



# INSPECTION UPDATE

VOLUME #19, ISSUE 1

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### 3-Day Inspection Network Shut Down Coming: ALARS to ATLAS Transition Starts on March 22

**Attention MA Inspection Stations: Motor vehicle inspections cannot be conducted for several days in March**

**No Inspections Possible:  
Thursday, March 22 at 7:00 p.m. until  
Monday, March 26 at 8:00 a.m.**

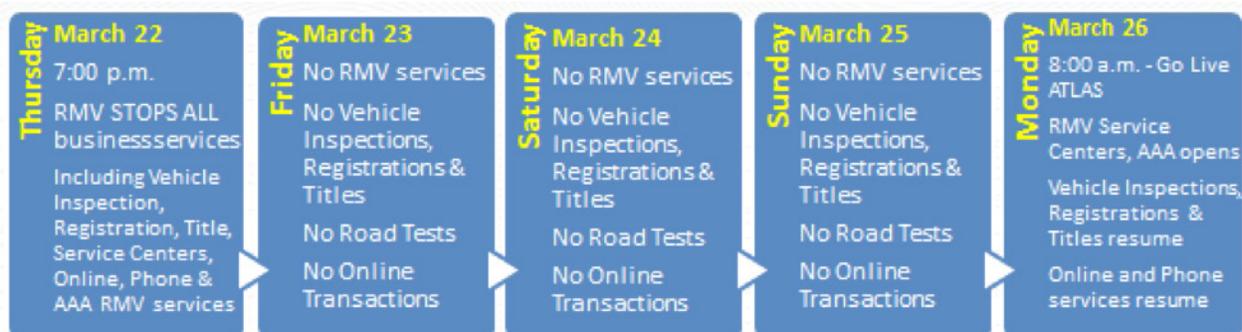
*Please note that the RMV must shut down motor vehicle inspection systems because the RMV needs several days to switch over to a new computer system called ATLAS.*

*There will be no change with how stations perform vehicle inspections. The change-over means that no vehicle inspection stations in Massachusetts will be able to conduct inspections from Thursday, March 22, at 7:00 p.m. until 8 a.m., Monday, March 26.*

During these several days when no vehicle inspections are possible, the RMV website will also be unavailable and you will be unable to access the ALARS system. However, inspectors will have access to the dashboard to view data and will have the ability to print reports.

For those vehicles that did not pass inspection from January 22 through January 31, the RMV is extending the time for a free re-inspection from 60 to 70 days. The system will be adjusted to reflect this extension without an additional fee.

**Below is a diagram explaining the RMV temporary shutdown:**



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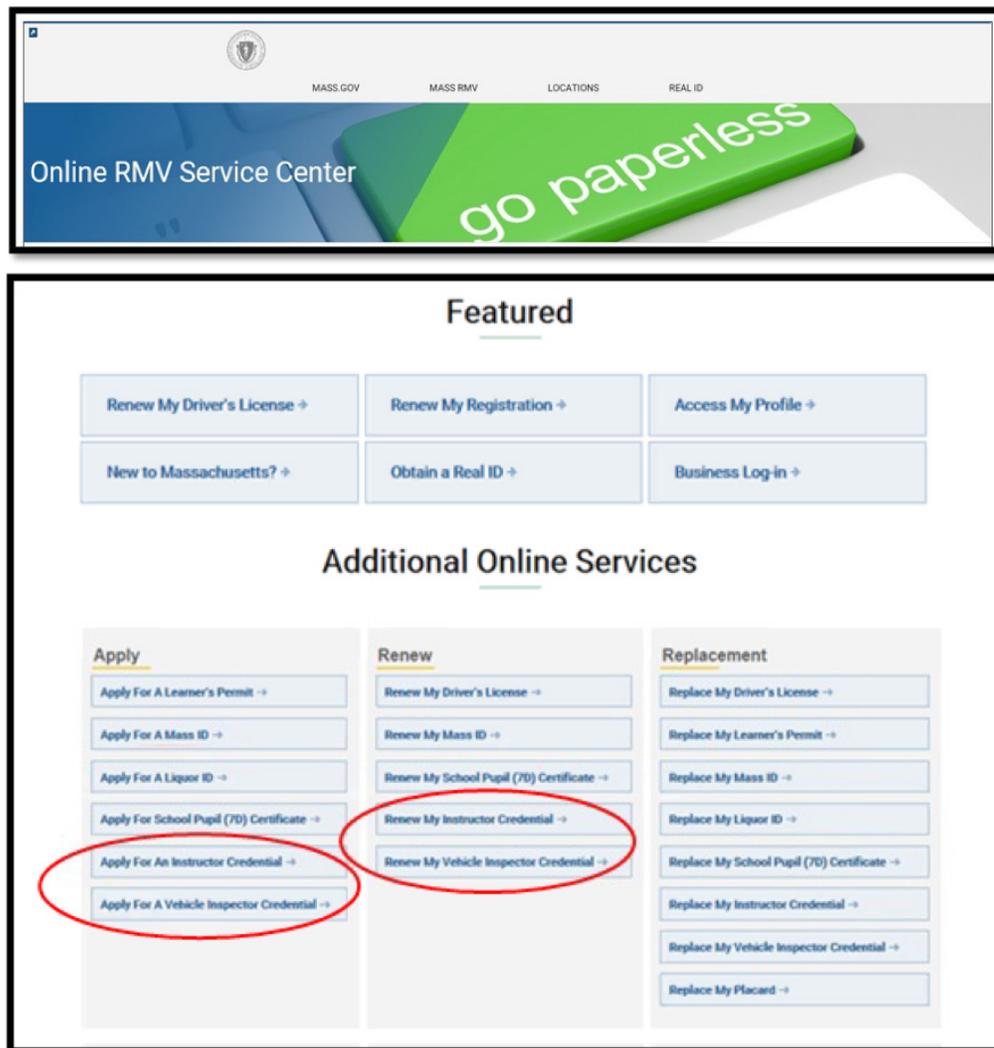
## Why is the RMV changing over to a new computer system?

1. The RMV must have a modern system that can be used with some new federal and state requirements for credentials.
2. The RMV wants its partners, including station owners, to have the latest in technology so processing is faster and more efficient.

## What does this mean for you?

1. As circled in the display below, inspectors can apply and renew their license online, and perform many other functions relevant to their personal registry responsibilities.
2. You will access the ATLAS system through myRMV. Navigation to the inside pages is easy and self-directed with tabs and easy to understand content.
3. No more paper applications, calling or driving to Quincy headquarters and dropping off an application. Apply and renew online!

## MyRMV landing page



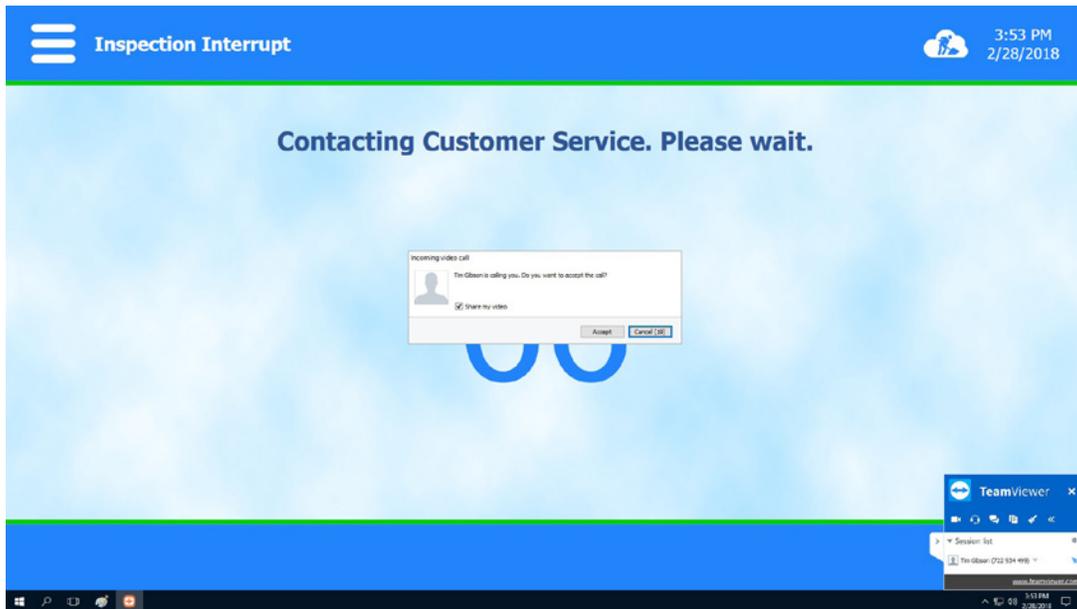
For the latest Registry of Motor Vehicles updates and information, follow the RMV on Twitter @MassRMV or sign-up to receive [RMV News](#). Customers are encouraged to “Save Time and Get Ready” online at [mass.gov/rmv](http://mass.gov/rmv) to start applications, pay fees, schedule a road test, and start and complete many services easier and faster.

Thank you for your patience and understanding for several days in March as we change over to this new computer system.

## What's New?

Beginning this month, two new features, Test Interruptions and Video Conferencing are being implemented through the workstation as part of the inspection process. Here's some helpful information on both of these new features. In addition to the information below, we are preparing short videos to walk you step-by-step through both the Test Interruption and Video Conferencing process. You can find these videos in the [Stations and Inspector>>Resources for Stations and Inspectors>>Videos](#) section of [www.mass.gov/vehiclecheck](http://www.mass.gov/vehiclecheck).

### Test Interruptions



While you are performing an inspection, you may see the message, “Customer Service Input Required” which means the test is being interrupted.

The Continue button must be selected to contact Customer Service after which you will see a 120 second countdown begin.

If a test is interrupted, a support representative will start a video conference or video chat with you using Team Viewer which will appear in the bottom right corner of the screen. Look for the video chat icon or symbol in the middle of your workstation screen.

When you see the video chat symbol put on the headset and click on the symbol to start the communication.

Based on your discussion with the support representative, he or she will log in and either:

1. Allow you to continue the test or
2. Abort the test.

If a support representative is unable to respond to the test interruption within two minutes, the test will be allowed to continue.

### Video Conferencing

If you need help during an inspection, you can request a two-way conversation with a Customer Service Representative, or CSR, by video conferencing or video chat through the workstation.

1. First, put on the headset to start a video chat.
2. Next, click on the **Vehicle Inspections Menu** located in the upper left-hand corner of the workstation screen, and select the “**Customer Service**” option.

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3. Then, click on the “**Continue**” button to begin.
4. CSRs respond to video chat requests in the order in which they are received. You will see the CSR log into Team Viewer at the bottom right-hand corner of the workstation screen. You will then see the video chat icon or symbol in the middle of your workstation screen. Click accept to start the video chat.

When the video chat begins, you will see the CSR as well as yourself on the screen.

Please note if the CSR cannot see your face, the workstation may be locked out. But don’t worry, even if the workstation is locked out, you can still use video conferencing and talk to the CSR. The CSR will ask you to explain your request and then, depending on the type of request you make, they will either help you directly or connect you to someone who can.

In most cases video chat will be used; but, sometimes you may communicate with the CSR through a text chat window on the screen.

Using Team Viewer, the CSR or other support representative will be able to view your workstation screen. And if your other cameras are working properly, they will also be able to view the motor vehicle and the test process.

During normal business hours, if a CSR is not available within two minutes, you will see a message to try again at a later time.

Normal business hours for video chat are - Monday, Wednesday, Friday and Saturday from 7 AM until 5 PM, and Tuesday and Thursday from 7 AM until 8 PM.

You will see the same “Try Again Later” message if you try to video chat after normal business hours, if the workstation is offline or if you lose the connection.

After the video chat is finished, the small video window at the bottom right-hand corner of the screen will disappear. If the workstation was locked out for a camera that is not working, you must correct this before you may continue testing.

## Open House

You are invited to attend an open house this week at one of the MACs. The goal of the open houses is to:

- Demonstrate the workstation software while a Test Interruption occurs and what the Inspector’s participation will be;
- Demonstrate the Video Conferencing option that allows the Inspector to reach our Customer Service Center directly from the workstation ‘hamburger’ menu; and
- Answer any program-related questions.

Your attendance is not mandatory and your visit will not require a lot of your time. Our objective is to be available for anyone that may have apprehensions about the new process. While you are welcome to stay as long as you would like, we believe we can describe this process to you fairly quickly.

**The open houses will be held from 3:00 PM until 7:00 PM as follows:**

DAY	DATE	LOCATION - MAC
Monday	March 5, 2018	Shrewsbury
Tuesday	March 6, 2018	Tewksbury
Thursday	March 8, 2018	Norwood
Friday	March 9, 2018	Bourne
Friday	March 9, 2018	Pittsfield
Tuesday	March 13, 2018	West Springfield

## Customer Service Reps Take Field Trip To Worcester Inspection Station

Recently, MASS Vehicle Check Customer Service Representatives took a field trip to T&R Automotive, a licensed inspection station in Worcester, to see the new inspection program in action. The field trip provided a valuable opportunity for the CSRs to supplement their formal training with on-site observation of the inspection process. Each CSR receives extensive customer service training and also is required to complete certified inspector training and pass the exam.

Inspector Adam Foisy gave the CSRs a great demo of the inspection process and also shared some positive feedback with them. Adam indicated that he was surprised that the time to complete an inspection remains the same and was relieved that the process didn't add any extra time to the process. He also gave a "thumbs up" to the workstation software saying that it was very user friendly.



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## Meet Gary Machiros

*Gary Machiros is a station owner and industry trainer currently working with the MASS Vehicle Check program to create a new training manual for the 28-hour OBD Diagnostics and Repair Training course. He is also conducting quarterly ongoing training classes for repair technicians.*

Gary Machiros grew up in the automotive business, working for his dad, Angelo, at his repair shop on Plum Island. For the past 40 years, he has run his own shop while also teaching for many of the major auto manufacturers including GM, Chrysler and Toyota T10 college. In addition, he is currently teaching seminars for Automotive Training Group (ATG) and DENSO corporation, one of the largest auto parts manufacturers in the world.

Machiros is also teaching quarterly ongoing training classes for repair technicians and writes the student handbooks for each class. In November, he taught a course titled "EVAP System Diagnosis." The next quarterly course titled, "Diagnosing Network Communications," will be held later this month at four different MAC locations. (Look under the "Training News" section of this newsletter for dates and locations)



Machiros operates a repair business in Newbury, Angie's Service Inc., (named after his dad) and is a certified emissions repair technician. He figures that, over the years, he has been involved in writing more than a dozen training manuals.

So, when the opportunity came up to create a new training manual for the MASS Vehicle Check OBD Diagnostics and Repair Training course, Machiros was an obvious choice. OBD Diagnostics and Repair Training is a free course designed for motor vehicle repair professionals who want to become Registered Emissions Repair Technicians. The training prepares technicians to diagnose and repair OBD-equipped vehicles. It is a 28-hour course held over three and a half days, consisting of 20 hours of classroom lecture and 8 hours of hands-on training and examination.

With his passion for learning and problem-solving, Machiros jumped at the chance to take on this new challenge. And what a challenge it has been!

The new training manual will be packed with information for emissions technicians. It will contain more than 750 pages divided into two books and 11 chapters. There will be pre- and post-training tests, on-car worksheets, and more than 1,000 PowerPoint slides.

“With the new contract, there was an opportunity to update and modernize the curriculum,” said Machiros. “The new OBD Training book will be a comprehensive resource guide for all MASS Vehicle Check repair techs, not just the new emissions techs taking the class.”

A project this big is clearly not a one-person job. Machiros is quick to praise the talented team of subject matter experts and writers who have been working really hard to prepare the new training manual. Many of these folks are industry professionals that he has worked with for many years.

Michael Firczuk, who is tackling much of the writing for the new manual, has been a technical writer for many of the major auto manufacturers including Nissan, Subaru, Porsche, Bugatti, Kia and others. He also owns his own consulting company, Grand Prix Development Group LLC.

Bruce Ward, a technical writer assisting on the project, worked as a team leader for Bentley Publishers writing training information for several auto manufacturers and also worked with Firczuk at Grand Prix Development. Don Mullaney, Rusty Savignac and Jon Dickerman serve as content subject matter experts for the training manual.

Part of what drives Machiros’ passion for teaching and training is the rapid advancements in automotive technology which he believes requires more frequent ongoing training for repair technicians.

“Technology changes every day. The complex electronics and computer systems in vehicles today means that you could have more than 100 mini computers talking to each other at all times,” says Machiros. “The Commonwealth of Massachusetts does a really good job of providing training opportunities. There are not very many states in the country that provide free training for repair technicians the way that Massachusetts does.”

He strongly encourages stations that don’t currently have a certified emissions repair technician to take advantage of all the technician training opportunities provided by the MASS Vehicle Check program. He sees the training as an important way to increase the number of trained technicians in the state to better serve motorists.”

Machiros also notes that advances in technology may lead to the need to change the current thinking about the skill levels of technicians. He says the diagnostic technician is really evolving into a step above the current industry perception of an “A” Technician classification and that an emissions repair technician should be classified as a diagnostic professional.

The new training manual is slated to be completed this month and ready for use at the upcoming 28-hour OBD Diagnostics and Repair Training course to be held April 17-20th.

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## Inspection Bay Cameras: What You Need to Know

### Getting Started

When your cameras were installed, they were aligned for inspections. At the start of each inspection, you will be asked to confirm whether the cameras are functioning and aligned properly. The video camera begins recording when the inspector logs in to perform an inspection.

### Proper camera image views:

**Camera 1** - Displays a clear view of the front of the vehicle, including the license plate.

**Camera 2** - Displays a complete view of the entire bay so that the inspection process can be recorded.

**Camera 3** - Displays a clear view of the rear of the vehicle, including the license plate.

**Camera 4** - Displays a clear static image of the face of the inspector who logged in to perform the inspection.

*Article continued on to next page*



Please confirm that each camera image is present and aligned properly. If possible, adjust cameras and click 'Refresh' to verify alignment. Indicate any problems discovered below.



(1) Camera 1

Image Good



(2) Camera 2

Image Good

Image Missing

Camera Damaged

Camera Misaligned



(3) Camera 3

Image Good



(4) PC Monitor Camera

Image Good

✕ Abort

Refresh

✓ Continue

## What to Do If Camera Images Are Not Displaying Properly

### Issue #1: A camera is not aligned properly to capture the required view.

1. Call the Customer Service Center at 1-844-358-0135 for assistance.

### Issue #2: A camera is displaying a blank image or black screen.

1. Click the "Refresh" button to see if that resolves the issue.
2. Check to be sure that there is nothing blocking the camera's view.
3. Check to be sure that the camera's cable is properly connected to the camera and into PoE slots 1, 2, 3 or 4 on the back of the TP-LINK device/PoE switch that is located on the top rear of your workstation. NOTE: If the camera needs to be reconnected into the TP-LINK, you should reboot the workstation after.



Back of TP-LINK Device (PoE Switch) - Arrow Shows PoE slots 1, 2, 3 and 4



4. Trace the length of the camera's cable to make sure that there are no kinks, breaks or cuts.
5. If you still need help, call the Customer Service Center at 1-844-358-0135 for assistance.

### Issue #3: Camera 4 is not displaying a clear image of the inspector's face.

1. Face the camera (remove hat if wearing one). Ensure that there is sufficient lighting and that the lens of the camera is clean. If the lens appears dirty, wipe it with a clean, soft cloth. Then retake the picture and click the "Refresh" button. If the inspector's image is now displaying properly, click "Continue".
2. If you are still unable to capture a clear image of the inspector and need assistance, call the Customer Service Center at 1-844-358-0135.

## What to Do If You Cannot Fix a Camera Issue

1. Under each camera image display is a drop-down menu. The default value for each drop-down is "Image Good". If you are unable to correct a camera problem using the tips above and the image is not good, click on the drop-down menu for that image and select from one of the other three options: "Image Missing", "Camera Damaged" or "Camera Misaligned".
2. Click "Continue". At this point, if anything other than "Image Good" was selected, the workstation will cancel the inspection and prevent further inspections from being performed.
3. Immediately call the Customer Service Center at 1-844-358-0135 for assistance. If the issue cannot be resolved over the phone, a Technician will be sent to your station.

**IMPORTANT NOTE:** It is a program violation for an inspector to continue a test if one or more camera view(s) is not valid and the issue(s) is not resolved. If the program audit process reveals that an inspector completed a test with invalid camera views, the inspector and station are subject to penalty, up to and including license revocation.

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## Training News

A schedule of training opportunities is always available at the [Repair Industry>>Repair Tech Training](#) section of [www.mass.gov/vehiclecheck](http://www.mass.gov/vehiclecheck). The most recent repair training classes available include:

REPAIR TRAINING OPPORTUNITIES	DATE	LOCATION
Ongoing Training: Diagnosing Network Communications	March 20, 2018	West Springfield MAC
Ongoing Training: Diagnosing Network Communications	March 22, 2018	Shrewsbury MAC
Ongoing Training: Diagnosing Network Communications	March 27, 2018	Norwood MAC
Ongoing Training: Diagnosing Network Communications	March 29, 2018	Medford MAC
24-hour OBD Diagnostics and Repair Training	April 17 - 20, 2018	TBD (based on applicants)

## Training Re-certification

Do you know when your current inspector certifications expire? Massachusetts Vehicle Check inspector training certifications are valid for a period of two years. Therefore, periodic re-certification training is required for inspectors participating in the Massachusetts Vehicle Check Program.

Inspectors must participate in re-certification training within 90 days of their current training certification expiration date to continue inspecting vehicles. You must complete non-commercial re-certification before beginning commercial and/or 7D re-certification training.

**PLEASE NOTE:** Inspectors are not currently being notified by mail when license and training renewals are due. We are working on an automated email notification system which will send a reminder 90 days before your training certification expiration date. In order to aid this process, inspectors should keep all contact information on file with Applus and the RMV up-to-date. To make sure your contact information on file with Applus is up to date, click on the link below.

If you are unsure of the expiration date(s) for your current certification(s), please call our Customer Service Center at 1-844-358-0135.

## Tips & Tricks

### Vehicle Inspection Procedures

This message is intended to remind all inspectors that regulations specifically state that inspections are to be conducted completely within the inspection bay. With the introduction of camera systems in the inspection bays, it is important to follow the procedure below so that the entire inspection is video recorded.

1. Select the Vehicle Inspection button.
2. Log into the workstation.
3. Select the button for the appropriate inspection type. The four images will appear.
4. Verify that the camera images are present and that the camera angles are correct; then click Continue.
5. Retrieve the vehicle from the parking area and drive the vehicle into the inspection bay.
6. Proceed with conducting the inspection of all items while the vehicle is in the inspection bay, beginning with taking the four photographs of the vehicle.

**IMPORTANT NOTE:** *It is a program violation for an inspector to continue a test if one or more camera view(s) is not valid and the issue(s) is not resolved. If the program audit process reveals that an inspector completed a test with invalid camera views, the inspector and station are subject to penalty, up to and including license revocation.*

### Cameras in the Bay

Before your station opens, check to be certain the cameras are functioning properly by going into the workstation **Main Menu**, clicking on **4. Utilities Menu**, and then selecting **1. Monitor/Web Camera Set-up**. The **Bay Camera Check** screen shown and described above will be displayed. If all four camera images do not appear, click Refresh. If this does not resolve the matter, try again once before contacting the Customer Service Center.

By taking this proactive measure, if there is a problem, Applus can be notified early so they may take whatever steps are needed to help resolve the problem, make any adjustments, and help you be ready for inspections.

Be sure you return to the Main Menu at the end of each inspection to start the video upload. This will prevent the video upload from interfering with the start of your next inspection.

### Resolving Equipment Issues and More

1. If stickers are not printing clearly, check the printer head and black roller on the "Zebra" sticker printer and clean them with an alcohol wipe.
2. If your workstation is not connecting to the VID, troubleshoot by unplugging the router, then plugging it back in and checking to make sure the power light on both the router and switch are on.
3. If a bay camera is not working, unplug it, then plug it back in, restart the workstation and check to see if the issue is resolved.
4. Don't plug in any additional objects - such as phones or other devices - into the USB hub behind the monitor. It will cause issues.
5. Remember to keep the cabinet locked at all times.
6. Only use the original power supplies (for example cords) for all devices on the cabinets. Remember that if something fails, it will be replaced.
7. When you strike a key and see numbers or letters from neighboring keys showing up at the same time, make sure the keyboard is on a flat surface. Sometimes flexing the keyboard in a problem area can fix the issue.
8. In order to charge the camera, unplug it from the USB cable, power it off and then plug it back into the USB cable.
9. If a wireless barcode scanner is misplaced, push the green/red color light on the dock and the scanner will start beeping until the trigger is pulled.
10. When a sticker delivery technician arrives at your station, you must accept and scan all packages of stickers into the workstation while he or she is with you.

# Massachusetts Vehicle Check Program at a Glance

October 1 - December 31, 2018

PROGRAM AT A GLANCE	COUNT	FAILURE RATE
Non-Commercial Safety Inspections	1,025,390	5.2%
Commercial Safety Inspections	35,796	6.2%
7D Safety Inspections	6,279	2.3%
OBD Emissions Inspections	836,052	5.0%
Opacity Emissions Inspections	19,426	3.6%
Emissions Waivers Issued	0	
Repair Hardship Extensions Issued	0	

ENFORCEMENT STATISTICS	COUNT
Violations Issued to Inspectors	16
Violations Issued to Stations	19
Inspector Privileges Revoked	1
Inspector Required to Retrain	0
Inspectors Suspended	0
Stations Suspended	4

CUSTOMER SERVICE AND TRAINING STATISTICS	COUNT
Motorist Calls Received	8,285
Inspection Station Calls Received	54,401
Initial Non-Commercial Inspectors Trained	125
Initial Commercial Inspectors Trained	0
Initial 7D Inspectors Trained	0
Initial Motorcycle Inspectors Trained	0

LICENSED STATIONS	COUNT
Class A Stations	1,160
Class B Stations	191
Class C Stations	22
Class D Stations	305
Class E Stations	8