

MOT App User Guide

The user app is where customers will register, create, amend and cancel bookings.

Log in page

- If you have not used this service, you will need to register for an account before being able to log in.

Please sign in

i Please sign in with your registered email address and mobile number.
We will then send you a OTP (one time passcode) to log in with.

You must be registered for this service to make a booking.

Email address

Mobile phone no

For example: 07384 112233

Send OTP

[Click here if you need some help with your account](#)

[Click here if you have not registered for this service](#)

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Registration page

- You will need a valid email address and mobile number to register.
- The memorable questions will help you get into your account if change your email address or mobile number or are having trouble logging in.
- Once you submit, you will receive an email saying you have registered and a link that will direct you to the log in page.

Register

i Please register with your email address and mobile phone number to use this service.

Email address

Verify email address

Mobile number

i Please select three memorable questions for verification purposes.

Memorable question1

Memorable answer1

Memorable question2

Memorable answer2

Memorable question3

Memorable answer3

Cancel

Submit

Help with account

- If you are having trouble with your account, then you can find help on the log in page.

[Please sign in](#)

i Please sign in with your registered email address and mobile number.
We will then send you a OTP (one time passcode) to log in with.

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- You can select one of two options to help you get back into your account. Follow the instructions on screen to recover your forgotten details.

[Problem signing in?](#)

i Please select an option.

- I have forgotten my email address
- I have forgotten my mobile number

Cancel

Continue

Sign in

- You will need to enter your registered email address and mobile number to log in.
- Click 'Send OTP' and a 4 digit number will be sent to the mobile number registered.

Please sign in

i Please sign in with your registered email address and mobile number.
We will then send you a OTP (one time passcode) to log in with.

You must be registered for this service to make a booking.

Email address

Mobile phone no

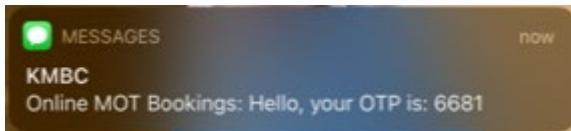
For example: 07384 112233

Send OTP

[Click here if you need some help with your account](#)

[Click here if you have not registered for this service](#)

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- Once you have received your OTP, enter it below to sign into your account.

Please sign in

i We've sent a OTP (one - time passcode) to your mobile phone.
Please enter it here and click Submit to continue with your booking.

OTP

For example: 1234

Submit

[Click here if you need some help with your account](#)

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Make a new Booking

- To make a new bookings press 'continue'

i Welcome to KMBC MOT Bookings.

If you would like to make a booking, please press continue.

If you need to update your account details, please select 'My Profile'.

If you would like to view a previous booking, cancel, amend or view your vehicle MOT status, please select 'My Bookings'.

Continue

- Enter a valid vehicle reg and select the vehicle type and enter an expiry date if you have one.

i For example, YX14 WKA.

If you are placing a booking for a 'change of vehicle' please use your old vehicle registration number below.

Vehicle reg

Vehicle type

Do you have a licence plate expiry date?

Back

Continue

- The system will search for the vehicle details you have entered and bring back relevant information.

Vehicle registration

YX14WKA

Vehicle make

NISSAN

Vehicle colour

GREY

Model

QASHQA|

No, search again

Yes

- You will be given a variety of options to select, what you pick will determine how long your test will be and the price.

Please choose the type of appointment

New plate Test - Standard taxi test to apply for a new license.

Renewal Test - Standard taxi test to renew a license.

Retest - Previously failed test and a new test is required.

Vehicle Change - Standard taxi test to replace a vehicle.

Safety Inspection - Vehicle has to be checked after an accident / stopped by enforcement.

After Failed Safety Inspection - Standard taxi test after a safety inspection is deemed unsatisfactory.

🏠 Make a new booking	<input type="radio"/> New plate test
👤 My profile	<input type="radio"/> Renewal test
📅 My bookings	<input type="radio"/> Retest
🚪 Signout	<input type="radio"/> Vehicle change
	<input type="radio"/> Safety inspection
	<input type="radio"/> After failed safety inspection
Back	Continue

- You must select the terms and conditions before proceeding.

📄 Terms and Conditions

You must read the vehicle testing requirements document before attending your appointment. The document link is included in your booking confirmation email. This includes all the actions you need to take to make sure that the test goes ahead without any problems.

Please note that

- You no longer need to have a fire extinguisher or first aid box fitted.
- If your vehicle has a VIN (Vehicle Identification number) plate to the front windscreen then you will not require window etching.
- You need to bring your vehicle registration document or evidence of ownership of the vehicle with you.
- You will require a spare wheel and tyre unless the vehicle is fitted with certified "run flat" tyres.

The charge for this service is £45-00.

If your vehicle fails the Compliance Test you can have a retest with us for £25-00 only if you book it in again within 7 days of the original test failure date. After 7 days (or if you have travelled more than 500 miles) you will need to book in a full Compliance Test again and pay £45-00.

If you are unable to make this appointment, please log in to your account. You can make changes via the 'My Bookings' tab to reschedule the test or replace the vehicle. You can only cancel or amend your booking before 12 noon the day before the test. After this time no amendments can be made and you will not be refunded.

I accept the above terms and conditions

Back	Continue
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- Only the available dates will be shown (if admin have blocked off days / times in the admin console, these will not be shown to the customer).
- Select a date to continue to available times.

Please select a date for your appointment

Please select a date from below.

Make a new booking My profile My bookings Signout	Tuesday 02/02/2021	Wednesday 03/02/2021	Thursday 04/02/2021	Friday 05/02/2021	Monday 08/02/2021
	Tuesday 09/02/2021	Wednesday 10/02/2021	Thursday 11/02/2021	Friday 12/02/2021	Monday 15/02/2021
	Tuesday 16/02/2021	Wednesday 17/02/2021	Thursday 18/02/2021	Friday 19/02/2021	Monday 22/02/2021
	Tuesday 23/02/2021	Wednesday 24/02/2021	Thursday 25/02/2021	Friday 26/02/2021	Monday 01/03/2021
	Tuesday 02/03/2021	Wednesday 03/03/2021	Thursday 04/03/2021	Friday 05/03/2021	Monday 08/03/2021
	Tuesday 09/03/2021	Wednesday 10/03/2021	Thursday 11/03/2021	Friday 12/03/2021	Monday 15/03/2021
	Back				

- All the available times will be shown to the customer.
- Select a time to continue.

Please select a time for your appointment

Only the available time slots will be shown below. If you require a different time slot try choosing a different date.

Make a new booking My profile My bookings Signout	Time 07:00 - 07:45 AM	Time 07:15 - 08:00 AM	Time 08:00 - 08:45 AM
	Time 08:15 - 09:00 AM	Time 09:00 - 09:45 AM	Time 09:15 - 10:00 AM
	Time 12:00 - 12:45 PM	Time 12:15 - 13:00 PM	Time 13:00 - 13:45 PM
	Time 13:15 - 14:00 PM	Time 14:00 - 14:45 PM	Time 14:15 - 15:00 PM
	Time 15:00 - 15:45 PM	Time 15:15 - 16:00 PM	Time 16:00 - 16:45 PM
	Time 16:15 - 17:00 PM	Time 17:00 - 17:45 PM	Time 17:15 - 18:00 PM
	Time 18:00 - 18:45 PM	Time 18:15 - 19:00 PM	

- You will need to enter your personal details. If you have used this service before to make a booking, then your details will be saved.

Please enter your personal details

Make a new booking	Forename
My profile	<input type="text" value="sam"/>
My bookings	Surname
Signout	<input type="text" value="e"/>
	Address line1
	<input type="text" value="11"/>
	Address line2
	<input type="text" value="22"/>
	Town
	<input type="text"/>
	City
	<input type="text"/>
	Postcode
	<input type="text" value=""/>

- You will be able to review your booking before continuing to the payment page.

Mobile number

Email address

MOT booking type

Booking date

Time slot

Cost

- You will be redirected to Capita to make the payment, click proceed to payment.

Payment ×

You will now be redirected to our secure payment portal. Your booking will not be complete until you make the payment. If you do not receive an email to confirm the payment, and an email to confirm the booking details, please contact Customer Services via Online Chat. You can contact us here [Contact Us | Knowsley Council](#).

Cancel
Proceed to payment

- Enter your payment information.

Online payments

Home | Payment Help

Card Details

All fields marked * are mandatory

Amount £45.00

Card Number*

XXXXXXXXXX

Card Holder Name*

Same

Expiry Date*

02

/

21

Please enter the issue number as shown on your card. For example, if the number shown is 03 type 03, if the number shown is 3 type 3.

Issue Number

XXXXXX

Start Date

▼

/

▼

Please enter the 3 digit security code printed on the back of your card.

Security Code*

XXX

Please enter the Post Code of the address at which your Card is registered, which will be as shown on the statement that you receive from your Bank / Building Society.

AVS Post Code*

XXXXXX

Please enter a valid e-mail address if you would like to receive an electronic receipt for your payment.

E-Mail Address

sarah.evans@knowsley.gov.uk

Confirm E-Mail Address

sarah.evans@knowsley.gov.uk

Continue
Back
Reset

NOTE: CLICKING ON THE LINKS BELOW WILL OPEN A NEW BROWSER WINDOW

[learn more](#)

[Click to Validate](#)

- Confirm payment information.



Please Confirm Your Payment Details Before Proceeding

You are about to make a payment for the transaction shown below. Please check that these details are correct and then either click on the 'Make Payment' button to continue with your payment or click on 'Back' if any details need to be amended.

Once you click on 'Make Payment' your transaction will be authorised on-line. This will typically take about six seconds but various factors can affect the actual time taken. Please refrain from clicking on any other browser buttons or navigating to other sites while this process takes place. If the process stops responding for any reason then we recommend that you simply close your browser.

Payment For	Reference	Name	Amount
MOT	C12149535	sam e	£45.00
			Total £45.00

Card Details

Card Number: *****1111
 Card Holder: sam e
 E-Mail: [redacted]@knowsley.gov.uk
 Expiry Date: 0221

- You will be redirected back to the MOT app.

MOT Bookings

Knowsley Metropolitan Borough Council

- 🏠 Make a new booking
- 👤 My profile
- 📅 My bookings
- 🚪 Signout

📢 Thank you for booking your MOT with us.

You will receive a confirmation email shortly.

Please check your spam / junk folder.

- You will receive two emails, a payment confirmation and a booking confirmation.

sam e
11

Knowsley Metropolitan Borough Council

Date: 02 February 2021 Time: 08:52

Thank you for your payment to Knowsley Metropolitan Borough Council. Please keep this e-mail as a record for your accounts.

Account Details

=====


Transaction ID	Payment For / Reference	Amount
63-6081	MOT C12149535	GBP45.00
Total:		GBP45.00

Payment Details

=====

Payment Reference: XW922J7H2222
Card Number: *****1111
Card Holder Name: sam e
Authorisation Code: 113710
Email Address: samantha.evans@knowsley.gov.uk
Merchant Number: 12345678

Total Amount: GBP45.00

 Knowsley Council

Dear sam e

Your booking for vehicle YX14WKA has been confirmed. Please find your booking details below:

Booking Type: New plate test
Booking Date: Wed, 3 Feb 2021
Booking Time: 07:00 – 07:45 AM

Please bring this booking confirmation with you on arrival.

If you are unable to make this appointment, please log in to your account. You can make changes via the 'My Bookings' tab. Please note, you cannot make changes 24 hours prior to your appointment.

Kind regards

My profile

- Clicking on the 'my profile' tab will allow you to view your current log in details and change them.

- Click on update details and enter your new information. Next time you log in will be using the new details you have entered.

My Bookings

- You will be able to view all past bookings on the 'my bookings' tab.
- You will be able to see the vehicle you have booked in, the date, time and what type of test.
- Admin will be able to update your vehicle if it has passed or failed via the admin console, which will be updated in the 'my bookings' tab. You can cancel a booking and request a refund for a booking.
- Click on the booking you want to view and select 'view booking'

Booking Ref	Vehicle reg	Booking date	Time Slot	MOT booking type	MOT status	Booking status	Paid
1336	YX14WKA	04/02/2021	07:00 - 08...	Renewal test		New Boo...	Yes

- You can change the date / time or the vehicle booked in for the test.

- [Make a new booking](#)
- [My profile](#)
- [My bookings](#)
- [Signout](#)

Amend your booking.

Booking ref
1336

Vehicle reg
YX14WKA

Vehicle make
Nissan

Vehicle model
Qashqai Acenta Smart Vis Dig-T

Vehicle colour
Grey

Vehicle type
Car

Booking date
04/02/2021

MOT status

MOT booking type
Renewal test

Cost
45.00

- [Change date / time](#)
- [Change vehicle](#)
- [Request a refund](#)
- [Close](#)