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## **Oregon Driver and Motor Vehicles Services**

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**DMV Automated Reporting Service  
User Guide  
05/04/2016**

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## Overview

The Automated Reporting Service (ARS) is a service offered to employers to monitor the driving records of their employees. These employers must first have a valid Record Inquiry Account to qualify for the service. The ARS produces and sends customers a printed driving record whenever a conviction, accident, or suspension is posted to one of their employee records that they have enrolled in this service. A printed driving record will be provided at the time you add a driver to the service if there is already a current or pending suspension, cancellation or revocation on the employee's record.

Employers who have drivers in their employment, such as trucking companies, bus lines, etc., use the ARS. There is no charge to add or delete names to a customer's account when using this on-line service. However, there is a \$3.00 fee when a record is produced.

You will be required to maintain an accurate list of all employees that are enrolled in this service. To assist with maintaining your records, a list of employees that are enrolled in the Automated Reporting Service may be ordered upon request. It is important that you keep your employee list current. If an employee leaves your business and is not removed from your employee list, you may incur charges even though that person is no longer under your employment. **There is a \$30 fee for this list.** (Note: Please wait one business day after adding or deleting employees to order a list.)

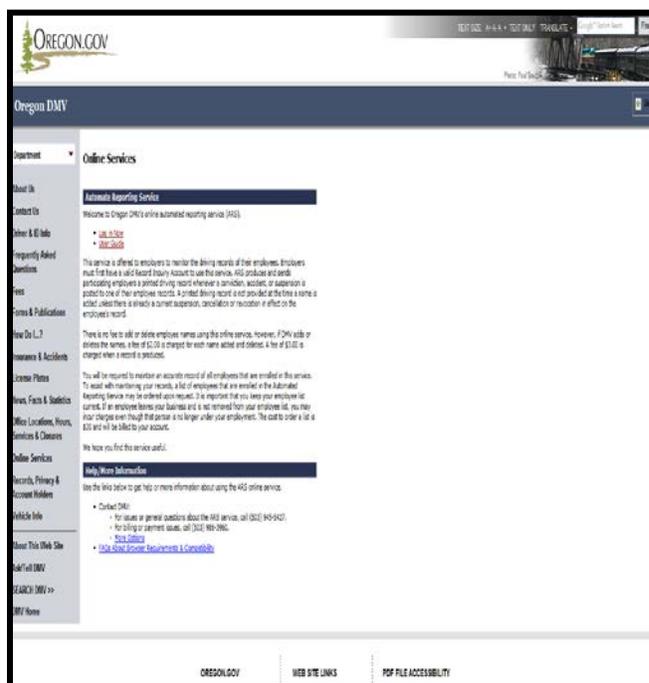
To contact DMV regarding this service, call (503) 945-5427.

## Accessing the System

**To begin:** Log in to the Automated Reporting Service by entering your **Login name** and **PIN**. Both items are required in order to access the service.

Click the **Continue** button to go forward. If you have entered incorrect information, see the **System Messages** at the back of this guide or click the **Reset** button to start over.

The options screen displays when access is allowed.



 A screenshot of the login screen for the DMV's Online Automated Reporting Service. The page title is "Online Services". The main heading is "Welcome to DMV's Online Automated Reporting Service". Below this, there is a blue bar that says "Please enter the following information". There are two input fields: "Login name:" and "PIN:". Below the input fields, there is a link that says "Forgot your PIN? Get help here.". At the bottom of the form, there are two buttons: "Reset" and "Continue >>".

If access is not allowed, refer to **System Messages** at the back of this guide.

Choose one of the options to begin entry:

- Add or remove a stop for a driver;
- Change your personal options;
- Request a list of employees currently enrolled; or
- Logoff the system.

### Changing Your Personal Options

When you log in to the Online Automated Reporting Service for the first time, you must change your PIN that was assigned automatically. Click on *"Guidelines for creating effective PINs"* for more information.

You can change your personal options at any time. The fields marked with a red asterisk (\*) are required in order to make any changes.

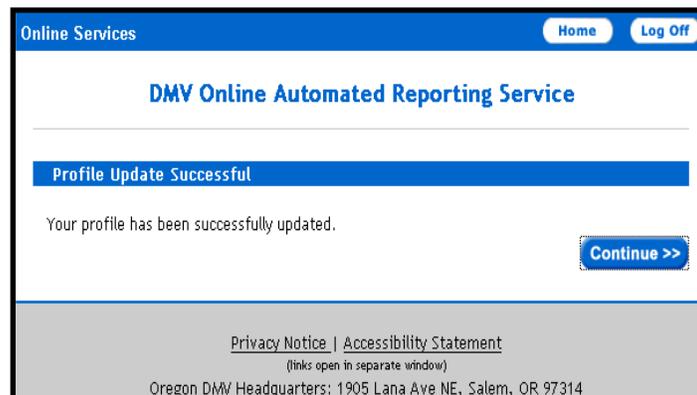
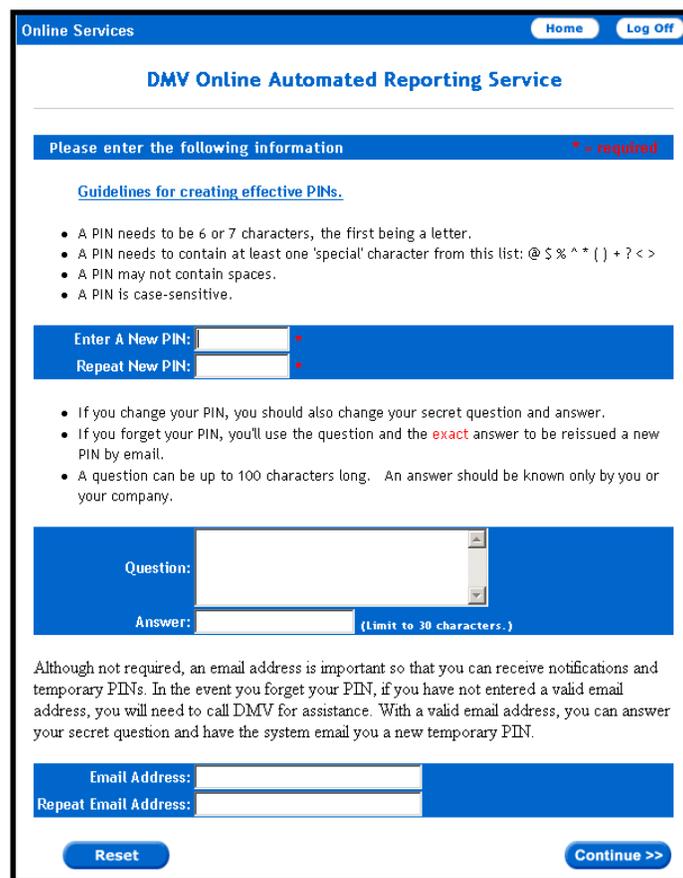
You can also enter a secret question and answer to help us identify you. Follow the guidelines on the screen for entering a question and answer.

Provide an email address so that you can be notified by DMV of your temporary PIN or when you have forgotten your PIN.

Use the "Reset" button to change any information you have entered here.

Use the **Continue** button when you are satisfied with what you have entered.

Once you press "Continue" and the system has successfully made your changes, this screen appears.



## Add/Remove a Driver to the Automated Reporting Service

Use this screen to add or remove a stop to an employee's driver record.

Enter the employee's Oregon Driver License number and date of birth (**both fields are required**). Make sure to use 10 characters in the date of birth (see the example on the screen).

Press the **Continue** button when you are satisfied with your entry. Otherwise, use the **Reset** button to start over.

The screenshot shows the 'DMV Online Automated Reporting Service' interface. At the top, there are 'Home' and 'Log Off' buttons. Below the title, a blue banner instructs the user to 'Enter the Oregon driver license number and date of birth (Both fields required) for the driver you wish to enroll in or remove from the Automated Reporting Service.' There are two input fields: 'Oregon Driver License:' and 'Date of Birth:'. The date of birth field includes a red example '( MM/DD/YYYY - example: 01/09/1950)'. Below the fields are 'Reset' and 'Continue >>' buttons. At the bottom, there is a footer with 'Privacy Notice | Accessibility Statement' (links open in separate window) and the address 'Oregon DMV Headquarters: 1905 Lana Ave NE, Salem, OR 97314'.

### To Add a Driver:

If the driver is not currently enrolled in the program, and you want to add him/her, press **Yes** at this screen.

The screenshot shows the 'DMV's Online Automated Reporting Service' interface. At the top, there are 'Home' and 'Log Off' buttons. Below the title, a blue banner reads 'ODL Stop Does Not Exist'. The text below states: 'Driver license number 012345679. This driver is not enrolled in the Automatic Reporting Service under your Record Inquiry Account. Would you like to enroll them in the service?'. There are 'No' and 'Yes' buttons at the bottom.

If you added the driver successfully, this screen displays.

To add or remove another driver, click **Continue**.

If you are finished, click **Log Off**.

The screenshot shows the 'DMV Online Automated Reporting Service' interface. At the top, there are 'Home' and 'Log Off' buttons. Below the title, a blue banner reads 'ODL Stop Added Successfully'. The text below states: 'Driver license number 012345679. The driver has been successfully added to the Automated Reporting Service under your Record Inquiry Account.' There is a 'Continue >>' button at the bottom.

If your attempts are unsuccessful, see **System Messages** at the back of this guide.

### To Remove a Driver:

If a driver is currently enrolled in this service, this screen displays after entry of the Oregon Driver License Number and Date of Birth on the previous screen.

To remove the driver from the service, click **Yes**.

To go back to the entry screen, click **No**.

The screenshot shows the 'DMV Online Automated Reporting Service' interface. At the top, there are 'Home' and 'Log Off' buttons. The main heading is 'DMV Online Automated Reporting Service'. Below this, a blue bar contains the text 'ODL Stop Exists'. The text below reads: 'Driver license number 012345679. This driver is currently enrolled in the Automatic Reporting Service under your Record Inquiry Account. Would you like to **remove** them from the service?'. At the bottom, there are two buttons: 'No' on the left and 'Yes' on the right.

If you removed the driver successfully, this screen displays.

To remove or add another driver, click **Continue**.

If you are finished, click **Log Off**.

If your attempts are unsuccessful, see **System Messages** at the back of this guide.

The screenshot shows the 'DMV Online Automated Reporting Service' interface. At the top, there are 'Home' and 'Log Off' buttons. The main heading is 'DMV Online Automated Reporting Service'. Below this, a blue bar contains the text 'ODL Stop Removed Successfully'. The text below reads: 'Driver license number 012345679. The driver has been successfully removed from the Automated Reporting Service under your Record Inquiry Account.' At the bottom right, there is a 'Continue >>' button.

### No More Than One Add/Removal Per Driver Per Day

You may only add a driver and remove it the same day **once**. If you need to do otherwise, you must wait until the next day.

The screenshot shows the 'DMV Online Automated Reporting Service' interface. At the top, there are 'Home' and 'Log Off' buttons. The main heading is 'DMV Online Automated Reporting Service'. Below this, a blue bar contains the text 'Daily Transaction Limit Exceeded'. The text below reads: 'Driver license number 012345679. Our records indicate entries to add and delete or delete and add a stop to a record has already occurred during this business day under your Record Inquiry Account. Please wait to re-add or re-delete this stop until the next business day.' At the bottom right, there is a 'Continue >>' button.

## Request an Employee List

To obtain a list of all employees enrolled in this service, choose "Request Employee List" from the menu page. There is a \$30 fee for this service. **(Note: Please wait one business day after adding or deleting employees to order a list.)** This screen displays and provides information before proceeding with the transaction.

To proceed with the transaction, choose **Continue**, otherwise chose the **Back** button.

The screenshot shows a web page titled "DMV Online Automated Reporting Service" under the "Online Services" header. The main heading is "DMV Online Automated Reporting Service". Below this, a message states: "If you proceed to order an employee list you understand your Record Inquiry Account will be CHARGED A FEE OF \$30." This message is followed by two bullet points: "To proceed with this transaction click on the CONTINUE button." and "To cancel this transaction and go back to the ARS main menu page click on the BACK button." At the bottom of the main content area, there are two buttons: "<< Back" on the left and "Continue >>" on the right. Below the buttons, there is a footer section with links for "Privacy Notice" and "Accessibility Statement" (with a note "(links open in separate window)"), and the address "Oregon DMV Headquarters: 1905 Lana Ave NE, Salem, OR 97314".

If you chose **Continue**, this confirmation screen displays. (See the screen for more details.)

From this screen, you can either **Log Off** or go back to the menu page by clicking on **Home**.

If your attempts are unsuccessful, see **System Messages** at the back of this guide.

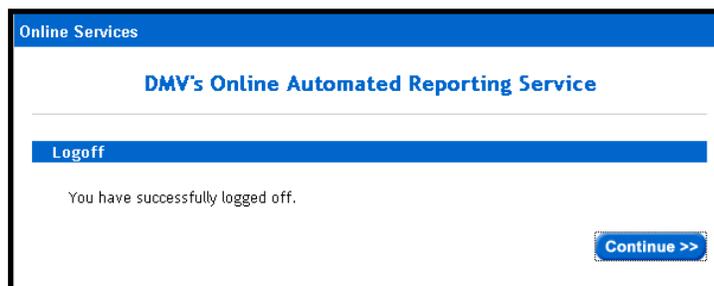
The screenshot shows a web page titled "DMV Online Automated Reporting Service" under the "Online Services" header. The main heading is "DMV Online Automated Reporting Service". Below this, a large blue box contains the text: "Thank you. Your request has been submitted and will be processed. A fee of \$30 will be charged to your Record Inquiry Account." Below the blue box, there are two paragraphs of text: "Employee lists ordered Monday through Friday before 6:00 p.m. will be emailed the next DMV working day to the email address on file." and "Employee lists ordered after 6:00 p.m. Friday, or on weekends will be emailed the following Tuesday." At the bottom of the main content area, there are two buttons: "Home" and "Log Off". Below the buttons, there is a footer section with links for "Privacy Notice" and "Accessibility Statement" (with a note "(links open in separate window)"), and the address "Oregon DMV Headquarters: 1905 Lana Ave NE, Salem, OR 97314".

Here is an example of the Employee List that you will receive by email.

STATE OF OREGON DRIVER AND MOTOR VEHICLE SERVICES						
ARS Employee List						
Date: 10-31-2005		Account Number: 00000		Total Stops: 5		
LICENSE	BIRTH-DATE	SEG-DATE	NAME	LICENSE TYPE AND ENDORSEMENTS	EXP-DATE	
000000000	01/08/1941	06/08/2005	TEST, PERSON ONE	O, . . . . .	01/08/1975	
000000000	02/25/1949	01/14/2005	SUSPENSION, JOE A	3, . . . . ., Q, . . . . .	01/01/0001	
000000000	05/19/1983	06/08/2005	DO, NOT TOUCH	N, . . . . .	01/01/0001	
000000000	01/02/1941	10/27/2005	TEST, PERSON THREE	4, . . . . ., Q, . . . . .	01/02/1975	
000000000	06/08/1970	10/27/2005	SUSPENSION, JOE C	A, . . . . ., P, . . . . .	01/01/0001	

### Exiting the Service

Once you have completed your entry and clicked **Log Off**, this screen displays



### System Messages

We are currently in the process of updating our system. As such, some of the below system messages will contain different contact information than what is shown online. Please note that the below contact information is correct.

System Message	Troubleshooting
A login name must be entered.	No login name was entered on the login page or the "Don't remember your PIN?" page. Enter your login name in the specified box. Remember that your Login Name is any combination of alphanumeric and may be an email address. It must be at least 8 characters long and no more than 30 characters.
A PIN must be entered.	No PIN was entered on the login page. Enter your PIN in the specified box.
You have been denied access to the Online Automated Reporting Service. Please contact DMV at (503) 945-5427 to have your access reset.	DMV has revoked the access for this account. To have it reset, contact DMV at (503) 945-5427.

<p>You have been denied access to the Online Automated Reporting Service due to too many failed login attempts. Please contact DMV at (503) 945-5427 to have your access reset.</p>	<p>You have entered an incorrect login name and/or PIN more than 5 times.</p>
<p>You have been denied access to the Online Automated Reporting Service because you didn't change your temporary PIN during your first session. Please contact DMV at (503) 945-5427 to have your access reset.</p>	<p>You cannot login if you did not change your PIN during your first session. Your access must be reset and then when you login in for the first time, please remember to change your PIN by going into "Change Personal Options".</p>
<p>Your access to the Online Automated Reporting Service is not yet active. Please contact DMV at (503) 945-5427 for additional assistance.</p>	<p>Check message for instructions.</p>
<p>Sorry, someone else within your business is already logged into this site. You may login after they logout or after their session 'times out' (30 minutes of inactivity), whichever occurs first.</p>	<p>Only one user can be logged in at a time under this Record Inquiry Account.</p>
<p>The login name is incorrect. Please check the entry and try again or close the application. Check with your company's designated Record Inquiry Account contact person for assistance. If your entry has been confirmed as correct with your company's designated Record Inquiry Account contact person, contact DMV at (503) 945-5427 for additional assistance.</p>	<p>An incorrect login name was entered. Check the message for instructions. There is a limit of 5 tries before the system will lock you out. Verify the login name before continuing.</p>
<p>The login name and PIN combination is incorrect. Please check the entry and try again or close the application. Check with your company's designated Record Inquiry Account contact person for assistance. If your entry has been confirmed as correct with your company's designated Record Inquiry Account contact person, contact DMV at (503) 945-5427 for additional assistance.</p>	<p>An incorrect login name and PIN was entered. Check the message for instructions. There is a limit of 5 tries before the system will lock you out. Verify the login name and PIN before continuing.</p>
<p>The Record Inquiry Account entered is incorrect. Please check the entry and try again or close the application. Check with</p>	<p>The Record Inquiry Account entered is not an account that has been assigned to anyone. Check the message for</p>

<p>your company's designated Record Inquiry Account contact person for assistance. If your entry has been confirmed as correct with your company's designated Record Inquiry Account contact person, contact the DMV Account Clerk at (503) 945-7950 for additional assistance.</p>	<p>instructions.</p>
<p>Your Record Inquiry Account is showing delinquent. Check with your company's designated Record Inquiry Account contact person for assistance. For help in resolving the delinquent status, contact ODOT Financial Services at (503)986-3960</p>	<p>Check the message for instructions.</p>
<p>Your Record Inquiry Account is not authorized to use this system. Please check the entry and try again or close the application. Check with your company's designated Record Inquiry Account contact person for assistance. If your entry has been confirmed as correct with your company's designated Record Inquiry Account contact person, contact the DMV Account Clerk at (503) 945-7950 for additional assistance.</p>	<p>Check the message for instructions.</p>
<p>Please check your entry and try again or close the application.</p>	<p>The driver license entered must be an Oregon driver license number.</p>
<p>A driver license must be entered.</p>	<p>The driver license entered must be an Oregon driver license number.</p>
<p>There is an invalid character in the driver license. Entries must be numbers only.</p>	<p>Check the message for instructions.</p>
<p>A date of birth must be entered.</p>	<p>A date of birth must be 10 characters and entered as MM/DD/YYYY.</p>
<p>The date of birth must be ten characters. Enter date of birth as mm/dd/yyyy. For example: 01/02/1999.</p>	<p>Check the message for instructions.</p>
<p>There is an invalid character in the date of birth. Enter date of birth as mm/dd/yyyy. For example: 01/02/1999.</p>	<p>Check the message for instructions.</p>

<p>The driver license, date of birth combination entered was not found or does not match our records. Please check your entry and try again or close the application.</p>	<p>Check the message for instructions.</p>
<p>The driver license, date of birth combination entered found multiple entries. Please contact DMV at (503) 945-5427 for assistance.</p>	<p>Check the message for instructions.</p>
<p>Our system is unavailable at this time. Please try again later.</p>	<p>Check the message for instructions.</p>
<p>The application encountered a problem. You have been logged out. Please close the browser and try again.</p>	<p>Check the message for instructions.</p>
<p>Either your session has expired or your browser is not enabled to accept cookies. If your session timed out, you need to login again. If your browser is not enabled to accept cookies, you will need to adjust your privacy settings on your browser to accept cookies.</p>	<p>Check the message for instructions.</p>
<p>Stop was not processed due to an application error. The application has automatically logged you out. Please close the browser and login again. If you encounter this problem again, contact DMV at (503) 945-5427 or (503) 945-5428.</p>	<p>Check the message for instructions.</p>
<p>The driver has been successfully added to the Automated Reporting Service under your Record Inquiry Account.</p>	<p>Press "Continue" to move to the next record or "Log Off" to exit the system.</p>
<p>The driver has been successfully removed from the Automated Reporting Service under your Record Inquiry Account.</p>	<p>Press "Continue" to move to the next record or "Log Off" to exit the system.</p>
<p>Enter the Oregon driver license number and date of birth for the driver you wish to enroll in or remove from the Automated Reporting Service.</p>	<p>Enter the Oregon driver license and date of birth and press "Continue".</p>
<p>Our records indicate entries to add and delete or delete and add a stop to a record</p>	<p>Press "Continue" to go to the next function or "Log Off" to exit the system.</p>

has already occurred during this business day under your Record Inquiry Account. Please wait to re-add or re-delete this stop until the next business day.	
This driver is not enrolled in the Automatic Reporting Service under your Record Inquiry Account. Would you like to enroll them in the service?	Press "Yes" to add the driver to this service or "No" to reenter another driver license and date of birth.
This driver is currently enrolled in the Automatic Reporting Service under your Record Inquiry Account. Would you like to remove them from the service?	Press "Yes" to remove the driver from this service or "No" to reenter another driver license and date of birth.
Invalid special characters in Pin. Allowed special characters are: @ \$ % ^ * ( ) + ? < >	Reenter the Pin following the "Guidelines for creating effective PINS".
You must enter a PIN in the first new PIN box.	Check the message for instructions.
The PIN must be 6 or 7 characters long.	Reenter the Pin following the "Guidelines for creating effective PINS".
The first character in the PIN must be a letter.	Reenter the Pin following the "Guidelines for creating effective PINS".
At least one character in the new PIN must not be alphanumeric (must not be a-z, A-Z, or 0-9)	Reenter the Pin following the "Guidelines for creating effective PINS".
The PIN cannot contain a space.	Reenter the Pin following the "Guidelines for creating effective PINS".
You must enter a PIN in the second new PIN box.	Check the message for instructions.
Repeated new PIN different.	Check the message for instructions.
You cannot submit an answer without a question.	You must enter a question in the "Question" box. Your question can contain up to 100 characters.
You cannot submit a question without an answer.	You must enter the answer to the question in the "Answer" box. Your answer can contain up to 30 characters.

The question cannot exceed 100 characters in length.	Check the message for instructions.
The answer cannot exceed 30 characters in length.	Check the message for instructions.
Email address must be at least 7 characters and no more than 100 characters in length.	Check the message for instructions.
Repeated email address different.	Reenter the email address.

Please try again or close the browser.	Check the message for instructions.
Your profile has been successfully updated.	Press "Continue" to go to the next function or "Log Off" to exit the system.
Your PIN has been successfully reset. Your new PIN will be sent to your email address. Please be sure to change your PIN the next time you login.	Check the message for instructions.
You must enter your secret answer. If you are unable to remember your answer, please contact DMV at (503) 945-5427 to have your PIN reset.	Check the message for instructions.
This is the first time you have logged in since your PIN was set/reset. You must change your PIN or you will be denied access to the Online Automated Reporting Service the next time you try to login.	Check the message for instructions.