

For technical support, call (866) 316-8992 Support calls will be taken from 7am - 7pm CST Monday—Friday

Step 1a **Verify your identity** n order to reset a password, we need to verify your identity using your driver license or ID.

Verify your identity. Go to

https://vic.portal.texas.gov/password-reset.html

In order to reset a password, we need to verify your identity using your driver license or ID.

- User ID
- First name
- Last name
- Date of birth (MM/DD/YYYY)
- Driver license or ID state
- Driver license or ID number



Continue verifying your Identity

Enter your:

- Last 4 digits of SSN
- DD/Audit number



Set password

Password requirements:

- At least 12 characters long
- Not be a dictionary word or proper name
- Not be the same as, or contain, the User ID
- Not be identical to the previous ten passwords
- Must include two numbers as well as two special, two upper, and two lowercase characters

Welcome to Vehicle Inspection Connection

Login to VIC. Follow the link from the success page or go to https://dpsdirect.portal.texas.gov/VICStation/login/auth

- Enter your User ID and your newly created password
- Select the Login button

New User Activation. You will be taken to the New User Activation page. Select continue to go to the next step. You must complete the entire activation process before you can conduct inspections.

Change Security Questions

Choose and answer three Security Questions

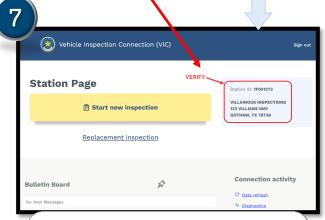
Terms of Use

Accept or decline the Terms of Use Acknowledgment

You will not be able to conduct inspections until you accept the VIC Terms of Use

If the station information is not accurate, contact your DPS field representative.

Account Activation Process Complete You will be taken to the DPS Inspection Station Dashboard. Here you can: Print a vehicle inspection report Print your inspector license •Change your password •Update your security questions/answers • Log out



Verify Station Information

Log into vic.portal.texas.gov using your User ID and password. Answer your security question.

Once you are connected to VIC, verify that your station's information on the Inspector Landing Page is accurate.