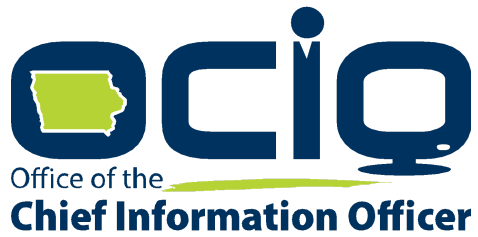


STATE OF IOWA



DRIVER'S LICENSE RECORD USER MANUAL

State of Iowa OCIO
200 East Grand Avenue
Des Moines, IA 50309
Phone: (515) 281-5703

June 17, 2021

Version 1.7

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Version Control

Version	Date	Author	Description
V0.1	09/02/2016	Martha Owen	Initial manual
V0.2	09/07/2016	Martha Owen	Updates from Karen Ballard, DOT
V0.3	10/22/2016	Martha Owen	Non-profit additions, zip code updates
V0.4	12/06/2016	Martha Owen	Invoice wording changes per Treasurer State of Iowa
V1.0	2/2/2017	Martha Owen	Adjusted credit balance language and updated refund section to route through Help Desk
V1.1	8/17/2017	April Barr	DPPA Expired Notification, Unpaid Balance
V1.2	4/19/2018	April Barr	DLR User Account Password Criteria
V1.3	3/18/2019	Dawn Connet	Clarification on Record Printing
V1.4	4/19/2019	Kevin Sime	Added 800 number for Help Desk option. Minor spelling, formatting, and pagination updates.
V1.5	3/23/2020	Kevin Sime	Updated cost of a lookup and explained we only charge when a valid record is returned.
V1.6	5/24/2021	Kevin Sime	Updated mailing address for requests
V1.7	6/17/2021	Kevin Sime	Replaced payment screens to reflect new payment system

Introduction

Welcome to Iowa's Certified Online Driver License Records Lookup!

Web Site address – <https://DriverRecords.iowa.gov/>

The State of Iowa OCIO provides internet access to State of Iowa driver's license records. This manual provides information about accessing Iowa Driver's License Records.

This system only provides driving records for those that hold a state of Iowa driver's license or identification card. If you need to access records for a license issued in another state, you will need to contact that state's department of transportation directly.

WARNING: You are responsible for log on. No one else should have access or use your login credentials.

Under the Privacy Act Agreement completed with the Iowa Department of Transportation, re-disclosure of personal information from the online driver's license record is restricted. If you re-disclose, you must maintain a record of the re-disclosure for five years and make those records available to the Iowa Department of Transportation upon request.

Non-compliance with any provisions of State or Federal laws will result in the Department's denial of your requests for driver or vehicle records.

Technical Support

The State of Iowa OCIO allows you to search for and view Iowa Driver's License Records. The OCIO provides access to the records, but is not responsible for the content of these records. If you have a question about the application function of the driver's license record or need technical assistance, please call or email our office.

Technical Support Phone: (515) 281-5703 or (800) 532-1174

Technical Support: <http://help.iowa.gov>

We hope that this manual will help you access the Online Driver License Records service easily and quickly. We are hopeful that the system will provide you service to help with your business needs.

Username and Password

Logon by entering your initial username and password. The username and password are case sensitive. You will be forced to change your password the first time that you log on to the



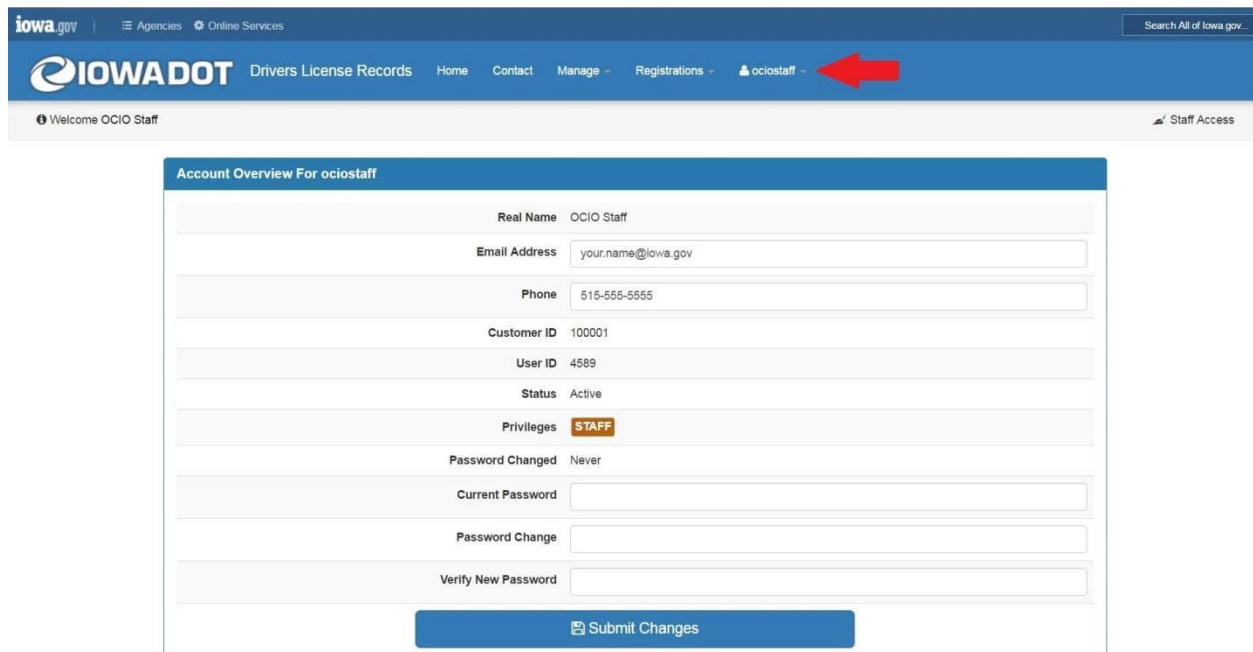
Proprietary and Confidential

system. (Password must be 8 characters, contain at least one capital letter, one lowercase letter, one number, one special character [@\$!%*?&#] and no spaces.)

My Account and Logout

As a user of Iowa Online Driver License Records Look-up, your log on name will show on the toolbar when you log on. Select your username to access [My Account](#) or [Logout](#).

[My Account](#) is located in the dropdown menu that you access by selecting your name on the toolbar. My Account offers you the ability to change your account password.



The screenshot shows the Iowa DOT website interface. At the top, there is a navigation bar with the Iowa DOT logo and links for Drivers License Records, Home, Contact, Manage, Registrations, and a dropdown menu for 'ociostaff'. A red arrow points to the 'ociostaff' dropdown menu. Below the navigation bar, there is a welcome message 'Welcome OCIO Staff' and a 'Staff Access' link. The main content area displays the 'Account Overview For ociostaff' form. The form contains the following fields and values:

Real Name	OCIO Staff
Email Address	your.name@iowa.gov
Phone	515-555-5555
Customer ID	100001
User ID	4589
Status	Active
Privileges	STAFF
Password Changed	Never
Current Password	<input type="password"/>
Password Change	<input type="password"/>
Verify New Password	<input type="password"/>

At the bottom of the form, there is a blue button labeled 'Submit Changes'.

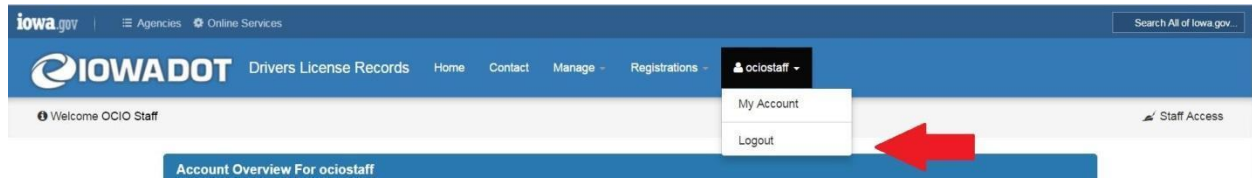
If you forget your password, you will need to contact technical support for assistance in unlocking your account.

You can update your contact telephone or email. However, this will not update the organization or user account information. A new DPPA needs to be completed and submitted to the OCIO for any account changes.

To logout of the application, select your username on the toolbar and use the dropdown menu to select [Logout](#).



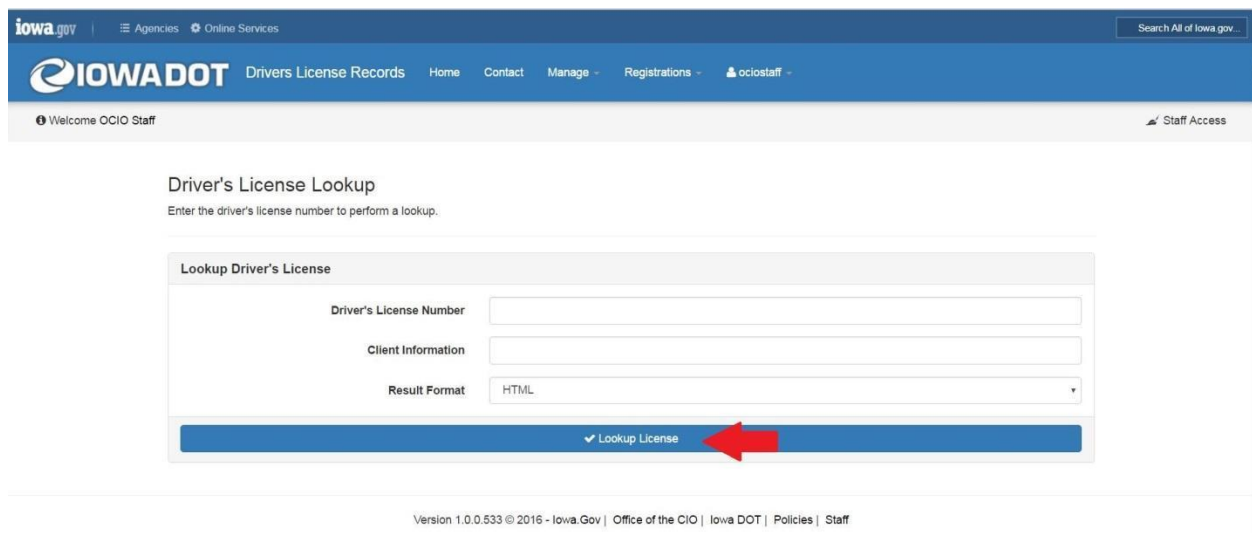
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Search Driver's License Records through the Department of Transportation

The State of Iowa OCIO provides instant access to driver's license records by accessing the Iowa Department of Transportation's records. This provides you with the most current Driver's License records available from Iowa DOT. You can access Iowa Driver's License Records Look-up at <https://DriverRecords.iowa.gov/>

To search for Driver's License Records (DLR) enter a valid Iowa Driver's License number. When you have entered the information in all the fields to complete a search, select **Lookup License**.



The information you entered is sent to the DMV database for processing. If the number matches a number on file, a driver's license record will appear. If you are pulling a certified driver's license number, you can print the document.

Note: we only charge when a record is found. If a user makes a mistake in entering the Driver License number and a record is returned there is a charge. If no record is returned there is no charge.

Results are returned to the authorized user real time. The results page will look similar to the image below. CDL drivers will include medical information.



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Example of CDL Report

IOWADOT Drivers License Records
Home Contact Manage Registrations ocio:staff
Search All of Iowa gov.

Welcome OCIO Staff
Back to Query Screen
Staff Access

Iowa Department of Transportation
P.O. Box 824, Des Moines, Iowa 50306-0224 (515) 244-8725 or (800) 532-1123

OFFICE OF DRIVER SERVICES
 CERTIFIED COPY OF DRIVING RECORD

Driver Information	License Information																																
<table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">Inquiry Date:</td><td style="padding: 2px;">08/26/2016</td></tr> <tr><td style="padding: 2px;">D.L. Number:</td><td style="padding: 2px;">295TST173</td></tr> <tr><td style="padding: 2px;">Name:</td><td style="padding: 2px;">[REDACTED]</td></tr> <tr><td style="padding: 2px;">Address:</td><td style="padding: 2px;">5090 Lake Street</td></tr> <tr><td style="padding: 2px;">City/State:</td><td style="padding: 2px;">Wesley, IA 52219-9425</td></tr> <tr><td style="padding: 2px;">Birthdate:</td><td style="padding: 2px;">01/27/1992</td></tr> <tr><td style="padding: 2px;">Sex:</td><td style="padding: 2px;">F</td></tr> </table>	Inquiry Date:	08/26/2016	D.L. Number:	295TST173	Name:	[REDACTED]	Address:	5090 Lake Street	City/State:	Wesley, IA 52219-9425	Birthdate:	01/27/1992	Sex:	F	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">Class:</td><td style="padding: 2px;">C</td></tr> <tr><td style="padding: 2px;">Commercial:</td><td style="padding: 2px;"></td></tr> <tr><td style="padding: 2px;">Audit No:</td><td style="padding: 2px;">9991234</td></tr> <tr><td style="padding: 2px;">Issue Date:</td><td style="padding: 2px;">01/01/2015</td></tr> <tr><td style="padding: 2px;">Expiration Date:</td><td style="padding: 2px;">01/01/2020</td></tr> <tr><td style="padding: 2px;">Non-Comm Status:</td><td style="padding: 2px;">Valid</td></tr> <tr><td style="padding: 2px;">Commercial Status:</td><td style="padding: 2px;">Valid</td></tr> <tr><td style="padding: 2px;">CDL Cert Status:</td><td style="padding: 2px;">Non-Excepted Interstate</td></tr> <tr><td style="padding: 2px;">CDL Med Status:</td><td style="padding: 2px;">None</td></tr> </table>	Class:	C	Commercial:		Audit No:	9991234	Issue Date:	01/01/2015	Expiration Date:	01/01/2020	Non-Comm Status:	Valid	Commercial Status:	Valid	CDL Cert Status:	Non-Excepted Interstate	CDL Med Status:	None
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Commercial Status:	Valid																																
CDL Cert Status:	Non-Excepted Interstate																																
CDL Med Status:	None																																
<p>CDL Medical Examiner's Certificate</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Medical Examiner Jurisdiction:</td> <td style="padding: 2px;">IA</td> <td style="padding: 2px;">Medical Examiner Name:</td> <td style="padding: 2px;">Joan Kathleen Smith</td> </tr> <tr> <td style="padding: 2px;">Medical Examiner License Number:</td> <td style="padding: 2px;">103647</td> <td style="padding: 2px;">Medical Examiner Phone:</td> <td style="padding: 2px;">7156237277</td> </tr> <tr> <td style="padding: 2px;">Medical Examiner Type:</td> <td style="padding: 2px;">Advanced Practice Nurse</td> <td style="padding: 2px;">CDL Medical Examiner Registry Number:</td> <td style="padding: 2px;">665293491</td> </tr> <tr> <td style="padding: 2px;">Medical Certification Issue Date:</td> <td style="padding: 2px;">01/23/2015</td> <td></td> <td></td> </tr> <tr> <td style="padding: 2px;">Medical Certification Expire Date:</td> <td style="padding: 2px;">01/23/2017</td> <td></td> <td></td> </tr> <tr> <td style="padding: 2px;">Medical Certificate Restriction 1:</td> <td style="padding: 2px;">Wearing corrective lenses</td> <td></td> <td></td> </tr> </table>		Medical Examiner Jurisdiction:	IA	Medical Examiner Name:	Joan Kathleen Smith	Medical Examiner License Number:	103647	Medical Examiner Phone:	7156237277	Medical Examiner Type:	Advanced Practice Nurse	CDL Medical Examiner Registry Number:	665293491	Medical Certification Issue Date:	01/23/2015			Medical Certification Expire Date:	01/23/2017			Medical Certificate Restriction 1:	Wearing corrective lenses										
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Medical Certification Issue Date:	01/23/2015																																
Medical Certification Expire Date:	01/23/2017																																
Medical Certificate Restriction 1:	Wearing corrective lenses																																
<p>HISTORY INFORMATION</p> <p>Clear Driving Record</p>																																	

D.L. Number: 295tst173

In compliance with Iowa Code Section 321A.3, this document is a true and correct abridgement of the reporting record on file with the Department of Transportation as of the report date.

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Example of Fully Populated Report

Iowa Department of Transportation

P.O. Box 5204, Des Moines, Iowa 50318-0204, (515) 281-6125 or (800) 552-1127

OFFICE OF DRIVER SERVICES
CERTIFIED COPY OF DRIVING RECORD

Driver Information		License Information	
Inquiry Date:	08/28/2018	Class:	A
D.L. Number:	432TST169	Commercial:	
Name:	[REDACTED]	Audit No:	8081300
Address:	2212 NW Buckingham Drive APT 203	Issue Date:	01/01/2012
City/State:	Kleinman, IA 549342146	Expiration Date:	01/01/2017
Birthdate:	09/20/1962	Non-Comm Status:	Valid
Sex:	F	Comments Status:	Valid
		CDL Cert Status:	Non-Excepted Interstate
		CDL Med Status:	None

CDL Medical Examiner's Certificate	
Medical Examiner Jurisdiction:	IA
Medical Examiner License Number:	102947
Medical Examiner Type:	Advanced Practice Nurse
Medical Certification Issue Date:	01/23/2016
Medical Certification Expire Date:	01/24/2018
Medical Certificate Restriction 1:	Wearing corrective lenses yo
Medical Examiner Name:	Joan Kathleen Smith
Medical Examiner Phone:	5155551234
CDL Medical Examiner Registry Number:	6891212151

CDL DOWNGRADE INFORMATION				
Date	Type	Date	Type	Explanation
02/19/2010	DWN171			No CDL Medical Certificate On File
04/18/2018	DWN171	06/18/2018		No CDL Medical Certificate On File

RESTRICTIONS	ENDORSEMENTS	Other Restrictions
CORRECTIVE LENSES EXCEPT CLASS A BUS	MOTORCYCLE PASSENGER VEHICLE	Vision statement due upon renewal

HISTORY INFORMATION						
Date	Type	Date	Type	Jurisdiction	Type	Explanation
08/12/2004	CON	07/08/2004		IA		Operating While Intoxicated
12/24/2004	CON	01/28/2005		IA		Deferred Judgment OWI
04/14/2011	BAR	PERM		IA		Habitual Offender
02/19/2013	Accident			IA		
01/04/2014	DIS	02/08/2004		IA		Non-Payment
01/04/2018	REV	07/03/2005		IA		OWI Test Failure
10/23/2018	Accident			IA		

Accident involvement indicated does NOT mean the individual was at fault or given a citation.

D.L. Number: 432TST169

In compliance with Iowa Code Section 321A.3, this document is a true and correct abstract of the operating record on file with the Department of Transportation as of the inquiry date.

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Free/ HAVA Confirmation

There are two options for confirming an individual's voter eligibility or confirming an individual's identity. You can search with the driver's license number with a valid Iowa Driver's License number. Alternatively, you can search with last name, first name, date of birth, and the last four digits of the social security number. When you have entered the information in all the fields to complete a search, select the Confirm bar.

Drivers License Records Home Contact johndoe

Help America Vote Act
Your account can perform the following types of lookups:

Confirm Driver's License or ID Number

Driver's License or ID Number

✓ Confirm License Or ID

Confirm Partial SSN, DOB, and Name

Last 4 of SSN

Date of Birth

First Name

Last Name

✓ Confirm Partial SSN

Complete either the Driver's License ID Number or Partial SSN, DOB, and Name. Do not complete both.

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Example of License or ID Search

iowa.gov Agencies Online Services Search All of Iowa.gov

IOWADOT Drivers License Records Home Contact johndoe

Welcome John Doe Back to Query Screen Free Lookup Account

Iowa Department of Transportation
PO. Box 9204, Des Moines, Iowa 50306-9204. (515) 244-8725 or (800) 532-1121

OFFICE OF DRIVER SERVICES

CONFIRMATION OF DATA

Inquiry Date: 08/26/2016
D.L. Number: 432TST169
Name: [REDACTED]
Birthdate: 09/20/1902

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Example of Partial SSN Search

The screenshot shows the Iowa DOT website interface. At the top, there is a navigation bar with 'iowa.gov', 'Agencies', 'Online Services', and a search bar. Below this is a blue header with the 'IOWA DOT' logo and navigation links for 'Drivers License Records', 'Home', 'Contact', and a user profile for 'johndoe'. A secondary bar contains 'Welcome John Doe', a 'Back to Query Screen' button, and a 'Free Lookup Account' link. The main content area displays the 'Iowa Department of Transportation' name and address, followed by the 'OFFICE OF DRIVER SERVICES' and a 'CONFIRMATION OF DATA' box. The box contains the text: '(A) - Unknown Response From DOT for SSN: ****7777 DOB: 05/01/2002 First Name: Straw Last Name: Berry'. At the bottom, a footer contains the version number '1.0.0.533 © 2016 - Iowa.Gov' and links to 'Office of the CIO', 'Iowa DOT', 'Policies', and 'Staff'.

Printing

Printing Certified Driving Records

The application does not support printing of records. Authorized users paying for the search of a driving record may use browser functionality to print a record. Users are cautioned when printing records to securely protect the record. If the browser printing process fails the user will need to purchase the record again.

No Printed Copy of Non-Certified Records

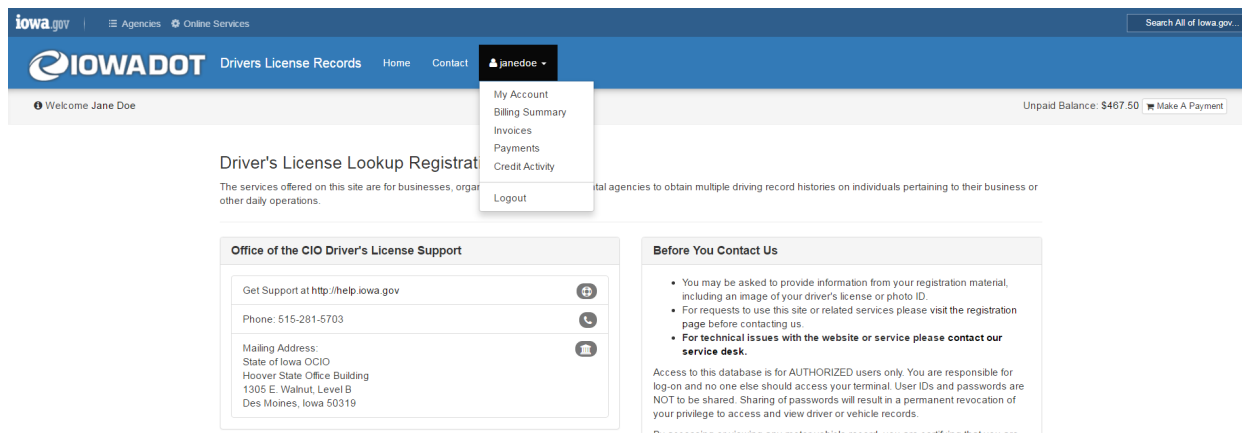
If you are pulling a non-certified, view-only record, you are not allowed to print the information. HAVA or Free records cannot be printed.



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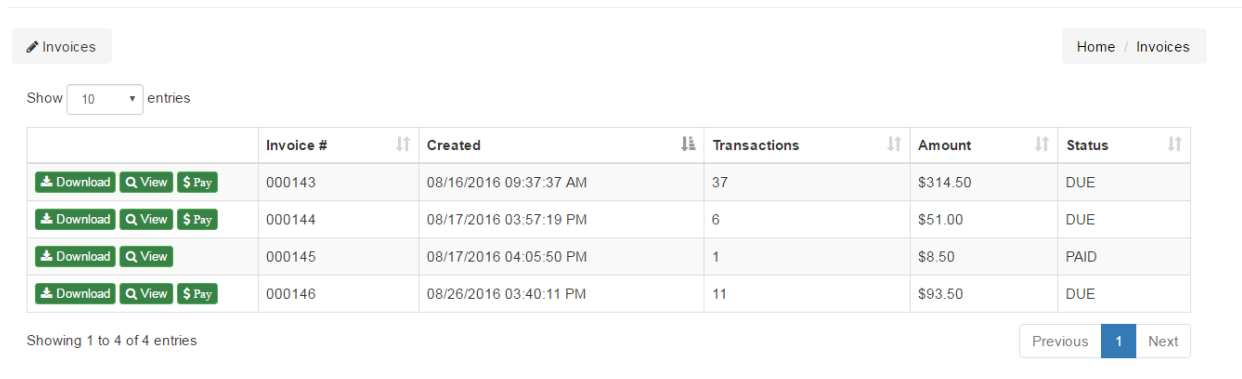
Billing Summary

As a user of the system, you can view the Billing Summary by selecting your logon name from the toolbar. The dropdown offers you the option to view the Billing Summary, Invoices, Payments, and Credit Activity.



This Billing Summary allows you to view invoices or payments.

View Invoices Summary



You will have the option to download, view, or pay an invoice. When you select the download option, you will have a PDF of the invoice. You can then save the file or upload it in your company's accounts payable system.

If you view the invoice, you will see the Date of Service, number of transitions, Price, and Status. It is important that you track your current account balance, payments, view the number of records searched, and monitor any credits applied. The account balance is real time and updates with every driver license record search.

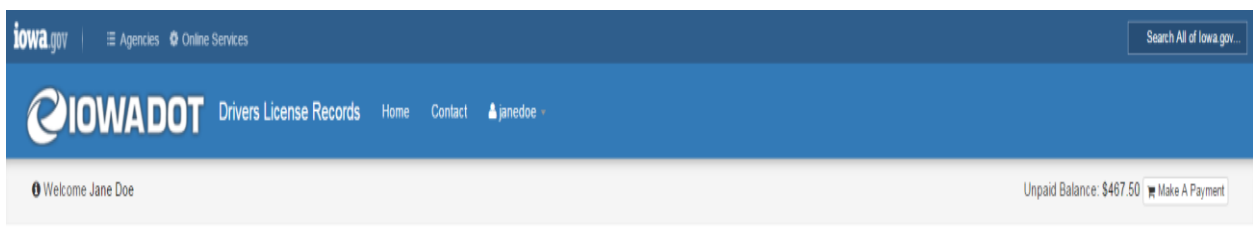


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By selecting the pay option, you can pay amounts under \$200 by credit card or pay any amount by ACH. Payments by check are no longer accepted.

Unpaid Balance

Right after completing a lookup you will notice your account has an unpaid balance. If you would like to pay this immediately you would click on the **Make A Payment** that shows beside the unpaid balance to generate an invoice and make your payment. **Do not click on Make A Payment if you plan to wait and make your payment once you receive your monthly invoice.**



Invoices

Each time a user completes a record search, an invoice is created immediately for the fees incurred.

The user may pay the amount due at that time or wait for a monthly invoice. Payment for the monthly invoice is due upon receipt. If the total of the monthly invoice is not paid by the 15th of the month, the organization will lose access to the website to search for records.

If your account is past due, you will logon and see a warning. Payment of the invoices may allow the re-activation of search abilities. You will need to pay the account, log off the system, and then log back on to activate your search ability. However, in some cases a new DPPA may need to be completed in order to re-activate the organization account. DPPAs will need to be updated a minimum of once every two years.

Note: if your invoice is overdue you'll see the screen below before you can proceed.

Limited Access

Your account can not perform lookups at this time, please use the site navigation menu to perform other activities.

User accounts are automatically restricted from performing lookups when an invoice is left unpaid and becomes overdue.

[Make a Payment](#)



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Payments

You can make payments on your account by accessing the Billing Summary.

Customer - Billing Summary

All of your organizations billable transactions that have not been invoiced are summarized on this screen.

Summary

There are no transactions available for payment that have not already been invoiced.

🔔 You have \$8.50 in unpaid invoices. To pay these invoices click Pay Invoices.

View Invoices

Pay Invoices

View Payments

Select the Pay Invoices button to access the payment screen. The top portion of the screen, **Payment Summary**, will show the invoice that you have selected to pay.

Welcome
Unpaid Balance: \$42.50 [Make A Payment](#)

Pay Invoice 000217

Please review the payment summary below and then click Continue to NIC to complete your payment.

Payment Summary

Invoice Number	Invoice Date	Due Date	Transactions	Amount Due
000217	07/20/2017 03:00:05 AM	08/09/2017	5	\$42.50
Total Amount Due				\$42.50

Payment Information

⚠️ If you will be paying by e-check (ACH debit) and your company has an ACH debit block on its bank account, please contact your financial institution immediately to request that they allow a debit from our ACH company ID Q426004579

The second portion of the screen will allow you to enter the **Payment Information**. Select the Payment Method using the dropdown menu. Please note that amounts over \$200 may only be paid with an electronic debit from your checking or savings account.



Payment Options

To pay the invoices shown below, click Continue to Payment Summary.

Summary of Unpaid Invoices				
The following invoices are available for payment.				
Pay Now	Invoice	Created	Due By	Total
<input checked="" type="checkbox"/>	000248	07/20/2017	08/09/2017	\$8.50
Total Unpaid Invoices Due				\$8.50

[Continue to Payment Summary →](#)

Payment Information

⚠ If you will be paying by e-check (ACH debit) and your company has an ACH debit block on its bank account, please contact your financial institution immediately to request that they allow a debit from our ACH company ID Q426004579

Payments are handled by NIC. When you click the button below you will be taken to their website to enter your payment details. After your payment is completed you will be returned to this website and receive payment confirmation.

Company Name:

First Name*:

Last Name*:

Email:

Phone*:

Address*:

Address Line 2:

City*:

State*:

Zip*:

Payment Method*:

[Continue to NIC →](#)



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Pay Invoice 000217

Please review the payment summary below and then click Continue to NIC to complete your payment.

Payment Summary				
Invoice Number	Invoice Date	Due Date	Transactions	Amount Due
000217	07/20/2017 03:00:05 AM	08/09/2017	5	\$42.50
Total Amount Due				\$42.50

Payment Information

If you will be paying by e-check (ACH debit) and your company has an ACH debit block on its bank account, please contact your financial institution immediately to request that they allow a debit from our ACH company ID Q426004579

Payments are handled by NIC. When you click the button below you will be taken to their website to enter your payment details. After your payment is completed you will be returned to this website and receive payment confirmation.

Transaction Detail



[FAQ](#) [Contact](#)



Transaction Detail

SKU	Description	Unit Price	Quantity	Amount
600	000217 5 transaction(s) (DOT Fee)	\$27.50	1	\$27.50
599	000217 5 transaction(s) (IA Access Fee)	\$15.00	1	\$15.00
892	Value Added Service Fee	\$1.50	1	\$1.50
Total				\$44.00

Transaction Summary

000217 5 transaction(s) (DOT Fee)	\$27.50
000217 5 transaction(s) (IA Access Fee)	\$15.00
Value Added Service Fee	\$1.50

NIC Iowa Total - Can be customized **\$44.00**

Need Help?

Select Payment Method and Continue to proceed with payment. Select Gov2Go as the Payment Method to store all your receipts in your profile and optionally store your payment methods for future use.

Payment

Payment Type

Payment Type *

Select One ▼

[Next >](#)

Customer Information

Payment Information

[Cancel](#)



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ACH Payment Screen



[FAQ](#) [Contact](#)

Payment Type ✔

[Edit](#)

Electronic Check

Customer Information

Complete all required fields [*]

Country *

First Name *

Last Name *

Address *

Address 2

City *

State *

ZIP/Postal Code *

Phone Number *

Email *

[Next >](#)

Transaction Summary

000217 5 transaction(s) (DOT Fee)	\$27.50
000217 5 transaction(s) (IAccess Fee)	\$15.00
Value Added Service Fee	\$1.50
NIC Iowa Total - Can be customized	\$44.00

Need Help?

Please complete the Customer Information Section



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Address [Edit](#)

Phone Number

Country
United States

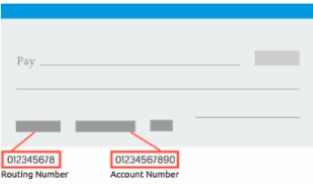
Email Address

Payment Information

Name on Account * Complete all required fields [*]

This is a business account.

Routing Number * Account Number * [?](#)



012345678
Routing Number

01234567890
Account Number

Re-enter Account Number *

Checking Savings

[Next >](#)

Transaction Summary

000217 5 transaction(s) (DOT Fee)	\$27.50
000217 5 transaction(s) (IA Access Fee)	\$15.00
Value Added Service Fee	\$1.50
NIC Iowa Total - Can be customized ?	
\$44.00	

Need Help?

You have selected to pay by Electronic Check. Complete Customer Billing Information and enter Electronic Check Information.

Credit Card Payment Screen

Payments will show on your account when the transaction is complete.

Payment Type ✔

[Edit](#)

Credit Card

Customer Information

Complete all required fields [*]

Country *

First Name *
Last Name *

Address *

Address 2

City * State *

ZIP/Postal Code *

Phone Number *

Email *

Transaction Summary

000248 1 transaction(s) (DOT Fee)	\$5.50
000248 1 transaction(s) (IA Access Fee)	\$3.00
Value Added Service Fee	\$1.50

NIC Iowa Total - Can be customized ? **\$10.00**

Need Help?

Please complete the Customer Information Section

Credit Card

Customer Information ✓

[Edit](#)

Address [Redacted]	Phone Number [Redacted]
Country United States	Email Address [Redacted]




Payment Information

Complete all required fields [*]

Credit Card Number *

?

Credit Card Type

Expiration Month *

▾

Expiration Year *

▾

Security Code *

?

Name on Credit Card *

Transaction Summary

000248 1 transaction(s) (DOT Fee)	\$5.50
000248 1 transaction(s) (IA Access Fee)	\$3.00
Value Added Service Fee	\$1.50
NIC Iowa Total - Can be customized ? \$10.00	

Need Help?

You have selected to pay by credit card. Complete Customer Billing Information and enter Credit Card Information.

Payment

Payment Type ✓	
Edit	
Credit Card	
Customer Information ✓	
Edit	
Address [Redacted]	Phone Number [Redacted]
Country United States	Email Address [Redacted]
Payment Information ✓	
Edit	
Credit Card Visa Exp. [Redacted]	Name on Credit Card [Redacted]

[Cancel](#)

[Submit Payment](#)

Transaction Summary

000248 1 transaction(s) (DOT Fee)	\$5.50
000248 1 transaction(s) (IA Access Fee)	\$3.00
Value Added Service Fee	\$1.50

NIC Iowa Total - Can be customized ? **\$10.00**

Need Help?

Review payment information. You may edit Billing and Payment Method here if needed. When complete, select Make Payment.



View Payments

Payments Home / Payments

Show entries

Payment #	Confirmation #	Effective Date	Amount
No data available in table			

Showing 0 to 0 of 0 entries Previous Next

The View Payments function will show all the payments, confirmation numbers, date, and amount.

Credit Activity

Prior escrow balances were applied to accounts as credits. Credits will reduce the amount due for searches until the credit balance is exhausted. Then amounts will be due either at the time of the search or when invoiced. Use the Credit Activity function to track the use of any credits.


iowa.gov | Agencies | Online Services Search All of Iowa.gov...

IOWADOT Drivers License Records Home Contact janedoe

Welcome Jane Doe Unpaid Balance: \$467.50 | Make A Payment

Credit Summary Home / Credit Summary

Credit Balance Information

You have a **\$0.00** credit balance on your account. 

Show entries

Created	Balance	Previous Balance	Adjustment	Reason	Reason Code
8/22/2016	\$0.00	\$999,998.99	(\$999,998.99)	test15	Manual Adjustment
8/22/2016	\$999,998.99	\$999,999.99	(\$1.00)	test14	Manual Adjustment
8/22/2016	\$999,999.99	\$0.00	\$999,999.99	test13	Manual Adjustment
8/22/2016	\$0.00	\$0.01	(\$0.01)	test12	Manual Adjustment
8/22/2016	\$0.01	\$0.00	\$0.01	test11	Manual Adjustment
8/22/2016	\$0.00	\$0.50	(\$0.50)	test10	Manual Adjustment
8/22/2016	\$0.50	\$0.00	\$0.50	test9	Manual Adjustment
8/22/2016	\$0.00	\$201.00	(\$201.00)	test8	Manual Adjustment
8/22/2016	\$201.00	\$100.00	\$101.00	test7	Manual Adjustment
8/19/2016	\$100.00	\$1.00	\$99.00	test6	Manual Adjustment

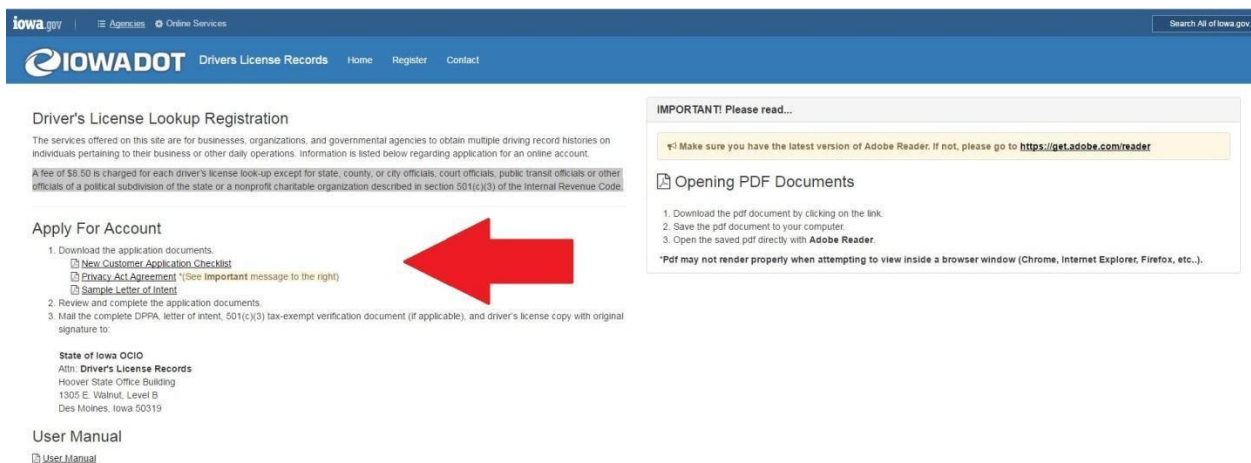
Showing 1 to 10 of 15 entries Previous 1 2 Next



Application Process

In accordance with State and Federal law, the Department of Transportation must approve each organization and user before they are provided access to the DLR application. Each organization and user must complete a Privacy Act Agreement (DPPA), provide a letter of intent, and a copy of a valid Iowa driver's license or state issued ID. A new DPPA will be required a minimum of once every two years.

A fee of \$10.30 is charged for each driver's license look-up except for state, county, or city officials, court officials, public transit officials or other officials of a political subdivision of the state or a nonprofit charitable organization described in section **501(c)(3)** of the Internal Revenue Code. Note that we only charge when a record is found. If a user makes a mistake in entering the Driver License number and a record is returned there is a charge. If no record is returned there is no charge.



The screenshot shows the Iowa DOT website interface. The main navigation bar includes 'IOWADOT Drivers License Records Home Register Contact'. The page title is 'Driver's License Lookup Registration'. Below the title, there is a section for 'Apply For Account' with a list of steps: 1. Download the application documents (with links for 'New Customer Application Checklist', 'Privacy Act Agreement', and 'Sample Letter of Intent'), 2. Review and complete the application documents, and 3. Mail the complete DPPA, letter of intent, 501(c)(3) tax-exempt verification document (if applicable), and driver's license copy with original signature to: State of Iowa OCIO, Attn: Driver's License Records, Hoover State Office Building, 1305 E. Walnut, Level B, Des Moines, Iowa 50319. A red arrow points to the 'Privacy Act Agreement' link. To the right, an 'IMPORTANT!' message box states: 'Make sure you have the latest version of Adobe Reader. If not, please go to https://get.adobe.com/reader'. Below this is a section for 'Opening PDF Documents' with instructions: 1. Download the pdf document by clicking on the link, 2. Save the pdf document to your computer, 3. Open the saved pdf directly with Adobe Reader. A note at the bottom of the box says: '*Pdf may not render properly when attempting to view inside a browser window (Chrome, Internet Explorer, Firefox, etc.).'

Visit www.driverrecords.iowa.gov and select the Register Tab on the toolbar. You can download a DPPA, New Application Paperwork Checklist, and Sample Letter of Intent.

Letter of Intent or Letter of Authorization

- A *'Letter of Intent'* is required for the set-up of *new* accounts and should be signed by the individual that will be the contact on the account. This letter should explain, in your words, the company's need to access the online drivers' license records.
- The *'Letter of Authorization'* should be completed for *already existing* accounts and signed by the contact on the organization account, noting any new users that should be granted access.



Proprietary and Confidential

Mail the complete DPPA, letter of intent, 501(c)(3) tax-exempt verification document (if applicable), and driver's license copy with original signature to:

State of Iowa OCIO DLR
Attn: Driver's License Records
200 East Grand Avenue
Des Moines, IA 50309

Updating Organization or User Information

A new DPPA and driver's license copy must be submitted with any requested changes to the account. A new DPPA will need to be completed at a minimum of every two years.

If the Organization contact is no longer available, an updated DPPA needs to be submitted to maintain access to the DLR application. In addition to the DPPA, a new letter of intent should clearly state the termination of the prior organization contact, list the name of the new organization contact, restate the intended use, and provide a copy of a valid Iowa driver's license.

DPPA Expired Notification

Users will receive a screen message and an email at 60, 30 and 7 days away from the expiration date. Once you receive and see one of these you will need to send in an updated DPPA, Letter of Authorization and a new copy of the user's driver's license.

Closing Organization or User Accounts

To close an Organization or User account, the organization must open a ticket with the Help Desk at www.help.iowa.gov. They will need to provide the account ID, user log on, last name, first name, and date of separation in the ticket.

Refunds of Credit Balances

To request a refund of the credit balance (escrow amount) on a Driver's License Records account, the organization on the account must open a ticket with the OCIO Help Desk. In the ticket the organization must provide the dollar amount of the request and reason for the request.

