Frequently Asked Questions (FAQs)
Accessing Driver and Vehicle Services Data and Records

Q 1. What should I do if a family member’s transaction comes to me at work?
Ask your supervisor to handle or follow the procedure that your department or business should have created for this situation. If you’re the supervisor, then make sure you have a business process in place designating another individual within your organization who will handle any transactions and data accesses related to your family members (or you).

Q 2. What if I’m the only person in my office or business? How do I handle 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 - Driver and Vehicle Services (DPS-DVS) information system may submit for approval the Petition for Variance to DPS-DVS Policy on Security and Confidentiality of Data and Records for One-Person Office form. In those rare instances for qualifying offices or business, 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 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 DPS-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 DPS-DVS records to satisfy your curiosity or any other personal use is strictly prohibited. You cannot use your specially authorized access to the DPS-DVS information system to look at information in a way that other Minnesotans cannot.

However, just like any Minnesotan, you can visit the DPS-DVS website 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 DVS records.
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 DPS-DVS information system. You should ask your supervisor, a coworker, or DPS-DVS if you have questions or concerns about a customer’s record, instead of using your own record as a reference source.

Q 5. I just started working with the DPS-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 MNDRIVE as my coworker?
No, sharing logins is not allowed. Your coworker should log out to keep the DPS-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 DPS-DVS information system to view records of other interesting personalized plates?
No, because accessing the DPS-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?
DPS-DVS is looking at whether multiple views are supported by a business reason and if additional training on the DPS-DVS system is needed. DPS-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 DPS-DVS Dealer’s Unit at 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 DVS revokes my access to the DVS information system, can I appeal the revocation within the Department of Public Safety?
No, Minnesota law requires permanent revocation and does not permit appeals within the Department. Once access is revoked, that user cannot regain access through a new job at another business or office.

Q 11. If I have questions about my particular situation, who can I ask?
You can contact dvs.datapracticesauditors.dps@state.mn.us anytime you have questions.