

The Washington State

DRIVER TRAINING SCHOOLS

ANNOUNCEMENT

*A publication of the Washington
State Driver Training Schools Program*

August 23, 2018

DRIVES Technical Support

We are quickly approaching September 4, 2018, our “go-live” date for the new DRIVES system. This announcement is to equip you with contact information for technical support and describe the process for notifying you of system alerts.

Contact for Technical Support

Starting on September 4, 2018, you can call **(360)664-9690** or email DRIVESEService@dol.wa.gov for technical support. This direct line to the Department of Licensing (DOL) Command Center will be fully equipped with support agents to assist you with any technical difficulties you might experience.

System Alerts

After we go live, the Driver Training School (DTS) program will receive daily briefs on known issues. If these issues affect your ability to perform duties in the new portal, we'll send you a System Alert via ListServ.

System Alerts will include the following:

- Known Issue
- Expected Outage time
- Customers Affected
- Impact
- Customer Action
- Questions: Call (360)664-9690 or email DRIVESEService@dol.wa.gov
- Problem Reporting

If you have any questions, please email tse@dol.wa.gov.

Regards,

Driver Training School Program

Skip a trip – go online: www.dol.wa.gov

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