

# Driver Safety Case Management



## Driver Get Started Guide

## **CHAPTER 1: Log in to MyDMV**

Section 1: Account Registration.....	2
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## **CHAPTER 2: Your Driver Safety Profile**

Section 1: Your Profile, Cases, Requests.....	4
---	---

## **CHAPTER 3: Hearing Requests**

Section 1: Request Hearings with Representation.....	5
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Section 2: Request Hearings without Representation.....	8
---	---

Section 3: Schedule Hearing Dates.....	10
--	----

Section 4: View Scheduled Hearings.....	11
---	----

## **CHAPTER 4: Contact for Assistance**

Section 1: Driver Safety.....	11
-------------------------------	----

The Department of Motor Vehicles (DMV) has a new Driver Safety Online Case Management System, which provides attorneys and clients faster responses to driver safety issues, challenges, and actions. With this digital service, you can access your cases from your laptop or smartphone, eliminating the need to mail or fax paper forms and documents to DMV.

## CHAPTER 1: Log in to MyDMV

### Section 1: Account Registration

Go to [dmv.ca.gov/driverportal](https://dmv.ca.gov/driverportal) and select *Access MyDMV*.

The screenshot shows the DMV website's 'Driver Safety Case Management' page. At the top, there is a blue navigation bar with the CA.GOV logo, DMV logo, and icons for REAL ID, Online Services, Translate, and MyDMV. A search bar is located on the right. Below the navigation bar, there are several menu items: Vehicle Registration, Driver's License & ID Cards, Vehicle Industry Services, Driver Education & Safety, Appointments, and Locations. The main content area features a large heading 'DRIVER SAFETY CASE MANAGEMENT' and a yellow callout box with a 'NEW!' announcement. Below this, there are two columns of text. The left column is titled 'Are you an attorney?' and includes a 'Manage my cases' button. The right column is titled 'Are you a driver?' and includes an 'Access MyDMV' button, which is highlighted with a red rectangle.

CA.GOV DMV  
REAL ID Online Services Translate MyDMV Search here..

Vehicle Registration ▾ Driver's License & ID Cards ▾ Vehicle Industry Services ▾ Driver Education & Safety ▾ Appointments Locations

Home Driver Safety Case Management

# DRIVER SAFETY CASE MANAGEMENT

**NEW!** Welcome to the new Driver Safety online case management system. This efficient new online system provides attorneys and their clients with faster response times to driver safety issues, challenges and actions.

**Are you an attorney?**  
Log in to manage your client cases and communicate with the Driver Safety team.

Manage my cases

**Are you a driver?**  
Log in to provide information and check the status of your case. You will need to create a MyDMV account if you haven't already.

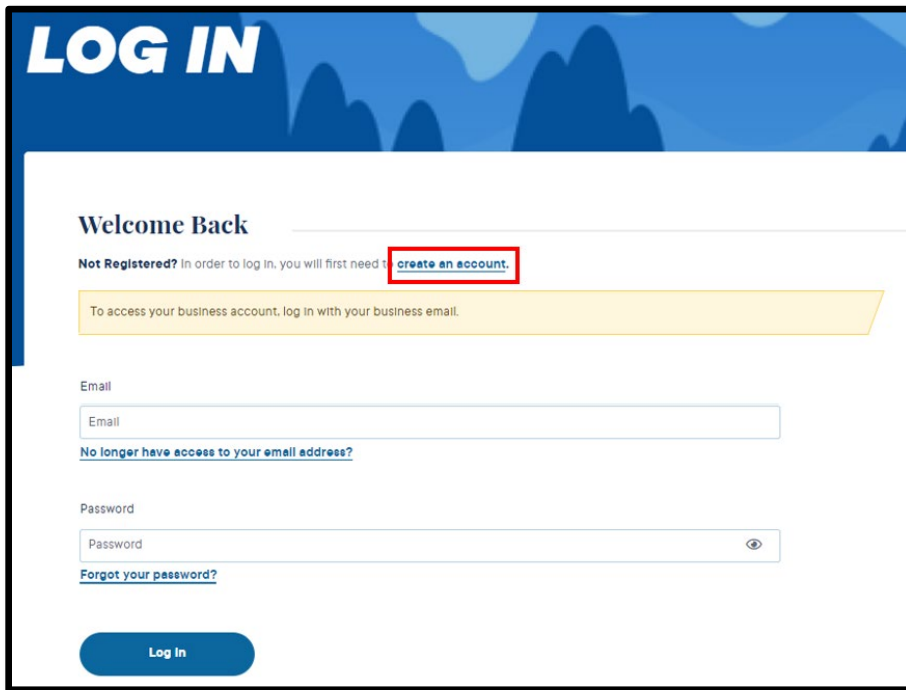
Access MyDMV

## Keep California Roads Safe

DMV promotes driver safety and protects motorists by minimizing the number of unsafe drivers on California roads. DMV also understands the importance of a driver license and a person's independence.

Responsible drivers evaluate and assess their driving skills and abilities on an ongoing basis. If you are concerned about your driving, ask a trusted friend with a valid driver's license to sit in the passenger seat and observe you. Listen carefully and apply what you learn to your driving. Consider professional driving lessons or driving classes to sharpen your skills.

Log in with your *MyDMV* email and password. If you do not have an account, select “create an account” to start the registration process.



**To complete the registration process, follow the steps below.**

1. Enter and re-enter your email address and select *Continue*.
2. Locate the confirmation email sent to the address entered.
3. Open the email, select *Confirm your email* or copy and paste the URL into a new window.
4. Enter your First Name, Last Name, and Phone Number.
5. Choose “Receive Code via Text” or “Receive Code via Phone Call” and select *Continue*.  
**NOTE:** There is a limitation of 4 log-in codes per 24-hour period for verification by phone. However, there is no limitation to the verification codes received via text message.
6. Create a password following the criteria listed and select *Continue*.
7. Enter the code provided and select *Confirm Phone Number*.
8. Open the confirmation email and select the link to log in.
9. Log in using the credentials you created.
10. Verify the code via text or phone by selecting “Text Me” or “Call Me” and select *Continue*.
11. Enter the code provided and select *Confirm Phone Number*.
12. Your DMV account has been created. Follow the email confirmation link to access your account.

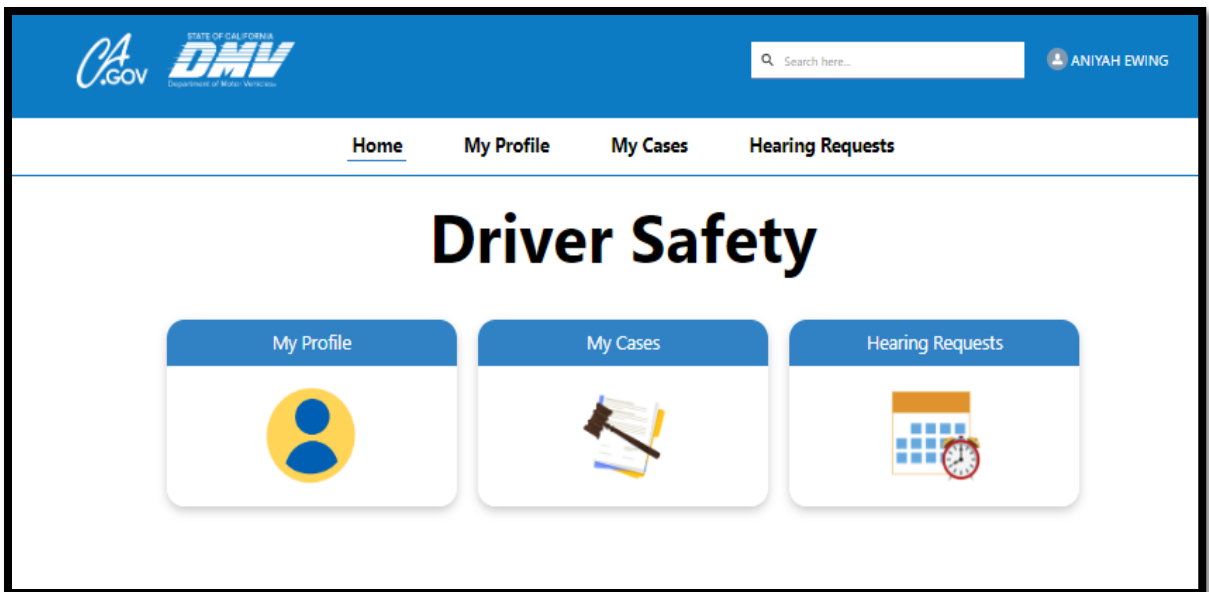
## CHAPTER 2: Your Driver Safety Profile

### Section 1: Your Profile, Cases, Requests

You are now logged in to your Driver Safety profile. Here, you will find the following options:

- My Profile allows you to review and edit your profile.
- My Cases enables you to review your open and closed cases or submit a hearing request with or without representation.
- Hearing Requests enables you to access and manage your case details, upload relevant documents, and view your hearing appointment information.

**NOTE:** Your name will appear in the upper right corner of your Home Page.



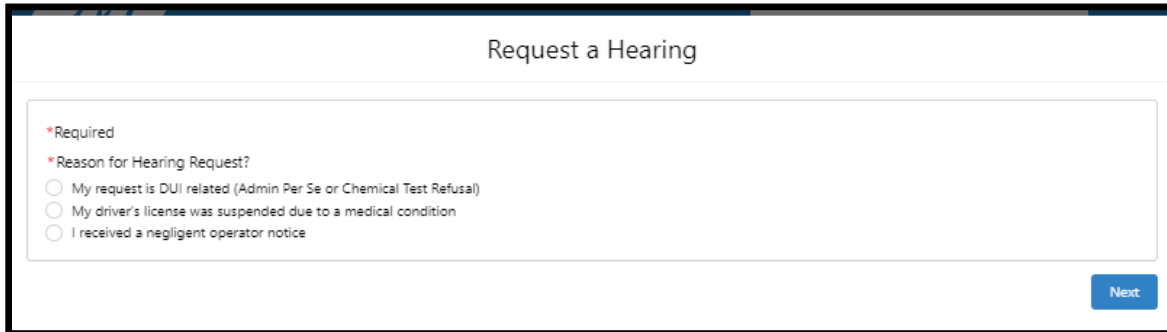
## CHAPTER 3: Hearing Requests

If a person receives a notice of action against their driving privilege, they must request a hearing **within ten days**. The hearing will be recorded and will be held before a Driver Safety Hearing Officer from DMV. You may request a hearing via the case management system for the following actions:

- ***A DUI-related case (Admin Per Se or Chemical Refusal).***
- ***A driver's license was suspended due to a medical condition.***
- ***Receiving a Negligent Operator notice.***

## Section 1: Request Hearings with Representation

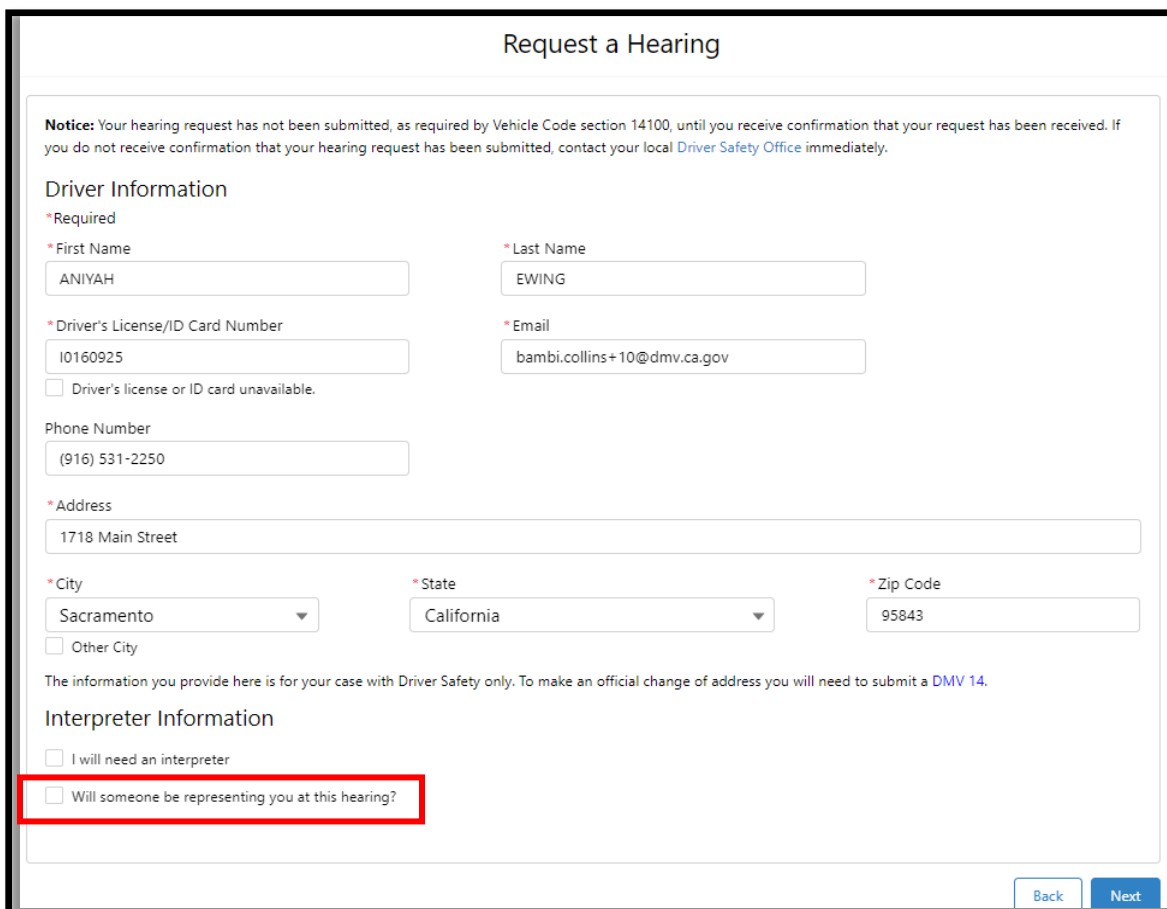
1. Select *Hearing Requests*.
2. Select *Request a Hearing*.
3. Select the reason for the hearing request and select *Next*.



The screenshot shows the 'Request a Hearing' form. At the top, it says 'Request a Hearing'. Below that, there is a section for 'Reason for Hearing Request?' with three radio button options: 'My request is DUI related (Admin Per Se or Chemical Test Refusal)', 'My driver's license was suspended due to a medical condition', and 'I received a negligent operator notice'. A blue 'Next' button is located at the bottom right of the form.

4. At the top of the Request a Hearing screen, provide the required information and select the box "Will someone be representing you at this hearing?"

**NOTE:** Address is required if the driver's license or ID card is unavailable.



The screenshot shows the 'Request a Hearing' form with the 'Driver Information' section filled out. At the top, there is a notice: 'Notice: Your hearing request has not been submitted, as required by Vehicle Code section 14100, until you receive confirmation that your request has been received. If you do not receive confirmation that your hearing request has been submitted, contact your local Driver Safety Office immediately.' The 'Driver Information' section includes: 'First Name' (ANIVAH), 'Last Name' (EWING), 'Driver's License/ID Card Number' (I0160925), 'Email' (bambi.collins+10@dmv.ca.gov), 'Phone Number' ((916) 531-2250), 'Address' (1718 Main Street), 'City' (Sacramento), 'State' (California), and 'Zip Code' (95843). There is a checkbox for 'Driver's license or ID card unavailable.' and another for 'Other City'. Below the address information, there is a note: 'The information you provide here is for your case with Driver Safety only. To make an official change of address you will need to submit a DMV 14.' The 'Interpreter Information' section has a checkbox for 'I will need an interpreter' and a checkbox for 'Will someone be representing you at this hearing?' which is highlighted with a red box. At the bottom right, there are 'Back' and 'Next' buttons.

5. Scroll down to provide Type of Representation and select *Next*.

The screenshot shows the 'Request a Hearing' form with the following fields and options:

- Representative Information**
  - \* Type of Representation**
    - Attorney
    - Non-Attorney
  - First Name**: Amanda
  - Last Name**: Attorney
  - Email**: lily.tseng+300@dmv.ca.gov
  - Phone Number**: (626) 510-0813
  - Representative Firm or Business Name**: (empty)
  - Address**: 123 Main St
  - City**: Los Angeles
  - State**: California
  - Zip Code**: 90245
- I certify that I am representing the above mentioned party for the subject of this request.
- Are you requesting a stay for this case?**
  - Yes
  - No
- Are you requesting discovery for this case?**
  - Yes
  - No
- Upload Letter of Representation**
  - Accepted file types: jpg, jpeg, png, pdf
  - Maximum file size: 2 MB per file
  - Buttons: Upload Files, Or drop files

Navigation buttons: Back, Next

6. Indicate if you wish to receive electronic communication, notices, and documents by selecting the box then *Next*.

**NOTE:** You will receive all communication, notices, and documents in paper form if you do not check the box.

The screenshot shows the 'Request a Hearing' form with the following field and options:

- Communication Preference**
  - I agree to electronic communications, notices, and documents, at the email address I provided. If you do not want to receive this communication electronically, do not check this box.

Navigation buttons: Back, Next

7. For a DUI-related case (Admin Per Se or Chemical Refusal), enter Date of Arrest/Detention, City of Arrest/Detention, Name of Law Enforcement Agency, and upload Law Enforcement Documents, then *Next*.

**NOTE:** If arrest date occurs more than 10 days before date of request, two additional questions will appear.

The screenshot shows a web form titled "Request a Hearing". The section is labeled "Arrest/Detention Details" and includes a "Required" indicator. The form contains the following fields:

- \* Date of Arrest/Detention: A date picker field.
- \* City of Arrest/Detention: A dropdown menu with "Select City" as the placeholder.
- \* Name of Law Enforcement Agency: A text input field.
- Upload Law Enforcement Documents: A section with a help icon, listing "Accepted file types: jpg, jpeg, png, pdf" and "Maximum file size: 2 MB per file". Below this is a dashed box containing "Upload Files" (with an upload icon) and "Or drop files".

At the bottom right of the form are "Back" and "Next" buttons.

Or for a license suspended due to a medical condition or a negligent operator notice, enter the Date of Order of Suspension/Revocation, then *Next*.

The screenshot shows a web form titled "Request a Hearing". The section is labeled "Order Details" and includes a "Required" indicator. The form contains the following field:

- \* Date of Order of Suspension/Revocation: A date picker field.

At the bottom right of the form are "Back" and "Next" buttons.



8. After submitting your Representative or Attorney information, you will receive confirmation with a case number which you may print for your records.

**NOTE:** Your hearing has not been scheduled. Your representative must contact Driver Safety to schedule a hearing.

## Request a Hearing

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**Your Request for a Hearing has been Submitted**

**Case Number: 12617122**

**Your hearing request has NOT been scheduled.**

Your representative or attorney must contact your local Driver Safety Office within 5 business days.  
If contact was not made, a hearing date will be chosen for you.

**Print this page for your records.**

### Section 2: Request Hearings without Representation

1. Select *Hearing Requests*.
2. Select *Request a Hearing*.
3. Select the reason for the hearing request and select *Next*.
4. Complete the required information and select *Next*.

**NOTE:** You may provide a different address for your case with Driver Safety. This will keep your official DMV record address the same.

5. If you are requesting a hearing without representation, leave the box blank for the question “Will someone be representing you at the hearing?” and select *Next*.

6. For a DUI-related case (Admin Per Se or Chemical Refusal), enter Date of Arrest/Detention, City of Arrest/Detention, Name of Law Enforcement Agency, and upload Law Enforcement Documents, then *Next*.

**NOTE:** If arrest date occurs more than 10 days before date of request, two additional questions will appear.

The screenshot shows a web form titled "Request a Hearing". The section is labeled "Arrest/Detention Details" and includes a "Required" indicator. The form contains the following fields:

- "Date of Arrest/Detention": A date picker field.
- "City of Arrest/Detention": A dropdown menu with "Select City" as the placeholder.
- "Name of Law Enforcement Agency": A text input field.
- "Upload Law Enforcement Documents": A section with a help icon, listing "Accepted file types: jpg, jpeg, png, pdf" and "Maximum file size: 2 MB per file". Below this is a dashed box containing an "Upload Files" button with a plus icon and the text "Or drop files".

At the bottom right of the form are "Back" and "Next" buttons.

Or for a driver with a license suspended due to a medical condition or a negligent operator notice, enter the Date of Order of Suspension/Revocation, then *Next*.

The screenshot shows a web form titled "Request a Hearing". The section is labeled "Order Details" and includes a "Required" indicator. The form contains the following field:

- "Date of Order of Suspension/Revocation": A date picker field.

At the bottom right of the form are "Back" and "Next" buttons.

### Section 3: Schedule Hearing Dates

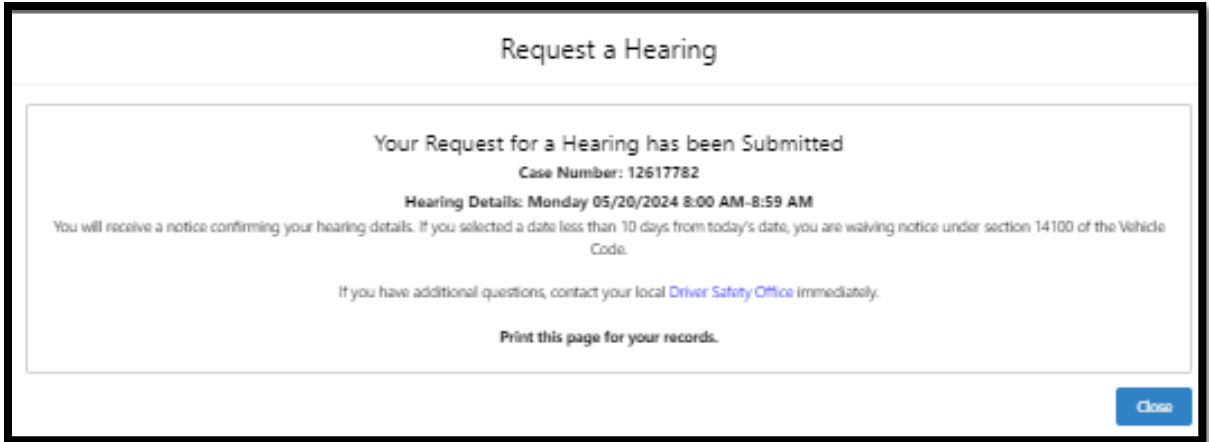
1. Once you have submitted your request, you will be presented a list of three available hearing dates. This list will allow you to explore and select a date and time that best suits your schedule.
2. If you are unavailable for any time slots shown, select “I am unavailable for any of the above time slots” and you will see three additional days and times.

**NOTE:** You will only see a maximum of six dates. After six dates you will be directed to contact Driver Safety.

The screenshot shows a web interface titled "Request a Hearing". Under the heading "Available Hearing Dates", it instructs the user to "Select one of the following dates and times." There are three columns representing different days: Monday (04/29/2024), Tuesday (04/30/2024), and Wednesday (05/01/2024). Each column lists five time slots in 1.5-hour increments. A blue button labeled "I am unavailable any of above time slots." is visible. Below the time slots, there is a disclaimer: "Your request does not meet Vehicle Code Section 14100, until you receive confirmation that your request has been received. If you do not receive confirmation that your hearing request has been submitted, contact your local Driver Safety Office." Another disclaimer states: "If you select date less than 10 days from today's date, you are waiving notice under section 14100 of the Vehicle Code." At the bottom right, there are "Back" and "Next" buttons.

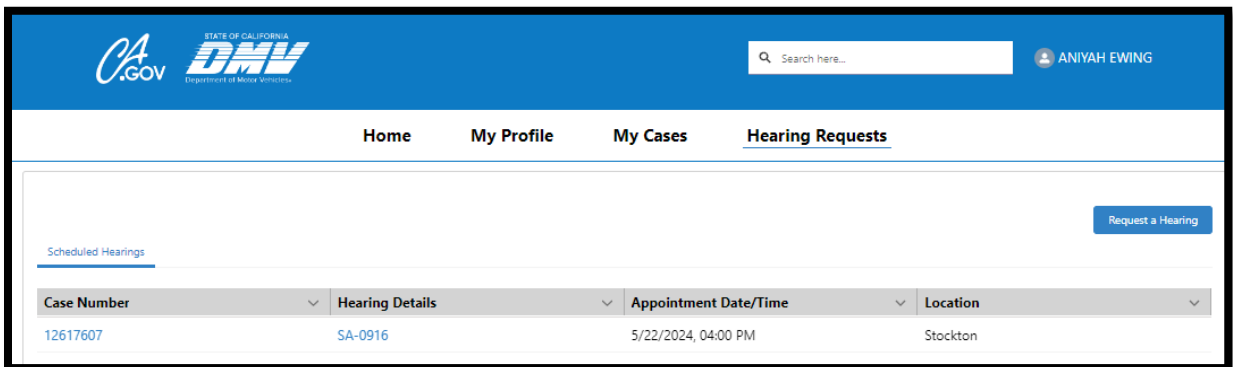
**NOTE:** If you selected a date less than ten days from today, you waive notice under *Vehicle Code §14100*, and you will not receive a notice confirming your hearing.

3. Review Hearing Request details and select *Submit*.
- NOTE:** It is essential to understand that your appointment date and time are only confirmed once you receive notice that your request has been received. If you do not receive the notice, please contact Driver Safety for assistance.
4. A confirmation will appear with a case number, date, and time of your appointment. Select *Close* after saving a copy or printing the page for your records.



## Section 4: View Scheduled Hearings

To view scheduled hearing details, go to your home page and select *Hearing Requests*.



## CHAPTER 5: Contact for Assistance

### Section 1: Driver Safety

You may contact Driver Safety at (833) 543-7703. For technical assistance with the online system, please email [DMVLADDSPortalVerification@dmv.ca.gov](mailto:DMVLADDSPortalVerification@dmv.ca.gov).