



Maryland Information Division
A member of the NIC family of companies

Interactive Driver and Vehicle Records (IDVR) Web Access User Guide

Version 1.7

NIC Maryland
in partnership with
the MDOT Maryland Motor Vehicle Administration

200 Westgate Circle, Suite 402

Annapolis, MD 21401

P: (410) 990-1090

F: (800) 861-0218

mdhelp@egov.com

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What's Changed?

1. Updates to Vehicle Record – See Page 23-24: How to Interpret a Vehicle Record

Introduction

In May 2012, the Maryland Department of Transportation Maryland Motor Vehicle Administration (MDOT MVA) partnered with NIC Maryland through a Master Contact with the Department of Information Technology to provide the Interactive Access to Vehicle and Driver (IDVR) records. In order to utilize the service, the customer must be authorized within the scope of the Driver Privacy Protection Act (DPPA) and have a subscription to the IDVR service to access MDOT MVA records. This document provides an overview on using this service.

Overview

The Interactive Driver and Vehicle Record Access service is a web-based application which allows authorized customers to access driver and vehicle records in real time. The service location is located at the following URL:

<https://egov.maryland.gov/mva/idvr/>

Maintenance Windows

This service is unavailable to process requests during server downtimes. Current NIC Maryland scheduled downtimes are:

- Nightly: 12:00AM – 12:30 AM EST
- Sunday: 6:00AM – 11:00 AM EST
- The second Saturday of every month from 11:00PM until 5:00 AM EST
- Tuesday and Thursday 5:00 PM EST

Setting up Your User Account

Primary Account Holders

The primary account holder will receive login credentials in an email from noreply@egov.com. After receiving the username, click on the link in the email to create a password. After the account has been successfully setup, the primary account holder can begin record retrieval.

Registered Account Users

The primary account holder for each entity will register additional user. Once completed, registered account holders will receive an invitation email from noreply@egov.com to setup a user ID corresponding to the associated email address. Each registered account user will need to click on the link in the email to create a user ID and password. After the account has been successfully setup, the registered user can begin record retrieval.

Password Requirements:

Passwords must be a minimum length of 8 characters to follow industry standards for security. Password may not contain any part of your username and/or last name and must contain 3 of the following:

- Uppercase
- Lowercase
- Number
- Special Character

Record Fees

Records are priced at \$12.00 per non-certified driver or vehicle record and a \$15.00 per record fee for certified driver records, regardless of the number of pages contained in each record. **Government agencies are not charged.** Like most states, Maryland charges a record fee for "NO DRIVER RECORDS FOUND" and "NO VEHICLE RECORDS FOUND". The MDOT MVA recognizes a requester might possibly enter a typo to cause a "no record found", however, in most cases, the requester requires confirmation of the fact that there is no record for an individual.

Invoices are mailed to customer at the beginning of each month for the previous month's transactions. Payment is due upon receipt of the monthly invoice. Interruption to service occurs if payment is not received by NIC Maryland within 20 days of the date of the invoice. If payment is received following a termination, NIC Maryland determines eligibility for reinstatement.

Using the Interactive Driver and Vehicle Records Access Application

Log in and Search Options

MVA Home Page MVA Online Service

DEPARTMENT OF TRANSPORTATION
Maryland MOTOR VEHICLE ADMINISTRATION

Interactive Driver and Vehicle Record Access

Home Register Support

Log In

LOG IN TO SEARCH

This Maryland Motor Vehicle Administration interactive service allows businesses and other entities that have a legitimate business need to access a driver's license history or motor vehicle information record. Services can only be accessed by subscribers that meet federal [Driver Privacy Protection Act \(DPPA\)](#) permissible use. Please visit the [registration page](#) to sign up.

Your NICUSA account will be billed at the beginning of each month for records accessed in the previous month.

The record search fee is \$12.00 or at no charge for approved government users. Certified Records are also available for \$15.00 or at no charge for approved government users. Certified Records can be verified online by visiting: <https://egov.maryland.gov/mva/idvr/home/verifycertifiedrecord>.

Please log in to your account to begin searching.

Username:

1

Password:

2

A password is required.

Log In

[Reset Your Password](#)

Image 1: Login Screen

	Field Name	Description	Example
(1)	Username	Username associated with the user account	jdoe3456
(2)	Password	Password associated with the user account	Pa55word!

Table 1: Log In fields

Transaction Selection Main Menu

After successful login, options to access Maryland Driver and Vehicle records will display.

MAIN MENU

1 Driver Record Search	2 Vehicle Record Search	3 Support
Driver License Number	Search by VIN	User Guide
Name and Date of Birth	Title Number	Email Support
	Search by Tag	
	Driver License Number	

Image 2: Main Menu

The user has options to perform:

- (1) **Driver Record Search:**
 - a. Search by **Driver License Number**;
 - b. Search by **Name** and **Date of Birth**
- (2) **Vehicle Record Search:**
 - a. Search by **VIN**;
 - b. Search by **Title Number**;
 - c. Search by **Tag**;
 - d. Search by **Driver License Number**
- (3) Access **Customer Support** options:
 - a. Access **User Guide**;
 - b. Access Customer Support by **Email**

Driver Record Search

Driver's License Number Search

This option allows customers to search for and retrieve a Maryland Complete Driving Record or a 3-Year Driver Record using the Driver's License Number as the search criterion. Complete driving history records are available to authorized subscribers only. Please contact the NIC Maryland customer support team for more information.

DRIVER RECORD SEARCH BY DRIVER'S LICENSE NUMBER ⓘ

Enter the DLN Number - example: A123456789000 * indicates a required field.

* License Number:

1

Reference Code - displays on record and billing history. ⓘ

2

Permissible DPPA use:

3 (1) For use by any government agency in carrying out its functions.
 (9) For use by a CDL employer or its agent or insurer.

4 **Driving Record Type:**

- Complete Driving Record, Non-Certified: \$0.00 ⓘ
- Complete Driving Record, Non-Certified: \$0.00 ⓘ
- 3-Year Driving Record, Non-Certified: \$0.00 ⓘ
- Complete Driving Record, Certified: \$0.00 ⓘ
- Complete Driving Record, Certified: \$0.00 ⓘ
- 3-Year Driving Record, Certified: \$0.00 ⓘ

5 Include driver photo/signature, if available.
Citation: § 12-111(b)(6)

Certified Record Notes:

- Certified records are only available as a PDF file and contain the Maryland state seal, an authorized signature, date and certification number.
- Certified records can be verified by entering the number through the link printed on the record.
- A certified record is only available through the Driver License Number search and is delivered only if a valid driver record is found. Please note that you will still be charged for the search if no record is found.

Search You will be charged **\$0.00** for this search.

Image 3: Driver's License Number search screen

	Field Name	Description	Example	Length
(1)	License Number	(Required) The Driver License Number for the driver record to be retrieved. Must be a letter followed by 12 digits. No punctuation or spaces allowed.	A999999999999	13
(2)	Reference Code	(Optional) Control Identifier tying the transaction back to your business purpose for accessing the record. A string value up to 32 characters in length consisting of letters, numbers, spaces, or the following special characters: -. #@	N14-34543	32
(3)	Permissible DPPA Use	(Required) The DPPA Reason for this specific request.	N/A	N/A
(4)	Driving Record Type	(Required) Indicates what kind of driver record is to be accessed during the specific search.	N/A	N/A
(5)	Include Driver Photo/Signature	Selection will default based on eligibility. Selection should be made based on need for photo and signature.	N/A	N/A

Table 2: Driver search by driver's license number search fields

Name Search

DRIVER'S RECORD SEARCH BY NAME

Enter identifying information of a driver. Enter more information to narrow your search. * indicates a required field.

1 * First Name


2 Middle Initial

3 * Last Name

Suffix

4 Birth Date (mm/dd/yyyy) / /


5 Zip Code


6 Reference Code - displays on record and billing history. 


7 Permissible DPPA use:

8 (1) For use by any government agency in carrying out its functions.
 (9) For use by a CDL employer or its agent or insurer.

9 Driving Record Type:

Complete Driving Record, Non-Certified: \$0.00 

Complete Driving Record, Non-Certified: \$0.00 

3-Year Driving Record, Non-Certified: \$0.00 

10 Include driver photo/signature, if available.
Citation "§ 12-111(b)(6)"

You will be charged \$0.00 for this search.

Search for and retrieve a Maryland Complete Driving Record or a 3-Year Driver Record using the driver's Name. Please note that it is possible to receive a list of multiple drivers. When this occurs, you will be charged for the search. One detailed record is included in the price for this search. The list will include Name, Birth Date, Driver's License Number, City, Zip Code, Race and Gender fields.

Image 4: Search Driver's Record by Name

	Field Name	Description	Example	Length
(1)	First Name	(Required) The first name or first initial of the driver	John	
(2)	Middle Initial	(Optional) The middle initial of the driver	B	
(3)	Last Name	(Required) The last name of the driver	Doe	
(4)	Suffix	(Optional) Additional information about the driver, such as Jr., Sr., etc.	Jr	
(5)	Birth Date	(Optional) The birth date of the driver		
(6)	Zip Code	(Optional) The zip code associated with the driver's address	12345	5
(7)	Reference Code	(Optional) Control Identifier tying the transaction back to your business purpose for accessing the record. A string value up to 32 characters in length consisting of letters, numbers, spaces, or the following special characters: -.#@	N14-34543	32
(8)	Permissible DPPA Use	(Required) The DPPA Reason for this specific request.	N/A	N/A
(9)	Driving Record Type	(Required) Indicates what kind of driver record is to be accessed during the specific search.	N/A	N/A
(10)	Include Driver Photo/Signature	Selection will default based on eligibility. Selection should be made based on need for photo and signature.	N/A	N/A

Table 3: Driver's record search by name search fields


Multiple Results

A search by name may result in multiple driving records being found. In this instance, the user should select the correct driving record from the list provided to view the detailed driving record.

DRIVER'S RECORD SEARCH BY NAME ?						
Multiple drivers were found. Please select the driving record from the list below. The detailed record is already included in the price of this search.						
Name	Birth Date	Driver's License Number	City	Zip Code	Race	Gender
JANE DOE	010101	D000368005002	BRUNSWICK	21716	5	F
JANE DOE	010257	D000368005007	GLEN BURNIE	21062	2	F
JANE DOE	040466	D000368005265	DUNDALK	21222	2	F
JANE DOE	042460	D000368005316	BALTIMORE	21222	2	M
JANE DOE	042774	D000368005323	SILVER SPRING	20910	2	M
JANE DOE	050100	D000368005334	BALTIMORE	21227	2	F
JANE DOE	051260	D000368005361	ARNOLD	21012	1	F
JANE DOE	062179	D000368005475	RDQJEIKUGVSGSZN	12345	2	F
JANE DOE	062661	D000368005500	GLEN BURNIE	21227	2	F
JANE DOE	062984	D000368005507	CATONSVILLE	21228	2	F
JANE DOE	063060	D000368005517	MILLERS	21102	2	M
JANE DOE	081160	D000368005628	GLEN BURNIE	21062	1	F
JANE DOE	101070	D000368005780	BALTIMORE	21222	1	M
JANE DOE	110475	D000368005848	LAUREL	20715	2	F
JANE DOE	112289	D000368005894	BALTIMORE	26094	1	F
JANE DOE	112878	D000368005908	GLEN BURNIE	21062	2	F
JANE DOE	112884	D000368005909	GLEN BURNIE	21062	1	F
JANE DOE	121263	D000368005944	GLEN BURNIE	21060	2	F
JANE DOE	122655	D000368005983	WESTMINSTER	21157	2	F

Image 5: Multiple matches found

How to Interpret the Driving Record



MARYLAND DEPARTMENT OF TRANSPORTATION
MOTOR VEHICLE ADMINISTRATION

MARYLAND MOTOR VEHICLE ADMINISTRATION
Driving Record Information - Past 36 Months

Search Summary

1 Transaction Id: 0000000GBA
Report Time: 2/13/2020 2:22:13 PM EST
Control Id:
Selected License Number: D000368005007

Customer Information

2 Driver's License Number: D 000-368-005-007
Name: JANE DOE Privacy: YES
Address: 6601 RITCHIE HWY NE
GLEN BURNIE, AA, MD 21062
Height: 5-02 Weight: 110 Race: 2 Sex: F Date of Birth: 01-02-57
Driving Privilege Status: ELIGIBLE
Current CDL Status: DISQUALIFIED

Driver's License Information

3

License Class Code	Graduated Lic. Type	License Type	License Duplicate	Document
CLASS C		R		

Issue Date	Original Issue Date	Expiration Date	CDL Endorsement	Restrictions	Special Restrictions
09-26-12	10-13-72	01-02-20			

Driver's License History and Convictions

4

Violation Date	Conviction Date	Disposition	Description	Points
03-15-17	04-15-18	APR6 FCH	HOMICIDE BY MTR VEH/VESSEL WHILE UNDER INF OF ALCOHOL(MV)	12*
10-04-19			COMMERCIAL DRIVER LICENSE DISQUALIFICATION LETTER MAILED	
10-20-19		3 YEAR	DISQUALIFIED-1YR CAUSING A FATALITY WHILE OPERATING A CMV	

5 **Total Points: 00**

-- End of Record --

Image 6: Sample Driving Record

	Field Name	Description
(1)	Search Summary	Displays the customer's search parameters
	Transaction Id	The unique Transaction Identifier assigned to the search transaction. Recommended that this information be retained for future reference. If the search request fails validation prior to search processing, the Transaction Identifier will be null.
	Report Time	Date and time the search was processed
	Control Id	The value of the optional Control Identifier passed into the search request
	Search Criteria	Provides the specific search criteria as input by the customer
(2)	Customer Information	
	Driver's License Number	The individual's driver license number. A9999999999999999 format.
	Name	Name of individual
	Privacy	
	Address	Residence on record for the driver
	Height	Driver's Height (feet and inches)
	Weight	Driver's Weight (pounds)
	Race	Driver's Ethnicity 1 = Black; 2 = White Caucasian, Asiatic Indian; 3 = Mongoloid, Oriental Asiatic; 4 = Mongoloid, American Indian; 5 = Other
	Sex	M = Male F = Female X – Other or Unspecified
	Date of Birth	Month – Day – Year of Birth. MM-DD-YY format.
	Driving Privilege Status	
	Current CDL Status	If is the status is valid then the applicant is holding a valid (unexpired) license is his/her possession; If the status is eligible then the applicant's driving privilege is in good standing to apply for a license.
	Address Changes	
	Date	Date the address change was recorded
	Description	Notes on record for the address change
	Name Changes	
	Date	Date the name change was recorded
	Description	Notes on record for the address change
(3)	Driver's License Information	
	License Class Code	A - All vehicles except motorcycles and CDL B - Motor vehicles 26,001 or more pounds except Commercial Motor Vehicles, Motorcycles, and combination of Class F (tractor) and Class G (trailer) C - Motor vehicles under 26,001 pounds except Commercial Motor Vehicles and Motorcycles M – Motorcycles

Field Name	Description
	NO MD LIC - No Maryland issued driver license
Graduated License Type	See Table 5 below
License Type	See Table 6 below
License Duplicate	This is the second field that is concatenated with LICENSETYPE (length of 1) to get the complete license type. Valid values for both together are: C, CG, CR, DG, D1, D2, D3, D4, D5, D6, D7, D8, D9, D10, G, N, NC, ND, NG, N1, N2, N3, R, and RG
Document	P (or space) – All other records not listed above T – Temporary V – Valid without photo X – Provisional
Issue Date	Date license was issued. MM-DD-YY format.
Expiration Date	Date license expires. MM-DD-YY format.
CDL Endorsement	CDL Drivers ONLY H – Hazardous Materials N – Liquid Bulk/Cargo Tank (tanker) P – Passenger Transport (bus, 16 or more passengers, includes driver) S – School bus endorsement T – Double/Triple Trailer TPXS – All CDL endorsements X – N and H combined
Restrictions	
Special Restrictions	None or B (glasses/corrective lenses)
Restriction Details	
License Class	
Restriction Code	See Table 7 below
Description	See Table 7 below
Restriction Start Date	Effective start date for the restriction
Restriction End Date	Effective end date of the restriction
(4) Driver's License History and Convictions	
Violation Date	Date of violation or date of administrative action
Conviction Date	Conviction date
Disposition	Variable column where notations up to 15 characters may appear, which may include the district court code
Description	Written description of violation or administrative action
Points	Number of points assessed for traffic violation (points assessed to moving violations are deleted from a record two (2) years from the violation date)
(5) Total Points	Total Accumulated Active Points

Table 4: Driving record history field names and descriptions

Type	Description
GN	New provisional conversion
GNC	New provisional conversion correction
GND	New provisional conversion duplicate
LCG	Learner correction gratis
LDG	Learner duplicate gratis
LG	Learner gratis
LN	Learner new
PC	Provisional correction
PCG	Provisional correction gratis
PD	Provisional duplicate
PDG	Provisional duplicate gratis
PG	Provisional gratis
PN	Provisional new
PN1	Provisional former O/S
PN2	Provisional former O/S
PN3	Provisional former O/S
PR	Provisional renewal

Table 5: Graduated License (GLS) types

Type	Description
C	Correction
CG	Corrected gratis
CR	Corrected renewal
D	Duplicate
DG	Duplicate gratis
N	New
N (with an X)	New provisional
NC	New correction
ND	New duplicate
NG	New gratis
R	Renewal

Table 6: Driver's License types

Code	Restriction Meaning/Purpose
A	A person cannot use that product to purchase a firearm. Put in place effective January 1, 2014.
B	Corrective Lenses
C	Mechanical Aid
	Hand Controls
	Left Accelerator
	Pedal Extension
	Foot Controls
	Power Steering
	Power Brakes and Steering

Restriction Meaning/Purpose	
Code	
	Steering Knob
	Directional Signals
	Outside Mirror Each Side
	Bioptic Telescopic Lenses
D	Prosthetic Aid
E	Automatic Transmission
F	Outside Mirror (obsolete)
G	Limited to Daylight Driving Only
H	Limited to Employment
	Employment Purposes Only
	Employer's Vehicle Employment Only
	Employment Purposes Only – CSE
	Employment and Educational Purposes
	Alcohol Prevention/Treatment Only
	Medical Purposes Only
I	Limited to Testing
	Class A Restricted to Testing
	Class A & B Restricted to Testing
J	Other
	Educational Purposes
	Alcohol
	Ignition Interlock Device Required
	Interlock or Employer's Vehicle
	Alcohol – MAB
	Employment & Educational – MAB
	Interlock Device MAB
	Three-Wheeled Motorcycle
	Valid in Maryland Only
	Under 21 Alcohol Restricted
	Mandatory Restraints All Occupants
	Court Ordered Ignition Interlock
	CDL Interstate Waiver
	Must Clear Medical Advisory Board
	Must Clear MAB – Vision
	Must Be Accomp by Rehab/Driv Inst
	MAB Acc by Lic/Supervsing Drvr Only
	Non-Commercial Class A Authorized
	(Free form text maximum 35 characters)
K	CDL Intrastate Only
L	Vehicles without Air Brakes
M	Except Class A Buses
N	Except Class A & B Buses
O	Except Tractor Trailer
P	No passengers in CMV bus
R	Warning-ID Theft Victim-Verify ID

Restriction Meaning/Purpose	
Code	
T	Limited Term Temporary
U	Not Acceptable for Federal Purposes
V	Medical Variance
W	Military Veteran
X	No cargo in CMV tank vehicle

Table 7: Restriction Codes

Vehicle Registration Record Search

Vehicle Search by VIN

Search for and retrieve a Maryland vehicle record using the vehicle’s VIN as the search criterion.

VEHICLE RECORD SEARCH BY VIN ?

Enter a VIN. * indicates a required field.

*VIN Number:

1

Reference Code - displays on record and billing history. ?

2

Permissible DPPA use:

(2) For use in connection with matters of motor vehicle or driver safety and theft.

(3) For use in the normal course of business by a legitimate business.

Search

You will be charged **\$12.00** for this search.

Image 7: Search Vehicle Record by VIN Number

	Field Name	Description	Example	Length
(1)	VIN Number	(Required) The VIN Number for the vehicle record to be retrieved Must be between 1 and 19 characters in length and contain only numbers and letters. No punctuation or spaces allowed.	1M8GDM9AXKP042788	19
(2)	Reference Code	(Optional) Control Identifier tying the transaction back to your business purpose for accessing the record. A string value up to 32 characters in length consisting of letters, numbers, spaces, or the following special characters: -.#@	N14-34543	32
(3)	Permissible DPPA Use	(Required) The DPPA Reason for this specific request.	N/A	N/A

Table 8: Vehicle record search by VIN search fields

Vehicle Search by Title Number

Search for and retrieve a Maryland vehicle record using the vehicle's Title Number as the search criterion.

VEHICLE RECORD SEARCH BY TITLE ?

Enter a Title number. * indicates a required field.

* Title Number:

1

Reference Code - displays on record and billing history. ?

2

Permissible DPPA use:

3 (2) For use in connection with matters of motor vehicle or driver safety and theft.

(3) For use in the normal course of business by a legitimate business.

Search You will be charged **\$12.00** for this search.

Image 8: Search Vehicle Record by Title Number

	Field Name	Description	Example	Length
(1)	Title Number	(Required) The Title Number for the vehicle record to be retrieved. Must be 8 digits OR a letter followed by 7 digits. No punctuation or spaces allowed.	12345678	8
(2)	Reference Code	(Optional) Control Identifier tying the transaction back to your business purpose for accessing the record. A string value up to 32 characters in length consisting of letters, numbers, spaces, or the following special characters: -.#@	N14-34543	32
(3)	Permissible DPPA Use	(Required) The DPPA Reason for this specific request.	N/A	N/A

Table 9: Vehicle record title number search fields

Vehicle Search by Tag Number

Search for and retrieve a Maryland vehicle record using the vehicle's Tag Number as the search criteria.

VEHICLE RECORD SEARCH BY CLASS AND TAG NUMBER ?

Enter vehicle tag number and class. * indicates a required field.

* Tag Number:

1

Vehicle Class:

2

Reference Code - displays on record and billing history. ?

3

Permissible DPPA use:

4 (2) For use in connection with matters of motor vehicle or driver safety and theft.

(3) For use in the normal course of business by a legitimate business.

Search You will be charged **\$12.00** for this search.

Image 9: Search Vehicle Record by Tag Number

Field Name	Description	Example	Length
(1) Tag Number	(Required) The Tag Number for the vehicle to be retrieved. A string value up to 7 characters in length consisting only of letters and numbers. No punctuation or spaces allowed.	1ABC23 -or- 1AB2345	3
(2) Vehicle Class	(Optional) The Vehicle Tag Class for the vehicle to be retrieved. <i>NOTE: You must supply the correct class code to receive an accurate result. If you are unclear on which class code is appropriate, please contact the MVA for assistance at 410-787-7758.</i>	ABY	7
(3) Reference Code	(Optional) Control Identifier tying the transaction back to your business purpose for accessing the record. A string value up to 32 characters in length consisting of letters, numbers, spaces, or the following special characters: -.#@	N14-34543	32
(4) Permissible DPPA Use	(Required) The DPPA Reason for this specific request.	N/A	N/A

Table 10: Vehicle record tag number search fields

Vehicle Search by Driver License Number

Search for and retrieve Maryland vehicle record(s) using the owner's Driver License Number as the search criterion.

VEHICLE RECORD SEARCH BY OWNER'S DRIVER LICENSE NUMBER ?

Enter the DLN Number - example:A123456789000 * indicates a required field.

* License Number:

1

Reference Code - displays on record and billing history. ?

2

Permissible DPPA use:

3 (2) For use in connection with matters of motor vehicle or driver safety and theft.

(3) For use in the normal course of business by a legitimate business.

You will be charged **\$12.00** for this search.

Image 10: Search Vehicle Record by Owner's Driver's License Number

	Field Name	Description	Example	Length
(1)	License Number	(Required) The Driver License Number for the driver record to be retrieved. Must be a letter followed by 12 digits. No punctuation or spaces allowed.	A999999999999	13
(2)	Reference Code	(Optional) Control Identifier tying the transaction back to your business purpose for accessing the record. A string value up to 32 characters in length consisting of letters, numbers, spaces, or the following special characters: -.#@	N14-34543	32
(3)	Permissible DPPA Use	(Required) The DPPA Reason for this specific request.	N/A	N/A

Table 11: Vehicle record search by driver's license number search fields

Multiple Results

A search by driver's license number *may* result in more than one vehicle associated with the owner.

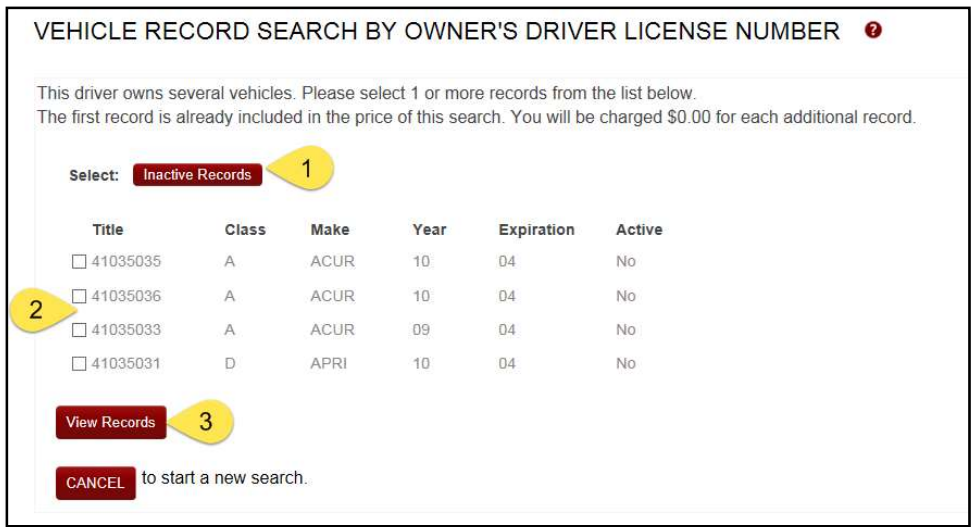



Image 11: Multiple Vehicle results

	Field Name	Description	Example	Length
(1)	Select Records	Buttons user can use to select all of a type (active, inactive or all) of vehicle record(s) to view the detailed vehicle record. NOTE: Users are charged for the search, but one detailed driving record may be viewed at no additional charge.		
(2)	Vehicle Records	For each matching record, the Title, Class, Make, Year, Expiration and Status of the vehicle is included	N14-34543	32
(3)	View Records or Cancel	After selecting one or more vehicles to view, the customer selects the View Records button. If the customer does not wish to view any detailed records, the customer selects the Cancel button.		

Table 12: Multiple matches selection options

How to Interpret the Driving Record



MARYLAND MOTOR VEHICLE ADMINISTRATION
Maryland Motor Vehicle Record Information

1 Search Summary

Transaction Id: 000000HAC
 Report Time: 3/5/2021 10:53:45 AM EST
 Control Id: 444444
 License Number:
 Selected VIN(s):

2 Vehicle Information

Tag Number:	Sticker Number:	Expiration:	03/02/23
Class: E - Class	Title Number:	VIN:	
Year: 2017	Make: Chevy	Body: Tr	
Fuel Type: G - Gasoline	Verification Code: W62335	Exceptions: N/A - N/A	
Gross Combined Weight:	Gross Vehicle Weight: 7000	MVA Use Only:	
Registration ID: 1367666	Inspection Date: 12/31		
Administrative Action:			

3 Title Information

Title Number: 48112245 Title Printed Date: 5/10/2017
 Previous Title Number: Previous Title State:

4 Previous Information

Prev Class: Prev Tag: Odometer: 35 Odometer Code: A

5 Emission Information

Inspection Status: N/A Inspection Date: 12/31
 Expiration Date: 4/21/2021

6 Insurance Information

Insurance Company: STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY Policy Number:
 Insurance Commence: 12/31/2020 Cancelled Date:
 Expiration Date:

7 Owner Information

License Number:
 Name:

8 Co-Owner Information

License Number:
 Name:

Address Information

Address:

9 Lienholder Information

Lienholder: Date: 4/11/2017
 Lienholder Address: GARLAND, CA 90247

Image 12: Sample Vehicle Record

Maryland MDOT MVA – Interactive Driver and Vehicle Web Access User Guide

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	Field Name	Description
(1)	Search Summary	Displays the customer's search parameters
	Transaction Id	Transaction Identifier generated by the application
	Report Time	Date and time the search was processed
	Control Id	The Control Identifier tying the transaction back to your business purpose for accessing the record
	Search Criteria	Provides the specific search criteria as input by the customer
(2)	Vehicle Information	
	Tag Number	The tag number associated with the vehicle
	Sticker Number	
	Expiration	The month and year for vehicle tag registration expiration
	Class	
	Title Number	
	VIN	The VIN number associated with the vehicle
	Year	The vehicle's manufacture year
	Make	The vehicle make
	Body	
	Vehicle Fuel Type	Vehicle Fuel Type
	Registration Verification Code	Registration Verification Code
	Gross Combined Weight	
	Gross Vehicle Weight	
	Exception	
	Inspection Date	
	MVA Use Only	
	Administrative Action	
	Sub Tags Issued	
(3)	Title Information	
	Title Number	
	Title Printed Date	
	Previous Title Number	
	Previous Title State	
(4)	Previous Information	
	Prev Class	
	Prev Tag	
	Odometer	
	Odometer Code	
(5)	Emissions Information	
	Inspection Status	
	Inspection Date	
	Expiration Date	
(6)	Insurance Information	
	Insurance Company	
	Policy Number	
	Insurance Start Date	
	Insurance Expiration	<NEW>
	Insurance Cancellation	<NEW>
(7)	Owner Information	

	Field Name	Description
	License Number	The owner's driver's license number
	Name	The owner's name
	Co-Owner Information	
	License Number	
	Name	
(8)	Address Information	
	Address Information	The owner's address
	Lienholder Information	
	Lienholder	
	Lienholder Address	
	Date	
	Administrative Action (History)	

Table 13: Vehicle Record field names and descriptions

Support

The following online support options are available via the Interactive Driver and Vehicle Record Access application.

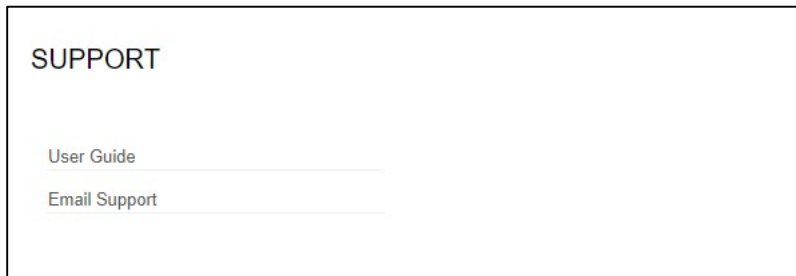
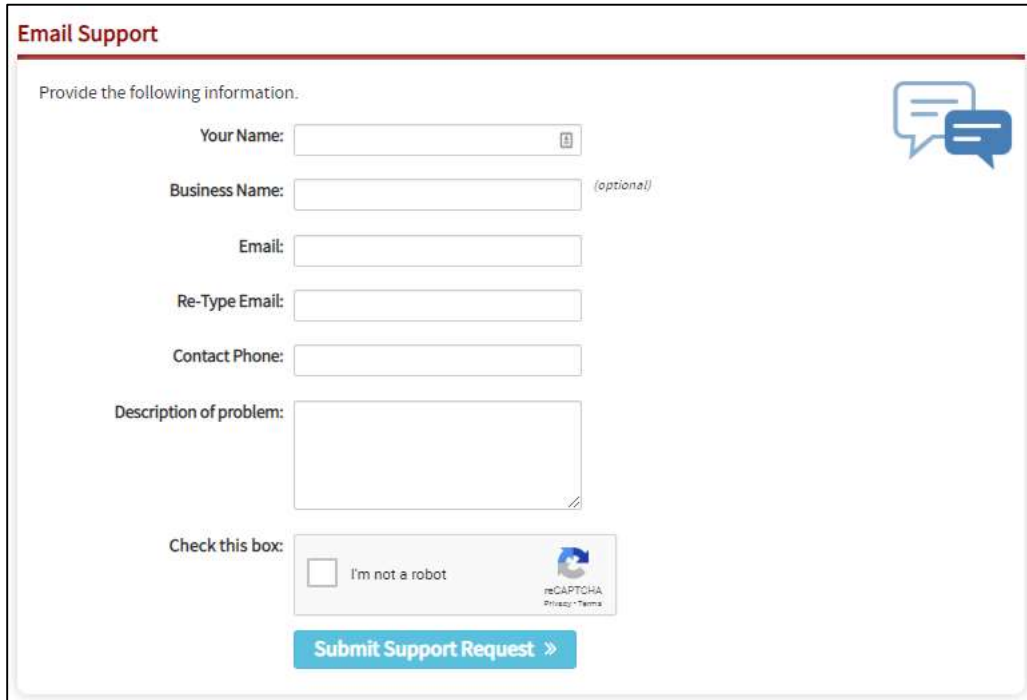


Image 13: Support main menu

User Guide - The abbreviated version of this user guide

Email Support – Online form to submit support inquiries



The image shows a web form titled "Email Support" with a red header bar. Below the title, it says "Provide the following information:". The form contains several input fields: "Your Name:" with a small icon to its right; "Business Name:" with "(optional)" to its right; "Email:"; "Re-Type Email:"; "Contact Phone:"; and "Description of problem:" which is a larger text area. At the bottom, there is a "Check this box:" section with an unchecked checkbox and the text "I'm not a robot", followed by a reCAPTCHA logo and "reCAPTCHA Privacy Terms". A blue button labeled "Submit Support Request »" is at the bottom right. A blue speech bubble icon is in the top right corner of the form area.

Image 14: Support Inquiry form

Refunds & Credits for Motor Vehicle Record Purchases

NIC periodically receives requests for credits/refunds from customers who have purchased electronic motor vehicle records. This document describes the criteria and guidelines NIC will follow for requesting credits/refunds from the Maryland Motor Vehicle Administration (MVA). NIC's policy will remain consistent with the MVA's mission to provide exemplary service by establishing specific criteria for issuing credits and/or refunds to customers who purchased motor vehicle records.

- A. Requests for credits/refunds must be submitted to NIC, in writing at mdhelp@egov.com, and must include the following documentation:
 - a. The transaction date
 - b. The customer's account number
 - c. Any identifying numbers (i.e., DLN, tag, title #)
 - d. The reason for the request
- B. NIC will consider refunds/credits for requests requested and issued within the preceding three (3) months only.
- C. NIC will submit requests for credits/refunds to the Maryland MVA. The MVA will determine eligibility for refunds based on their established criteria and guidelines, transaction activity, and data reports. Transactions that MAY be eligible for a refund/credit include, but are not limited to:
 - a. Any charge incurred by the customer as a result of an application error is refundable.
 - b. Duplicate record searches entered and retrieved within two (2) business days.
 - c. Duplicate records inadvertently ordered on the same date.
 - d. Failed or invalid entries.
 - e. New customer transaction errors (limited to five (5) record searches within the first sixty (60) days of active service.) This allows the client a period of time to become familiar with using the system, the user manual, etc. An example of an error may include entering the same tag number repeatedly with different vehicle class keys, in an attempt to determine the appropriate vehicle class key.
 - f. The second and any subsequent record fees incurred for cross-referenced records. For example, a client enters a license number for Jane Doe and is charged a record fee. The client receives a message indicating the former license number is cross referenced to a new one (i.e., marital name change), and the client then enters the new license number to obtain the current record and is charged a second time. Only the second record fee is eligible for a refund.
 - g. Records that have been requested, but not received.
- D. Transactions that are NOT eligible for a refund/credit include, but are not limited to:
 - a. Record searches that result in no record found.
 - b. Record searches for driver/vehicle activity.
 - c. Record purchased and issued more than three (3) months prior to receipt of the refund request.
 - d. Incorrect data entries that result in a record being provided.
- E. Any refund/credit requests not noted above will be reviewed on a case-by-case basis by the Maryland MVA.

Credits approved by the MVA will be applied by NIC to the customer's CDB account. Approved refund/credit requests from customers will be credited directly to the customer invoice for the following month. Excess credits will roll over to additional month(s) until all credits are exhausted.