STATE OF CALIFORNIA
**DMV**
Department of Motor Vehicles.

# Commercial/Government Requesters

**Online Requester Account
Get Started Guide**

Contents

**CHAPTER 1: Let's Get Started**

## Section 1: Log in to Establish an Online Commercial/Government Requester Account

This is a customer guide for navigating, submitting applications and inquiries, and paying invoices through the Commercial/Government Online Requester Platform.

Open a Google Chrome, Firefox, Microsoft Edge, or Safari browser window, and go to **dmv.ca.gov/requesteraccount**.

1. Select "Create an account."
2. Enter and re-enter your email address and select "Continue."
3. Locate the confirmation email sent to the address entered.
4. Open the email and either select the "Confirm your email" link or copy the URL and paste into a new window.
5. Enter your First Name, Last Name, and Phone Number.
6. Choose "Receive Code via Text" or "Receive Code via Phone Call" and select "Continue."
7. Enter the code provided and select "Confirm Phone Number."
8. Create a password following the criteria listed and select "Continue."

Your account has now been created.

9. Open the confirmation email and select the link to log in.
10. Log in using the credentials you created.
11. Verify the code via text or call by selecting "Text Me" or "Call Me" and selecting "Continue".
12. Enter the code provided and select "Confirm Phone Number."
13. Arrive at the *Let's Get Started* page.
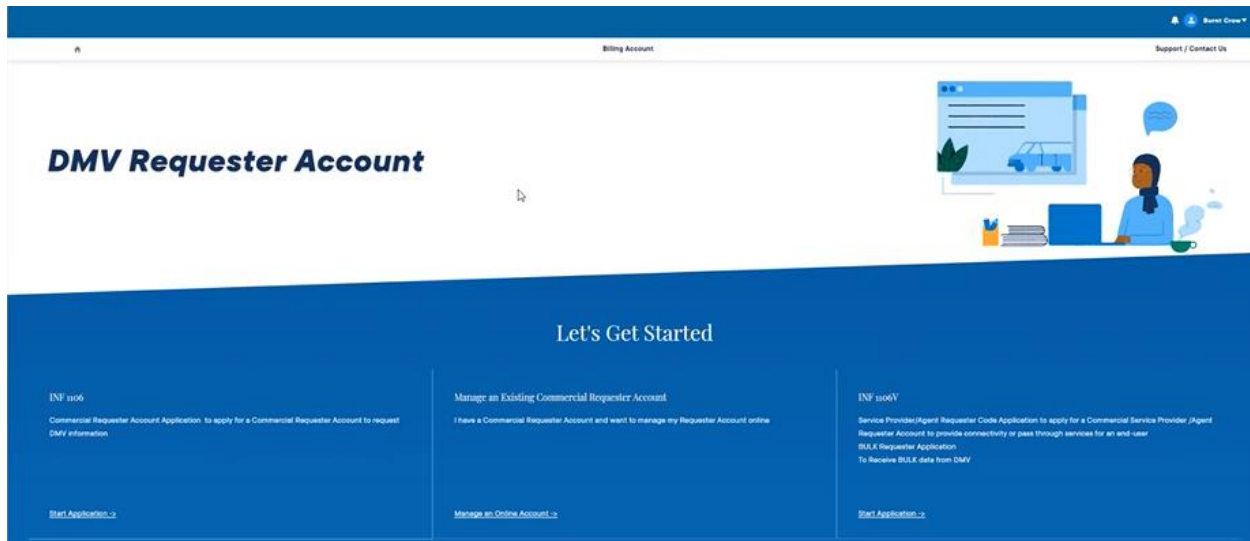


## Section 2: Validate an Existing Commercial/Government Requester Code

As a commercial or government requester with an existing requester code, you can create an account on the online platform where you can manage your requester code. You must validate your requester code using the following information:

- Requester code

- Division/program name *(for DMV purposes, 'DBA')*
- Mailing address
- Personal identification number (PIN)

Follow these steps after logging in via Multi-Factor Authentication (MFA):
1. Select "Manage an Existing Government [or Commercial] Requester Account."
   *NOTE: Commercial requesters with more than one requester code must validate the primary (main) requester code first.*
2. Enter the requested information and select "Next." Refer to your renewal for this information.
   *NOTE: This requires an **exact** match to validate your account. This includes abbreviations, punctuation, and spacing.*
3. The PIN will be provided to you through email.
4. Complete the *Acknowledgment* screen by certifying under penalty of perjury that the information provided is correct and select "Submit."
5. You will receive a pop-up letting you know you have successfully confirmed your information.


## Section 3: Apply for a New Requester Code

Commercial Requestor Account Application (INF 1106) or Commercial Requestor Account Service Provider Application (INF 1106V)  Government  Requester Accounts

- Answer the question "Are you a Government Agency?"

Select "**No"** and you will be directed to the DMV Requester Account *Let's Get Started* page for Commercial. From here select the option that applies to you.

- Select "INF 1106" to apply for a NEW Commercial Requester Account to request DMV information.
- Select "INF 1106V" if you are a Service Provider, Agent, or Bulk Requester.

Select "**Yes"** and you will be directed to the DMV Requester Account *Let's Get Started* page for Government. From here select the option that applies to you. Select Government Requester Account Application (INF 1130) to apply for a **new** Government Requester Account to request DMV information.

Be prepared to provide information about your business or agency and why you are requesting access to information. If at any time during your application, you need to pause you can log out and return to your draft application upon log in.

*NOTE: The name entered here should be your account's authorized representative and must match the name provided at login. You can view the name entered at the top of your landing page in the upper right-hand corner.*

## CHAPTER 2: Batch Overnight Inquiry
## Section 1: Vehicle Registration Batch Overnight Inquiry

Once you have received notification that your new account has been approved or you have successfully validated your existing requester code, you may submit vehicle registration inquiries. **NOTE: Driver's license and vehicle registration requests are not available for vendor requester codes.**

1. From your landing page, select "Begin Batch Overnight Inquiry."
2. Complete the fields in the application. You can request the inquiry by license plate, CF number, or vehicle identification number (VIN).

3. After completing all fields, select "Add Inquiry" to move the information to the tally at the bottom of the screen.
4. Once you have added all inquiries, select "Next" and complete the Certification.
5. You will receive a pop-up notification if your submission was successful letting you know your inquiry may take up to two business days to process.

## Section 2: Driver's License Batch Overnight Inquiry

Once you have received notification that your new account has been approved or successfully validated your existing requester code, you may submit driver's license inquiries. **NOTE: Driver's license and vehicle registration requests are not available for vendor requester codes.**

1. From your landing page, select "Begin Batch Overnight Inquiry."
2. Complete the fields in the application. You can request the inquiry by driver's license or X number for out-of-state drivers.
3. After completing all fields, select "Add Inquiry" to move the information to the tally at the bottom of the screen.
4. Once you have added all inquiries, select "Continue" and complete the Certification.
5. You will receive a pop-up notification if your submission was successful, letting you know your inquiry may take up to two business days to process.

You will be notified by email once your record is available. Then you may log in to your account and select either "Driver's License Records" or Vehicle Registration Records" to view.
"

## CHAPTER 3: Change or Renewal of Commercial/Government Requester Code
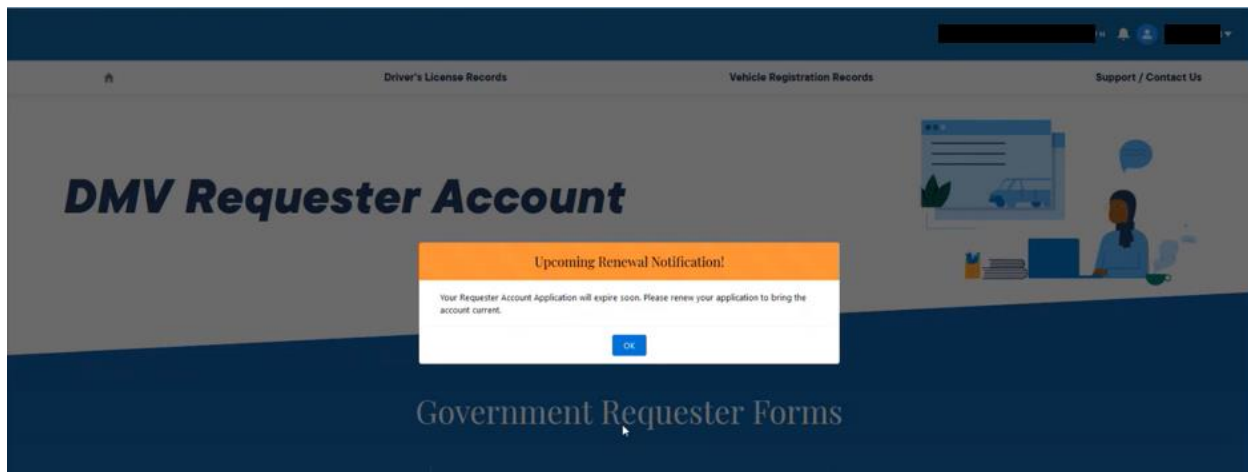


Commercial requester codes expire every two years and Government requester codes every four years. You can submit a renewal if your requester code is within 90 days of expiration; a pop-up notification will appear if your requester code is within 60 days of expiration.

1. Select "OK" to access to the Renew or Change requester code application.
2. Select "Start Application".
3. Select "Renew" if you are renewing with or without changes; select "Change" if you <u>only</u> need to make a change.

The renewal application will be pre-populated **if** you applied for your requester code online **or** you have previously completed a change or renewal application online. The information for each requester code **must** be keyed online once and will be pre-populated for future applications. You can add or edit your permissible use(s) or any other information within the application.

## CHAPTER 4: Adding Delegated Users
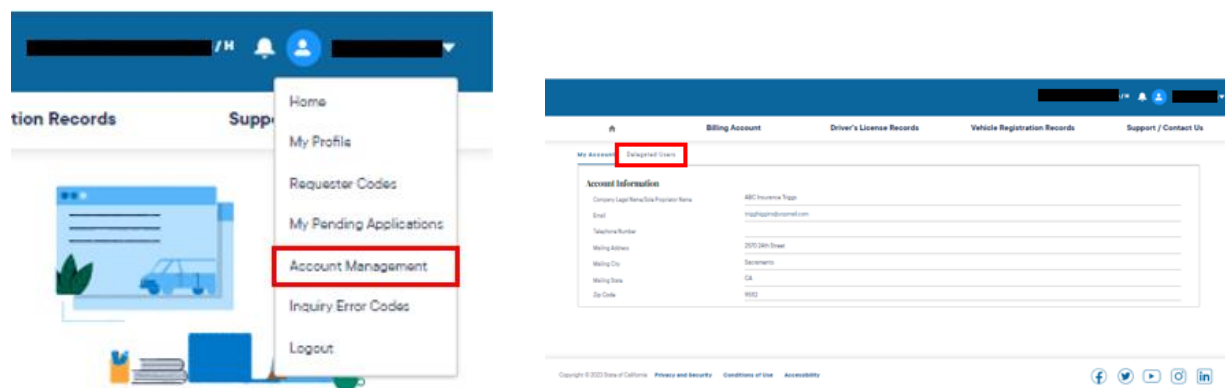


Select the drop-down arrow next to your name in the upper right-hand corner of your screen.

1. Select "Account Management" to display Account Information.
2. Select "Delegated Users."
3. Select "Add Member" then, complete the required information in the "New User" pop-up and save.
   *NOTE: This information will generate an email to the user you are adding with a specific link for their use only. Therefore, this information must be completed correctly.*

## CHAPTER 5: Navigating the Commercial/Government Requester Online Platform

### Section 1: Billing Account (Commercial Accounts Only)

From your Requester Account homepage you can select an application or inquiry, or you can navigate to Billing Account, Driver's License Records, Vehicle Registration Records, or Support/Contact Us.
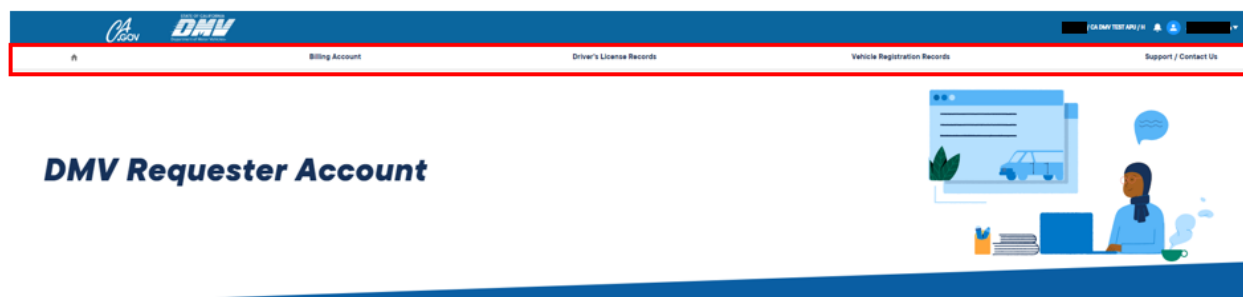


Choose "Billing Account" to view your invoices (past and current), payment history, and make payments.

Invoices are generated on the 10th of each month. Open the Billing Account tab and select "Online Payment". Your current invoice will be displayed under Current Invoice, and past invoices can be located under Invoice History

(only the current invoice needs to be paid; the current invoice includes any unpaid charges from previous invoices, and invoices in Invoice History are only for record keeping).

1. To make a payment, select "Pay Invoice in Full".
2. To print a copy, select the Invoice Number and choose "Print" to print a paper copy or "Download" to save a copy as a PDF.
3. Select "Print" again to print a paper copy.

## Section 2: Driver's License Records

1. Choose the "Driver's License Records" tab to view records you requested and select the DL number of the record you want to view/print/download.
2. Select "Print" to print a paper copy or download to save a copy as a PDF.

## Section 3: Vehicle Registration Records

1. Choose the "Vehicle Registration Records" tab to view the records you requested, and select the License Plate/VIN Number of the record you want to view, print, or download..
2. Select "Print" to print a paper copy or download to save a copy as a PDF.

## Section 4: Approval Letter

You have on-demand access to your approval letter if needed. Select the drop-down arrow next to your name in the upper right-hand corner of your screen.

1. Select "Requester Codes" to display a list of your validated requester codes.
2. Select the eye icon next to the requester code to print or download a letter.
3. Select "Print" to print a paper copy or "Download" to save a copy as a PDF.

## CHAPTER 6: Contact for Assistance

If you have general navigation questions or need assistance completing your application, email **RequesterPortal@dmv.ca.gov** and receive a response within 24 hours for any of the following:

- Changing the Authorized Representative
- Updating your email for the username sign-in
- Updating the phone number for MFA
- Upgrading your account to allow Delegated Users
- Account login error
- Issues with validating