

## **IN DSP FAQ**

### **Is the NSC Indiana Defensive Driving Course an IN BMV approved Driver Safety Program?**

Yes. Both the Online and DVD versions of the NSC Indiana Defensive Driving Course are approved by the IN BMV.

### **Who should complete a Driver Safety Program?**

The most common reasons why Indiana drivers complete a Driver Safety Program are:

- You have received a notification from the BMV that you must complete a DSP.
- Your court requires that you complete a DSP.
- You are not required to complete a DSP, but you wish to have a 4-point credit applied to your driving record.

Please note: By completing a BMV-Approved Driver Safety program which is ordered by the BMV, you will not only satisfy BMV requirements, but will also receive a 4-point credit to your driving record as long as you haven't completed a Driver Safety Program in the past 3 years for point reduction purposes. If you want to lower your risk of having your license suspended, consider completing the course before reaching the point when the BMV will require you to take the course. For example, if you get one traffic citation and you haven't taken a DSP course within 3 years for point reduction, you should consider taking the course. That way, not only will you have fewer points on your record, but if you were to get a second traffic citation within 12 months, the BMV will not order you to take the course because you have already done so voluntarily.

### **Why am I required to complete a Driver Safety Program?**

If you receive notice that you must complete a DSP, it is typically because of one of these reasons:

- You are convicted of two or more traffic offenses within a 12-month period (Drivers 18 years of age and older)
- You have been ordered by a judge/court to complete a DSP as an alternative to suspension of driving privileges.
- You are under 18 years of age AND:
  - You have been convicted of two or more traffic offenses;
  - You have been involved in two or more collisions;
  - A combination of these has occurred;

If you are required to complete the Driver Safety Program by the IN BMV, you must complete the course within 90 days or your license will be suspended.

## **Are there other reasons to take the NSC Indiana Defensive Driving Course?**

Yes. Other benefits of our course include:

- Reducing your car insurance premium. (Be sure to consult your provider for more details and to see if you are qualified.)
- Reinforcing safe driving habits & improving safety behind the wheel.
- Enhancing your knowledge of traffic laws.

## **How is the course offered?**

You have two options for completing our course. You can take the course online (recommended), or you can take it at home by watching a DVD.

## **How do I register?**

To register and take the class online, visit [www.drivesafe.com/indiana](http://www.drivesafe.com/indiana)

To take the class by DVD, please call 1-800-688-7458

## **What is the cost of the course?**

The cost of the course is \$33.95. This includes the course, post-test, live customer support and electronic transmission of your completion certificate to the IN BMV within 24 hours of successfully passing the course.

## **What methods of payment are accepted?**

To purchase the online course, you can pay online using your credit card, debit card or prepaid card.

To purchase the DVD course, you may call our toll-free customer service number 1-800-688-7458.

## **How long is the course?**

The Indiana Bureau of Motor Vehicles (BMV) requires that you spend at least four (4) hours taking this course. This is a requirement for all approved Indiana online driver improvement courses. You must spend the minimum required time on each lesson page before you will be allowed to proceed to the next page.

### **Does the course include a final test?**

Yes. Whether you complete the course online or using the DVD, there is a post-test.

The post-test for the online course is comprised of 25 multiple-choice questions. After answering all the questions, you will receive your score and notification of pass/fail immediately on-screen. You must score at least 80% to successfully pass the course.

When you purchase the DVD course, a paper-based, 25-question post-test will be included along with a self-addressed postage-paid envelope to return the post-test to NSC for grading. Once received, your test will be graded within one business day. You must score at least 80% to successfully pass the course. A confirmation letter will be mailed to you as proof of successful completion of the program.

### **If I fail my first test attempt, will I get another chance?**

Yes. If you do not achieve a score of 80% or above, you will have the opportunity to retake the post-test at no additional cost. The retake will not include the same questions as the original test.

### **How will the IN BMV know that I have completed the course?**

Notification of your completion will be transmitted directly to the Bureau of Motor Vehicles (BMV) within one business day of your successful completion of the course. Please allow 7 to 10 business days for the BMV to apply your completion to your record.

### **Will I receive a course completion certificate?**

Immediately upon successfully completing the online course, you will have the ability to print out a plain paper Completion Confirmation for your own personal records. You can access the website anytime as a Returning Student to print out additional copies of your certificate by clicking the "Completion Information" link in the navigation bar.

### **How long do I have to complete the course?**

You must complete your course within 10 days of your due date in order to allow sufficient time for the BMV to process your completion. If you do not complete your course within this time, your account will be disabled and marked as failed.

### **What is the cancellation/refund policy?**

Once registered all fees are non-refundable.

### **What if my deadline for completing the course has passed?**

If your deadline has passed you will need to contact the BMV or the court to request an extension.

## **What if I have a question that isn't listed here?**

Please call us toll-free at 1-800-688-7458 or email us at [DDCIN@nsc.org](mailto:DDCIN@nsc.org)

### **Technical Questions:**

#### **I have already registered. How do I log in?**

Visit [www.drivesafe.com/indiana](http://www.drivesafe.com/indiana) and click on the 'Returning Student' button. Use the username and password you created during registration to log in.

#### **I forgot my password/username. How do I retrieve my login information?**

Click on the "Forgot your ID or password?" link directly under the Student Login fields.

#### **Will I have to verify my identity during the DSP course?**

I didn't see anything in the RFI requiring this or anything in our response that addresses this.

#### **Do I have to take the course all in one sitting or can I finish at another time?**

You can come and go as often as you like. Just use your username and password to login. We take you back to where you left off each time you return.

#### **Are there any specific computer system requirements needed to take the online course?**

All that is required is internet access. The NSC Indiana Defensive Driving Course can be taken on a PC, MAC and from most newer mobile devices.

#### **What happens if I suddenly lose my Internet connection?**

Your place in the course is always automatically saved. You will not lose the work you had completed before losing the connection. Simply log back in and you will be able to pick up right where you left off.