***Updated*: Monday, January 7, 2019**

Each email is bookmarked to make it easier to find information; the oldest dates will be listed last.

This document will continue to grow as emails are added. Please do not print as the most current information can be found within Info Hub. When contacting DVS, remember to use the proper communication channel to receive the accurate and timely response.

Contact Information

Driver Services Coordination Unit (DSCO)

- Email DVS.DSCO.Issuing@state.mn.us
- Phone: 651-296-2038 or 1-800-536-0049 followed by your DL Agent/Deputy Code

GovDelivery

- Email dvs.communications@state.mn.us

InfoHub Questions or Content Requests

- Email dvs.communications@state.mn.us

What's New in This Update

- There is no new information in today's update.

Previous News

Laminated Proof of Identification Documents

This is a reminder that proof documents that have been laminated cannot be accepted from customers making an application for a driver's license or state ID card. The lamination obscures certain security features and makes it impossible to verify the document's authenticity. The Minnesota Driver's Manual (p. 3), the Required Documents page for REAL ID on the DVS website, and the Identification Requirements for the standard, REAL, and Enhanced credential types, all specify that laminated documents cannot be accepted.

Required Documents for REAL ID, Standard DL/ID and Enhanced Driver's License or ID card.

Training Inbox is Still Available

For FastDS training and system questions (not related to business procedures and policies), you can still email the FastDS Training Inbox at FAST.DS.Training@state.mn.us. *For all other questions, please use your normal support lines.*

- If you need to request a change in security, add a 'Security Request' case from the Driver Services Office manager.

December 27, 2018 – DL Agent Update

What's New in This Update

- Laminated Proof of Identification Documents

Today's News

Laminated Proof of Identification Documents

This is a reminder that proof documents that have been laminated cannot be accepted from customers making an application for a driver's license or state ID card. The lamination obscures certain security features and makes it impossible to verify the document's authenticity. The Minnesota Driver's Manual (p. 3), the Required Documents page for REAL ID on the DVS website, and the Identification Requirements for the standard, REAL, and Enhanced credential types, all specify that laminated documents cannot be accepted.

Required Documents for REAL ID, Standard DL/ID and Enhanced Driver's License or ID card.

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What's New in This Update

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Previous News

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- If you need to request a change in security, add a 'Security Request' case from the Driver Services Office manager.

Status Checks

In order for status checks to be worked appropriately, as a high priority transaction, the documents should be scanned and uploaded with the application at the point of contact.

Status checks should no longer be faxed in to 651-797-1120 or emailed, but uploaded with the application instead. Reference the article in the Fast Help Manager titled "Issue Temporary Status No Fee Duplicate (Status Check)" for scanning instructions.

If you need further assistance, please call DSCO.

What's New in This Update

- There is no new information in today's update.

Previous News

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If you need further assistance, please call DSCO.

December 21, 2018 – DL Agent Update

What's New in This Update

- Training Inbox is Still Available
- Status Checks

Today's News

Training Inbox is Still Available

For FastDS training and system questions (not related to business procedures and policies), you can still email the FastDS Training Inbox at FAST.DS.Training@state.mn.us. *For all other questions, please use your normal support lines.*

- If you need to request a change in security, add a 'Security Request' case from the Driver Services Office manager.

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If you need further assistance, please call DSCO.

Previous News

Recent Production Changes

Looking to stay on top of changes that have been made in the system? The help manager has the information you need!

There is a tab within the help manager called **Recent Production Changes**. This tab will be updated at least twice a week with changes, enhancements, new help topics and anything else that needs to be communicated. You can filter by impacted business area or view all topics.

December 20, 2018 – DL Agent Update

What's New in This Update

- Recent Production Changes

Today's News

Recent Production Changes

Looking to stay on top of changes that have been made in the system? The help manager has the information you need!

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Previous News

Social Security Number Errors and How to Move Forward

The launch of FastDS brought more front-end checks for Social Security compliance and data verification. This means you may be seeing more Social Security validation issues. An article in the Help manager called *Social Security Number Error Situations* will walk you through the four most common scenarios:

- SSN Does Not Match
- SSOLV Fail
- SSN Matches Another Customer Record
- Invalid SSN

Invalidation/Voided Card Requests

When a customer is asked to provide proof that a previous card was voided, send an image of the voided card to Issuing through the Voided DL/ID case in FastDS.

These invalidation requests should NOT be sent to DVS Issuing via email or fax.

To send voided DL/ID documentation to be processed:

1. Access the driver record for the customer.
2. Click the **Issuance Transactions**
3. Select **Add Documentation from Customer**.
4. Select **Voided DL/ID**.
5. Save the case and attach the scanned image of the voided card/documentation.

Sending information in FastDS via the Voided DL/ID case will ensure the request goes into a queue for Issuing staff to work.

See the *Add Documentation from a Customer* Help topic for more information.

What's New in This Update

- There is no new information in today's update.

Previous News

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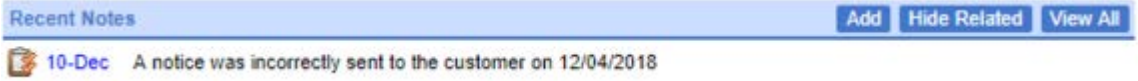
Sending information in FastDS via the Voided DL/ID case will ensure the request goes into a queue for Issuing staff to work.

See the *Add Documentation from a Customer* Help topic for more information.

Notices Sent in Error

DPS-DVS recently sent suspension letters to some customers in error. This has been corrected and their driving privileges have returned to the previous status. DPS-DVS sent a letter today to those affected, informing them of the error and letting them know they do not need to take any action.

If customers ask to verify their record, you will see the note shown below. If they have questions please have them call Driver Services at 651-297-3298.



December 18, 2018 – DL Agent Update

What's New in This Update

- Social Security Number Errors and How to Move Forward
- Invalidation/Voided Card Requests

Today's News

Social Security Number Errors and How to Move Forward

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To send voided DL/ID documentation to be processed:

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2. Click the **Issuance Transactions**
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4. Select **Voided DL/ID**.
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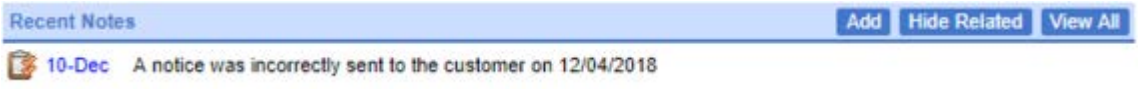

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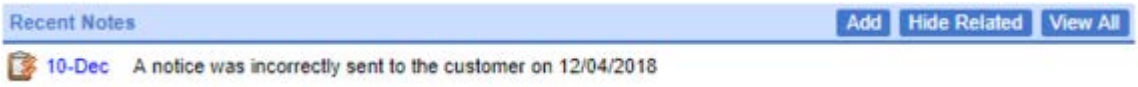

Previous News

Veteran Indicator

The veteran indicator is available for all credential types. For the veteran indicator to be added, an applicant must present his or her DD214 when they apply for a license or ID.

Proof of veteran status is also required for customers who are transferring their license or ID card from another state with an existing veteran designation.

Undelivered License or ID Card

When a customer says they have not received their license or ID, please check the following::

- **Has the license been issued yet?** If the **License** tab still shows the last Issue Type as **Temporary,** it means the credential has not yet been reviewed and issued by the Issuing Unit. Credentials that still show as temporary also typically have an open Issuance Application Review in the **Open Tasks** If the license hasn't been reviewed, it would not have been sent to production.
- **Was the credential returned to DVS by the Post Office?** Look for an Undelivered Credential case in the Open Tasks section. Read the Help article *DL/ID Card Returned to State by Post Office* for instructions on how to handle this situation.
- **If the card was not returned by the post office and was not received by customer:**Read the Help article, *DL/ID Not Received Not Returned Process (Reprint a Card).*

What's New in This Update

- There is no new information in today's update.

Previous News

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FastDS Wants to Hear from You!

Now that you have been working in FastDS for a few months, we want to hear how it's going. Please complete a short survey; it is anonymous unless you provide your contact information on the last screen. Your feedback should be honest and specific. Your responses will help us better help YOU!

The survey link can be found *here* and will be available until Monday, Dec. 17

December 13, 2018 – DL Agent Update

What's New in This Update

- Veteran Indicator
- Undelivered License or ID Card

Today's News

Veteran Indicator

The veteran indicator is available for all credential types. For the veteran indicator to be added, an applicant must present his or her DD214 when they apply for a license or ID.

Proof of veteran status is also required for customers who are transferring their license or ID card from another state with an existing veteran designation.

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December 12, 2018 – DL Agent Update

What's New in This Update

- FastDS Wants to Hear from You!

Today's News

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Previous News

FastDS Security Request Case Updates

Data Use Representatives (DUR) are able to add Security Request cases in order to obtain new access or update access for their employees. Here are some of the recent improvements to the Security Request case:

- The user obtaining access and the original DUR who submitted the case will both receive an email confirming that access has been granted. The email will contain the username as well as directions on how to log in to the system for the first time (for new users).
- Computer-Based Training (CBT) modules for all new users will be automatically assigned once access is granted and the case is closed. DURs will no longer need to request these separately for new employees. The initial email will include steps the user should take to access the training modules.

For instructions on submitting a security request, see the Help manager article, "*Adding a Security Request Case"*.

DVS Regional Exam Supervisors

If you are unsure about how to contact the DVS Regional Exam Supervisor in your area, please contact Deb Carlson, Exam Program Manager at debra.carlson@state.mn.us and for the information.

December 11, 2018 – DL Agent Update

What's New in This Update

- FastDS Security Request Case Updates

Today's News

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"Add Documentation from Customer" Help Article

The article "Add Documentation from Customer" has been updated in the Help Manager in FastDS.
This update explains that customers don't need to upload documents to E-Services if they are planning to visit an office with a medical/vision form. This also includes any other miscellaneous correspondence they might also bring with them.

December 10, 2018 – DL Agent Update

What's New in This Update

- FastDS Wants to Hear from You!
- DVS Regional Exam Supervisors
- “Add Documentation from Customer” Help Article

Today's News

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This update explains that customers don’t need to upload documents to E-Services if they are planning to visit an office with a medical/vision form. This also includes any other miscellaneous correspondence they might also bring with them.

Previous News

Office Closures

State offices will be closed on December 25 and on January 1. You must notify DSCO if you plan to close your office or change hours for any other days during the holiday season. Send email notification to DVS.DSCO.Issuing@state.mn.us

December 7, 2018 – DL Agent Update

What's New in This Update

- Office Closures

Today's News

Office Closures

State offices will be closed on December 25 and on January 1. You must notify DSCO if you plan to close your office or change hours for any other days during the holiday season. Send email notification to DVS.DSCO.Issuing@state.mn.us

Previous News

Closing out Drawers

There are currently more than 1,300 daily reports that have not been closed. Remember that any time a drawer is opened in FastDS, a report for that day must be submitted, even if even if no money was received.

We are asking all DL offices check their reports from October 1 through today to verify they are properly staged. The reports should be staged as “Swept” or “Funds Deposited.” Reports are not closed if they are staged to “New,” “Rework,” or “Verify Deposit.”

If you have any questions regarding the daily report, please see the *Help Article*: “Generate Daily Cashiering Report – DL Agents” within the FastDS Help Manager.

December 6, 2018 – DL Agent Update

What's New in This Update

- There is no new information in today's update.

Previous News

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If you have any questions regarding the daily report, please see the *Help Article*: “Generate Daily Cashiering Report – DL Agents” within the FastDS Help Manager.

December 5, 2018 – DL Agent Update

What's New in This Update

- Closing out Drawers

Today's News

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Previous News

Missing Application Document

The “Missing Application Document” task has caused some confusion recently. This task does not mean that the application or documents have not been received, it only means that the scanned image is not available yet. If you see this task on the record it means that the application is still being reviewed and has yet to be processed. Applicants do not need to provide their documents again, and it’s not an issue that requires a call to DSCO.

Correction: DL/ID Returned Mail

The help article previously available within FastDS referenced running an additional AAMVA check before reprinting the credential. This is not necessary and the article has been corrected.

December 4, 2018 – DL Agent Update

What's New in This Update

- There is no new information in today's update.

Previous News

Missing Application Document

The “Missing Application Document” task has caused some confusion recently. This task does not mean that the application or documents have not been received, it only means that the scanned image is not available yet. If you see this task on the record it means that the application is still being reviewed and has yet to be processed. Applicants do not need to provide their documents again, and it’s not an issue that requires a call to DSCO.

Correction: DL/ID Returned Mail

The help article previously available within FastDS referenced running an additional AAMVA check before reprinting the credential. This is not necessary and the article has been corrected.

December 3, 2018 – DL Agent Update

What's New in This Update

- There is no new information in today's update.

Previous News

Missing Application Document

The “Missing Application Document” task has caused some confusion recently. This task does not mean that the application or documents have not been received, it only means that the scanned image is not available yet. If you see this task on the record it means that the application is still being reviewed and has yet to be processed. Applicants do not need to provide their documents again, and it’s not an issue that requires a call to DSCO.

Correction: DL/ID Returned Mail

The help article previously available within FastDS referenced running an additional AAMVA check before reprinting the credential. This is not necessary and the article has been corrected.

November 30, 2018 – DL Agent Update

What's New in This Update

- Missing Application Document
- Correction: DL/ID Returned Mail

Today's News

Missing Application Document

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Correction: DL/ID Returned Mail

The help article previously available within FastDS referenced running an additional AAMVA check before reprinting the credential. This is not necessary and the article has been corrected.

Previous News

EDL/EID – Name Change Documents

When an applicant answers “yes” to question 7 on the EDL/EID questionnaire (indicating previous names), the agent must select the corresponding question in FastDS and collect the proper name-change document. Some offices have selected “no” in FastDS and which results in a letter sent to the applicant requesting a name change document.

Please reference the EDL Required Documents list for verification on what documents are acceptable.

November 29, 2018 – DL Agent Update

What's New in This Update

- EDL/EID - Name Change Documents

Today's News

EDL/EID – Name Change Documents

When an applicant answers “yes” to question 7 on the EDL/EID questionnaire (indicating previous names), the agent must select the corresponding question in FastDS and collect the proper name-change document. Some offices have selected “no” in FastDS and which results in a letter sent to the applicant requesting a name change document.

Please reference the EDL Required Documents list for verification on what documents are acceptable.

Previous News

Reminder: Safe at Home Address

Please remember that a ”lot number” is required with Safe at Home addresses.

The first address line will have the PO Box, and the second line of the address should include the lot number.

The Safe at Home address should not be used unless you are presented with the Safe at Home Card.

For example the address should read:
Jane Smith
PO Box 17370
Lot 3
St. Paul, MN 55101

Reminder: DL/ID Returned Mail

If a DL or ID card was returned to DPS by the US Post Office **after** 9/28/18, an Undelivered Credential case is opened and associated to the appropriate driver record. The step-by-step process on how to determine if an Undelivered Credential case has been opened is available in the “Help” section in FastDS. Please search DL/ID Returned Mail.

With this new process there is no longer a need to request a driver’s license or ID card that has been returned to the State by the post office be reissued.

November 28, 2018 – DL Agent Update

What's New in This Update

- Reminder: Safe at Home Address
- Reminder: Help Article on DL/ID Returned Mail

Today's News

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The Safe at Home address should not be used unless you are presented with the Safe at Home Card.

For example the address should read:
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St. Paul, MN 55101

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With this new process there is no longer a need to request a driver’s license or ID card that has been returned to the State by the post office be reissued.

Previous News

CDL Medical Certificates

CDL medical certificates may be accepted from individuals who are not the record holder. This includes relatives or the driver's employer. The self-certification form and the medical certificate must be presented together and may be updated at the point of contact.

Reminder: Online Pre-Application

The online pre-application informs customers that they will decrease the time they spend at the counter when applying for a credential. The pre-application contains nearly every application question, so customers do not need to complete the entire paper application. **When a customer completes the pre-application, they only need complete the section(s) not contained or completed on the pre-app.**

The only information that may need to be recorded on paper includes:

- SSN (if the customer does not provide it online).
- Voter registration response.
- Any response that changed since completing the pre-app, such as a new address.

These steps will help ensure we can take advantage of the pre-application to provide excellent customer service and decrease the amount of time a customer spends in the office..

Reminder: Undelivered Driver's License

If a Driver's License or State ID is not received by the customer and it is not returned to the state, the Undelivered Credential case must be added. To add the Undelivered Credential case:

1. Access the Driver Record Account springboard.
2. Click the **Issuance Transactions** button.
3. On the Issuance Transactions launchpad, click the **Undelivered Credential Case** hyperlink in the Other Transactions section.
4. Under the Remove Address section, specify if the customer wants to remove their mailing address by selecting *Yes* or *No* from the drop-down menu.
5. If applicable, specify a return reason from the **Return Reason** drop-down menu.
6. Click **Save**.
7. In the step selector, click the **Next** button and select the appropriate stage.

Note: Before reprinting a card, the user needs to run the AAMVA Search Inquiry to make sure that the driver is still eligible to have their credential reprinted. If the customer is eligible to have their card reprinted, then the case can be staged to *Reprint (Reprint Request if the user is a DL Agent or Exam Staff)* so the card can be printed out and mailed to the address on record.
A request is sent to reprint the same card that was issued before. If any other changes are required, the customer will need to apply for a duplicate.

What's New in This Update

- There is no new information in today's update.

Previous News

CDL Medical Certificates

CDL medical certificates may be accepted from individuals who are not the record holder. This includes relatives or the driver's employer. The self-certification form and the medical certificate must be presented together and may be updated at the point of contact.

Reminder: Online Pre-Application

The online pre-application informs customers that they will decrease the time they spend at the counter when applying for a credential. The pre-application contains nearly every application question, so customers do not need to complete the entire paper application. **When a customer completes the pre-application, they only need complete the section(s) not contained or completed on the pre-app.**

The only information that may need to be recorded on paper includes:

- SSN (if the customer does not provide it online).
- Voter registration response.
- Any response that changed since completing the pre-app, such as a new address.

These steps will help ensure we can take advantage of the pre-application to provide excellent customer service and decrease the amount of time a customer spends in the office..

Reminder: Undelivered Driver's License

If a Driver's License or State ID is not received by the customer and it is not returned to the state, the Undelivered Credential case must be added. To add the Undelivered Credential case:

1. Access the Driver Record Account springboard.
2. Click the **Issuance Transactions** button.
3. On the Issuance Transactions launchpad, click the **Undelivered Credential Case** hyperlink in the Other Transactions section.
4. Under the Remove Address section, specify if the customer wants to remove their mailing address by selecting *Yes* or *No* from the drop-down menu.
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Tennessen Warning

When customers fill out the pre-application on the e-Services website, a pop-up message will appear with the Tennessen Warning. This informs the applicant that the state and federal governments collect certain information about them, and how that information will be used. The applicant must click on a box that indicates they have read the warning and agree to its terms before their pre-application will be accepted. Because they are completing this online, it is not necessary for these customers to fill out a paper application with the Tennessen Warning when they come into the office to complete their application.

Customers who have not pre-applied online, however, will need to complete the paper application when they come into the office, and take that application with them when they leave, because it has the Tennessen Warning on the back. Please remember that DVS has DL applications that should be ordered through DSCO. The new applications have the Tennessen warning printed on the back.

Customer Receipts without a Photo

If an application is made for a duplicate card and a temporary credential prints without a photo, the last photo was taken with the old camera system and will not print on the temporary document.

DSCO Phone Help

To help DSCO serve you better, we're asking you to please limit your questions to the customer's issue you are dealing with at the time.

For other questions, please email both DSCO Issuing and Communications.

What's New in This Update

- CDL Medical Certificates
- Reminder: Online Pre-Application
- Reminder: Undelivered Driver's License

Today's News

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November 21, 2018 – DL Agent Update

What's New in This Update

- Tennessen Warning
- Customer Receipts without a Photo
- DSCO Phone Help

Today's News

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Previous News

Safe at Home Address

Please remember that a "lot number" is required with Safe at Home addresses.

The first address line will have the PO Box, and the second line of the address should include the lot number.

The Safe at Home address should not be used unless you are presented with the Safe at Home Card.

For example the address should read:
Jane Smith
PO Box 17370
Lot 3
St. Paul, MN 55101

November 20, 2018 – DL Agent Update

What's New in This Update

- DL Application Orders
- EDL Questionnaire
- Upcoming Thanksgiving Holiday - Office Closures

Today's News

Ordering DL Applications

If you need additional DL Applications, please send your order via email to DSCO (DVS.DSCO.Issuing@state.mn.us). Please include your station number with your application order.

EDL Questionnaire

- REAL ID applicants are not required to complete the EDL questionnaire.
- EDL applicants are only required to complete the questionnaire with their first time application. It is not required for duplicate or renewal applications.

Upcoming Thanksgiving Holiday - Office Closures

Driver and Vehicle Services state-run offices will be closed on Thursday, Nov. 22, and Friday Nov. 23. Please notify DSCO by email if your office will be closed prior to the Thanksgiving holiday.

Previous News

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November 19, 2018 – DL Agent Update

What's New in This Update

- Safe at Home Address
- Tennessen Warning
- Upcoming Thanksgiving Holiday - Office Closures

Today's News

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Previous News

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The Issuing Unit is currently working on applications received in August, September and October. Here are several additional details:

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Canceled Checks:

We talked about this at the Executive Steering Committee Meeting and expected communication on this in the Daily Driver's License Update?

- **DVS will accept checks that were canceled up to 90 days. Voided checks are <u>not</u> acceptable.**

Background Checks:

- DVS processes the paperwork as it is received. Once BCA receives our paperwork, they submit it to the FBI in Washington D.C. where there can be delays. We turn around the responses as quickly as DVS.DSCO.Issuing@state.mn.us. The status of the employee will be researched and the DLA will be contacted and provided the information.

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What's New in This Update

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November 14, 2018 – DL Agent Update

What's New in This Update

- Duplicate Disability Permit

Today's News

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Previous News

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Today's News

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Duplicate Receipts/Temporary Credentials

Expired yellow receipts only require a sticker to extend the expiration of the receipt. This makes the receipt valid for driving privileges until the customer's new card arrives in the mail. If the customer has lost their yellow receipt, please issue a duplicate temporary out of FastDS at no fee.

DL/ID Cards Returned in Mail or Not Returned/Not Received

Driver's licenses that have been returned by the post office no longer require you to request the card be re-issued. This is also true for cards that have been issued but have not been received by the applicant or returned to DVS by the post office.

See help articles in FastDS about "undelivered driver license cases" and "request a credential resend."

November 9, 2018 – DL Agent Update

What's New in This Update

- There is no new information in today's update.

Previous News

Upcoming State Holiday - Office Closures

Driver and Vehicle Services state-run offices will be closed on Monday, November 12, in observance of Veteran's Day.

There will be limited assistance available on Monday related specifically to the MNLARS release 1.14, which is taking place on Sunday; please look for details related to that release in the daily Deputy Registrar Update.

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Restriction Removals for A & Y Requests

There have been many restriction override requests regarding the "Issuing for the Y and A" restriction that are not required. If the applicant has received a letter verifying that they are eligible for the A or Y restriction to be removed, the restriction will be removed automatically during the issuing process.

Older restrictions will still show on record from the previous credential but will highlighted in grey. Please note that you will not be able to uncheck the box next to the previous restriction, just continue with the issuance process.

If the applicant has not received a letter of approval, and the record does not indicate approval of the restriction, please instruct the applicant to follow the normal procedure of applying to have the A restriction removed and upload the request through e-services, and wait for a letter prior to applying.

November 8, 2018 –DL Agent Update

What's New in This Update

- Duplicate Receipts/Temporary Credentials
- DL/ID Cards Returned in Mail or Not Returned/Not Received
- Restriction Removals for A & Y Requests

Today's News

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EDL Application Question Change in FastDS App

There was a question on the EDL, REAL ID and standard card applications that asked: “Does the customer’s name differ from the name on any of the documents?”

The EDL/EID application was updated and now aligns with the EDL requirements for proof of name documents: “Has the customer ever used any other names in the past, including any legal name changes due to marriage or court order?”

This update was made on November 1.

November 7, 2018 – DL Agent Update

What's New in This Update

- Upcoming State Holiday - Office Closures

Today's News

Upcoming State Holiday - Office Closures

Driver and Vehicle Services state-run offices will be closed on Monday, November 12, in observance of Veteran's Day.

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This update was made on November 1.

Recent Production Changes Tab

There is a new tab in the Help manager titled "Recent Production Changes." Users should access this list often to see a brief description of changes made in FastDS, as well as links to updated/added Help topics. "Recent" items will stay on the list for two weeks.

November 6, 2018 – DL Agent Update

What's New in This Update

- EDL Application Question Change in FastDS App
- Recent Production Changes Tab

Today's News

EDL Application Question Change in FastDS App

There was a question on the EDL, REAL ID and standard card applications that asked: “Does the customer’s name differ from the name on any of the documents?”

The EDL/EID application was updated and now aligns with the EDL requirements for proof of name documents: “Has the customer ever used any other names in the past, including any legal name changes due to marriage or court order?”

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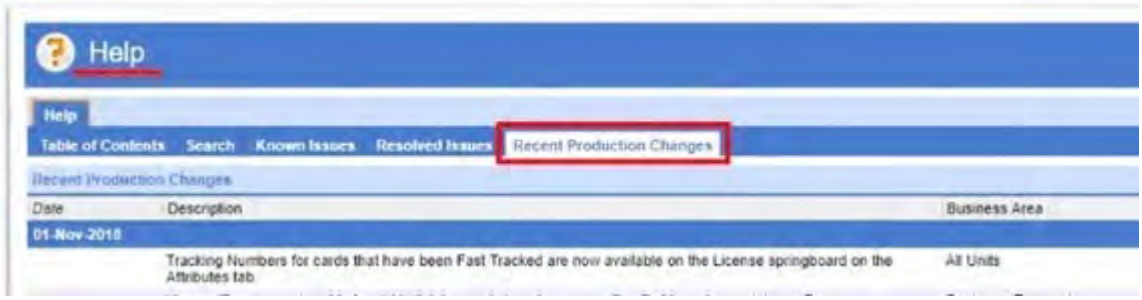

Previous News

ID Requirements for Under 18 Applicants

Any person under the age of 18 must provide the same required documents that an individual over the age of 18 would. On the documents list, you will find options that would apply to a child under 18 to help them apply for either an ID or driver’s license.

Please remember that children under the age of 16 are not eligible to apply for an enhanced driver’s license or enhanced identification card.

Please reference the required documents lists for Standard DL/ID, REAL ID compliant DL/ID and an Enhanced DL or ID

- Standard DL/ID
- REAL ID Compliant– DL & ID
- Enhanced DL/ID

November 5, 2018 – DL Agent Update

What's New in This Update

- There is no new information in today's update.

Previous News

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Contact Email Inbox Transition

Please begin directing all inquiries to the DSCO email inbox (DSCO.DVS@state.mn.us). The current inbox maintained by Fast Enterprises will be monitored through Friday, November 2.

Please remember that your or someone in your office now has the ability to unlock other users from the Driver Services Office Manager page. This feature allows you to assist co-workers if they have accidentally locked themselves out the system, reducing the need to have access restored by someone at the St. Paul DVS Office.

Reinstatement Partial Pay

When a customer wants to pay their FIRST partial-payment fee, the $680 Reinstatement Full Fee must be split in order to apply just the $395 Reinstatement Partial Pay 1 Fee (if it has not been split already). Going forward, HQ staff will determine and approve a customer's eligibility in the program, and clerks in the field will enroll the customer in the program by splitting the fee. Their eligibility **must** be completed before the fee is available to be split.
To split the fee, click the **Enroll a Driver into the Partial Pay Program** hyperlink from the Issuance Transactions launch pad. This hyperlink will only display once the eligibility has been completed.
You can find more detailed steps in the Help manager under "Enroll a Driver into the Partial Pay Program".

November 2, 2018 –DL Agent Update

What's New in This Update

- ID Requirements for Under 18 Applicants

Today's News

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November 1, 2018 – DL Agent Update

What's New in This Update

- There is no new information in today's email.

Previous News

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October 31, 2018 – DL Agent Update

What's New in This Update

- Contact Email Inbox Transition
- Happy Halloween

Today's News

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October 30, 2018 – DL Agent Update

What's New in This Update

- There is no new information in today's update.

Previous News

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“Pre-Apply” for Your Driver’s License Online

Save Time; Know the Required Documents

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Another new tool will help Minnesotans decide which of the state’s three license options will best meet their needs.

Pre-Application Signs

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- Pre-Application Sign A
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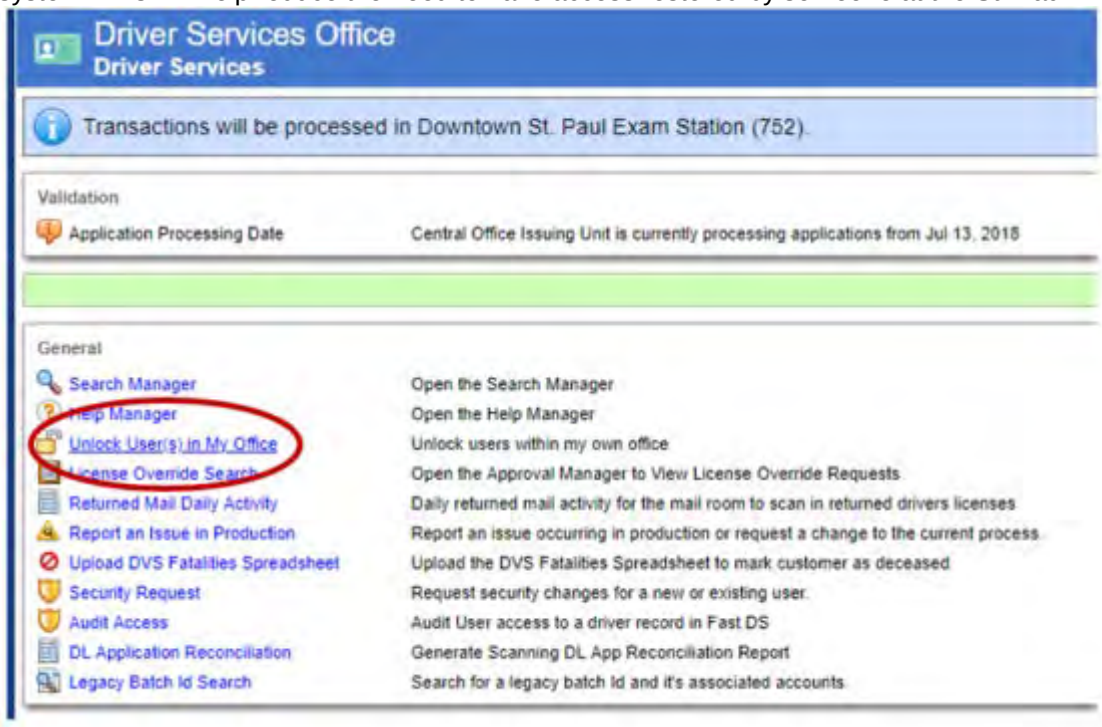

Camera Software Issue

IDEMIA has notified DVS of an issue that some driver's license agents have experienced. They are working to modify the software.

In the meantime, if the message "Canon not found" comes up when you log into the new camera or during the day. Follow these steps.

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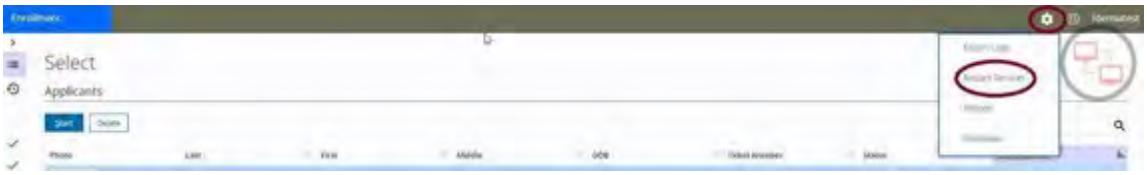

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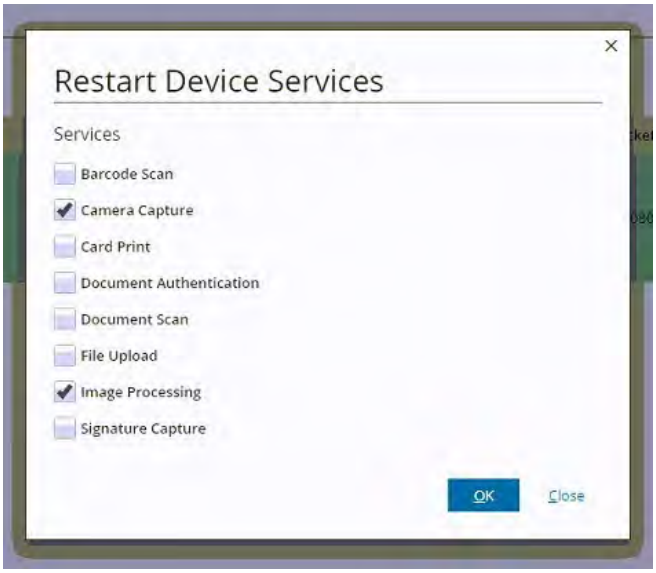

4. Click on the person you wish to process to complete transaction.

Proof of Identity Documents: Vietnamese Passports

Vietnamese passports order names differently than other countries. Please check the surname and "given name" areas closely on Vietnamese passports. Generally, this information will match an applicant's Social Security Card exactly. Be sure to double-check the documents carefully before denying a customer's application for mismatched documents.

As a reminder:
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October 29, 2018 – DL Agent Update

What's New in This Update

- Reinstatement Partial Pay

Today's News

Reinstatement Partial Pay

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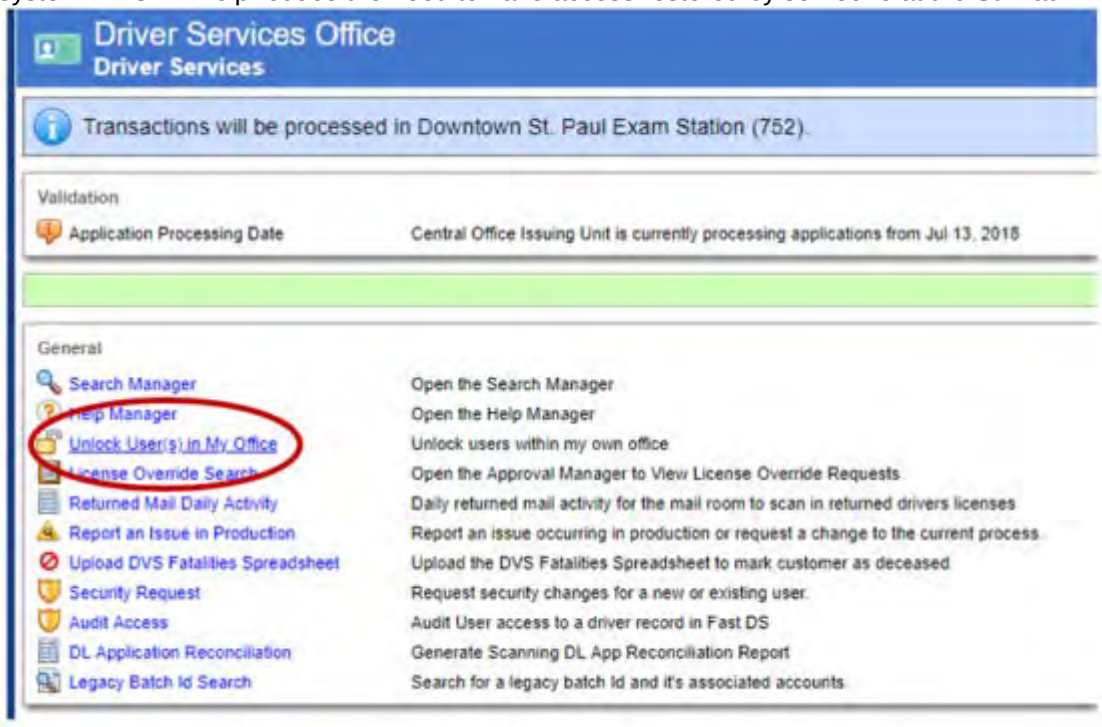

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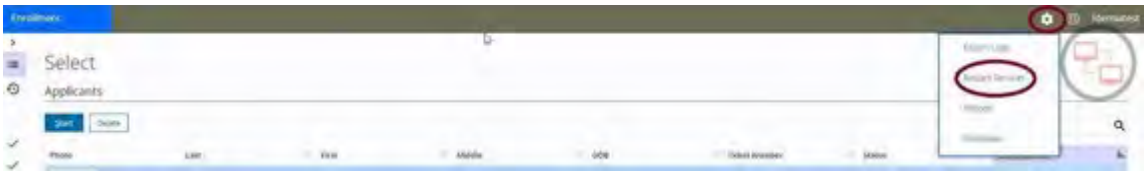

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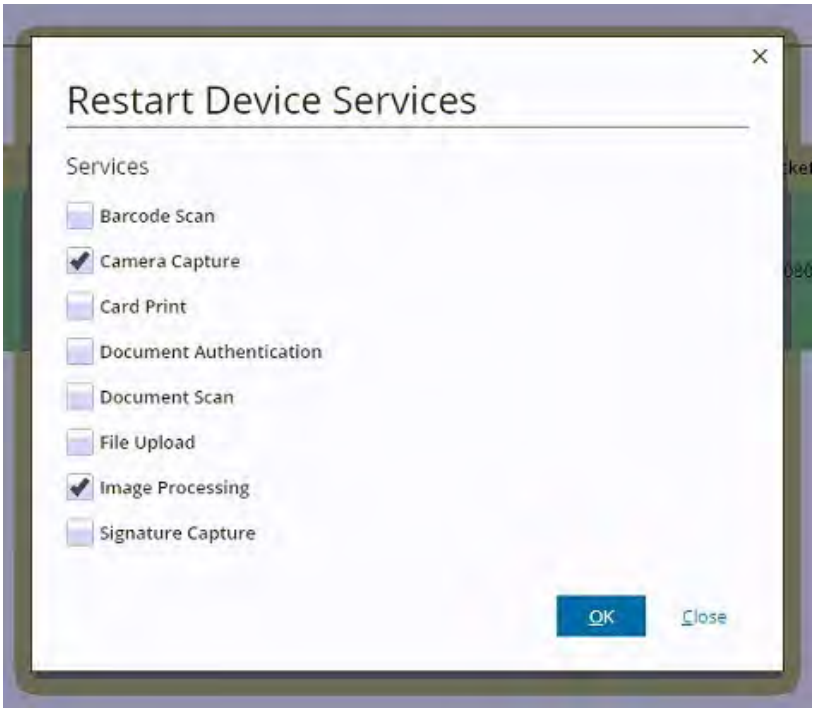

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October 26, 2018 – DL Agent Update

What's New in This Update

- There is no new information in today's update.

Previous News

Pre-Application: Speed the Process, Help Ensure Customers Have Required Documents

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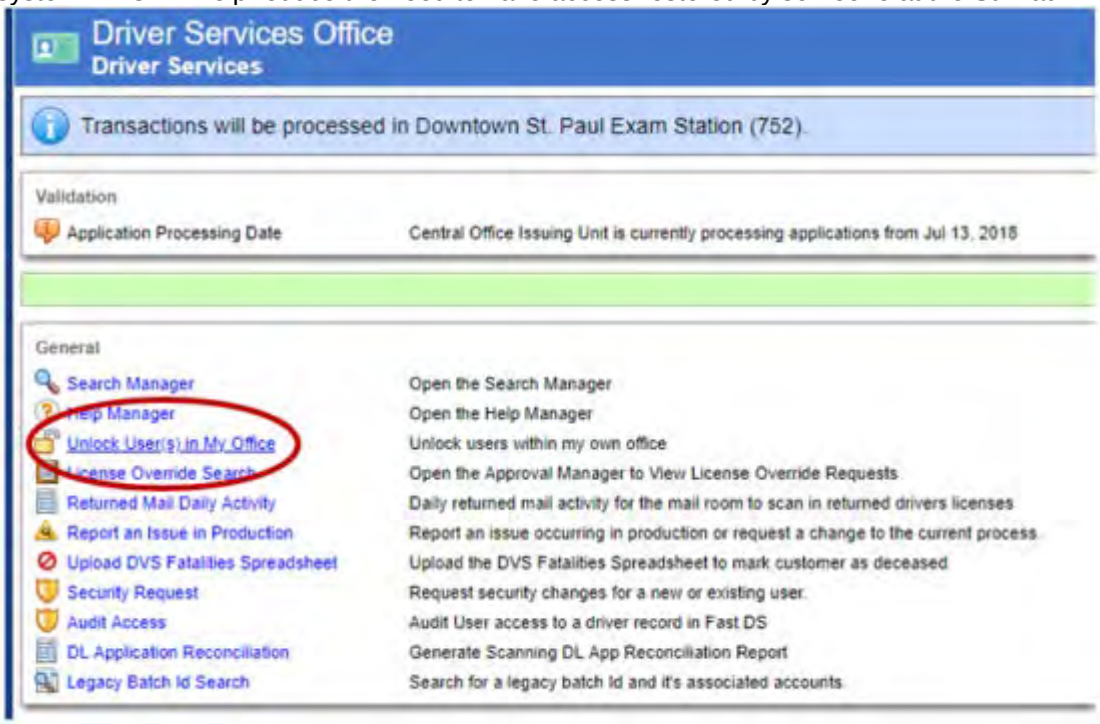

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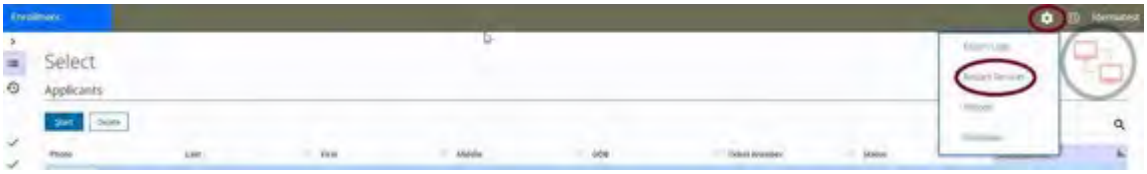

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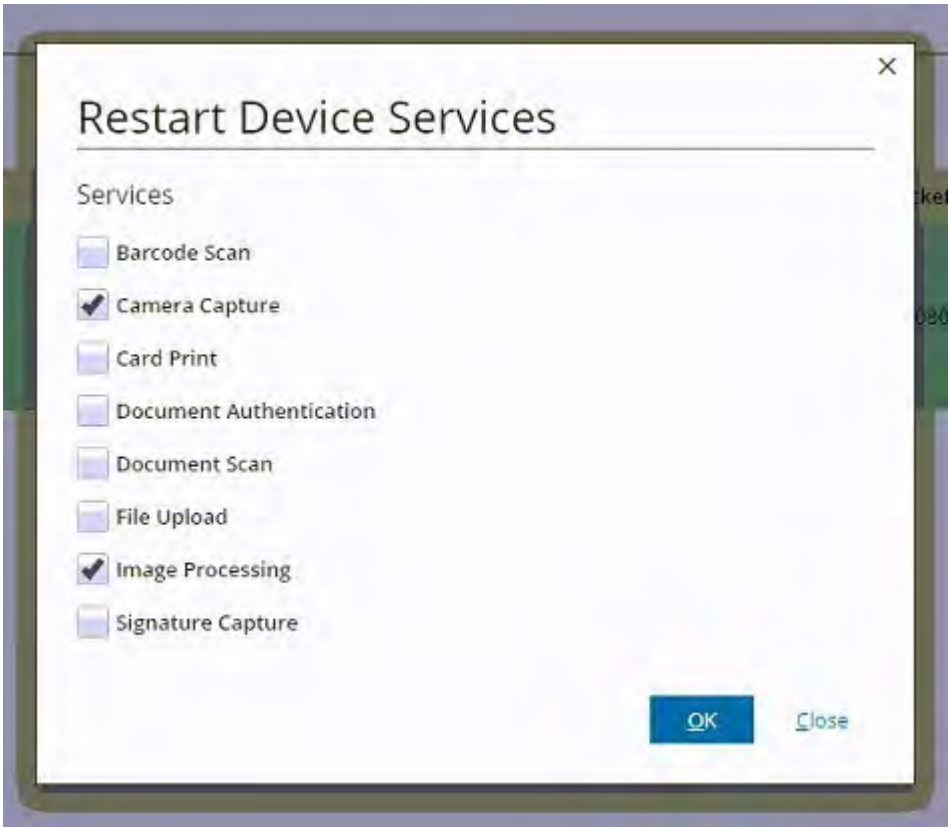

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October 25, 2018 – DL Agent Update

What's New in This Update

- Pre-Application: Speed the Process, Help Ensure Customers Have Required Documents
- Pre-Application Signs
- FastDS – Driver Services Office Manager Feature Update

Today's News

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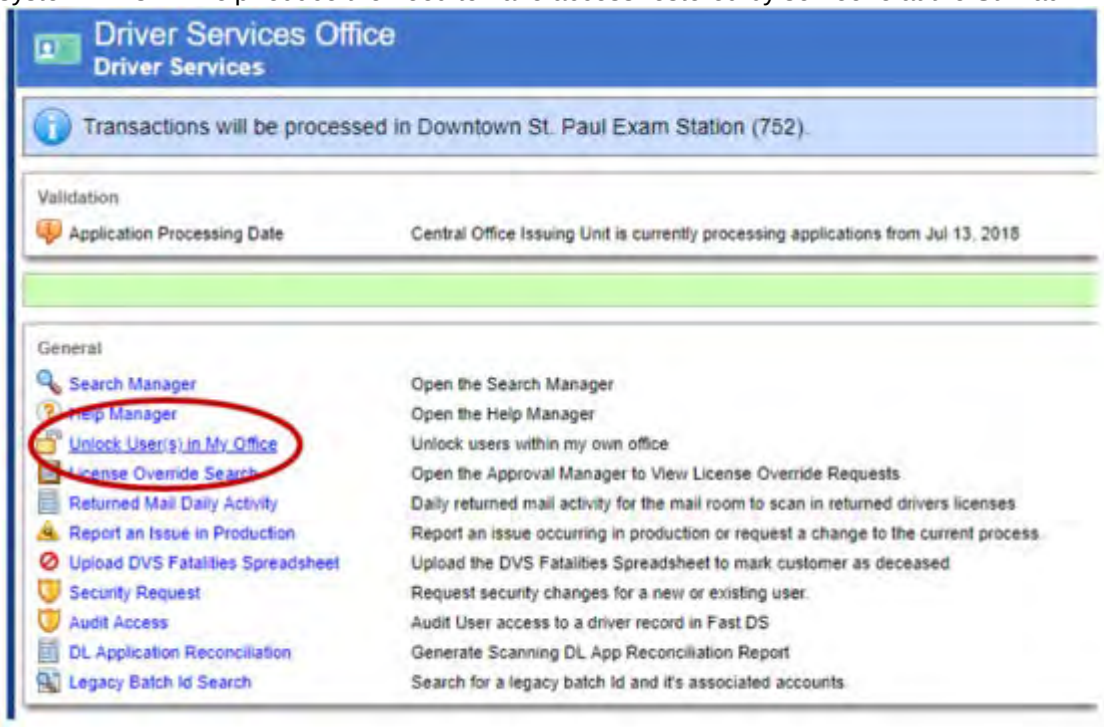
FastDS - Driver Services Office Manager Feature Update

The ability for someone within your office to unlock other users is now available within the Driver Services Office Manager page. This feature allows you to assist co-workers if they have accidentally locked themselves out the system. This will help reduce the need to have access restored by someone at the St. Paul DVS Office.



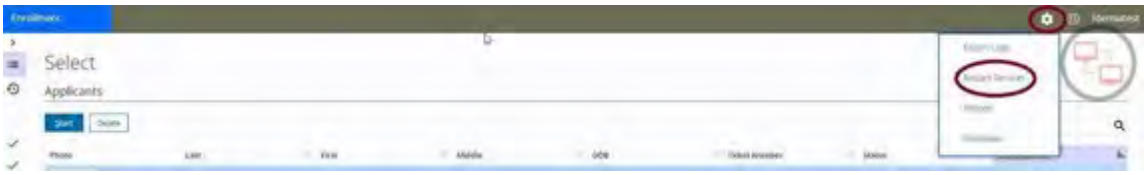
Previous News

Camera Software Issue

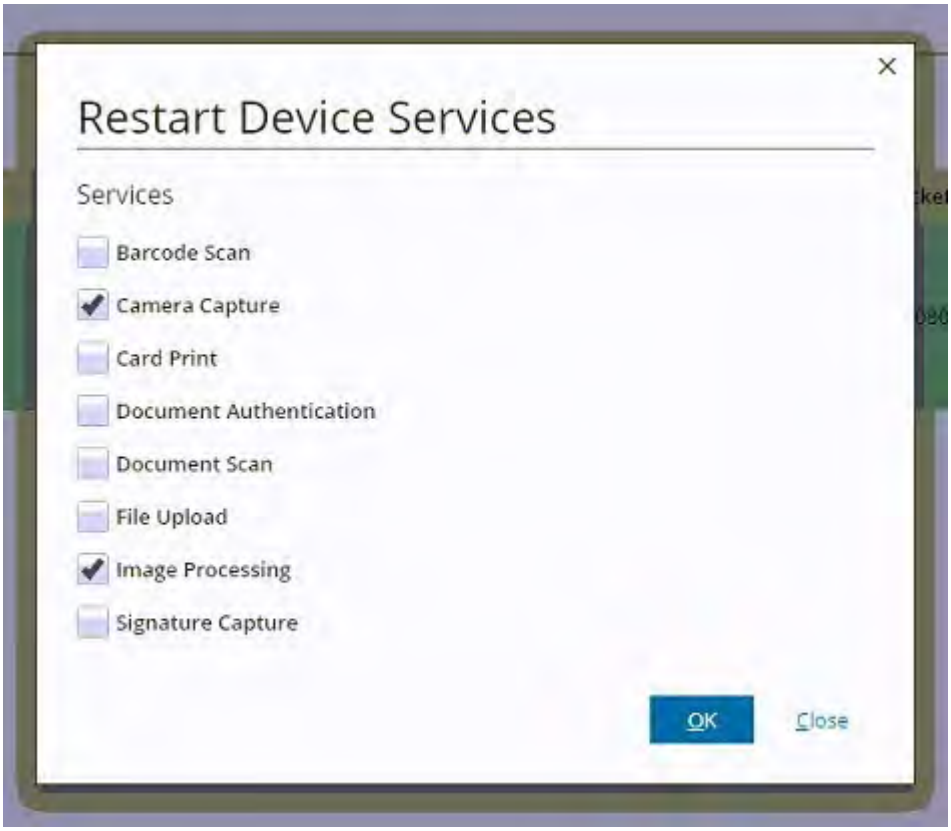
IDEMIA has notified DVS of an issue that some driver's license agents have experienced. They are working to modify the software.

In the meantime, if the message "Canon not found" comes up when you log into the new camera or during the day. Follow these steps.

1. Click the gear in the upper right corner and a drop-down menu will appear.
2. Select Restart Services



3. In Restart Services, check the boxes shown below and click OK. It will take 10-20 seconds to complete.



4. Click on the person you wish to process to complete transaction.

Proof of Identity Documents: Vietnamese Passports

Vietnamese passports order names differently than other countries. Please check the surname and “given name” areas closely on Vietnamese passports. Generally, this information will match an applicant’s Social Security Card exactly. Be sure to double-check the documents carefully before denying a customer’s application for mismatched documents.

As a reminder:
Surname = last name
Given name = first name

October 24, 2018 – DL Agent Update

What's New in This Update

- Camera Software issue
- Proof of Identity Documents: Vietnamese Passports

Today's News

Camera Software Issue

IDEMIA has notified DVS of an issue that some driver's license agents have experienced. They are working to modify the software.

In the meantime, if the message "Canon not found" comes up when you log into the new camera or during the day. Follow these steps.

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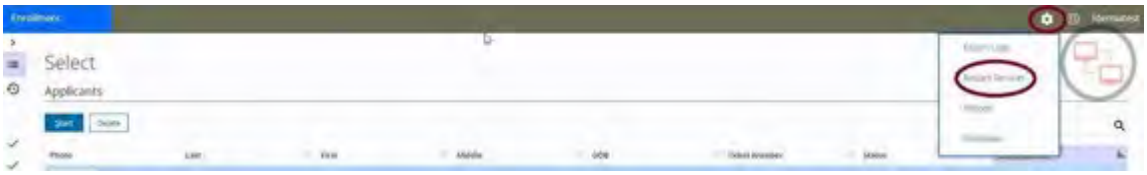

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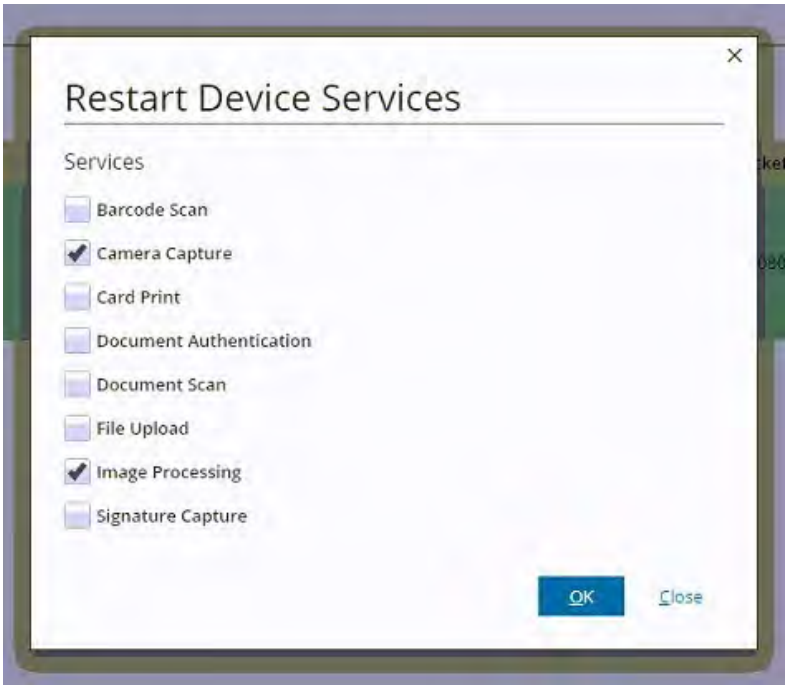

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As a reminder:
Surname = last name
Given name = first name

Previous News

Individual Taxpayer Identification Number

Individual Taxpayer Identification Number (ITIN) is not the same as a Social Security Number (SSN).

Applicants who have an ITIN but not a SSN should mark the box indicating that they do not have a SSN. Some ITINs are formatted like a SSN and applicants are being told to enter the ITIN in the SSN field of the application. This will cause a SSOLV failure. SSOLV only verifies SSNs and will not verify a ITIN.

ITINs should not be entered in as a SSN.

Minnesota Third Party Test Results and CDL Out of State Test Results

Road and skill exam results from Minnesota third party testers must be on a record of examination (RX).

- When entering a motorcycle skills test result, select from the drop down box the name of the provider listed on the top of the red stamp on the record of examination.
- When entering CDL road test results from the record of examination, under the examiner dropdown box, select the code listed in the station box in the lower right hand corner of the record of examination. It will be four digits with a dash (i.e., 04-06). Entering the number under the examiner drop down box will remove the location box on the screen and you can then proceed with the transaction.

For Out of State CDL Test Results, **do not** accept an application for a Class A or B CDL unless the out of state results are entered and listed under the "Exam" tab in FastDS. There must be entries that list both the out of state skill test and pre-trip as passed before accepting the application.

Safe at Home Participants

Safe at Home participants are eligible for Real ID and Enhanced Driver License and Enhanced Identification (EDL/EID) cards. The Safe at Home address listed on the card from the Secretary of State Office is the address that will print on the REAL ID, or EDL/EID card.

A copy of the Safe at Home Program Participant card must be included with the Real ID or EDL/EID application. To meet the residency document requirements (proof of Minnesota residence address), the residency documents provided can list either the Safe at Home address or the actual Minnesota residence address.

October 23, 2018 – DL Agent Update

What's New in This Update

- Individual Taxpayer Identification Number

Today's News

Individual Taxpayer Identification Number

Individual Taxpayer Identification Number (ITIN) is not the same as a Social Security Number (SSN).

Applicants who have an ITIN but not a SSN should mark the box indicating that they do not have a SSN. Some ITINs are formatted like a SSN and applicants are being told to enter the ITIN in the SSN field of the application. This will cause a SSOLV failure. SSOLV only verifies SSNs and will not verify a ITIN.

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Previous News

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- When entering a motorcycle skills test result, select from the drop down box the name of the provider listed on the top of the red stamp on the record of examination.
- When entering CDL road test results from the record of examination, under the examiner dropdown box, select the code listed in the station box in the lower right hand corner of the record of examination. It will be four digits with a dash (i.e., 04-06). Entering the number under the examiner drop down box will remove the location box on the screen and you can then proceed with the transaction.

For Out of State CDL Test Results, **do not** accept an application for a Class A or B CDL unless the out of state results are entered and listed under the “Exam” tab in FastDS. There must be entries that list both the out of state skill test and pre-trip as passed before accepting the application.

Extra Documents in Batches that Are Not Needed

A copy of the temporary credential that is issued from FastDS does not need to be sent in with your application batches. You also do not need to send in any of the pre-application letters. These additional documents may cause issues with the scanning unit.

Safe at Home Participants

Safe at Home participants are eligible for Real ID and Enhanced Driver License and Enhanced Identification (EDL/EID) cards. The Safe at Home address listed on the card from the Secretary of State Office is the address that will print on the REAL ID, or EDL/EID card.

A copy of the Safe at Home Program Participant card must be included with the Real ID or EDL/EID application. To meet the residency document requirements (proof of Minnesota residence address), the residency documents provided can list either the Safe at Home address or the actual Minnesota residence address.

DL Agent GovDelivery Updates

Now you can find all of the daily DL Agent updates that have been sent out via GovDelivery posted on Info Hub. The PDF file is posted under the DL Agent/Exam tab on the orange bar at the top of the page then click on DL Agent Resources.

Please remember if you have any staff you would like to receive GovDelivery messages to please email Communications at dvs.communications@state.mn.us .

GovDelivery is the email distribution service DVS uses to send the Daily Update and other important messages to deputy registrars and driver's license agents. Please make sure your email settings always allow delivery of messages from mndps.news@public.govdelivery.com

October 22, 2018 – DL Agent Update

What's New in This Update

- Minnesota Third Party Test Results and CDL Out of State Test Results
- Extra Documents in Batches that Are Not Needed
- Updated REAL ID Documents List

Today's News

Minnesota Third Party Test Results and CDL Out of State Test Results

Road and skill exam results from Minnesota third party testers must be on a record of examination (RX).

- When entering a motorcycle skills test result, select from the drop down box the name of the provider listed on the top of the red stamp on the record of examination.
- When entering CDL road test results from the record of examination, under the examiner dropdown box, select the code listed in the station box in the lower right hand corner of the record of examination. It will be four digits with a dash (i.e., 04-06). Entering the number under the examiner drop down box will remove the location box on the screen and you can then proceed with the transaction.

For Out of State CDL Test Results, **do not** accept an application for a Class A or B CDL unless the out of state results are entered and listed under the "Exam" tab in FastDS. There must be entries that list both the out of state skill test and pre-trip as passed before accepting the application.

Extra Documents in Batches that Are Not Needed

A copy of the temporary credential that is issued from FastDS does not need to be sent in with your application batches. You also do not need to send in any of the pre-application letters. These additional documents may cause issues with the scanning unit.

REAL ID Documents List

The REAL ID required documents list has been updated on Info Hub, the public website, and within the FastDS system requirements.
Please be sure you are referencing the most current version of the required documents list.

Previous News

Safe at Home Participants

Safe at Home participants are eligible for Real ID and Enhanced Driver License and Enhanced Identification (EDL/EID) cards. The Safe at Home address listed on the card from the Secretary of State Office is the address that will print on the REAL ID, or EDL/EID card.

A copy of the Safe at Home Program Participant card must be included with the Real ID or EDL/EID application. To meet the residency document requirements (proof of Minnesota residence address), the residency documents provided can list either the Safe at Home address or the actual Minnesota residence address.

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October 19, 2018 – DL Agent Update

What's New in This Update

- Safe at Home Participants

Today's News

Safe at Home Participants

Safe at Home participants are eligible for Real ID and Enhanced Driver License and Enhanced Identification (EDL/EID) cards. The Safe at Home address listed on the card from the Secretary of State Office is the address that will print on the REAL ID, or EDL/EID card.

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Previous News

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Searching for Disability Certificates

Some DL agent offices have had trouble finding a customer's disability certificate account. One way to find this information is by searching their disability certificate placard number. To do this, type the complete disability placard number in the *Search* bar within FastDS.

There are other methods for searching for customers who hold a disability placard spelled out in a helpful **guide** from Fast Enterprises that is posted to Info Hub, under Resources and then Quick Reference Guides.

Please remember how important it is to do a thorough search in FastDS to see if a customer has a Disability Services account before creating a new one.

October 18, 2018 – DL Agent Update

What's New in This Update

- DL Agent GovDelivery Updates

Today's News

DL Agent GovDelivery Updates

Now you can find all of the daily DL Agent updates that have been sent out via GovDelivery posted on Info Hub. The PDF file is posted under the DL Agent/Exam tab on the orange bar at the top of the page then click on DL Agent Resources.

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Please remember how important it is to do a thorough search in FastDS to see if a customer has a Disability Services account before creating a new one.

October 17, 2018 – DL Agent Update

What's New in This Update

- Searching for Disability Certificates

Today's News

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Some DL agent offices have had trouble finding a customer's disability certificate account. One way to find this information is by searching their disability certificate placard number. To do this, type the complete disability placard number in the *Search* bar within FastDS.

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Please remember how important it is to do a thorough search in FastDS to see if a customer has a Disability Services account before creating a new one.

Previous News

Resources in the Mail

Two different resource documents have been mailed to DL Agent offices. Some have received them already and with the rest expected to arrive this week. Included are three laminated copies of the DL-ID Comparison Chart and 100 copies of the Side-by-Side Requirements document.

Please had out the side-by-side requirements document as you see fit. The laminated documents are meant to be kept in office as a resource to be used when the public is unsure of which credential type to choose.

Thank you for all of your hard work through the FastDS roll out!

October 16, 2018 – DL Agent Update

What's New in This Update

- Resources in the Mail

Today's News

Resources in the Mail

Two different resource documents have been mailed to DL Agent offices. Some have received them already and with the rest expected to arrive this week. Included are three laminated copies of the DL-ID Comparison Chart and 100 copies of the Side-by-Side Requirements document.

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Thank you for all of your hard work through the FastDS roll out!

Previous News

Procedural Update: Self-designated Descriptors

The following are the self-designated descriptors for a standard or REAL ID compliant Minnesota driver's license or identification card.

- Height
- Weight
- Eye color
- Sex

Applicants are not required under state or federal law to present documentation that confirms the information they submit for these entries.

Procedural Update: Paid Stamp on Application Receipts

DL agents and exam station staff were previously told that it is optional to stamp "paid" on the temporary receipt that prints from the FastDS system.

This is no longer optional.

The temporary receipt the customer receives when they apply and pay for a new or duplicate driver's license, identification card or permit from the FastDs system should now always be stamped with your office's "paid" stamp.

Including the paid stamp on this document allows law enforcement to easily determine the validity of this temporary credential.

Collecting Reinstatement Fees

DL Agent offices that have notified DPS-DVS that they would like to accept reinstatement fees may do so as of Tuesday, October 16. So far, 29 offices have signed up and will be able to receive reinstatement fees. The DPS-DVS website has been updated with the types of payment these offices will accept and the hours they will accept payment..

If you are interested in accepting reinstatement fees, and you have not yet notified DPS-DVS, please email Liz Lauder at Elizabeth.Lauder@state.mn.us and provide your office number, phone number, hours you will be accepting fees and the types of payment you will accept (cash, check, money order, cashier's check, credit or debit card, e-payment, etc.).

The process for accepting reinstatement fees can be found in the Help Manager in FastDS. Search for ”reinstatement fees.” Once the payment has been processed through FastDS, the customer's standing will change immediately. Depending on the driver record, the customer could be valid, eligible or another designation. Please communicate the current standing to the customer.

DL Agents may choose to add an $8 filing fee per transaction. That filing fee will not be included in the total amount on the customer's receipt that is printed from Fast DS. The filing fee should be collected separately, and should not be included with the funds that are swept to the State.

If your office accepts personal checks, and the check is returned for insufficient funds, your office would be responsible for collecting the full amount from the customer (including any NSF service fees). If you have an NSF agreement with the State, DPS-DVS will suspend the driver until payment is received. If your office does not currently have an NSF agreement with DPS-DVS, contact DSCO for more information.

October 15, 2018 – DL Agent Update

What's New in This Update

- Procedural Update: Self-designated Descriptors
- Paid Stamp on Application Receipts
- Collecting Reinstatement Fees

Today's News

Procedural Update: Self-designated Descriptors

The following are the self-designated descriptors for a standard or REAL ID compliant Minnesota driver's license or identification card.

- Height
- Weight
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Applicants are not required under state or federal law to present documentation that confirms the information they submit for these entries.

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Previous News

Reminder: Driver Services Coordination Unit (DSCO) Contact Information

Please remember to use the proper outreach channels when contacting DSCO.

If you're calling please use 651-296-2038 or 1-800-536-0049 followed by your DL Agent/Deputy Code and if you're emailing in please email DSCO.DVS@state.mn.us

October 12, 2018 – DL Agent Update

What's New in This Update

- There is no new information in today's update.

Previous News

Reminder: FastDS Applications

Please remember to keep the signed FastDS application page. This document must be included with the application bundles you send to St. Paul. For exam stations and those offices that are participating in the pilot scanning process, this document is scanned during the application.

Also, remember to separate your application types into bundles when mailing them together by trackable mail. Each application type must have a batch report on top, and the entire batch should be separated by a rubber band or paperclip. This step makes it faster and easier for the mail to be sorted and processed.

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Reminder: Check FAQ within FastDS Daily

Please check the FAQ within FastDS daily for updates to help manager content or processes.

October 11, 2018 – DL Agent Update

What's New in This Update

- Reminder: FastDS Applications

Today's News

Reminder: FastDS Applications

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Reminder: When to Void a DL/ID Card

Please remember to void a DL or ID card AFTER the customer has made a payment for their new card.

Some offices have reported placing the "void" card punch to a different area of the office to help adjust with this office flow change.

Reminder: Check FAQ within FastDS Daily

Please check the FAQ within FastDS daily for updates to help manager content or processes.

October 10, 2018 – DL Agent Update

What's New in This Update

- Reminder: Driver Services Coordination Unit (DSCO) Contact Information

Today's News

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Previous News

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Some offices have reported placing the "void" card punch to a different area of the office to help adjust with this office flow change.

Helpful Tips

- Addresses: If you type in the street address and the 5-digit zip code, FastDS will populate the city and full 9-digit zip code.
- Pre-App: Consider asking customers to complete a pre-app on their smartphones while waiting for service. The DVS St. Paul exam station did, and of the 80 individuals served that day, 62 completed the pre-app while waiting in the lobby.

Reminder: Check FAQ within FastDS Daily

Please check the FAQ within FastDS daily for updates to help manager content or processes.

October 9, 2018 – DL Agent Update

What's New in This Update

- Reminder: When to Void a DL/ID Card

Today's News

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Previous News

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Disability Certificates

All applications for disability parking certificates submitted on or after October 1, must be completed through FastDS.

- Mail supporting documents, including renewal postcards to DVS with your driver’s license applications, separated by a rubber band or paper clip.

- Extensions of the 30-day temporary permit for applications submitted prior to October 1, should be handwritten on the old paper form. If you’ve run out of or destroyed your old stock, you will find a pdf of the 30-day Temporary Disability Permit on Info Hub under the FastDS tab.

Reminder: Check FAQ within FastDS Daily

Please check the FAQ within FastDS daily for updates to help manager content or processes.

October 8, 2018 – DL Agent Update

What's New in This Update

- Production Numbers

Today's News

Production Numbers

Driver's License/ID Cards: 6,022 driver's license/identification cards issued on 10/4

- 4,786 Standard
- 855 Real ID
- 381 Enhanced DL/ID

Titles: 5,119 titles printed and mailed on 10/5
Tabs (Registration): 3,232 tabs printed and mailed on 10/5
Plates: 2,865 plates printed and mailed on 10/5

Previous News

Helpful Tips

- Addresses: If you type in the street address and the 5-digit zip code, FastDS will populate the city and full 9-digit zip code.

- Pre-App: Consider asking customers to complete a pre-app on their smartphones while waiting for service. The DVS St. Paul exam station did, and of the 80 individuals served that day, 62 completed the pre-app while waiting in the lobby.

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Reminder: Check FAQ within FastDS Daily

Please check the FAQ within FastDS daily for updates to help manager content or processes.

October 5, 2018 – DL Agent Update

What's New in This Update

- Daily FastDS Rollout Web Ex
- Helpful Tips
- Disability Certificates

Today's News

Daily FastDS Rollout WebEx

Happy Friday everyone. Today is the final daily Wex Ex call where we review key issues and take questions. We will begin at 5 p.m. and wrap it up 5:30.

Friday, Oct. 5: FastDS Rollout WebEx 5 – 5:30 p.m.

- https://bit.ly/2ICt8sW
- Password: DVS456

Answers to questions asked will be added to the WebEx FAQ that's posted to the Info Hub.

Helpful Tips

- **Addresses**: If you type in the street address and the 5-digit zip code, FastDS will populate the city and full 9-digit zip code.

- **Pre-App**: Consider asking customers to complete a pre-app on their smartphones while waiting for service. The DVS St. Paul exam station did, and of the 80 individuals served that day, 62 completed the pre-app while waiting in the lobby.

Disability Certificates

All applications for disability parking certificates submitted on or after October 1, **must** be completed through FAST DS.

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Previous News

Update to the DSCO Phone Hours

The phones will be staffed from 8:00 a.m. to 6:00 p.m. if you need assistance.

Reminder: Check FAQ within FastDS Daily

Please check the FAQ within FastDS daily for updates to help manager content or processes.

ESupport Transition – Thursday, Sept. 27

If you bring up a driver record, and a banner appears at the top of the screen that says 'STOP, Please call (612) 440-4318 to clean record', it is an indication that information from ESupport on Thursday prior to rollout did not fully convert to mainframe, and therefore not to FASTDS. **This is an internal use phone number only; do not give to the public.**

The below banner was added to impacted records on Tuesday evening.

Procedural FAQ's

Below are some questions that have been asked and answered related to document requirements

Q: Can customer's account number, balances, etc. be redacted from bank statements?
A: Yes, as long as the customer's name and address appear on the statement, all other personal information can be redacted.

Q: Can customer print out bank statements or utility bills if they are getting paperless billing?
A: Yes, a printout of an e-statement or e-bill is acceptable.

Q: Can customers just show us their bank or utility statement on their phones as proof of address?
A: No, we must have a paper copy to scan into the system.

Q: If two names appear on a utility bill or work order, and the two claim to be married, can that be accepted as proof of residence?
A: The people listed must be related. If married, they must show a marriage certificate showing the relationship.

Q: Can earnings, and other personal information from tax and wage documents can be blacked out?
A: Yes. If being used as a proof of residence, only the customer's name and address needs to be shown. If being used as proof of social security, that number must also appear.

Q: Can we still stamp the temporary credential with a Paid stamp?
A: You can if you want to, but it's not necessary.

Please don't hesitate to reach out with any questions you have; we are here to help!

We're on the phones! 1-800-536-0049 or 651-296-2038. Press 2 for DL and then 3 for FastDS. Don't know your code for the phone system? Just ask.

Mailing Applications in to St. Paul

As of October 1, 2018, please mail all of your driver's license and ID applications to St. Paul. If you are sending in your Real ID or EDL/EID applications, please include a tracking number. All application types can be mailed together in the same envelope, but please separate with a rubber binder or some other fashion.

Mail application packets to:
Driver and Vehicle Services
445 Minnesota Street, Suite 175
St. Paul, MN 55101

October 4, 2018 – DL Agent Update

What's New in This Update

- Daily FastDS Rollout WebEx
- Update to DSCO Phone Hours
- Reminder: Disability certificates processed through FastDS and Not MNLARS
- Reminder: Check FAQ within FastDS Daily

Today's News

Daily FastDS Rollout WebEx

We will be hosting a WebEx every day this week at 5 p.m. for a short 30-minute review of key issues that arise throughout the day. Please log in if you would like a read-out of issues. There will be time to answer questions as well, but we will need to wrap it up by 5:30 p.m. each day.

Thursday, Oct. 4: FastDS Rollout WebEx is scheduled from 5:00 p.m. – 5:30 p.m.

- Link: https://bit.ly/2E1jWA3
- Password: DVS789

Friday, Oct. 5: FastDS Rollout WebEx is scheduled from 5:00 p.m. – 5:30 p.m.

- https://bit.ly/2ICt8sW
- Password: DVS456

Answers to questions asked will be added to the WebEx FAQ that's posted to the Info Hub.

Update to the DSCO Phone Hours

The phones will be staffed from 8:00 a.m. to 6:00 p.m. if you need assistance.

Reminder: Disability Certificates are processed through FastDS and Not MNLARS

Please remember to issue disability certificates from FastDS and not MNLARS. Any documentation submitted for the disability certificates needs to be mailed in with your driver's license applications, separated by a rubber band or paper clip.

If a previous application for a disability certificate has not yet been processed through FastDS, please issue the temporary extension as a paper, handwritten, copy.

Reminder: Check FAQ within FastDS Daily

Please check the FAQ within FastDS daily for updates to help manager content or processes.

Previous News

eSupport Transition – Thursday, Sept. 27

If you bring up a driver record, and a banner appears at the top of the screen that says 'STOP, Please call (612) 440-4318 to clean record', it is an indication that information from ESupport on Thursday prior to rollout did not full convert to mainframe, and therefore not to FASTDS. **This is an internal use phone number only; do not give to the public.**

The below banner was added to impacted records on Tuesday evening.

Procedural FAQ's

Below are some questions that have been asked and answered related to document requirements

Q: Can customer's account number, balances, etc. be redacted from bank statements?
A: Yes, as long as the customer's name and address appear on the statement, all other personal information can be redacted.

Q: Can customer print out bank statements or utility bills if they are getting paperless billing?
A: Yes, a printout of an e-statement or e-bill is acceptable.

Q: Can customers just show us their bank or utility statement on their phones as proof of address?
A: No, we must have a paper copy to scan into the system.

Q: If two names appear on a utility bill or work order, and the two claim to be married, can that be accepted as proof of residence?
A: The people listed must be related. If married, they must show a marriage certificate showing the relationship.

Q: Can earnings, and other personal information from tax and wage documents can be blacked out?
A: Yes. If being used as a proof of residence, only the customer's name and address needs to be shown. If being used as proof of social security, that number must also appear.

Q: Can we still stamp the temporary credential with a Paid stamp?
A: You can if you want to, but it's not necessary.

Please don't hesitate to reach out with any questions you have; we are here to help!

We're on the phones! 1-800-536-0049 or 651-296-2038. Press 2 for DL and then 3 for FastDS. Don't know your code for the phone system? Just ask.

Mailing Applications in to St. Paul

As of October 1, 2018, please mail all of your driver's license and ID applications to St. Paul. If you are sending in your Real ID or EDL/EID applications, please include a tracking number. All application types can be mailed together in the same envelope, but please separate with a rubber binder or some other fashion.

Mail application packets to:
Driver and Vehicle Services
445 Minnesota Street, Suite 175
St. Paul, MN 55101

October 3, 2018 – DL Agent Update

What's New in This Update

- Daily FastDS Rollout WebEx
- ESupport Transition from Thursday, Sept. 27

Today's News

Daily FastDS Rollout WebEx

We will be hosting a WebEx every day this week at 5 p.m. for a short 30-minute review of key issues that arise throughout the day. Please log in if you would like a read-out of issues. There will be time to answer questions as well, but we will need to wrap it up by 5:30 p.m. each day.

Wednesday, Oct. 3: FastDS Rollout WebEx is scheduled from 5:00 p.m. – 5:30 p.m.

- Link: https://bit.ly/2zJOyBE
- Password: DVS456

Thursday, Oct. 4: FastDS Rollout WebEx is scheduled from 5:00 p.m. – 5:30 p.m.

- Link: https://bit.ly/2E1jWA3
- Password: DVS789

Answers to questions asked will be added to the WebEx FAQ that's posted to the Info Hub.

eSupport Transition – Thursday, Sept. 27

If you bring up a driver record, and a banner appears at the top of the screen that says 'STOP, Please call (612) 440-4318 to clean record', it is an indication that information from ESupport on Thursday prior to rollout did not full convert to mainframe, and therefore not to FASTDS.

The below banner was added to impacted records on Tuesday evening.

Previous News

Procedural FAQ's

Below are some questions that have been asked and answered related to document requirements

Q: Can customer's account number, balances, etc. be redacted from bank statements?
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Q: Can customer print out bank statements or utility bills if they are getting paperless billing?
A: Yes, a printout of an e-statement or e-bill is acceptable.

Q: Can customers just show us their bank or utility statement on their phones as proof of address?
A: No, we must have a paper copy to scan into the system.

Q: If two names appear on a utility bill or work order, and the two claim to be married, can that be accepted as proof of residence?
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Q: Can earnings, and other personal information from tax and wage documents can be blacked out?
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Q: Can we still stamp the temporary credential with a Paid stamp?
A: You can if you want to, but it's not necessary.

Please don’t hesitate to reach out with any questions you have; we are here to help!

We’re on the phones! 1-800-536-0049 or 651-296-2038. Press 2 for DL and then 3 for FastDS. Don’t know your code for the phone system? Just ask.

Mailing Applications in to St. Paul

As of October 1, 2018, please mail all of your driver’s license and ID applications to St. Paul. If you are sending in your Real ID or EDL/EID applications, please include a tracking number. All application types can be mailed together in the same envelope, but please separate with a rubber binder or some other fashion.

Mail application packets to:
Driver and Vehicle Services
445 Minnesota Street, Suite 175
St. Paul, MN 55101

October 2, 2018 – DL Agent Update

What's New in This Update

- Daily FastDS Rollout WebEx
- Procedural FAQ's

Today's News

Daily FastDS Rollout WebEx

We will be hosting a WebEx every day this week at 5 p.m. for a short 30-minute review of key issues that arise throughout the day. Please log in if you would like a read-out of issues. There will be time to answer questions as well, but we will need to wrap it up by 5:30 p.m. each day.

Tuesday, Oct. 2: FastDS Rollout WebEx is scheduled from 5:00 p.m. – 5:30 p.m.

- Link: https://bit.ly/2Op9R3l
- Password: DVS123

Wednesday, Oct. 3: FastDS Rollout WebEx is scheduled from 5:00 p.m. – 5:30 p.m.

- Link: https://bit.ly/2zJOyBE
- Password: DVS456

Each session will be recorded and available on InfoHub.

Procedural FAQ's

Below are some questions that have been asked and answered related to document requirements

Q: Can customer's account number, balances, etc. be redacted from bank statements?
A: Yes, as long as the customer's name and address appear on the statement, all other personal information can be redacted.

Q: Can customer print out bank statements or utility bills if they are getting paperless billing?
A: Yes, a printout of an e-statement or e-bill is acceptable.

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A: No, we must have a paper copy to scan into the system.

Q: If two names appear on a utility bill or work order, and the two claim to be married, can that be accepted as proof of residence?
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Q: Can we still stamp the temporary credential with a Paid stamp?
A: You can if you want to, but it's not necessary.

Please don’t hesitate to reach out with any questions you have; we are here to help!

We’re on the phones! 1-800-536-0049 or 651-296-2038. Press 2 for DL and then 3 for FastDS. Don’t know your code for the phone system? Just ask.

Previous News

Mailing Applications in to St. Paul

As of October 1, 2018, please mail all of your driver’s license and ID applications to St. Paul. If you are sending in your Real ID or EDL/EID applications, please include a tracking number. All application types can be mailed together in the same envelope, but please separate with a rubber binder or some other fashion.

Mail application packets to:
Driver and Vehicle Services
445 Minnesota Street, Suite 175
St. Paul, MN 55101

October 1, 2018 – DL Agent Update

What's New in This Update

- FastDS is Live!
- We're here to Help!

Today's News

We're here to Help!

We're on the phones!
1-800-536-0049 or 651-296-2038. Press 2 for DL and then 3 for FastDS.
Don't know your code for the phone system? Just ask.

Previous News

Mailing Applications in to St. Paul – Correction to the Suite Number

As of October 1, 2018, please mail all of your driver's license and ID applications to St. Paul. If you are sending in your Real ID or EDL/EID applications, please include a tracking number. All application types can be mailed together in the same envelope, but please separate with a rubber binder or some other fashion.

Mail application packets to:
Driver and Vehicle Services
445 Minnesota Street, Suite 175
St. Paul, MN 55101

September 28, 2018 – DL Agent Update

What's New in This Update

- Countdown to FastDS Launch!
- Message from Director Olson
- Friday Task List
- Additional Real ID Documents on Info Hub

Today's News

Message from Director Olson

As we count down the days until FastDS and REAL ID are live, I thank you in advance for your partnership to make this rollout a success. FastDS allows us to be more nimble, efficient, and compliant with federal and state law. I appreciate the involvement and participation in our twice-weekly REAL ID calls, the MDRA conference, testing, training and sandbox activity. Together we deliver exceptional customer service to citizens of Minnesota.

Please don't hesitate to reach out if you need additional support; contact information can be found at the end of every DL Agent update. We have support available, whatever your question may be.

Thank you again for your commitment and support in implementing FastDS.

Sincerely,
Director Dawn Olson

Friday Task List

Please be prepared! There are some tasks that need to be completed on Friday, September 28. This list is located within FastDS Production. And links can be found on Info Hub.

- Users will be required to sign in to FastDS.
- Please login and verify permissions.
- You will need to set up OTP authenticator and security code ahead of the rollout.
- Simple transactions/processes
- Ensure EDL and REAL ID-approved staff can issue these credentials.
- Configure barcode readers. You will find instructions in "Help – Barcode."

Remember to practice, practice, practice!

Sandbox "production" will be open from 7:00 a.m. – 7:00 p.m. on Friday, September 28, and phone staff assistance from FastDS is available from 8:30 a.m.-2:00 p.m. and from 2:30 p.m.-5:00 p.m.

Mailing Applications in to St. Paul – Correction to the Suite Number

As of October 1, 2018, please mail all of your driver's license and ID applications to St. Paul. If you are sending in your Real ID or EDL/EID applications, please include a tracking number. All application types can be mailed together in the same envelope, but please separate with a rubber binder or some other fashion.

Mail application packets to:
Driver and Vehicle Services
445 Minnesota Street, Suite 175
St. Paul, MN 55101

Additional Real ID Documents on Info Hub

There are updated documents to assist customers in making the decision as to which credential type they think would best fulfill their identification needs. They are located on Info Hub under the DL Agent/Exam tab on the orange bar. And are in the green "call out" box on the right hand side of the screen.

Previous News

Status-Check Updates and Fast Track

An application associated with a status check will be processed through a priority work queue to expedite issuance. Fast-tracking this type of application will no longer be needed as of October 1.

ESupport and Data Privacy Training

The Data Privacy training module posted in ESupport is no longer the appropriate training tool for DL Agent Staff. All of the data privacy training for a new staff member at a DL Agent office is now completed by contacting the Data Services unit, and submitting documents. This training module will not be updated in Info Hub.

Reminder: EDL Questionnaire

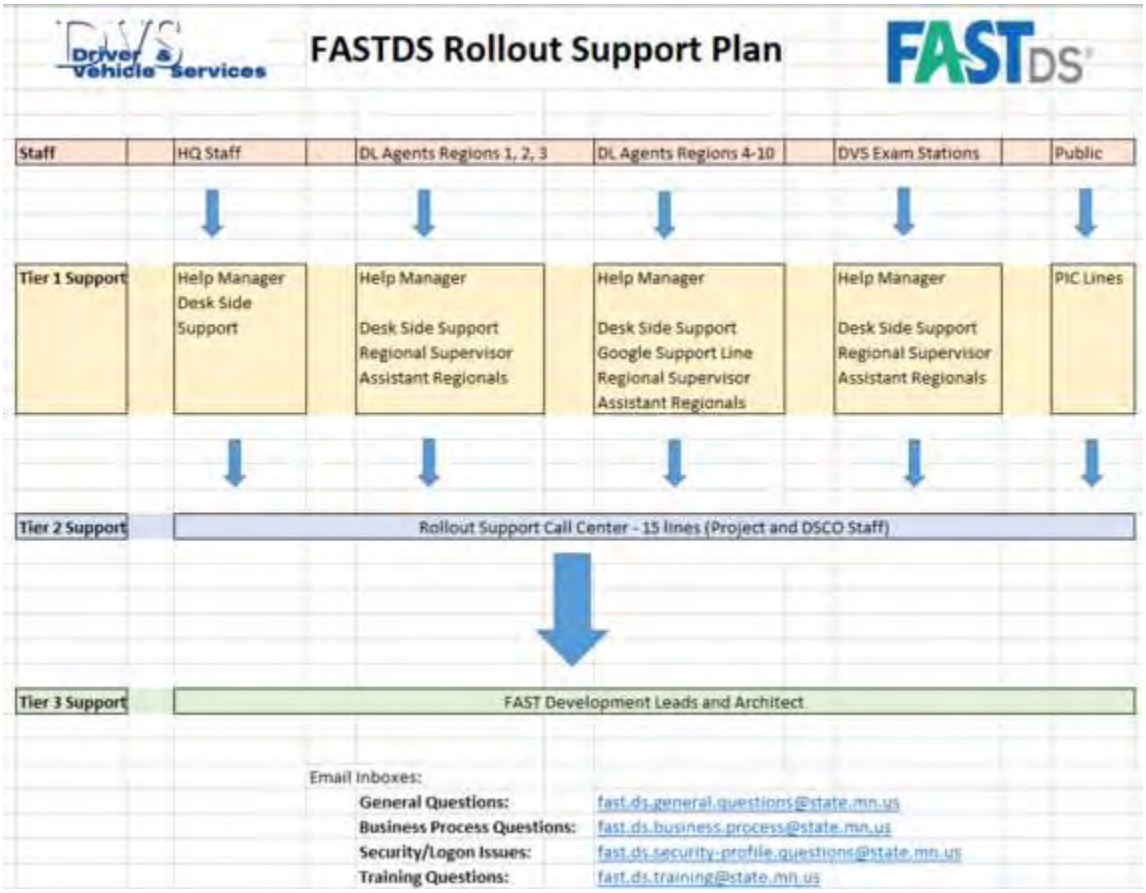
Please double check with your appointee regarding the EDL questionnaire. It should have been sent with the approval documents to intake EDL/EID applications.

Reminder: Background Checks

As a reminder, if your office has been approved to issue EDL applications it means your staff have already passed their background checks required for REAL ID. The same background checks apply to both EDL and REAL ID.

If you have not received an email about whether or not your office is prepared to accept EDL applications, please check with your office appointee. All emails were sent to the office appointee email address that was provided with the background check documents.

FastDS Rollout Support Plan



Reinstatement Fee Acceptance

With the transition to the FastDS system on Oct. 1, all offices will be able to accept reinstatement fees, if they choose. Please contact Liz by email at Elizabeth.Lauder@state.mn.us to notify DVS that your office would like to participate in the collection of reinstatement fees.

If your office already has permission to accept reinstatement fees, that will continue after Oct. 1.

Reminder: Real ID and EDL Online Training Module

Please remember to complete both of the online training modules for EDL's and Real ID's. They are located on Info Hub, under the Resources Tab and then to Training.

- Real ID Training Module
- EDL Training Module

Please remember to email your certificate of completion to DVS.Communications@state.mn.us

September 27, 2018 – DL Agent Update

What's New in This Update

- Countdown to FastDS Launch!
- FastDs/Real ID WebEx Call Information
- Thursday Office Closure Update
- Mailing DL/ID Applications – Correction to the Suite Number
- ESupport and Data Privacy Training
- Reminder: EDL Questionnaire
- Reminder: Background Checks

Today's News

FastDS/Real ID WebEx

This week's final REAL ID WebEx scheduled for **Thursday, September 27**, from 3-4 p.m.

- Link: https://bit.ly/2NqDSQV
- Password: DS456

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID along with FastDS training and the Sandbox testing environment. The Webex FAQ is posted to Info Hub under the Resources tab on the orange bar for you to reference.

We appreciate our partnership with driver's license agents statewide and want to make sure we are all ready for the new system coming this October.

Thursday Office Closure Update

A sweep of funds will be conducted on Thursday, Sept. 27, at 5:15 p.m.

If your batch is closed, funds will be swept, regardless of whether those funds have been deposited into your bank account or not. Apps and fees must be reconciled, but the batch can be closed on Friday morning.

If the funds will not be deposited in the bank by 5:15 p.m. on Thursday, please do not close your batch. Your apps and fees must still be reconciled.

DSCO phone lines will be available until 5:00 pm Thursday evening. The email dsco.dvs@state.mn.us will be monitored until at least 6:00 p.m. on Thursday for any batch closure questions.

Status-Check Updates and Fast Track

An application associated with a status check will be processed through a priority work queue to expedite issuance. Fast-tracking this type of application will no longer be needed as of October 1.

ESupport and Data Privacy Training

The Data Privacy training module posted in ESupport is no longer the appropriate training tool for DL Agent Staff. All of the data privacy training for a new staff member at a DL Agent office is now completed by contacting the Data Services unit, and submitting documents. This training module will not be updated in Info Hub.

Mailing Applications in to St. Paul – Correction to the Suite Number

As of October 1, 2018, please mail all of your driver's license and ID applications to St. Paul. If you are sending in your Real ID or EDL/EID applications, please include a tracking number. All application types can be mailed together in the same envelope, but please separate with a rubber binder or some other fashion.

Mail application packets to:
Driver and Vehicle Services
445 Minnesota Street, Suite 175
St. Paul, MN 55101

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Please double check with your appointee regarding the EDL questionnaire. It should have been sent with the approval documents to intake EDL/EID applications.

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As a reminder, if your office has been approved to issue EDL applications it means your staff have already passed their background checks required for REAL ID. The same background checks apply to both EDL and REAL ID.

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Previous News

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- EDL Training Module

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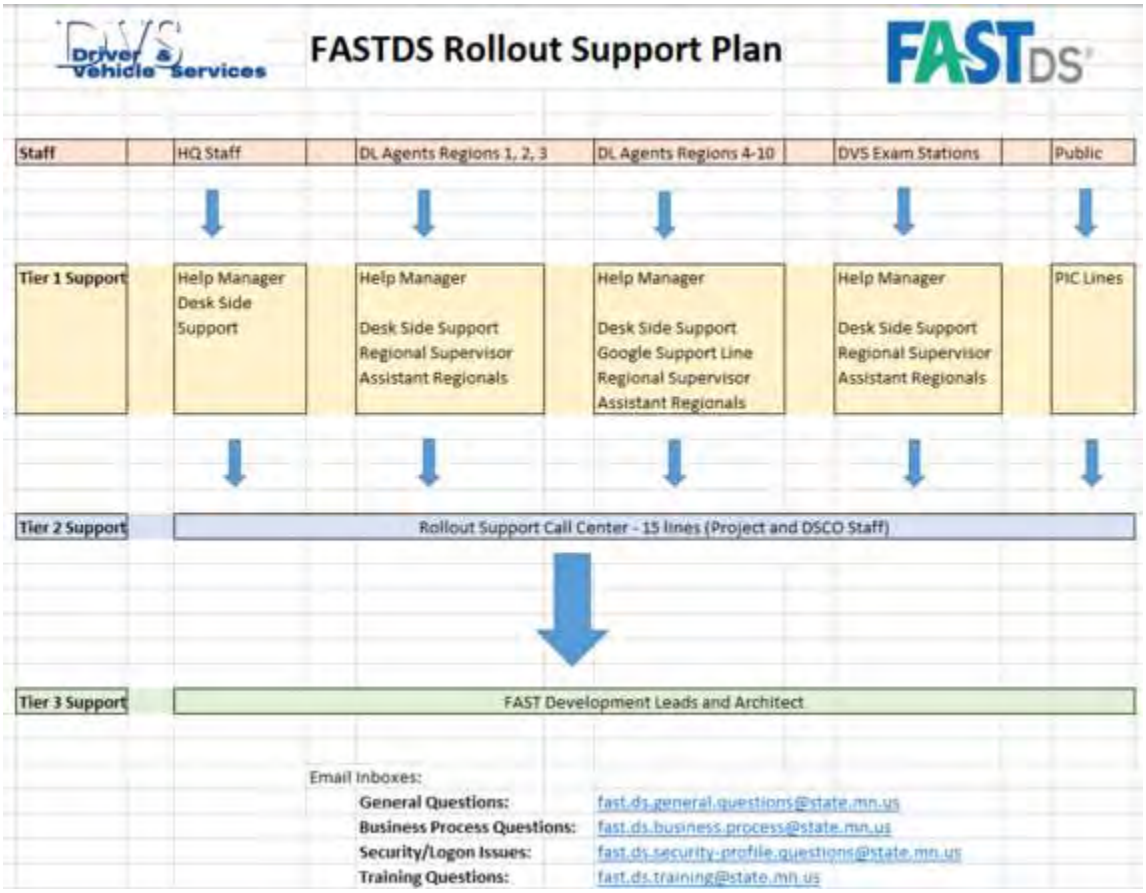
If your office already has permission to accept reinstatement fees, that will continue after Oct. 1.

FastDS Rollout Support Plan



Real ID Required Documents List

There is an updated list of required documents for obtaining a Real ID compliant license or ID. It is now posted to the Info Hub. “Section B” has been updated to clarify the acceptable items following a conversation with the Department of Homeland Security. This also addressed several questions from DL Agent Offices.

Friday, September 28 – Tasks, Sandbox Usage, and Available Phone Help

Please be prepared! There are some tasks that need to be completed on Friday, September 28:

- Users will be required to sign in to FastDS.
- Please login and verify permissions.
- You will need to set up OTP authenticator and security code ahead of the rollout.
- Simple transactions/processes
- Ensure EDL and REAL ID-approved staff can issue these credentials.
- Configure barcode readers. You will find instructions in “Help – Barcode.”

Remember to practice, practice, practice!

Sandbox will be open from 7:00 a.m. – 7:00 p.m. on Friday, September 28, and phone staff assistance from FastDS is available 8:30 a.m.-10:30 a.m. and from 3:00 p.m.-5:00 p.m.

September 26, 2018 – DL Agent Update

What's New in This Update

- Countdown to FastDS Launch!
- FastDs/Real ID WebEx Call Information
- Thursday Office Closure Update
- Mailing DL/ID Applications
- Reinstatement Fee Acceptance
- FastDS Rollout Support Plan
- Reminder: Background Checks

Today's News

FastDS/Real ID WebEx

This week's final REAL ID WebEx scheduled for **Thursday, September 27**, from 3-4 p.m.

- Link: https://bit.ly/2NqDSQV
- Password: DS456

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID along with FastDS training and the Sandbox testing environment. The Webex FAQ is posted to Info Hub under the Resources tab on the orange bar for you to reference.

We appreciate our partnership with driver's license agents statewide and want to make sure we are all ready for the new system coming this October.

Thursday Office Closure Update

A sweep of funds will be conducted on Thursday, Sept. 28, at 5:15 p.m.

If your batch is closed, funds will be swept, regardless of whether those funds have been deposited into your bank account or not. Apps and fees must be reconciled, but the batch can be closed on Friday morning.

If the funds will not be deposited in the bank by 5:15 p.m. on Thursday, please do not close your batch. Your apps and fees must still be reconciled.

Mailing Applications in to St. Paul

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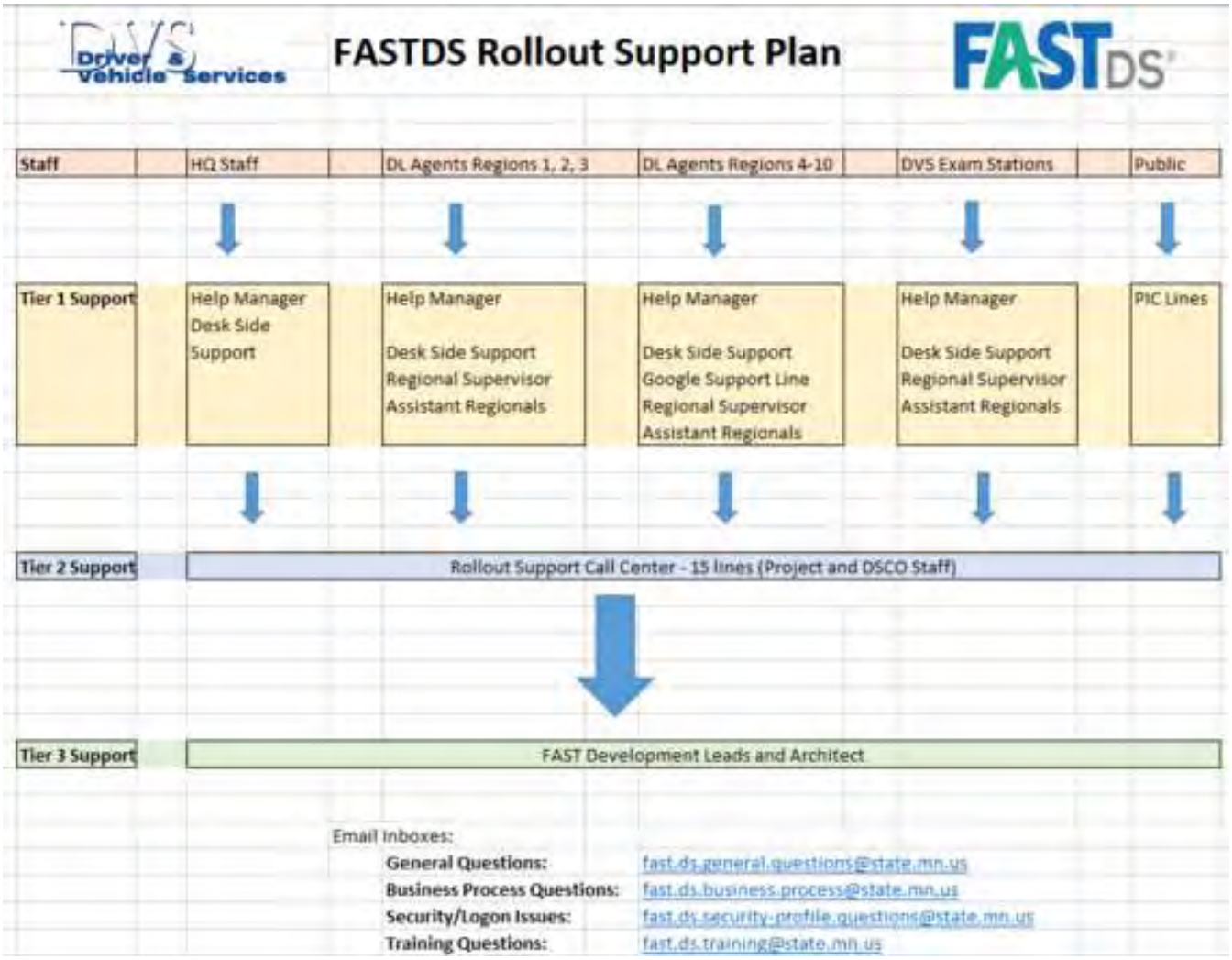
Mail application packets to:
Driver and Vehicle Services
445 Minnesota Street, Suite 183
St. Paul, MN 55101

Reinstatement Fee Acceptance

With the transition to the FastDS system on Oct. 1, all offices will be able to accept reinstatement fees. Please contact Liz by email at Elizabeth.Lauder@state.mn.us to notify DVS that your office would like to participate in the collection of reinstatement fees.

If your office already has permission to accept reinstatement fees, that will continue after Oct. 1.

FastDS Rollout Support Plan



Previous News

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- Simple transactions/processes
- Ensure EDL and REAL ID-approved staff can issue these credentials.
- Configure barcode readers. You will find instructions in “Help – Barcode.”

Remember to practice, practice, practice!

Sandbox will be open from 7:00 a.m. – 7:00 p.m. on Friday, September 28, and phone staff assistance from FastDS is available 8:30 a.m.-10:30 a.m. and from 3:00 p.m.-5:00 p.m.

2018 MDRA Presentation from DVS

The DVS presentation at MDRA is available on the Info Hub. Or you can view it here.

Reminder: Real ID and EDL Online Training Module

Please remember to complete both of the online training modules for EDL’s and Real ID’s. They are located on Info Hub, under the Resources Tab and then to Training.

- Real ID Training Module
- EDL Training Module

Please remember to email your certificate of completion to DVS.Communications@state.mn.us

September 25, 2018 – DL Agent Update

What's New in This Update

- Countdown to FastDS Launch!
- FastDs/Real ID WebEx Call Information
- Required Real ID Documents List
- Friday, September 28: Tasks, Sandbox and Available Phone Help

Today's News

FastDS/Real ID WebEx

Next week's REAL ID WebEx scheduled on **Tuesday, September 25,** from 9-10 a.m.

- Link: https://bit.ly/2POjia0
- Password: DS123

Next week's REAL ID WebEx scheduled for **Thursday, September 27**, from 3-4 p.m.

- Link: https://bit.ly/2NqDSQV
- Password: DS456

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID along with FastDS training and the Sandbox testing environment. The Webex FAQ is posted to Info Hub under the Resources tab on the orange bar for you to reference.

We appreciate our partnership with driver's license agents statewide and want to make sure we are all ready for the new system coming this October.

Real ID Required Documents List

There is an updated list of required documents for obtaining a Real ID compliant license or ID. It is now posted to the Info Hub. "Section B" has been updated to clarify the acceptable items following a conversation with the Department of Homeland Security. This also addressed several questions from DL Agent Offices.

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- Please login and verify permissions.
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- Simple transactions/processes
- Ensure EDL and REAL ID-approved staff can issue these credentials.
- Configure barcode readers. You will find instructions in “Help – Barcode.”

Remember to practice, practice, practice!

Sandbox will be open from 7:00 a.m. – 7:00 p.m. on Friday, September 28, and phone staff assistance from FastDS is available 8:30 a.m.-10:30 a.m. and from 3:00 p.m.-5:00 p.m.

Previous News

Sandbox Statistics: Most Real ID’s Issued

2018 MDRA Presentation from DVS

The DVS presentation at MDRA is available on the Info Hub. Or you can view it here.

Office Hours for Acceptance of Real ID Applications

If your office has been approved to accept Enhanced Driver’s License and ID applications, please email DSCO with the hours you would like to accept Real ID applications. Please be specific about what times you will begin and end to accept applications each day and include all of your office information when contacting DSCO.

Transition to FastDS Reminders

As of October 1,
eSupport will be "read only" for driver's license - related content. Motor vehicle functionality within eSupport will not change.

- Disability certificates will be processed through FastDS; paperwork will be sent to St. Paul with DL/ID applications.
- Scanning will be done at exam stations, along with two pilot DL Agent office locations. You will send all of your applications and paperwork in the same way you do today..
- Please use the rest of your DL/ID carbon copy paper applications. New applications will be mailed to you when they are ordered.
- Old cameras and new cameras will both work with the FastDS system

Office Closure Information and Signs

There is signage available to print on Info Hub under the DL Agent/Exam tab on the orange bar. If you have questions about the signs please email DVS.Communications@state.mn.us . The signs are intended for each office to print as needed.
Please contact DSCO with any office closing information or hour adjustments associated with the transition to the FastDS System; whether you're notifying for partial services availability or that your office will be closed in general.

Driver's License Agent Offices will be closed on Friday, September 28 and Saturday, September 29 in order to properly prepare for the transition to FastDS on Monday, October 1. If your office provides motor vehicle related services you can maintain your regular hours of operation on Friday and Saturday, if you choose.

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If your office is closing early on Sept. 27 to meet the closure deadline, please contact DSCO and follow the same closing procedures you typically follow.

Reminder: Real ID and EDL Online Training Module

Please remember to complete both of the online training modules for EDL's and Real ID's. They are located on Info Hub, under the Resources Tab and then to Training.

- Real ID Training Module
- EDL Training Module

Please remember to email your certificate of completion to DVS.Communications@state.mn.us

September 24, 2018 – DL Agent Update

What's New in This Update

- Countdown to FastDS Launch!
- FastDs/Real ID WebEx Call Information
- Sandbox Statistics: Most Real ID's Issued
- 2018 MDRA Presentation
- Office Hours for Acceptance of Real ID Applications

Today's News

FastDS/Real ID WebEx

Next week's REAL ID WebEx scheduled on **Tuesday, September 25,** from 9-10 a.m.

- Link: https://bit.ly/2POjia0
- Password: DS123

Next week's REAL ID WebEx scheduled for **Thursday, September 27**, from 3-4 p.m.

- Link: https://bit.ly/2NqDSQV
- Password: DS456

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID along with FastDS training and the Sandbox testing environment. The Webex FAQ is posted to Info Hub under the Resources tab on the orange bar for you to reference.

We appreciate our partnership with driver's license agents statewide and want to make sure we are all ready for the new system coming this October.

2018 MDRA Presentation from DVS

The DVS presentation at MDRA is available on the Info Hub. Or you can view it here.

Sandbox Statistics: Most Real ID’s Issued

Office Hours for Acceptance of Real ID Applications

If your office has been approved to accept Enhanced Driver’s License and ID applications, please email DSCO with the hours you would like to accept Real ID applications. Please be specific about what times you will begin and end to accept applications each day and include all of your office information when contacting DSCO.

Previous News

Transition to FastDS Reminders

As of October 1,
eSupport will be "read only" for driver's license - related content. Motor vehicle functionality within eSupport will not change.

- Disability certificates will be processed through FastDS; paperwork will be sent to St. Paul with DL/ID applications.
- Scanning will be done at exam stations, along with two pilot DL Agent office locations. You will send all of your applications and paperwork in the same way you do today..
- Please use the rest of your DL/ID carbon copy paper applications. New applications will be mailed to you when they are ordered.
- Old cameras and new cameras will both work with the FastDS system

Reinstatement Fee Change - Effective October 1

With the transition to the new FastDS system on October 1, 2018, several procedures will be changing, including how DVS will accept driver license reinstatement fees. The old system required multiple fees to be rolled into one fee in order to reinstate the driver. With the new FastDS system, DVS is able to collect fees for multiple offenses separately.

Under the legacy system, only the highest reinstatement fee could be collected to fulfill that portion of a customer’s reinstatement requirements. The legacy system read the collection of the single fee as collecting all fees. With

FastDS, the fee for each suspension, disqualification or revocation occurring after October 1, 2018 will be added to the existing fee, or stacked. The driver will need to pay all fees in order to be reinstated.

For example, if an individual owes $680 for an alcohol violation, $20 for a subsequent offense resulting in a suspension, and $20 on another suspension, the individual must pay a total of $720 to meet reinstatement requirements. In the legacy system, the individual only paid the highest fee of $680.

Stacked fees start on October 1, 2018.This means that the highest current fee due on record ($680, $30, or $20) will carry over and all fees incurred on or after October 1, 2018 will be "stacked" on the highest fee carried over. Each fee requirement must be satisfied individually.

Real ID News Release from September 19

A REAL ID-compliant driver's license or ID card will not be required for domestic air travel for two years, but Minnesotans who choose to apply for one will need to bring in more documentation than is required for a standard driver's license.

The additional documentation required by federal law ensures the new licenses and ID cards meet minimum federal security standards established by Congress in 2005 under the REAL ID Act. To obtain a REAL ID, applicants must provide proof of identity, date of birth, legal status, Social Security number and Minnesota residency.

Read more here.

Visit the Minnesota Real ID website.

Office Closure Information and Signs

There is signage available to print on Info Hub under the DL Agent/Exam tab on the orange bar. If you have questions about the signs please email DVS.Communications@state.mn.us . The signs are intended for each office to print as needed.
Please contact DSCO with any office closing information or hour adjustments associated with the transition to the FastDS System; whether you're notifying for partial services availability or that your office will be closed in general.

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Please be prepared! There are some tasks that need to be completed on Friday, September 28:

- Users will be required to sign in to FastDS.
- Please login and verify permissions.
- You will need to set up OTP authenticator and security code ahead of the rollout.
- Simple transactions/processes
- Ensure EDL and REAL ID-approved staff can issue these credentials.
- Configure barcode readers. You will find instructions in "Help – Barcode."

Remember to practice, practice, practice!
Sandbox will be open from 7:00 a.m. – 7:00 p.m. on Friday, September 28, and phone staff assistance from FastDS is available 8:30 a.m.-10:30 a.m. and from 3:00 p.m.-5:00 p.m.

Reminder: Real ID and EDL Online Training Module

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- EDL Training Module

Please remember to email your certificate of completion to DVS.Communications@state.mn.us

September 21, 2018 – DL Agent Update

What's New in This Update

- Countdown to FastDS Launch!
- FastDs/Real ID WebEx Call Information
- Transition to the FastDS System Reminders
- Helpful Contact Information

Today's News

FastDS/Real ID WebEx

Next week's REAL ID WebEx scheduled on **Tuesday, September 25,** from 9-10 a.m.

- Link: https://bit.ly/2POjia0
- Password: DS123

Next week's REAL ID WebEx scheduled for **Thursday, September 27**, from 3-4 p.m.

- Link: https://bit.ly/2NqDSQV
- Password: DS456

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID along with FastDS training and the Sandbox testing environment. The Webex FAQ is posted to Info Hub under the Resources tab on the orange bar for you to reference.

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eSupport will be "read only" for driver's license - related content. Motor vehicle functionality withing eSupport will not change.

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Previous News

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Under the legacy system, only the highest reinstatement fee could be collected to fulfill that portion of a customer's reinstatement requirements. The legacy system read the collection of the single fee as collecting all fees. With FastDS, the fee for each suspension, disqualification or revocation occurring after October 1, 2018 will be added to the existing fee, or stacked. The driver will need to pay all fees in order to be reinstated.

For example, if an individual owes $680 for an alcohol violation, $20 for a subsequent offense resulting in a suspension, and $20 on another suspension, the individual must pay a total of $720 to meet reinstatement requirements. In the legacy system, the individual only paid the highest fee of $680.

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Real ID News Release from September 19

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The additional documentation required by federal law ensures the new licenses and ID cards meet minimum federal security standards established by Congress in 2005 under the REAL ID Act. To obtain a REAL ID, applicants must provide proof of identity, date of birth, legal status, Social Security number and Minnesota residency.

Read more here.

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Office Closure Information and Signs

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Background Checks

MN Statute 171.017 takes effect on October 1, 2018. It says that any employee of Driver and Vehicle Services or a driver's license agent office that will have the ability to create, modify or issue any type of driver's license or identification card is required to have a criminal history background check.

On October 1, FastDS will be the system-of-use for driver licensing transactions. This will be the case whether you have an old or a new workstation and camera from Idemia.

- Permissions to issue EDLs and/or Real IDs in FastDS will be based on certification status.
- Permissions will be updated in FastDS as background checks and certifications are completed.

Thank you for your patience and hard work with this transition process!

Reminder: Real ID and EDL Online Training Module

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September 20, 2018 – DL Agent Update

What's New in This Update

- Countdown to FastDS Launch!
- FastDs/Real ID WebEx Call Information
- Reinstatement Fee Change – Effective October 1
- Real ID News Release from September 19

Today's News

FastDS/Real ID WebEx

This week's REAL ID WebEx is scheduled for **Thursday, September 20**, from 3-4 p.m.

- Link: https://bit.ly/2OmE5Bd
- Password: DS456

Next week's REAL ID WebEx scheduled on **Tuesday, September 25,** from 9-10 a.m.

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Previous News

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Updates on Info Hub

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Please use the DL Agent/Exam tab to find your updated information on the weekly webex FAQ along with other DL/ID related information.

Idemia Camera Rollout

The installation of the new Idemia cameras will begin on Monday, October 8. The schedule for the camera rollout has been posted to Info Hub under the DL Agent/Exam tab and is also available here.

IDEMIA will ensure connectivity between the new camera and the new workstation. Offices will be able to process Real ID applications with both the old camera and the new cameras.

Background Checks

MN Statute 171.017 takes effect on October 1, 2018. It says that any employee of Driver and Vehicle Services or a driver’s license agent office that will have the ability to create, modify or issue any type of driver’s license or identification card is required to have a criminal history background check.

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September 19, 2018 – DL Agent Update

What's New in This Update

- Countdown to FastDS Launch!
- FastDs/Real ID WebEx Call Information
- Office Closure Information and Signs
- Idemia Camera Rollout

Today's News

FastDS/Real ID WebEx

This week's REAL ID WebEx is scheduled for **Thursday, September 20**, from 3-4 p.m.

- Link: https://bit.ly/2OmE5Bd
- Password: DS456

Next week's REAL ID WebEx scheduled on **Tuesday, September 25,** from 9-10 a.m.

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Previous News

Updates on Info Hub

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- EDL Training Module

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September 18, 2018 – DL Agent Update

What's New in This Update

- Countdown to FastDS Launch!
- FastDs/Real ID WebEx Call Information
- Updates on Info Hub
- Idemia Camera Roll Out

Today's News

FastDS/Real ID WebEx

This week's REAL ID WebEx scheduled on **Tuesday, September 18,** from 9-10 a.m.

- Link: https://bit.ly/2MI5Zvr
- Password: DS123

This week's REAL ID WebEx is scheduled for **Thursday, September 20**, from 3-4 p.m.

- Link: https://bit.ly/2OmE5Bd
- Password: DS456

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Previous News

Office Closures

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- Setup OTP Authenticator and Security code ahead of Rollout
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September 17, 2018 – DL Agent Update

What's in This Update

- Countdown to FastDS Launch!
- FastDs/Real ID WebEx Call Information
- Office Closure
- Background Checks
- REAL ID news release

FastDS/Real ID WebEx

This week's REAL ID WebEx scheduled on **Tuesday, September 18,** from 9-10 a.m.

- Link: https://bit.ly/2Ml5Zvr
- Password: DS123

This week's REAL ID WebEx is scheduled for **Thursday, September 20**, from 3-4 p.m.

- Link: https://bit.ly/2OmE5Bd
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Latest REAL ID News Release

While there is no need to obtain a REAL ID-compliant driver's license or ID card for two years, Minnesotans will be able to apply for one next month. Once available, the cost will be the same as a standard card. An additional fee will be charged if a cardholder decides to renew their driver's license or ID card before it expires.

Minnesotans do not need to take any action at this time to comply with the federal REAL ID law: their standard licenses and ID cards will be accepted for federal purposes, including boarding domestic flights, until October 1, 2020.

Read more here.

Visit the Minnesota Real ID website.

September 12, 2018 – DL Agent Weekly Update

What's in This Update

- Countdown to FastDS Launch!
- FastDs/Real ID WebEx Call Information
- Office Closure
- Reminder: Real ID Training
- Reminder: FastDS Sandbox

FastDS/Real ID WebEx

This week's REAL ID WebEx scheduled on Tuesday, September 11, from 9-10 a.m.

- Link: https://bit.ly/2wKS38o
- Password: DS123

This week's REAL ID WebEx is scheduled for **Thursday, September 13**, from 3-4 p.m.

- Link: https://bit.ly/2QgYLMe
- Password: DS456

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID along with FastDS training and the Sandbox testing environment.

We appreciate our partnership with driver's license agents statewide and want to make sure we are all ready for the new system coming this October.

Reminder: Office Closures

Driver's License Agent Offices will be closed on Friday, September 28 and Saturday, September 29 in order to properly prepare for the transition to FastDS on Monday, October 1. If your office provides motor vehicle related services you can maintain your regular hours of operation on Friday and Saturday, if you choose.

DVS is requesting that all reports associated with your driver's license operations for your office be **closed and submitted by 6:00 p.m. on Thursday, September 27**; this will ensure that the proper financial sweeping can occur and that data conversion can begin on time.

More specific details and information about signage that will be available on Info Hub for you to print and post about the office closures will be sent out in a separate GovDelivery message.

Reminder: FastDS Sandbox

With the FastDS Go Live on October 1st, Real ID issuance, too, is right around the corner! This week, the office that practices issuing the most Real IDs in the Sandbox may be in for a little surprise… So, get in there and practice, practice, practice!

The FastDS page on Info Hub has been updated with instructions on everything you need to know about the FastDS Sandbox:

- What is the FastDS Sandbox?
- When can I practice in the FastDS Sandbox?
- How do I access the FastDS Sandbox?
- What records are available to practice with?
- What, and HOW do I practice in the FastDS Sandbox?
- What if I can't login?
- What should I do if I need help?
- And more!

Please read the **instructions** carefully, and then get to practicing! The more everyone practices during September, the easier rollout will be on October 1st. Please don't waste this opportunity; practice often all month long, ask questions, and it will pay off at rollout!

If you have any questions, please send them to: fast.ds.training@state.mn.us

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Reminder: Real ID Online Training

Real ID online training is available on Info Hub.

Each individual must complete the online Real ID training that is posted to Info Hub.

Once completed, there will be a certificate that will need to be printed and either mailed directly to DVS or emailed to DVS.communications@state.mn.us .

If you choose to mail your certificate of completion for training please send them to:
Driver and Vehicle Services
DSCO, Suite 183
Saint Paul, MN 55101

September 5, 2018 – DL Agent Weekly Update

What's in This Update

- Countdown to FastDS Launch!
- Real ID News Release
- FastDs/Real ID WebEx Call Information
- Office Closure
- Real ID Training
- Reminder: FastDS Sandbox
- Reminder: Data Access

Minnesotans May Apply for REAL ID in October; Not Required Until 2020

Beginning in October you'll be able to apply for a REAL ID-compliant driver's license or identification card, but you don't need to rush out and get one right away. You'll have two years to obtain one, if you choose.

Minnesotans will be able to use their standard driver's licenses and ID cards for federal purposes, including boarding domestic flights, until October 2020.

Because you don't need to take any action to comply with federal REAL ID law at this time, state officials suggest you wait to apply unless you need to change your name or address, or renew your current license.

Learn more about the status of REAL ID in Minnesota in this news release.

FastDS/Real ID WebEx

This week's REAL ID WebEx is scheduled for **Thursday, September 6**, from 3-4 p.m.

- Link: https://bit.ly/2Q4R5N0
- Password: DS456

Next week's REAL ID WebEx scheduled on **Tuesday, September 11,** from 9-10 a.m.

- Link: https://bit.ly/2wKS38o
- Password: DS123

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID along with FastDS training and the Sandbox testing environment.

We appreciate our partnership with driver's license agents statewide and want to make sure we are all ready for the new system coming this October.

Office Closures

Driver's License Agent Offices will be closed on Friday, September 28 and Saturday, September 29 in order to properly prepare for the transition to FastDS on Monday, October 1. If your office provides motor vehicle related services you can maintain your regular hours of operation on Friday and Saturday, if you choose.

DVS is requesting that all reports associated with your driver's license operations for your office be **closed and submitted by 6:00 p.m. on Thursday, September 27**; this will ensure that the proper financial sweeping can occur and that data conversion can begin on time.

More specific details and information about signage that will be available on Info Hub for you to print and post about the office closures will be sent out in a separate GovDelivery message.

Real ID Online Training

Real ID online training is available on Info Hub.

Each individual must complete the online Real ID training that is posted to Info Hub.

Once completed, there will be a certificate that will need to be printed and either mailed directly to DVS or emailed to DVS.communications@state.mn.us .

If you choose to mail your certificate of completion for training please send them to:
Driver and Vehicle Services
DSCO, Suite 183
Saint Paul, MN 55101

Reminder: FastDS Sandbox is Open!

The moment you've all been waiting for…FastDS Sandbox is live! You completed Tier 1, Tier 2, and Tier 3 classroom training, and now we have the remaining month before rollout to practice and get super comfortable working in FastDS.

The FastDS page on Info Hub has been updated with instructions on everything you need to know about the FastDS Sandbox:

- What is the FastDS Sandbox?
- When can I practice in the FastDS Sandbox?
- How do I access the FastDS Sandbox?
- What records are available to practice with?
- What, and HOW do I practice in the FastDS Sandbox?

- What if I can't login?
- What should I do if I need help?
- And more!

Please read the **instructions** carefully, and then get to practicing! The more everyone practices during September, the easier rollout will be on October 1st. Please don't waste this opportunity; practice often all month long, ask questions, and it will pay off at rollout!

If you have any questions, please send them to: fast.ds.training@state.mn.us

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Reminder: Data Access

The DVS Data Services unit wants to share the following reminder with all users of DVS data. We are putting together a list of frequently asked questions and hope to have them out to you soon. In the meantime, if you have a question about data access, please send them to DVS.DataServices@state.mn.us

New Law Effective October 1, 2018

Minn. Stat. § 171.12, Subd. 1a strengthens the consequences for anyone who misuses the Minnesota Department of Public Safety Driver and Vehicle Services (DPS-DVS) record information system. The new law requires DPS to immediately and permanently revoke the authorization of any individual who entered, updated, accessed, shared or disseminated data in violation of state or federal law.

What this Means for You

Anyone who violates the law and misuses access to the DVS record information system, not just a state employee, is subject to this penalty. Any user with access to the DVS record information system will permanently lose their authorization to access DVS data if they violate the law.

- There is no opportunity for an individual to obtain authorization again once access has been terminated. The law says the access must be revoked "immediately and permanently." The law does not state whether or not the person should be fired or reassigned. That is the decision of the employer. However, if a person needs to access the DVS record information system as a part of their assigned job duties and misuses their access, they will no longer be able to perform that part of their job.
- Under the law, DPS is required to "forward the matter to the appropriate prosecuting authority for prosecution."

Required Audit

DPS is required by law to arrange for an independent audit every two years to determine how the DVS record information system is being used and whether there has been any misuse. The findings of the audit are public. Please contact Data Services at DVS.DataServices@state.mn.us if you have any questions.

August 29, 2018 – DL Agent Weekly Update

What's in This Update

- Countdown to FastDS Launch!
- WebEx Call Information
- FastDS Sandbox
- Data Access
- Reminder: EDL/EID Training

REAL ID WebEx

This week's REAL ID WebEx is scheduled for **Friday, August 31**, from 9-10 a.m.

- Link: https://bit.ly/2wvOwdR
- Password: DS456

Next week's REAL ID WebEx scheduled on **Tuesday, September 4,** from 9-10 a.m.

- Link: https://bit.ly/2wtObbA
- Password: DS123

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID along with FastDS training.

We appreciate our partnership with driver's license agents statewide and want to make sure we are all ready for the new system coming this October.

FastDS Sandbox

You watched the Tier 1 computer based training modules, you processed the Tier 2 transactions, and you came to Tier 3 classroom training – now it's time for Tier 4!

You will apply everything learned in training so far, and start practicing extensively in the FastDS Sandbox. The more you practice, the easier your transition will be on October 1, 2018. The FastDS Sandbox is an exact replica of the real FastDS system that will go live on October 1, 2018. It will contain actual data from ESupport so you can practice with real Minnesota records. It is important to remember that the data in the FastDS Sandbox is **NOT** live yet, so everything

done in the Sandbox **MUST** still be processed through ESupport. The FastDS Sandbox is **ONLY** for practice to get comfortable with the new system!

The FastDS Sandbox will be available starting Tuesday, September 4 through Friday, September 28, available from 7:00 a.m. – 7:00 p.m. (Mon-Fri) and phone support will be available Monday – Friday from 8:30-10:30 a.m. and 3:00-5:00 p.m. More information will be available on Info Hub first thing Tuesday morning to tell you how to access the FastDS Sandbox, what to practice, and what to do if you need assistance.

Email fast.ds.training@state.mn.us with any questions.

Data Access

The DVS Data Services unit wants to share the following reminder with all users of DVS data. We are putting together a list of frequently asked questions and hope to have them out to you soon. In the meantime, if you have a question about data access, please send them to DVS.DataServices@state.mn.us

New Law Effective October 1, 2018
Minn. Stat. § 171.12, Subd. 1a strengthens the consequences for anyone who misuses the Minnesota Department of Public Safety Driver and Vehicle Services (DPS-DVS) record information system. The new law requires DPS to immediately and permanently revoke the authorization of any individual who entered, updated, accessed, shared or disseminated data in violation of state or federal law.

What this Means for You
Anyone who violates the law and misuses access to the DVS record information system, not just a state employee, is subject to this penalty. Any user with access to the DVS record information system will permanently lose their authorization to access DVS data if they violate the law.

- There is no opportunity for an individual to obtain authorization again once access has been terminated. The law says the access must be revoked “immediately and permanently.” The law does not state whether or not the person should be fired or reassigned. That is the decision of the employer. However, if a person needs to access the DVS record information system as a part of their assigned job duties and misuses their access, they will no longer be able to perform that part of their job.
- Under the law, DPS is required to “forward the matter to the appropriate prosecuting authority for prosecution.”

Required Audit
DPS is required by law to arrange for an independent audit every two years to determine how the DVS record information system is being used and whether there has been any misuse. The findings of the audit are public. Please contact Data Services at DVS.DataServices@state.mn.us if you have any questions.

Reminder: EDL/EID Online Training

Please remember to complete your online EDL/EID Training.

Your office should have received a packet in the mail with information containing detailed instructions and paperwork that needs to be completed before each office is able to issue Enhanced Driver's Licenses and Enhanced ID cards.

Each individual must complete the online EDL/EID training that is posted to Info Hub.
Once completed, there will be a certificate that will need to be printed and either mailed directly to DVS or emailed to DVS.communications@state.mn.us .

If you choose to mail your certificate of completion for training please send them to:
Driver and Vehicle Services
DSCO, Suite 183
Saint Paul, MN 55101

August 22, 2018 – DL Agent Weekly Update

What's in This Update

- Countdown to FastDS Launch!
- Weekly WebEx Calls
- DL/ID Issuing Backlog
- New Law Effective October 1, 2018
- Reminder: New Employees Starting before October 1

Weekly REAL ID WebEx

This week's REAL ID WebEx is scheduled for Friday, August 24, from 9-10 a.m.

Link: https://bit.ly/2nXBXEi
Password: DS123

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID.

We appreciate our partnership with driver's license agents statewide and want to make sure we are all ready for the new system coming this October.

Current DL/ID Issuing Turnaround Time

If you have a customer that has applied for a new driver's license or ID card recently and they have not yet received it in the mail, please know that it is on the way.

However, it might take longer than expected and the date on their temporary license – the yellow paper that they were issued at the counter – may expire before their new license or ID card arrives.

If this happens, please know that you can re-stamp their temporary license for another 60 days.

This affects some applications for:

- Enhanced Driver's Licenses and ID cards
- First-time driver's licenses and ID cards
- Commercial driver's licenses

- Licenses and ID cards with name changes

These licenses and ID cards require additional review before they can be issued.

Renewals are not affected.

There are several reasons why processing is taking longer than usual including DVS staffing levels and development of the new driver's license computer system that will launch October 1, 2018. DVS is working to address the processing issue by instituting mandatory overtime, including nights and weekends, and adding additional staff.

New Law Effective October 1, 2018

New Law Effective October 1, 2018

Minn. Stat. § 171.12, Subd. 1a strengthens the consequences for anyone who misuses the Minnesota Department of Public Safety Driver and Vehicle Services (DPS-DVS) record information system. The new law requires DPS to immediately and permanently revoke the authorization of any individual who entered, updated, accessed, shared or disseminated data in violation of state or federal law.

What this Means for You

Anyone who violates the law and misuses access to the DVS record information system, not just state employees, is subject to this penalty. Any user with access to the DVS record information system will permanently lose their authorization to access DVS data if they violate the law.

- There is no opportunity for an individual to obtain authorization again once access has been terminated. The law says the access must be revoked "immediately and permanently." The law does not state whether or not the person should be fired or reassigned. That is the decision of the employer. However, if a person needs to access the DVS record information system as a part of their assigned job duties and misuses their access, they will no longer be able to perform that part of their job.
- Under the law, DPS is required to "forward the matter to the appropriate prosecuting authority for prosecution."

Required Audit

DPS is required by law to arrange for an independent audit every two years to determine how the DVS record information system is being used and whether there has been any misuse. The findings of the audit are public.

Please contact Data Services at DVS.DataServices@state.mn.us if you have any questions

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Reminder: New Employees Starting before October 1

If you have a new employee starting before October 1, please email the new employees' full name, email address, and 3-digit office number to both fast.mc.tech@state.mn.us (to create the username) and fast.ds.training@state.mn.us (to assign their Tier 1 and Tier 2 (if before Sept 1) training).

Tier 1 training interactive video modules will remain available for some time, and will be a great introduction and foundation for your new staff member before moving into on-the-job training.

There is a fully integrated Help System inside of FastDS which documents how to perform all system processes. After users complete Tier 1 training individually, the Help System will act as an invaluable library to supplement their on-the-job training.

August 15, 2018 – DL Agent Weekly Update

What's in This Update

- Countdown to FastDS Launch!
- System Maintenance Tonight
- Weekly WebEx Calls
- Handling a New Employee Starting before October 1: Training
- Reminder: Data Use Policy
- Reminder: EDL/EID Training

System Maintenance Tonight

MNLARS will be unavailable beginning at 10 p.m. Wednesday, August 15. MNIT is performing planned maintenance on the login system. We anticipate services will be available by 6 a.m. on Thursday, August 16.
Services affected include:

- Online public services
- Deputy registrar entry and record lookup
- Auto dealer entry and record lookup

Weekly REAL ID WebEx

This week's REAL ID WebEx is scheduled for Friday, August 17, from 9-10 a.m.

Link: https://bit.ly/2w7vKcH
Password: DS123

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID.

We appreciate our partnership with driver's license agents statewide and want to make sure we are all ready for the new system coming this October.

Handling a New Employee Starting before October 1: Training

If you have a new employee starting before October 1, please email the new employee's full name, email address and three-digit office number to both fast.mc.tech@state.mn.us (to create the username) and fast.ds.training@state.mn.us (to assign their Tier 1 and Tier 2 (if before Sept 1) training).

Tier 1 training interactive video modules will remain available after October 1and will be a great introduction and foundation in the system for your new staff member before they begin on-the-job training.

There is a fully integrated Help System inside of FastDS which documents how to perform all system processes. After users complete Tier 1 training, the Help System will act as an invaluable library to supplement their on-the-job training.

Reminder: Data Use Policy Submission

Office appointees should have submitted the completed and signed Records Access Agreement to DVS by email or fax by thAugust 10, 2018. As of Wednesday, August 15, there are 48 Deputy Registrar/DL Agent Offices that have NOT submitted their agreements.

- Email to: DVS.DataServices@state.mn.us
- Fax to: (651) 797-1205

Each employee who will have online access to DVS data (MNLARS or FAST DS), **must:**

1. Complete the Individual Access Agreement and review the training material. You must retain the Individual Access Agreement in your office.
2. Retain the attestation for the DVS Data Privacy Training Materials Policy 125-1000 "Security and Confidentiality of Data and Records in your office.

If an employee is currently on leave or vacation, they must complete the Individual Access Agreement and review Policy 125-1000 as soon as they return. This must be completed by October 1, 2018, which is when the new law (Minnesota Statutes 171.12 Subd. 1a) goes into effect.

Refer to the June 27email that DVS Data Services sent to you for additional information.

If you have questions, please email DVS.DataServices@state.mn.us

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Reminder: EDL/EID Online Training

Please remember to complete your online EDL/EID Training.

Your office should have received a packet in the mail with information containing detailed instructions and paperwork that needs to be completed before each office is able to issue Enhanced Driver's Licenses and Enhanced ID cards.

Each individual must complete the online EDL/EID training that is posted to Info Hub.
Once completed, there will be a certificate that will need to be printed and either mailed directly to DVS or emailed to DVS.communications@state.mn.us .

If you choose to mail your certificate of completion for training please send them to:
Driver and Vehicle Services
DSCO, Suite 183
Saint Paul, MN 55101

August 8, 2018 – DL Agent Weekly Update

What's in This Update

- Weekly WebEx Calls
- New DL/ID Card Designs
- Reminder: EDL/EID Online Training

Weekly REAL ID WebEx

This week's REAL ID WebEx is scheduled for Friday, August 10, from 9-10 a.m.
https://bit.ly/2OjkyRG
Password: DS123

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID.

We appreciate our partnership with driver's license agents statewide and want to make sure we are all ready for the new system coming this October.

New Minnesota DL/ID Card Designs

The newly designed driver's licenses and state IDs are now being issued. The current and new design will be in circulation for the next four years.

The new cards are not REAL IDs. Feel free to remind your customers that they do not need to take any action at this time to comply with the federal REAL ID law. They will be able to apply for the optional REAL ID-compliant cards beginning Oct. 1, 2018, but they will not be needed for federal purposes until Oct. 1, 2020.

- Here's all the info on the newly designed cards.
- Here's all the info on REAL ID in Minnesota.

Reminder: EDL/EID Online Training

Please remember to complete your online EDL/EID Training.

Your office should have received a packet in the mail with information containing detailed instructions and paperwork that needs to be completed before each office is able to issue Enhanced Driver's Licenses and Enhanced ID cards.

Each individual must complete the online EDL/EID training that is posted to Info Hub.

Once completed, there will be a certificate that will need to be printed and either mailed directly to DVS or emailed to DVS.communications@state.mn.us .
If you choose to mail your certificate of completion for training please send them to:
Driver and Vehicle Services
DSCO, Suite 183
Saint Paul, MN 55101

August 1, 2018 – DL Agent Weekly Update

What's in This Update

- Weekly WebEx Calls
- EDL/EID Questionnaire
- Camera Follow-up
- Helpful Links

Weekly REAL ID WebEx

Friday August 3, at 9 a.m.

- Link:https://bit.ly/2O1jdPp
- Password: DS123

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID.

We appreciate our partnership with driver's license agents state-wide and want to make sure we are all ready for the change coming this October.

EDL Questionnaire

The EDL Questionnaire was approved by the Department of Homeland Security (DHS) and is not a public document and is not available on the DPS website. The questionnaire should only be used after documents are verified and it is determined to accept the application.
DVS will provide the questionnaire in a secure PDF document to offices that have met the requirements to issue EDLs and EIDs.

DVS is currently reviewing the materials submitted by driver's license agents to determine which offices have completed all of the requirements necessary to issue EDLs and EIDs to ensure:

- The required forms were submitted and completed correctly.
  - DVS Data Access Attestation Statement
  - Citizenship Attestation
  - Employee Office and ESupport Username

- Background Check results have been received.

- EDL Training was completed.

DVS will send an email to offices that meet all requirements as verification they are ready to accept EDL/EID applications. Upon verification, EDL/EID permissions will be activated and DVS will add those offices the list of locations that accept EDL/EID applications on the DVS public website.

Camera Follow-up

You will soon receive a package from Idemia that will contain a PC, PC power cords for the new driver's license cameras and instructions. Idemia will send you an email when your equipment has shipped with a tracking number.

When you receive your PC package from Idemia, please do the following:

- Unbox the PC and set it up in the area in which it will be used.
- Plug it into the network jack that will be used so Idemia can test connectivity. This will make the installation process go smoothly.

Testing will run from August through September.

Please remember to keep all your current equipment in place and continue to operate as usual for now.

Questions? If you have any questions, please contact Lance Burckhardt from Idemia at Lance.Burckhardt@us.idemia.com.

July 25, 2018 – DL Agent Weekly Update

What's New in This Update

- Weekly Real ID WebEx
- EDL/EID Training Follow-up
- Previous News
- Helpful Links

Weekly REAL ID WebEx

Date: Friday July 27
Time: 9 - 10 a.m.

- Link: https://bit.ly/2LrrK1i
- Password: DS123

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID.

We appreciate our partnership with driver's license agents state-wide and want to make sure we are all ready for the change coming this October.

EDL/EID Training Follow-up

There has been some confusion over the enhanced driver's license/enhanced ID (EDL/EID) training email that DVS sent on July 19.

To clarify, the packet mentioned in the email message was the information and forms sent to all offices in March regarding the background checks for their staff. There isn't another packet being sent out. Offices that have not submitted the background check forms included in the March packet were sent a separate reminder email on July 20.

We want to reiterate that the EDL/EID training is required for any employee that touches documents or applications for EDLs and EIDs. The training is posted on **Info Hub.** Once you've completed the training, please print the completion certificate and mail it to DVS at the address below or email it to DVS.communications@state.mn.us.

Driver and Vehicle Services
DSCO, Suite 183
Saint Paul, MN 55101

If you have questions about the background checks please email Molly Hauck

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Previous News

Camera Equipment Rollout
Idemia has started to ship the PC and PC power cords for the new driver's license cameras. Idemia will email you when the equipment has shipped and include a tracking number. Both the email from Idemia and the package you receive contain instructions.

Once you receive the package, unbox the PC, plugin a network cable and power the PC on. At this point that is all you need to do so Idemia can test connectivity. Testing will be run throughout August and September.

Keep all your current equipment in place and continue to operate as usual.

If you have any questions, please contact Lance Burckhardt from Idemia at Lance.Burckhardt@us.idemia.com or by phone at (952) 945-330

July 18, 2018 – DL Agent Weekly Update

What's New in This Update

- Weekly REAL ID WebEx Session
- Camera Equipment Rollout
- New Card Design

Weekly REAL ID WebEx

Weekly calls about REAL ID begin this Friday July 20 at 9 a.m.

- Friday's Link: https://mn.webex.com/mn/j.php?MTID=mc87c892c1bc71785eeb1f73f29a37c05

- Friday's Password: DS123

This is an opportunity to talk through any questions you may have related to your business processes on EDL/EID and REAL ID.

We appreciate our partnership with driver's license agents statewide and want to make sure we are all ready for the change coming this October.

Camera Equipment Rollout

Idemia has started to ship the PC and PC power cords for the new driver's license cameras. Idemia will email you when the equipment has shipped and include a tracking number. Both the email from Idemia and the package you receive contain instructions.

Once you receive the package, unbox the PC, plug in a network cable and power the PC on. At this point that is all you need to do so Idemia can test connectivity. Testing will be run throughout August and September.

Keep all your current equipment in place and continue to operate as usual.

If you have any questions, please contact Lance Burckhardt from Idemia at Lance.Burckhardt@us.idemia.com or by phone at (952) 945-330

New DL/ID Card Design

The following information was originally sent out driver's license agents on Monday.

DPS-DVS will begin issuing the newly designed driver's license and identification cards for applications or renewals processed on or after August 6.

The current design and new design will be in circulation for the next four years, and both are valid forms of identification until they expire or are canceled. The cost for Minnesotans to apply for or renew a license will remain the same.

Real ID compliant cards will be available on October 1, 2018.

New DL/ID Card Design Announced

The new design for Minnesota driver's license and identification cards was unveiled today. DPS-DVS will begin issuing the newly designed cards for applications or renewals processed on or after August 6.

The current design and new design will be in circulation for the next four years, and both are valid forms of identification until they expire or are canceled. The cost for Minnesotans to apply for or renew a license will remain the same.

Real ID compliant cards will be available on October 1, 2018.

For more information refer to the following:

- Frequently Asked Questions
- New Design Brochure
- New Design News Release
- Timeline -Minnesota Driver's Licenses and ID Cards
- Real ID
- Enhanced DL

A recorded version of the news conference will be posted later today to the Minnesota Department of Public Safety YouTube channel.

Weekly Real ID and Fast DS WebEx

Weekly WebEx calls begin Friday July 20, at 9 a.m. There is a lot happening around Driver Services, we want to make sure we are staying in close contact to answer questions, highlight training opportunities and options, and capture FAQs for the info Hub.

The WebEx call will be held on every Friday from now through the end of August. This will allow offices who are doing their 2-day training sessions to participate. In September, we will change the WebEx to mid-week with multiple opportunities to participate.

Watch for more information about how to access the WebEx later this week.