Disability Certificate Applications*

Disability Certificate Applications

Disability Certificate Applications are now entered in FAST DS.

This document will cover:

- Searching for customers in the system

ⓘ **Note:** All examples shown in this document contain only sample data. All information displayed was developed only for demonstration purposes.

Searching For Customers

When a customer comes in and wants to apply for a disability parking certificate, we must first check to see if they are already in the system. There are several ways to search for customers.

Searching By Disability Certificate Number

If a customer is making an application for a renewal or indicates on their application that they have had a previous certificate, we can search by the certificate number:
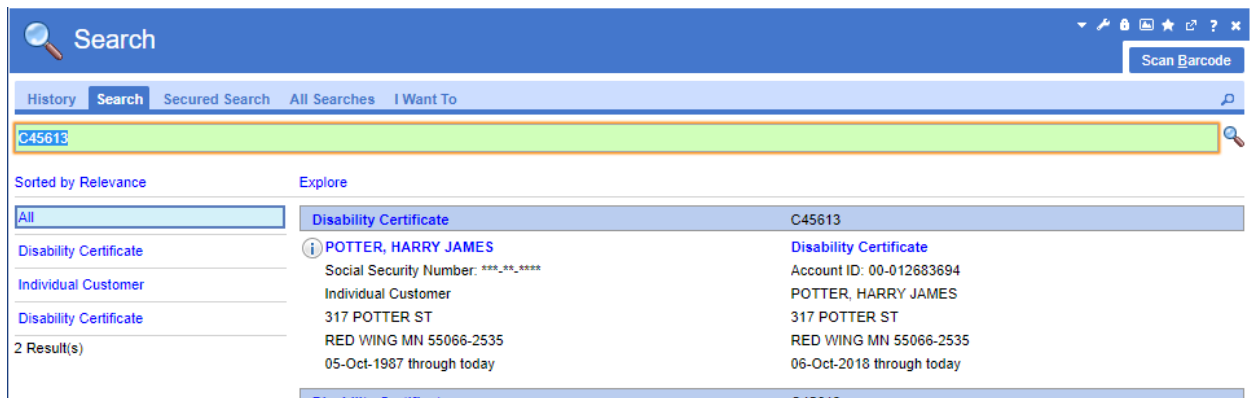

Figure 1 Searching By Certificate Number

Searching By DLN

If a customer has not had a previous certificate, or had a previous certificate which was not brought over in conversion (a certificate that expired more than one year ago). It is possible to check to see if they had a disability services account by searching by their driver's license number. This is helpful because the barcode can be scanned on the driver's license to help speed up the process.
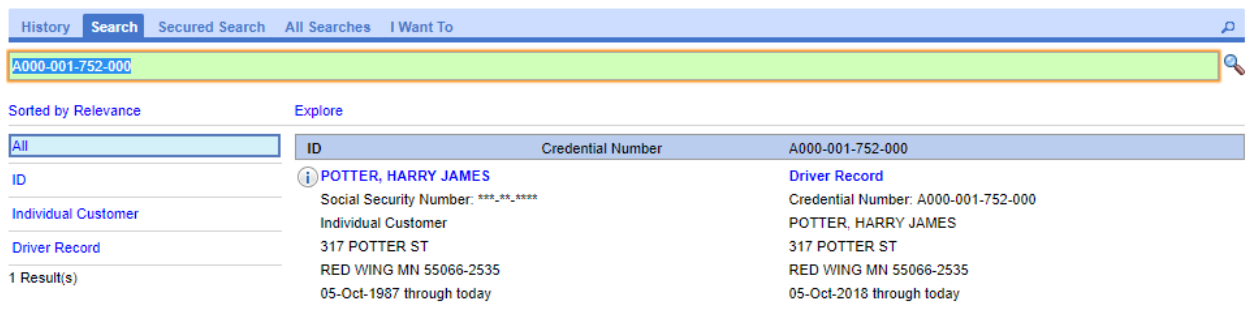
Figure 2 Searching By DLN

If this returns a result, we know that we do not need to register a new a customer in the system, but we still need to check to see if this customer has a disability services account. Clicking on the customer name from this search screen will open the Customer Springboard.

From the Customer Springboard, we can see in the image below that this customer has both a Driver Record *and* a Disability Certificate Account.
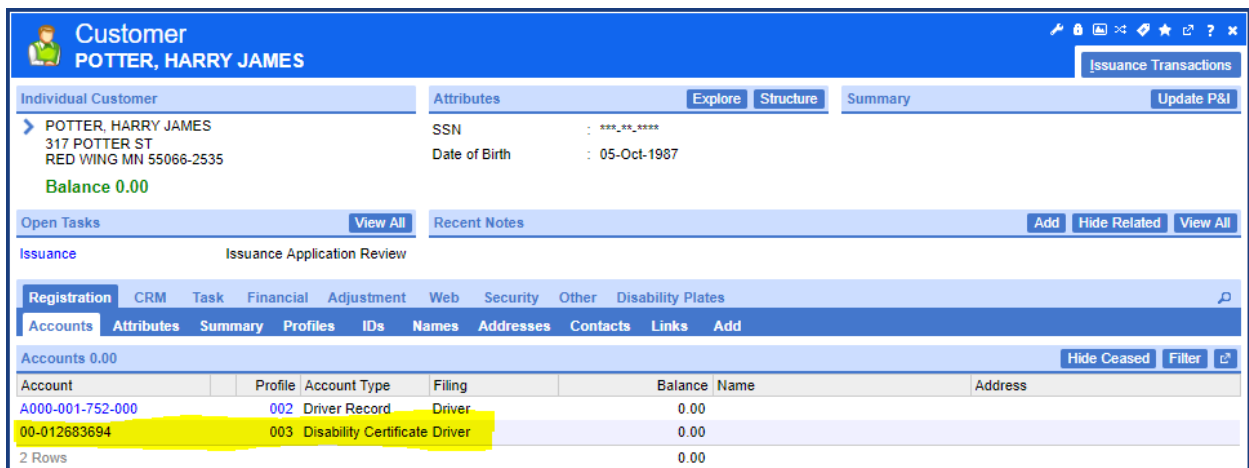

Figure 3 Customer with Disability Certificate Account

From the customer springboard, we can click into the disability certificate account.

Searching By Name/DOB

It is possible that the only information we have to find a customer in the system is a Name. We can search for these customers by entering Last Name, First Name.
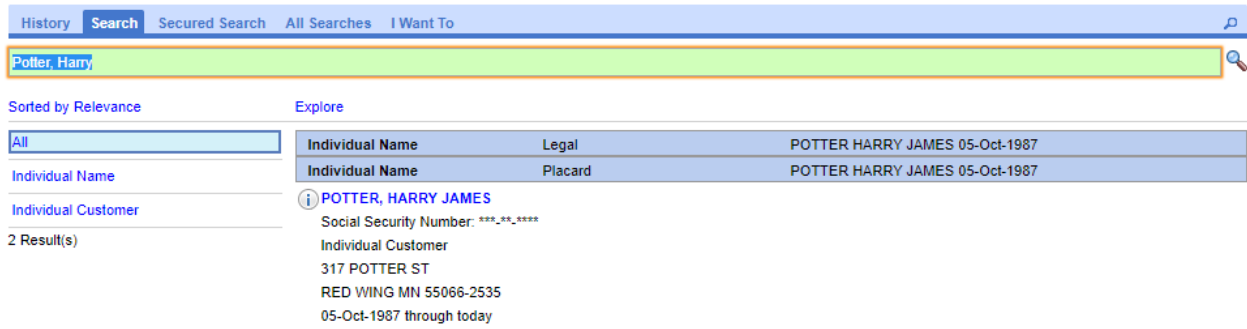
Figure 4 Searching By Last Name, First Name

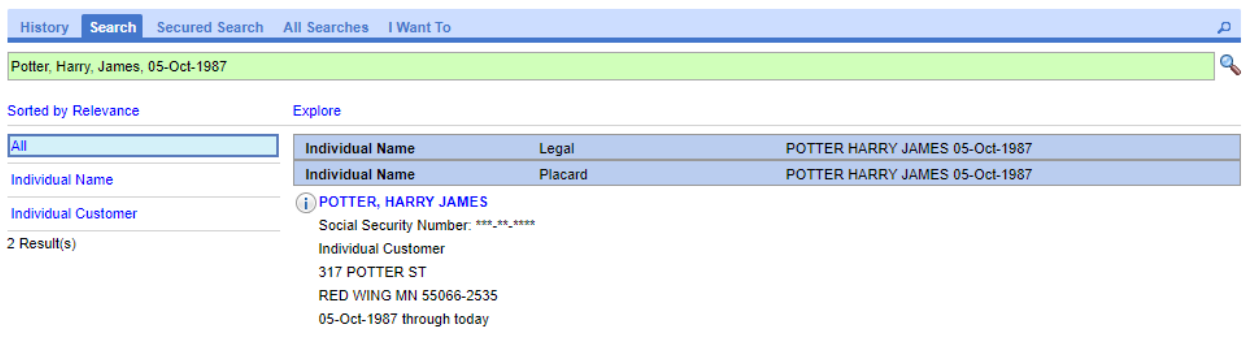To help refine results, we can also include middle name and DOB.

Figure 5 Searching By Last, First, Middle, DOB

Note: When adding Middle and/or DOB, there should always be commas separating each piece of the search criteria: Last, First, Middle, DOB. You will not get the expected results if you do not include the commas.

*This document has been altered from its original version to include only the section on searching for a disability customer.