



# Minnesota Department of Public Safety Driver and Vehicle Services

## Frequently Asked Questions (FAQs)

### Accessing Driver and Vehicle Services Data and Records

Updated: October 1, 2023

**Q 1. What should I do if I need to look up myself, a family member, or an individual in my household?**

[DVS Policy 125-1000 "Security and Confidentiality of Data and Records"](#) prohibits you from viewing records or processing transactions for yourself, family members, or individuals in your same household. Instead, you should:

- Ask your supervisor to handle the record view or the transaction.
- Follow the business process that your department or business has established designating another individual within your organization who will handle any transactions and data accesses related to this circumstance.

**Q 2. What if I'm the only person in my office or business? How do I handle in person transactions for myself or family members?**

Only those offices or businesses that have a single authorized user with access to the Department of Public Safety's Driver and Vehicle Services (DVS) information system may submit for approval the [Petition for Variance to DVS Policy on Security and Confidentiality of Data and Records for One-Person Office form](#). In those rare instances for qualifying offices or businesses, prior written approval via this form is required and all the instructions on the form must be followed. Failure to do so may result in a determination that misuse of the DVS information system occurred.

**Q 3. Why can't I look at my own driver's license or vehicle records? I'm not violating anyone's privacy.**

Records in the DVS information system are the property of the State. Access to the records is authorized only for the purposes of carrying out assigned job duties during work hours. Looking at your DVS records to satisfy your curiosity or any other personal use is strictly prohibited. You cannot use your specially authorized access to the DVS information system to look at information in a way that other Minnesotans cannot.

However, just like any Minnesotan, you can visit the DVS website [drive.mn.gov](http://drive.mn.gov) to:

- Check the status of your driver's license or driver's license application. Select "More Driver Services" from the driver services panel.
- Search for registration tax paid or check the status of your title application or plate/sticker order. Select "More Vehicle Services" from the vehicle services panel.
- Request a copy of your [driver's license record](#) or your [motor vehicle record](#).

**Q 4. What if I'd like to look at my own driver's license or vehicle record to use it as a reference to compare it to a customer's record because it will help me answer the customer's question?**

This is not an appropriate use of the DVS information system. You should ask your supervisor, a coworker, or DVS if you have questions or concerns about a customer's record, instead of using your own record as a reference source.

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**Q 5. I just started working with the DVS information system and I would like to practice navigating the system. Can I view my own record, strictly for training purposes?**

No, because you're not allowed to look at your own record, even in training. Your supervisor should help you with your training in a way that doesn't include accessing your own record.

**Q 6. My coworker asked for my help with a complex transaction, but then stepped away from the computer to help a customer at the front desk. Can I complete the pending transaction while signed into the DVS information system as my coworker?**

No, sharing logins is not allowed. Your coworker should log out to keep the DVS information system secure.

**Q 7. I read a news story about a bunch of collector cars with cool personalized plate names. Can I search the DVS information system to view records of other interesting, personalized plates?**

No, because accessing the DVS information system that way is not for an authorized business purpose.

**Q 8. Why am I being audited for looking at a specific record multiple times?**

DVS is looking at whether multiple views are supported by a business reason and if additional training on the DVS information system is needed. DVS also audits when multiple people in one office are looking at the same record to see if those views were for a business purpose. If you find yourself viewing a specific record many times, you may want to add notes explaining the business reason why you need to do so.

You can check the online [DVS Dashboard](#) to see how quickly transactions are being processed.

If you're a vehicle dealership, then you can also contact the DVS Dealer's Unit at [dvs.dealerquestion@state.mn.us](mailto:dvs.dealerquestion@state.mn.us) or (651) 201-7800 with questions.

**Q 9. A coworker asked me to look up their driver's license number so they could fill out some paperwork at a bank. Can I view this coworker's record to help them out?**

No, because this look-up would not be for an authorized business purpose. Your coworker should look at their driver's license card for this information.

**Q 10. If the Commissioner imposes disciplinary action as a result of my misuse, can I appeal the disciplinary action within the Department of Public Safety?**

Yes, Minnesota Statutes, section 171.12, subdivision 1a(c) allows for appeals within the Department. The appeal instructions are listed in your disciplinary action letter and available on the [DVS website](#).

**Q 11. If I have questions about my particular situation, who can I ask?**

You can contact [dvs.datapracticesauditors.dps@state.mn.us](mailto:dvs.datapracticesauditors.dps@state.mn.us) anytime you have questions.