



***Driver Alert Data Exchange  
Service Providers***

***Extranet User's Guide  
Revised ~ January, 2017***

***Virginia Department of Motor Vehicles***

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## **1. INTRODUCTION**

The following procedures are designed to assist you, the External User, in maneuvering through DMV's Extranet system for the ***Driver Alert Data Exchange Transactions- Service Providers***. For general information regarding the Driver Alert Data Exchange Transactions click the **HELP** feature in the top right hand corner of your screens.

### ***If you need HELP ~***

For Driver Alert questions, call:

**Use Agreement Services – 804-474-2294**

**Monday thru Friday, 8:30 am to 4:00 pm**

For Logon questions, call:

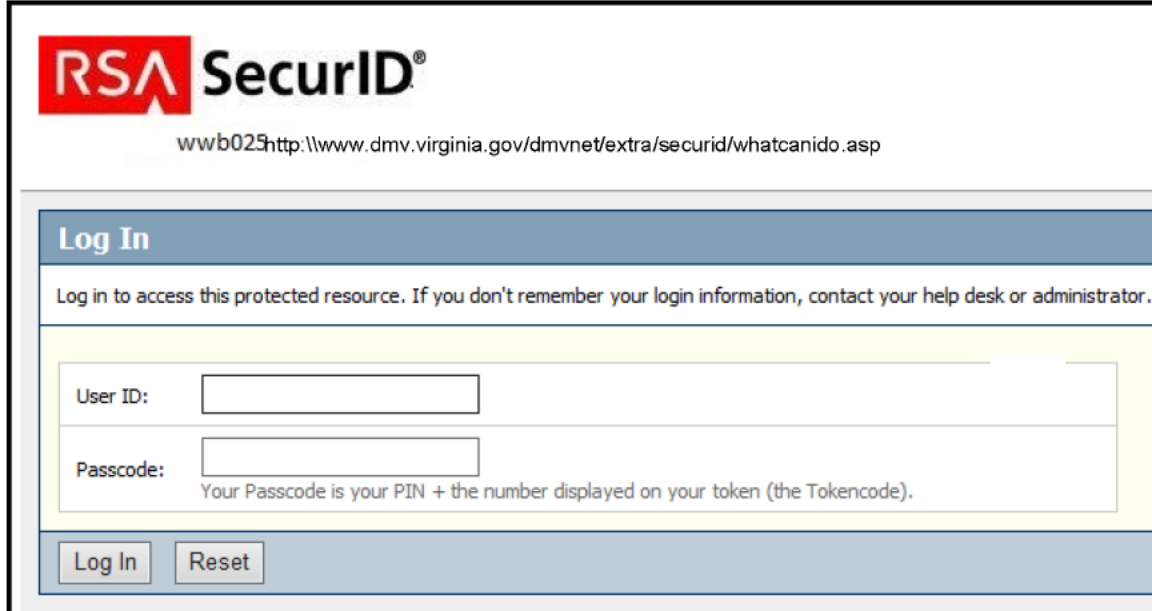
**Systems Support Group – Help Desk: (804) 497-7124**

## **2. GETTING STARTED**

You will need a Pentium class personal computer, a printer with standard programming, and an Internet connection provided through whichever Internet service provider you prefer. For the fastest response time possible, you may want to consider obtaining high speed Internet access, using a digital subscriber line (DSL), an integrated services digital network (ISDN) line or a cable modem through a telephone or cable company that offers such service.

You will need a software program (*like WinZip*) to compress and decompress files to and from zip files.

### 3. LOGGING ON TO DMV EXTRANET



**RSA SecurID®**

www.b025http://www.dmv.virginia.gov/dmvnet/extra/securid/whatcanido.asp

**Log In**

Log in to access this protected resource. If you don't remember your login information, contact your help desk or administrator.

User ID:

Passcode:

Your Passcode is your PIN + the number displayed on your token (the Tokencode).

1. Logon as directed in your **Extranet Access User's Manual** using your Assigned Username, PIN and rotating SecurID number.
2. Once you have successfully logged on, you will see the first screen of the Data Exchange Transaction. Follow the instructions.

**NOTE: IF THE SYSTEM IS NOT WORKING YOU WILL RECEIVE THE FOLLOWING MESSAGE:**  
**"WE ARE CURRENTLY EXPERIENCING TECHNICAL DIFFICULTY. PLEASE TRY THE TRANSACTION AGAIN LATER."**

#### COMPUTER SYSTEM:

- This computer system is the property of the Commonwealth of Virginia and is intended for authorized users only.
- All information and communications on this system are subject to review, monitoring, and recording at any time without notice or permission.
- By accessing and using this system you are consenting to system monitoring for law enforcement and other purposes.
- Unauthorized use of this computer system may subject you to State or Federal criminal prosecution and penalties.

#### DMV CUSTOMER RECORDS:

- DMV's customer records are considered privileged and the access, use, and release of these records is restricted by Federal and State laws.
- Violation of the laws governing these records could result in civil penalties and/or criminal prosecution.

#### USER LOGON ID, PASSWORD, RSA SECURID TOKEN/FOB:

- A User Logon ID and password is assigned to an individual and shall never be shared.
- A RSA SecurID token/fob is assigned to an individual and shall never be shared.
- Sharing of user logon IDs, Passwords, RSA SecurID token/fob could result in the suspension of the account and/or other penalties.

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Click on the agreement bar to continue.

## 4. Driver Alert Service Provider Transactions Screens – Main Menu

DMV Virginia Department of Motor Vehicles

Extranet Home Privacy and Security Help Logoff

Test 185

[Driver Alert Monitor Help](#)

### DMV Driver Alert Options Menu

[Manage Email List](#) New feature - sign-up for e-mail notifications

[Update a Customer Monitor List](#)

[Update Account Settings \(Delivery Preference, Monitored Convictions Codes, etc.\)](#)

[Submit File of Customer Monitor List Changes to DMV](#)

[Download Results of the Customer Monitor List Changes from DMV](#)

[Get Alerts Now \(Driver Transcripts\)](#)

View [Extranet User Guide](#)

View [Service Providers User Guide](#)

Cancel Logoff

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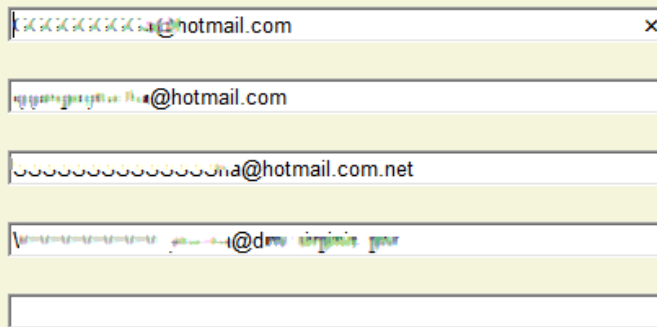
Options:

- Manage Email List
- Update Customer Monitor List
- Update Account Settings (Delivery Preference: Monitored Convictions Codes, etc.)
- Submit File of Customer Monitor List Changes to DMV
- Download Results of Customer Monitor List Changes from DMV
- Get Alerts Now (Driver Transcripts)
- View Extranet User Guide
- View Service Providers User Guide

## A. MANAGE EMAIL LIST

If you add, change, or delete an email address, you must press the Submit button for the modifications to take effect.

### Email Addresses



XXXXXXXXXXXX@hotmail.com

XXXXXXXXXXXX@hotmail.com

XXXXXXXXXXXX@hotmail.com.net

XXXXXXXXXXXX@dmv.virginia.gov

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- Sign up for e-mail notifications
- Enter up to five e-mails
- Submit your entry

## B. UPDATE CUSTOMER MONITOR LIST

**Driver Alert - Update Customer Monitor List**

1 Enter the customer number and last name of the individual you wish to add or remove from the Driver Alert Monitor process.

If adding a customer to the monitor process, choose which type of transcript should be produced.

Indicate what type of action to take on the customer by selecting either Add or Delete from the Monitor List.

Click on **Add Customer to List** to include the customer in the list to be sent to DMV.

**Note: Multiple customers may be added and deleted.**

Customer Number (Required)

Last Name (Required)

☒ Employment Transcript ☒ Insurance Transcript

☒ Add to Monitor List ☐ Delete from Monitor List

2 Click on **Submit Changes** to send the Monitor list changes to DMV.

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1. Enter the customer number and last name of the individual you wish to add or remove from the Driver Alert Monitor Process. If adding a customer to the monitor process, choose which type of transcript should be produced. Indicated what type of action to take on the customer by selecting either Add or Delete from the monitor list. Click on the **Add Customer to List** button to include the customer in the list to be sent to DMV.

- Enter: Customer Number (Required)
- Enter: Last Name (Required)
- **NOTE:** If there is a miss-match with Customer number and Last Name you will get this error message:  
"V0008 – Name does not match record/possible duplicate cust exist".
- Indicate transcript type wanted: Employment or Insurance Transcript or both (Required)
- Indicate whether to: **Add** to Monitor List or **Delete** from Monitor List
- To process: Press **"Add Customer to list"**
- **NOTE Message:** 'Customer Monitor List is Empty' – the customer receives this message if they skip hitting the button **"Add Customer to list"** as required above.

2. Click on the Submit Changes button to send the Monitor list changes to DMV.



## C. Update Account Settings



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[Privacy and Security](#)
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[Driver Alert Monitor Help](#)

### Driver Alert - Update Account Settings

1 Select the type of events to monitor.

☐ Moving Violations  
☒ Seven adverse points with in a calendar year  
☒ Suspensions, revocations, disqualifications; reckless driving or driving while intoxicated convictions

2 Select the Conviction Codes to monitor.

Monitored Conviction Codes
Add Code

Code	Description	
A18.2-102	UNAUTHORIZED USE OF MOTOR VEH - FELONY	Remove
A18.2-266	DRIVING WHILE INTOX ALCOHOL, 1ST	Remove
A18.2-268.3	REFUSED BLOOD/BREATH 2ND OFFENSE	Remove
A18.2-272	OPER SUSP/REV BASED UPON 18.2-272	Remove
A18.2-36.1	INVOLUNTARY MANSLAUGHTER/ALCOHOL	Remove
A18.2-36.1F	DR DURING DUI/INVOL MANSLTR MISDEMEANOR	Remove
A18.2-51.4	DRIVING WHILE INTOX, MAIMING 1ST	Remove
A18.2-51.4D	DR DURING DUI/MAIMING MISDEMEANOR	Remove
A33.1-46.2	HOV VIOLATION	Remove
A46.2-1030	FAIL USE HEADLIGHTS W/WINDSHIELD WIPE	Remove

1 2 3 4 5 6 7 8 9 10 ...


3 Click on **Submit Changes** to send your selections to DMV.

Submit Changes
Return to Options Menu

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1. Select the **Type** of events to monitor.
  - a. Moving Violations.
  - b. Seven adverse points with in a calendar year.
  - c. Suspensions, revocations, disqualification; reckless driving or driving while intoxicated convictions.
2. Select the **Conviction Codes** to monitor.
3. Click on **Submit Changes** to send selections to DMV.
4. A **confirmation message** for Update to Account Information message will appear.

## D. Process An Individual Customer



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[Driver Alert Monitor Help](#)

### Driver Alert - Update Customer Monitor List

- Enter the customer number and last name of the individual you wish to add or remove from the Driver Alert Monitor process.  
 If adding a customer to the monitor process, choose which type of transcript should be produced.  
 Indicate what type of action to take on the customer by selecting either Add or Delete from the Monitor List.  
 Click on **Add Customer to List** to include the customer in the list to be sent to DMV.  
**Note: Multiple customers may be added and deleted.**

Customer Number (Required)

Last Name (Required)

☒ Employment Transcript
 ☒ Insurance Transcript


☒ Add to Monitor List
 ☐ Delete from Monitor List

Add Customer to List
- Click on **Submit Changes** to send the Monitor list changes to DMV.
 

Customer No.	Last Name	Employment	Insurance	Action	Message
T-1234-5678	di-Test	YES	YES	ADD	<input type="button" value="Remove"/>

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Press **<Submit Changes>**. Processed Transaction is confirmed with the notice at the top of the screen and again in the pop-up box.



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### Driver Alert - Update Customer Monitor List

**Customer Monitor List Processed**

- Enter the customer number and last name of the individual you wish to add or remove from the Driver Alert Monitor process.  
 If adding a customer to the monitor process, choose which type of transcript should be produced.  
 Indicate what type of action to take on the customer by selecting either Add or Delete from the Monitor List.  
 Click on **Add Customer to List** to include the customer in the list to be sent to DMV.  
**Note: Multiple customers may be added and deleted.**

Customer Number (Required)

Last Name (Required)

☒ Employment Transcript
 ☒ Insurance Transcript

☒ Add to Monitor List
 ☐ Delete from Monitor List

Add Customer to List
- Click on **Submit Changes** to send the Monitor list changes to DMV.
 

Customer No.	Last Name	Employment	Insurance	Action	Message
T-1234-5678	di-Test	YES	YES	ADD	<b>PROCESSED</b> <input type="button" value="Remove"/>

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### **E. Submit file of Customer Monitor List Changes to DMV**

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[Driver Alert Monitor Help](#)

#### Driver Alert - Submit File of Customer Monitor List Changes

1 Select the Customer Monitor List data file to send to DMV. [File Format Description](#)

File Location

2 Click on **Upload File** to send the data file to DMV.

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The Customer Monitor List Update file must be a ZIP file created by WinZIP or an equivalent utility. The ZIP archive file should contain a single TEXT file. The customer may use any character combination for the ZIP and TEXT input file names. **The file extensions must be .ZIP and .TXT.**

The single result file will be called ALL\_RESULTS\_XXXX\_YYYY.zip

- **XXXX** is the Customer's Use Agreement number
- **YYYY** is the File Tracking number returned by DMV during the file submission process.


The ZIP archive will contain a single result file called DRVALERT\_Results.txt.

The file containing the CUSTOMER ROSTER will be a ZIP file named:  
DMV.PROD.CS2042PM.**ZZZZZ.JYYDDD**.DISK.zip

The file containing the DRIVER TRANSCRIPTS will be a ZIP file named:  
DMV.CSSP.RP6020PQ.**ZZZZZ.JYYDDD**.zip

- **ZZZZZ** is the DMV assigned user KEY. This will be determined after a customer has been established in the system.  
**JYYDDD** is a Julian Date (i.e. J12179 12 = Year 2012 , 179 = Day )

## File Format Description (detail)



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[Driver Alert Monitor Help](#)

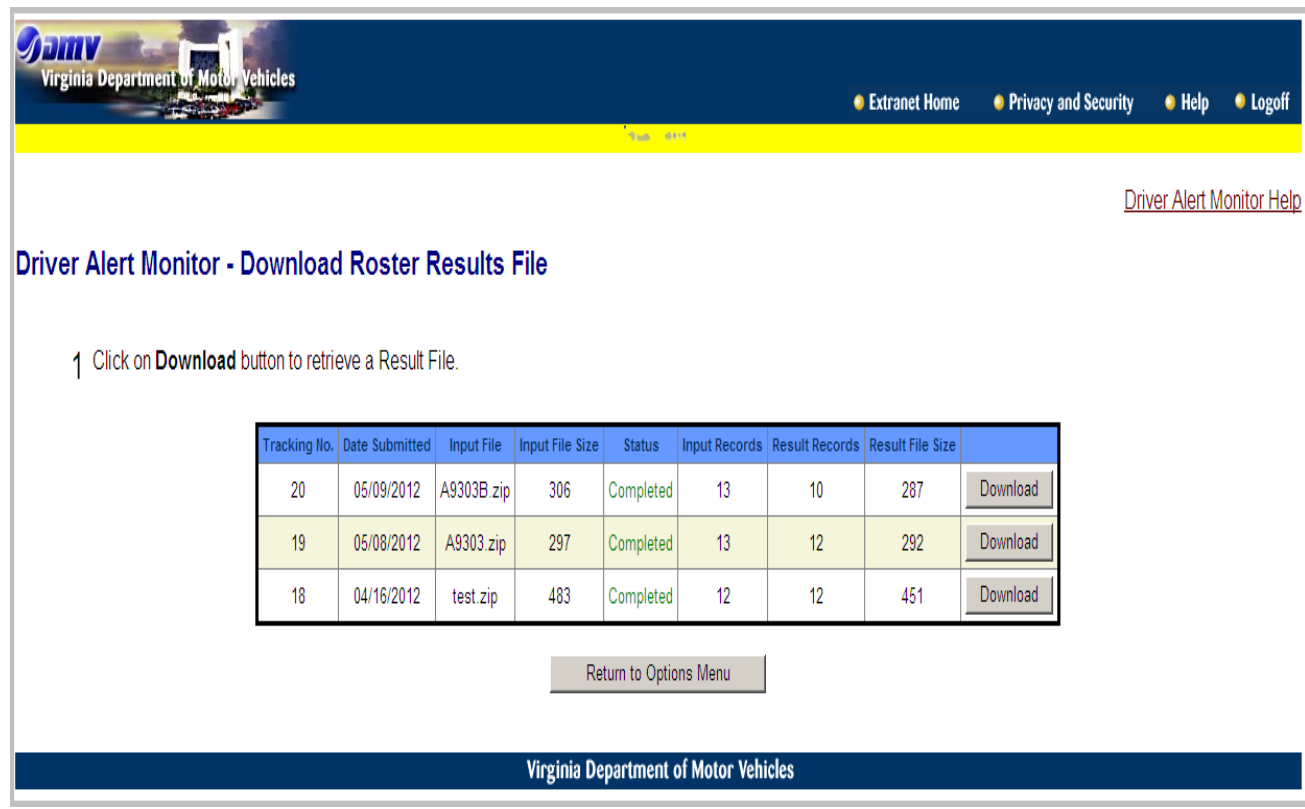
### Driver Alert - Customer Monitor List Update File Format

Data Element	alpha/numeric	# of pos	from - to	Input/Output field	Required	Field Remarks
Customer Number	A/N	12	1 - 12	Input	Y	First Character may be alphanumeric followed by up to 11 numerics
Last Name	A	30	13 - 42	Input	Y	Customer Last Name
Employment Transcript	A	2	43 - 44	Input	Y	"EM" or blank
Insurance Transcript	A	2	45 - 46	Input	Y	"IN" or blank
Action	A	1	47	Input	Y	A - Add Customer to Monitor process D - Delete Customer from Monitor process
Message Code	A/N	5	48 - 52	Output	N/A	DMV processing code.
Message Description	A	28	53 - 80	Output	N/A	DMV processing code description.

**Note: the Customer Monitor List Update File may contain up to 250,000 records.**

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## F. Download Results of Customer Monitor List Changes from DMV



Driver Alert Monitor Help

### Driver Alert Monitor - Download Roster Results File

1 Click on **Download** button to retrieve a Result File.

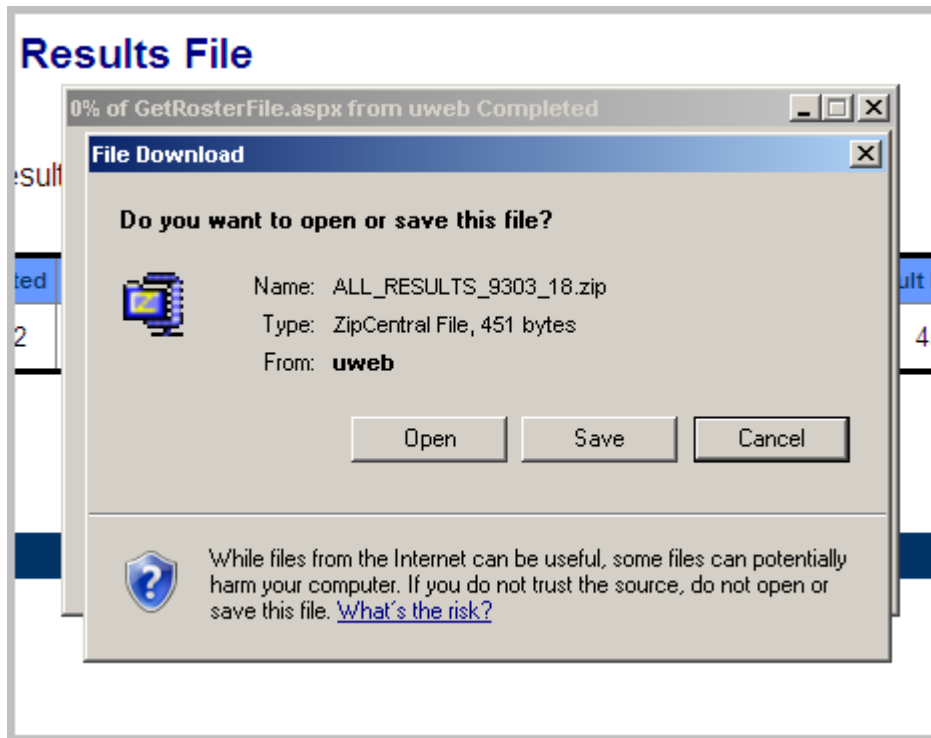
Tracking No.	Date Submitted	Input File	Input File Size	Status	Input Records	Result Records	Result File Size	
20	05/09/2012	A9303B.zip	306	Completed	13	10	287	<a href="#">Download</a>
19	05/08/2012	A9303.zip	297	Completed	13	12	292	<a href="#">Download</a>
18	04/16/2012	test.zip	483	Completed	12	12	451	<a href="#">Download</a>

[Return to Options Menu](#)

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1. Select a file to download. Press the download button.


A dialog box will appear. Choose whether to open or save. Save the file to your computer.



Sample file download

IT	AL	AL	DV0002
T	AL	AL	AV0002
T	AN	AN	DV0002
T	BA	BA	AV0002
T	BA	BA	DV0002
T	BE	BE	AV0002
T	BE	BE	AV0002
T	BI	BI	DV0002
B	BL	BL	AV0002
E	BO	BO	DV0002
E	BR	BR	AV0002
T	CA	CA	DV0002

## G. Get Alerts Now (Driver Transcripts)



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### Driver Alert - Get Alerts Now

1 Click on **Download** to retrieve a file containing Driver Transcripts created by the overnight Driver Monitor process (an error message will appear if no Driver Transcript files are found).

File Name	Input File Size	Creation Date	Last Accessed By	Last Accessed on	
DMV_CSST.RP6020PQ.TDMAT.J12123.DISK	6.29	05/07/2012			<a href="#">Download</a>

Return to Options Menu

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## **Privacy Statement**



### **Privacy Statement**

#### **General Information**

The Virginia Department of Motor Vehicles (DMV) is committed to protecting the privacy of our customers. The following information explains how we gather and share information on our website. It also explains the technology we use to ensure that your information remains private and secure. You may also want to refer to our guidelines concerning the [release of DMV information](#) in general.

#### **Information Gathering**

##### **IP Addresses**

If you have access to the Internet your computer automatically has an Internet Protocol (IP) address, a series of distinct numbers that identify your computer. We use customer IP addresses to track the number of customers who visit our site and identify our most popular pages so that we can improve site content and diagnose problems with our server.

##### **Online Transactions**

Access to our online transactions is secured by the use of a DMV assigned Userid, used in conjunction with a "SecurID token". Following initial setup at DMV, you will enter your Userid, along with the current code selected by your token, and a password PIN assigned by you. The current token code and your PIN together will comprise your Password. This authorization will ensure your access to DMV online transactions.

After access is successful, we ask only for the information we need to process your online transaction. For example, for driver-related transactions, we would ask for customer number and/or date of birth. For vehicle transactions, we ask for title number and a Vehicle Identification Number (VIN).

##### **Communicating With Us**

While visiting our site, you may want to send DMV an email or request that we call you. We will request your name, the subject of your question or comment, and your email address or telephone number. This information is used solely to fulfill your online request. DMV does not share this customer information with other individuals, organizations or with advertisers.



## **Information Sharing**

DMV does not share, sell or trade email addresses, information collected on surveys or any other information about our online customers. If necessary, DMV may disclose user information if we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against an individual who attempts, even unintentionally, to gain unauthorized access to DMV information or to disrupt our web site.

## **Cookies**

When you visit a web site and request information, the site's server sends the request to you and then breaks the connection. The connection does not resume again until you perform another action. To ensure that we maintain a connection between our server and your computer for the duration of an online transaction, we use a standard web technology called "cookies." A cookie is a very small amount of data that is sent from our server to your computer's hard drive. Cookies allow us to save the information that you input while progressing through an online transaction.

If your browser is not configured to "accept" cookies, you will still be able to access the information on our web site, but you will not be able to do online transactions.

## **Credit Card Information**

If you logon with your PIN, we store your credit card information on our site for 24 hours. If your transaction is interrupted for some reason, you can return to our site within 24 hours and avoid entering your credit card information all over again. After you have used your credit card the first time in a given 24 hour period, we will display just the last five digits of the credit card number and give you the option to use the same card again. The credit card information is encrypted and no one has access to it.

## **Links**

For your convenience, our site provides links to other sites. However, DMV is not responsible for the privacy practices or the content of the web sites that we link to. Whenever we display a link to another site, you will see a small "exit" symbol to alert you that by clicking the link you will "exit" the DMV site. If you have questions or concerns about a site we link to, please read the privacy and security information for that site.

## **Security**

The DMV site has security measures in place to protect against the loss, misuse and alteration of information under our control. When you browse public areas of the DMV web site, none of your personal information is captured or stored by DMV. When you conduct an online transaction with DMV, we offer the use of a secure server.

## Firewalls

Our firewalls are a complex system of hardware and software that allow us to strictly regulate information and data that can both enter and exit our servers. This ensures that only authorized access occurs and that DMV information remains confidential. No customer information is stored on our Internet servers. Records are stored in separate databases not directly connected to the Internet.

## Secure Sockets Layer

Secure Sockets Layer (SSL) is an industry standard technology that creates a secure environment for the information transferred between your browser and DMV. SSL encrypts all information that you input before it is sent to DMV. Furthermore, all of the customer data we collect, including credit card information, is protected against unauthorized access. You will enter a secure environment when you begin a transaction. SSL protects your transaction in two ways:

- It verifies that you are communicating with DMV and prevents another computer from impersonating DMV.
- It uses cryptography to create a secure environment for information transferred between your browser and DMV. Secure data such as your customer number, PIN, date of birth, plate number and title number are scrambled in the encryption/cryptography process.

To support SSL security technology, you must use an SSL-capable browser. Netscape Navigator 3.0 or higher, Microsoft's Internet Explorer 3.02 or higher, and AOL 3.0 for Windows are all SSL-capable and will activate automatically when you begin a transaction.

In general, you can tell if you are on a secure page by looking at the symbol at the bottom of your browser. If you're using Netscape Navigator, the symbol is a key; if you are using Internet Explorer, it's a lock. You can be sure you are using a secure server if the symbol is unbroken.

Another way you can tell if your browser is in secure mode is by looking at the web site address that your browser displays. The address will begin "http://" in standard, non-secure mode and "https://" in secure mode. The "s" stands for "secure." All of our online transactions use the SSL protocol to send information back and forth between our server and your computer.



In fact, you can click on the VeriSign icon to verify that our SSL certificate is valid.

## Older Web Browser Versions

If you use one of the following web browsers, you may receive a security warning when you visit a secure page at any web site after December 31, 1999:

- Netscape Communicator 4.05 or earlier
- Microsoft Internet Explorer 4.01 for Macintosh

The warning is generated in error and is caused by a software problem in the above browsers. The browser problem does not affect the security of your connection to our site.

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If you need a browser that supports SSL technology, you can download free of charge the latest versions of either [Netscape Navigator](#) or [Internet Explorer](#).

#### **Customer Comments**

If you have questions about this privacy statement, the practices of this site, or your interaction with this web site please [contact us](#).

#### **CONTACT US:**

**SYSTEM SUPPORT GROUP – HELP DESK: (804) 497-7124**

## Driver Alert - Frequently Asked Questions

### 1. How much does Driver Alert cost?

The fee for an Information Use Agreement is \$25 for two years. Participating in Driver Alert requires an Information Use Agreement with DMV. A security token is required to access DMV information. Security tokens cost \$65 and are good for four years. Immediate pre-employment and annual risk management driving transcript cost \$8 per record. The fee for driving records that are generated when an employee's driving record matches the criteria selected is \$9 per record. Government entities are not charged for driving transcripts.

### 2. How will I know if an employee's driving record has changed?

You will receive alerts by email. Simply log-in to your account to view and print the alerts.

### 3. I already monitor my drivers who hold CDL licenses. Why should I sign up for Driver Alert too?

When you check records annually, it may be months before you discover a driver has a conviction or suspension. As part of the Driver Alert program, notification is sent to you the day after a conviction is posted to the driving record.

### 4. What do the Error codes returned by the Customer Roster file submission mean ?

Code	Description
M2102	USE AGREE NO IS BLANK
M1463	USE AGREE DOES NOT EXIST
N0250	SYSTEM ERROR – MONITOR KEY NOT FOUND
N0251	ACTION MUST BE “ADD” OR “DEL”
X0030	INVALID CUSTOMER NO
V0002	CUSTOMER NO DOES NOT EXIST
N0252	TRANS TYPE MUST BE IN OR EM
N0253	SYSTEM ERROR – MONITOR KEYS FULL
N0255	POSSIBLE DUPLICATE CUSTOMER
M0583	TRANSACTION PROCESSED
V0008	NAME DOES NOT MATCH RECORD/POSSIBLE DUPLICATE CUST EXIST.t

###