

Implementation Process and User's Guide

Contact List

Area of Issue or Question	Contact Name/Org	Contact Number	Contact Email	Contact URL
Production Support*	DDS Information Technology		groupitproductionsupport@dds.ga.gov	
Support for Test Environment	DDS Information Technology		groupitproductionsupport@dds.ga.gov	
Test Cases	DDS Information Technology		groupitproductionsupport@dds.ga.gov	
Certification/Registration for Bulk MVR	DDS Field Operations & Support			https://onlinemvr.dds.ga.gov/mvr/
Questions concerning Certification/Registration for MVR	DDS Field Operations & Support		mvr@dds.ga.gov	
Support for Bulk MVR Business Partners	DDS Field Operations & Support	678.413.8847	mvr@dds.ga.gov	
Password resets or Customer name verification	DDS Field Operations & Support	678.413.8847	mvr@dds.ga.gov	
Technology, security, and telecommunications issues pertaining to the state's Web portal	Georgia Technology Authority (GTA)		datasales@gta.ga.gov	

*During normal business hours, DDS Group IT Production Support can be reached as follows:

- By email at groupitproductionsupport@dds.ga.gov

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Outside of normal business hours, if connectivity issues arise, the MVR Business Partner may report the incident by opening a ticket with IBM, the State of Georgia provider for Information Technology Services.

Contact the Georgia Enterprise Technology Services (**GETS**) Helpdesk at **1-877-482-3233**.

When contacting GETS, please report the following:

- Give company name and that you are a business partner with DDS
- Describe the problem in detail to the agent
- Obtain the ticket number
- Send an e-mail to GADDSProdSupport@dds.ga.gov indicating the ticket number
- Continue to call asking for status information every 30 minutes until the problem is resolved