

Assisting the Customer with Emergency Contact Information on myMVD

Overview:

Customers may now manage Emergency Contact requests through myMVD.

The purpose of this document is to provide internal customer support team members with screenshots of Emergency Contact Information screens in myMVD.

The Emergency Contact Information is important to add to a customer's record as it will allow law enforcement the ability to reach out quickly to those contacts in an emergency.

The customer will be able to do the following through myMVD:

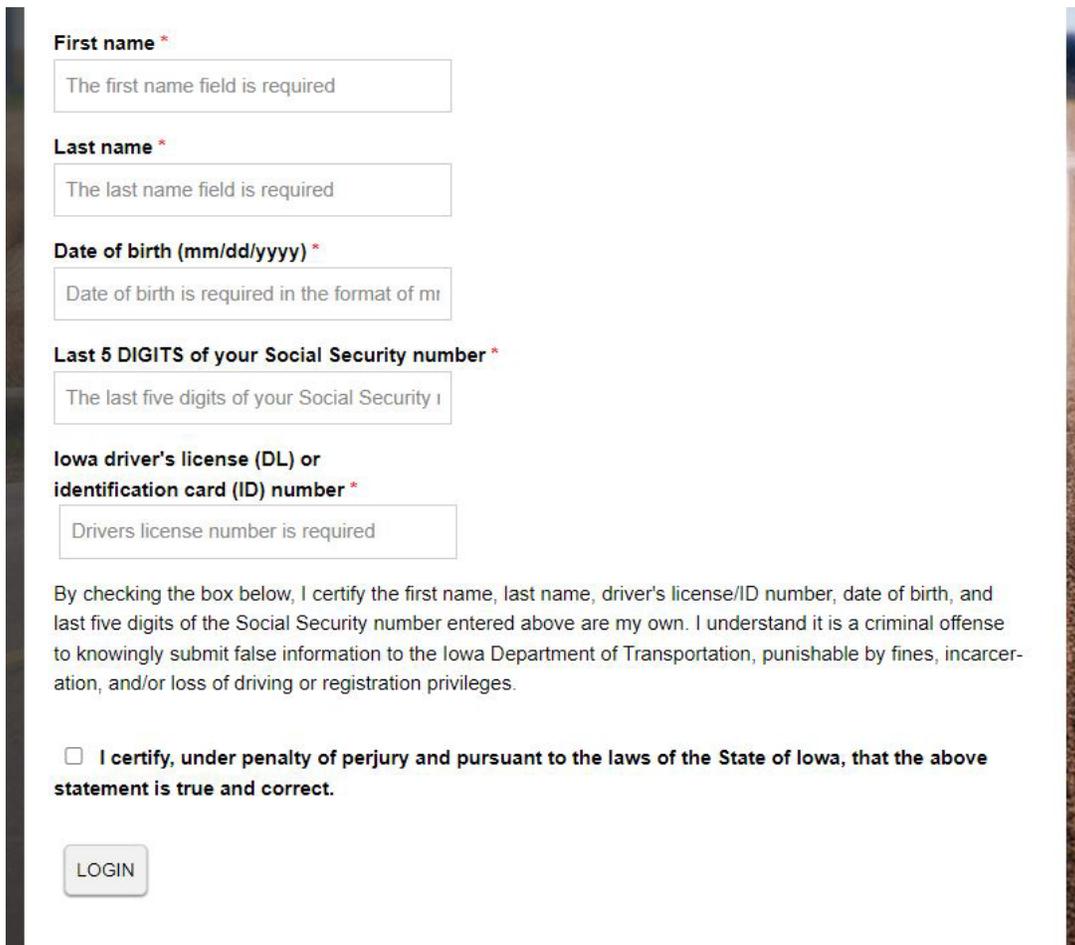
1. Add Primary/Secondary Emergency Contacts
2. Edit or Remove Primary/Secondary Emergency Contacts
3. A customer can only Opt-Out or Opt-In as an Emergency Contact by filling out the Emergency Contact Information – Request to Opt-Out Form. A customer cannot opt-out or opt-in with the myMVD online service.

Additional changes/requests may be made by form or at the time of an issuance transaction.

Please see the [Emergency Contact SharePoint site](#) for additional support and assistance.

Adding, Editing, or Removing Emergency Contact Information on myMVD:

1. The customer will go to:
 - a. mymvd.iowadot.gov/
 - b. mymvd.iowadot.gov/Account/Login
2. The customer will login using the required fields (fields with a red asterisk *).



The screenshot shows a login form with the following fields and labels:

- First name ***: Input field with error message "The first name field is required".
- Last name ***: Input field with error message "The last name field is required".
- Date of birth (mm/dd/yyyy) ***: Input field with error message "Date of birth is required in the format of mm/dd/yyyy".
- Last 5 DIGITS of your Social Security number ***: Input field with error message "The last five digits of your Social Security number is required".
- Iowa driver's license (DL) or identification card (ID) number ***: Input field with error message "Drivers license number is required".

Below the fields is a certification statement:

By checking the box below, I certify the first name, last name, driver's license/ID number, date of birth, and last five digits of the Social Security number entered above are my own. I understand it is a criminal offense to knowingly submit false information to the Iowa Department of Transportation, punishable by fines, incarceration, and/or loss of driving or registration privileges.

I certify, under penalty of perjury and pursuant to the laws of the State of Iowa, that the above statement is true and correct.

At the bottom is a **LOGIN** button.

3. Customer will see these different options in the left margin and by scrolling down through the resources with blue headings.

- Customers may choose to select *EMERGENCY CONTACT INFORMATION* in the left margin or scroll down and select *Manage your Emergency Contact Information*.

IOWA DOT
CREATING SMARTER, SAFER, FASTER DRIVERS

MYMVD

- DRIVER'S LICENSE/ID RENEWAL
- COMMERCIAL DRIVER'S LICENSE SERVICES
- DRIVER'S LICENSE/ID REPLACEMENT
- UNDER 18 DRIVER LICENSE SERVICES
- CHECK LICENSE/ID CARD MAILING DATE
- ORDER SPECIALTY OR PERSONALIZED PLATE
- ELECTRONIC RENEWAL NOTIFICATION
- EMERGENCY CONTACT INFORMATION**
- CHANGE MAILING ADDRESS
- VIEW MY NONCERTIFIED DRIVING RECORD
- PURCHASE MY CERTIFIED DRIVING RECORD
- REINSTATEMENT REQUIREMENTS
- PAY CIVIL PENALTY
- VOTER REGISTRATION
- SIGN OUT

DO YOU FLY COMMERCIALY?

Your driver's license/ID will need a REAL ID gold star in the upper right corner by **May 3, 2023**, to fly if you don't have a different [TSA-approved identity document](#) like a passport or military ID. The deadline has been extended to **May 2023** due to COVID-19.

You will also need a REAL ID gold star to enter a federal building that requires ID or a nuclear facility after May 2023. To get your REAL ID gold star, you will need to visit us in person and bring [additional documents](#) with you. [Find out more about Real ID.](#)

DRIVER'S LICENSE/ID RENEWAL

If you meet the eligibility requirements, renew your driver's license (DL) or identification (ID) card online and skip a trip to the driver's license issuance location. You will need your current DL or ID card and a credit or debit card at your fingertips to complete the process. Fees will include your DL or ID card renewal fee plus a \$1.50 online processing fee. [Renew your driver's license](#)

COMMERCIAL DRIVER'S LICENSE SERVICES

Commercial Driver's License (CDL) services provides online services for commercial drivers. If you meet the eligibility requirements, you can renew your CDL online instead of at a driver's license issuance location. To proceed please have your current CDL and credit or debit card available. [Go to Commercial Driver's License Services](#)

UNDER 18 DRIVER LICENSE SERVICES

Iowa has a graduated driver's license (GDL) system for drivers under age 18. GDL includes three steps that provide experience to improve driving skills. There are different types of licenses for drivers under age 18 or view the steps needed for the GDL program. [Under 18 Driver License Services](#)

CHECK LICENSE/ID CARD MAILING DATE

Check the status of your driver's license/ID card request. [View status of your card](#)

ORDER SPECIALTY OR PERSONALIZED PLATE

Reserve a specialty or personalized plate. [Order your plates](#)

ELECTRONIC RENEWAL NOTIFICATION

Sign up to receive an email reminder when it's time to renew your driver's license or identification card. [Sign up for an email reminder](#)

EMERGENCY CONTACT INFORMATION

Add Emergency Contact information to your driving record so, when emergencies happen, those important in your life can be informed quickly. [Manage your Emergency Contact Information](#)

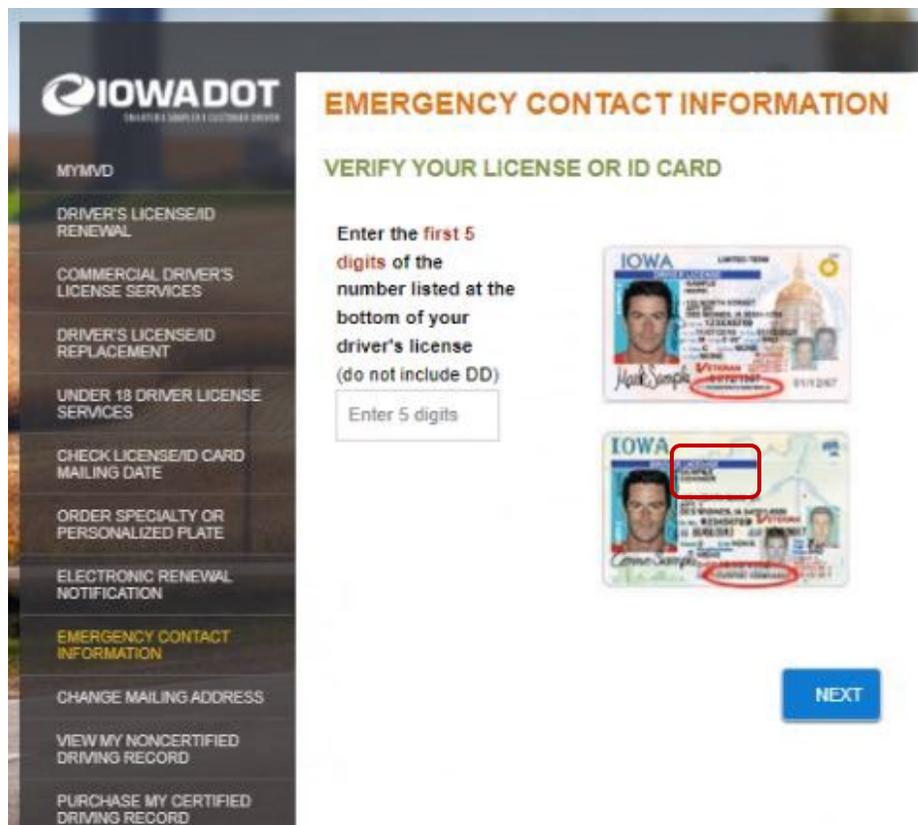
CHANGE MAILING ADDRESS

The law requires that you keep your most current mailing address on file with the Iowa DOT. Review or change your address. [Change your mailing address](#)

5. The customer will be taken to a verification of their DL or ID. The customer will need the Document Discriminator (DD#) Number from their DL or ID.
6. The customer will enter the first 5 digits of the DD# listed at the bottom of their DL/ID.

Important: The customer needs their Document Discriminator Number from their current credential to be able to access the Emergency Contact features online. They can find their DD# on their credential. The DD# is considered Personally Identifiable Information (PII) and is unique to each credential. In an effort to protect Iowa residence identity, this number should not be given out over the phone or in-person.

7. The customer will select *Next*.



NOTE: If the customer has recently renewed their DL/ID or requested a replacement through an online myMVD service **they will only have one chance at the end of that transaction to update an emergency contact**. At the end of the transaction, the customer is issued a new license which has a new DD#. myMVD does not provide them with an interim which would have that number. They will have to wait until they physically have that new license before they are able use the Emergency Contact Information online service. The DD# that they have on their current credential is no longer valid.

At the end of a myMVD online renewal or replacement transaction, the customer will need to select the *MANAGE EMERGENCY CONTACTS* to add Emergency Contact information.

FINAL

Thank you for renewing online. Your new card will be sent to your mailing address within 21 days. If you do not receive your new card within 21 days, please contact us by calling 515-244-8725. Please continue to carry your current card with you until you receive your new card.

Need help?
515-244-8725
515-244-1052
myMVD@iowadot.us

Add Emergency Contact information to your record so when emergencies happen, law enforcement will quickly know whom to contact.

MANAGE EMERGENCY CONTACTS

WARNING: If you leave this page without selecting "Manage Emergency Contacts", you will need to wait until you receive your new card in the mail to update your Emergency Contact Information.

New card expiration date: 3/17/2029

First name: [REDACTED]

Middle name: [REDACTED]

Last name: [REDACTED]

Suffix:

Class: C-Operators

Endorsements: NONE

Restrictions: NONE

Address printed on your card: [REDACTED] 5TH ST BOONE, IA 500367330

Address where card will be mailed: [REDACTED] 5TH ST BOONE, IA 500367330

Sex: Male

Height: 5' 1"

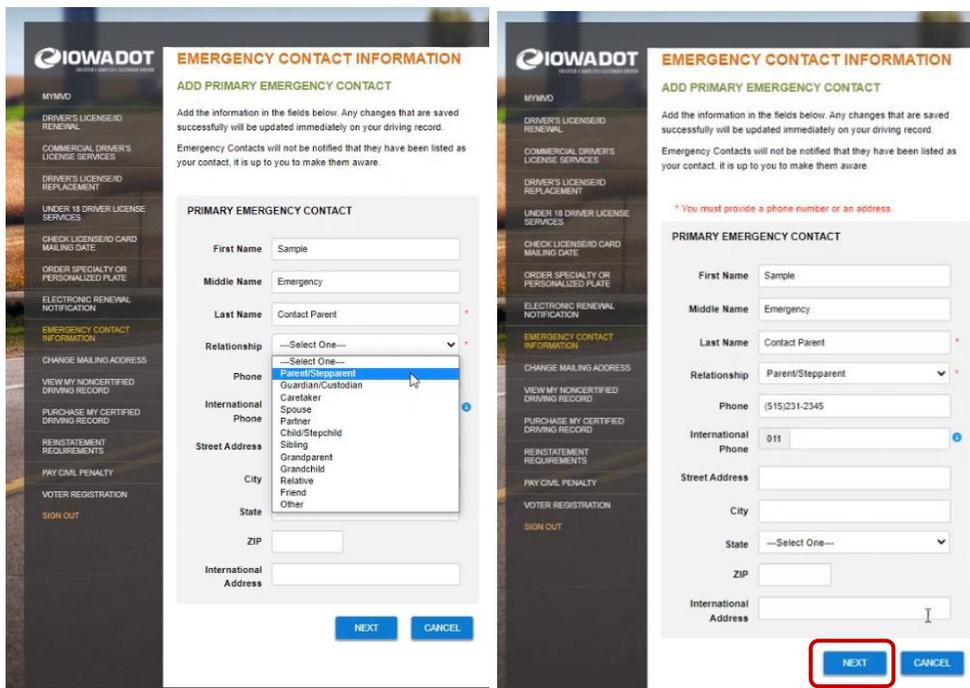
Weight: 150

8. After the verification page or selection of the Manage Emergency Contacts button on the final transaction page, the customer will see the View Emergency Contacts page. The page view will vary depending on how many Emergency Contacts have been previously entered for the specified customer. For our example we will start with the page view in which the customer has no entries. To enter new emergency contacts, the customer will need to select *ADD PRIMARY CONTACT*.



The customer is required to add the following to complete the Emergency Contact Information:

- a. Last Name
 - b. Relationship (Parent/Stepparent, Guardian/Custodian, Caretaker, Spouse, Partner, Child/Stepchild, Sibling, Grandparent, Grandchild, Relative, Friend, Other)
 - c. Phone Number or Address
9. The customer will select *Next*.



10. The Certification will appear.
 - a. If the customer chooses CANCEL, it will take them back to the page to ADD PRIMARY CONTACT.
 - b. If the customer chooses, *I Disagree*, then selects *SUBMIT* it will take them back to the page to ADD PRIMARY CONTACT.
 - c. If the customer chooses, *I Agree*, then selects *SUBMIT*, the VIEW EMERGENCY CONTACTS screen will appear again, with any updated content, in our example it will now show one emergency contact entry.

CERTIFICATION

Pursuant to Iowa Code section 321.197(4) and Iowa administrative rule 761—601.3, I request the Iowa DOT to change my existing emergency contact persons.

I certify under penalty of perjury and pursuant to the laws of the state of Iowa that the information provided in this electronic change request is true and correct.

Pursuant to Iowa Code section 321.197, I understand that if I am under 18 years old, and not emancipated I am required to provide information for one Emergency Contact that is my parent, guardian, or custodian.

I Agree with the above statements, and understand that selecting this option serves as my legal and binding signature to this agreement.

I Disagree with the above statements, and understand that selecting this option will cancel any progress I have made and will return me to the prior page with no changes saved.

IOWA DOT EMERGENCY CONTACT INFORMATION

VIEW EMERGENCY CONTACTS

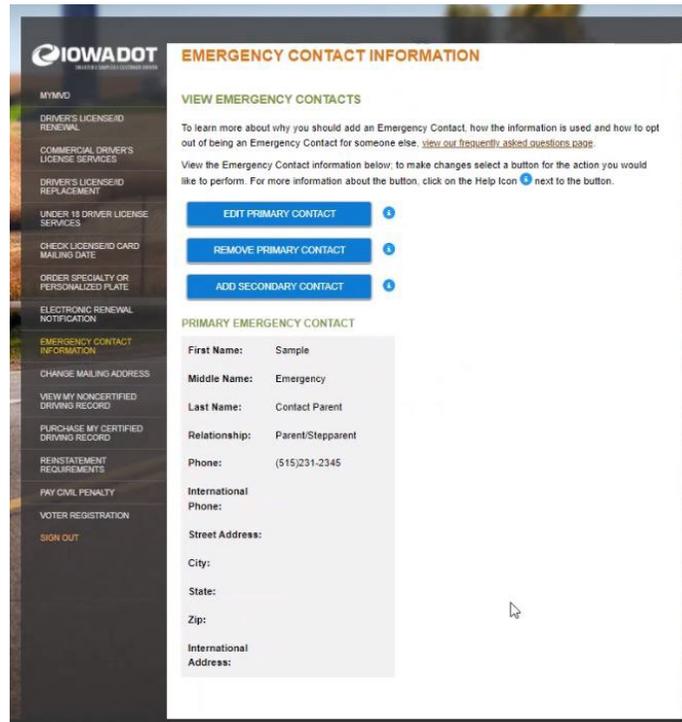
To learn more about why you should add an Emergency Contact, how the information is used and how to opt out of being an Emergency Contact for someone else, [view our frequently asked questions page](#).

View the Emergency Contact information below; to make changes select a button for the action you would like to perform. For more information about the button, click on the Help icon next to the button.

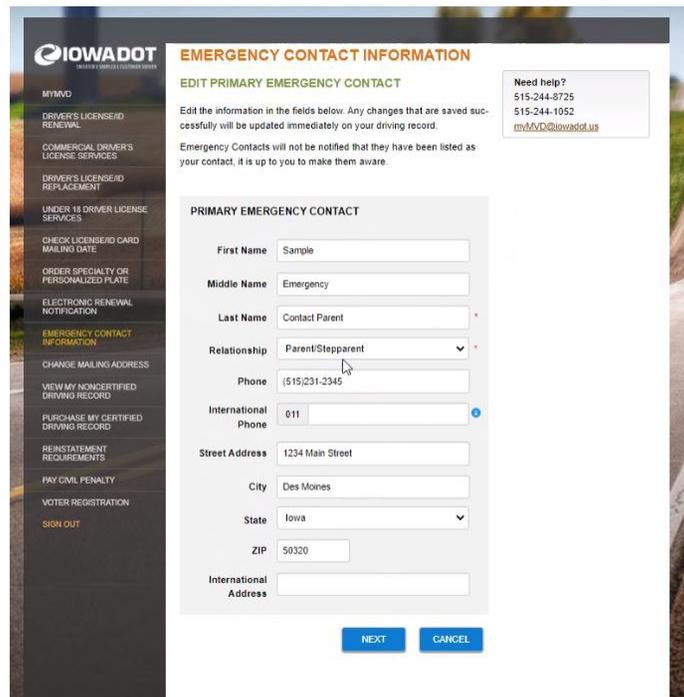
PRIMARY EMERGENCY CONTACT

First Name:	Sample
Middle Name:	Emergency
Last Name:	Contact Parent
Relationship:	Parent/Stepparent
Phone:	(515)231-2345
International Phone:	
Street Address:	
City:	
State:	
Zip:	
International Address:	

11. The customer will then have a few options: EDIT PRIMARY CONTACT, REMOVE PRIMARY CONTACT, and ADD SECONDARY CONTACT.



- a. If the customer selects, EDIT PRIMARY CONTACT, they may edit over the existing contact data or update the present data.



- b. If the customer selects REMOVE PRIMARY CONTACT, they will validate the request and be notified of the impacts that it has.

EMERGENCY CONTACT INFORMATION

REMOVE PRIMARY EMERGENCY CONTACT

Any changes that are saved successfully will be updated immediately on your driving record.

Emergency Contacts will not be notified that they have been listed as your contact, it is up to you to make them aware.

WARNING: If this was your only contact, after removal of the Primary Contact, you will no longer have any contacts listed. If you have a Secondary Contact, removing the Primary will shift the Secondary Contact to your Primary position.

PRIMARY EMERGENCY CONTACT

First Name: Sample
 Middle Name: Emergency
 Last Name: Contact Parent
 Relationship: Parent/Stepparent
 Phone: (515)231-2345
 International Phone:
 Street Address: 1234 Main Street
 City: Des Moines
 State: IA
 ZIP: 50320
 International Address:

REMOVE PRIMARY CANCEL

Need help?
 515-244-8725
 515-244-1052
mvmvd@iowadot.us

- c. If the customer selects ADD SECONDARY CONTACT, they add a Secondary Emergency Contact.

EMERGENCY CONTACT INFORMATION

ADD SECONDARY EMERGENCY CONTACT

Add the information in the fields below. Any changes that are saved successfully will be updated immediately on your driving record.

Emergency Contacts will not be notified that they have been listed as your contact, it is up to you to make them aware.

SECONDARY EMERGENCY CONTACT

First Name

Middle Name

Last Name

Relationship

Phone

International Phone

Street Address

City

State

ZIP

International Address

Need help?
 515-244-8725
 515-244-1052
mvmvd@iowadot.us

- When a customer edits, removes, or adds any information the CERTIFICATION will appear, and the customer will have to *Agree* to the terms for the information to update.

CERTIFICATION

Pursuant to Iowa Code section 321.197(4) and Iowa administrative rule 761—601.3, I request the Iowa DOT to change my existing emergency contact persons.

I certify under penalty of perjury and pursuant to the laws of the state of Iowa that the information provided in this electronic change request is true and correct.

Pursuant to Iowa Code section 321.197, I understand that if I am under 18 years old, and not emancipated I am required to provide information for one Emergency Contact that is my parent, guardian, or custodian.

I Agree with the above statements, and understand that selecting this option serves as my legal and binding signature to this agreement.

I Disagree with the above statements, and understand that selecting this option will cancel any progress I have made and will return me to the prior page with no changes saved.

SUBMIT
CANCEL

- After the customer adds a Secondary Emergency Contact, the customer will see the VIEW EMERGENCY CONTACTS page which displays all the entered contacts and is then able to edit or remove the information.

EMERGENCY CONTACT INFORMATION

VIEW EMERGENCY CONTACTS

To learn more about why you should add an Emergency Contact, how the information is used and how to opt out of being an Emergency Contact for someone else, [view our frequently asked questions page](#).

View the Emergency Contact information below; to make changes select a button for the action you would like to perform. For more information about the button, click on the Help Icon next to the button.

EDIT PRIMARY CONTACT
EDIT SECONDARY CONTACT

REMOVE PRIMARY CONTACT
REMOVE SECONDARY CONTACT

PRIMARY EMERGENCY CONTACT	SECONDARY EMERGENCY CONTACT
First Name: Sample	First Name:
Middle Name: Emergency	Middle Name:
Last Name: Contact Parent	Last Name: Friend Last Name
Relationship: Parent/Stepparent	Relationship: Friend
Phone: (515)231-2345	Phone:
International Phone:	International Phone:
Street Address: 1234 Main Street	Street Address: 341 Unity Point Apt 1
City: Des Moines	City: Des Moines
State: IA	State: IA
Zip: 50320	Zip: 50316
International Address:	International Address:

Information icons



The information icons provide the customer with information pertaining to that specific button or field.

Middle Name:	Emergency
Last Name:	Contact Parent
Relationship:	Parent/Stepparent
Phone:	(515)231-2345
International Phone:	
Street Address:	1234 Main Street
City:	Des Moines
State:	IA
Zip:	50329
International Address:	

IOWADOT EMERGENCY CONTACT INFORMATION

ADD SECONDARY EMERGENCY CONTACT

Need help?
515-244-8725
515-244-1052
myMVD@iowadot.us

Add the information in the fields below. Any changes that are saved successfully will be updated immediately on your driving record.

Emergency Contacts will not be notified that they have been listed as your contact, it is up to you to make them aware.

SECONDARY EMERGENCY CONTACT

First Name

Phone

International Phone

Street Address

City

State

ZIP

International Address

INTERNATIONAL PHONE

Enter an International Phone number in the format of: [country code][area code][local phone number]. Do not enter any spaces or hyphens (-). Note that +, +1, 00 or 011 does not need to be entered.

Close

IOWADOT EMERGENCY CONTACT INFORMATION

VIEW EMERGENCY CONTACTS

To learn more about why you should add an Emergency Contact, how the information is used and how to opt out of being an Emergency Contact for someone else, [view our frequently asked questions page](#).

View the Emergency Contact information below. To make changes select a button for the action you would like to perform. For more information about the button, click on the Help Icon next to the button.

EDIT PRIMARY CONTACT EDIT SECONDARY CONTACT

REMOVE PRIMARY CONTACT REMOVE SECONDARY CONTACT

REMOVE PRIMARY CONTACT

To delete a Primary Emergency Contact, select the REMOVE PRIMARY CONTACT button, confirm to remove the Primary Contact information and submit. If this was your only contact, then you will no longer have any contacts listed. If you have a Secondary Contact, removing the Primary will shift the Secondary Contact to your Primary position.

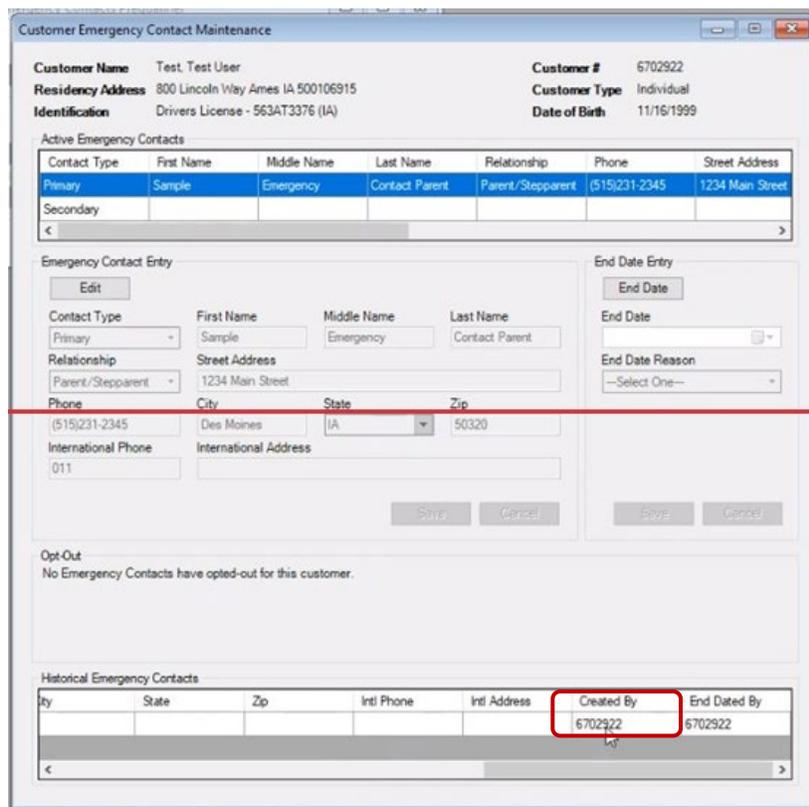
Close

Relationship: Parent/Stepparent	Relationship: Friend
Phone: (515)231-2345	Phone:
International Phone:	International Phone:
Street Address: 1234 Main Street	Street Address: 341 Unity Point Apt 1
City: Des Moines	City: Des Moines
State: IA	State: IA
Zip: 50320	Zip: 50316
International Address:	International Address:

ARTS and Emergency Contact Information

To review if confirm a customer has added, updated, or removed Emergency Contact data through the myMVD online service, look within the Active Emergency Contacts and Historical Emergency Contacts graphs, under the “Created By” column (scroll to the right). This will display with the ARTS Customer Number instead of an ARTS username.

Note: Updates made in the Emergency Contacts online services sync with ARTS in real-time. If the contact information is not showing in ARTS, a screen refresh may be needed for the data to populate.



The screenshot shows the 'Customer Emergency Contact Maintenance' interface. At the top, customer details are displayed: Customer Name (Test, Test User), Residency Address (800 Lincoln Way Ames IA 500106915), Identification (Drivers License - 563AT3376 (IA)), Customer # (6702922), Customer Type (Individual), and Date of Birth (11/16/1999).

The 'Active Emergency Contacts' section contains a table with the following data:

Contact Type	First Name	Middle Name	Last Name	Relationship	Phone	Street Address
Primary	Sample	Emergency	Contact Parent	Parent/Stepparent	(515)231-2345	1234 Main Street
Secondary						

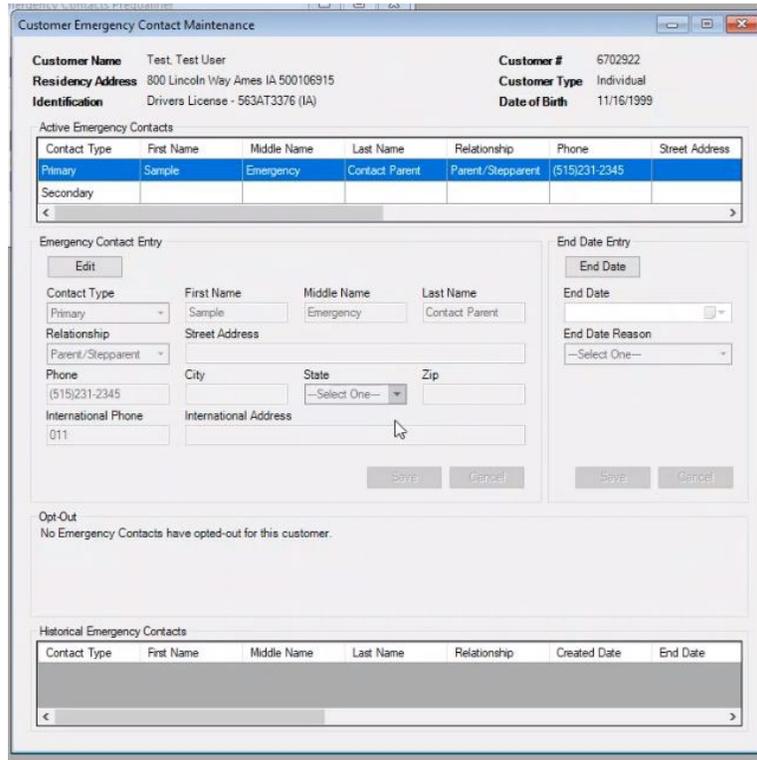
Below the table is an 'Emergency Contact Entry' form with fields for Contact Type, First Name, Middle Name, Last Name, Relationship, Street Address, Phone, City, State, Zip, International Phone, and International Address. An 'End Date Entry' section includes fields for End Date and End Date Reason. 'Save' and 'Cancel' buttons are present.

The 'Opt-Out' section states: 'No Emergency Contacts have opted-out for this customer.'

The 'Historical Emergency Contacts' section contains a table with the following data:

City	State	Zip	Intl Phone	Intl Address	Created By	End Dated By
					6702922	6702922

ARTS view with a Primary Emergency Contact.



Customer Name Test, Test User **Customer #** 6702922
Residency Address 800 Lincoln Way Ames IA 500106915 **Customer Type** Individual
Identification Drivers License - 563AT3376 (IA) **Date of Birth** 11/16/1999

Active Emergency Contacts

Contact Type	First Name	Middle Name	Last Name	Relationship	Phone	Street Address
Primary	Sample	Emergency	Contact Parent	Parent/Stepparent	(515)231-2345	
Secondary						

Emergency Contact Entry

Contact Type: Primary
Relationship: Parent/Stepparent
Phone: (515)231-2345
International Phone: 011

First Name: Sample **Middle Name:** Emergency **Last Name:** Contact Parent
Street Address:
City: **State:** --Select One-- **Zip:**
International Address:

End Date Entry

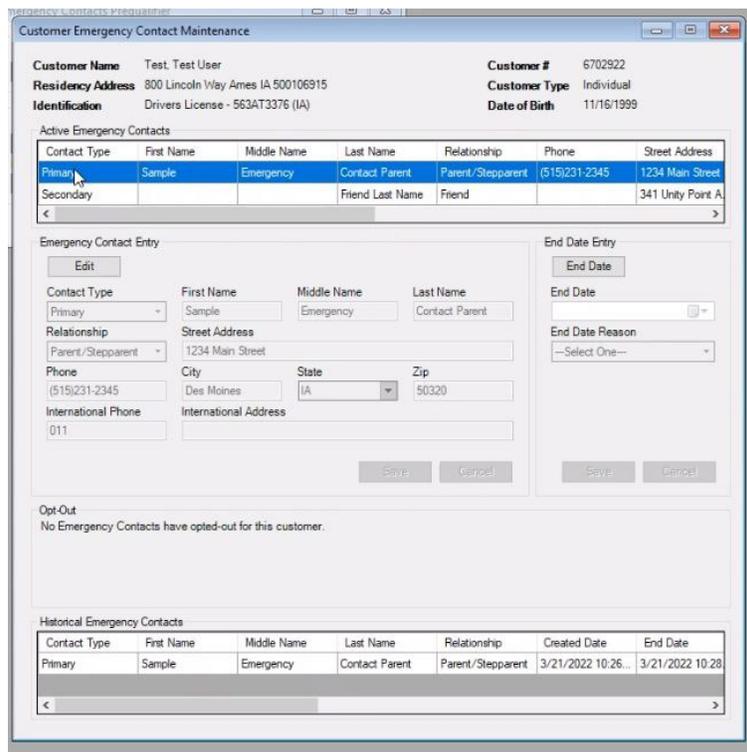
End Date:
End Date Reason: --Select One--

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

ARTS view with Primary and Secondary Contacts.



Customer Name Test, Test User **Customer #** 6702922
Residency Address 800 Lincoln Way Ames IA 500106915 **Customer Type** Individual
Identification Drivers License - 563AT3376 (IA) **Date of Birth** 11/16/1999

Active Emergency Contacts

Contact Type	First Name	Middle Name	Last Name	Relationship	Phone	Street Address
Primary	Sample	Emergency	Contact Parent	Parent/Stepparent	(515)231-2345	1234 Main Street
Secondary			Friend Last Name	Friend		341 Unity Point A

Emergency Contact Entry

Contact Type: Primary
Relationship: Parent/Stepparent
Phone: (515)231-2345
International Phone: 011

First Name: Sample **Middle Name:** Emergency **Last Name:** Contact Parent
Street Address: 1234 Main Street
City: Des Moines **State:** IA **Zip:** 50320
International Address:

End Date Entry

End Date:
End Date Reason: --Select One--

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
Primary	Sample	Emergency	Contact Parent	Parent/Stepparent	3/21/2022 10:26...	3/21/2022 10:28

EMERGENCY CONTACT INFORMATION, view our frequently asked question page.

There are several locations within myMVD that we have provided links to the new Emergency Contact online service. This includes the login of the existing renewal and replacement services as well as the DOT website.

Note: the DOT website may change links or viewable content than what is provided in this document; select a link for the *View our frequently asked questions page*. to view the most current information.

