Your Monthly News & Updates

New DPS TOPS 411

The TOPS 411

As I am sure most of you are aware, the new TOPS program is up and running. Due to the massive amount of online traffic the system is suffering some major lag time. This lag time results in a timeout/error message. DPS is working on this issue and should have things repaired by Thursday. They have suggested trying after normal business hours if you have an immediate need.

The website has lots of information about how to login, start a new registration, etc. The one thing it does not explain is how to do renewals. Renewals must be initiated by the individual. On the individuals profile they have the option to renewal individual licenses. They select which licenses they want to renew and choose which company they are affiliated. Once the process is complete they will receive an email telling them to notify their employer. (The employer email notification is not complete yet.) The employer then logs in and verifies that the registrant is a bonified employee. This will complete the submittal process.

The website also does not explain or show you how a company is to login and verify an employee. This is done by the license manager. The license manager will log in using their personal login information (Email, date of birth and last name). They will have multiple options on their profile. The employees under the company they represent will be accessible here to verify.

I hope this answers everyones immediate questions. Please feel free to email us at helpline@assisttexas.org if you have any further questions.
Mark your calendars for the 2016 ASSIST Convention at the Omni Hotel in San Antonio, Texas. See You There.

Link to Additional Resource