

County Training Program

Tony Hall

Vehicle Titles and Registration Division

December 12, 2019



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.



Topics

- Program Overview
- eLearning Center Reports
- Report Completed Training
- Review Training Progress
- Extending Training Expiration
- Permission Changes
- Cognos Reports

Program Overview

Statute and Rule



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.



Statute

- ▣ Senate Bill 604, enacted by the 86th Legislature, adds Transportation Code, Section 520.023.

Sec. 520.023. TRAINING. (a) The department shall implement a training program providing information on the:

(1) department's automated registration and titling system; and

(2) identification of fraudulent activity related to vehicle registration and titling.

(b) The department shall require a person performing registration or titling services to complete the training under Subsection (a).



Rule

- A person performing registration or titling services through RTS, including a department employee, department contractor, county tax assessor-collector employee, or full service deputy must complete a training program.



Rule

- Training includes:
 - Transactions performed in RTS, and
 - Identification of fraudulent activities related to vehicle registration and titling.

- Training is online through department's online training system.
 - Department's online training system is the eLearning Center.
 - Each employee must complete training under their own account.



Time Estimate

- Registration renewals: 3 hours
 - 9 modules

- Registration and title: 8 to 12 hours
 - 30 to 33 modules

- A supervisor or administrator-level user (most or all RTS permissions): 24+ hours
 - Up to 50 modules



Impact to Employees

Existing Employee*

- Have until 8/31/2020 to complete and report training for existing permissions.
- Training for new permissions must be verified before they can be enabled.

New Employee

- Training must be verified for applicable permission before it can be enabled.

* An employee with RTS permission on the date of the RTS programming release December 16.



Module Revision

Now to 8/31/2020

- ❑ User with permission that requires the module will have until 8/31/2020 to complete and report module.
- ❑ No module/revisions between 6/1/2020 and 8/31/2020.

On or After 9/1/2020

- ❑ User with permission that requires the module has 120 days to complete and report module.



Time Extension

- Rule permits a tax assessor-collector to grant a 14-day extension to county employee or full service deputy at their discretion if:
 - person on leave on the day of revision release,
 - they remain on leave for the duration of the 120 days, and
 - the leave is due to circumstances beyond the person's control.

eLearning Reports

Overview of eLearning Center Reports



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.



eLearning Reports

ARTICULATEONLINE

Content History **Reports** Settings

Welcome to the Vehicle Titles and Registration (VTR) eLearning Center!
Contact us with questions or feedback: TxDMV-Learning@txdmv.gov

Showing all 66 content items



Learning Center Tutorial - View and Print Your Own Activity Report
Watch this tutorial to learn how to access your Learning Center History, and how to print





eLearning Reports



Reports About Your People

View reports about the activity of your users, groups and visitors.

[Group Activity: What content did a group view?](#)

[User Activity: What content did a user view?](#)

[User Activity: Who has not viewed a particular course?](#)

[Active Users: Who were my most active users?](#)

[Active Users: When was the last time users logged in?](#)

[Guestbook Responses: What were the responses to a guestbook?](#)



eLearning Reports



User Activity: What content did a user view?

Lists each view of a quiz or presentation by a person.

1 Select the user for your report

Search...

- 170-ACKOWSO Amy Crowson (amy.crowson@mctx.org)
- 170-ADEMENT Ashley Dement (ashley.dement@mctx.org)
- 170-AGARCIA Amy Garcia (amy.garcia@mctx.org)
- 170-AHEINE Amanda Heine (amanda.heine@mctx.org)
- 170-AJOHNSO Angela Johnson (angela.johnson@mctx.org)

2 Select a date range for your report

Date range:

3 Generate your report

RUN REPORT



eLearning Reports

ARTICULATEONLINE

test2@vtrlearning.com | Log Out

Content

History

Reports

Settings

170-MWALKER Melanie Walker (melanie.walker@mctx.org)

User Activity for All Time



Print



Email



Export

Date/Time	Content	Status	Score	Viewed	Duration
10/18/2019 10:44 AM	T-204 Bonded Titles	Completed	<u>90%</u>	31/31 100%	00:23:52
10/18/2019 9:28 AM	T-201 Operation of Law	Passed	<u>100%</u>	14/28 50%	00:07:30
10/18/2019 9:20 AM	T-201 Operation of Law	Failed	<u>70%</u>	28/28 100%	00:30:18
10/17/2019 1:34 PM	T-105 Title Only and Registration Purposes Only	Completed	<u>80%</u>	62/62 100%	00:24:54
10/17/2019 12:06 PM	T-104 Texas Title for New Resident	Passed	<u>100%</u>	9/41 22%	00:02:50
10/17/2019 12:03 PM	T-104 Texas Title for New Resident	Failed	<u>20%</u>	41/41 100%	00:21:24
10/16/2019 8:31 AM	T-106 Odometer	Completed	<u>100%</u>	25/25 100%	00:26:27

Report Completed Module(s)

RTS Procedure for Reporting a
User's Completed Module(s)



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.



Report Training in RTS

Texas Department of Motor Vehicles
HELPING TEXANS GO. HELPING TEXAS GROW.

REGISTRATION & TITLE SYSTEM

Customer	Miscellaneous	Reports	Local Options	Accounting	Inventory	Funds	Exit
			Dealer Report >				
			Subcontractor Report >				
			Lienholder Report >				
			Certified Lienholder Report >				
			Dealer Updates				
			Subcontractor Updates				
			Lienholder Updates				
			Payment Account Updates				
			Credit Card Fee Update				
			Security >			Employee Security	
			Security Reports >			Supervisor Override	
			Administrative Functions >			Security Change Report	



Report Training in RTS

User Name: 077- NEMPLO2 Employee Id: NEMPLOY Enable User Name for Search
Last Name: EMPLOYEE First Name: NEW Middle Init:

✓ =Checked during session

Select if needed:

- Registration Only
- Title/Registration
- Status Change
- Inquiry
- Miscellaneous Registration
- Special Plates
- Miscellaneous
- Reports
- Local Options
- Accounting
- Inventory
- Eunds

Reset Password

Review Training

Add Revise Delete **Report Training** Cancel Help

If the employee has no verified modules, all security groups will be disabled.



User Name: JCOX Employee Id: 0004JDC Enable User Name for Search
Last Name: COX First Name: JERI Middle Init:

✓ =Checked during session

Select if needed:

- Registration Only
- Title/Registration
- Status Change
- Inquiry
- Miscellaneous Registration
- Special Plates
- Miscellaneous
- Reports
- Local Options
- Accounting
- Inventory
- Eunds

Reset Password

Review Training

Add Revise Delete **Report Training** Cancel Help

If modules have been verified, security groups can be selected.





Report Training in RTS

Employee Id: 0004JDC
Employee Name: COX JERI

Select One or More using Ctrl Key

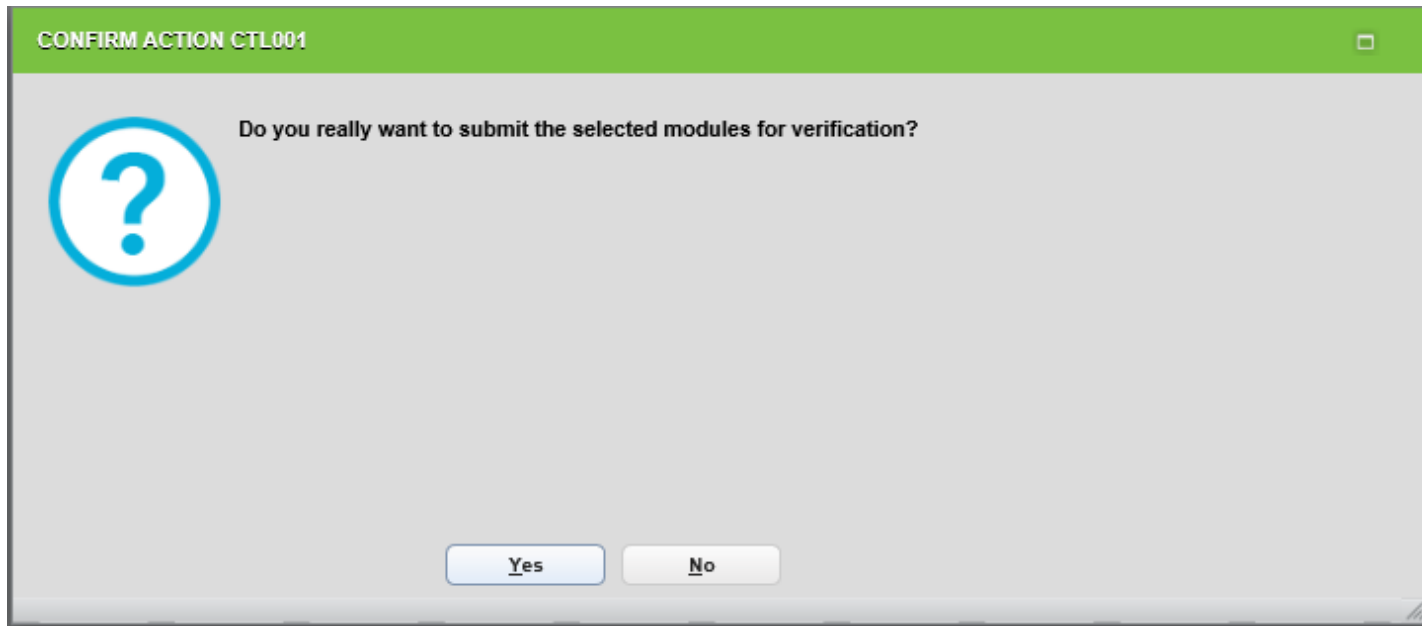
Module Number	Module Name	Status	Expiration Date
Search	Search	Search	Search
A-001	AAMVA FDR - Introduction to Fraud		
A-002	AAMVA FDR - People and Actions		
A-003	AAMVA FDR - Internal Fraud for Staff		
A-004	AAMVA FDR - Counterfeits and Alterations		
A-005	AAMVA FDR - Security Features		

Page: 1 / 1 Loaded: 50

Extend Enter Cancel Help



Report Training in RTS





Report Training in RTS

Employee Id: 0004JDC
Employee Name: COX JERI

Select One or More using Ctrl Key

Module Number	Module Name	Status	Expiration Date
Search	Search	Search	Search
A-001	AAMVA FDR - Introduction to Fraud	Submitted	
A-002	AAMVA FDR - People and Actions	Submitted	
A-003	AAMVA FDR - Internal Fraud for Staff	Submitted	
A-004	AAMVA FDR - Counterfeits and Alterations		
A-005	AAMVA FDR - Security Features		

Page: 1 / 1 Loaded: 50

Extend Enter Cancel Help



Reviewed Alert

Department
of Vehicles
D. HELPING TEXAS GROW.


Info
Training reported for employees of
your county have been reviewed.
Click the email icon for more
information.

POS Version 6.5.0 (11/24/2019)



Reviewed Alert

RTS

 Training reported by your county has been reviewed by the department. Review your training reports for more information.

[Confirm](#) [Remind Later](#)

Review Training Progress

Identifying Complete and
Incomplete Modules



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.



Review Training Progress

User Name: JCOX Employee Id: 0004JDC Enable User Name for Search

Last Name: COX First Name: JERI Middle Init:

=Checked during session

Select if needed:

- Registration Only
- Title/Registration
- Status Change
- Inquiry
- Miscellaneous Registration
- Special Plates
- Miscellaneous
- Reports
- Local Options
- Accounting
- Inventory
- Eunds

Reset Password

Review Training

Add Revise Delete Report Training Cancel Help



Review Training Progress

PERMISSION FULFILLMENT REPORT FOR 077-RGARY
REQUESTED BY THALL
Generated 11/25/2019 @ 12:57

```
=====
# Additional Collections - [Permission Disabled]
## Modules Completed
* [A-001] AAMVA FDR - Introduction to Fraud (exp. 8/31/2020)
* [A-002] AAMVA FDR - People and Actions (exp. 8/31/2020)
* [A-003] AAMVA FDR - Internal Fraud for Staff (exp. 8/31/2020)
* [R-108] RTS Overview and Security (exp. 8/31/2020)
* [R-109] RTS Closeout and Reports (exp. 8/31/2020)
## Modules Incomplete
* [A-106] Additional Collections

# Additional Sales Tax - [Available]
## Modules Completed
* [A-001] AAMVA FDR - Introduction to Fraud (exp. 8/31/2020)
* [A-002] AAMVA FDR - People and Actions (exp. 8/31/2020)
* [A-003] AAMVA FDR - Internal Fraud for Staff (exp. 8/31/2020)
* [R-108] RTS Overview and Security (exp. 8/31/2020)
* [R-109] RTS Closeout and Reports (exp. 8/31/2020)
* [T-102] Sales Tax and Presumptive Value (SPV) (exp. 8/31/2020)
* [T-113] Additional Sales Tax (exp. 8/31/2020)

# Address Change - [Available]
## Modules Completed
* [A-001] AAMVA FDR - Introduction to Fraud (exp. 8/31/2020)
* [A-002] AAMVA FDR - People and Actions (exp. 8/31/2020)
* [A-003] AAMVA FDR - Internal Fraud for Staff (exp. 8/31/2020)
* [R-101] Introduction to Registration (exp. 8/31/2020)
* [R-102] Registration Basics (exp. 8/31/2020)
* [R-103] What You Need to Register (exp. 8/31/2020)
* [R-105] Miscellaneous Registration Transactions (exp. 8/31/2020)
* [R-108] RTS Overview and Security (exp. 8/31/2020)
* [R-109] RTS Closeout and Reports (exp. 8/31/2020)

# Administration - [Available]
## Modules Completed
* [A-001] AAMVA FDR - Introduction to Fraud (exp. 8/31/2020)
* [A-002] AAMVA FDR - People and Actions (exp. 8/31/2020)
* [A-003] AAMVA FDR - Internal Fraud for Staff (exp. 8/31/2020)
* [A-004] AAMVA FDR - Counterfeits and Alterations (exp. 8/31/2020)
* [A-005] AAMVA FDR - Security Features (exp. 8/31/2020)
```

Print

Enter

Cancel

Help

First

Prev

Next

Last

Extending Expiration

RTS Procedures for Extending Training Expiration



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.



Extending Expiration

Employee Id: 0132
Employee Name: GARY RICHARD

Select One or More using Ctrl Key

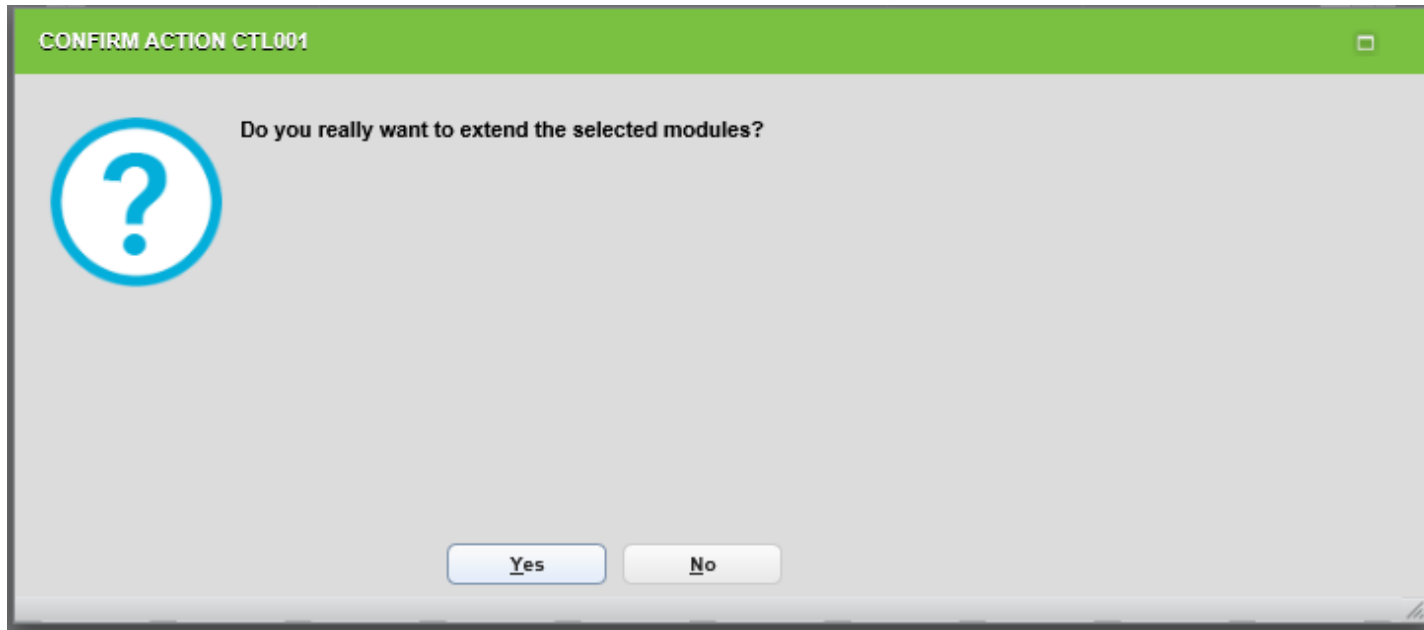
Module Number	Module Name	Status	Expiration Date
Search	Search	Search	Search
A-001	AAMVA FDR - Introduction to Fraud		09/01/2020
A-002	AAMVA FDR - People and Actions		09/01/2020
A-003	AAMVA FDR - Internal Fraud for Staff		09/01/2020
A-004	AAMVA FDR - Counterfeits and Alterations		09/01/2020
A-005	AAMVA FDR - Security Features		09/01/2020

Page: 1 / 1 Loaded: 50

Extend Enter Cancel Help



Extending Expiration





Extending Expiration

Employee Id: 0132
Employee Name: GARY RICHARD

Before

Select One or More using Ctrl Key

Module Number	Module Name	Status	Expiration Date
A-001	AAMVA FDR - Introduction to Fraud		09/01/2020
A-002	AAMVA FDR - People and Actions		09/01/2020
A-003	AAMVA FDR - Internal Fraud for Staff		09/01/2020
A-004	AAMVA FDR - Counterfeits and Alterations		09/01/2020
A-005	AAMVA FDR - Security Features		09/01/2020

Page: 1 / 1 Loaded: 50

Extend Enter Cancel



Employee Id: 0132
Employee Name: GARY RICHARD

After

Select One or More using Ctrl Key

Module Number	Module Name	Status	Expiration Date
A-001	AAMVA FDR - Introduction to Fraud		09/15/2020
A-002	AAMVA FDR - People and Actions		09/15/2020
A-003	AAMVA FDR - Internal Fraud for Staff		09/15/2020
A-004	AAMVA FDR - Counterfeits and Alterations		09/01/2020
A-005	AAMVA FDR - Security Features		09/01/2020

Page: 1 / 1 Loaded: 50

Extend Enter Cancel Help

Permission Changes

Overview of Changes to Security Permission Assignments



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.



Permission Changes

Employee Id: 0132 RICHARD
Employee Name: GARY

Accounting

<input type="checkbox"/> Accounting	<input type="checkbox"/> Insufficient Funds Credit
<input type="checkbox"/> County Funds Remittance	<input type="checkbox"/> Insufficient Funds Redeemed
<input type="checkbox"/> Funds Inquiry	<input type="checkbox"/> Deduct Insufficient Funds Credit
<input type="checkbox"/> Refund	<input type="checkbox"/> Item Seized
<input type="checkbox"/> Regional Collections	<input type="checkbox"/> Additional Collections

Greyed Out

Enter Cancel Help

Cognos Reports

Overview of Available Cognos Reports



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.



Expiration Report

User ID	Module Name	Expiration Date	Status	Completion Reported
077-KKIRK	AAMVA FDR - Internal Fraud for Staff	09/14/2020	Expiring	No
	AAMVA FDR - People and Actions	09/14/2020	Expiring	No
	Status Change	08/31/2020	Expiring	No
077-SKNOX	AAMVA FDR - Internal Fraud for Staff	08/31/2020	Expiring	No
	AAMVA FDR - Introduction to Fraud	08/31/2020	Expiring	No
	AAMVA FDR - People and Actions	08/31/2020	Expiring	No
	Status Change	11/30/2019	Expired	No



Training Transcripts Report

Username	Module Name	Expiration Date	Status	Status Change Date	County Security Admin Name	County Admin Submit Date
077-AMOZART	AAMVA FDR - Internal Fraud for Staff		Verified	11/19/19	077-CJAMES	11/19/2019
	AAMVA FDR - Introduction to Fraud		Verified	11/19/19	077-CJAMES	11/19/2019
	AAMVA FDR - People and Actions		Verified	11/19/19	077-CJAMES	11/19/2019
077-ARAJEN1	AAMVA FDR - Internal Fraud for Staff		Verified	11/14/19	077-CJAMES	11/14/2019
	AAMVA FDR - Introduction to Fraud		Verified	11/14/19	077-CJAMES	11/14/2019



Questions

