



Driver & Vehicle
Standards
Agency



Encouraging motorists to view their MOT certificate online

Toolkit for MOT centres

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

Overview



We want to provide a more modern MOT that best meets the needs of vehicle users.

Instead of requesting a paper MOT certificate at the time of test, we want motorists to consider whether they need this piece of paper by promoting the use of our online MOT history service instead.

The same information about the vehicle's history and their most recent MOT is provided here – and they can also download a digital copy of their latest certificate as they need.

The MOT history service is the best way for motorists to see the most up to date version of their vehicle's record. In most cases, they will be able to see their latest MOT result before they've collected their car.

Changing motorist behaviour



We understand moving to a digital copy of an MOT certificate will be a big change for customers, which is why we want to introduce this slowly. We also understand that not everyone will have access to the digital service, so we won't mandate this change in law.

It's up to the customer to decide what the best option for them is. However, we would like to encourage them to use the digital option where possible.

To help us start to change motorists' behaviour, we need your help to stop printing all MOT pass certificates by default. If they need a failure certificate you might want to continue to print these to start with, so motorists are aware of what they need to do to fix their vehicle.

Over the next few months, we'd encourage you to speak to your customers at the end of the test and ask whether they need a paper copy of the certificate – or if they'd be happy to view the information digitally using the MOT history service instead.

What to consider before printing



MOT result	MOT certificate	Emissions test record
Pass with no defects or advisories	Recommend the customer can view the MOT test result and history online - provide a certificate if they ask for one	Only print if customer requests
Pass with minor defects or advisories	Explain the defects or advisories and suggest the customer can view the MOT test result and history online - provide a certificate if they ask for one	Only print if customer requests
Fail with emissions pass	Offer a paper certificate but explain they do not need it if they intend to check the MOT test result online	Only print if customer requests
Fail with emissions fail	Offer a paper certificate but explain they do not need it if they intend to check the MOT test result online	You must issue a paper emissions test record



How you can support our campaign





Using this toolkit

To help encourage motorists to view their MOT certificate digitally, we'd appreciate your help sharing our messages.

We know customers might have some questions about this change and we want to give you as much information as you need to answer them. This toolkit will provide you with:

- our key messages on digital MOT certificates
- an FAQ section to help you have challenging conversations
- a poster to put up in garages
- social media and website graphics
- an email banner to put on your emails to customers



Key messages

Why motorists should choose the digital option



1. It's quick and easy for you to view your MOT certificate and record digitally using MOT history
2. Don't wait for a paper copy to view your MOT results; your vehicle's record is updated straight after your MOT has been completed for you to view online
3. It's more environmentally friendly – save paper and waste by viewing your vehicle's MOT records digitally
4. Viewing the official MOT record of a vehicle online using DVSA's service is safer and more secure than a piece of paper which could be fraudulent
5. It's easier to keep track of your vehicle's history in one place, without having to store multiple pieces of paper

Message templates

Social media posts



- Did you know you can view and download your MOT certificate and vehicle history online using DVSA's free MOT history service? No need to keep paper copies, it's quick and easy to look online ☒ Check the MOT history of a vehicle - GOV.UK (www.gov.uk)
- Save time and paper by viewing your MOT result online ☐ Check the MOT history of a vehicle - GOV.UK (www.gov.uk)
- We won't be automatically printing MOT certificates anymore. If you need a paper copy let us know  You can see your vehicle's history and test result quickly and easily on the MOT history service Check the MOT history of a vehicle - GOV.UK (www.gov.uk)

Email or website template



From [insert date] we won't be automatically printing MOT certificates when your vehicle passes its MOT. You can view your test result and full vehicle history online for free using the MOT history service.

It's quick and easy to use and gives you the option to download or view your previous MOT certificates when you need.

Viewing your result digitally is more environmentally friendly, reducing the amount of paper we need to print. It's safer and more secure to view all your vehicle's history in one place, without relying on different documents.

If you're unable to access the MOT history service, let us know and we can provide a paper copy of your certificate.

Posters you can download

You can print the colour or black and white version of either poster.



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View your MOT result online

It's quick and easy to view your
vehicle's MOT certificate
and record digitally.

Get started at:
www.gov.uk/check-mot-history



Keeping **Britain** moving, **safely** and **sustainably**



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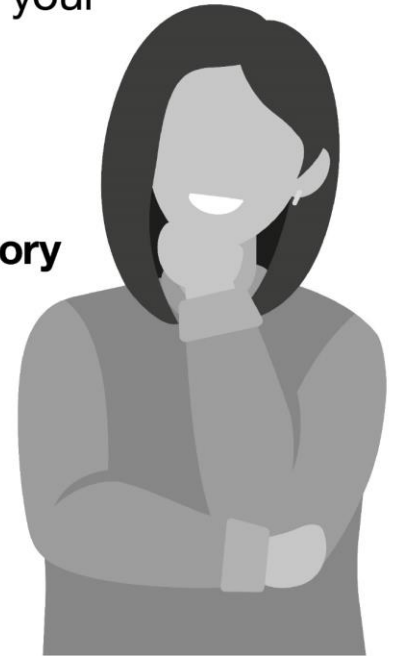
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Think – do you need a paper copy?

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Keeping **Britain** moving, **safely** and **sustainably**



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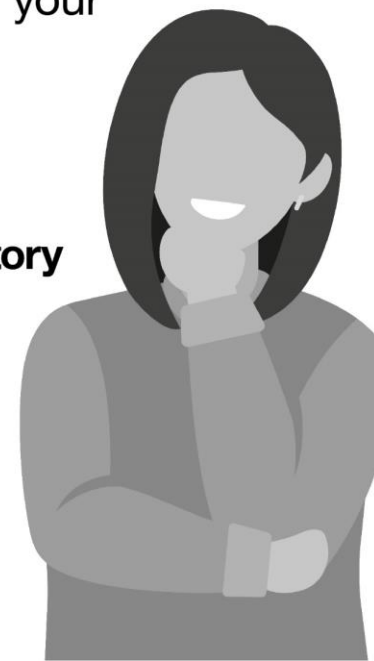
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**Graphics for social media or your
website**



**Don't wait for a paper
copy – view your
MOT results online**



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**Save waste by
viewing your MOT
result digitally!**



Driver & Vehicle Standards Agency



**Don't wait for a paper copy –
view your MOT results online**



Driver & Vehicle Standards Agency



Your vehicle history in one place

Get started at www.gov.uk/check-mot-history



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Save paper and waste

View your vehicle's record at www.gov.uk/check-mot-history



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**Save waste by
viewing your MOT
result digitally!**

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View your vehicle's
record securely online at
www.gov.uk/check-mot-history

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Email banner



**We're no longer printing MOT
certificates as standard**

But please ask if you need a paper copy

FAQ's

The background is a solid red color. In the bottom right corner, there is a series of white, overlapping geometric shapes that resemble a stylized sunburst or a series of rays emanating from a point. These shapes are composed of several thin, elongated triangles that fan out towards the right edge of the frame.

Why can't I have a paper copy of my certificate?

The garage can still provide a paper copy, but we'd encourage you to think about why you might need this. All the information is provided free on the gov.uk MOT history service.

How do I use the MOT history tool – is it free and easy to use?

Yes, it's free and provided by DVSA. You just need to enter your vehicle registration plate. If you want to download a certificate you will need your V5C number which you can find on your registration document.

Won't the police or my insurance company ask me for a paper copy of my MOT result?

No, the police have access to DVSA's database and will view the same information you can see online.

How can I check my advisories?

You can look at these using the MOT history service. Your garage should also talk you through these when you collect your vehicle.

Can I get a paper copy at a later date?

Yes, you can download or print a copy as needed using the MOT history service.

What happens if I get home and see that my record is wrong online?

In the first instance you should contact the MOT garage that just carried out the test. They can correct a mistake on the vehicle colour or mileage. For any other error for example a wrong digit on the vehicle registration number or VIN you will need to contact DVSA at [Getting an MOT: Fix mistakes on your MOT certificate - GOV.UK \(www.gov.uk\)](#)



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

www.gov.uk/dvsa
[@DVSAgovuk](https://twitter.com/DVSAgovuk)

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