The directory on the 2nd page will serve as a guide for identifying the correct support contact and email based on the type of issue or scenario at hand.

Definition:

>**Helpdesk Support:** To provide the end user (MVD Partner) support to troubleshoot problems and/or provide guidance about the Tapestry System, MVD Procedure and Policy, and MVD Transactions. Helpdesk support will not cover support related to desktop equipment or hardware.

Helpdesk Support Request Procedure:
Submit helpdesk support requests by following these steps:

1. **Annotate the record.** All requests for transaction assistance must include detailed notes entered directly in the record associated with the transaction prior to request for support.

   Ensure the following is included in the annotation:

   o **Error Description:** The note must describe the error or issue that necessitates the support request within the note section of the transaction record in tapestry.
   o **Clarity and Completeness:** Ensure notes clearly describe the problem and requested solution.

2. **Email the support request**. Email the support request to the appropriate MVD unit as outlined in the accompanying Helpdesk Support Directory.

   Ensure the following information is included in your email request:

   o **Pertinent Details:** VIN, Credential, Activity, or Reference number.
   o **Description:** Describe the issue or error and what the requested support action is.
   o **MVD Partner Phone Contact Information:** Phone number the requester can be reached directly if needed.

Please note: MVD will not process support requests that lack comprehensive notes. Incomplete or inadequate submissions will be rejected. This procedure aims to ensure all relevant details are documented; facilitating timely and accurate support responses.

Thank you for your cooperation.

If you encounter a support issue that is not listed in this directory, please reach
PMU.MVD@TAX.NM.GOV for further assistance.

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Effective 11/18/2024 MVD Helpdesk Support Request Shall be directed based on type as follows:

MVD Field Operations Support Scope
MVD.FIELDOPS@STATE.NM.US

1. Same Day activity reversals such as credentials, registrations, plate replacements, etc.
2. Citation Corrections, Errors, ETC (Example Reinstatement on record, but not due)
3. AAMVA Reviews/Clearance Letter Reviews
4. Setting "deceased" on customer records with proper documentation
5. Customer Non-Sufficient Funds fee reviews/NSF Suspension Reviews (NOT RELATED TO MVD PARTNER SWEEP's)
6. Activity review for DWI customer applying for ID only
7. Merging Records (only applies to non-DWI citations/FTA's, DWI convictions/holds must be merged by the DWI Unit)
8. Simple title error corrections such as names/addresses/color/vehicle weight (NO VIN, Brand, or Odometer corrections.)
9. One - to - One Overrides
10. NMVTIS Reviews

MVD Partner Management Unit Support Scope
PMU.MVD@TAX.NM.GOV

1. Next Day transaction Reversals
2. MVD Partner Tapestry Security Requests (Onboarding, Offboarding, Fingerprinting, Security Role Modifications, etc.)
3. MVD Partner Account Sweeps, adjustments, NSF Returns/Lockouts, and Refunds.
4. MVD Partner Account Suspensions/Revocations/Reactivations
5. MVD Partner Tangible Inventory Support. (Transfer, Missing shipments, Damaged, wrong locations, Returned Inventory etc.)
6. Fee Overrides. (Late penalty, excise tax, Adjustments)
7. General MVD Transaction Inquiries
8. NMVTIS Reviews
9. OOS VIN Inspections
10. NMVTIS Reviews
11. Medical/Vision/Placard/Citations support
12. Child Support Clearance
13. One - to - One Overrides
14. Title, Reg, Credential Corrections
15. Customer Account Refunds
16. VLS Support
17. Merge Records

Thank you for your cooperation.

If you encounter a support issue that is not listed in this directory, please reach PMU.MVD@TAX.NM.GOV for further assistance.

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MVD Learn Support Scope
MVD.LEARN@TAX.NM.GOV
1. Brightspace Login Support
2. Brightspace Training Certificate support.

MVD Error Resolutions Unit Support Scope
ERRORRESOLUTION@STATE.NM.US
1. Chapter 12 Reversals (Dealer Used Wrong title or MCO)
2. Odometer, VIN, and Brand Corrections
3. HIN/Vessel/USCG support.

MVD Tapestry Support
TRD-TAPESTRYSUPPORT@STATE.NM.US
1. Password Reset Requests
2. Authenticator Setup
3. Tapestry System Errors

MVD Scanning Support
TRD.DMS@TAX.NM.GOV
1. DMS – Scanner Support

MVD Dealer Licensing Bureau
DEALER.LICENSING@TAX.NM.GOV
1. Partner License renewals, Bonds, Insurance, ownership changes etc.
2. MVD Partner Portal Support
3. VIN Inspector Credentials

Thank you for your cooperation.

If you encounter a support issue that is not listed in this directory, please reach
PMU.MVD@TAX.NM.GOV for further assistance.