



# MOT JUICE

## SPECIAL NOTICE 02-19 - MOT JUICE SYSTEM UPDATE

This document outlines the changes and enhanced security measures put in place by MOT Juice in response to DVSA Special Notice 02-19.

Please ensure you read this document fully.

### Updated Tester Login ID

MOT Juice has updated all MOT Tester login IDs and replaced them with their own uniquely generated MOT Juice User ID.

Each Tester has now been issued with a brand new **MOT Juice User ID** which will be in the format of 5 letters and 3 numbers. MOT Juice User IDs are made up of the first 4 letters of a testers surname, the first letter of their first name and then 3 unique digits (For example, LENND001).

A Testers User ID is assigned to each MOT Tester and should be kept private and confidential in the same way, and to the same standard as your DVSA login ID and password to protect your personal data.

### Updated Passwords

Special Notice 02-19 suggested that some testers may have used the same password for their DVSA account along with multiple other third-party platforms.

MOT Juice takes security very seriously and to ensure that MOT Testers using our system have not used the same password for their MOT Juice system and their DVSA Testing system, we have assigned every MOT Tester with a brand new password.

We can't stop anyone from using the same passwords they use for other systems, however MOT Juice has taken necessary steps to ensure all testers using our platform would not be at risk.

### A message from MOT Juice

MOT Juice would like to take this opportunity to reassure all testers that we have absolute interest in your security when using the MOT Juice system. We will never ask you for any details that you shouldn't be handing over in respect of Special Notice 02-19, nor will we ever ask for your password over the phone.

If you feel that your MOT Juice account may be compromised or for further information about Special Notice 02-19, please contact our offices on **01293 911 120** immediately. Please be aware that support will not be available over Easter Bank Holiday weekend.

Thank you for your continued support,

**The MOT Juice Team**