PORTAL | MVA CC Rollout Development

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THE DUNDIES
**.*8768
1 SUN CT
ESSEX MD 21221-5947

Welcome, Instructor 123
You last logged in on Tuesday, Jul 6, 2021 11:26:38 AM
[Manage My Profile](#)

Favorites [Home](#) Action Needed More...

Filter

Driver Improvement Program - FINE WORK AWARD
32 MAIN ST
LAUREL MD 20707-4304
Primary Location
Driver Improvement Classroom

Account

- > Add Branch Location
- > Make a Payment
- > **Driver Improvement Course Management**
- > More...

Driver Improvement Program - FINE WORK AWARD
45 COLUMBIA AVE
BERLIN MD 21811-3346
Branch Location

Account

- > Make a Payment
- > **Driver Improvement Course Management**
- > More...

MDOT MVA BUSINESS PORTAL MVA CC Rollout Development

< THE DUNDIES

Course Management
 Driver Improvement Program
 DI10100329
 FINE WORK AWARD
 Balance: \$0.00

Course Management

Course Management
 Program management actions.

- > Submit Driver Improvement Course Completion
- > Review Past Submissions
- > Check for Student Enrollment Eligibility

MDOT MVA BUSINESS PORTAL MVA CC Rollout Development

< Course Management

Course Completion
 Driver Improvement Program
 DI10100329
 FINE WORK AWARD
 Balance: \$0.00

Course Completion

Course Completion

Course Information

Completion Date * Process * Written Score *
Required *Required*

Classroom Internet

Customer Information

Driver's License/ID Number * Last Name * Date of Birth *
Required *Required*

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3 Hour Alcohol and Drug Course Completion

Navigate to: <https://mymva.maryland.gov/TAP/BUS/>

MDOT MVA BUSINESS PORTAL MVA CC Rollout Development

Username
Password
Log in
Forgot username or password?
New to e-Services?
Sign Up

Business Licensing and Driver Instructional Services
Actions for Business Licensing and Driver Instructional Services users

- > Create a New e-Services Account
- > Education Provider Search
- > Dealer Provider Search
- > Specialty Entity Search
- > Professional License Search
- > Tag and Title Entity Search

Bulletins
Subscribe to what we have to offer

- > Subscribe to MDOT MVA Bulletins

Motor Carrier
Actions for Motor Carrier Customers

- > Create a New e-Services Account
- > Create New Service Provider Logon
- > Request a Maryland IRP Trip Permit
- > Request an Unladen/Hunter Permit

MDOT MVA BUSINESS PORTAL MVA CC Rollout Development

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WORLD'S BEST BOSS
**.*9870
1 W MAIN ST
ELKTON MD 21921-5553

Welcome, Instructor 456
You last logged in on Tuesday, Jul 6, 2021 2:20:10 PM
[Manage My Profile](#)

Home Action Needed More...

3 Hour Alcohol and Drug Program - WORLD'S BEST BOSS
838 RITCHIE HWY
GLEN BURNIE MD 45454
Primary Location
3 Hour Classroom Program

Account

- > Add Branch Location
- > 3 Hour Course Management
- > Make a Payment
- > More...

3 Hour Alcohol and Drug Program - WORLD'S BEST BOSS
233 MAIN ST
BALTIMORE MD 21222-6126
Branch Location
3 Hour Classroom Program

Account

- > 3 Hour Course Management
- > Make a Payment
- > More...

< WORLDS BEST BOSS

Course Management

3 Hour Alcohol and Drug Program
DA10100333
WORLDS BEST BOSS
Balance: \$0.00

Course Management

Course Management

Program management actions.

- > **Submit 3 Hour Course Completion**
- > Review Past Submissions
- > Check for Student Enrollment Eligibility

< Course Management

3 Hour Course Completion

3 Hour Alcohol and Drug Program
DA10100333
WORLDS BEST BOSS
Balance: \$0.00

3 Hour Course Completion

Course Completion

Course Information

Completion Date

Required



Written Score

Required

Customer's Information

Driver's License Number/Customer ID

Required

Last Name

Required

Date of Birth

Required



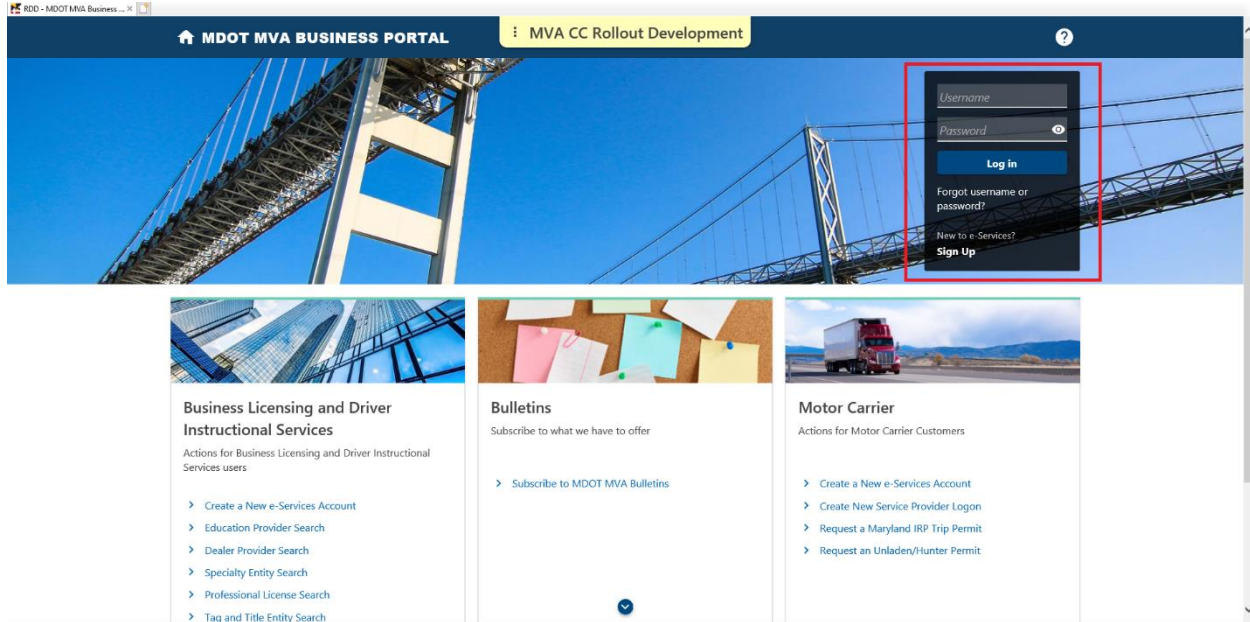
Cancel

< Previous

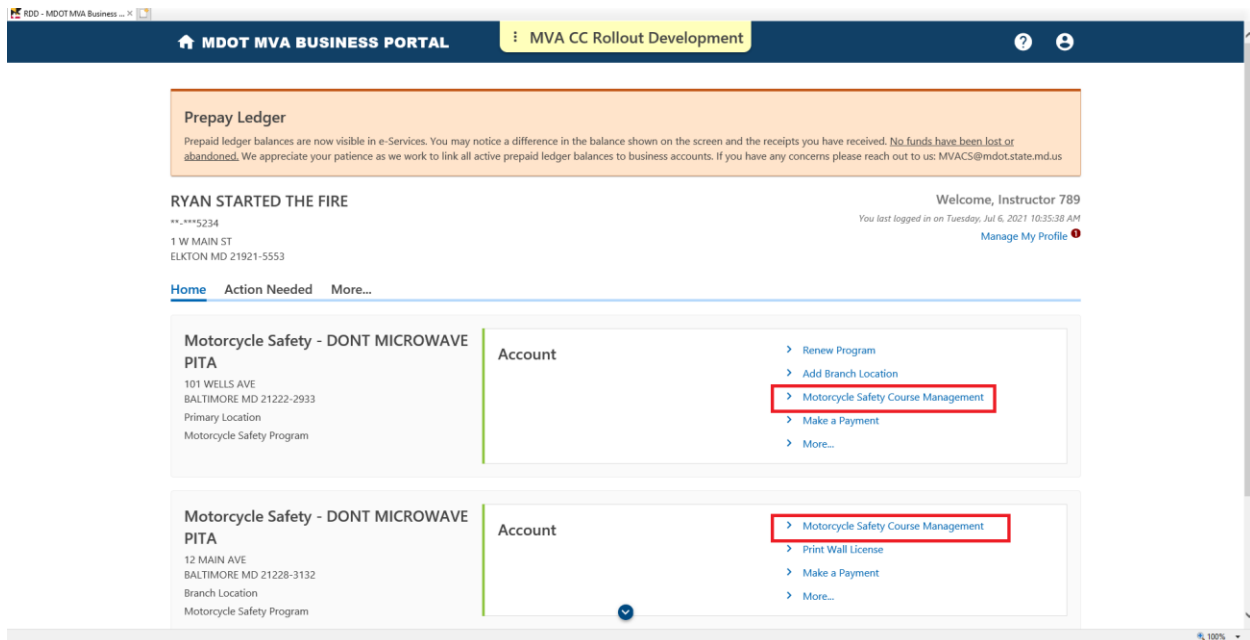
Submit

Motorcycle Safety Course Completion

Navigate to: <https://mymva.maryland.gov/TAP/BUS/>



The screenshot shows the MDOT MVA Business Portal login page. The header includes the MDOT MVA Business Portal logo and a notification for 'MVA CC Rollout Development'. A login form is highlighted with a red box, containing fields for 'Username' and 'Password', a 'Log in' button, and links for 'Forgot username or password?' and 'New to e-Services? Sign Up'. Below the login form, there are three main sections: 'Business Licensing and Driver Instructional Services', 'Bulletins', and 'Motor Carrier'. The 'Business Licensing and Driver Instructional Services' section lists various search options like 'Create a New e-Services Account', 'Education Provider Search', 'Dealer Provider Search', 'Specialty Entity Search', 'Professional License Search', and 'Tag and Title Entity Search'. The 'Bulletins' section has a 'Subscribe to MDOT MVA Bulletins' link. The 'Motor Carrier' section lists actions for customers such as 'Create a New e-Services Account', 'Create New Service Provider Logon', 'Request a Maryland IRP Trip Permit', and 'Request an Unladen/Hunter Permit'.



The screenshot shows the MDOT MVA Business Portal user dashboard. The header includes the MDOT MVA Business Portal logo and a notification for 'MVA CC Rollout Development'. A 'Prepay Ledger' section contains a message about prepaid ledger balances. Below this, the user's name 'RYAN STARTED THE FIRE' is displayed along with their address and a 'Welcome, Instructor 789' message. A navigation bar shows 'Home', 'Action Needed', and 'More...'. The main content area displays two 'Motorcycle Safety - DONT MICROWAVE PITA' accounts. The first account is the 'Primary Location' at 101 WELLS AVE, BALTIMORE MD 21222-2933. The second account is a 'Branch Location' at 12 MAIN AVE, BALTIMORE MD 21228-3132. Both accounts have a 'Motorcycle Safety Course Management' link highlighted with a red box. Other links for 'Renew Program', 'Add Branch Location', 'Make a Payment', and 'More...' are also visible.

RDD - MDOT MVA Business ...

MDOT MVA BUSINESS PORTAL MVA CC Rollout Development

< RYAN STARTED THE FIRE

Course Management
 Motorcycle Safety
 MST10100327
 DONT MICROWAVE PITA
 Balance: \$0.00

Course Management

Course Management
 Program management actions.

- Submit Motorcycle Safety Course Completion
- Review Past Submissions
- Check for Student Enrollment Eligibility

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f t yd ...

100%

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< Course Management

Motorcycle Safety Course Completion
 Motorcycle Safety
 MST10100327
 DONT MICROWAVE PITA
 Balance: \$0.00

Motorcycle Safety Course Completion

Course Completion

Course Information

Completion Date ^{*} *Required*

Written Score ^{*} *Required*

Skills Score ^{*} *Required*

Customer Information

Driver's License Number/Customer ID ^{*} *Required*

Last Name ^{*} *Required*

Date of Birth ^{*} *Required*

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Create a New Employee/Administrator Logon

Prepay Ledger

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THE DUNDIES

**-*8768
1 SUN CT
ESSEX MD 21221-5947

Welcome, Instructor 123

You last logged in on Tuesday, Jul 6, 2021 11:26:38 AM

[Manage My Profile](#)

Favorites [Home](#) [Action Needed](#) [More...](#)

Filter

Driver Improvement Program - FINE WORK AWARD

32 MAIN ST
LAUREL MD 20707-4304
Primary Location
Driver Improvement Classroom

Account

- > Add Branch Location
- > Make a Payment
- > Driver Improvement Course Management
- > More...

THE DUNDIES

**-*8768
1 SUN CT
ESSEX MD 21221-5947

Welcome, Instructor 123

You last logged in on Tuesday, Jul 6, 2021 11:26:38 AM

[Manage My Profile](#)

Favorites [Home](#) [Action Needed](#) [More...](#)

What are you looking for?

Customer Actions

Maintain customer attributes or register a licensed account.

- > Register a Business License
- > Modify Contacts
- > Add/Remove Owners

Motor Vehicle Carrier

Manage Fleets.

- > Update USDOT/TIN
- > Register IRP
- > Register Fleet
- > Request Third Party Access

Non-Licensed Business Entities

Apply for an interchangeable tag account that is unlicensed by the MVA.

- > Register a Transporter
- > Register a Financial Company
- > Register Special Mobile Equipment

Submissions

Search for previous submissions.

- > Search Submissions

Messages

View messages I've received from the agency.

- > View Messages

Letters

View letters I've received from the agency.

- > View Letters

Names & Addresses

View or update names and addresses associated to this customer.

- > Manage Names & Addresses

Access Management

Manage access of accounts I have access to.

- > Add Additional Logon
- > Manage Additional Logons

< THE DUNDIES

Create Additional Logon

Instructor 123
t@t

Create Additional Logon



Email Address

new_instructor@email.com

Access Type

Administrator

An email will be sent to the email address provided with a link to create an online profile. The new profile will only get access to the accounts that you specify.

This access grants full access to the business account. They may view, process transactions and make payments.

Accounts to Grant Access to

	Customer Type	Customer Name	Account Type	Account Name	Account Id
<input type="checkbox"/>	Business	THE DUNDIES	Title Service Agent	THE DUNDIES	TS10100349
<input checked="" type="checkbox"/>	Business	THE DUNDIES	Driver Improvement Program	FINE WORK AWARD	DI10100329
<input type="checkbox"/>	Business	THE DUNDIES	Titling	THE DUNDIES	TS10100349
<input checked="" type="checkbox"/>	Business	THE DUNDIES	Driver Improvement Program	FINE WORK AWARD	DI10100330

Cancel

< Previous

Submit