



MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER AND VEHICLE SERVICES
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ESupport Application Instructions

For your organization to obtain access to the DVS ESupport records system, the following items must be submitted:

- Business Partner Records Access Agreement*
- An *Individual Agreement and Intended Use Statement* for each individual who has a job related need for online access
 - See Adding Users

Email the completed forms to DVS.DataServices@state.mn.us or **fax** to (651) 797-1205.

The username information is emailed to the designated contact person for the organization when the account is created. This may take up to two weeks.

Passwords *must be changed every 60 days to remain active. After 90 days of inactivity, the username will be disabled for security reasons. The individual will have to submit an updated application to reactivate the account.*

Training

All users of the DVS ESupport records system must attest that they have completed the DVS Data Privacy training and printed the certificate of completion. Retain this certificate for audit purposes.

Exhibit A contains statutory information regarding penalties for unlawful acts.

Intended Use Statement for the Organization

Exhibit B lists the uses allowed by 18 U.S.C. § 2721 for driver's license and motor vehicle data.

Be as thorough as possible in your statements as decisions to allow access and what type of access will be based on the information that you provide to DVS. Exhibits A and B are for your information. Please retain these in your office as reference materials.

Change of Data Use Representative (DUR) Designation

This form designates the DUR for your organization. The DUR is the only person who may add, delete or make a change to a user on the account. Please keep a copy of this form in your office as a reference.

ESupport – How to Add and Delete Users

The DUR is the only person who may add or delete a user on the account.

To change the DUR, Data Services needs an updated DUR designation form from the current DUR person or representative of the Business Partner.

Adding Users

To obtain a username for a new user:

- Complete the data privacy training
- Complete an Individual Agreement and Intended Use Statement.
 - This form educates DVS data users of appropriate system use
 - This form provides DVS Data Services with the information needed to approve the request
 - The uses allowed by 18 U.S.C. § 2721 are listed in Exhibit B
 - Explain how each type of data being requested will be used in the user's job duties
 - Be as thorough as possible in the statements as access decisions are based on the information provided about how DVS record data will be used
- The Intended Use Statement must be signed by both the user and the DUR.
- The contact person will receive an email when the account is created with the username and instructions.

Email the *Individual Web Agreement and Intended Use Statement* to DVS.DataServices@state.mn.us or fax to (651) 797-1205.

Deleting Users

Within three days of a staffing change, the DUR must send an e-mail to DVS.dataservices@state.mn.us so the access can be disabled. **The email should include the name of the individual and their username.**

Keep DVS Informed

It is important that DVS user information is current.

If the DUR has changed, please submit an updated DUR designation form **within three (3) days**.

Please notify DVS of staffing changes **within three (3) days** so access can be disabled.