

Help and Support

Below are some common questions students or co-pilots may have about Driver Z online.

DRIVER 

Why doesn't my password work?

Your password must contain certain characters and symbols. Driver Z program passwords must:

- not be the same as your user ID
- be between 8 and 20 characters long
- start with a letter (upper or lowercase)
- contain at least three unique characters
- contain at least four letters
- include three out of four of the following options:
 - uppercase letters (A-Z)
 - lowercase letters (a-z)
 - at least one number (0-9)
 - at least one alphanumeric character (!, @, #, \$, etc.)

Please note:

Students

1. Do not include your name and/or user ID in your password.
2. Use a different e-mail than your co-pilots – the system needs unique e-mail addresses for each participant, student and co-pilot.

Co-pilot registration

1. Use mailing address Postal Code if have two addresses.
2. Use most recent DDRef # if changed licence lately.
3. Do not include your name and/or user ID in your password.
4. Use a different e-mail than your student used to sign up – the system needs unique e-mail addresses for each participant, student and co-pilot.
5. If you have more than one student invite, accept as a new user for the first one and then existing user for each subsequent one.

I tried to access the Driver Z online application, but it doesn't work. What do I do?

Restart your device and try again, or use a different device. After setting or re-setting a password, you may have to wait up to 30 minutes for the new setting to be activated.

I forgot my user ID and/or password. What do I do?

From the Driver Z online application log-on page, select Can't access your account? and enter your email address or user ID. You will receive an email with instructions. If you need to recover both your user ID and password, recover your user ID first and then reset your password.

What if I lose my co-pilot email invite?

If you lose your email invite, ask your student to re-invite you as a co-pilot. Another email will be sent to you with a link to register for access to the Driver Z online application.

Technical support

If you're registered for Driver Z and are having issues accessing your account, please contact MPI at 204-985-7000.

