

# Driver Education Provider DMV2U User Guide

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## Introduction

Oregon Driver and Motor Vehicles Services (DMV) provides access to DMV2U as a service to ODOT TSO-Approved Driver Education Providers. As a web-based application, DMV2U is available through the internet providing access to verify student eligibility and enter course completion data. This guide is intended to help DE providers become familiar with DMV2U.

## DMV2U Rules

- **DMV2U logons cannot be shared.** Separate logons are required for each individual user, and they must be set up under the individual's first and last name and direct email address. Generic logons must not be created. This is required for security and auditing reasons.
- **Once a user is no longer employed, an administrator must immediately deactivate their access to DMV2U.**
- The DMV2U Administrator access level is intended only for listed contacts.
- Only owner(s) or direct employees of your business may be granted access to DMV2U.
- **Do not** allow access to DMV2U to anyone outside of your business, including contractors/agents.
- Protect your username and password and do not share your logon credentials with others.

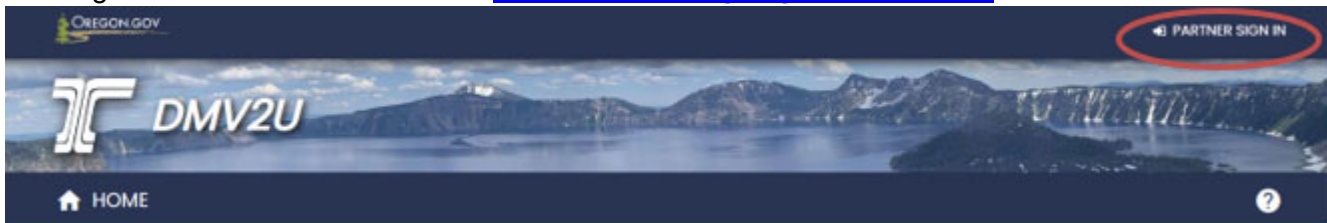
## General user logon information

- Account contacts are eligible for the Administrator level and have the ability to maintain users, including deactivating users and assisting with lockouts and reactivation. They can view and change the web PIN under **Manage My Profile**, and they will receive web PIN notifications monthly by email as long as their logon remains active.
- **DMV2U logons will automatically be deactivated by the system if the user does not log in during a 60-day period. Please note that DMV Customer Assistance cannot reinstate deactivated users.**
  - If a standard user is deactivated, they must contact their account administrator to be reinstated.
  - If an administrator is deactivated, and there is no other user at the administrator level that can reinstate their logon, they can send an email to the DMV Transportation Safety Office Driver Education Staff at [ODOTDEMail@odot.oregon.gov](mailto:ODOTDEMail@odot.oregon.gov) to request reactivation.

## DMV2U logon creation instructions for new users

The first logon created will be granted the role of Administrator, which is intended only for an account contact person. Therefore, a contact person must register first. To add additional users, the contact/administrator may share the account number and the current web PIN with any employees authorized to use the service, and they may register by following the same instructions below.

1. Open a browser and navigate to the following URL and click on **Partner Sign in** located in the top right-hand corner of the screen <https://dmv2u.oregon.gov/eServices/>



2. Under the sign in fields, click **Register Here**.
3. After reviewing the About section, click **Next**.
4. Under the User Information section, enter your first and last name and **direct email address**.



## Driver Education Provider DMV2U User Guide

5. Under the Account Verification section, from the drop down menu select **Driver's Education Provider** as the account type. Then you will enter your account number and your current web PIN. Click **Next**.
6. Under the Logon Details section, create a username and password.  
Select your secret question and enter your answer. Your secret question and answer will be used to verify your identity if you ever need to reset your password.
7. Review your new logon credentials, and then select **Submit** to finish the registration process. You will then be taken to a confirmation screen. You may now select **Partner Sign In** to log in with your new username and password.
8. After logging in for the first time, you will be prompted to select your preferences for the Two-Step Authentication. Each time your credentials are used to log in from a new browser or device, you will be sent an authentication code to enter. Here you can choose whether to receive the code by email or text.

### Protect your DMV2U profile with two-step verification

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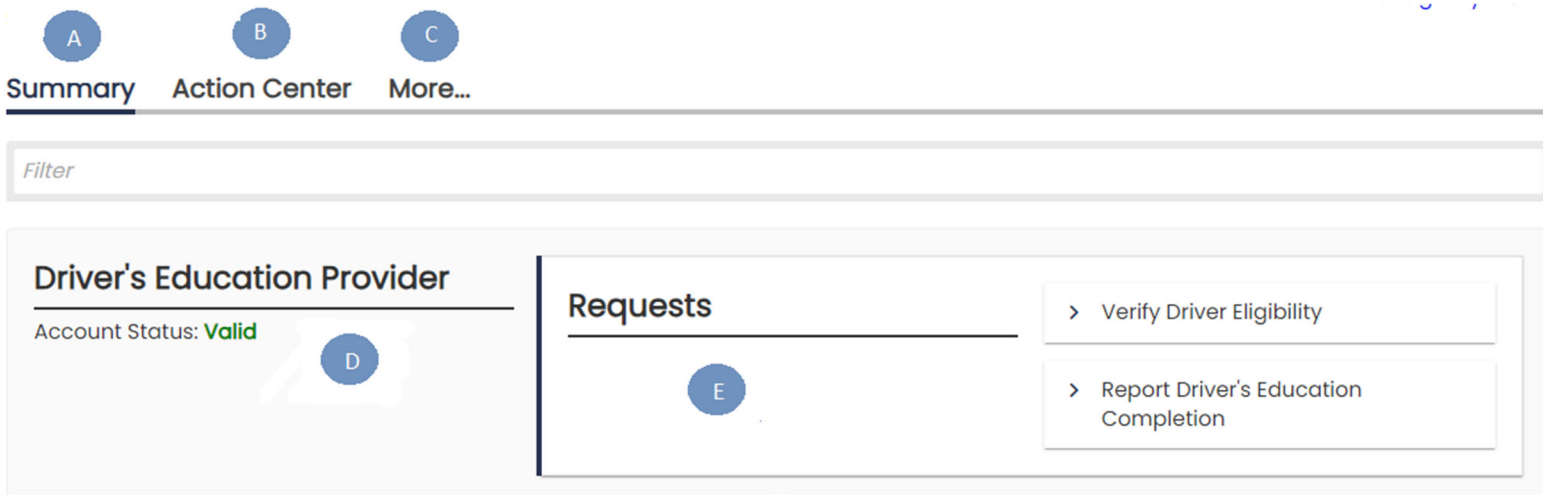
Two-step verification is used to better protect your DMV2U profile. Once we have it setup you'll be asked to provide a unique security code to verify your identity each time you log in.

<div> <b>Email</b></div> <div>Receive security codes by email.</div> <div><a href="#">Add Email</a></div>	<div> <b>Text Message</b></div> <div>Receive security codes by text message.</div> <div><a href="#">Add Phone</a></div> <div>Message and data rates may apply. To stop receiving SMS messages, remove your number above.</div>
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Don't want to use two-step verification? [Disable](#)

## Account Home Page

When you log in to DMV2U, you will see the home page with links to driver education provider-related services.



The screenshot shows the DMV2U Account Home Page. At the top, there are three tabs: 'Summary' (labeled A), 'Action Center' (labeled B), and 'More...' (labeled C). Below the tabs is a 'Filter' input field. The main content area is divided into two sections. The left section, titled 'Driver's Education Provider', shows the 'Account Status: Valid' (labeled D) and a placeholder for a profile picture. The right section, titled 'Requests' (labeled E), contains two links: '> Verify Driver Eligibility' and '> Report Driver's Education Completion'.

### A. Summary

The summary page provides users with an overview of the account. This page includes links to complete various actions.

### B. Action Center

The action center would have any alerts about the account.

### C. More

The More tab provides additional access to manage logons, view DMV2U submissions, or view letters DMV has sent. Only Administrators will have access to manage logons.

### D. Account Status

Provides the status of the account associated with your business.

### E. Requests

These are the links to verify driver eligibility and report course completion information.

## Manage My Profile





Welcome, Account User

You last logged in on Wednesday, Jun 24, 2020 2:41:32 PM







→ [Manage My Profile](#) 1

Here you can update your password, secret question, and two-step verification settings. Under the More tab, you will have additional options to manage your own access, view, and search DMV2U submissions. Also under the More tab, an Administrator can manage additional DMV2U logons and view or change the current web PIN.

**Profile** More...

<div> <b>Profile</b></div> <div><div>Name</div><div>Account User</div><div><a href="#">Update Name</a></div></div> <div><div>My Email</div><div>test@test.com</div><div><a href="#">Change Email</a></div></div> <div><div>My Phone Number</div><div>No phone number</div><div><a href="#">Edit Phone Number</a></div></div>	<div> <b>Security</b></div> <div><div>Password</div><div>Last changed June 24</div><div><a href="#">Change Password</a></div></div> <div><div>Secret Question</div><div>What is your father's middle name?</div><div><a href="#">Update Your Secret Question</a></div></div> <div><div>Two-Step Verification Settings</div><div>Two-step verification is disabled</div><div><a href="#">Change Two-Step Settings</a></div></div>
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**Profile** More...

<div> <b>Access Management</b></div> <div>Manage your own access to your account(s).</div> <div><div>&gt; Manage My Access</div><div>&gt; Delete My Profile</div></div>	<div> <b>Other Users</b></div> <div>Manage default settings and permissions for other web logons.</div> <div><div>&gt; Manage Additional Logons</div></div>	<div> <b>Payment Channels</b></div> <div>Manage your bank accounts used to make payments on DMV2U.</div> <div><div>&gt; Manage Payment Channels</div></div>
<div> <b>Submissions</b></div> <div>Search online transactions previously submitted for processing.</div> <div><div>&gt; Search Submissions</div><div>&gt; View Transferred Submissions</div></div>	<div> <b>Activity</b></div> <div>View my activity on e-Services.</div> <div><div>&gt; View Activity</div></div>	<div> <b>Web Pins</b></div> <div>View web pins associated to this account</div> <div><div>&gt; View Web Pins</div></div>

## Verify Driver Eligibility

Log in to your account with the DMV2U username and password you created.

To verify a student's eligibility select **Verify Driver Eligibility** on the account home page.

Applicant Information	
Customer Number *	Date of Birth (e.g. 07/20/1969) *
<i>Required</i>	<i>Required</i> 
Course Start Date *	Estimated Course Completion Date *
<i>Required</i> 	<i>Required</i> 
<a href="#">&gt; Search</a>	

Enter the required information then click the [Search](#) hyperlink. The eligibility status will display. There are two possible responses:

1. Customer is currently eligible for driver education.
2. Customer is not eligible to take a driver education course. Driver is 18 or over or will turn 18 within the provided dates.

There will be a notification if the driver has previously been reported by a Driver Education Provider. If the driver has already been reported, they will not be eligible for the student driver subsidy.



## Report Driver's Education Completion

Log in to your account with the DMV2U username and password you created.

To enter course completion, select **Report Driver Education Completion** on the account home page.

### Report Driver's Education Completion

Report Drivers

Verify and Submit

Drivers

[+ Add a Record](#)

Cancel

< Previous

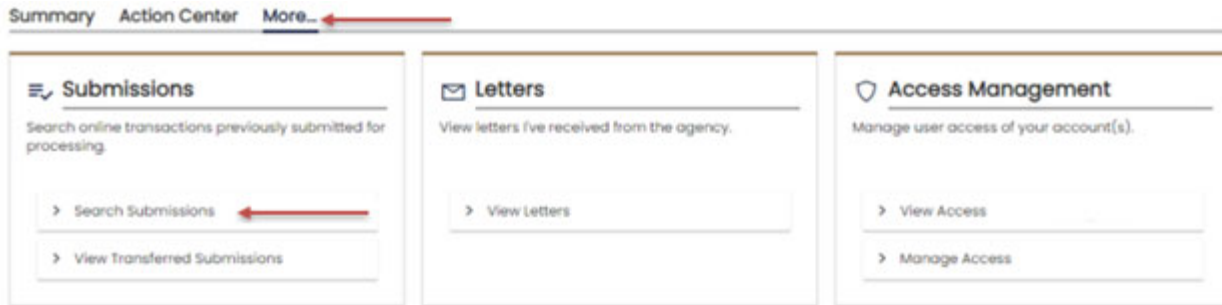
Next >

Select the [Add a Record](#) hyperlink to begin. Enter the required information for each driver. Select the [Add a Record](#) hyperlink to add additional drivers. You may add as many drivers as necessary. When you are done, select the **Next** button. The next page will contain a brief summary of the information you have entered. If you are done, select the **Submit** button. You may also select the **Previous** button if you need to make changes or add other records.

Once the information has been submitted, you will receive a confirmation page and number.

## Review Previous Submissions

Submissions are user completed activities. Log into DMV2U with your username and password, click on the **More** tab, and then select **Search Submissions** under the Submissions section.



**Note:** Only account administrators will have the Access Management Panel.

The most recent submissions will be listed. Submissions older than 12 months can be found using the search function. Account administrators can view all submissions by all users. Individual users can only view their submissions. Selecting the blue hyperlink title for a submission will allow you to view the completed activity.

### Search

Processed From

09-Mar-2023

Processed To

Search

### Submissions

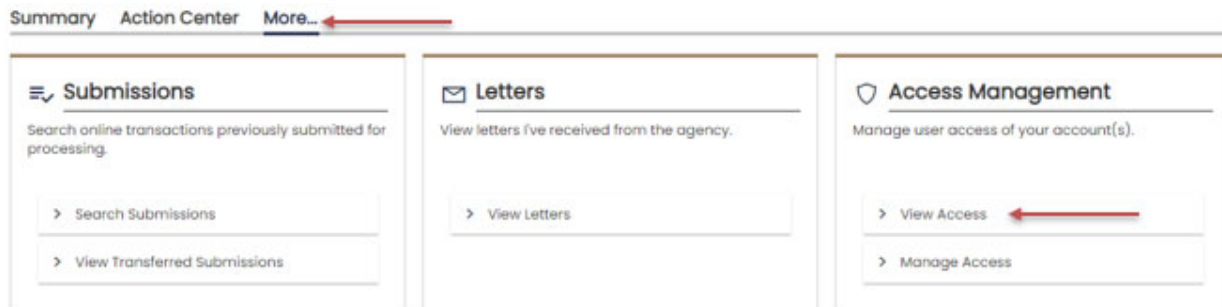
Filter

Date	Title	Account	Account ID	Period	Logon
06-Mar-2024	<a href="#">New Logon</a>	Driver's Education Provider	00002-01		Silver
06-Mar-2024	<a href="#">Report Driver's Education Completion</a>	Driver's Education Provider	00002-01		
06-Mar-2024	<a href="#">Report Driver's Education Completion</a>	Driver's Education Provider	00002-01		

## Administrator- Manage logons

### Unlock a user

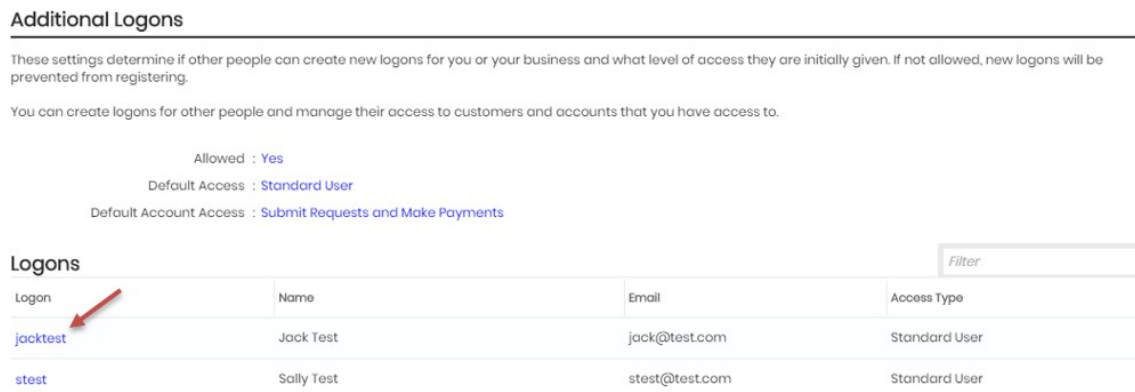
1. Log into DMV2U with your username and password, click on the **More** tab, and then select **View Access** under the Access Management section.



2. Click on **Manage Logons**:



3. Click on the username for the user that is to be unlocked:



4. Click on **Unlock**:

< Additional Logons

**Additional Logon**

**Standard User**

jacktest  
Jack Test  
jack@test.com

⌚ Locked out after too many failed attempts to log in

> Change Access

> Manage Account Access

> Resend Logon Access Email

> **Unlock**

> Deactivate Access

**Access** Activity

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**Access Settings for jacktest** Manage

ABC COMPANY - \*\*-\*6789

General Access		Standard User
Record Inquiry	100001	Submit Requests and Make Payments All Periods

## Reactivate a user

1. Log into DMV2U with your username and password, click on the **More** tab, and then select **View Access** under the Access Management section.

Summary Action Center **More...**

**Submissions**

Search online transactions previously submitted for processing.

> Search Submissions

> View Transferred Submissions

**Letters**

View letters I've received from the agency.

> View Letters

**Access Management**

Manage user access of your account(s).

> **View Access**

> Manage Access

2. Click on **Manage Logons**:

< ABC COMPANY

**Customer Access**

ABC COMPANY  
\*\*-\*6789

**Logons**

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**Logons with Access to Customer** Manage Logons

There are no logons.

- Logons are separated by Active and Deactivated users. Click on the username for the user that is to be reinstated from the Deactivated user list. If you have several users, you can quickly locate a user by typing in their name or username in the filter bar:

**Logons** Filter

Username	Name	Email	Access Type
<b>Active</b>			
<a href="#">jtest2</a>	Joan Test	test@test.com	Standard User
<b>Deactivated</b>			
<a href="#">userb</a>	Johnny Johnson	test@test.com	Standard User

- Click on **Reactivate Access**:

< Additional Logons

**Additional Logon**

**Standard User**

userb  
Johnny Johnson  
test@test.com  
Deactivated 07-Mar-2024

[Access](#) [Activity](#)

[> Reactivate Access](#)

## Change the access level of a user

**(Note: Only listed contacts are eligible for the Administrator access level)**

- Log into DMV2U with your username and password, click on the **More** tab, and then select **View Access** under the Access Management section.

Summary Action Center **More...**

**Submissions**

Search online transactions previously submitted for processing.

[> Search Submissions](#)

[> View Transferred Submissions](#)

**Letters**

View letters I've received from the agency.

[> View Letters](#)

**Access Management**

Manage user access of your account(s).

[> View Access](#)

[> Manage Access](#)

- Click on **Manage logons**:

## Customer Access

ABC COMPANY

\*\*\*6789

### Logons

#### Logons with Access to Customer



[Manage Logons](#)

stest

Sally Test

stest@test.com

Standard User

- Click on the user whose access level is to be changed:

### Logons

Filter

Username	Name	Email	Access Type
<b>Active</b>			
jtest2	Joan Test	test@test.com	Standard User
<b>Deactivated</b>			
userb	Johnny Johnson	test@test.com	Standard User

- Click on **Change Access**:

- > [Change Access](#)
- > [Manage Account Access](#)
- > [Resend Logon Access Email](#)
- > [Deactivate Access](#)

- Change their type of access from the drop-down menu and then click **Save**.

### Settings

#### Settings

Type of Access

Administrator

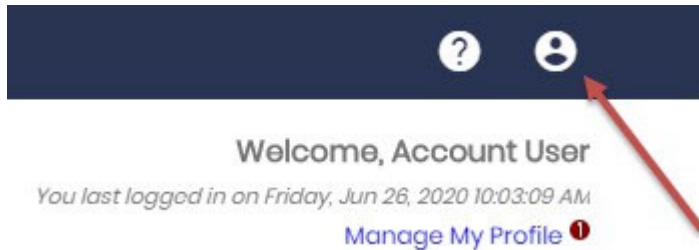
Allows administrative control over a customer. This logon will be able to create additional logons and manage other logons' access.

Cancel

Save

## How to Log Off

To log off, click the user icon as shown below, then select **Log Off**.



## DMV Contact Information

- Call Customer Assistance for account holders at 503-945-5310 for assistance with the following:
  - General DMV2U assistance (navigation, troubleshooting, unlocks)

**Please note that you must provide your name, business name, account number, and your current web PIN to receive assistance over the phone.**

- For web PIN assistance, Administrator reactivations, or other questions regarding your account, please send an email to [ODOTDEMail@odot.oregon.gov](mailto:ODOTDEMail@odot.oregon.gov) Please provide your name and account number when sending an email.

## Civil and Criminal Penalties for Misuse of DMV Information

DMV records are for business purposes only. The account may only be used as outlined by your approved entity type(s) as outlined under Oregon's Record Privacy Law. **You may not access your own record or record of people you know such as co-workers, family members, or friends for any purpose.** This is true even if the person in question gives their permission for their record to be used. Personal records cannot be accessed for testing purposes.

Under Oregon law, only certain entities qualify to receive personal information from DMV records and these entities can only use the information for specific purposes outlined in Oregon's Record Privacy Law (ORS 802.175 – 802.191). As defined in Oregon's Record Privacy Law, personal information means the following information that identifies an individual:

- Driver License, driver permit or identification card number
- Name
- Address (excluding five-digit zip code)
- Telephone Number

**ACCESS TO DMV RECORDS IS HIGHLY RESTRICTED. IF YOU KNOWINGLY OBTAIN OR USE PERSONAL INFORMATION IN VIOLATION OF ORS 802.175 – 802.191 FROM A MOTOR VEHICLE RECORD, YOU MAY BE SUBJECT TO CRIMINAL PROSECUTION OR A CIVIL ACTION.**

ORS 802.189 is the criminal penalty for violation of ORS 802.175 – 802.187.

- Knowingly obtaining or using personal information from a motor vehicle record in violation of ORS 802.175 – 802.187 is a Class A misdemeanor

ORS 802.191 is the civil action for violation of ORS 802.175 – 802.187.

- A person aggrieved by an intentional violation may bring an action at law against a person who has knowingly obtained or used personal information about the aggrieved person in violation of ORS 802.175 – 802.187. The action shall be for actual damages or \$2,500, whichever is greater, plus attorney fees and court costs reasonably incurred in the action.
- A person aggrieved by a violation of ORS 802.175 – 802.187, a District Attorney, or the Attorney General may obtain appropriate relief to enforce ORS 802.175 – 802.187, together with attorney fees and costs reasonably incurred in an action for relief.
- Any person, whose use or obtaining of personal information in violation of ORS 802.175 – 802.187 subjects the State of Oregon to any liability or claim, shall indemnify and hold harmless this state from all such liability and any claims, including attorney fees and court costs, incurred in any proceeding arising under ORS 802.175 – 802.187.

If the information is misused and/or if personal information is obtained or re-disclosed improperly, you may be subject to criminal prosecution or a civil action and your DMV access will be terminated.