

Bulletin

Date: June 5, 2020
Bulletin: All Driving Schools
From: MDOT MVA
RE: Customer Connect Session ONLINE on June 15, 2020

The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) **will now conduct an online Customer Connect session** for driving schools on **Monday, June 15, 9 to 10 a.m.**

To register for the session, visit <https://www.surveymonkey.com/r/9QW8KLJ>. You will be emailed a calendar invitation with the information you will need to access the session.

If you have any questions, please email Katie Kuehn at kkuehn@mdot.maryland.gov.

The session will cover an introduction to the new portal, adding and removing employees and locations, how to renew your business license, and more.

MDOT MVA is implementing the Customer Connect system to modernize all customer-facing IT systems. The application of Customer Connect will provide system users with a more streamlined experience, enhance communication with partners through improved interfaces, and help in achieving our goal of providing premier customer service to Marylanders every day.

Rollout 1 will occur on July 6, 2020, and will include vehicle services, business licensing, and the International Registration Plan (IRP).