

Customer Guide - Requests

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. The 'Log in' link is highlighted with a red rectangle. Below the header is a grey bar with 'DVA Online' text. Underneath is a 'BETA' banner stating '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.' 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 >'.

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). 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 is a blue navigation bar with the 'nidirect' logo and links for Home, Messages (525), Requests, Licences, and Lily. Below this is a grey header with 'DVA Online' and a 'BETA' notice. The main heading is 'DVA Licensing Portal'. A message states: '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.' There are four main sections: 'Driver Licences' (with links for provisional, car/motorbike/tractor, lorry/bus, address, and replacement), 'Taxi Driver Licences' (with links for renewal and application), 'Vehicle Licences' (with links for bus vehicle, taxi vehicle, and ownership), and 'Operator Licences' (with links for bus operator, taxi operator, and application). In the 'Vehicle Licences' section, 'Renew my taxi vehicle licence' is highlighted with a red box. In the 'Operator Licences' section, 'Apply for a taxi operator licence' is highlighted with a red box. At the bottom, 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 >](#)

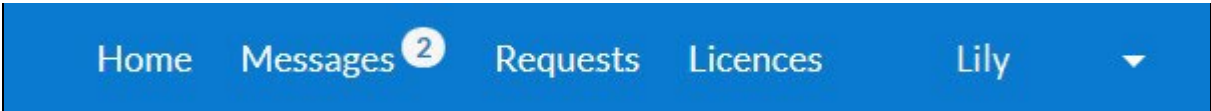
Messages

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.

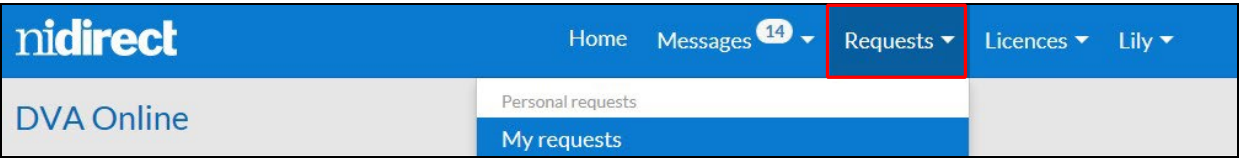
For anyone who holds an existing licence which has been linked, there are a number of drop down menu options available on the blue nidirect banner.



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.

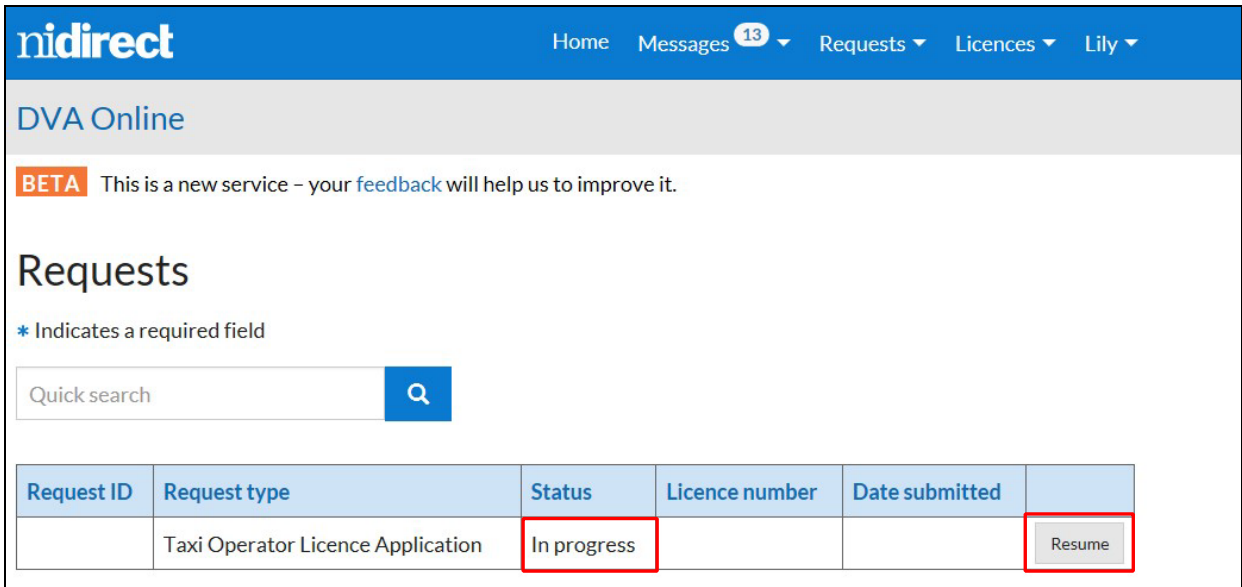
Requests

DVA Online will allow you to see a full list of your current requests (online applications) and the status of each of them. In order to view “Requests” you should click on the drop-down option on the blue nidirect banner and click “My Requests”.



A full list of all current requests will be displayed, showing the status of each request. Depending on the status of the request, various options will be available.

If an application has been started, but not yet submitted the status of the request will be “In progress”, at this stage the “Resume” button will be present and by clicking on this you can continue with the application.



If an application has been submitted the status will be “Submitted” and the “Show” button will be present.

Request ID	Request type	Status	Licence number	Date submitted	
326	Taxi Operator Licence Application	Submitted		23 October 2019	Show

By clicking the “Show” button you will be able to view a summary of the details of the submitted application and a “Withdraw application” blue button option becomes available.

If the “Withdraw” button is selected, the application will be withdrawn and no further processing can be completed on it.

The screenshot shows the 'nidirect' website header with navigation links: Home, Messages (16), Requests, Licences, and Lily. Below the header is the 'DVA Online' section with a 'BETA' notice: 'This is a new service – your feedback will help us to improve it.' The main content area is titled 'Summary' and features a blue button labeled 'Withdraw application'. Below this, the application details are listed: Reference number 327, Type Taxi Operator Licence Application, Status Submitted, Submitted 23 October 2019 11:08, and Approval expiry. There are two expandable sections: 'Application' (currently collapsed) and 'Sole trader details' (also collapsed). The 'Business type' is listed as 'Sole trader'.

Once the application has been approved by DVA the status will be “Approved” and again the “Show” button will be enabled.

Request ID	Request type	Status	Licence number	Date submitted	
326	Taxi Operator Licence Application	Approved		23 October 2019	Show

The “Show” button gives the summary view of the approved request.

In the example of a Taxi Operator, the addition of an “Apply for Grant of Licence” button is available to carry out the second stage of the process. As a licence has not been generated at this stage there is also a “Withdraw application” button.

DVA Online

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

Summary

[Apply for Grant of Licence](#)[Withdraw application](#)

Reference number	326
Type	Taxi Operator Licence Application
Status	Approved
Submitted	23 October 2019 10:48
Approval expiry	20 November 2019