

Mystique Get My Driver Card Application

User Manual

The Get My Driver Card Application by Mystique is a user-friendly solution which helps you apply for your digital tachograph card and track your application's status while on the road.

The application follows these easy steps:

1. From the Main Page*, select:
 - a. "Start a new card application" if you want to apply for a card or for a change to your card, or
 - b. "Check application status" if you want to check the status of a submitted application.


If you have selected "Start a new card application":

1. From the next page, select the type of application which is appropriate for you based on the descriptions. Once you have made your selection, click "Apply".
2. Fill in the fields on screen according to the prompts.
 - a. Each field has a helpful hint advising you on the acceptable format. Once you have entered valid data, the red dot indicating the hint will disappear.
 - b. You can slide left and right through the pages of the application to go forward or back if you want to check your input.
 - c. Where a picture is required, please read and follow the recommendations.
 - d. The final page in the slider view requires you to indicate that you have read and accepted the declaration text at the top by ticking a box and signing on-screen. Once you have done **both** (and filled in every field with text/image), click "Submit" under the signature pad.
3. Wait a few seconds while we save your application. Once it is saved, we will display a message on screen. You can then navigate back to the Main Page by clicking the button.
4. Check the email you provided in the application form. You should have received an email from us (it may be in the Spam folder) which contains your personal Status Check Code.
 - a. Use this code to check the status of your application by following the instructions below.
 - b. You will also receive an email from us once your application has been approved or rejected as well as when your card is ready for collection at your chosen office.

If you have selected "Check application status":

1. On the next page, fill in your personal Status Check Code in the text field, and then click the button.
 - a. Your current application status will be displayed below.

Additional Help:

If you have any more questions about the mobile application or about the card application process, you can contact one of our offices. Contact information, including map locations, can be found on the "Contacts" page. Click the  icon in the top left corner to navigate through the application.

* Note: "Admin Panel" requires log in credentials, and it is for administrative use only.