

## mID SUPPORT UTILITY TOOL IN ARTS

MVD Learning and Development

The following information will assist you in using the support utility tool for Iowa Mobile ID (mID).

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### Helpful Resources

Iowa DOT Mobile ID website: [iowadot.gov/mvd/Mobile-ID](http://iowadot.gov/mvd/Mobile-ID)

## Who Has Access

- **Clerks** – Clerks can view a customer’s mobile ID (mID) and update it. They do not have access to revoke or opt out.
- **Supervisors** – Supervisors can view, update, revoke, and opt out of mID for the customer.

## ARTS mID Support Utility Tool Functions

In the ARTS mID Support Utility Tool, you can perform the following functions:

- **Review mID status of a customer:**
  - If it has hit our system, you can review information in the customer container and mID Support Utility Tool tabs. For the tabs, the newest information is listed at the top and is the last action on the mID.
  - **Summary tab:** This tab shows the last event that happened on the credential for all wallets. This is where you are actively engaged.
  - **Credential tab:** This tab shows all activity at the DL/ID level (registrations, updates).
  - **Wallet tab:** This tab shows events (registration and revoke) by Wallet.
    - See history – History will show registration, update, and revoke dates.
- **Perform the following changes:**
  - **Update mID** – A change has taken place in ARTS to a user’s DL/ID. This includes a renewal, duplicate, change of address, change of class, change in restrictions, change in endorsements, or change in height, etc. There may be times when that update is not displaying on the Mobile ID, and we will then need to send an update from the mID Support Utility Tool.
    - **Note: Only use the “Update” feature if a change is not showing on the mID.**
  - **Revoke mID** – This sends a notification to the phone that cancels the mID and removes the current mID from the phone. The customer can be re-enrolled if desired.
  - **Opt-Out** – This feature blocks enrollment of mID on the credential.

**Note:** There is no pause/un-pause functionality. The customer needs to do that at the Wallet level.

## ARTS mID Support Utility Tool Troubleshooting

Check to see if the customer pulls up in the ARTS mID Support Utility Tool.

- **If they don't pull up in the mID Support Utility Tool, there is likely a problem with the enrollment as they are not hitting our system. Troubleshoot the enrollment process.**
  - Check the status of their DL/ID in ARTS – is it unexpired? Are they enrolling with the current, valid ID?
  - Check the issuance date of the license the customer is holding against the issuance date in ARTS. Customer may be taking a picture of the incorrect credential. Issue dates must match record.
  - Where is the enrollment stopping? (For example, scanning the card, doing a selfie?) Provide tips for scanning ID, doing a selfie, etc
  - Ask if they are receiving an error message. Check the troubleshooting section of the Call Interaction Tracker.
  - Review phone type and operating system (OS) to see if they have the right device and OS requirements.
  
- **If they do pull up in the mID Support Utility Tool, review the user's mID status.**
  - Check the mID indicator. Is it green?
  - For the history tabs, the newest information is listed at the top and is the last action on the mID.
  - Ask if they are receiving an error message. Check the troubleshooting section of the Call Interaction Tracker.

## Logging Into the mID Support Utility Tool

- Log into ARTS
- Go to Drivers > mID Support Utility
- Enter customer information and press "Continue."

The screenshot shows a web form titled "mID Support Prequalifier". It contains the following fields and controls:

- Identification Criteria:**
  - Customer Identification #:
  - Identification Type:
  - Customer Search: [Customer Search](#)
- Name Criteria:**
  - Last Name:
  - First Name:
  - Middle Name:
  - Name Type:
- Buttons:** Continue, Reset, Cancel

## View mID in the mID Support Utility Tool

If the customer has enrolled and it has hit our system, you will see their information in the customer container and mID Support Utility Tool sections.

**mID Indicator** – This indicator should show on all customer maintenance screens (and not just the mID Support Utility Screen).

- Location: The placement of the new indicator will be on the top row, left of the ADDR indicator.
- MID (in all capital letters) will show diagonally in the box.
- Icon functionality: Hovering the mouse over the MID indicator will show “Valid” if the customer is enrolled.
- Indicator Color Functionality: The MID indicator in the customer container will change colors depending on the status of the mID.
  - Green indicator = Customer has an active/valid mID. The MID indicator will be green in the customer container.
  - Yellow indicator = Customer has disenrolled the app from their phone.
  - Red indicator = MVD made the status inactive or cancelled using the new mID Support Utility.
- If the customer has **never** had an mID, the indicator will **NOT** be in any header.
- An uninstall date will not be listed unless it was an action performed by ARTS.
  - If a customer unenrolls on the device or deletes the app or Wallet, it does not appear in the utility tool.
  - To update information, click on “Refresh” (top-right of screen).

### mID Support Utility Tool Tabs

- **Information Provided by Column**
  - **Wallet:** This shows where the action occurred (mID app (Idemia) or Samsung Wallet).
  - **Event:** This shows what event occurred. Events include:
    - Registration
    - Update
    - NoMobileID
    - Unlinked
    - Revoked
  - **CreatedDate:** This shows when the event occurred. The most recent event will be listed at the top.

- **Summary tab:** This tab shows the last event that happened on the credential for all wallets.

The screenshot shows the 'Mobile Identity Support Utility' window. At the top, it displays customer information: Customer Name (XXXSAMPLEJONES, TERESA MIDDLENME), Residency Address (800 1/2 SAMPLE AVE CORALVILLE IA 77777), Identification (Drivers License - 724YX2391 (IA)), Current status (Class C, REST: B, ISS: 06-22-2023, EXP: 06-26-2031), and Date of Birth (06/26/2001). Below this, there are fields for Enrollment Date, Last Update Date, and Uninstalled Date, all showing 04/23/24 04:24 PM. A 'Refresh' link is visible next to the Mobile Identification History section. The history table has columns for Wallet, Event, CreatedDate, EndDate, and CredentialId. It lists three registration events for different wallets: Idemia, Samsung, and another Idemia entry. At the bottom, there are dropdown menus for Action and Revoke Reason, an 'Opt Out of mID' checkbox, and 'Send Action' and 'Save' buttons.

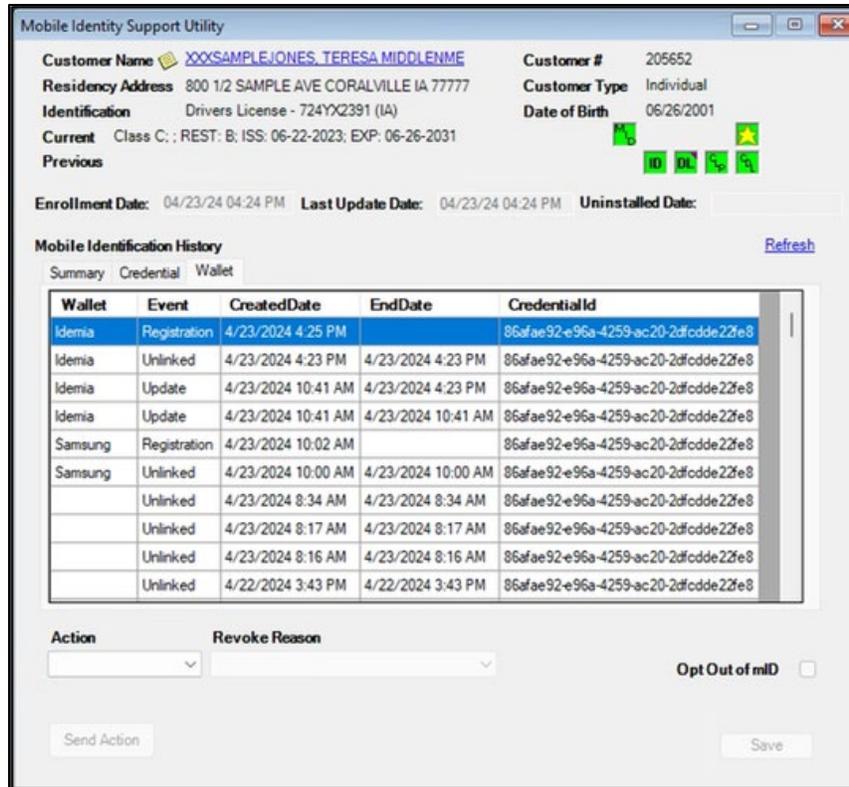
Wallet	Event	CreatedDate	EndDate	CredentialId
	Registration	4/23/2024 4:24 PM		86fafe92-e96a-4259-ac20-2dfcdde22fe8
Idemia	Registration	4/23/2024 4:25 PM		86fafe92-e96a-4259-ac20-2dfcdde22fe8
Samsung	Registration	4/23/2024 10:02 AM		86fafe92-e96a-4259-ac20-2dfcdde22fe8

- **Credential tab:** This tab shows all activity at the DL/ID level (registrations, updates).

The screenshot displays the 'Mobile Identity Support Utility' window. At the top, it shows customer details for 'XXXSAMPLE JONES, TERESA MIDDLEME' (Customer # 205652), including their address, identification type (Drivers License - 724YX2391 IA), and current license status. Below this, there are tabs for 'Summary', 'Credential', and 'Wallet'. The 'Mobile Identification History' section is active, showing a table of events. The table has columns for 'Event', 'CreatedDate', 'EndDate', and 'CredentialId'. The events listed include 'Registration', 'Update', and 'NoMobileID' with their respective timestamps. At the bottom of the window, there are dropdown menus for 'Action' and 'Revoke Reason', an 'Opt Out of mID' checkbox, and 'Send Action' and 'Save' buttons.

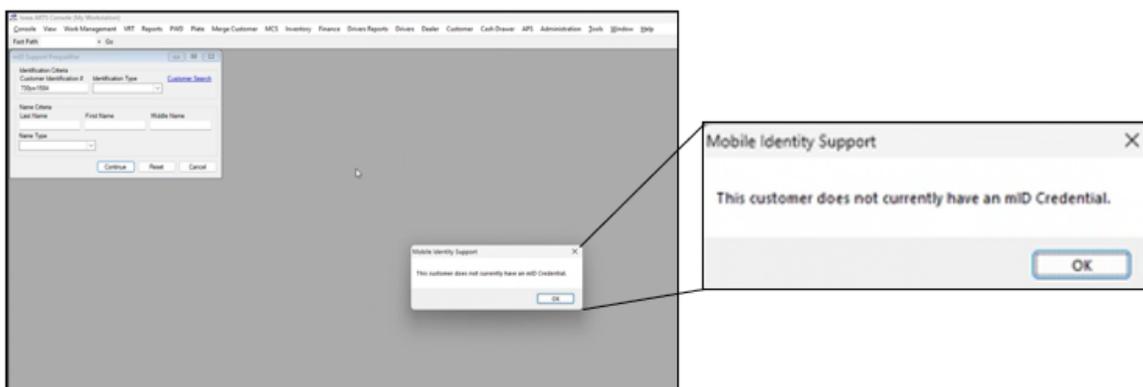
Event	CreatedDate	EndDate	CredentialId
Registration	4/23/2024 4:24 PM		86afae92-e96a-4259-ac20-2dfcddde22fe8
Update	4/23/2024 10:41 AM	4/23/2024 4:24 PM	86afae92-e96a-4259-ac20-2dfcddde22fe8
Update	4/23/2024 10:41 AM	4/23/2024 10:41 AM	86afae92-e96a-4259-ac20-2dfcddde22fe8
Update	4/23/2024 10:02 AM	4/23/2024 10:41 AM	86afae92-e96a-4259-ac20-2dfcddde22fe8
Registration	4/23/2024 10:02 AM	4/23/2024 10:02 AM	86afae92-e96a-4259-ac20-2dfcddde22fe8
NoMobileId	4/23/2024 8:34 AM	4/23/2024 10:02 AM	86afae92-e96a-4259-ac20-2dfcddde22fe8
NoMobileID	4/23/2024 8:14 AM	4/23/2024 8:34 AM	86afae92-e96a-4259-ac20-2dfcddde22fe8
NoMobileID	4/22/2024 3:44 PM	4/23/2024 8:14 AM	86afae92-e96a-4259-ac20-2dfcddde22fe8
Update	4/22/2024 1:26 PM	4/22/2024 3:44 PM	86afae92-e96a-4259-ac20-2dfcddde22fe8
Registration	4/22/2024 1:26 PM	4/22/2024 1:26 PM	86afae92-e96a-4259-ac20-2dfcddde22fe8

- **Wallet tab:** This tab shows events (registration and revoke) by Wallet.
  - See history – History will show registration, update, and revoke dates.

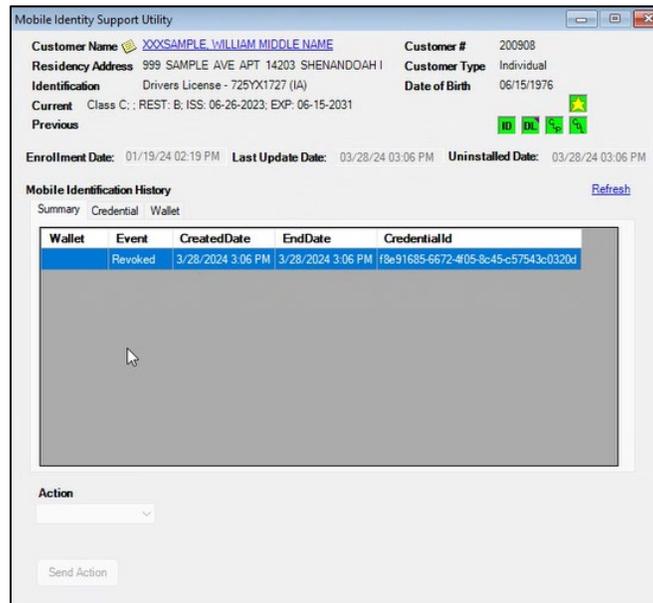


If the customer has never had an mID, the indicator will NOT be in the header of customer container screens in ARTS.

If the customer does not have mID, the following pop-up message will appear in the mID Support Utility Tool: “This customer does not currently have an mID Credential.”

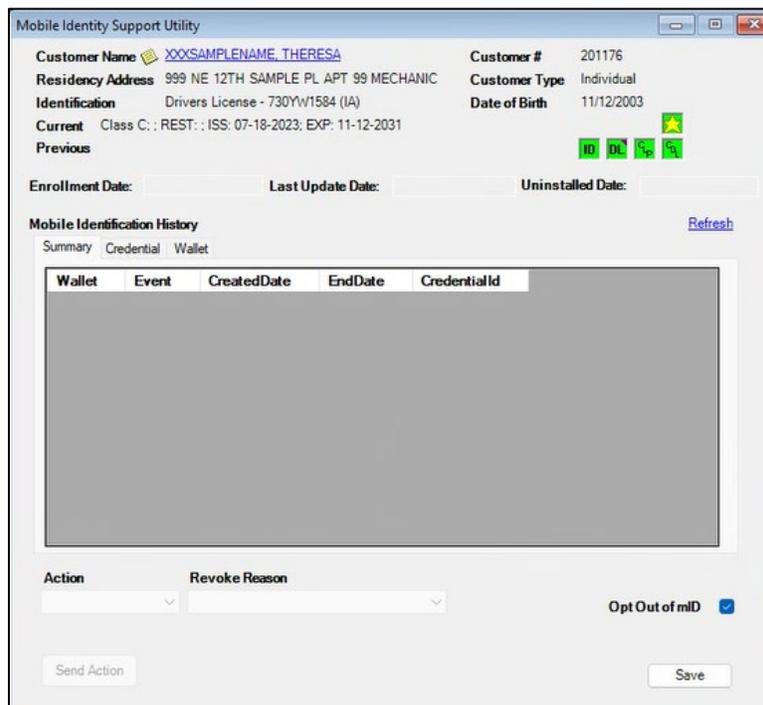


If the customer used to have mID but does not have it now, the following will show in the mID Support Utility Tool:



If the customer has opted out of mID, the following will show in the mID Support Utility Tool.

Note: Only Supervisors have access to opt a customer out. For clerks, it will show as grayed out, but you will still be able to see if a customer has opted out.



## Perform Actions on the mID in the mID Support Utility Tool

We have the ability to perform changes to a customer's mID, per their request. The mID Support Utility Tool can make the following changes using the Action feature in the screenshot below\*:

- **Update mID** – A change has taken place in ARTS to a user's DL/ID. This includes a renewal, duplicate, change of address, change of class, change in restrictions, change in endorsements, or change in height, etc. There may be times when that update is not displaying on a customer's mID, and customer support will then need to send an update from the mID Support Utility tool.
- **Revoke mID** – This sends a notification to the phone that removes the mID so that it cannot be opened or used on the phone. The mID app is still on the phone, but the credential cannot be accessed. If the customer does not want the app, they can delete it. If the customer wants mID again, they simply re-enroll their ID again (as long as they have a valid ID).
- **Opt Out** – This feature completely blocks enrollment of mID for a credential. A customer cannot enroll in mID until the "opt out" is removed from their credential.

*\*Reminder: Only Supervisors have the authority to revoke or opt out for a customer.*

The screenshot displays the 'Mobile Identity Support Utility' interface. At the top, it shows customer information: Customer Name (XXXXSAMPLE SAMSON, ARGUS MIDDLE MID), Customer # (201049), Residency Address (800 SAMPLE-SAMPLE AVE DAVENPORT IA 1), Customer Type (Individual), Identification (Non-Operator - 724YX4886), Date of Birth (10/22/1991), and Current Class (Class 0; ISS: 06-22-2023; EXP: 06-22-2031). Below this, there are fields for Enrollment Date (03/22/24 09:47 AM), Last Update Date (04/05/24 12:09 PM), and Uninstalled Date (02/28/24 10:47 AM). A 'Mobile Identification History' section includes a table with columns for Wallet, Event, CreatedDate, EndDate, and CredentialId. The table shows three entries: an 'Update' event for the current wallet, and two 'Registration' events for 'Apple' and 'Idemia' wallets. At the bottom, there are dropdown menus for 'Action' and 'Revoke Reason', an 'Opt Out of mID' checkbox, and 'Send Action' and 'Save' buttons.

Wallet	Event	CreatedDate	EndDate	CredentialId
	Update	4/5/2024 12:09 PM	4/5/2024 12:09 PM	1d55017b-fed2-4235-9e34-38ee9c9a19c7
Apple	Registration	4/5/2024 3:28 PM		1958e4e6-8e71-4355-876e-32cd91c89df0
Idemia	Registration	4/5/2024 3:23 PM		1958e4e6-8e71-4355-876e-32cd91c89df0

**Update mID Steps** – A change has taken place in ARTS to a user’s DL/ID but is not showing up in the mID.

- Select “Update” from the Action drop-down list and then click on “Send Action.” Click on “Refresh” to update the screen.

Mobile Identity Support Utility

Customer Name: XXXSAMPLE JONES, TERESA MIDDLEME Customer #: 205652  
 Residency Address: 800 1/2 SAMPLE AVE CORALVILLE IA 77777 Customer Type: Individual  
 Identification: Drivers License - 724YX2391 (IA) Date of Birth: 06/26/2001  
 Current: Class C; ; REST: B; ISS: 06-22-2023; EXP: 06-26-2031  
 Previous: [Icons for M, ID, DL, etc.]

Enrollment Date: 04/23/24 04:24 PM Last Update Date: 04/23/24 04:24 PM Uninstalled Date: [Empty]

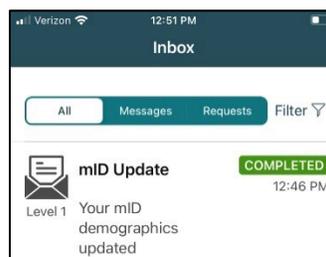
Mobile Identification History Refresh

Wallet	Event	CreatedDate	EndDate	CredentialId
	Registration	4/23/2024 4:24 PM		86fae92-e96a-4259-ac20-2dfcdde22fe8
Idemia	Registration	4/23/2024 4:25 PM		86fae92-e96a-4259-ac20-2dfcdde22fe8
Samsung	Registration	4/23/2024 10:02 AM		86fae92-e96a-4259-ac20-2dfcdde22fe8

Action: Update mID Revoke Reason: [Empty] Opt Out of mID:

Send Action Save

- The “Update” feature sends the update to the mID. The customer will see the updated information on their phone. Have the customer check that the updates are now displaying in their mID.
  - **mID app:** Update notification will show in the inbox, with the messaging “Your mID demographics updated.”



- Samsung Wallet: No notification is sent.

**Revoke mID** – This sends a notification to the phone that cancels the mID so that it cannot be opened or used on the phone.

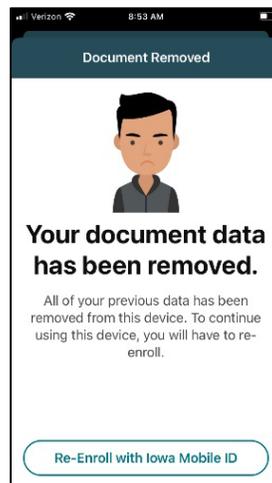
- Select “Revoke” from the Action drop-down list, add the reason and then click on “Send Action.” Click on “Refresh” to update the screen.

The screenshot shows the 'Mobile Identity Support Utility' window. At the top, it displays customer information: Customer Name (XXXSAMPLEJONES, TERESA MIDDLENME), Residency Address (800 1/2 SAMPLE AVE CORALVILLE IA 77777), Identification (Drivers License - 724YX2391 (IA)), Current status (Class C; ; REST: B; ISS: 06-22-2023; EXP: 06-26-2031), and Previous status. Customer # is 205652, Customer Type is Individual, and Date of Birth is 06/26/2001. Enrollment Date is 06/06/24 10:01 AM, Last Update Date is 06/06/24 10:08 AM, and Uninstalled Date is 06/06/24 09:53 AM. Below this is the 'Mobile Identification History' section with tabs for Summary, Credential, and Wallet. A table shows the history of events:

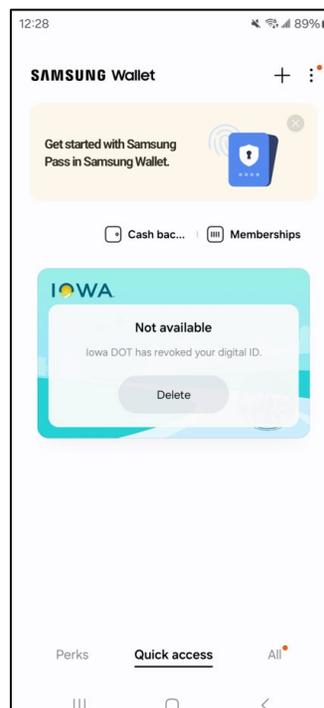
Wallet	Event	CreatedDate	EndDate	CredentialId
	Update	6/6/2024 10:08 AM		3936cd6f-f649-4abf-983f-eca50a48fd53
Idemia	Update	6/6/2024 10:08 AM		3936cd6f-f649-4abf-983f-eca50a48fd53
Samsung	Registration	6/4/2024 8:28 AM		3936cd6f-f649-4abf-983f-eca50a48fd53
Samsung	Registration	6/6/2024 9:59 AM		3936cd6f-f649-4abf-983f-eca50a48fd53

At the bottom, there is an 'Action' dropdown menu set to 'Revoke mID' and a 'Revoke Reason' dropdown menu with a list of reasons: CREDENTIAL\_EXPIRED, CREDENTIAL\_CANCELLED, WRONGFUL\_PROVISION, DUPLICATE\_MDL, FAKE\_CREDENTIAL, OTHER\_FRAUD\_CONFIRMED, FRAUD\_STOLEN\_IDENTITY, FRAUD\_SYNTHETIC\_IDENTITY, CUSTOMER\_INITIATED, ISSUER\_INITIATED, and OTHER. There is also an 'Opt Out of mID' checkbox and 'Send Action' and 'Save' buttons.

- Inform the customer that if they would like mID again, all they need to do is simply re-enroll.
- The customer will see a pop-up revoke message in their mID.
  - **mID app:** In the app, the customer will receive a pop-up with the messaging “Your document data has been removed.”



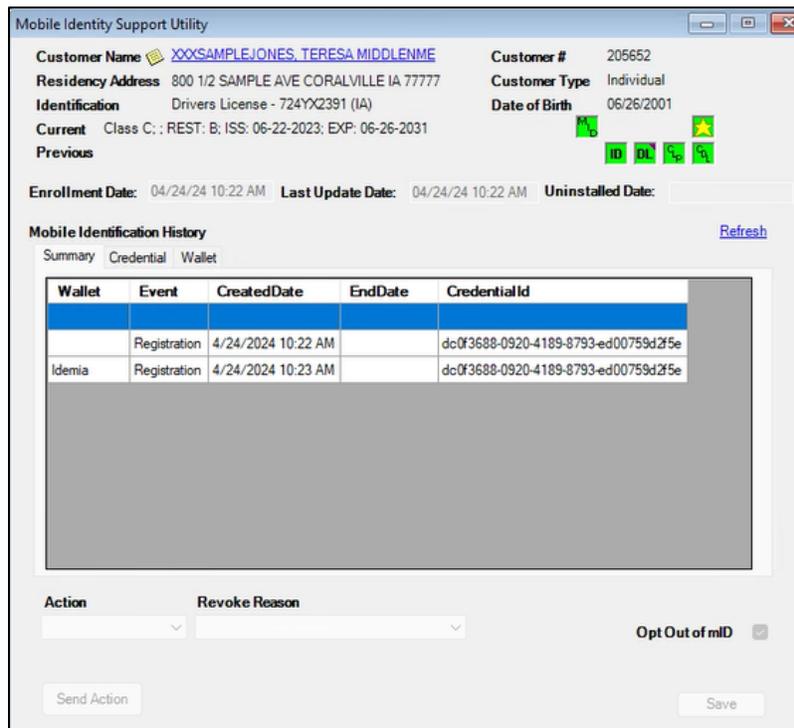
**Samsung Wallet:** The customer will receive an alert with the message “Iowa DOT has revoked your digital ID.” Within the Wallet, it will show as: “Not available – Iowa DOT has revoked your digital ID.”



**Opt Out** – This feature completely blocks enrollment of mID for the credential. The customer must provide written consent to opt out.

- Two scenarios where this would be applied:
  - Written consent from customer
  - DOT-initiated due to fraud
- Follow the opt out consent process. Reference the Iowa Mobile ID Opt Out Process Job Aid for assistance with the process.
- Check the “Opt Out of mID” box and “Save.” Then click on “Refresh” if needed to update the screen.

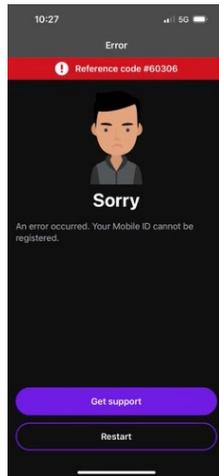
Note: This function cannot be performed if the customer has an active credential. If they have an active credential, follow the revoke steps above and then do the opt out.



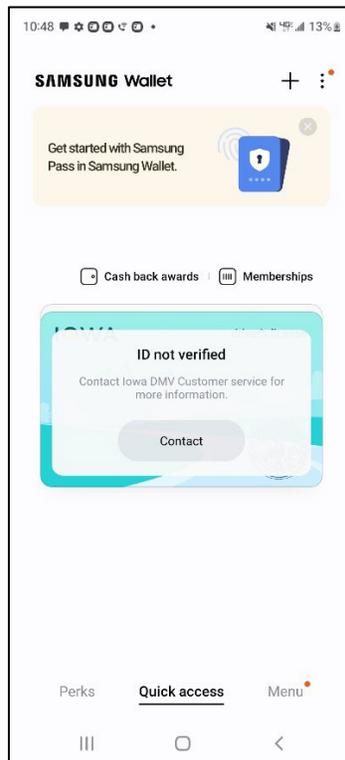
- Remind the customer that if they want mID in the future, they would first need to contact us again to have the “Opt Out” removed from their credential. Then they can enroll in mID.

Note: Only Supervisors have access to opt a customer out. For clerks, it will show as grayed out, but you will still be able to see if a customer has opted out.

- If a customer tries to enroll in mID while the “Opt Out” feature is checked on their account, they will receive an error message.
  - **mID app:** In the app, the customer will receive a pop-up with the messaging “Sorry. An error occurred. Your Mobile ID cannot be registered.” The error code is 60306.



- **Samsung Wallet:** In the Wallet, this messaging will display: “ID not verified – Contact Iowa DMV Customer Service for more information.”



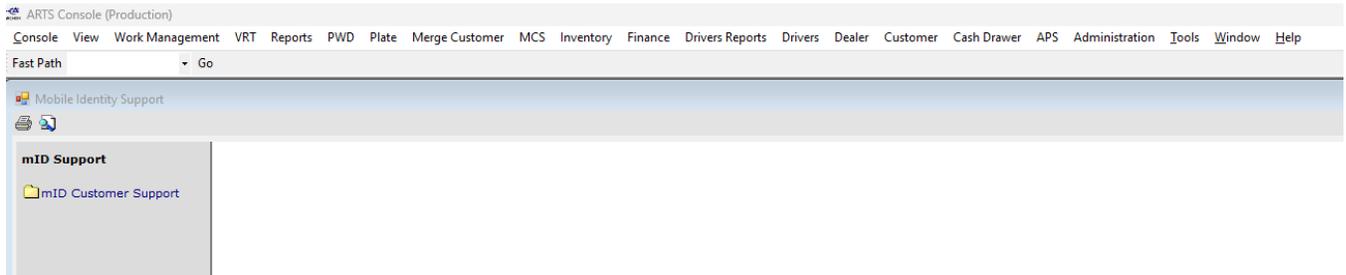
## Iowa Mobile ID – Opt Out Process

Please reference the Iowa Mobile ID Opt Out Process Job Aid for assistance.

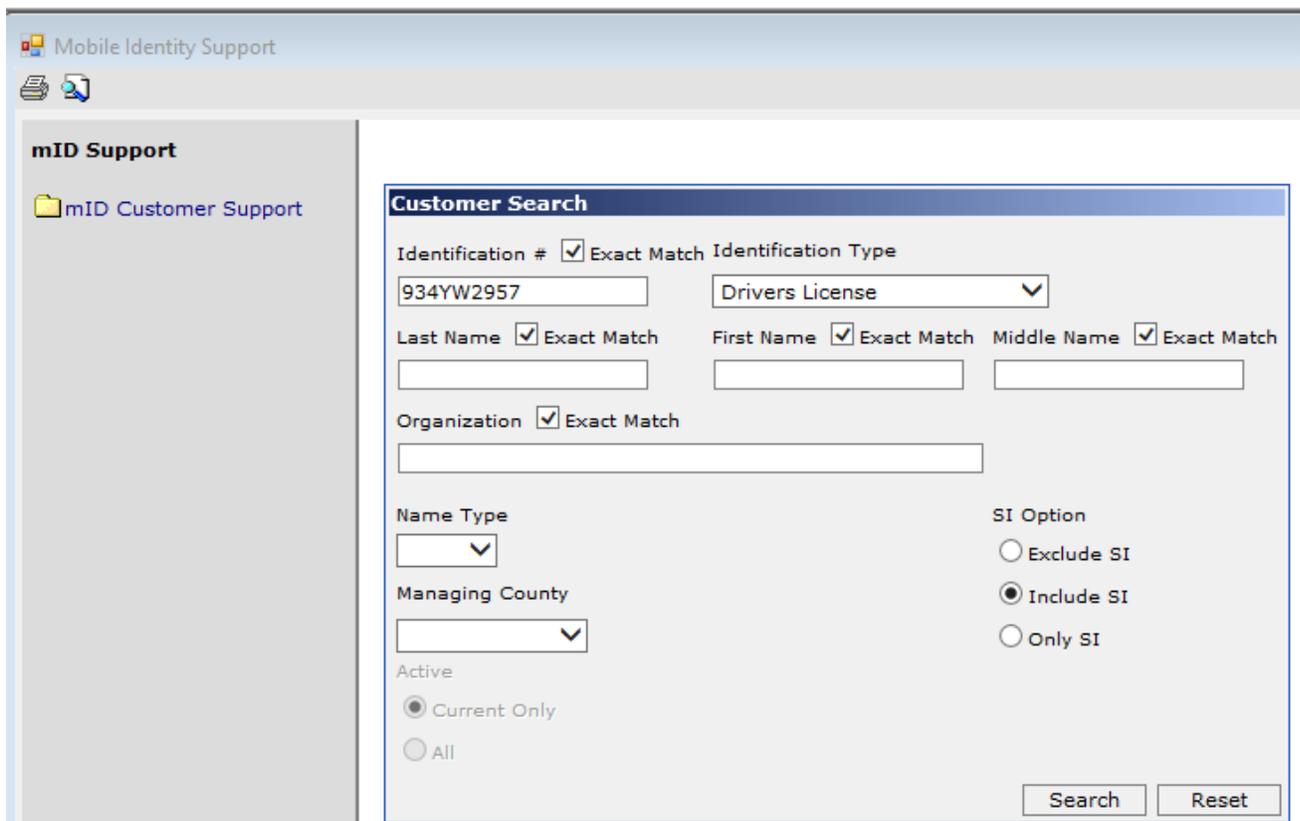
## ARTS – mID Support Tool (input Reason Code/Resolution)

### Logging Into the mID Support Tool

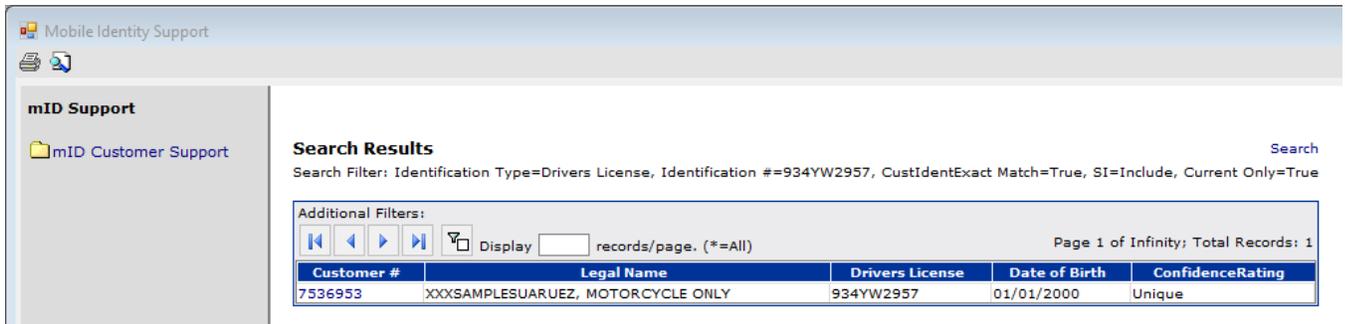
- Log into ARTS
- Go to Drivers > mID Support (separate option from the mID Support Utility)
- Click on “mID Customer Support” link on the left.



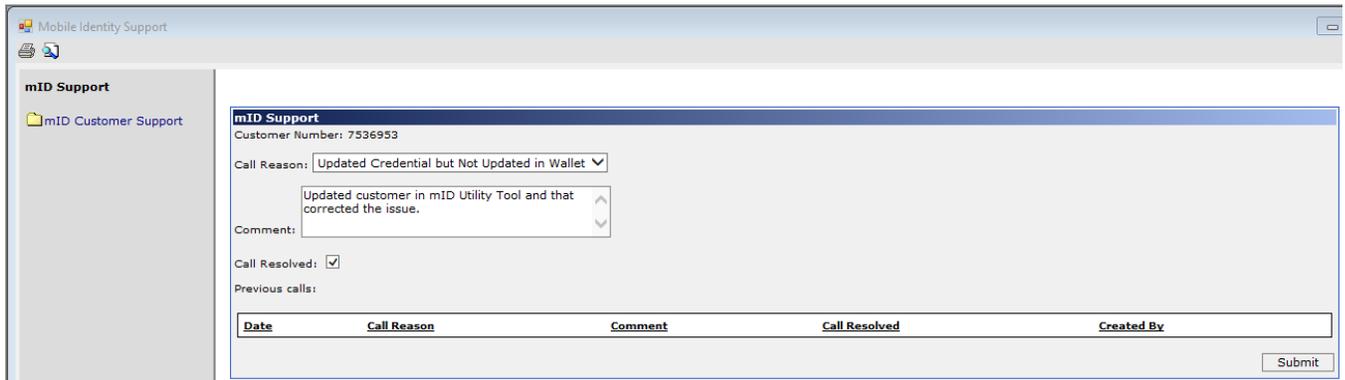
- Enter customer information and press “Search.”



- Click on the corresponding customer number.



- Enter call reason and resolution information. For “Call Reason,” select the reason the customer called.
  - In the “Comments” section, add a comment if needed.
  - Check the “Call Resolved” box if the call was resolved. If unresolved, leave it unchecked.
  - Click the “Submit” button.



- Once information has been entered, any activity will display when pulling up the customer in the mID Support section.

