Office of the
Chief Information Officer

DRIVER'S LICENSE RECORD USER MANUAL

Contents

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
V1.8	8/7/2024	Kevin Sime	Multiple updates to reflect new online submission process.

Introduction

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

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

The State of Iowa Department of Management-Division of Information Technology (DOM-DoIT) 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 DOM-DoIT allows you to search for and view Iowa Driver's License Records. DOM-DoIT 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 this manual will help you access the Online Driver License Records service easily and quickly.

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Create an account/Sign In

METHOD A: "I am a new user"
If you are trying to create a new account, click "Register". Once you have read through the on-screen instructions, select "New User Privacy Act Agreement". You will be redirected to Okta, where you may choose "Sign up". Follow the on-screen prompts to get set up with your login credentials. Once set up, you may go ahead and fill out the agreement form.
Note that for any subsequent login, you should follow METHOD B.

METHOD B: "I am an existing user with a linked Okta account"
If you have created an Okta account or linked your existing account through Okta, login by clicking "Okta Login". You will be redirected to Okta where you can enter your login credentials.
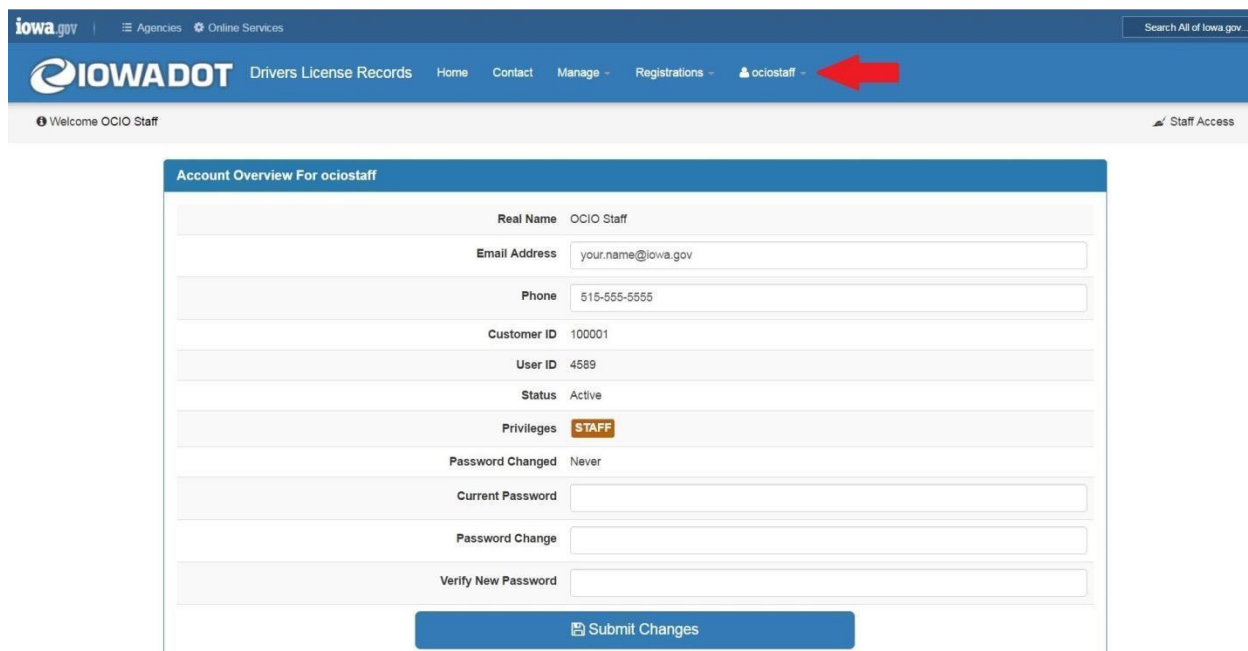
METHOD C: "I am an existing user who does not have, or has not linked, an Okta account"
You may enter your username and password and click "Login". You will then be prompted to link your account through Okta. You will only need to do this once. Any subsequent login will be with your new credentials through Method B.

My Account, Logout, My Agreements

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, Logout or My Agreements*.

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.

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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 Driver's Privacy Protection Act (DPPA) agreement needs to be completed and submitted to the DOM-DoIT for any account changes.

My Agreements is where you can view, update, and track the progress of your existing agreements. Any agreement that you have saved will be in the 'Initiated' status. Once you submit an application, it will move to the 'Submitted' status. This means that a member from the Department of Transportation will review your submission and either Approve, Reject, or Return your agreement.

If your agreement is 'Approved', you will be granted access to DLR Lookups when your agreement is processed. This will update the status of your agreement to 'Completed'. Agreements are valid for 2 years from their Completed Date.

If your agreement is 'Returned' to you, you may update your submission based on the attached note and resubmit your agreement.

If your agreement is 'Rejected', you will not be granted access to DLR Lookups, but you may fill out a new agreement by clicking "Create New Agreement".

'Initiated' and 'Returned' agreements may be updated by clicking on Action > View/Update. You may not update 'Submitted' or 'Rejected' agreements.

To logout of the application, select your username on the toolbar and use the dropdown menu to select **Logout**.
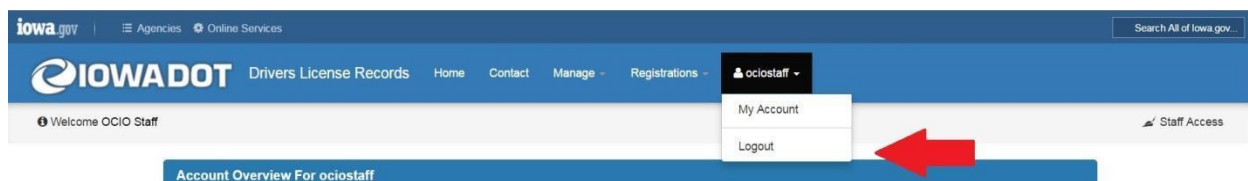
Search Driver's License Records through the Department of Transportation

The State of Iowa DOM-DoIT 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**.

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The information you entered is sent to the DOT 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 in real time. The results page will look like the image below. CDL drivers will include medical information.

Example of CDL Report

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Example of Fully Populated Report

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

OFFICE OF DRIVER SERVICES
CERTIFIED COPY OF DRIVING RECORD

Driver Information

Inquiry Date:	08/26/2016
D.L. Number:	432TST169
Name:	
Address:	2212 NW Buckingham Drive
	APT 203
City/State:	Knierim, IA 549342146
Birthdate:	09/20/1902
Sex:	F

License Information

Class:	A
	Commercial
Audit No:	8051300
Issue Date:	01/01/2012
Expiration Date:	01/01/2017
Non-Comm Status:	Valid
Commercial 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:	103947
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:	6891232151

CDL DOWNGRADE INFORMATION

Date	Type	Date		Explanation
02/13/2010	DWN171		No CDL Medical Certificate On File	
04/18/2015	DWN171	06/18/2015	No CDL Medical Certificate On File	

RESTRICTIONS

CORRECTIVE LENSES
EXCEPT CLASS A BUS

ENDORSEMENTS

MOTORCYCLE
PASSENGER VEHICLE

Other Restrictions

Vision statement due upon renewal

HISTORY INFORMATION

Date	Type	Date	Jurisdiction	Explanation
06/12/2004	CON	07/05/2004	IA	Operating While Intoxicated
12/24/2004	CON	01/28/2005	IA	Deferred Judgment OWI
04/14/2011	BAR	PERM	IA	Habitual Offender
02/15/2013	Accident		IA	
01/04/2014	DIS	02/28/2004	IA	Non-Payment
01/04/2015	REV	07/03/2005	IA	OWI Test Failure
10/23/2015	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/Help America Voting Act (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.

Example of License or ID Search

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Example of Partial SSN Search

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.
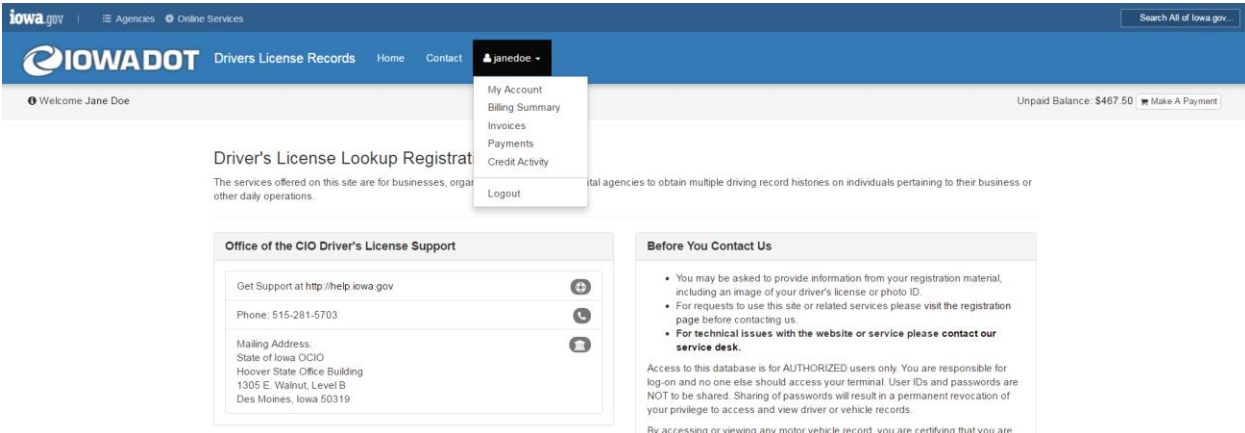
This Billing Summary allows you to view invoices or payments.

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.

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.

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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.
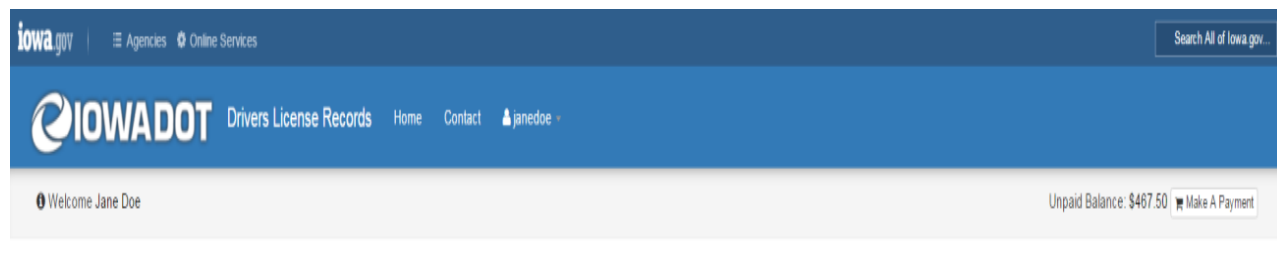
Invoices

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 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.

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Payments

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

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.

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.

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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
☑	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*	Please Choose

Continue to NIC →

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

gov2go®

①————②————③————④

Payment Type   Customer Info   Payment Information   Submit Payment

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**

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

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

ACH Payment Screen

gov2go®

Edit

Address

Phone Number

Country
United States

Email Address

Payment Information

Complete all required fields [*]

Name on Account *
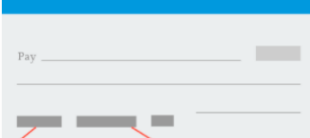
☐ This is a business account.

Routing Number *

Account Number * ❓

Re-enter Account Number *

● Checking ○ Savings

Pay _____

012345678   0123456789
Routing Number   Account Number

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.

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Credit Card

Customer Information ✓

Edit

Address

Phone Number

Country
United States

Email Address

Payment Information

Complete all required fields [*]

Credit Card Number *

?

Credit Card Type

Expiration Month *

Select a Month ▾

Expiration Year *

Select a 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

Phone Number

Country
United States

Email Address

Payment Information	✓

Edit

Credit Card
Visa
Exp.

Name on Credit Card

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.

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View Payments

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.

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 state-issued driver's license or state issued Non-Driver 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.

Visit www.driverrecords.iowa.gov and select the Register Tab on the toolbar. If you are a new user, click on "New User Privacy Act Agreement". This will direct you to create an account through Okta. You may then fill out all fields of the application, upload required documents, and sign the agreement. If your agreement is approved, these are the credentials you will use to access your account.

Document Uploads

- A 'Driver's License' or 'State- Issued Non-Driver Identification Card' is required for all users.
- A 'Letter of Intent' is required for the set-up of new accounts and for already-existing accounts. It 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 new and for already existing accounts and signed by an officer of the company/corporation/organization, noting any new users that should be granted access.
- An 'Iowa Private Investigator's License' is required if you selected the 'Private Investigator' option as your organization in Part B as well as your personal Private Investigator ID card, also

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issued by the Iowa Department of Public Safety.
- A '501(c)(3)' document is required if you want to qualify for free Driver's License Lookups.

You may save your application progress by clicking "Save" at the bottom of the page, after completing Part A and signing the form. To get back to your application, click on "My Agreements" under your username dropdown in the navigation bar.

After filling out all required fields and uploading all required documents, you may submit your application. Note that once you submit your application, you may not make any changes to it unless it is returned to you.

On submission, the Iowa Department of Transportation will review your application. If approved, you will receive an email notification that you may access Driver License Lookups.

You may view/track the status of all your agreements on the "My Agreements" page under your username dropdown in the navigation bar.

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 organization name, 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 DOM-DoIT Help Desk. In the ticket the organization must provide the dollar amount of the request and reason for the request.

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