

Emergency Contact Information in ARTS

Customer Services Bureau and County Driver Services

Effective January 1, 2022, DOT was required to start accepting and adding emergency contact information to a customer's driver record.

This document is intended for:

1. Those who will answer questions regarding emergency contact information.
2. All that issue driver's licenses or non-operator identification cards to customers.
3. Those processing incoming customer requests to add or remove emergency contact information.

Supporting Resources:

- [Emergency Contact Information Legislative House File 435](#)
- [Motor Vehicle Division Informational Memo #21-18](#)
- [Form 430305: Emergency Contact Information – Request to Submit or Change Information](#)
- [Form 430306: Emergency Contact Information – Request to Opt-Out or Opt-In](#)

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Overview

Effective January 1, 2022, DOT was required to start accepting and adding emergency contact information to a customer's driver record.

In the event the customer elects to provide us with emergency contact information the below can be recorded.

- **Contact Type-** Indicate if the emergency contact is primary or secondary. Customers may have one primary and one secondary emergency contact.
- **Name-** (the customer may provide only the last name, but we will not accept a first name only).
- **Street Address/City/State/Zip Code-** If the customer doesn't know the street address, please have them identify the street address and complete the form once they have it.
- **Relationship**
- **Phone number**
- **International phone and address-** accepted, if applicable

Customers are required to provide the emergency contact's last name and relationship and (at a minimum) either the emergency contact's phone number OR a complete address.

It is preferable (and most beneficial to the customer) to get as much information as possible.

We will not be verifying the accuracy of the emergency contact information provided. We cannot use our DOT records to supply missing information for the purposes of adding emergency contact information to the record.

Legislative Requirements

- The legislation requires us to request customers voluntarily provide this information at each DL or ID transaction.
- Customers are not required to provide us with this information and may choose to provide us with emergency contact information later by submitting Emergency Contact Information - Request to Submit or Change Information Form ([430305](#)) or **through myMVD.**
- Our customer information is protected by the Driver's Privacy Protection Act (DPPA) and using our records to supply another person with missing emergency contact information is not a permissible use of that information under the DPPA.

International Contacts

We can accept and store international phone numbers and addresses for emergency contacts.

Minors

If the customer is under 18 (and is not emancipated) and elects to provide us with emergency contact information:

- The law requires the customer to list, at minimum, one parent, guardian, or custodian as one of their emergency contacts.
- We have no duty to verify that the minor listed one parent, guardian, or custodian, but we should inform the minor of the legal requirement to do so.

Emergency Contact Information Submission Options

A customer has 3 choices if they want to submit emergency contact information to be included in their DOT record:

1. The customer may provide us with the information during a DL or ID transaction.
2. The customer may use myMVD to enter and change their own emergency contact information.
3. The customer may complete and submit Emergency Contact Information - Request to Submit or Change Information Form ([430305](#)) to have the emergency contact information added to their record later.

Important:

If the customer wants to provide issuance staff with a completed Emergency Contact Information Submission Form, please scan the completed form to ERMS, (or send with daily work if at a county location).

Alternatively, please update ARTS with the Emergency Contact Information populated on the form if you have time between customers.

Submission at the DL or ID transaction

If a customer chooses to submit emergency contact information to us as part of their DL or ID transaction, we can take the emergency contact information from the customer verbally and enter it into ARTS during the transaction. If the customer wants to provide us with emergency contact information, but isn't sure of the accuracy of the information they want to provide, we should encourage the customer to visit the DOT website to complete and submit Form [430305](#) at a later time or enter their own emergency contact information on myMVD as we cannot use our DOT records to verify the accuracy of or supply missing information for the purposes of adding emergency contact information to the record.

Submission by myMVD

The customer has the option to enter and change their own emergency contact information on myMVD. The customer will need to log in to myMVD the same way as if they were going to renew their driver's license online. The customer will need to have the DD number printed on the bottom of their license or ID card available to use myMVD to enter or change emergency contact information. Customers will not be able to use myMVD to opt-out or opt-in from being listed as an emergency contact. The only way for a person to opt-out or opt-in is to complete and submit Form 430306, which is discussed in further detail below. The myMVD website will also do a check if a customer is attempting to add an "opted-out" person as an emergency contact and if a match with an opted-out person occurs, myMVD will not allow the opted-out person to be added and will direct the person to submit their emergency contact request via the form.

Submission by form

A customer may complete and submit Emergency Contact Information - Request to Submit or Change Information Form ([430305](#)) to add emergency contact information to their record.

- [Form 430305](#) can be located on Seamless and if submitted on Seamless the form will automatically route to EmergencyInfo.Contact@iowadot.us.
- Customers may print the form on Seamless and mail, or scan and email to EmergencyInfo.Contact@iowadot.us
- Emergency Contact Information - Request to Submit or Change Information Form ([430305](#)) may also be distributed by staff. This form may be returned by mail or email to EmergencyInfo.Contact@iowadot.us.

Received forms will be automatically routed to an ERMS queue to be worked by designated team members. Those designated team members will process the form and add the emergency contact information to the customer's record.

E-Signature Verification:

If either form is submitted electronically, through seamless, the form will be signed and submitted electronically, as shown below:

Blank Signature Line:

I certify under penalty of perjury and pursuant to the laws of the state of Iowa that the information provided on this form is true and correct.

Requester Signature

Date

Electronic Signature Submitted:

I certify under penalty of perjury and pursuant to the laws of the state of Iowa that the information provided on this form is true and correct.



Requester Signature

01/24/2022

Date

Opt-Out and Opt-In Process

The legislation requires the Iowa DOT to establish procedures allowing an individual listed as an emergency contact to opt-out of that responsibility.

Emergency Contact Information - Request to Opt-Out or Opt-In Form ([430306](#)) is required for individuals requesting to opt-out (or opt back in) of being listed as an emergency contact.

- A customer may not verbally opt-out of being someone's emergency contact.
- Customers may not opt-out of an emergency contact role through myMVD.
- We cannot advise an individual that they are listed as someone's emergency contact.
- It is ok to tell a customer that their previously designated emergency contact has opted out.
- You cannot share a copy of the opt-out request form with the customer.
- We cannot process generic requests to opt-out of being listed as an emergency contact. The request must be tied to a specific individual.
- A request to opt back in as an emergency contact must be submitted by form ([430306](#)).
 - Completing this form does automatically update the customer's emergency contact. A separate Emergency Contact Information - Request to Submit or Change Information Form ([430305](#)) must be submitted by the customer.
- If the customer has a primary and secondary emergency contact listed, and chooses to remove the primary contact, the secondary contact will automatically move into the primary position.

The opt-out/opt-in request will not be reflected in ARTS until Emergency Contact Information - Request to Opt-Out or Opt-In Form ([430306](#)) has been received and processed.

Law Enforcement Access and Use of Emergency Contact Information

The legislation specifically authorizes law enforcement to have access to emergency contact information maintained by the DOT and to use the emergency contact information in the event of an accident or other emergency involving the customer.

Other than providing emergency contact information to law enforcement, the DOT is not permitted to share emergency contact information for any other reason.

Because it's voluntary for a customer to supply emergency contact information, law enforcement will know that if no emergency contact information is displaying, that is because the customer chose not to provide anything.

Emergency Contact Information: In-Person Transactions

Accessing Emergency Contact Information During the Issuance Process

1. The Emergency Contact screen may be accessed during the issuance transaction by selecting the “**Emergency Contact**” link from the **Drivers License Maintenance** screen in ARTS.

The screenshot shows the 'Drivers License Maintenance' window. At the top, there are fields for Customer Name, Residency Address, Identification, Date of Birth, and Location. Below these are tabs for Application, Documents, Eligibility, Qualifications, Knowledge, Skills, and Fee Detail. The 'Eligibility' tab is selected. In the 'Eligibility' section, there are checkboxes for 'Renew Early w/Document', 'Military Extension', 'REAL ID', and 'Emergency Contacts'. The 'Emergency Contacts' checkbox is highlighted with a red box. Below this are links for 'Vision and Medical Restrictions', 'Other Restrictions', 'Apply Previous Credential', and 'Apply Previous Credential'. To the right, there is a 'Benefit Options' table with columns for Benefit Option, Remove, Add, and Renew. The table lists various benefit options like '4 - Chauffeur IP', '3 - CLP', '1 - Motorcycle IP', etc. At the bottom, there is a 'Requirements' table with columns for Requirement, Satisfied, Expiration, Waive Reason, Waive Comment, and Retest. The 'Requirements' table lists 'Vision Screening', 'Operator Knowledge', and 'Operators On-Road'. At the very bottom, there are buttons for 'CLP', 'Preview', 'Pay Now', 'Pay Later', 'Hold', 'Deny', and 'Cancel'.

Benefit Option	Remove	Add	Renew
4 - Chauffeur IP		<input type="checkbox"/>	
3 - CLP		<input type="checkbox"/>	
1 - Motorcycle IP		<input type="checkbox"/>	
W - Restricted CDL B		<input type="checkbox"/>	
W - Restricted CDL C		<input type="checkbox"/>	
8 - Special NonCommercial Permit		<input type="checkbox"/>	
L - Motorcycle		<input type="checkbox"/>	

Requirement	Satisfied	Expiration	Waive Reason	Waive Comment	Retest
Vision Screening					<input type="checkbox"/>
Operator Knowledge	Yes				<input type="checkbox"/>
Operators On-Road	Yes				<input type="checkbox"/>

The **Customer Emergency Contact Maintenance** window will appear.

Customer Emergency Contact Maintenance

Customer Name Customer #
Residency Address Customer Type
Identification Date of Birth

Active Emergency Contacts

Contact Type	First Name	Middle Name	Last Name	Relationship	Phone	Street Address
Primary						
Secondary						

Emergency Contact Entry

Contact Type First Name Middle Name Last Name
Relationship Street Address
Phone City State Zip
International Phone International Address

End Date Entry

End Date
End Date Reason

Opt-Out

No Emergency Contacts have opted-out for this customer.

Historical Emergency Contacts

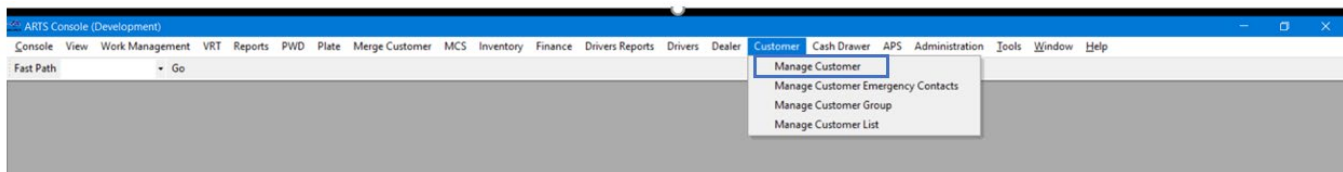
Contact Type	First Name	Middle Name	Last Name	Relationship	Created Date	End Date
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If active emergency contact information exists on the customer's driving record, it will appear at the top of the window under the **Active Emergency Contacts** section.

Contact Type	First Name	Middle Name	Last Name	Relationship	Phone	Street Address
Primary	First	Middle	Last	Spouse	(515)555-1212	100 Test Ave
Secondary	Second	Emergency	Contact	Other	(515)555-5555	100 Lincoln Way

Accessing Emergency Contact Information Outside of an Issuance Transaction

1. Select the ARTS Menu item **Customer>Manage Customer** Emergency Contacts.



2. The **Emergency Contacts Prequalifier** window will appear. Input customer criteria and select “Continue”.

The **Customer Emergency Contact Maintenance** window will appear.

Contact Type	First Name	Middle Name	Last Name	Relationship	Phone	Street Address
Primary						
Secondary						

If active emergency contact information exists on the customer’s driving record, it will appear at the top of the window under the **Active Emergency Contacts** section.

Contact Type	First Name	Middle Name	Last Name	Relationship	Phone	Street Address
Primary	First	Middle	Last	Spouse	(515)555-1212	100 Test Ave
Secondary	Second	Emergency	Contact	Other	(515)555-5555	100 Lincoln Way

Adding/Editing Emergency Contacts

1. To add an emergency contact, select either the **Primary** or **Secondary** line at the top of the screen and select **Edit**.
 - a. Note- if a secondary emergency contact does not already exist on the driving record, the user will only be able to select “Primary” as this is the default.

The screenshot shows the 'Active Emergency Contacts' section at the top with a table containing 'Primary' and 'Secondary' contact types. Below this is the 'Emergency Contact Entry' form, where the 'Edit' button is highlighted with a red box and a red arrow. The form includes fields for Contact Type, First Name, Middle Name, Last Name, Relationship, Street Address, City, State, Zip, Phone, and International Address. To the right is the 'End Date Entry' section with fields for End Date and End Date Reason. At the bottom is the 'Historical Emergency Contacts' section with a table showing past contacts. A red arrow points to the 'Edit' button in the 'Emergency Contact Entry' section.

After selecting **Edit** the emergency contact fields will be available for users to add/update.

This screenshot shows the 'Emergency Contact Entry' form with the 'Edit' button highlighted. The form is divided into two main sections: 'Emergency Contact Entry' and 'End Date Entry'. The 'Emergency Contact Entry' section contains fields for Contact Type (Primary), First Name, Middle Name, Last Name, Relationship (---Select One---), Street Address, City, State (---Select One---), Zip, Phone, and International Address. The 'End Date Entry' section contains fields for End Date and End Date Reason (---Select One---). At the bottom of the form are 'Save' and 'Cancel' buttons. A red box highlights the 'Edit' button and the form fields.

2. If received, we will store the following in the customer's driving record:
- a. **Contact Type-** Indicates if the emergency contact is primary or secondary. Customers may have one primary and one secondary emergency contact.
 - b. **Name-** First, middle and last name can be entered. The customer may provide only the last name, but we will not accept a first name only.
 - c. **Address-** We can accept both a Domestic and/or an International Address. If the customer doesn't have all the needed information for a valid address, please ask them to complete Emergency Contact Information - Request to Submit or Change Information Form ([430305](#)) once they have the correct information.
 - i. **Domestic Address: Street Address/City/State/Zip Code-** partial entry of a domestic address won't be accepted, a full entry of street address, city, state, and zip are required if using this entry. PO Box won't be accepted. Address checks against the USPS to determine if they are valid will not be performed.
 - ii. **International Address-** it is up to the customer to provide a valid address.
 - d. **Relationship-** Users may select from one of the below:
 - i. Parent/Stepparent
 - ii. Guardian/Custodian
 - iii. Caretaker
 - iv. Spouse
 - v. Partner
 - vi. Child/Stepchild
 - vii. Sibling
 - viii. Grandparent
 - ix. Grandchild
 - x. Relative
 - xi. Friend
 - xii. Other
 - e. **Phone Number-** We can accept both a Domestic and/or an International Phone. If the customer doesn't have all the needed information for a valid phone number, please ask them to complete the form once they have the correct information.
 - i. **Domestic Phone-** area code is required if a domestic phone entry is made.
 - ii. **International Phone -** the "011" will be prepopulated in the international phone number field, disregard entering this if the customer provides it and enter the numbers that follow the "011".

- Once the emergency contact information has been added/updated select “Save”.

Customer Emergency Contact Maintenance

Customer Name [REDACTED] Customer # [REDACTED]
 Residency Address [REDACTED] Customer Type Individual
 Identification Drivers License - [REDACTED] Date of Birth [REDACTED]

Active Emergency Contacts

Contact Type	First Name	Middle Name	Last Name	Relationship	Phone	Street Address
Primary						
Secondary						

Emergency Contact Entry

End Date Entry

End Date

End Date Reason

Opt-Out

No Emergency Contacts have opted-out for this customer.

Historical Emergency Contacts

Contact Type	First Name	Middle Name	Last Name	Relationship	Created Date	End Date

The emergency contact information will now appear at the top of the screen under the **Active Emergency Contacts** section.

Active Emergency Contacts

Contact Type	First Name	Middle Name	Last Name	Relationship	Phone	Street Address
Primary	First	Middle	Last	Spouse	(515)555-1212	100 Test Ave
Secondary						

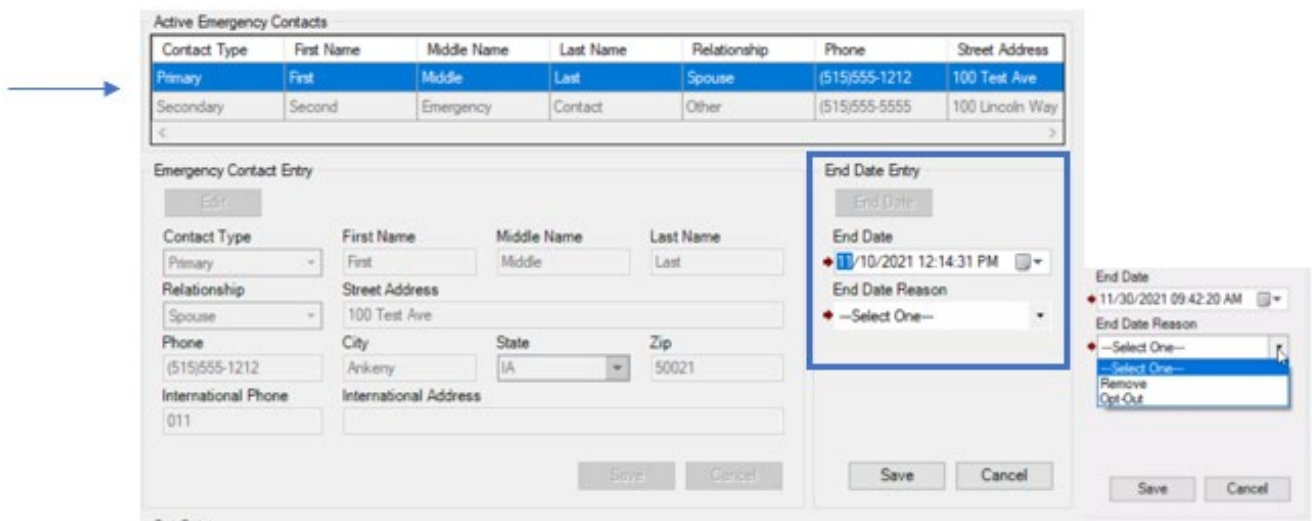
Removing Emergency Contact Information

A customer may remove emergency contact information from their record during an in-person DL or ID transaction, or by submitting Emergency Contact Information - Request to Submit or Change Information Form ([430305](#)).

If a customer cannot recall whom they originally listed as an emergency contact person on their record, it is ok to provide this information.

Reminder: An individual cannot request to opt-out (or opt back in) of being an emergency contact without completing Emergency Contact Information - Request to Opt-Out or Opt-In Form ([430306](#)).

1. Select the Active **Primary** or **Secondary** row needing to be removed.
2. Select “**End Date**”.
 - a. The “End Date” can be back dated to allow for processing of forms that come in via email. The “End Date” cannot be a future date.
3. Select “**Remove**” as the “**End Date Reason**”.
4. Select “**Save**”.
 - a. If the customer has a primary and secondary emergency contact listed, and chooses to remove the primary contact, the secondary contact will automatically move into the primary position.



Active Emergency Contacts

Contact Type	First Name	Middle Name	Last Name	Relationship	Phone	Street Address
Primary	First	Middle	Last	Spouse	(515)555-1212	100 Test Ave
Secondary	Second	Emergency	Contact	Other	(515)555-5555	100 Lincoln Way

Emergency Contact Entry

End Date Entry

End Date: 11/10/2021 12:14:31 PM

End Date Reason: Remove

Save Cancel

Sample of the “Opt-Out” and “Historical” Emergency Contact Information in ARTS

Active Emergency Contacts

Contact Type	First Name	Middle Name	Last Name	Relationship	Phone	Street Address
Primary			Last	Friend		123 Test Blvd
Secondary						

Emergency Contact Entry

Contact Type
Primary

Relationship
Friend

Phone
() -

International Phone
011

First Name

Middle Name

Last Name
Last

Street Address
123 Test Blvd

City
Dubuque

State
IA

Zip
52003

International Address

End Date Entry

End Date

End Date Reason
--Select One--

Opt-Out

Contact Type	First Name	Middle Name	Last Name	Relationship	Created Date	Opt-Out Date
Primary	First	Middle	Last	Parent/Stepparent	12/2/2021 8:27:...	12/2/2021 8:28:..

Historical Emergency Contacts

Contact Type	First Name	Middle Name	Last Name	Relationship	Created Date	End Date
Secondary			Last	Friend	12/2/2021 8:28:...	12/2/2021 8:28:..
Primary	First	Middle	Last	Parent/Stepparent	12/2/2021 8:27:...	12/2/2021 8:28:..

This concludes the job aid. Please contact mvd.edandoutreach@iowadot.us for questions related to this document.