

New County Team Member Onboarding Checklist

MVD Learning & Development

This checklist is intended to assist in the onboarding process for all Driver Services and Motor Vehicle Services new team members.

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Pre-Employment Process

Driver Services and Motor Vehicle Services:

- **Email Address:** County establishes work email address for new county employee.
 - **Driver Services:** Please see the [County Issuance Machines—Internet Access Job Aid](#) so new team member can access email on the DL Issuance computer.
- **ARTS System Access:** County submits system access request utilizing the System Access Request Wizard.
 - Please see the [System Access Request Wizard Job Aid](#) for assistance.
 - Please contact MVD.SystemAccess@iowadot.us for assistance.
 - **Motor Vehicle Services:** Once ARTS access is processed, an email will be sent to the new team member with their username and password and instructions for logging in the first time.
 - **Driver Services:** ARTS access for Driver Services staff will not be completed until Fingerprinting and Background Check Process and CCKE online modules in Workday Learning are completed. See following page for more details.
- **New Hire Notification:** County notifies MVD Learning & Development of the new team member through the [New Team Member Notification button](#). This button can be accessed through the [Driver Services](#) and [Motor Vehicle Services](#) County Resource websites.
 - **This notification will initiate the following:**
 - Enrollment in the classroom training at the Ankeny MVD Office.
 - Fingerprinting and Background Check Processes (Driver Services only).
 - Driver Issuance Workshop (Driver Services only).
- **Badge Photograph (Driver Services Only):** County Treasurer's office will take a photograph of the new team member. All photos should be taken in front of a solid background and be from the team member's shoulders up. Badge photos should be submitted during the [New Team Member Notification](#) online submission.
- **Driver Examiner Certification Training Programming:** Contact mvd.learninganddevelopment@iowadot.us for program enrollment.
 - [Certified Commercial Examiner \(CCE\) Training Checklist](#)
 - [Certified Driver Examiner \(CDE\) Training Checklist](#)
 - [Certified Motorcycle Examiner \(CME\) Training Checklist](#)

Training

Applicable to both Driver Services and Motor Vehicle Services:

Online Training in Workday Learning:

- ☐ County establishes Workday Learning profile. Trainings will be automatically assigned within 24 hours of the profile being created.
 - **Workday Profile Setup Job Aids:**
 - [Driver Services Employees](#)
 - [Motor Vehicle Services Employees](#)
 - [Both Driver Services and Motor Vehicle Services Employees](#)

Start Introductory Trainings:

- ☐ **Resource Review:**
 - Have new team member review www.iowadot.gov and [Driver Services](#) and [Motor Vehicle Services](#) County Resource websites to start becoming familiar with policies, procedures, verbiage, etc.
 - User Manual Review:
 - Driver Services: ARTS Examiner Manual Review
 - Motor Vehicle Services: [County Treasurers' Motor Vehicle User Manual](#)
- ☐ **Begin on-the-job shadowing/observing** with a team member. If you do not have training staff at your location, please contact mvd.learninganddevelopment@iowadot.us for assistance with arranging shadowing at a neighboring location.
 - [New Driver Issuance Staff Training Checklist](#)
 - [New Motor Vehicle Staff Training Checklist](#)
- ☐ **CCKE Online Training (Driver Only):** New Driver Services team members are required to complete CCKE Online Training in Workday to obtain Driver Issuance access to ARTS.
Important: Once training is complete, the treasurer should email mvd.learninganddevelopment@iowadot.us and MVD.SystemAccess@iowadot.us. If we have already received notice that the Fingerprinting and Background Check Process is complete, we can proceed with ARTS access.
- ☐ **Orientation in Ankeny:** This orientation day occurs on the 2nd and 4th Tuesday of each month (as needed) for new Driver Services and Motor Vehicle Services team members. Learning & Development will reach out to the county to enroll the new team member after the [New Team Member Notification](#) is received. Driver Services fingerprinting/background check will take place in Ankeny during the orientation day.

Driver Services and Motor Vehicle Services Employee Modifications

- **System Access:** County submits system access request utilizing the System Access Request Wizard.
 - Please see the [System Access Request Wizard Job Aid](#) for assistance.
 - Please contact MVD.SystemAccess@iowadot.us for assistance.
- **Training:** County notifies Learning & Development of the team member's change in status through the [New Team Member Notification button](#). This button can be accessed through the [Driver Services](#) and [Motor Vehicle Services](#) County Resource websites.

This notification will initiate the necessary online training in Workday Learning.

Please contact mvd.learninganddevelopment@iowadot.us for assistance.

Driver Services and Motor Vehicle Services Employee Terminations

- **System Access:** County submits system access request utilizing the System Access Request Wizard. Please see the [System Access Request Wizard Job Aid](#) for assistance.
- Please contact MVD.SystemAccess@iowadot.us for assistance.

Help and Support

Learning & Development is available for support and will work with you to secure any additional training needs and support. For questions, please contact mvd.learninganddevelopment@iowadot.us.