Using SPSV Online Services

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Contents

1. Introduction ........................................................................................................................................... 3
2. Logging In ................................................................................................................................................ 3
3. Managing an Active Link ...................................................................................................................... 4
4. Creating a New Link ............................................................................................................................ 5
5. Future Links .......................................................................................................................................... 6
6. Historical Links ..................................................................................................................................... 7
7. Activity Log .......................................................................................................................................... 7
8. Notifications ......................................................................................................................................... 8
9. Update Contact Details ..................................................................................................................... 9
10. Logging Out ......................................................................................................................................... 9
1. Introduction

As the holder of an SPSV driver licence, you are required to notify the National Transport Authority (‘the Authority’) whenever you take over the operation of a licensed vehicle.

If you own and operate only one vehicle, and that vehicle is never operated by anyone else, you need notify the Authority only once in relation to that vehicle. If, however, a vehicle is operated by more than one driver, each driver must notify the Authority each and every time they commence operating that vehicle.

The Driver Links module of SPSV Online Services, described in this document, provides an easy and quick way of keeping this operational data up to date. You can use SPSV Online Services to:

- Check that you are linked to the correct vehicle
- Change the date and time at which the link expires
- Break the link
- Create a new link
- Set up one or more future links
- Amend the details of future links
- See the details of past links

Note: As an alternative, you can update the operational data using the Authority’s smartphone app (Taxi Industry App) or the mobile phone SMS facility.

You can also use SPSV Online Services to:

- Review all past driver links activity
- View all notifications from the Authority relating to your licence, and
- Update your contact details.

2. Logging In

To log in to SPSV Online Services:

1. Open a web browser (such as Internet Explorer, Safari, Mozilla Firefox, or Chrome) on your computer or other device connected to the internet. In the address bar, type https://spsvonline.nationaltransport.ie. Alternatively, visit www.nationaltransport.ie/taxi-and-bus-licensing/taxi/ and select ‘Complete a driver link’. The login screen is displayed.

   ![Login Screen](image.png)

2. Enter your SPSV driver licence number, your email address and your password. Click Log In. The driver link dashboard is displayed – see section 3, Managing an Active Link.
If you have forgotten your password, click *Forgot my password* and follow the instructions on screen.

If your email address has changed since you last provided it to the Authority, enter here the last email address you provided to the Authority and, once you are successfully logged in, use the *Update Contact Details* option to update your email address – see section 9, Update Contact Details.

### 3. Managing an Active Link

Whenever you log in to SPSV Online Services, you are brought to the driver link dashboard.

![Driver Link Dashboard](image)

**If you have an active link ...**

If you have an active link to an SPSV, the driver link dashboard shows details of your driver licence, details of the vehicle with which you are currently linked, the time at which the link started, and the date/time at which it is scheduled to end (if an end date/time was specified).

You can edit the link (to change the scheduled end date/time) or break the link with immediate effect.

**Edit Link**

To change the scheduled end date/time of the link, click *Edit Link*. You can then click the calendar icon to choose a date and use the up/down arrows to choose the time at which the link is to end. If the link is to remain in force indefinitely, click the *No End Date* checkbox.

If *No End Date* was previously checked, and you wish to specify an end date, you must first click the *No End Date* checkbox to clear it.

When the details are correct, click *Save Link*.

Note: If you selected ‘No End Date’, your link will be saved as ‘Open-Ended’. This means that the link will continue to exist so long as both licences remain in active status, and neither the vehicle nor the owner of the vehicle licence are changed. If any of these actions occur, the link will be broken.
Break Link
To break the link to the vehicle shown, click **Break Link**. You are then asked to confirm that this is what you want to do.

If you do not currently have an active link ...

If you do not currently have an active link, the driver link dashboard just shows details of your driver licence, and gives you the option of creating a new link. To create a new link, click **Create New Link** and continue as described in section 4, Creating a New Link.

4. Creating a New Link

You can create a new link to an SPSV either by choosing the **Create New Link** option from the menu on the left of the screen or, if you do not currently have an active link, by clicking the **Create New Link** button on the driver link dashboard.

Creating a new link has the effect of breaking any other link that you currently have, and also of breaking any link that is currently active for the vehicle. It is therefore important to create a link only when you take over the operation of a vehicle; no other driver is permitted to operate the vehicle as an SPSV when it is linked to you.

When you choose **Create New Link**, the Create New Link screen is displayed.

Here you specify the vehicle either by entering its SPSV licence number or its registration number. Click **Link**.
Check that the vehicle details shown are correct. If they are not, click Change and enter the correct SPSV licence number or registration number.

If the vehicle details are correct, specify the Start Date and End Date for the link. To establish the link immediately, use the Now checkbox; to make the link open-ended, use the No End Date checkbox.

To specify a precise start date/time in the future, click the calendar icon, choose the date and use the up/down arrows to choose the time at which the link is to become active. Specify a precise end time for the link in the same way. Note that you can not create links that begin more than seven days in the future.

When all the details of the new link are correct, click Save Link.

If the link you create has the effect of breaking another driver link, you will be asked to confirm the action.

5. Future Links

You can create links that become active at a future date/time, as described in the previous section.

To view the future links that have been created for your driver licence, choose the Future Links option from the menu on the left of the screen. The Future Links screen is displayed with a list of the scheduled links.

To the right of any listed link, click View Details to see the details of the link. The Future Link screen is displayed. You can edit this link or break it exactly as described in section 3, Managing an Active Link.

It is possible to create multiple future links, should you wish to operate several vehicles throughout the course of the next week. Note that links can be made concurrently. This means that you can create one link to end at 18:00 and the next to begin at 18:00, without the one link breaking the other.
6. Historical Links

You can view your link history by choosing the Historical Links option from the menu on the left of the screen. The Historical Links screen is displayed with a list of your past links to SPSVs.

To the right of any listed link, click View Details to see the details of the link. Historical links cannot be edited.

7. Activity Log

To see a list of driver links changes associated with your SPSV driver licence, choose the Activity Log option from the menu on the left of the screen. The Activity Log screen is displayed with a list of the changes associated with your driver links.
8. Notifications

To see a list of notifications from the Authority regarding your driver link activity, choose the Notifications option from the menu on the left of the screen. The Notifications screen provides you with access to copies of all driver link notifications sent to you by the Authority. The list shows the reason for the notification and the method used for delivering it (email or post).

To the right of a listed item, click View PDF to see the notification in full.

Click Delivery Details to see details of how it was delivered.
9. Update Contact Details

To change the contact details for your SPSV driver licence on the SPSV register, choose the **Update My Details** option from the menu on the left of the screen. The Update My Details screen is displayed.

Click **Modify Contact Details**.

On the Modify Contact Details screen, click on the item you want to change.

You are then shown the information currently held on your driver record, and asked to provide the new contact details.

If you change your email address, the new email address you provide will be used in future for logging into SPSV Online Services and for communications from the Authority.

If you change any of your contact details, you will be advised to inform your local PSV office of the change.

To set up the SMS Service, which enables you to create and end links using text messages, select **SMS Service**.

The Record SMS Service screen is displayed. Enter the mobile phone number you wish to use.

A verification code is then sent to your phone. Enter this code and click **Proceed**.

**Note:** code format must match exactly.

If you do not receive a verification code, contact 0761 064 000.

You then receive a message confirming your registration.

10. Logging Out

To log out from SPSV Online Services, click the Log Out button at the top right of the screen.