

Customer Guide – Messages

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 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 'BETA' badge is followed by the text 'This is a new service – your feedback will help us to improve it.' The main heading is 'DVA Licensing Portal'. Below this is a paragraph: 'From this page you can manage your existing licences and apply for, or renew a licence.' followed by '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 are two sections. The left section is titled 'Current licences' and says 'Here you can view and complete certain transactions on your licences.' with a green button 'My licences >'. The right section is titled 'Messages' and says 'Sometimes DVA will send you messages. You can check all messages here.' with a green button 'Check my messages >'.

Log in

DVA Online

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

DVA Licensing Portal

From this page you can manage your existing licences and apply for, or renew a licence.

Select from the choices below to manage your licences.

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

- Apply for a taxi driver licence

Vehicle Licences

- Apply for a bus vehicle licence
- Apply for a taxi vehicle licence
- Transfer of ownership

Operator Licences

- Apply for a bus 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 >](#)

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). You can now select the option that you require.

The screenshot shows the 'nidirect' logo in the top left corner of a blue navigation bar. To the right of the logo are links for 'Home', 'Messages 625', 'Requests', 'Licences', and 'Lily'. Below the navigation bar, the text 'DVA Online' is displayed. A 'BETA' badge is followed by 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.' Another paragraph says: 'Select from the choices below to manage your licences.' There are four main sections, each in a light blue box: 'Driver Licences' (with links for provisional, car/motorbike/tractor, lorry/bus, address change, and replacement), 'Taxi Driver Licences' (with links for renewal and application), 'Vehicle Licences' (with links for bus and taxi renewal/application, and transfer of ownership), and 'Operator Licences' (with links for bus and taxi renewal/application). At the bottom, there are two sections: 'Current licences' with a 'My licences >' button, and 'Messages' with a 'Check my messages >' button.

nidirect Home Messages 625 Requests Licences Lily

DVA Online

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

DVA Licensing Portal

From this page you can manage your existing licences and apply for, or renew a licence.

Select from the choices below to manage your licences.

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 >](#)

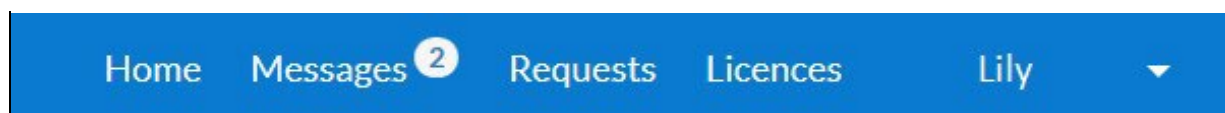
Messages

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.

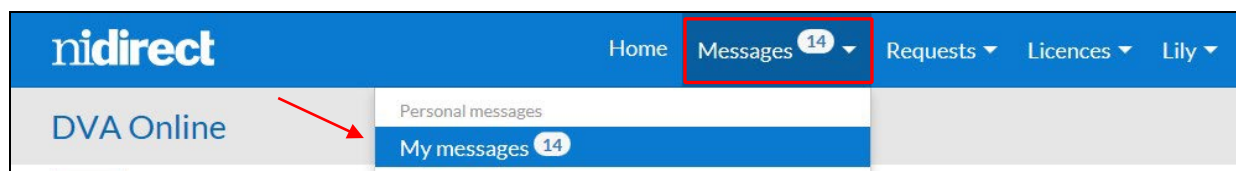
For anyone who holds an existing licence which has been linked, there are a number of drop down menu options available on the blue nidirect banner.



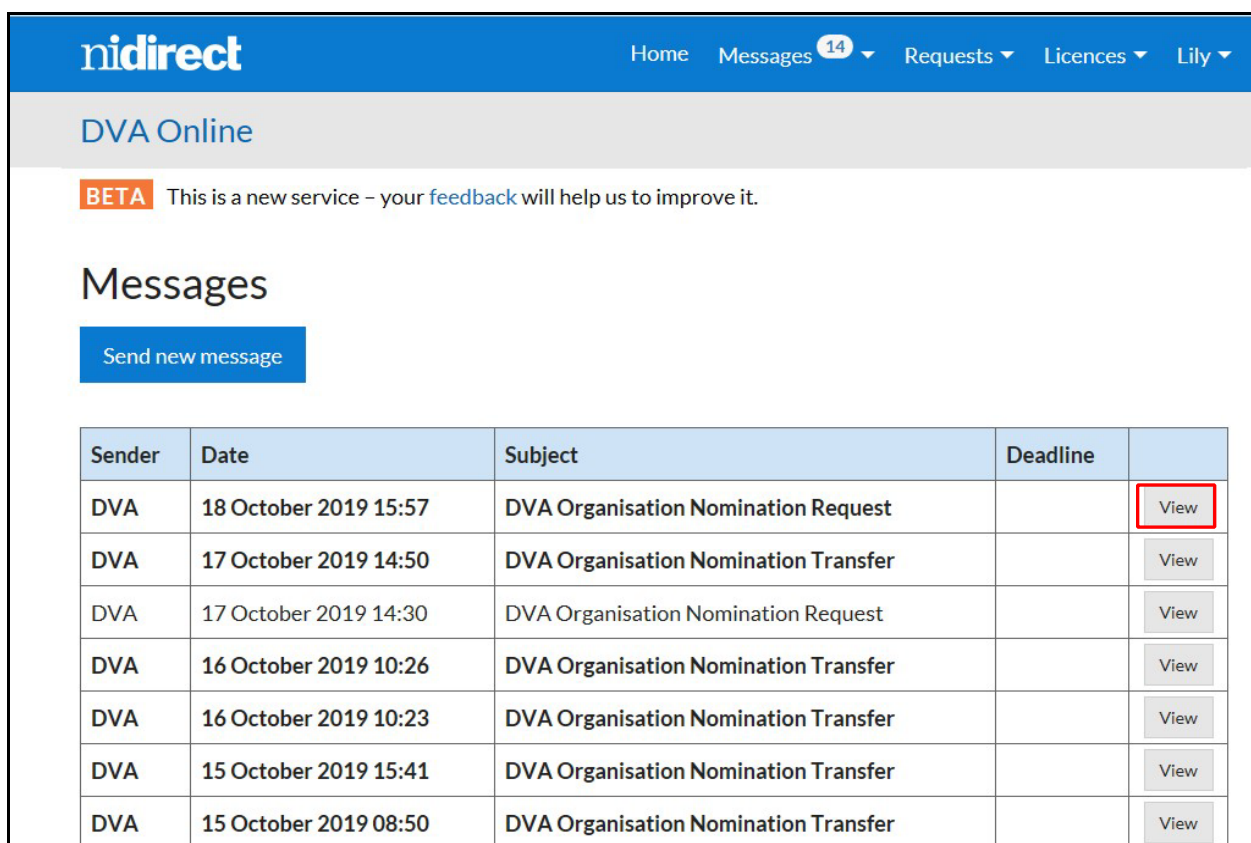
From these options you will be able to track all Messages to and from DVA, view or manage your applications from Requests, view or manage your Licence(s) and view or manage your personal preferences from your user login menu.

Messages

DVA will send electronic notifications to customers either by email or SMS advising them that they have a message in their DVA Online account. Once logged in to their DVA account, to view a message the customer should click on the drop-down message option on the blue nidirect banner and click “My Messages”.



A full list of a Messages will be displayed – the white circle counter displays the number of messages which have not yet been opened and read.



nidirect Home Messages ¹⁴ Requests Licences Lily

DVA Online

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

Messages

[Send new message](#)

Sender	Date	Subject	Deadline	
DVA	18 October 2019 15:57	DVA Organisation Nomination Request		View
DVA	17 October 2019 14:50	DVA Organisation Nomination Transfer		View
DVA	17 October 2019 14:30	DVA Organisation Nomination Request		View
DVA	16 October 2019 10:26	DVA Organisation Nomination Transfer		View
DVA	16 October 2019 10:23	DVA Organisation Nomination Transfer		View
DVA	15 October 2019 15:41	DVA Organisation Nomination Transfer		View
DVA	15 October 2019 08:50	DVA Organisation Nomination Transfer		View

To read a message click the “View” button at the side of the message.

The full content of the message will then be displayed.

nidirect

Home Messages ¹³ Requests Licences Lily

DVA Online

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

Message details

Sender

DVA

Date

18 October 2019 15:57

DVA Organisation Nomination Request

Test Company

The nomination process to allow you to act for the above named organisation has now been started.

In order to complete this process you will need to access this organisation by selecting Organisations within your DVA account or by clicking here: [Organisations](#) and entering the code supplied by the organisation.

Back

From your Messages screen, there is an option to send a new message to DVA.

nidirect

Home Messages ¹⁴ Requests Licences Lily

DVA Online

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

Messages

Send new message

Sender	Date	Subject	Deadline	
DVA	18 October 2019 15:57	DVA Organisation Nomination Request		View
DVA	17 October 2019 14:50	DVA Organisation Nomination Transfer		View
DVA	17 October 2019 14:30	DVA Organisation Nomination Request		View
DVA	16 October 2019 10:26	DVA Organisation Nomination Transfer		View
DVA	16 October 2019 10:23	DVA Organisation Nomination Transfer		View
DVA	15 October 2019 15:41	DVA Organisation Nomination Transfer		View
DVA	15 October 2019 08:50	DVA Organisation Nomination Transfer		View

When you click on the blue “Send new message” button, the following screen appears:

The screenshot shows the 'nidirect' website header with navigation links: Home, Messages (with a badge of 36), Requests, Licences, and Lily. Below the header is a 'DVA Online' section. 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 'Send a message to DVA'. A legend indicates that an asterisk (*) denotes a required field. The 'Subject' section has a dropdown menu with the placeholder text 'Select the licence type from the drop down'. The 'Message text' section is a large text area with the placeholder 'Enter the details of your message here.' Below this is the 'Attach supporting documentation' section, which includes an 'Upload a file' button (highlighted with a red box) and a 'Send' button at the bottom.

Within the Subject box you must select the licence type your query relates to, enter your message in the text box and click on send. If necessary, you can attach a document by using the “Upload file” option.

DVA Online

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

Send a message to DVA

* Indicates a required field

* Subject

Driver licensing
Taxi driver licensing
Taxi operator licensing
Taxi vehicle licensing
Bus operator licensing
Bus vehicle licensing