

## Taxi and Private Hire Newsletter – February 2025

### New Licensing Verso Software – important, please read carefully

As you are aware, to improve the Service the Licensing Team is able to provide the Taxi trade, we have been working for some time now on a new licensing portal. This will go live on Wednesday 26<sup>th</sup> February.

The online system is designed so that you can manage your licence (s) in one place via your own portal account at a time to suit you, 24/7. You will be able to:

- Apply/renew licences
- Upload required documents
- Pay at the time of application
- View your current applications & licences
- Deal with queries regarding your application
- Update expiring documents when notified (e.g. vehicle insurance)

Your account will be your “one-stop-shop” for managing anything to do with your licences held with North Devon Council. This should reduce the need for you to visit Customer Services, such as to provide required documentation or make payments, as this can now all be done via your portal account.

You will be sent emails by the system when an action is required, such as a renewal, updating a required (managed) document or a specific request from Licensing regarding your ongoing application. Your email address will be your **username** when logging into your account. It is therefore important to make sure we hold your current email address on file now and that you ensure your Spam filters are set to accept emails from North Devon Council.

**Emails generated by the new system will be from:**

[licensing@mail.northdevon.gov.uk](mailto:licensing@mail.northdevon.gov.uk)

**Please ensure that your email account is set to flag these as safe, so they aren't diverted to your spam folder.**

### What Happens Next

You will receive an email directly from the new system when we go live on 26<sup>th</sup> February 2025. Please follow the instructions carefully regarding setting up your licensing portal account. You will be required to register first.

You can view how to do this online:

<https://www.youtube.com/watch?v=g38mYbg96hA>

**It is important that you do not attempt registration until you receive an email from the new system.**

Please note that this Newsletter has first been sent to the email address we currently hold on file. If you didn't receive this email, please contact the Licensing Team to verify your email address and also check your Spam filter. It's important you keep this Newsletter for future reference.

1. Account Registration: use the first email you receive to create your new user account via the Resume Application link provided.
2. You will receive a separate email for each licence you hold with us, so if you have multiple vehicles or an operator's licence for example, then you will expect a separate email for each of these.
3. **Only register using the first email received.**
4. Subsequent emails received (where applicable): log into your new user account via the link in the email (do not register again). You must do this to link all your licences to your new user account. The linking will happen automatically when logging in via the link in the email.
5. Whenever you need to log into your account in the future, you can use the login option on the website or via any emails received from the system when action is required.

## Transition to the New System

We hope the transition will go as smoothly as possible, but inevitably there may be some issues. We ask for your patience and understanding at this time. The Licensing Team will be available to answer any queries, as will Customer Services.

**As the March renewal paperwork has already been sent out, where possible; please delay your renewal until after Verso has gone live on 26<sup>th</sup> February.** This is actually better for you, as you can apply online, upload any documentation and pay at the same time. There is no need to bring a paper form into Customer Services, send it by email to us or ring to make a payment. This is all handled at the time of application by the new system, making it much easier for you and more efficient for us to process your application. **However, if your renewal is due early March, you may wish to make your application now using the paperwork received.**

Take time after you have linked all your applications/licences, as described above; to look at the information held in your portal account. You can update your profile details, as well as look at different options via the tabs in your portal account, including open applications, payments due/made, managed documents where a future upload is required based on an expiry date and so on.

A task tab will be available when we need further information or have a query regarding your application. You will receive an email notification when action is required.

We hope that you find managing your licensing relationship with the Council using the new system much easier as you have all the information you need in one place.

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