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**Date:** June 15, 2021  
**Bulletin:** All Interested Business Partners  
**From:** Business Licensing and Driver Instructional Services  
**RE:** Virtual Customer Connect Session on Thursday, June 17, 2021

The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) **will conduct a virtual Customer Connect familiarization session** for motorcycle safety training centers on **Thursday, June 17, 2021, 10:00 am to 11:30 a.m.**

While the focus of this training will be for Motorcycle Safety Training Centers, many of the customer connect functions that will be covered are similar for all businesses and this session may serve as a refresher for those currently using the e-services portal for their business. Anyone interested may join and observe this virtual session via the following link:

[Click here to join the meeting](#)

The session will cover an introduction to the new portal, adding and removing employees and locations, how to renew your business license, and more.

MDOT MVA has implemented the Customer Connect system to modernize all customer-facing IT systems. The application of Customer Connect will provide system users with a more streamlined experience, enhance communication with partners through improved interfaces, and help in achieving our goal of providing premier customer service to Marylanders every day.

If you have any questions, please email William “Bill” Kraft at [wkraft@mdot.maryland.gov](mailto:wkraft@mdot.maryland.gov).