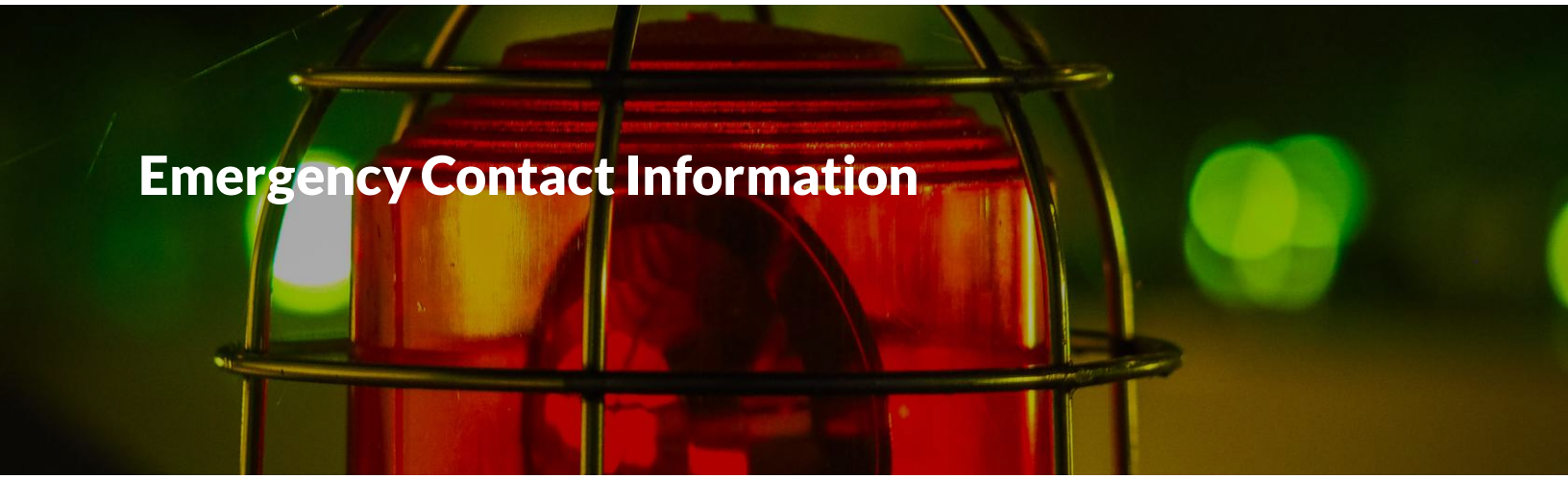


Emergency Contact Information

On January 1, 2022, the DOT started accepting and adding emergency contact information to a customer's driver record.

These changes impacted all staff who perform driver's license and ID card transactions. Providing emergency contact information to us is strictly voluntary.

Target Audience:

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.

Welcome

Emergency Contact Information

Knowledge Check

Training Completion and Evaluation

Welcome

On January 1, 2022, the DOT started accepting and adding emergency contact information to a customer's driver record.

These changes impacted all staff who perform driver's license and ID card transactions. Providing emergency contact information to us is strictly voluntary.

For information regarding the Emergency Contact rules and regulations, please view Motor Vehicle Division Informational Memo # 21-18.

CONTINUE

Please use the "**Exit Course**" button in DOTU when closing a course. This will ensure your place is held in the event you need to leave and return to complete the course at a later time.

Please ensure you complete 100% of the course, including the survey (if applicable), so the course reflects as fully completed in DOTU. Thank you! mvd.edandoutreach@iowadot.us.

CONTINUE

Emergency Contact Information

On January 1, 2022, the DOT started accepting and adding emergency contact information to a customer's driver record.

CONTINUE

Emergency Contact Information Overview

On January 1, 2022, the DOT started 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 advise them we are unable to take the change in person. They will need to identify the street address and complete the form once they have it.
- Relationship
- Phone number
- International phone and address, if applicable

CONTINUE

In addition to providing the emergency contact's last name and relationship, the customer must also provide (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.

CONTINUE

Customer Privacy

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 Driver's Privacy Protection Act.

If a customer cannot recall who their emergency contact is from their own record, it is ok to provide them with their emergency contact information.

CONTINUE

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.

CONTINUE

Legislative Requirements

1. Customers may **voluntarily** provide emergency contact information during each DL or ID transaction.
2. Customers may choose to provide emergency contact information online, through myMVD.
3. Customers may choose to provide emergency contact information at a later time by submitting the Emergency Contact Information - Request to Submit or Change Information Form (**430305**).
4. If a customer chooses not to provide us with emergency contact information, please proceed with the rest of the DL or ID transaction.

Link to Legislation: https://www.legis.iowa.gov/docs/publications/LGE/89/HF435.pdf

CONTINUE

International Contacts

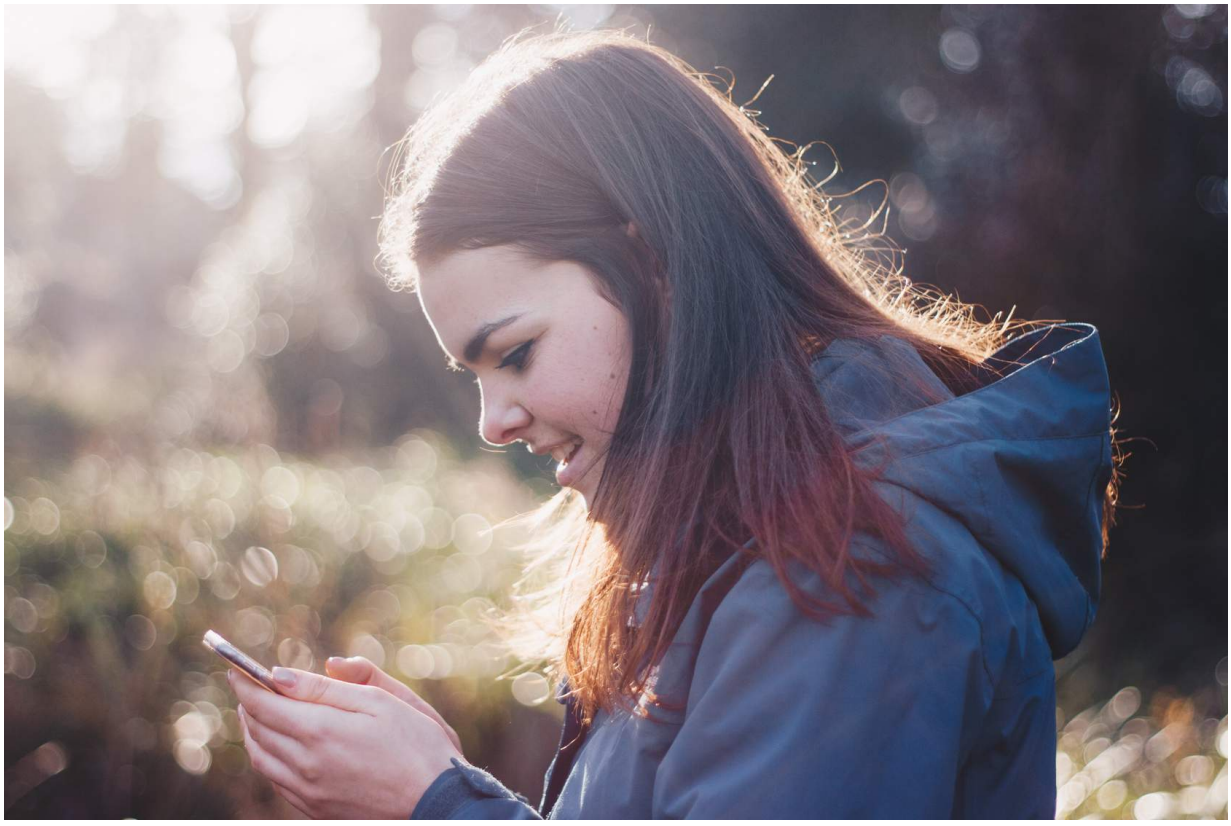
We can accept and store international phone numbers and addresses for emergency contacts.

CONTINUE

Minors

If the customer is under 18 (and is not emancipated) and elects to provide us with emergency contact information from the customer's own record.

- 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.



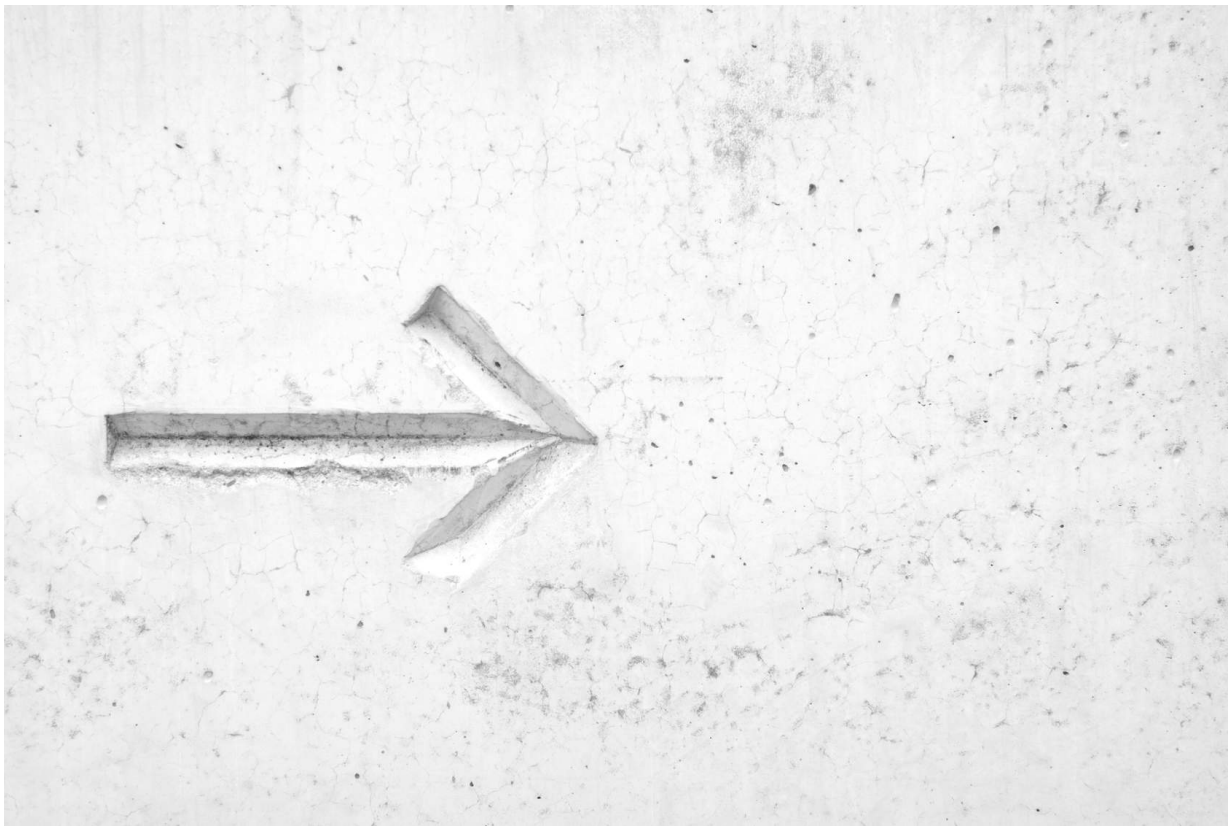
CONTINUE

Opt-Out and Opt-In Requests

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.

CONTINUE



Our Opt-Out Policy

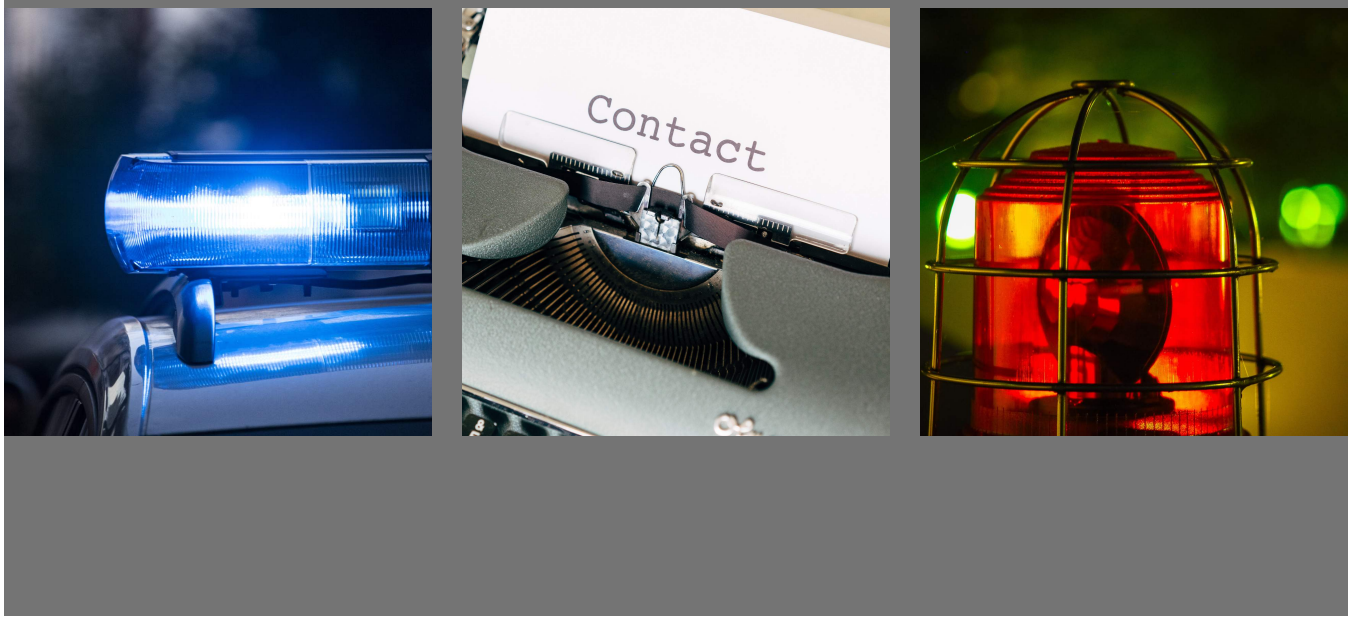
- A customer may not verbally opt-out of being someone's emergency contact.
- We cannot advise an individual that they are listed as someone's emergency contact.
- It is ok to tell a customer that their previously designated emergency contact has opted-out.
- You cannot share a copy of the opt-out request 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.

CONTINUE



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.

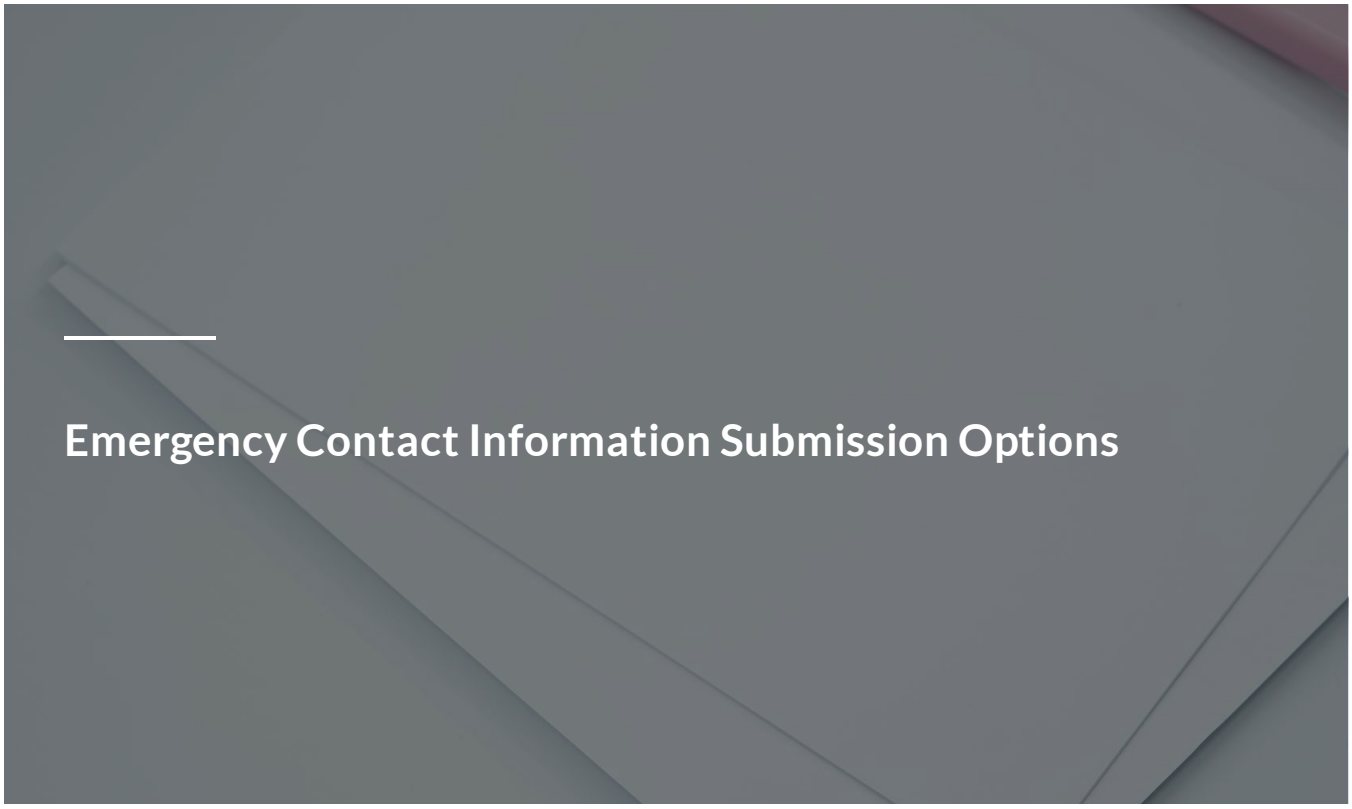
Other than providing emergency contact information to law enforcement, the DOT is not permitted to share emergency contact information for any other reason.

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.

CONTINUE

Sample View for Law Enforcement

CONTINUE



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 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.
2. The customer may provide us with the information during a DL or ID transaction.
3. The customer may use myMVD to enter and change their own emergency contact information.

CONTINUE

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 Emergency Contact Information - Request to Submit or Change Information Form (**430305**) or enter their own emergency contact information on myMVD at a later time.

If a customer chooses not to provide us with emergency contact information, please proceed with the rest of the DL or ID transaction.

If the customer provides 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).

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

CONTINUE

Submission by Form

A customer may complete and submit Form 430305 to add emergency contact information to their record.

- Form 430305 can be located on Seamless and if completed there, automatically sent to EmergencyInfo.Contact@iowadot.us within the Customer Services Bureau
- Customers may also print the form on Seamless and mail, or scan and manually email to us.
- 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.

Submission at the DL or ID transaction

A customer may submit their emergency contact information as part of their DL or ID transaction.

- We can accept emergency contact information from the customer verbally and enter it into ARTS during the transaction.
- A customer does not need to complete the Emergency Contact Information - Request to Submit or Change Information Form **(430305)**.
- 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.

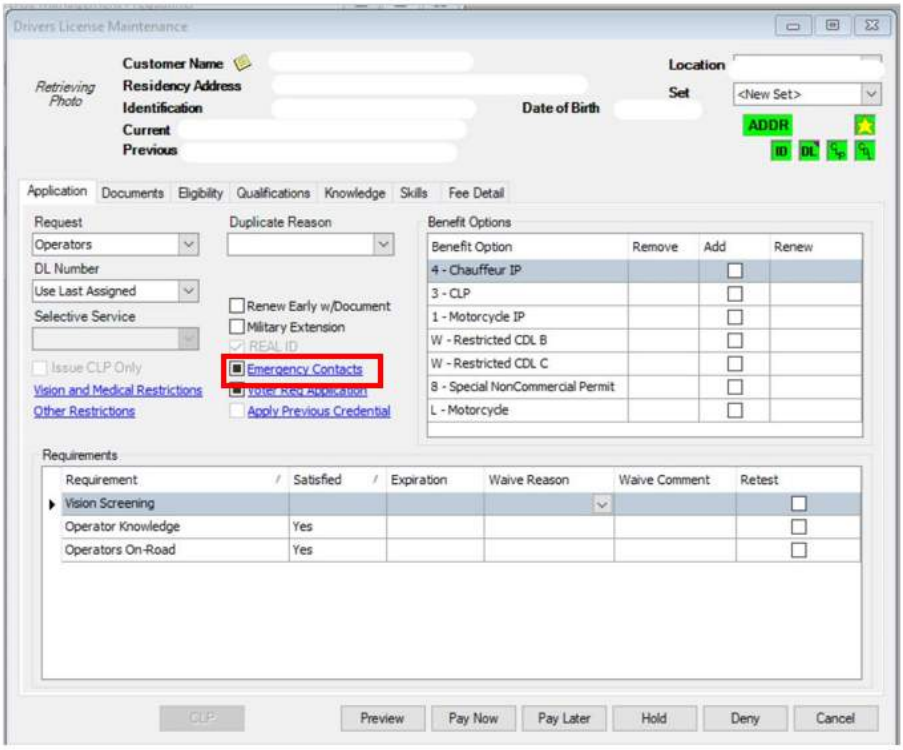
CONTINUE

Viewing Emergency Contact Information in ARTS

Note: Please click on the images to zoom.

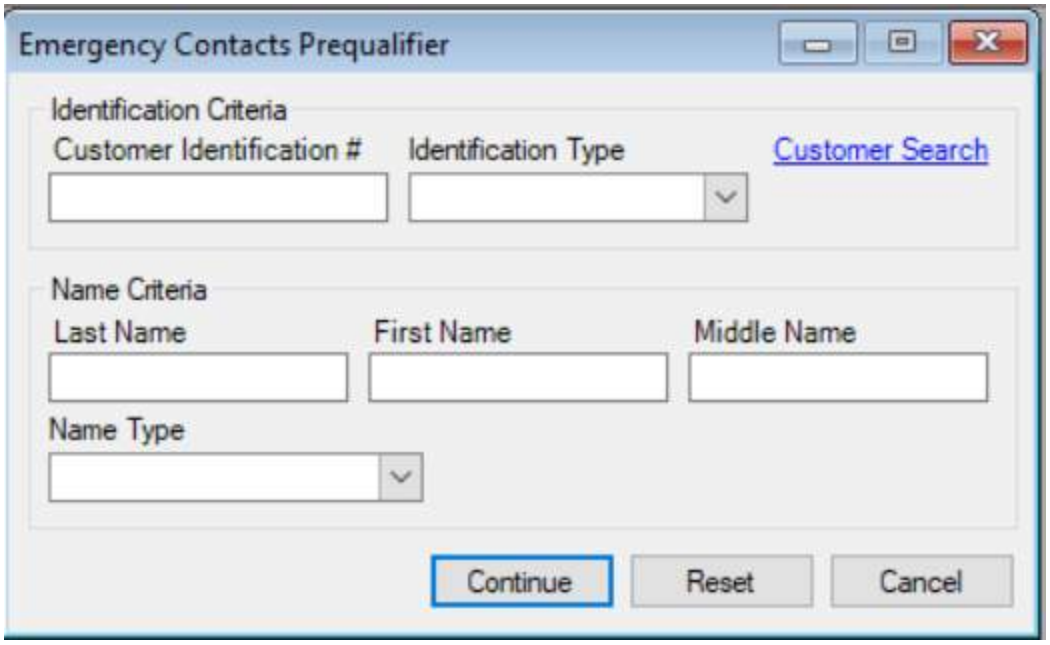
1

Emergency Contact Information in ARTS



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

Emergency Contact Information in ARTS



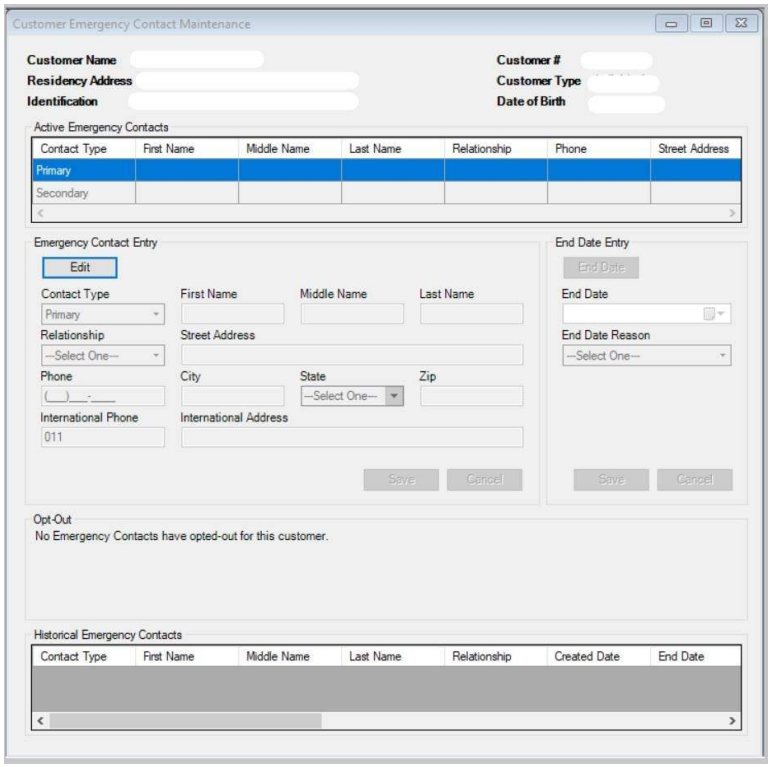
Accessing Emergency Contact Information Outside of an Issuance Transaction

1. Select the ARTS Menu item **Customer** --> **Manage Customer** and the Emergency Contacts Prequalifier window will appear.

2. Input customer criteria and select "**Continue**".

3

Emergency Contact Information in ARTS



Please see above for a sample of the Customer Emergency Contact Maintenance window.

Emergency Contact Information in ARTS

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.

Summary

Please see the job aid embedded in this training for additional processing details and steps.

Complete the content above before moving on.

Resources

House File 435

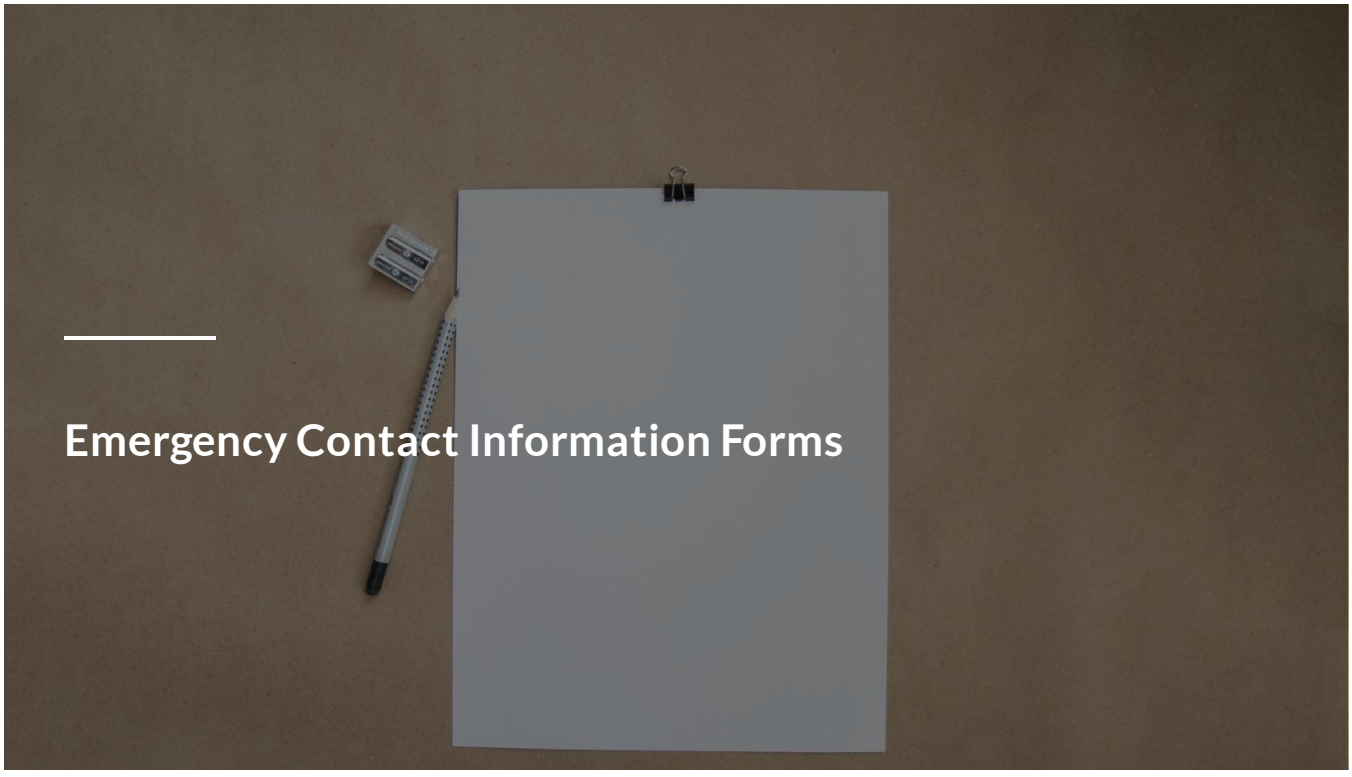
The Governor's Letter to the Secretary of State, Paul Pate

GOVERNOR'S LETTER

Informational Memo # 21-18

MEMO

CONTINUE



Seamless Form 430305

This form is for customers to use when they wish to add, update, or remove emergency contact information.

GO TO FORM

Seamless Form 430306

This form is for individuals to complete if they wish to no longer be listed as a customer's emergency contact. This form may also be used if the individual wishes to opt back in to being an emergency contact.

GO TO FORM

CONTINUE

Processing Guide: Emergency Contact Information ARTS

PDF

Emergency Contact Information in ARTS Job Aid.pdf

1.5 MB

Emergency Contact Information FAQs

PDF

Emergency Contact Information FAQs 4-22-22.pdf

192.7 KB

CONTINUE

Knowledge Check

Question

01/06

Match the form number with the correct form title.

Form 430305	Emergency Contact Information - Request to Opt-Out or Opt-In
Form 430306	Emergency Contact Information - Request to Submit or Change Information

Question

02/06

In what ways can the customer add emergency contact information to their record? *Select all that apply.*

- [ ] Submit Emergency Contact Information - Request to Submit or Change Information Form (**430305**).
- [ ] Over the phone with their issuance or county treasurer's office.
- [ ] Verbally provides emergency contact information at their DL or ID transaction.
- [ ] Online through myMVD

Question

03/06

True or False: It is acceptable if the customer chooses not provide emergency contact information.

- ◯ True
- ◯ False

Question

04/06

True or False: An individual may verbally opt-out of being listed as an emergency contact.

- ◯ True
- ◯ False

Question

05/06

True or False: If the customer cannot recall who they have listed as their emergency contact, you are not able to provide the customer with their emergency contact information.

- ◯ True
- ◯ False

Question

06/06

What details are required by the customer if they choose to add emergency contact information to their driving record? *Select all that apply.*

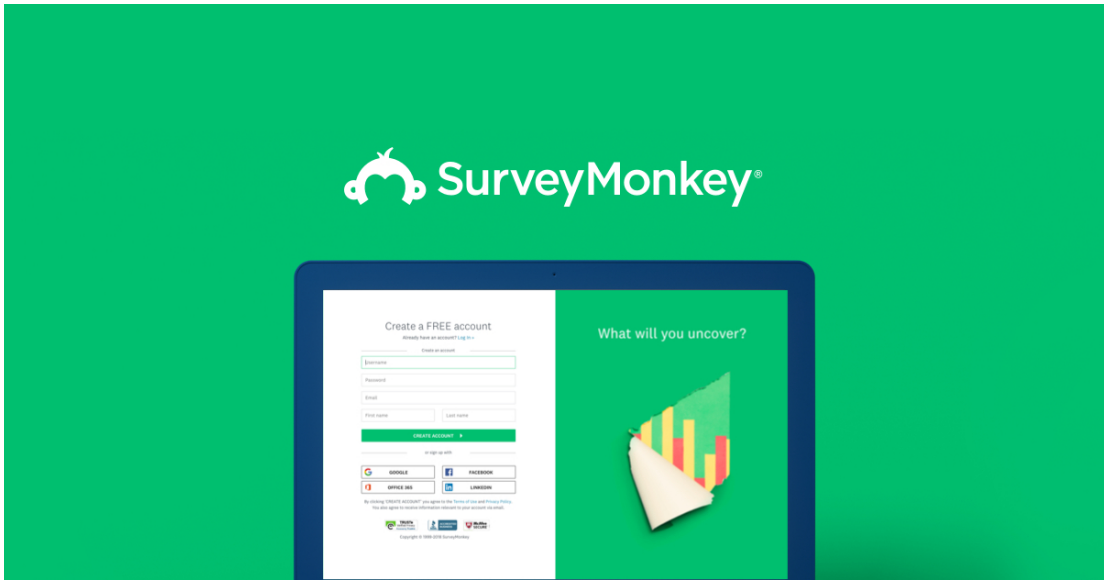
- [ ] Name (first & last)
- [ ] Name (last only)
- [ ] Name (first only)
- [ ] Address or Phone Number
- [ ] Relationship to the customer

Training Completion and Evaluation

We want your feedback.

By completing this survey, you help us to continuously grow and better meet your needs. Thank you for your time!

SURVEYMONKEY



Emergency Contact Information Training Evaluation

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CONTINUE

I have successfully completed this course evaluation.

Complete the content above before moving on.