



Driver & Vehicle
Standards
Agency

Our improved MOT reminders and MOT history services



Toolkit for MOT garages

Helping you **stay safe** on **Britain's roads**

Overview



This year, we are continuing to focus on improving our services. We want to drive a more modern MOT that best meets the needs of vehicle users.

Our flagship digital services, MOT reminders and MOT history, are used every single day by motorists and businesses.

- We recently reached a major milestone for the **MOT reminders** service – **4 million sign ups in total** since the service launched.
- And the **MOT history** service has around **2 million visits per month**.

To find out how we could improve these services, we carried out user research at MOT garages.

One of the main things our motorists asked for, was to make it easier to unsubscribe a vehicle from the MOT reminders service. To remove a vehicle, they had to contact us when they received a reminder and this didn't always work straight away.

Another thing motorists asked for was a quicker way to view all of their MOT certificates in one go.

What are the improvements?



For **MOT reminders**, we've redesigned the service so that motorists and businesses can now easily amend the vehicles they've registered to receive a MOT reminder online – without having to create an account.

We've also improved the layout of the reminder service, so it's clearer to use.

For **MOT history**, we've made improvements so motorists and businesses only need to enter a vehicle's VC5 number once, to view or print previous MOT certificates.

The screenshot shows the GOV.UK website interface for managing MOT reminders. At the top, there is a navigation bar with the GOV.UK logo, the title 'Manage your MOT reminders', and a 'Sign out' link. Below the navigation bar, a blue banner indicates 'ALPHA' status with a note: 'This is a new service – your [feedback](#) will help us to improve it.' The main heading is 'Manage your MOT reminders'. Underneath, the page is organized into sections for different vehicles. The first section is for 'BCI2 BCD' (Volkswagen Golf), showing the MOT expiry date as 14 February 2023 and a 'Stop reminders' link. The second section is for 'CD52 CDE' (Honda Civic), showing the MOT expiry date as 3 March 2023 and a 'Stop reminders' link. To the right of these sections is a 'Related content' area with three links: 'Set up a new reminder', 'Manage MOT reminders for a different email or mobile phone number', and 'Check the MOT history of a vehicle'.

GOV.UK Manage your MOT reminders Sign out

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

Manage your MOT reminders

Reminders for

BCI2 BCD
Volkswagen Golf
Your MOT runs out on 14 February 2023.
[Stop reminders](#)

CD52 CDE
Honda Civic
Your MOT runs out on 3 March 2023.
[Stop reminders](#)

Related content
[Set up a new reminder](#)
[Manage MOT reminders for a different email or mobile phone number](#)
[Check the MOT history of a vehicle](#)

Promoting our services and helping you



We want to celebrate these improvements and reaching 4 million sign ups with motorists and businesses – and encourage anyone who hasn't signed up to MOT reminders, to do so now.

Our key messages are:

1. Sign up for an MOT reminder if you haven't already.
2. If you are already signed up, check the reminder service to make sure you're receiving a reminder for your current vehicle.
3. If you've recently sold or scrapped a car, stop your reminders for that vehicle.

We hope by encouraging motorists to sign up for an MOT reminder – and use the service to amend/update their reminders as they change vehicles, it will also help them to plan ahead when booking their MOT.

We know the Autumn period is still busy for many garages, so receiving a reminder 4 weeks before their MOT is due, should prompt motorists to take action, instead of leaving it to the last minute to book their MOT and risk not getting an appointment with you.



How you can support our campaign





Using this toolkit

To help encourage motorists to sign up for an MOT reminder and get their vehicle's MOT done on time, we'd appreciate your help sharing our messages.

We've developed this toolkit to share our resources with you.

You may have social media accounts, customer email addresses, or send text messages to customers – we have provided ready-made content about the improvements for you.

We've also created some animations that we'll be posting on our social media channels, which you can also share.



Key messages

Key messages



It's free, quick and easy to sign up

Join the other 4 million people that've signed up for an MOT reminder

MOT reminders improvements:

Get peace of mind that you won't forget your MOT

You can now delete vehicle reminders and add new ones in minutes.

MOT history improvements:

It's quick and easy to see your MOT certificates


No need to print your certificate at home or at the garage

Save paper and be more environmentally friendly

Message templates

Social media posts



- Over 4 million people have signed up to receive an official MOT reminder from DVSA. Don't forget your MOT date again, sign up for a reminder so you know when to book in  <https://www.gov.uk/mot-reminder>
- Sold your car and bought something new? DVSA have made it easier for you to amend your MOT reminder and add your new vehicle. Don't miss your MOT date, sign up for a free reminder <https://www.gov.uk/mot-reminder>
- Did you know you can easily view or print your MOT certificates using DVSA's MOT history service? Let us know if you'd rather view your vehicle's MOT certificate digitally, instead of having a paper copy when you book your MOT <https://www.gov.uk/check-mot-history>
- Do you know your vehicle's MOT is due? Take the hassle out of remembering and sign up for an MOT reminder. It's quick and easy to do <https://www.gov.uk/mot-reminder>

Email template



[*] = replace as appropriate

[*SALUTATION*]

The best way to take the hassle out of remembering when your vehicle's MOT is due, is by signing up for a free MOT reminder on GOV.UK. You'll receive a text message or email 4 weeks, and 2 weeks, before your MOT is due. www.gov.uk/mot-reminder

With autumn continuing to be a really busy period of the year for MOTs, getting a free reminder when your MOT is coming up to expiry is a good way to make sure you book a slot with us in advance.

If you only book near your test expiry date, you might not be able to get a slot and may have to go to another garage.

Remember, you can get an MOT test up to a month minus a day before yours is due to expire and still keep your renewal date.

Contact us on: [*BOOKING NUMBER / EMAIL / WEBSITE] to get your slot and have peace of mind.

We look forward to hearing from you soon,

[*SIGN OFF*]

[*CONTACT DETAILS*]

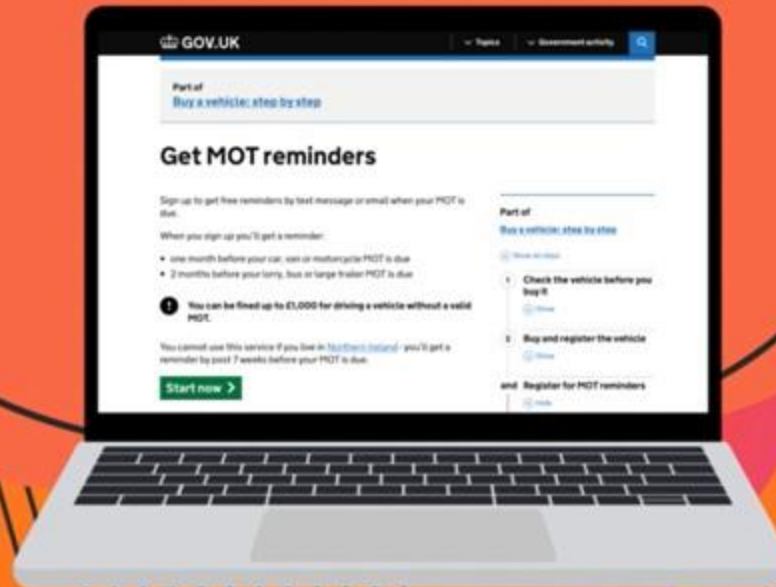
Graphics

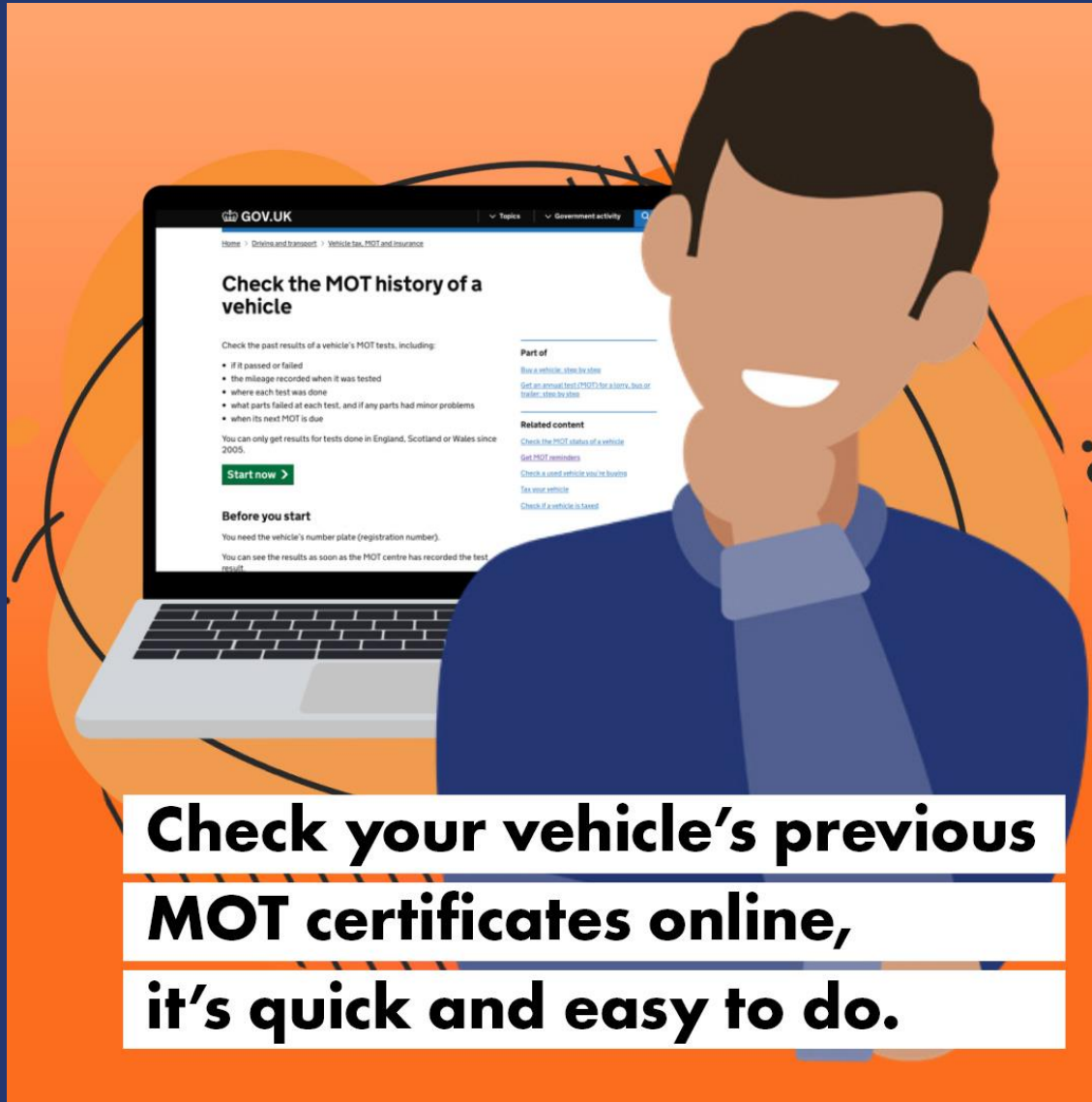
A decorative graphic in the bottom right corner consisting of several overlapping, semi-transparent white and light red rays emanating from a point on the right edge, creating a sense of motion or light.

**Don't miss your MOT date
again, sign up for a text or
email reminder.**



You can amend your MOT reminder online and update it to your new vehicle





**Check your vehicle's previous
MOT certificates online,
it's quick and easy to do.**



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**For further information, please email:
pressoffice@dvsa.gov.uk**

www.gov.uk/dvsa
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Helping you **stay safe** on **Britain's roads**