

Motor Vehicle Division Administrative Memo # 21-02

System Access – Business Systems Team

DATE: June 30, 2021

FROM: Angel Robinson, Director, System and Administration Bureau

TO: All Motor Vehicle Division Staff and Iowa County Treasurers

SUBJECT

This information memo highlights the transition of system access requests from Brandie McCuen and Denise Said to the Systems Team, which is within the System and Administration Bureau.

This change will be effective July 6, 2021.

EXPLANATION

This administrative memo highlights the changes necessary to streamline the system access process to ensure visibility to all requests made, rather than emailing an individual for a system access request and waiting for a reply.

Managers and Supervisors must submit a system access request any time an employee is hired, promoted, demoted, or leaves employment.

PLEASE NOTE: *It is not permissible to submit a system access for yourself. It must come from a Manager or Supervisor.*

There will be a step by step guide of who does what at the end of this email. A new email address has been created where you can send questions, seek clarification or follow-up with issues resulting from a recent request. That email address is: MVD.SystemAccess@iowadot.us

QUESTIONS AND ANSWERS

VEHICLE ARTS - WHAT IS THE PROCESS FOR REQUESTING VEHICLE ACCESS:

System access request for Vehicle staff (County or State staff) must be made through ARTs by the County Treasurer or the County Administrator.

The employee must have an email address prior to creating the request. The wizard can be found under: Tools → System Access Requests → System Access Request. The job aid is attached at the end of this document.

Adding a comment for the specific job duties assigned to this employee will help ensure their access is correct. i.e. Agent vs. Supervisor (for county staff) or Universal Clerk vs. AA2 (for state staff). If it's easier to provide a username/id of someone in the office that currently performs the same tasks, we can also mirror the new system access from a current employee.

There is a job aid at the end of this memo to help guide you through the process.

DRIVER ARTS – WHAT IS THE PROCESS FOR REQUESTING DRIVER ACCESS:

System access request for Driver staff (County or State staff) must be made through ARTs by the Supervisor or County Treasurer.

The employee must have an email address prior to creating the request. The wizard can be found under: Tools → System Access Requests → System Access Request. The job aid is attached at the end of this document.

According to PPM 210.02, Driver staff are required to have fingerprints and a background check after the employee has accepted their position. This policy also requires the new employee to complete online modules (either Certified Commercial Examiner (CCE) or Certified Commercial Knowledge Examiner (CCKE)).

There is a job aid at the end of this memo to help guide you through the process.

HOW DO I KNOW WHO GETS WHAT, OR WHERE TO SEND MY REQUEST?

TOPIC	WHO GETS WHAT
ARTS password reset	Attached as a job aid
ARTs system access/ terminate access	Submit request under ARTS > Tools > System Access
Driver - ARTS system access / new employee	Submit request under ARTS > Tools > System Access (attached job aid) <ul style="list-style-type: none">– In the 'Comments' please identify their position or a userid to mirror access– Additional comments when applicable:– Drive Tablet Access & Locations needed
Driver - ARTS system access/ modify access	Submit request under ARTS > Tools > System Access (attached job aid) <ul style="list-style-type: none">– In the 'Comments' please identify the type of change needed
Driver – CSTIMS /add, modify, terminate	Email MVD.SystemAccess@iowadot.us
Driver – Idemia Back office / add user	Email MVD.SystemAccess@iowadot.us
Driver – Order Office supplies / add user	Email MVD.SystemAccess@iowadot.us
Driver – Q-Matic / add or modify locations	Email MVD.SystemAccess@iowadot.us
Driver – TraCS10 / add location	Email MVD.SystemAccess@iowadot.us
Driver – WEB3 or SAVE / add user	Email MVD.SystemAccess@iowadot.us
ERMS / Modify Access	Email MVD.SystemAccess@iowadot.us
IDOT U/ add or modify County user	Attached as a job aid
Motor Carrier – ARTs system access	Email MVD.SystemAccess@iowadot.us
Motor Carrier - CVIEW	Email MVD.SystemAccess@iowadot.us
Motor Carrier - IAPS	Email MVD.SystemAccess@iowadot.us
Motor Carrier - IFTA	Email MVD.SystemAccess@iowadot.us
Motor Carrier - IRP	Email MVD.SystemAccess@iowadot.us
Vehicle - ARTS system access / new employee	Submit request under ARTS > Tools > System Access (attached job aid)

	<ul style="list-style-type: none"> – In the 'Comments' please identify their position or a userid to mirror access – This request will grant VPN and ERMS access
ERMS / Modify Access	Email MVD.SystemAccess@iowadot.us
IDOT U/ add or modify County user	Attached as a job aid
Motor Carrier – ARTs system access	Email MVD.SystemAccess@iowadot.us
Vehicle - ARTS system access/ modify access	Submit request under ARTS > Tools > System Access (attached job aid) <ul style="list-style-type: none"> – In the 'Comments' please identify the type of access needed
Vehicle - ERT / Add or Remove users	Email MVD.SystemAccess@iowadot.us

ARE THERE TIPS AND TRICKS THAT CAN HELP ME WHEN REQUESTING ACCESS?

The more information you can provide in the comments section of your request or email, the better understanding the team will have regarding the work assignments of your employee.

- Be specific with the systems the staff will need or task/function the employee needs to do their job.
- It is always helpful to include a userid/name of a someone already doing the work in your office, so we can provide the same level of system access.

ARE THERE JOB AIDS THAT CAN HELP WALK ME THROUGH SOME OF THIS?



ARTS System Access
Requests- County.pdf



Creating a profile in
IowaDOTU for County



ARTS System Access
Requests- Service Cer



Password Reset via
ARTs Web Portal.pdf

REFERENCE MATERIAL:

The fingerprint and background check requirements can be found in:

**PPM 210.02 Recruitment, Selection and Hiring Process,
Section III. Background Checks Required by the REAL ID Act of 2005 and the Federal
Motor Carrier Safety Regulations**



210.02 Recruitment,
Selection and Hiring F