DRIVES Upgrade Office Visits Expectations

The DMV Training team is looking forward to visiting your assigned office to provide helpful on site assistance as we roll out the DRIVES Upgrade.

Our DMV Trainers will be onsite at 8 a.m. each day, unless a different time is noted on the schedule.

We're here to help you feel comfortable navigating the updated DRIVES system by:

- Answering your "how-to" questions.
- Guiding you through transaction data entry.
- Showing you where to easily find the information you need in the system.

Curriculum Completion:

- For a successful support visit, we kindly ask that offices complete the DRIVES Upgrade Curriculum **before** the DMV Training Team arrives.
    - If the training hasn't been completed, we will direct end users to the available Web-Based Trainings (WBTs) and published materials. Our on-site support focuses on navigating the new system, not providing the initial training.

Important Information About Your Trainer's Visit:

- Our DMV Training Team is here to support you, however they are unable to perform transactions for your office as they don't have the necessary security access in the Production environment.
- To ensure a smooth customer experience, trainers cannot assist customers at the counter or process mailed-in paperwork; these critical functions remain the office's responsibility.
- Trainers cannot review, audit, or evaluate the acceptability of paperwork.
    - Please remember that the requirements for transactions and standard business processes **have not changed** due to this project, unless explicitly communicated by the business team.
- Trainers are unable to provide unofficial workarounds or manipulate the system outside of its designed functions. If you discover a system issue, please work with your Point of Contact (POC), utilize the chat space for collaboration, and follow the established findings process if necessary.

System Support and Findings:

- Please make sure your office personnel know who to contact in your office as the

County Point of Contact (POC) or the State Support POCs for the Google Chat spaces.

- Utilize those Google Chat spaces to easily report any system challenges or findings.
- Please note that trainers are unable to create tickets or findings for the office; these are to be reported through the official finding process.
- If your office requires assistance or is unsure how to report findings, please reach out to Claire Stewart (claire.e.stewart@state.co.us) for guidance.