MyDMV User Manual

for

Online Driver Record Requests

This document is intended as a reference for obtaining access to submit driver record requests — with an approved Driver Privacy Protection Act (DPPA) security access number — using the Department of Revenue's MyDMV online driver record request service.

To obtain online access to request Missouri driver records using a DPPA number:

1. Create a new MyDMV account, select "*Online Record Request*" as the **Business Type** (under **Online Services**), and key your DPPA number; *or*
2. If you already have a MyDMV account (for any motor vehicle online services), modify the **Business Type** to include "**Online Record Request**" access and key your DPPA number.

NOTE: Once you have created or modified your MyDMV account, the account must be approved. We will email a response to you within 5 business days.

When you request a driver record using your MyDMV account and DPPA number, *the record will be emailed to the primary email on file*, as provided on your previously submitted *Request for DPPA Security Access Code* (Form 4678). If you need to change your primary email address, please submit an amended Form 4678.

NOTE: If your organization has multiple individuals who will submit these requests, please consider utilizing a *group email address* with an inbox that *all* users can access.

Some types of record requests cannot be processed through the Department of Revenue's (Department) online system at this time. For the following types of requests, you must submit the applicable form by email or fax (as provided on the form):

- If you are an *eligible employer* requesting a check of the National Driver Register, submit the request using the *Request for National Driver Register File Check on Current or Prospective Employee* (Form 4424).
- If you are a *government agency* requesting a certified driver record, case, or photos, submit the request using the *Certified Driver Record Request for Government Agencies* (Form 4170).
- If you are a *business with an active security access code* requesting case file information, photos, or a certified driver record, submit the request using the *Request for Information* (Form 1745).
- If you are an *individual* requesting a full personal driving record, case file information, or a certified driving record, submit requests using the *Request from Driver License Record Holder* (Form 4681).

A new MyDMV account with online records access does not change current secure file transfer protocol (FTP) processes in place for previously approved entities.

If there are any questions regarding this new service or other record center services, please email dlrecords@dor.mo.gov or contact us at 573-526-2407.

How to Create a MyDMV Account

LOGIN OR REGISTER

Access the MyDMV page at https://mydmv.mo.gov/ and hover over "***Login or Register***" at the top right-hand corner of the page, then:

- If you already have a MyDMV account, select "**Login**".
- If you do not have a MyDMV account, select "**Create a New MyDMV Account**".

If you select "**Create a New MyDMV Account**", you must complete the required **Profile** information.

NOTE: The email address you key in your MyDMV account profile will ***not*** be used for the purpose of receiving driver record request responses unless it was ***also*** defined as the primary email on your previously submitted *Request for DPPA Security Access Code* (Form 4678).

To request specific access, you must click on "**Add a Business**" then select "**Business Licensing**" or "**Online Record Request**" from the drop-down menu. If you fail to make a selection (i.e., no permissions defined) you will be unable to submit online driver record requests.
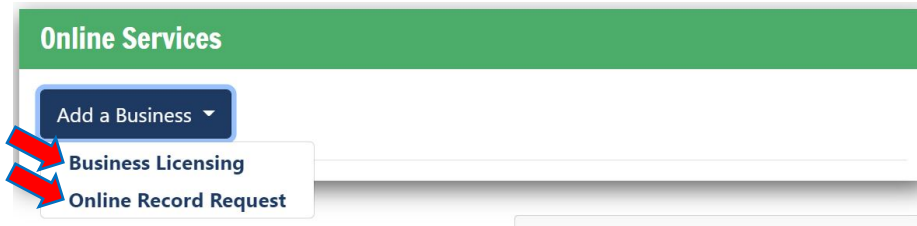

You must then provide your DPPA security access code and business name, click the "I'm not a robot" CAPTCHA box, and click "**Apply**".

If your application was completed successfully, you will receive the following message.
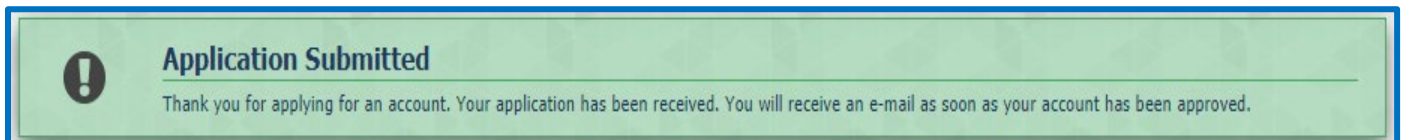
The Department will send a confirmation email with a temporary password (sample below) to the email address you provided on the **Profile** page. If you fail to log in within 30 days and update your password, the temporary password will expire.
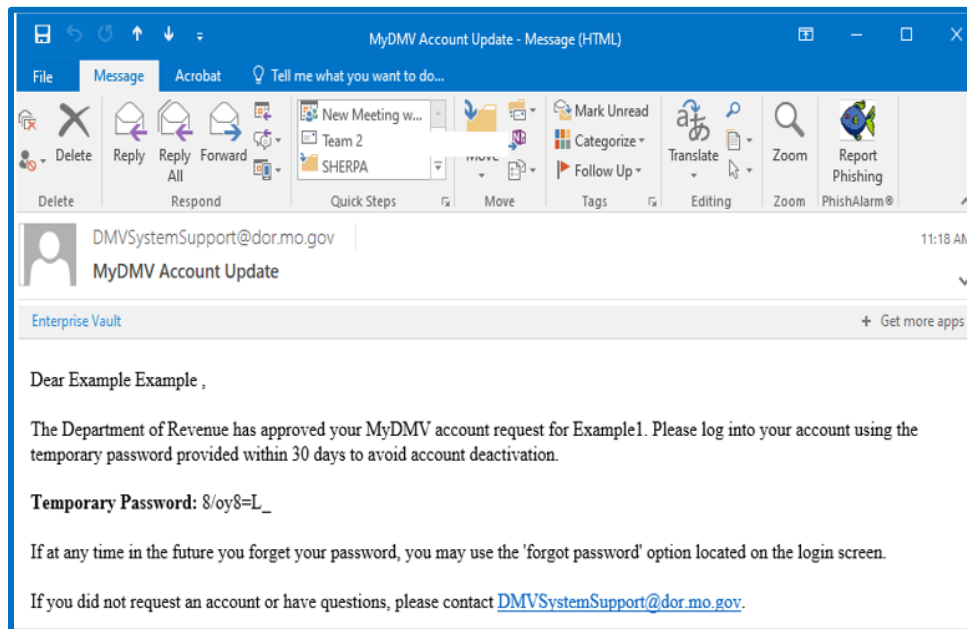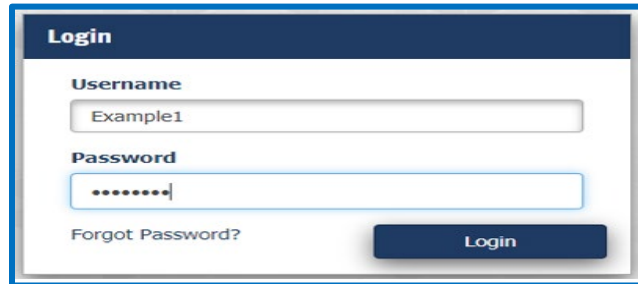

Before you submit your first online driver record request, the Department must verify your DPPA access status (using the DPPA number you submitted when you completed the account application).
After the verification of your DPPA access is completed, the Department will send a second account confirmation email (sample below) that will indicate your approval or denial.
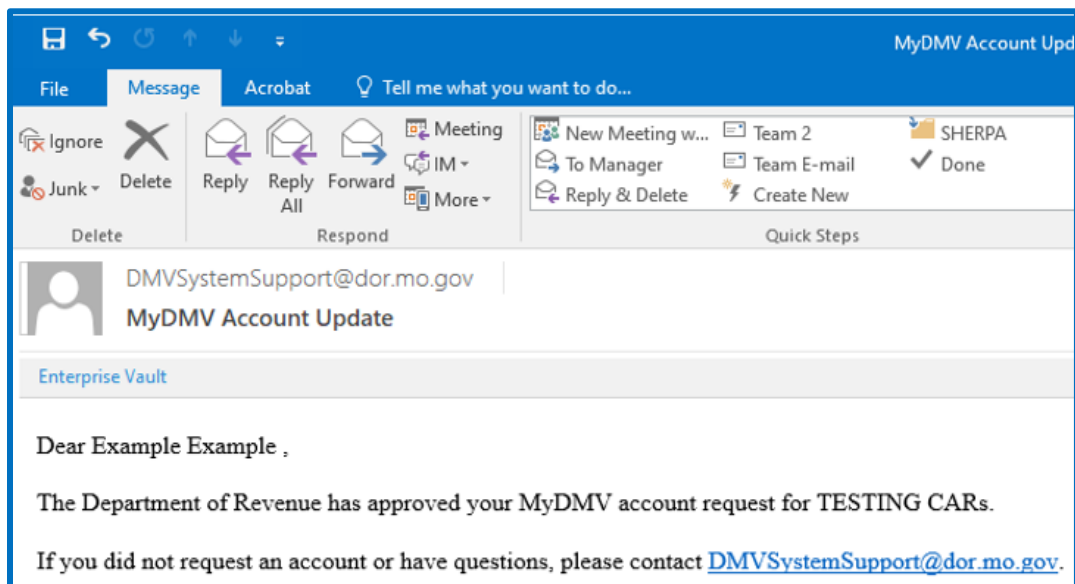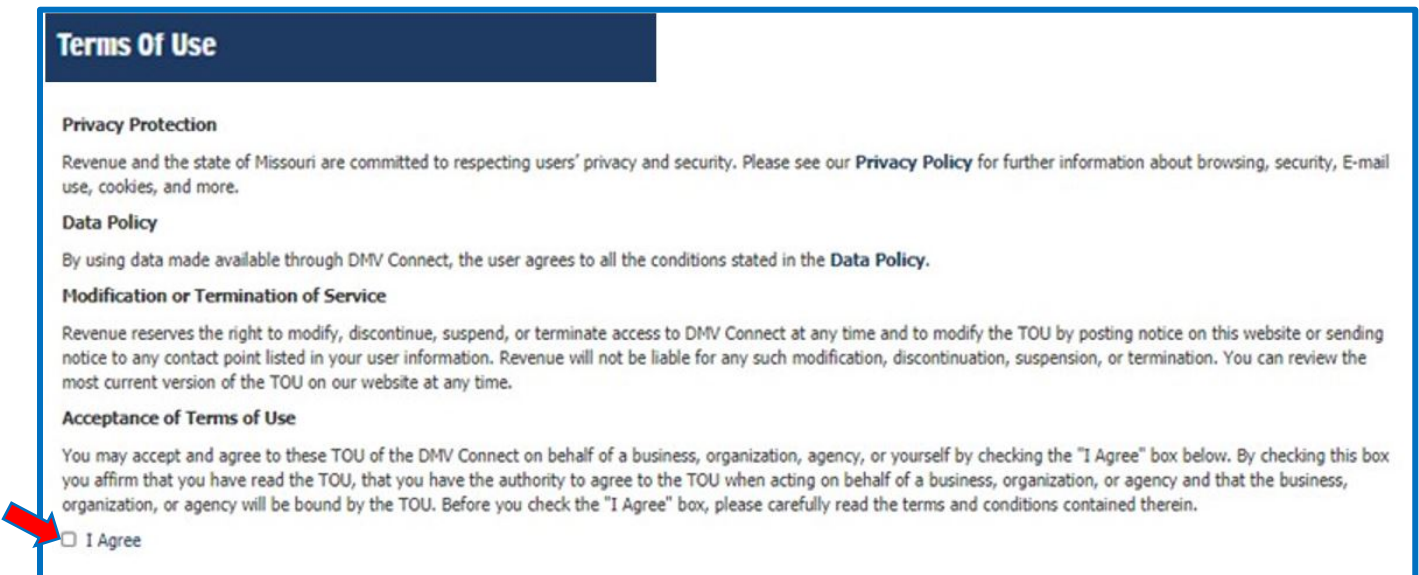
Changing Your MyDMV Account Password

Once you have created an account and received your temporary password, you must log in within 30 days and update your password. Key the Username you created and the temporary password from your confirmation email.

Login

Username

Example1

Password

••••••••

Forgot Password?   **Login**

You must then accept the **Terms of Use** in order to continue.

Terms Of Use

Privacy Protection

Revenue and the state of Missouri are committed to respecting users' privacy and security. Please see our **Privacy Policy** for further information about browsing, security, E-mail use, cookies, and more.

Data Policy

By using data made available through DMV Connect, the user agrees to all the conditions stated in the **Data Policy**.

Modification or Termination of Service

Revenue reserves the right to modify, discontinue, suspend, or terminate access to DMV Connect at any time and to modify the TOU by posting notice on this website or sending notice to any contact point listed in your user information. Revenue will not be liable for any such modification, discontinuation, suspension, or termination. You can review the most current version of the TOU on our website at any time.

Acceptance of Terms of Use

You may accept and agree to these TOU of the DMV Connect on behalf of a business, organization, agency, or yourself by checking the "I Agree" box below. By checking this box you affirm that you have read the TOU, that you have the authority to agree to the TOU when acting on behalf of a business, organization, or agency and that the business, organization, or agency will be bound by the TOU. Before you check the "I Agree" box, please carefully read the terms and conditions contained therein.

☐ I Agree

THIS SPACE INTENTIONALLY LEFT BLANK.

To finalize the password change, you must complete all of the fields on the **First Time Login** screen (below) and then click "**Submit**".

NOTE: Passwords and the answers to security questions are *case sensitive.*

MyDMV Dashboard

The MyDMV Dashboard provides an overview of any action items and recent activity. It also allows you to request access, update account information, update your password, update your security questions, print receipts, and perform other account functions.

Action Items
An action item is a task that you must complete in order to finalize an account update or pending request (e.g., a rejected application, business license renewal, etc.).

Recent Activities (applies to business license accounts only)
The Recent Activities section will show business license submittals and their expiration date. This section cannot currently reflect record sales activity.

MyDMV Profile

From the Dashboard, you can click on "**My Profile**" to see a quick view of your profile information, including your username, email, and user permissions.

Through **My Profile**, you also have the ability to request additional user access, update your account information, update your password, or update your security questions. Just click on the menu icon (sometimes referred to as a "hamburger").
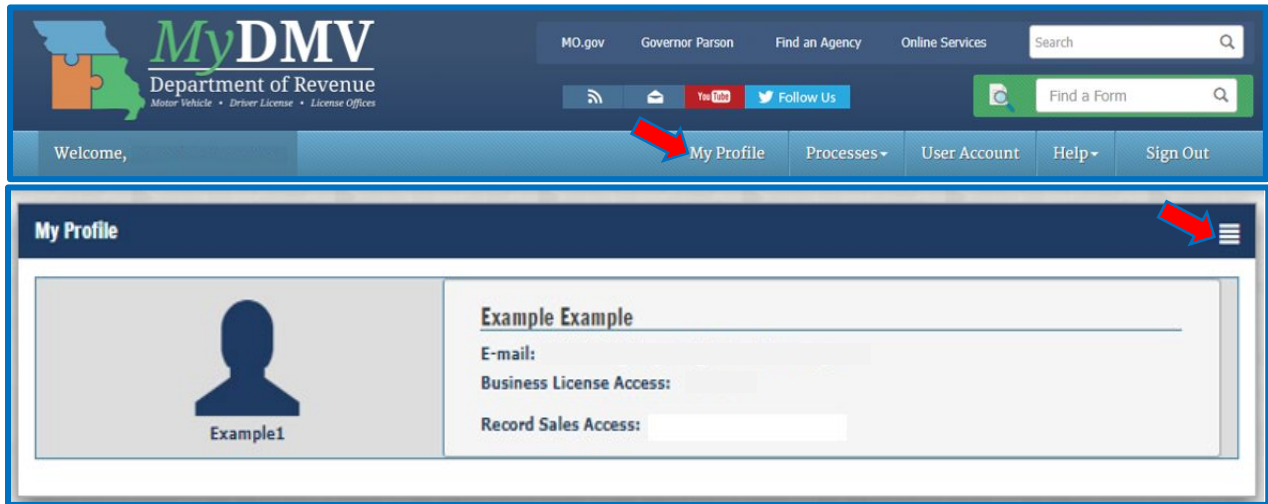
Request Additional Access

From your **My Profile** screen, you can request additional account access (**Business Licensing**, **Online Record Request**, or both). Click on the menu icon, select "**Request Additional Access**" then select the desired option from the drop-down list.
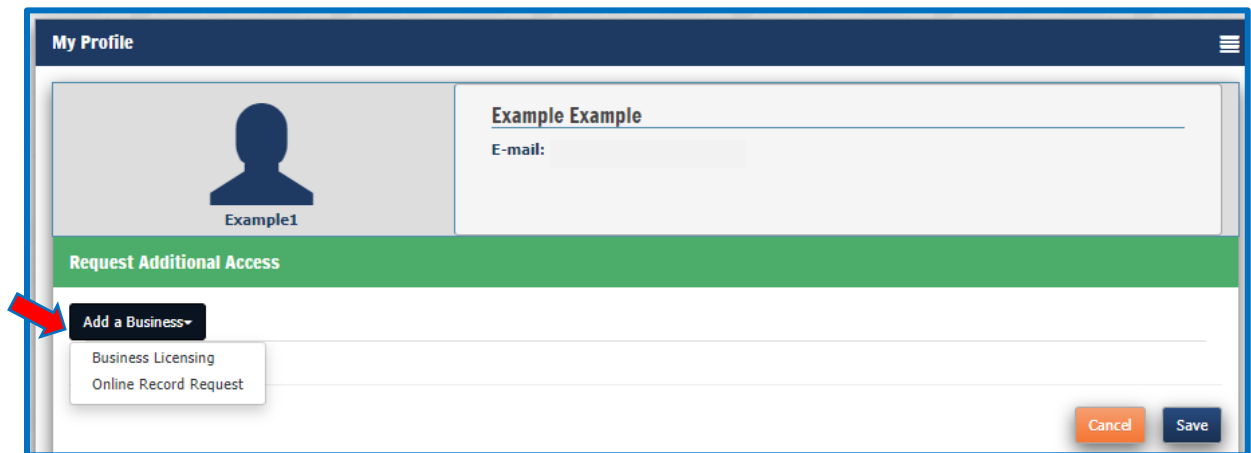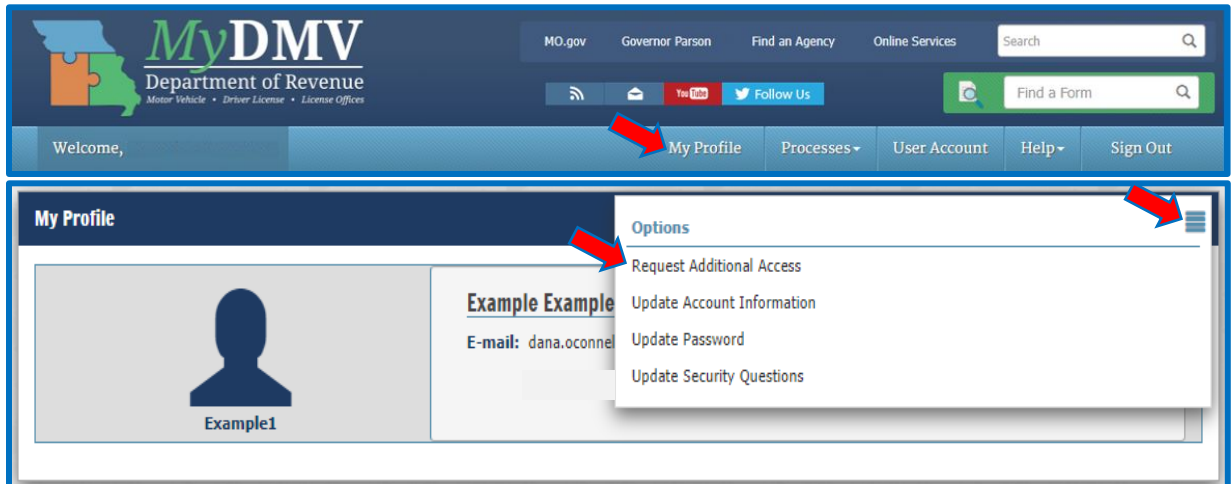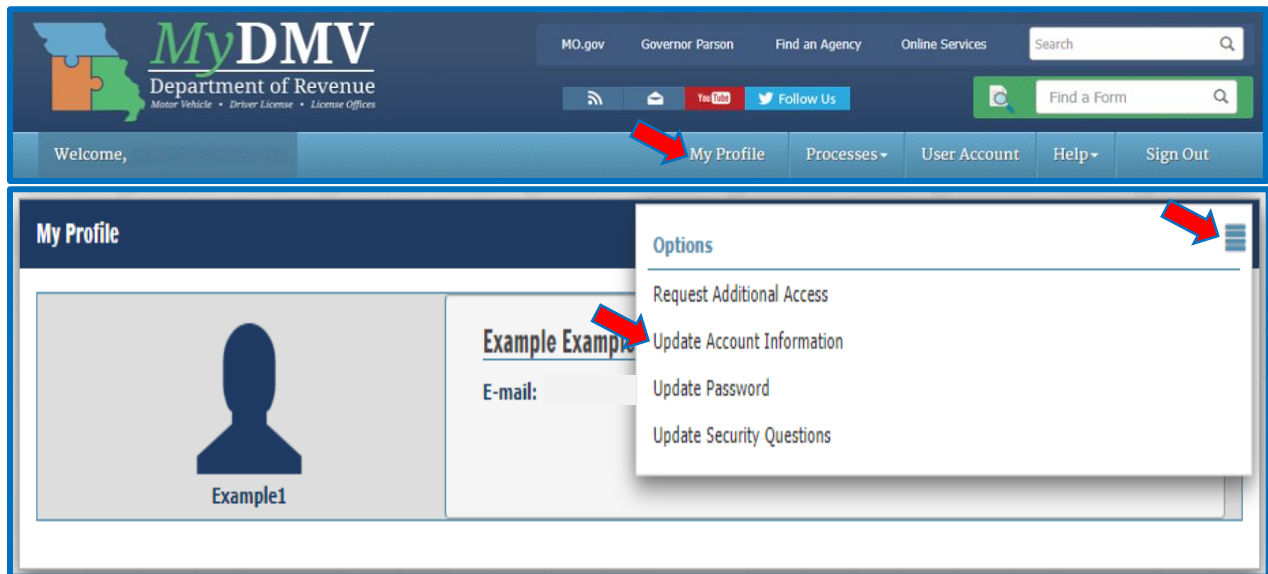

Once your request for access is approved or denied, the Department will send a confirmation email (sample below).
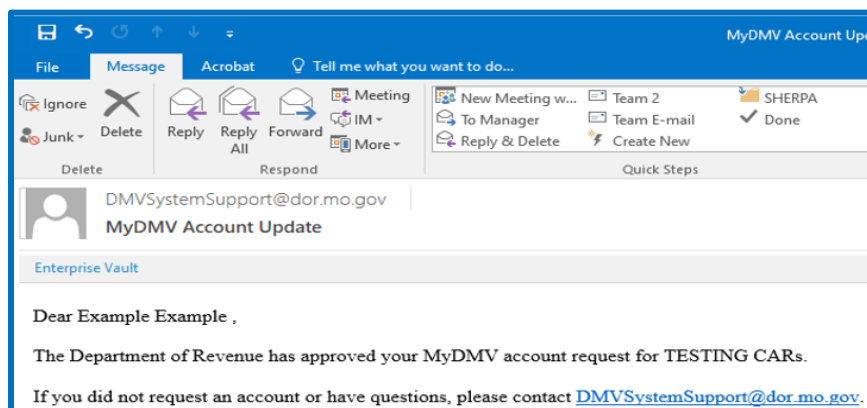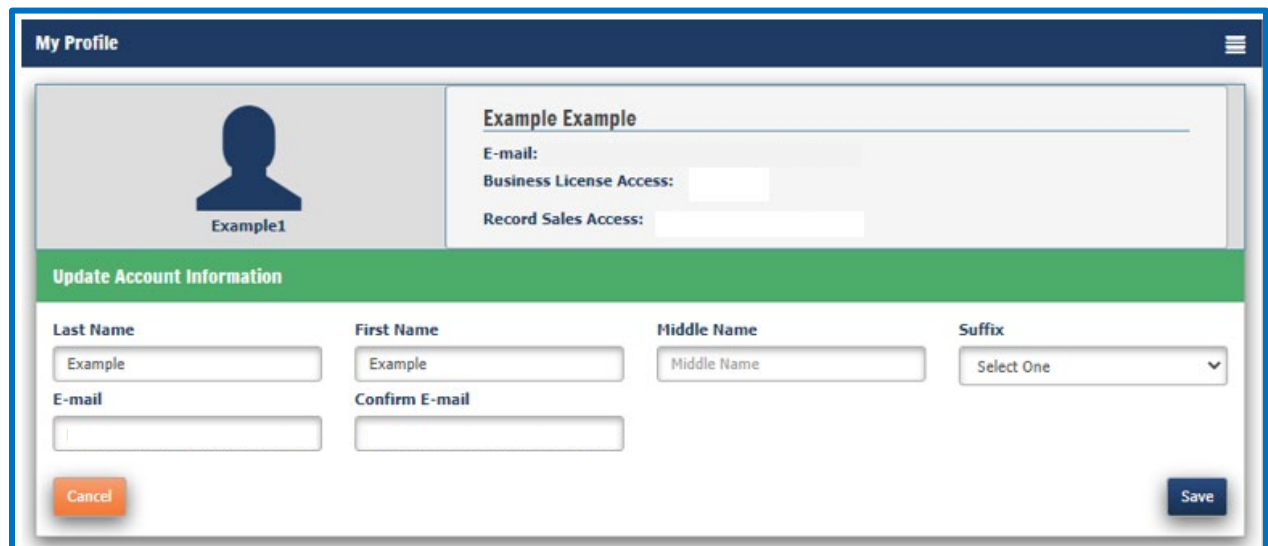
Update Account Information

From your **My Profile** screen, you can update your account information. Click on the menu icon and select "**Update Account Information**" from the drop-down list.
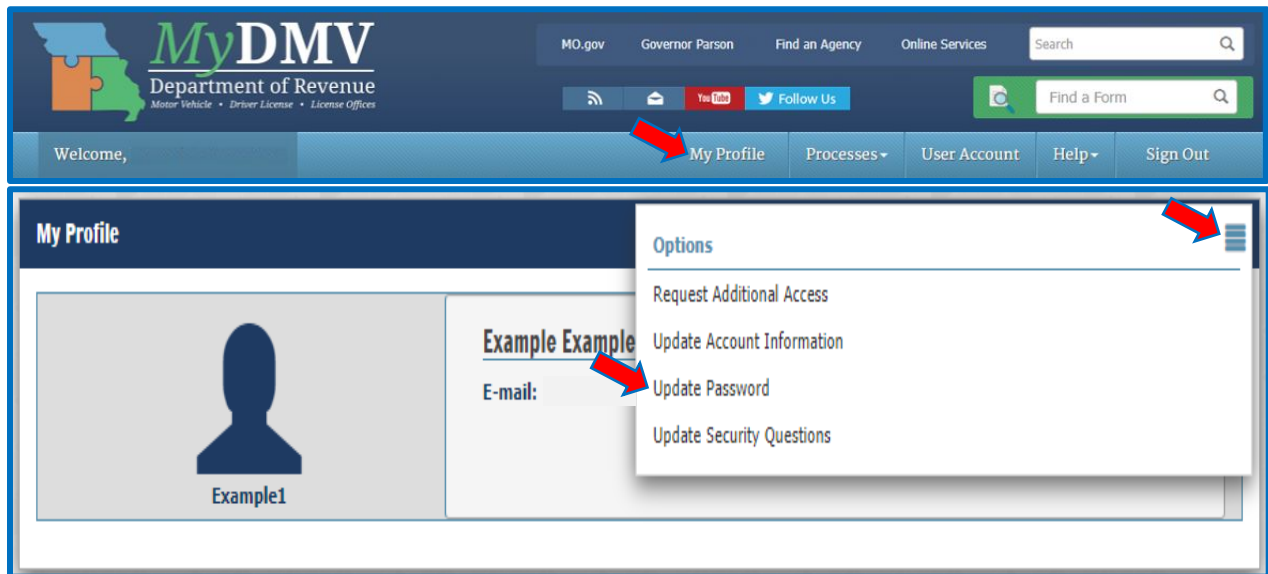

From the **Update Account Information** section, you can modify your account information. Select "**Save**" to continue or "**Cancel**" to cancel any modifications you made.

Update Password

From your **My Profile** screen, you may update your password. Click on the menu icon, select "**Update Password**".


You can then modify your password much like other online applications (key your current password then key your new password twice). If you click "**Save**", your changes will be saved and you will be taken back to your MyDMV dashboard. If you click "**Cancel**", your changes will be discarded.

Update Security Questions

From your **My Profile** screen, you may update your security questions. Click on the menu icon, select "**Update Security Questions**".
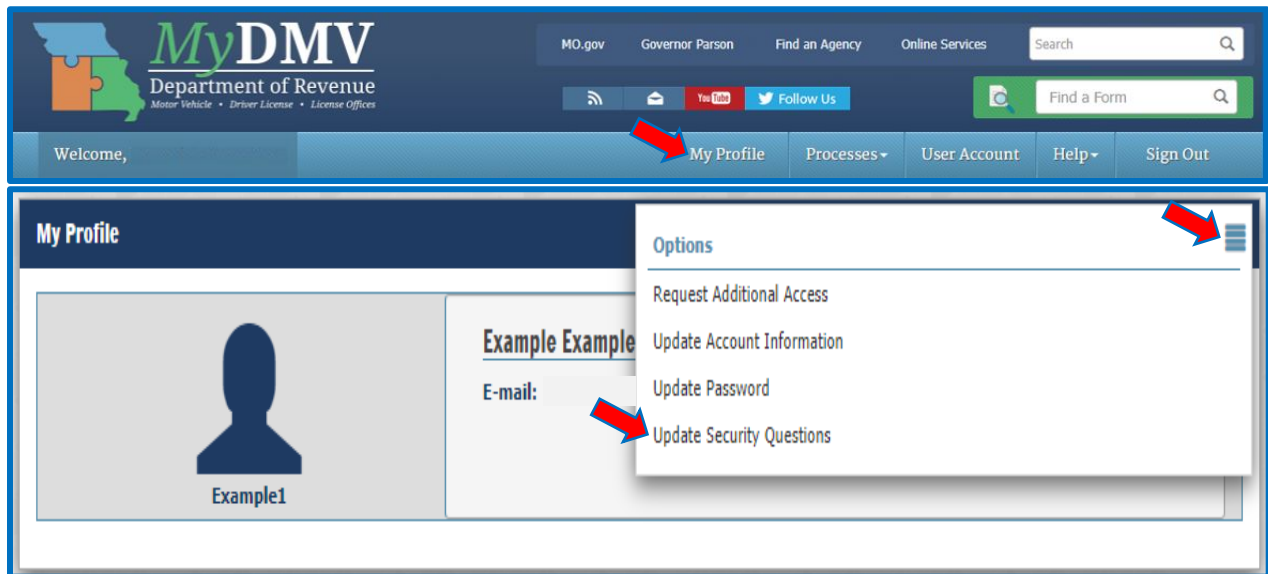

You may update one or more of your security questions by clicking the edit icon next to the question you want to change. If you click "**Save**", your changes will be saved and you will be taken back to your MyDMV dashboard. If you click "**Cancel**", your changes will be discarded.

Processes

From the Dashboard, you can click on "**Processes**" to see a quick view of your current business and record sales accounts and you can select a specific account to view. If you select the "**Apply for a New Business License**" option from the drop-down list, you will be redirected to the main MyDMV website.
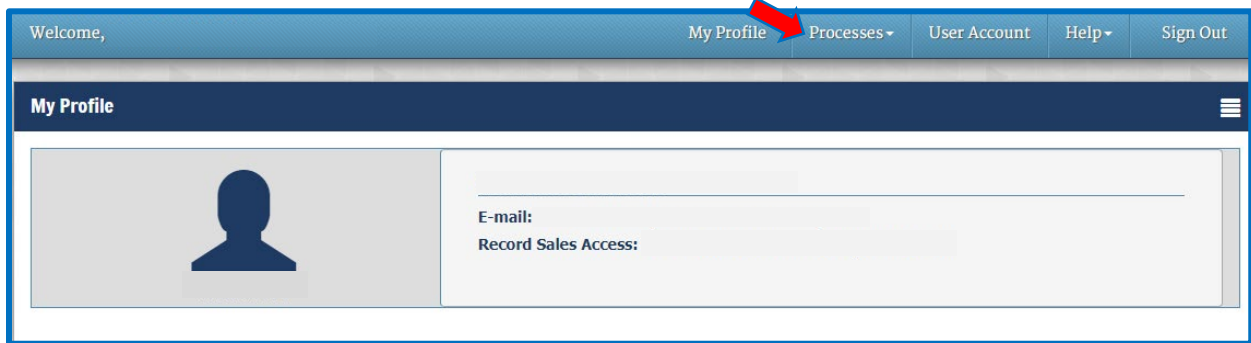
Submitting an Online Record Request
(Sample Screens)

Record Request

The Department will send requested record(s) to the primary email address provided on your most recent Request for Security Access Code, Form 4678. To have your driver record request certified, please submit the proper form to DL_Records@dor.mo.gov. If you are a government agency, submit Form 4170, Certified Driver Record Request for Government Agencies. If you are a business, submit Form 1745, Request for Information. If you are an individual requesting your own record, submit Form 4681, Request from Driver License Record Holder.

Record Requests for Jamie's Avacado Farm

Last Name	Date of Birth	Driver License Number	Social Security Number	
jones	01/01/2021	a999999999		✕
smith	01/01/2021		999-99-9999	✕

Subject Information

Last Name	Date of Birth mm/dd/yyyy	Identification Type Driver License Number	Driver License Number

No spaces or dashes

Verify   Clear

Review

Requestor Information

Jamie's Avacado Farm

Subject Information

Subject 1 smith

Date of Birth:	01/01/2021		Social Security Number	999-99-9999

Subject 2 jones

| Date of Birth:	01/01/2021		Driver License Number	a999999999

Finalize Your Record Request

☑ REQUESTER CERTIFIES UNDER PENALTY OF MAKING A FALSE DECLARATION THAT: 1) ALL INFORMATION ON THIS APPLICATION HAS BEEN READ AND UNDERSTOOD; 2) ALL INFORMATION COMPLETED ON THIS APPLICATION IS TRUE AND CORRECT; AND 3) UNAUTHORIZED DISCLOSURE OF INFORMATION OBTAINED FROM ANY DEPARTMENT RECORD MAY RESULT IN CIVIL AND CRIMINAL LIABILITY UNDER TITLE 18 U.S.C. SECTIONS 2723, 2724, AND APPLICABLE MISSOURI LAW. REQUESTER UNDERSTANDS THAT SECTION 302.170.7, RSMO, PROHIBITS THE SALE OF DATA DERIVED FROM A PERSON'S DRIVER LICENSE APPLICATION FOR COMMERCIAL PURPOSES, WHICH INCLUDES PURPOSES MOTIVATED PRIMARILY BY FINANCIAL GAIN SUCH AS, BUT NOT LIMITED TO, SURVEYS, MARKETING OR SOLICITATIONS, WITHOUT THE EXPRESS CONSENT OF THE PERSON TO WHOM SUCH INFORMATION PERTAINS. REQUESTER SHALL NOT SELL PERSONAL INFORMATION FOR COMMERCIAL PURPOSES WITHOUT SUCH CONSENT.

Fees	
Public Portal DL Record Center (Quantity of 2 at $2.82 each)	$5.64
Amount Due	$5.64

✓ I'm not a robot   reCAPTCHA
Privacy · Terms

Back   Submit

User Account

From the Dashboard, your account administrator can click on "**User Account**" and then "**Manage Users**" to view and modify permissions, including your account's approved user information.
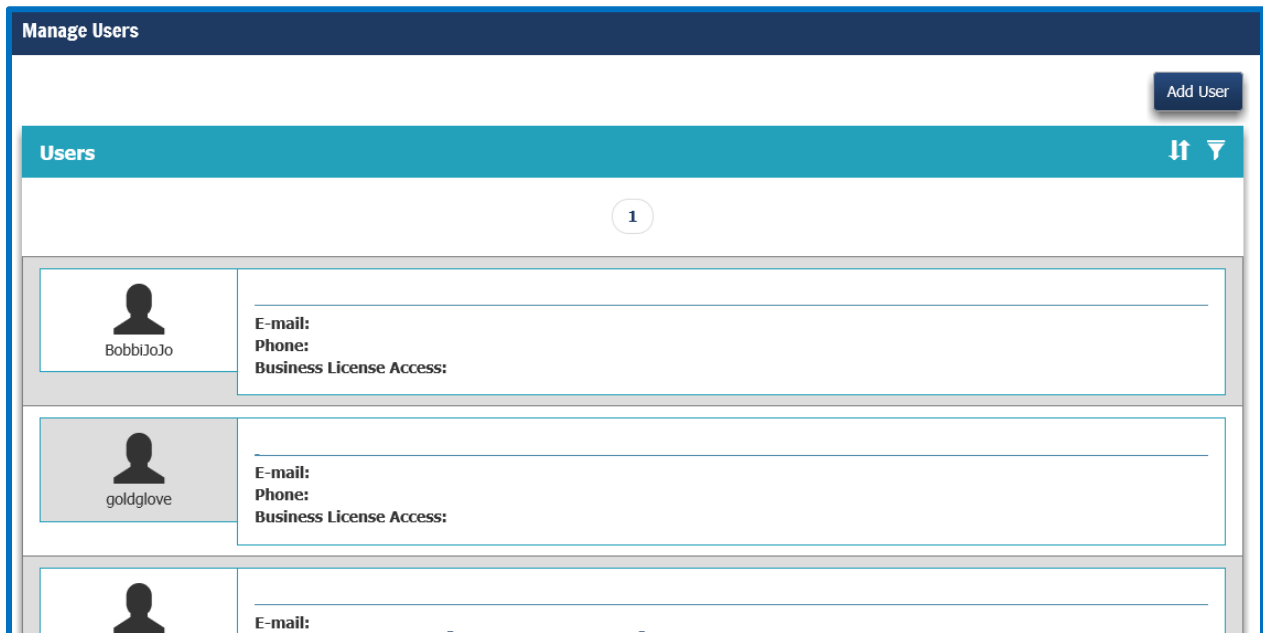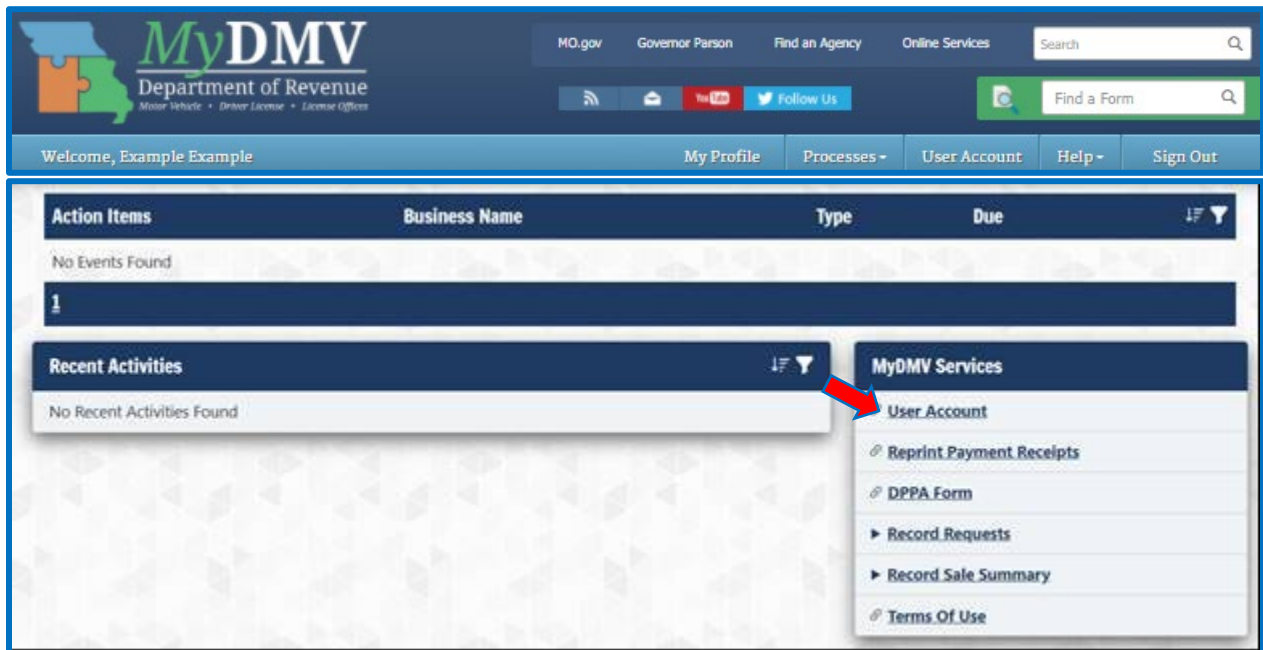
After selecting the user from the *Manage Users* screen, the account administrator may modify that user's access by selecting the "**Business Permission**" drop-down for that user and then modifying the access. A user's access level can be updated, added, or removed:

- Designating an individual as an ***administrator*** allows that user to modify account permissions and request records under the associated DPPA number.
- Designating an individual as a ***user*** on the account only allows them to request records under the associated DPPA number.

If you click "**Save**", your changes will be saved and you will be taken back to your MyDMV dashboard. If you click "**Cancel**", your changes will be discarded.

Adding a New User

To add a new user, click the "**Add User**" button (in the **Manage Users** section), key their Username, and click the search icon to find the user.
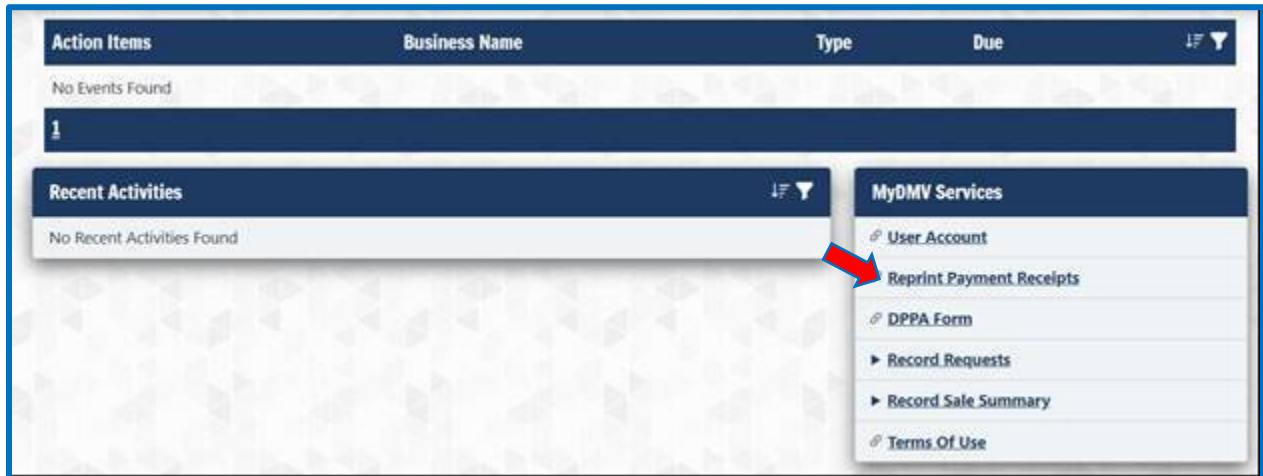
NOTE: If the user has not yet established a MyDMV account, they must do so before they can be added as a user or administrator.

When you find the user, select the appropriate permission level ("**User**" or "**Admin**"). If you click "**Save**", your changes will be saved and you will be taken back to your MyDMV dashboard. If you click "**Back**", your changes will be discarded.

Reprinting a Payment Receipt

From the Dashboard, you can click on "**Reprint Payment Receipts**" to view and reprint a payment receipt.

MyDMV Terms of Use

From the Dashboard, you can click on "**Terms of Use**" to view information regarding confidentiality, liability, external links, third party payment services, and more.
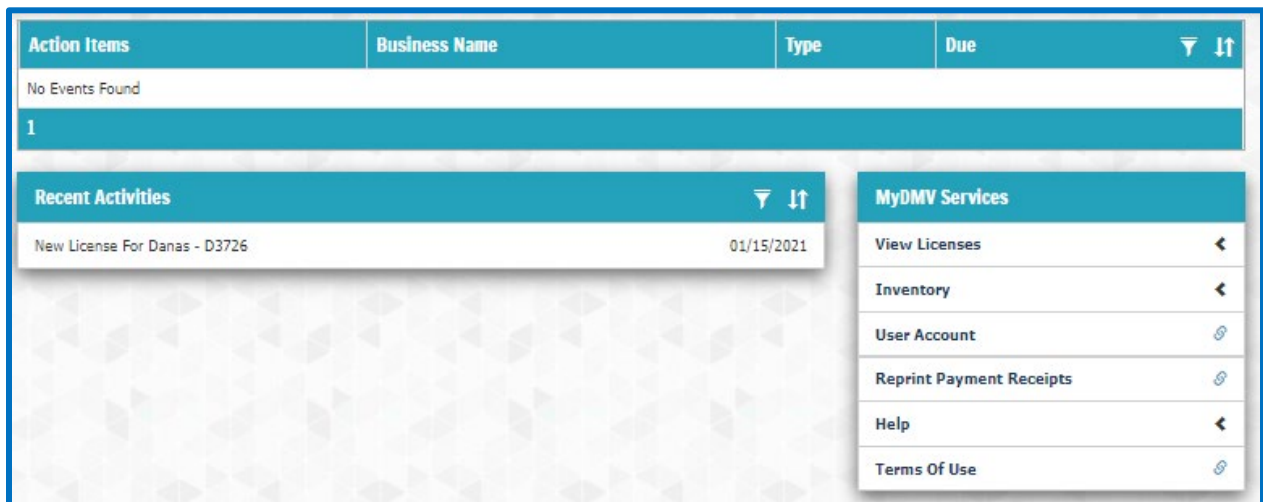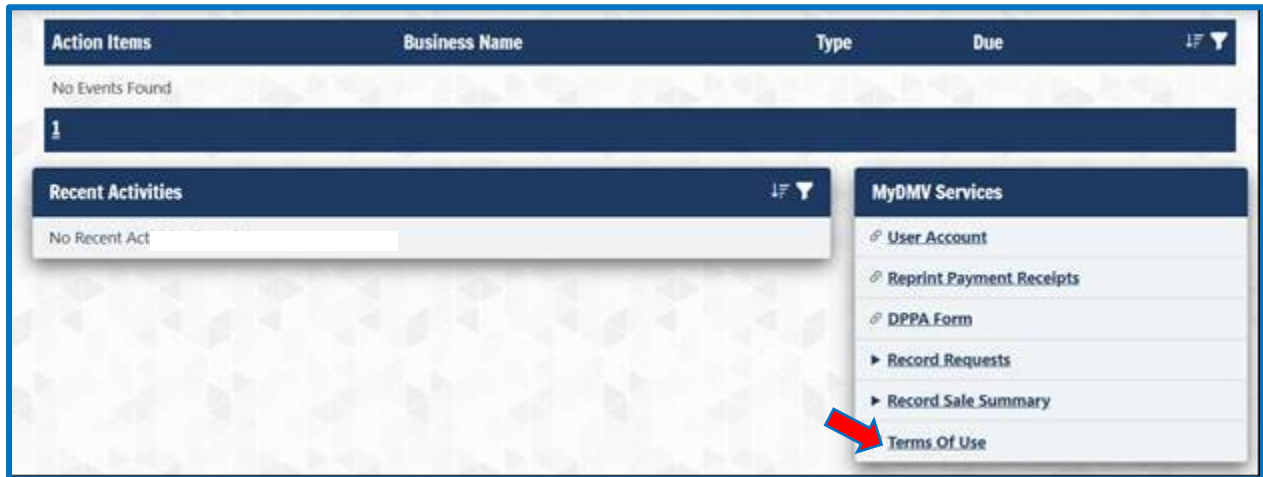
Terms Of Use

Welcome to the Missouri Department of Revenue's (Revenue) DMV Connect system. Your privacy is important. Please carefully review the Terms of Use (TOU) before using DMV Connect. These TOU establish a binding agreement that governs your use of this service and together with the **Privacy Policy** and **Data Policy** (together, "Terms"), govern your use of this service. By using this service, you agree to be bound by these Terms. If you do not agree to these Terms, you may not use this service. The following policies apply only to the use of DMV Connect.

Confidentiality

Accessing confidential information made available through DMV Connect subjects the user to all the conditions of Sections 32.057, 32.090, 32.091, and 432.200 to 432.295, RSMo. Violation of Section 32.057, RSMo, may result in criminal prosecution.

Disclaimer of Liability

Neither Revenue nor any of its employees or agents will be liable for any improper or incorrect use of the information described or contained herein. Revenue employees and agents assume no responsibility for anyone's use of the information. In no event will Revenue, or any of their employees or agents be liable for any direct, indirect, incidental, special, exemplary, or consequential damages (including, but not limited to, procurement or substitute goods or services; loss of use, data, or profits; or business interruption) however caused and on any theory of liability, whether in contract, strict liability, or tort (including negligence or otherwise) arising in any way out of the use of this system, even if advised of the possibility of such damage. This disclaimer of liability applies to any damages or injury, including but not limited to those caused by any failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communication line failure, theft or destruction or unauthorized access to, alteration of, or use of record, whether for breach of contract, tortious behavior, negligence, or under any other cause of action.

Disclaimer for External Links

As you navigate DMV Connect, you will see links that, when clicked, will take you to other websites external to Missouri state government. The other websites have individual privacy policies tailored to the interactions available through each site. Revenue is not responsible for the contents of any off-site pages referenced. The user specifically acknowledges that Revenue is not liable for the defamatory, offensive, or illegal conduct of any off-site pages and that the risk of injury from the foregoing rests entirely with the user. Links from DMV Connect to other websites do not constitute an endorsement. These links are provided for informational purposes only. It is the responsibility of the system user to evaluate the content and Revenue isn't responsible for the availability of these outside resources or their contents. You should direct any concerns regarding any external link to its site administrator or webmaster.

Third Party Payment Services

While using this service, the convenience fees included in any transaction for the handling of the payment are being paid to a third party vendor, not Revenue. This includes the third party's right to electronically debit a service charge, if applicable, for processing of insufficient funds or closed account transactions from the designated bank account in addition to any charges a bank may assess.

Information Sent Via This Service

We are not responsible for:
- the accuracy, veracity and completeness of material transmitted to us;
- errors in the manner of the input of material transmitted to us; or
- any information you may lose as a result of equipment or power failures or our servers terminating your session due to prolonged periods of inactivity.

Signing Out

When you have finished using the MyDMV application (or you are leaving your work area), you must click on "**Sign Out**" to exit the system and ensure your account information is protected.