



West Virginia Dealer Association Training 2023



Message from the Commissioner

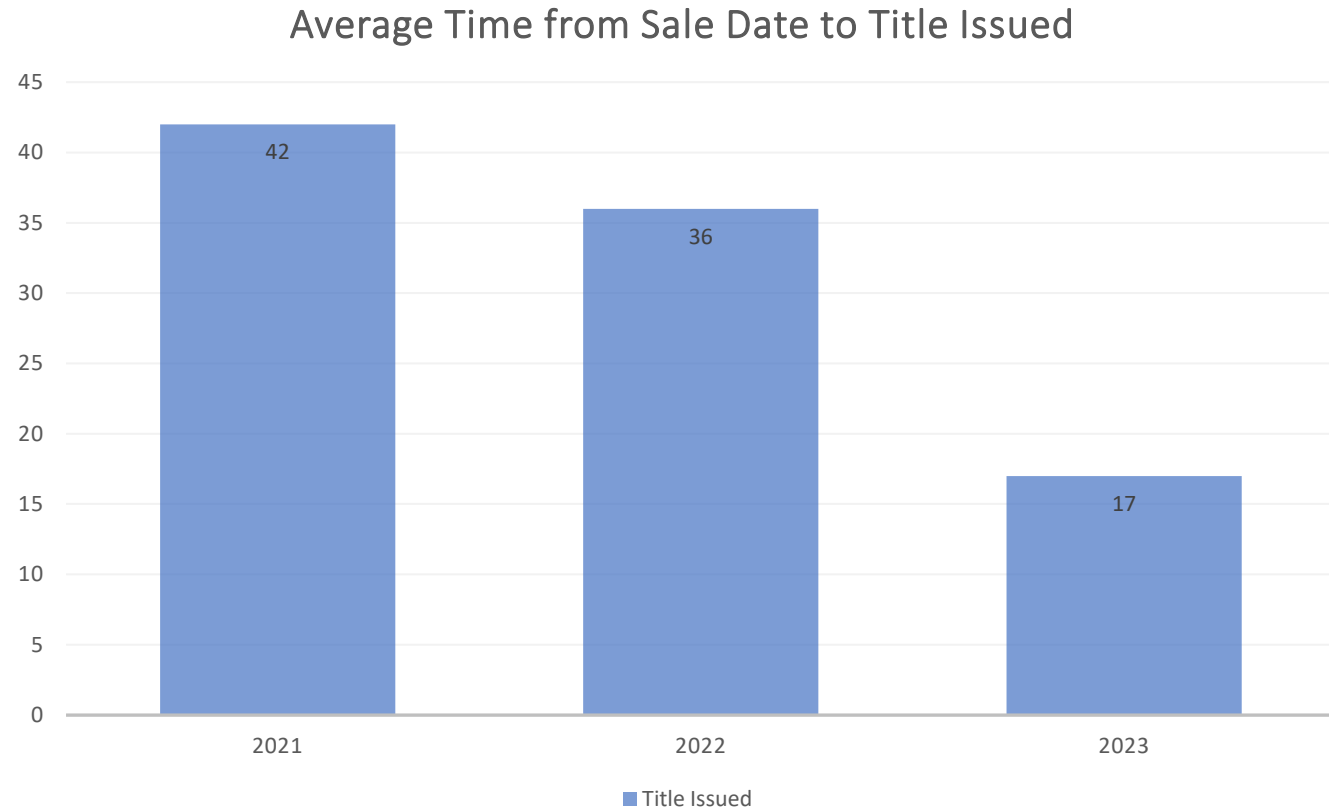
Over 600,000 Titles in new system!!!

**Overall Titles in 2023 issued
60% faster than in 2021!**

**Dealerships submitting
paperwork 50% faster than
in 2021**

**DMV approving 76% faster
than in 2021**

**DMV reviewing title work
within one business day (on
average)**



Overview

Overview

- Survey Results
- Saving Lien Holders
- Signing up for Rejection/Send back Emails
- Using Dealer Portal and VRS
- Editing In Dealer Portal
- Withdrawing In Dealer Portal
- Multi-Factor Authentication
- Duplicate Title Portal
- Electronic Liens and Titles
- Upcoming New Features

VRS Survey

VRS Survey

- 220 Responses
- 31% new dealerships, 38% Used, 29% License Service
- Average User Satisfaction was 8 out of 10
 - 35% rating it a 10
 - 2% rating it a 1
- 75% of users submitting title work to DMV within a week, with delays due to
 - Obtaining Funding
 - Obtaining Previous Title
 - Dealing with trade-ins
- Average time to use VRS to complete filing within system 6 minutes or less.

VRS Survey – User Feedback

- Love the new system
- Fast and Easy Walkthrough for completing titles
- Nothing gets lost in the mail
- Ability to check the status from start to finish
- Don't have to go to DMV anymore
- “I think that the system as a whole is a slam dunk. I used to dread doing West Virginia tag work but now it's so simple and easy that I actually look forward to doing it. As soon as I get the tag work completed, I immediately scan it in and submit it to the state and it is done! I love how fast and easy this is now!!!!”

VRS Survey – Requested Features

1. Faster access to dealer title
2. More ways to communicate with DMV for rejections
3. Ability to mail plates to Lessee instead of Lessor
4. Faster access to ELT titles after bank releases
5. Ability to correct mistakes after submitting to DMV

Saving Lien Holders in VRS

Saving Lien Holders

VRS allows you to auto-fill lien holder information for faster and more accurate transactions. You can save multiple lien holders.

Steps:

1. Under Dealership Management, click “Manage Lien Holders”
2. Start typing the name of the bank and if it’s enrolled in ELT, remaining information will auto complete
3. Fill in address if need
4. Click Add button.

Dealership Management

Contact Information and Email Settings

Manage Emergency Tags

Void Control Number

Order Supplies

Order DMV Forms

Manage Users

Manage Lien Holders

Manage Owners



Signing up for Rejection/Send back Emails

Dealing with Rejection...

- Send back/DMV Rejections notices are no longer mailed
- Two options to see them:
 - VRS Email Alerts
 - Rejected Tab in Dealer Portal
- Review the reason from DMV and resubmit through Dealer Portal



Manage Contact Information and Email Settings

- Available to administrative users only
- Can update dealership addresses, low Inventory warning, and maximum vehicle sale price
- Can sign up for system generated emails which includes rejections

Steps:

1. Click on “Contact Information and Email Settings” under Dealership Management
2. Select Dealership location and click “Edit”
3. Under the contact information section, enter email address and choose email type:
Sent Back
4. Click “Add”
5. Add multiple if you wish
6. Scroll to bottom of page and hit ‘Save’

Dealership Management

Contact Information and Email Settings



Manage Emergency Tags

Void Control Number

Order Supplies

Order DMV Forms

Using VRS and Dealer Portal

Creating and Submitting Title Requests

1. Select “Create New Vehicle Registration” under “Vehicle Registration Tools”
2. Choose transaction type
3. Follow guided steps for your transaction. You will need transfer information, owner information, vehicle information, purchase price (excluding trade-ins), previous title state, trade-ins, liens, insurance information, and odometer statement. You will also need an Inventory Control Number for temp tags.
4. Print Temp Tag or Transfer Slip along with completed TR-1/ DMV-1L form.

When ready to send to DMV

5. Login to VRS and find transaction.
6. Click on the “Upload Documentation” button.
7. Upload MCO/previous title, other supporting documentation, and system generated TR-1/DMV-1L form to DMV. Do not mail a check or any paperwork.
8. Submit to DMV
9. Keep original documents for 3 years in paper or electronic form.

[Demo](#)

Viewing Status in Dealer Portal

Title Applications are organized into the following statuses:

PENDING

The Title Application has been initiated. Additional action, such as evidence upload, is required for submission.

SUBMITTED

The Title Application is complete and has been submitted to the state DMV for review & processing.

APPROVED

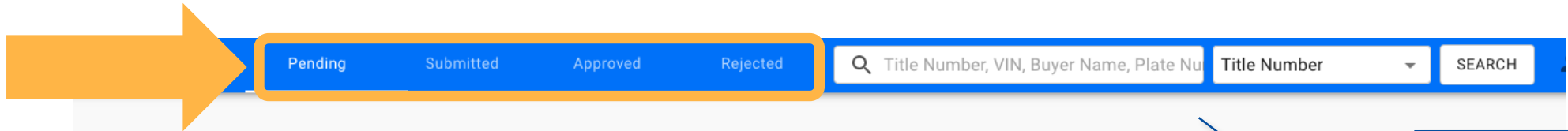
The Title Application has been approved by the state DMV.

REJECTED

The Title Application has been rejected by the state DMV. Additional action is required for resubmission.

Viewing Status in Dealer Portal

To view the status of a Title Application:



Date Created ↓	Title Number	VIN	Vehicle Details	Buyer
10/19/2022	NCC931813958	4S4BSANC352999799	2021/CHEV/CAM	Abbott, Khristyna 09/01
10/19/2022	NCC460238476	4S4BSANC338480208	2021/CHEV/CAM	Conroy, Khristyna 09/01
10/18/2022	NVR000001707	4JGBB86E27A199749	2023/MERC/4MAT	Justin Herbert

Use the status toolbar to view Title Application by their associated statuses

The status of the Title Application will display in the Title Details section of the record

Transaction Detail: NVR000001704

[UPLOAD EVIDENCE](#) [SUBMIT TO STATE](#) [...](#)

Title Details				
Type	Region	Origination System	Dealer Certification Name	Dealer License Number
ORIGINAL	WV	VRS	Champ Dealership 1	D99989

- Sections
- [Title Details](#)
 - [Previous Title](#)
 - [Owner Details](#)
 - [Vehicle Details](#)
 - [Registration](#)

Editing Fields in Dealer Portal

To the fields of a Transfer Agreement:

1 Transaction Detail: NVR000001709

UPLOAD EVIDENCE

Title Details **PENDING**

Type	Region	Origination System	Dealer Certification Name	Dealer License Number
ORIGINAL	WV	VRS	Champ Dealership 1	D99989

Previous Title

Previous Title Number	Previous Title State
-	AL

Sections

- Title Details
- Previous Title
- Owner Details
- Vehicle Details
- Registration
- Insurance
- Liens
- Sale
- Trade-Ins
- Fees
- Evidence

Select the **3 dots** to access the edit function

2 Transaction Detail: NVR000001709

UPLOAD EVIDENCE

Edit

Void

Title Details **PENDING**

Type	Region	Origination System	Dealer Certification Name	Dealer License Number
ORIGINAL	WV	VRS	Champ Dealership 1	D99989

Previous Title

Previous Title Number	Previous Title State
-	AL

Sections

- Title Details
- Previous Title
- Owner Details
- Vehicle Details
- Registration
- Insurance
- Liens
- Sale
- Trade-Ins
- Fees
- Evidence

Select the **edit button** to begin editing the Transfer Agreement

3 Editing Transaction Detail: NVR000001709

UPLOAD EVIDENCE

SAVE

Previous Title

Previous Title Number	Previous Title State
	AL

Owner Details

BAYFIELD, MAKER

Personal Information

Customer Type	Full Name	Email
Lessor	BAYFIELD, MAKER	

Birthdate

mm/dd/yyyy

Phone

Phone Type

Address

Address Line 1	Address Line 2
1234 MAIN STREET	

City	State	ZIP/Postal Code	County
LE ROY	WV	25252	ROAN

Sections

- Owner Details
- Vehicle Details
- Registration
- Liens
- Sale
- Trade-Ins
- Evidence

Edit the desired fields & select the **save button** when editing is complete to save the Transfer Agreement

Editing Capabilities in Dealer Portal

Previous Title

- ALL fields are editable!

If previous title state = WV, previous title number is REQUIRED!

Owner Details

- ALL fields are editable!

All fields with an asterisk (*) are REQUIRED!

Vehicle Details

- ALL fields are editable!

All fields with an asterisk (*) are REQUIRED!

Insurance Info

- ALL fields are editable!

All fields with an asterisk (*) are REQUIRED!

Lien Info

- ALL fields are editable!

To edit existing lien information, select the drop-down error to expand the card.

Sale Info

- Sale Type
- Transaction Date
- Purchase Price

Editable fields vary for leases.

Trade-Ins

- Title Number
- Amount

The title card cannot be saved without valid WV trade-in.

Withdrawing a Transaction

Transactions that have been submitted to DMV but **not yet approved** can be withdrawn to allow for edits and resubmit to DMV.

1. Search for the transaction needing correction
2. Click “Withdraw” in top right
3. Click “Edit” and make any necessary changes, including uploading any additional evidence.
4. Click “Submit to State.”

The screenshot shows the West Virginia DMV website interface. At the top, there is a navigation bar with tabs for 'Pending', 'Submitted', 'Approved', and 'Rejected'. A search bar is present with the text 'Title Number, VIN, Owner Name, Plate Number' and a 'SEARCH' button. Below the navigation bar, the transaction ID 'NVR000002021' is displayed. To the right of the transaction ID, there are three buttons: 'UPLOAD EVIDENCE', 'WITHDRAW' (highlighted with a yellow circle), and a three-dot menu button. Below this, there are two main sections: 'Title Details' and 'Previous Title'. The 'Title Details' section shows a table with the following information:

Type	Region	Origination System	Dealer Certification Name	Dealer License Number
ORIGINAL	West Virginia	VRS	Clara Cars LLC	DUC01234

The 'Previous Title' section shows the following information:

Previous Title State	Previous Title Number
West Virginia	DA56725

On the right side of the page, there is a 'Sections' menu with the following links: Title Details, Previous Title, Owner Details, Vehicle Details, Registration, Insurance, Liens, Sale, Trade-Ins, Fees, and Evidence.

Resubmitting a Rejected Transaction

Dealership notified via current sendback process.

1. Locate request on the “Rejected” tab of the Dealer Portal.
2. Review Rejection Reason
3. Click “Upload Evidence” or the “...” to edit and make any necessary changes
4. Click “Submit to State.”

Transaction Detail: NVR000001967

3 [UPLOAD EVIDENCE](#) [SUBMIT TO STATE](#) [...](#) **4**

2 Rejection Reason: Missing Signature. Note: TR-1 form is not signed. Please include a signed copy.

Title Details **REJECTED**

Type	Region	Origination System	Dealer Certification Name	Dealer License Number
ORIGINAL	West Virginia	VRS	Digital Dealership	DUC00000

Previous Title

Previous Title State	Previous Title Number
Statement of Origin	—

Owner Details

Owner, Sample J

Sections
[Title Details](#)
[Previous Title](#)
[Owner Details](#)
[Vehicle Details](#)
[Registration](#)
[Insurance](#)
[Liens](#)
[Sale](#)
[Trade-Ins](#)
[Fees](#)
[Evidence](#)

Multi-Factor Authentication

Multi-Factor Authentication

- Complaint with FTC Safeguards Rule.
- Enabled by user choice
- Requires text message each time logging in (data/msg rates may apply)

Enable MFA:

1. Login to VRS and Click on “My Account” in top right.
2. Click on “Update Profile Information”
3. Choose “Yes” for Enable Multi-Factor Authentication
4. Enter phone number to receive text message starting with +1
5. Click Continue

west virginia State Agency Directory | Online Services

West Virginia Department of Transportation
Division of Motor Vehicles

Dealer Submission Po
Home | My Account | Help | Log

Vehicle Registration System
Current Dealer Group: Test Motors (Change)

Account Information
Username: wvtest3
E-mail: [redacted]
Name: WV Test3
Address: 10 Hale Street 3Rd Floor
Charleston, WV 25301
Phone: (304) 414-0265
Fax:

Account Maintenance

- Update Profile Information

Account Permissions

- FullRegistrationAdmin

< Cancel

WV
.gov

WV

Test3

10 Hale Street 3Rd Floor

Charleston

WV

25301

test@test.com

Enable Multi-Factor Authentication

Yes

+1 3045551234

Continue

Multi-Factor Authentication

Login with MFA Enabled

1. Login to VRS
2. Click "Send Code" to get text message code
3. Enter Verification Code
4. Click "Verify Code"
5. Click "Continue" to complete login process

The image displays three sequential screenshots of the WV.gov login interface, illustrating the Multi-Factor Authentication (MFA) process. The screenshots are annotated with numbered callouts (1-5) and arrows indicating the flow of the process.

Screenshot 1 (Top): Shows the "Sign in with your sign in name" screen. The "Sign in" button is highlighted with a yellow box and labeled with a circled "1".

Screenshot 2 (Bottom Left): Shows the "Two Factor Phone Number" screen. The "Send Code" button is highlighted with a yellow box and labeled with a circled "2".

Screenshot 3 (Bottom Right): Shows the "Verification code has been sent. Please copy it to the input box below." screen. The "Verification Code" input field is highlighted with a yellow box and labeled with a circled "3". The "Verify Code" button is highlighted with a yellow box and labeled with a circled "4". The "Continue" button is highlighted with a yellow box and labeled with a circled "5".

Duplicate Title Requests

Duplicate Title Requests

- New System!!!
- Ability to create a login
- Ability to request title to be printed without liens being released
- Ability to track progress
- Ability to respond to rejections without completing new form
- New Payment Options

Duplicate Title Application

Contact Information
Vehicle/Watercraft Information
Release Affidavit
Review

Submit

Dealership Information

Dealership Name *

ⓘ Dealership Name is required.

Dealership License Number *

Dealership Phone Number *

Dealership Email *

Ownership Information

Owner's Name *

Address *

Is the mailing address to send the duplicate title the same as the owner's address above? *

Yes

No

< Previous

Save and Exit

Next >

Duplicate Title Application

✔ Contact Information

Vehicle/Watercraft
Information

Release Affidavit

Review

Submit

Delete

Vehicle Type *

Motor Vehicle

Watercraft

< Previous

Save and Exit

Next >



Duplicate Title Application

✔ Contact Information

Vehicle/Watercraft
Information

Release Affidavit

Review

Submit

Delete

Vehicle Type *

Motor Vehicle

Watercraft

Vehicle Title Number *

Vehicle Year *

Vehicle Plate

Has there ever been a lien on this vehicle? *

Yes

No

Vehicle Make *

Vehicle Vin *

Reason for requesting a duplicate title *

< Previous

Save and Exit

Next >

Duplicate Title Application

Contact Information

Vehicle/Watercraft Information

Release Affidavit

Review

Vehicle Type *

- Motor Vehicle
- Watercraft

Vehicle Title Number *

Vehicle Make *

Vehicle Year *

Vehicle Vin *

Vehicle Plate

Reason for requesting a duplicate title *

Has there ever been a lien on this vehicle? *

- Yes
- No

Discharge of Lien Holder(s)

If the vehicle or watercraft has EVER had a lien against it, this section MUST be completed by the lien holder before a clear title can be issued. If you do not wish to upload a lean holder release document, the title will be mailed directly to the lien holder on record.

Do you wish to upload a lien holder release document? *

- Yes
- No

Duplicate Title Application

✔ Contact Information

Vehicle/Watercraft
Information

Release Affidavit

Review

Submit

Delete

Vehicle Type *

Motor Vehicle

Watercraft

Vehicle Title Number *

Vehicle Make *

Vehicle Year *

Vehicle Vin *

Vehicle Plate

Reason for requesting a duplicate title *

Has there ever been a lien on this vehicle? *

Yes

No

Discharge of Lien Holder(s)

If the vehicle or watercraft has EVER had a lien against it, this section MUST be completed by the lien holder before a clear title can be issued. If you do not wish to upload a lean holder release document, the title will be mailed directly to the lien holder on record.

Do you wish to upload a lien holder release document? *

Yes

No

Please upload lien holder release for each lien on the vehicle

Upload Documents *

Choose File No file chosen

+ Add Additional Lien

< Previous

Save and Exit

Next >

Duplicate Title Application

✓ Contact Information
✓ Vehicle/Watercraft Information
Release Affidavit
Review

Affidavit of Duplicate Title for a Vehicle or Watercraft

- A copy of your driver's license
- A copy of the registration card, if available
- A signed release affidavit, authorizing the dealership, lienholder, or individual to receive the duplicate title
- [DMV-9-TR form](#) Limited/ Restricted Power of Attorney, if applicable

Document Upload

Owner Driver's License Front *

No file chosen

Owner Driver's License Back *

No file chosen

Upload a copy of your registration card, if available

No file chosen

Upload a copy of DMV-9-TR Limited/ Restricted POA form

No file chosen

Duplicate Title Application

✓ Contact Information
✓ Vehicle/Watercraft Information
✓ Release Affidavit
Review

Contact Information

Dealership Information

Dealership Name: John Doe Motors

Dealership License Number: DUC12345

Dealership Phone Number: (304) 414-0265

Dealership Email: jdm@wvinteractive.com

Ownership Information

Owner's Name: Test Owner 1

Address *

Address Line 1: 10 Hale St

Address Line 2:

City: Charleston

State: WV

Zip: 25301

Is the mailing address to send the duplicate title the same as the owner's address above? *

Yes

No

Recipient Mailing Address *

Address Line 1: 10 Hale St

Address Line 2:

City: Charleston

State: WV

Zip: 25301

Vehicle/Watercraft Information

Vehicle Type *

Motor Vehicle

Watercraft

Vehicle Title Number: EZ123456

Vehicle Make: Toyota

Vehicle Year: 2020

Vehicle Vin: 123456789123

Vehicle Plate: WV12345

Reason for requesting a duplicate title: Lost

Has there ever been a lien on this vehicle? *

Yes

Transaction Detail

SKU	Description	Unit Price	Quantity	Amount
DuplicateTitle	Duplicate Title	\$18.00	1	\$18.00
Total				\$18.00

Payment

Payment Type

Payment Type *

Select One ▾

- Select One
- Gov2Go Pay
- Credit/Debit Card
- Electronic Check

Next >

Customer Information

Payment Information

Cancel

Transaction Summary

Duplicate Title	\$18.00
TOTAL	\$18.00

Need Help?

Select Payment Method and Continue to proceed with payment.

Form Submitted

✓ **Form submitted successfully.**

Produced Files

↓ Attached File(s)

Download All

Download Submission

Close



My Forms

To Do **In Progress 1** Done

Duplicate Title Application

10/23/2023, 5:53:07 PM [Download ▾](#)

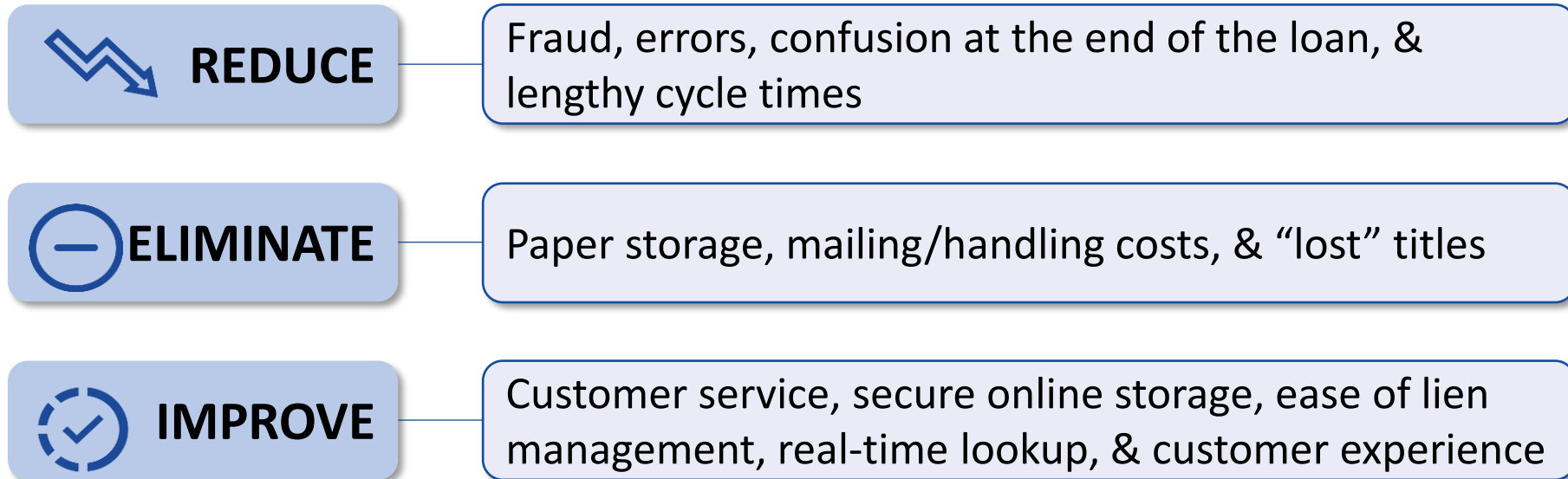
In Progress

Test Submission

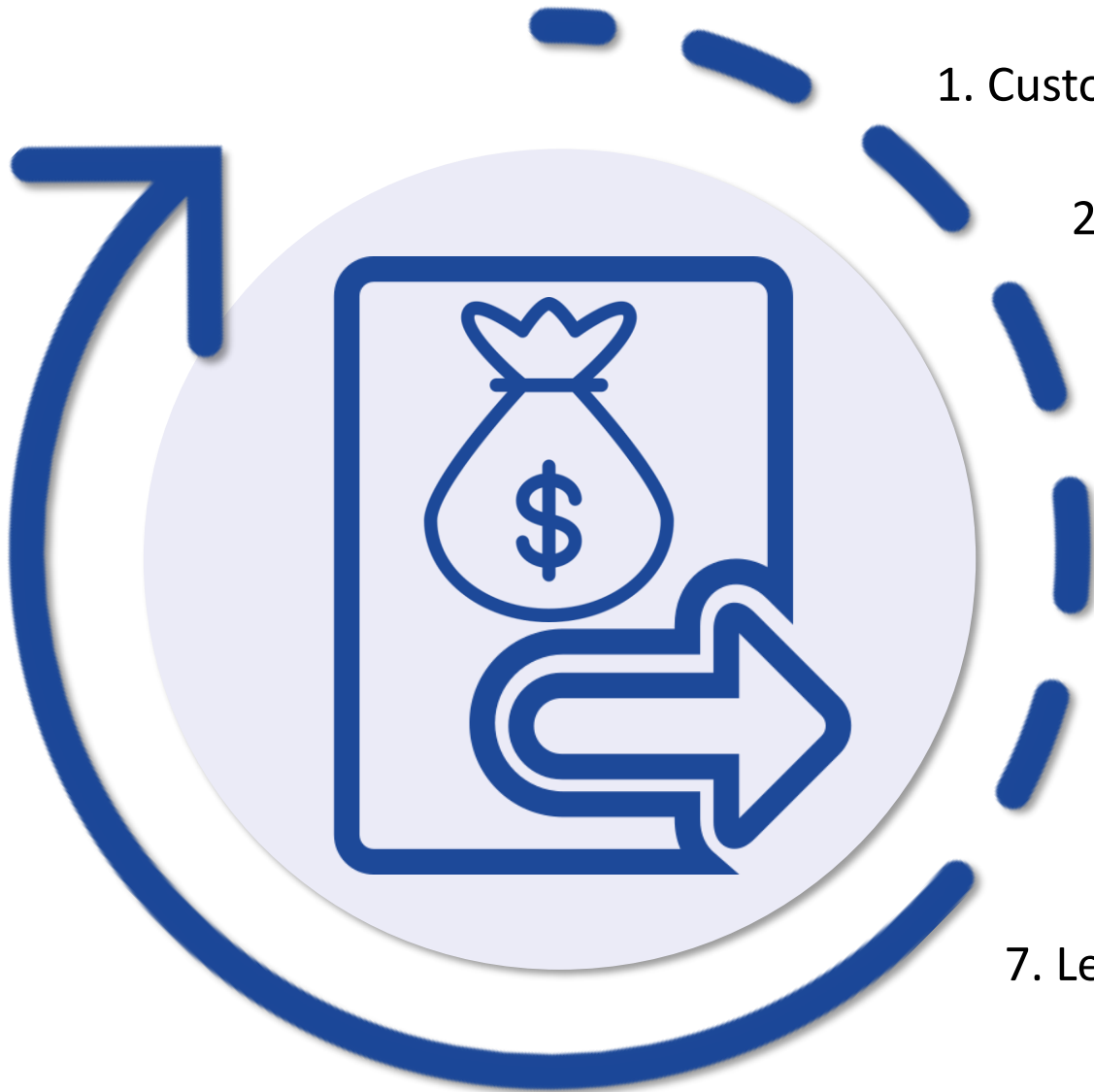
Electronic Liens and Titles

Electronic Lien and Title

Electronic Lien & Title is a program that allows for the electronic exchange of lien and title information with lienholders in lieu of a paper certificate of title



ELT Life Cycle



1. Customer is pre-approved for an auto loan

2. Dealer creates Title Application through VRS or CVR

3. Title Application is submitted to the DMV

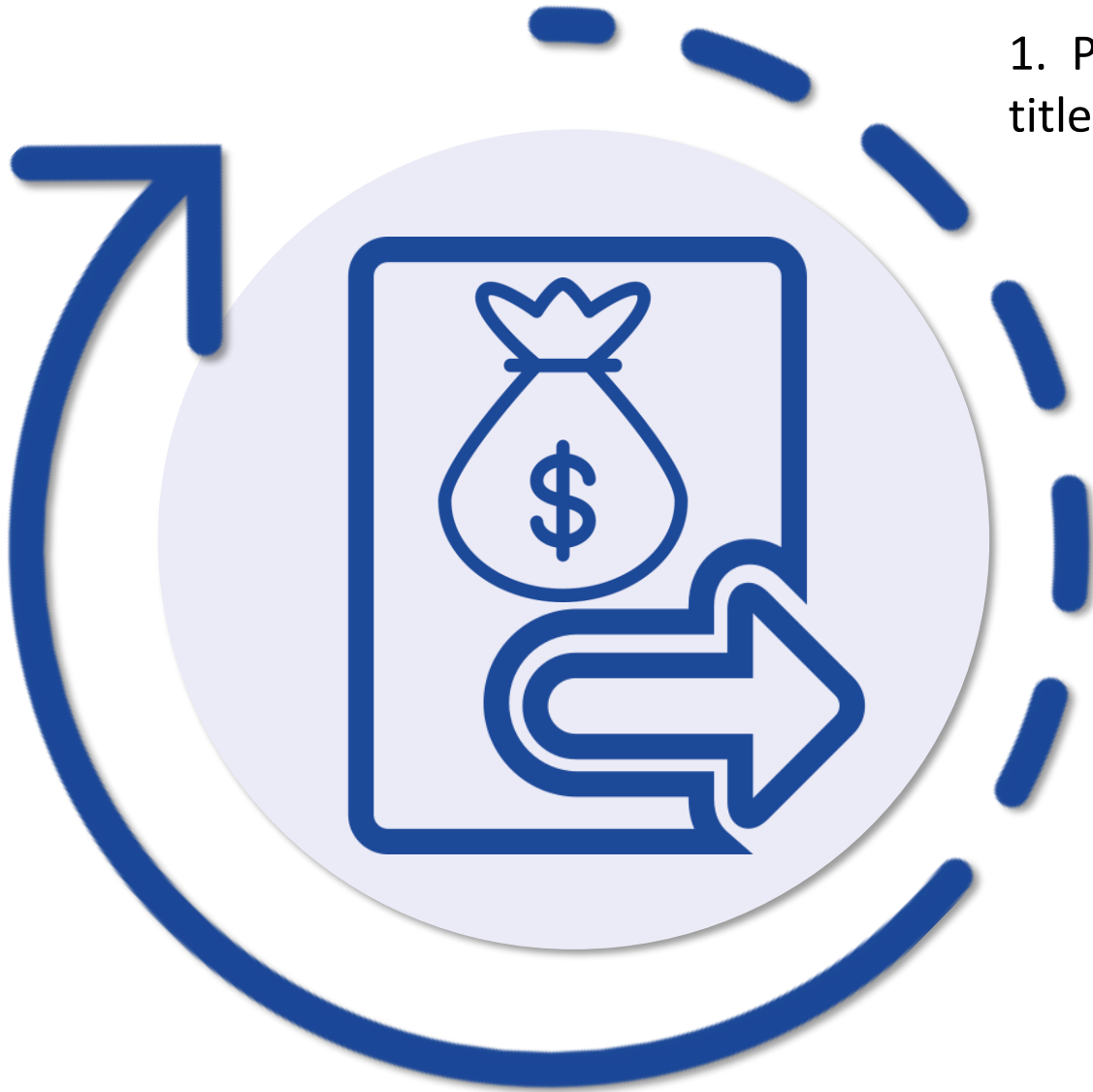
4. DMV approves the Title Application

5. DMV requests confirmation of the lien from the lending institution

6. Lending institution verifies the lien with the DMV

7. Lending institution holds electronic title for life of loan

Selling a Car with ELT



1. Payoff Loan with Bank with instructions on where to send title.
2. Bank will release lien
3. Bank will request paper title mailed to Dealership
4. DMV mails title directly to the Dealership

Printed Title Timeline



Day 0:

- Loan is paid off by dealer
- Lender releases lien, which triggers paper title request to the DMV



Day 1:

- Paper title print request is processed by the DMV
- The title record is printed in the nightly print job.



Day 2:

- The clear paper title is mailed to the address that is listed.
- *Primary address = Vehicle owner's address*
- *3rd Party Address = Alternate address*



- Dealership expect to receive the title within ***approximately 1*** business week (if not sooner), pending no mailing delays.

How Banks or Buy Here/Pay Here Enroll

<https://dmv.wv.gov/elt>



Upcoming New Features

Upcoming New Features

- **Owner Information Changes**
- **Title Format Changes**
- **Dealer Digital Title Vault**
- **Citizen Digital Title**

Owner Information Changes

Title Address 1

Registration Address 2

Multiple Driver Licenses 3

Owner Email Address 4

Step 3 of 12: Owner Information

Please answer the following questions and enter the information requested regarding the owner.

*Name to Appear on the Certificate of Title:

Title Address

*Street Address:
*City:
*State:
*Zip Code:

Registration Address Same as Title No Yes

*Street Address:
*City:
*State:
*Zip Code:

Owner Identification

Please list all owners associated with this vehicle

Driver License	X123456	WV	Delete
----------------	---------	----	------------------------

Type of ID: ID #: Issued In: [Add](#)

Contact Information

Please provide contact information for owner

Email Address:
Daytime Phone:





Active Military

*Is the new owner Active Military stationed out of the state within the last 9 months? No Yes

Any person claiming this exemption must provide a DD-214 or required document proving discharge or end of deployment

Printed Digital Title (Sneak Peak)

- New Format for Paper Titles
- Online Verification Portal
- More Details Coming Soon!!!

STATE OF WEST VIRGINIA DIGITAL VEHICLE TITLE			ISSUED: 09/01/2022 BRAND: CLEAN						
VIN: 1FTEE24H0HHA31328 YEAR: 2018 MAKE: FORD MODEL: F150 DESCRIPTION: Pickup truck	WEIGHT: 8,458 CLASS: A BODY TYPE: 2DOOR Light truck	TITLE NUMBER  D12004433							
ODOMETER READING:		<input type="text"/>	<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="5"/>	<input type="text" value="0"/>	<input type="text" value="9"/>	
ODOMETER BRAND:		Actual							
OWNER INFORMATION				LIEN INFORMATION					
Owner(s): John Galt, AND Anne Galt, OR Andrew Galt				First Lien: None					
Owner(s) Address: 100 Main St. Springfield, OH 45501				Second Lien: None					
60CD8951B2B049FA A8D9AB22D855B53C A6488923EFCA7A39 E699E13C8B151413						Please scan the QR code or visit https://dmv.wv.gov/digitaltitle/verify to verify the authenticity of the digital title.			
This is a State of West Virginia Vehicle Digital Title. This document represents legal evidence of ownership and must be verified by WVDMV prior to executing title transfers.									
West Virginia Digital Vehicle Title R1.3									

Dealer Digital Title Vault (Sneak Peak)

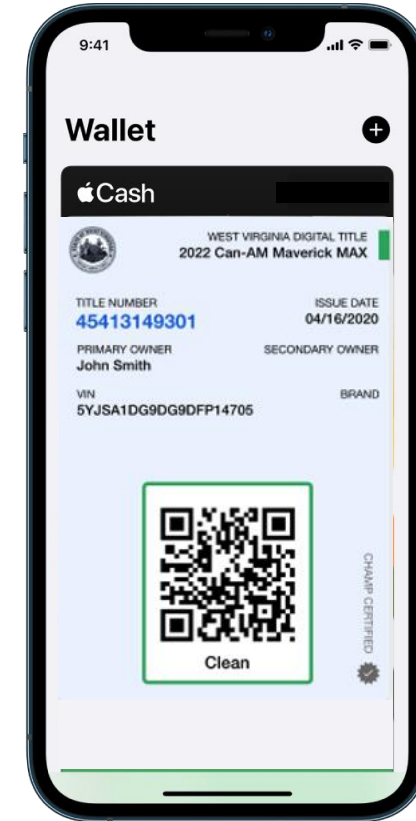
- Dealer Titles land in vault automatically
- No WV Title Fee to obtain Digital Dealer Title
- Printed Titles would include Title Fee
- Easy reassignments between WV licensed dealers
- Automatically attached as previous title on digital evidence

The screenshot displays the West Virginia DMV ETRS Dealer Portal. The header includes the logo and the text "ETRS | Dealer Portal". A search bar is located at the top right, with the placeholder text "Owner Name, VIN, Title Number, Plate Number" and a "SEARCH" button. The left sidebar contains navigation options: Home, Title Applications, Digital Title Vault, Digital Titles, Incoming Reassignments, and Outgoing Reassignments. The main content area shows a table of digital titles.

Issue Date ↓	Title Number	VIN	Vehicle Details	Dealer Number	Status
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Active
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Active
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Pending Transfer
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Active
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Active
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Active
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Active
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Active
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Converted to Paper
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Active
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Active
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Active
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Active
mm/dd/yyyy	NCC193847209	8T4BSANC851108114	2017/SUBA/IMPREZA	987654	Active

Citizen Digital Title (Sneak Peak)

- DMV maintains complete control of the Digital Title even after issuance
- Eliminate Copies of Titles on Secure Paper – All Digital Titles Link Directly to the System of Record in Real-Time
- Prevent Fraud and Counterfeiting as the Digital Title is Unique and cannot be Duplicated
- Title Data can be Corrected Centrally by DMV



VRS Support

Phone: 877-260-5414

Email: vrs@wvinteractive.com

Training Videos: <https://dmv.wv.gov/vrs>





tyler
technologies