

Awareity Platform: Frequently Asked Questions

I received a “welcome” email from Awareity, is this spam?

- No, this email contains information on how to login and complete the required training prescribed by DMV.

What is Awareity, and why do I have to take this training?

- Awareity is an online platform used to provide accountability and awareness training on the acceptable uses of DMV information. Dealers are required to complete the training to ensure they are aware the acceptable use of DMV information and to access the Online Dealer Program through one of the four vendor systems.

I received an email from Awareity about training, am I required to complete it?

- All Online Dealer participants and authorized users that access customer and vehicle records through one of the four vendor systems, DealerTrack, VITU (MVSC), TitleTec, and CVR required to complete the training.

I only issue PoD temporary tags, am I required to complete the training?

- Yes, all users authorized for PoD and Online Dealer must complete the training.

I got an email saying I have to complete the training in a few days, I thought the deadline was Aug. 1?

- Dealers have until Aug. 1 to complete the training. Reminder emails are generated automatically until the training is completed.

I am an Online Dealer but I never received a “welcome” email for the training, what should I do?

- Have your vendor send the first and last name, dealership, dealer #, email address and user ID for each employee authorized to access DMV records. Your vendor will forward this information to DMV to have you set up to begin the training.

I have additional employees, how do I add them to take the training? How long do they have?

- Newly hired employees that will access DMV records will have 15 days from the date of hire to complete Awareity training. Have your vendor send the employees first and last name, dealership, dealer #, email address, and user ID to DMV.

How long does the training take to complete?

- The training takes approximately 20 minutes to complete.

Once I've completed the training, what should I do?

- You do not need to contact or provide any information to DMV once the training is complete. You may print the certificate for your records as proof of completion. Ask your vendor if they have additional requirements.

What should I do with the VSA 163 "DMV Contractors Information Security Policy Acknowledgement" form?

- You should complete and print the form for your records. Your vendor may also require a copy for their records.

I am having trouble logging in, who do I contact?

- For login issues email Support@Awareity.com to have your password reset or account unlocked.

Is there a telephone number for support?

- No, DMV does not provide telephone support for Awareity. Additionally, Awareity does not provide telephone support to users. All support related issues should be emailed to Support@Awareity.com.

I did not receive the invitation email, but I attempted to login with the link provided from my vendor or another dealer, how do I login with the link?

- To login you must first be set up in the Awareity Platform. If you did not receive the invitation email, contact your vendor and have them send your first and last name, dealership, dealer #, email address and user ID to DMV. DMV will send the invitation to the email address provided.