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DRIVER AND VEHICLE SERVICES
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Dealership Access Agreement – Frequently Asked Questions

1. I do not have any employees. Do I still need to complete a *Dealership Individual User Agreement*?

Yes, the *Dealership Individual User Agreement* needs to be completed and submitted for each user whether an employee or owner.

2. I work at more than one dealership. Why do I need a username for each dealership?

OR

3. I am getting a job at another dealership. Why can't I just use the username I already have?

The usernames are specific to one dealership and the dealership owner/officer is responsible for usage by their employees. An individual cannot use the same username at multiple locations.

4. I am the only person who works at my dealership. Why can't I use *doeauto@gmail.com*? That is my personal email address. No one else has access to the mailbox.

Each DVS ESupport user must have their own unique, individual e-mail address to which emails are sent with links to obtain/reset passwords. When a user creates or updates their profile, the email address entered into the profile must be readily identifiable as the user's personal e-mail, such as *john.doe@123.com*, *john.doe.companyname@123.com*.

If you do not have a personal email address that is readily identifiable as yours, you will need to create one to use the online DVS website. We will not send a password link email to an email address that appears to be a business address.

5. I do not need to use ESupport very often and my password is always expired. How can I fix it so it does not expire?

Passwords expire every 60 days for security purposes. You do not need to make queries to remain active. Simply change your password before it is set to expire.

6. I have a dealer license because I own a towing business and sell more than five motor vehicles in a twelve month period. Can I use my dealer access to query license plates to send notification to owners and/or lienholders on the vehicles I have towed?

No. Access is specific to one business. Your access as a dealer is only for duties associated with the dealership. If your query is related to the towing of a vehicle, you must request and use access for the towing company.

7. I run a license plate and nothing happens.

Are you using Internet Explorer as your browser? Not all ESupport features work as designed when using Google Chrome, Firefox, or other browsers. If the Internet Explorer is version 9 or later, you need to use compatibility view for ESupport to perform properly.