

DMV ONLINE TESTING



PARTNER TOOLKIT FOR
INDUSTRY PARTNERS

HOW TO USE THIS TOOLKIT



WE NEED YOUR HELP TO GET OREGONIANS INFORMED ABOUT TESTING OPTIONS AT DMV.

The Oregon DMV has exciting news to share – we now offer knowledge testing online!

We need your help getting the word out about this new service, especially to teens and their parents. Not only is online testing easier and more convenient, but it also helps remove barriers all customers may face when coming to a DMV office.

In this document you will find materials ready to copy and paste into your regular communication channels. We have crafted articles for your customer newsletters or blogs if you have them. If you don't, the language would work just as well as an information page on your website.

We've also included social media posts for your various platforms along with some still images for your use. There are frequently asked questions that your staff may find helpful if customers come to you with questions.

Our goal is to drive early adoption of this service, so we are asking you to please share information about online knowledge testing a few times over the next year. At least once in October or November is ideal but we suggest October, February and June (summer issue) if possible.

NEWSLETTER ARTICLE/WEB UPDATE

DMV launches online testing

The Oregon DMV has launched a new way to take your driver knowledge test or motorcycle endorsement test. Now you can go online and test from any place with reliable internet. You just need a laptop or computer with a working webcam, keyboard and mouse. If you are under 18, you'll need someone 21 or older to supervise you taking the test.

DMV has partnered with an expert in the online testing industry to offer this new service. The product is already used in other states around the country. Users love that they can test in a familiar and comfortable environment, without the pressure of being at an office. You can attempt to pass the test up to four times online before needing to test in-person at an office.

Passing your knowledge test is the first step to going from student to driver. It is a requirement that you hold a learners permit if you are under 18, or have passed the knowledge test before taking your behind-the-wheel drive test.

Learn more about online testing at DMV2U.oregon.gov.



NEWSLETTER ARTICLE/WEB UPDATE

DMV lanza exámenes en línea

El DMV de Oregon ha lanzado una nueva opción de realizar el examen de conocimientos de conducción o el examen de aprobación de motocicletas. Ahora puede conectarse y realizar pruebas desde cualquier lugar con Internet confiable. Solo necesita una computadora portátil o de escritorio con una cámara web, un teclado y un ratón que funcionen. Si es menor de 18 años, necesitará que alguien mayor de 21 años supervise su realización del examen.

El DMV se ha asociado con un experto en la industria de exámenes en línea para ofrecer este nuevo servicio. El producto ya se utiliza en otros estados del país. A los usuarios les encanta poder realizar pruebas en un ambiente familiar y cómodo, sin la presión de estar en una oficina. Puede intentar aprobar el examen hasta cuatro veces en línea antes de tener que realizar el examen en persona en una oficina.

Aprobar su examen de conocimientos es el primer paso para pasar de estudiante a conductor. Es un requisito tener un permiso de aprendizaje si es menor de 18 años o ha aprobado el examen de conocimientos antes de realizar el examen de conducción al volante.

Obtenga más información sobre las pruebas en línea en [DMV2U.oregon.gov](https://dmv2u.oregon.gov).





POSTERS FOR PRINT

A zip file of print assets is attached with this toolkit. Collateral is provided in both English and Spanish. Please print a few flyers and hang them in high-traffic areas of your office, or share the postcard and stickers.

VIDEO LINK

We encourage you to share our short video with tips about online testing. You can get the YouTube embed code here:

<https://youtu.be/XSH90hmfqgA>

SOCIAL MEDIA VISUALS

A zip file of digital assets is attached with this toolkit. Collateral is provided in both English and Spanish for your use.

Want to make a Reel? We have video available complete with audio:

[https://www.dropbox.com/scl/fi/pmzocrtr1a19ier5bh5wn/DMV-Online-Knowledge-Testing-Social-Version-2.mp4?](https://www.dropbox.com/scl/fi/pmzocrtr1a19ier5bh5wn/DMV-Online-Knowledge-Testing-Social-Version-2.mp4?rlkey=440kakplmrh4ooy2kcqi593z9&dl=0)

[rlkey=440kakplmrh4ooy2kcqi593z9&dl=0](https://www.dropbox.com/scl/fi/pmzocrtr1a19ier5bh5wn/DMV-Online-Knowledge-Testing-Social-Version-2.mp4?rlkey=440kakplmrh4ooy2kcqi593z9&dl=0)



SOCIAL MEDIA POSTS

01

SUGGESTION 1 - ENGLISH

If you are preparing to get your driver permit or license you have a new option for knowledge testing. Go to [DMV2U.oregon.gov](https://dmv2u.oregon.gov) to learn more about how you can take your knowledge test online. Then come see us and go from student to driver.

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SUGGESTION 2 - ENGLISH

Are you ready to learn how to drive? The Oregon DMV now offers online testing for the Class C knowledge test and motorcycle knowledge test. Save yourself some time and check out testing online at [DMV2U.oregon.gov](https://dmv2u.oregon.gov).

SUGGESTION 1 - SPANISH

Si se está preparando para obtener su permiso o licencia de conducir, tiene una nueva opción para realizar exámenes de conocimientos. Vaya a [DMV2U.oregon.gov](https://dmv2u.oregon.gov) para obtener más información sobre cómo puede realizar su examen de conocimientos en línea. Entonces venga a vernos y pasa de estudiante a conductor.

SUGGESTION 2 - SPANISH

¿Estás listo para aprender a conducir? El DMV de Oregon ahora ofrece exámenes en línea para el examen de conocimientos de Clase C y el examen de conocimientos sobre motocicletas. Ahórrese algo de tiempo y consulte los exámenes en línea en [DMV2U.oregon.gov](https://dmv2u.oregon.gov).

ODOT SOCIAL CHANNELS

Please tag ODOT socials in your post!

#DMV2U

 Instagram	@oregon_dot
 (Twitter)	@OregonDOT
 Facebook	https://www.facebook.com/OregonDOT

FREQUENTLY ASKED QUESTIONS

To help support conversations with students about this topic, we have provided some student-specific FAQ that may be helpful for people like your school counselor to have on hand. Additional information is available on our website at www.oregondmv.com.

WHO NEEDS A SUPERVISING ADULT (ALSO REFERRED TO AS PROCTOR)?

Testers under the age of 18 are required to have an adult register and observe them complete their test. Testers age 18 and older are not required to have a proctor.

DOES THE PROCTOR NEED TO BE A PARENT OR GUARDIAN?

No. Proctors must be at least 21 years of age, have a Social Security number, and have not supervised more than five DMV tests online in the past 12 months.

WHY DO THE TESTER AND PROCTOR NEED A SOCIAL SECURITY NUMBER?

The Social Security number is used to verify identity. That verification is an important step in fraud prevention.

WHAT TESTS CAN PEOPLE TAKE ONLINE?

The Class C Driver Knowledge Test and Motorcycle Knowledge Test are offered through DMV's online testing program.

WHAT LANGUAGES ARE OFFERED FOR THE ONLINE TEST?

Online testing is available in English and Spanish for both the Class C and motorcycle tests. In the future, DMV will add additional languages for the Class C test. Additional languages currently offered for knowledge tests at DMV offices are: Arabic, Chinese, Japanese, Korean, Russian and Vietnamese.



THANK YOU!

For anything not covered here, we encourage you to learn more online at www.OregonDMV.com or reach out directly to our Change and Engagement Team. We are here to support you as a valued industry partner. Thank you for helping us share this important information with as many people as possible.

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WWW.OREGONDMV.COM