

## INFORMATION NOTICE

### DIVISION OF MOTORIST SERVICES

**DATE: 06/10/25**

**Information Notice (INFO)  
INFO 25-008**

**SUBJECT: ORION – Motor Vehicle Issuance (MVI) ServiceNow Support Tickets**

#### Overview:

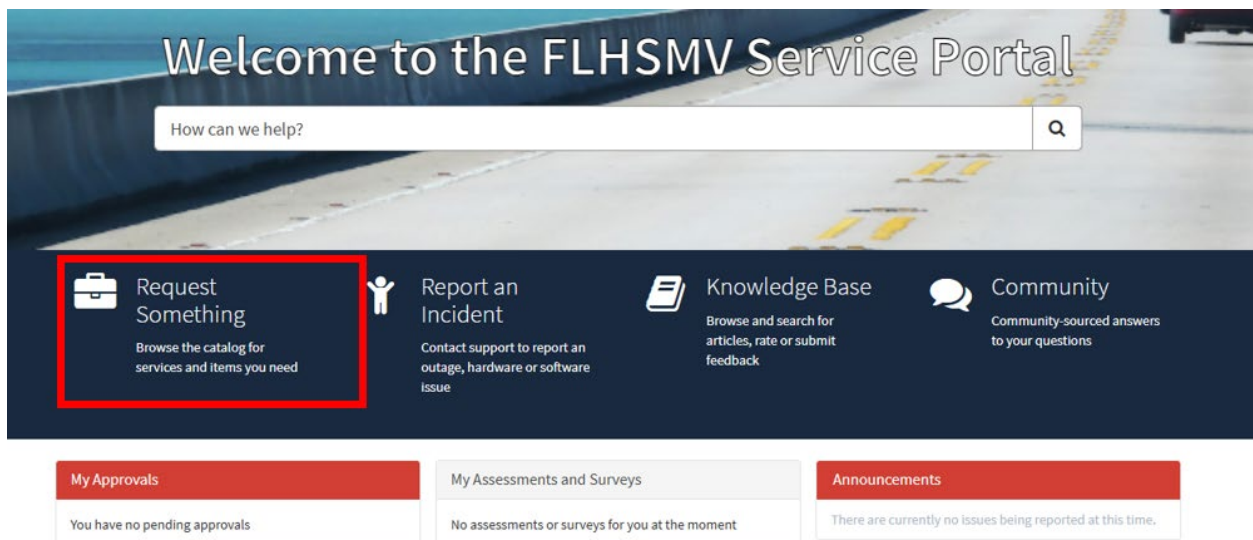
As Florida Department of Highway Safety and Motor Vehicle (FLHSMV) deploys ORION – Motor Vehicle Issuance (MVI) statewide throughout the 2025 calendar year, offices that have been upgraded are encouraged to submit Technical Assistance Center (TAC) ServiceNow tickets for support with processing transactions in MVI.

#### Details:

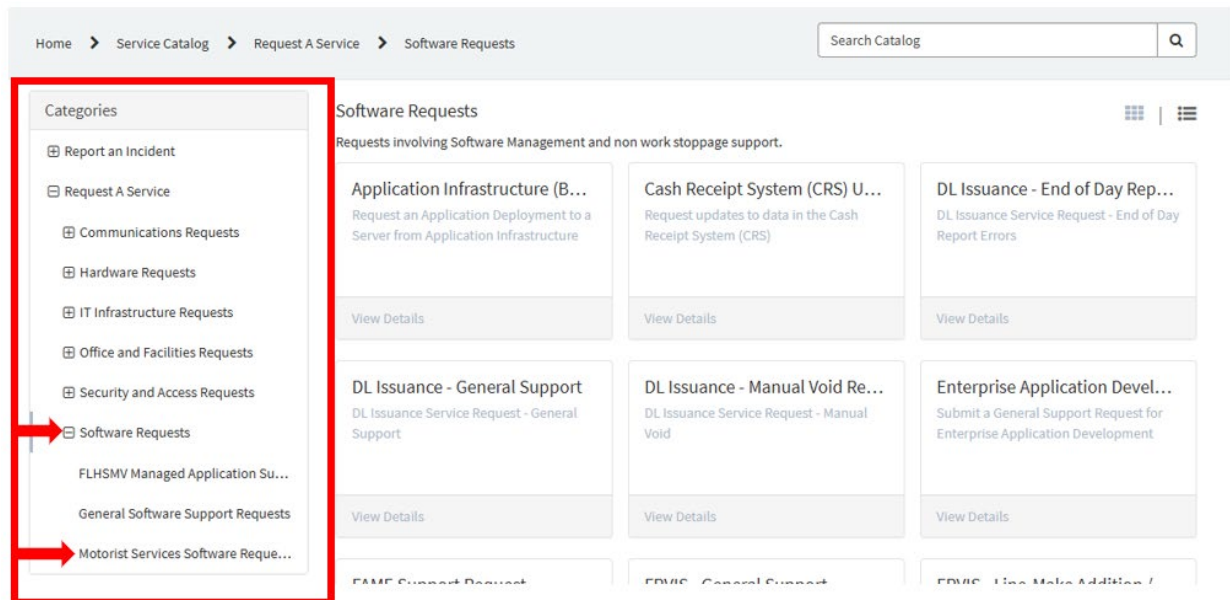
When processing motor vehicle transactions in MVI and unexpected software or hardware behavior is experienced, offices can log into the TAC Self-Service Portal to submit support ServiceNow tickets for resolution. Before submitting a ServiceNow ticket, review the [ORION – Phase II Release Notes](#) to verify if the issue had been previously reported and if a workaround has been established.

For effective delivery and to minimize delay in response times, use the following instructions to submit a FSC – Technical Support Request ServiceNow ticket.

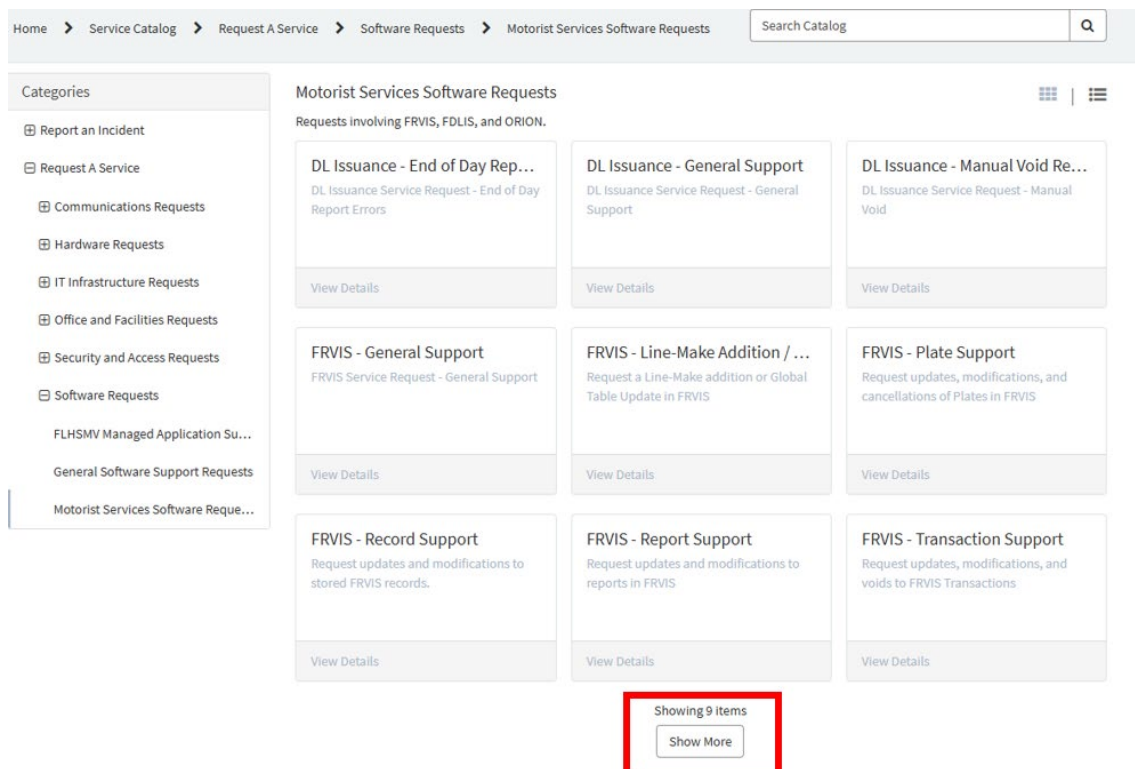
After logging into the TAC Self-Service Portal, select the Request Something button.



From the Categories menu, select the Software Request option, then select Motorist Services Software Requests



Select the Show More button on the bottom of the screen



Select the FSC – Technical Support Request option.

The screenshot shows a web application interface for requesting services. At the top, there is a breadcrumb trail: Home > Service Catalog > Request A Service > Software Requests > Motorist Services Software Requests. To the right of the breadcrumbs is a search bar labeled 'Search Catalog' with a magnifying glass icon. On the left side, there is a sidebar menu with the following items: Request A Service, Communications Requests, Hardware Requests, IT Infrastructure Requests, Office and Facilities Requests, Security and Access Requests, Software Requests, FLHSMV Managed Application Su..., General Software Support Requests, and Motorist Services Software Reque... The main content area displays a grid of service request cards. The card for 'FSC - Technical Support Request' is highlighted with a red border. This card has the title 'FSC - Technical Support Request' and the description 'Submit a Technical Support Request to the Field Support HelpDesk'. Below the description is a 'View Details' button. Other cards in the grid include 'DL Issuance - End of Day Rep...', 'DL Issuance - General Support', 'DL Issuance - Manual Void Re...', 'FRVIS - General Support', 'FRVIS - Line-Make Addition / ...', 'FRVIS - Plate Support', 'FRVIS - Record Support', 'FRVIS - Report Support', 'FRVIS - Transaction Support', 'FRVIS/MVI - Specialty License...', and 'Motorist Maintenance - FR His...'.

Report the unexpected MVI system behavior by filling out the ServiceNow ticket, including all required fields as well as any attachments with pertinent information and select the Request button.

The screenshot shows the 'FSC- Technical Support Request' form in ServiceNow. The breadcrumb trail at the top is: Home > Service Catalog > Request A Service > Software Requests > Motorist Services Software Requests > FSC- Technical Support Request. To the right of the breadcrumbs is a search bar labeled 'Search Catalog' with a magnifying glass icon. The main heading is 'FSC- Technical Support Request' with the subtitle 'Submit a Technical Support Request to the Field Support HelpDesk'. Below the heading, there is a section titled 'HSMV SafetyNet Questions and Answers:' with the text 'Before submitting a request for technical support, please visit the Historical Task List at [HSMV SafetyNet](#) for commonly asked questions and answers.' followed by an 'Attachments:' section with the text 'If you wish to include any screenshots, error logs, or other items with this request please click the paper click icon at the bottom of this form to attach it.' Below that is a 'Password Resets:' section with the text 'If you need any passwords reset other than Windows, please call the Field Support Help Desk at (850) 617-3801 option 2.' followed by a 'Password Resets for Windows:' section with the text 'Windows password must be reset by TAC at (850) 617-3801 Option 1.' Below that is a 'Manual Voids' section with the text 'To request a Manual Void, please submit the request via one of the following forms:' followed by a link 'DL Issuance Manual Void Request'. At the bottom, there is a bold statement: 'We will attempt to resolve all requests submitted via this form within two business days, if you need immediate assistance please contact the Field Support Help Desk at (850) 617-3801, Option 2 between 8AM and 6PM EST.' On the right side of the form, there is a 'Delivery Time: 1 Day' section with a 'Save as Draft' button and a 'Request' button. The 'Request' button is highlighted with a red border. Below the 'Request' button is a 'Required information' section with the following fields: Service Recipient, Location, E-Mail Address, Primary Contact Number, Office ID, Description of Issue or Procedure Question, and Are you receiving an Error Message?.

Click the following link to navigate to the FSC – Technical Support Request ticket [Service Portal - FLHSMV Service Portal](#)

**Conclusion:**

If you need additional information, please contact your next level of management or the Field Support Center.