DMV’s Voice Response System

DMV’s Voice Response System telephone number: (503) 945-5300

For other records use DMV’s web form to submit your request at:

DMV’s Voice Response System is an automated system which allows you to listen to DMV address information and order certain driver records by phone day or night, seven days a week.

To use DMV’s Voice Response System you will need your DMV account number and password, a touch-tone telephone and an Oregon driver license number.

NOTE: All records ordered through DMV’s Voice Response System are non-refundable.

How do I use DMV’s Voice Response System?

- Dial (503) 945-5300 from a touch-tone phone.
- When entering your account number and password, pause between each number, so that the system has time to recognize the numbers entered.
- The system will ask you to enter your account number, followed by the pound sign (#).
- The system will ask you to enter your password number, followed by the pound sign (#).
- The system will ask you to wait a moment to verify your account and password number.
- If you enter the wrong account or password number, you will have two (2) more chances to enter valid numbers. After three tries, you will be transferred to an operator.

What records can I access?

The Voice Response System will offer you a selection of these four menu choices:

- Press “1” to listen to driver license name and address, description and status.
- Press “3” to order a three-year non-employment driving record.
- Press “4” to order a complete or certified court print driving record.
- Press “5” to order a three year employment driving record.

NOTE: Record account users have access to driver records only.
Enter the Customer ID number (driver’s license, instruction permit or ID card number) followed by the pound sign (#).

Oregon has both a numeric and alphanumerical Customer ID number. If the record you are requesting has a alpha character, enter "*21=A" or "*22=B" then the remaining digits followed by the pound sign (#).

DMV’s Voice Response System will repeat the customer ID number and ask you to press “8” to continue or press “9” to cancel and return to the main menu.

NOTE: If you press “8,” you will be billed even if no record is found.

The system will say “Please hold,” while the record is being accessed from DMV’s computer.

Driver information is read in the following order:

- License or Permit Number
- Name & Address (includes city, state, zip code)
- Date of Birth
- License Type
- Endorsement
- Expiration Date of Driver License or Instruction Permit
- Issue & ID Card (if any)
- Height
- Weight
- Restriction Code, Last Duplicate Date & Type (if any), SR22 Certification Date (if any), Financial Responsibility Insurance Proof Required Date (if any), Commercial Driver License Status
- Driver’s Status

You can use the following keys to maneuver through a record:

- Press “1” to rewind to the previous item. You can continue to Press “1” until you’ve backed up to the item you want to hear again.
- Press “2” to pause an item or to start playing the item again.
- Press “3” to skip ahead to the next item. You can continue to Press “3” until you’ve reached the item you want to hear or to fast forward to the end of the record.
- Press “4” to spell out an item, such as a name or address.
- Press “8” to repeat an item.

At the end you may either press “8” to repeat the record from the begining (no extra charge) or “9” to return to the main menu to run another record, or you may hang-up.
Press “3”: Order a Non-Employment (3-year) Driving Record
Press “4”: Order a Certified Court Print
Press “5”: Order an Employment (3-year) Driving Record

- DMV’s Voice Response System will ask you to enter the driver license number, followed by the pound sign (#).
- The system will repeat the number and ask you to enter “8,” if it is correct, or “9” to cancel and return to the main menu.
- If you press “8,” the system will say, “Please hold,” while the record is accessed from our computer. You will be billed even if no record is found.
- The number is read again, followed by the name of the driver, and says, “Your record will be mailed the next business day.”
- You can go to another menu selection or hang-up.

When are records mailed?

- Driving Records (Choices 3, 4, & 5) ordered Monday through Friday before 6:00 p.m. are normally mailed the next DMV working day.
- Records ordered after 6:00 p.m. Friday, or on weekends are normally mailed the following Tuesday.
- Records ordered on a Monday holiday are normally mailed the following Wednesday.
- If you do not receive your records within five mailing days, call (503) 945-5310 Mon. – Fri. excluding holidays between 8:00 a.m. – 5:00 p.m. You will be asked for the date the record was ordered, your account number, and your Web PIN.

Questions or Assistance

General account and billing questions: (503) 945-5310

Account or password problems: (503) 945-7950 or email: ODOTDMVRecordsPol@odot.state.or.us

Vehicle information available at: oregondmv.com using the DMV2U account