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Contractor Driver Records User Guide



Contractor Driver Records User Guide

Table of Contents

| | |
|---|-----------|
| Introduction | 3 |
| Access to the Application | 3 |
| Available Information | 4 |
| Types of Users | 4 |
| Login..... | 5 |
| Initial Login..... | 5 |
| Changing Your Password..... | 7 |
| Get Driver Records..... | 9 |
| Enter Driver Record Information | 10 |
| Review Requests..... | 11 |
| Confirm Driver Records Request | 12 |
| Payment Information..... | 13 |
| Receipt Information | 14 |
| Get Certified Records..... | 15 |
| Enter Driver Record Information | 15 |
| Confirm Driver Record Information | 17 |
| Payment Information..... | 18 |
| Receipt Information | 19 |
| View Records..... | 20 |
| Session Time Out..... | 23 |



Contractor Driver Records User Guide

Introduction

The Contractor Driver Records application allows users to order driver records online through Texas.gov. The following is a step-by-step guide to use the system to request these documents.

Access to the Application

Access the Contractor Driver Records application through Texas.gov, or go to this link:
<https://txapps.texas.gov/tolapp/txldr cdr/TXDPSContractorManager>

THE OFFICIAL WEBSITE OF THE STATE OF TEXAS



Texas Department of Public Safety
Driver License Division
Contractor Driver Records



Welcome to the Contractor Driver Record Requesting System

Enter your DPS assigned User ID and Password to enter the system.

The Texas Department of Public Safety (DPS) currently provides bulk Texas Driver Records to contracted requestors through Texas.gov. Requests for Driver Records are administered pursuant to stipulated purposes authorized through the federal Driver Privacy Protection Act ("DPPA" - 18 U.S.C.S. 2721) and by Texas statute (Chapter 521 and Chapter 730 of the Transportation Code).

Seven types of records can be requested through this application:

- Status Record (Type 1),
- 3-year History Record (Type 2),
- Certified 3-year History Record (Type 2A),
- List of ALL Crashes and Violations in Record (Type 3) for Commercial Driver License (CDL) only,
- Certified List of ALL Crashes and Violations in Record (Type 3A) for CDL only,
- School Bus Driver Record (Type 4), School Districts only, and
- Certified Abstract of Driving Record (Type AR) for Commercial Driver License (CDL) only.

Enter your DPS assigned User ID and Password. Select "Login" to proceed.

This online service is provided by Texas.gov, the official website of Texas. The price of this service includes funds that support the ongoing operations and enhancements of Texas.gov, which is provided by a third party in partnership with the State.

Login

User ID: Required Field.

Password: Required Field.

If you are interested in securing a contract with DPS that will allow you to purchase Driver Record information through this program, contact the DPS eCommerce Section at e.commerce@dps.texas.gov.

For technical assistance regarding the website, please call 1-877-452-9060 or send an email to Texas.gov Help.

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Contractor Driver Records User Guide

Available Information

Seven types of records can be requested through this application:

- Status Record (Type 1),
- 3-year History Record (Type 2),
- Certified 3-year History Record (Type 2A),
- List of ALL Accidents and Violations in Record (Type 3) for Commercial Driver License (CDL) only,
- Certified List of ALL Accidents and Violations in Record (Type 3A) for CDL only,
- School Bus Driver Record (Type 4), School Districts only, and
- Certified Abstract of Driving Record (Type AR).

Types of Users

This guide is intended for three types of users:

- **Vendors/Contractors** - (Non-Exempt)
Types 1, 2, 2A, 3, 3A, and AR
- **Government Agencies** - (Exempt)
Types 1, 2, 2A, 3, 3A, and AR
- **Independent School Districts** - (Exempt)
Type 4 only

Each user type will be allowed to only access information specified in the agreement with the Department of Public Safety.

NOTE: To purchase Driver Record information under the existing program, customers must sign a contract with DPS that allows vendors to make online requests. For contract related questions, contact the DPS eCommerce Section at e.commerce@dps.texas.gov.



Contractor Driver Records User Guide

Login

1. Enter your DPS assigned **User ID** and **Password**.

| | |
|-----------|--------------------------|
| User ID: | <input type="text"/> |
| Password: | <input type="password"/> |

2. Then, click **Log in** to proceed.

For assistance with your User ID or to reset your Password, email support@texasgovhelpdesk.com or call 1-877-452-9060.

Initial Login

Upon **initial login** (and also every 35 days), all users must reset their password.

- Please reset your password. Your new password cannot be any one of the previous five passwords.

3. Enter current password.
4. Then enter a **new password**.

Your password should be at least 7 characters in length and **must contain at least one digit, one lower-case letter, one upper-case letter, and one of the following special characters:**

!@#\$%^&*()_+|~-={}[]:;?.,/

EXAMPLE: luv2Drive!



Contractor Driver Records User Guide

Reset your password

Your password should be at least 7 characters in length and must contain at least one digit, one lower-case letter, one upper-case letter, and one of the following special characters:

!@#%&^*()_+|~-={}[]:;? , ./

Enter current password:

Enter new password:

Confirm password:

Submit

5. Then click **Submit**.
6. If the new password does not meet the criteria listed above, an error will display. **Try again**.

If the new password meets all of the criteria the following message will display.

The screenshot shows the Texas Department of Public Safety - Driver License Division Contractor Driver Records website. The page header includes the Texas Department of Public Safety logo, the text "Texas Department of Public Safety - Driver License Division Contractor Driver Records", and "An Official Texas.gov Service". The main content area displays the message "The password was reset successfully." On the right side, there is a "Site Tools" menu with the following items: View All Batches, Get Driver Records, Change Password, User Manual (pdf) (with a PDF icon), Logout, and Frequently Asked Questions. At the bottom left, there is a footer with the text "For technical assistance regarding the website, please call 1-877-452-9060 or send an email to Texas.gov Help." and a small Texas.gov logo on the bottom right.

NOTE: Users not changing their password will be directed to the default View All Batches page.

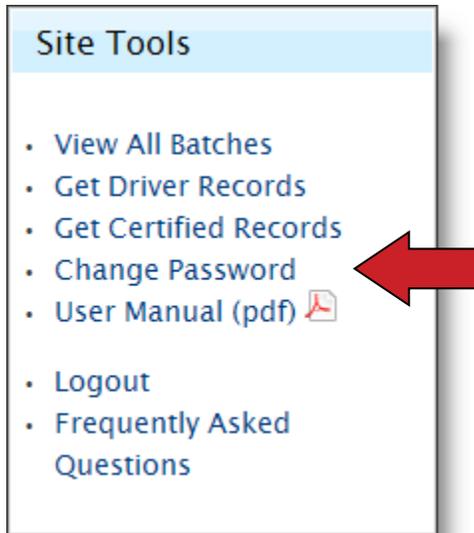


Contractor Driver Records User Guide

Changing Your Password

To change your password:

1. Click on the **Change Password** link on the right side of the screen in the Site Tools window.



2. Enter current password.
3. Then enter a **new password**.

Your password should be at least 7 characters in length and **must contain at least one digit, one lower-case letter, one upper-case letter, and one of the following special characters:**

!@#\$%^&*()_+|~-={}[]:;?.,/

EXAMPLE: luv2Drive!



Contractor Driver Records User Guide

Reset your password

Your password should be at least 7 characters in length and must contain at least one digit, one lower-case letter, one upper-case letter, and one of the following special characters:

!@#%&^*()_+|~-={}[]:;?,./

Enter current password:

Enter new password:

Confirm password:

Submit

- Then click **Submit**.
- If the new password does not meet the criteria listed above, an error will display. **Try again**.

If the new password meets all of the criteria the following message will display.

The screenshot shows the Texas Department of Public Safety - Driver License Division Contractor Driver Records website. The page features the Texas Department of Public Safety logo on the left, the title "Texas Department of Public Safety - Driver License Division Contractor Driver Records" in the center, and "An Official Texas.gov Service" on the right. A blue banner at the top right contains the text "An Official Texas.gov Service". The main content area displays the message "The password was reset successfully." Below this message is a "Site Tools" section with a list of links: "View All Batches", "Get Driver Records", "Change Password", "User Manual (pdf)", "Logout", and "Frequently Asked Questions". At the bottom left, there is a footer with the text "For technical assistance regarding the website, please call 1-877-452-9060 or send an email to Texas.gov Help." and a small Texas.gov logo on the bottom right.



Contractor Driver Records User Guide

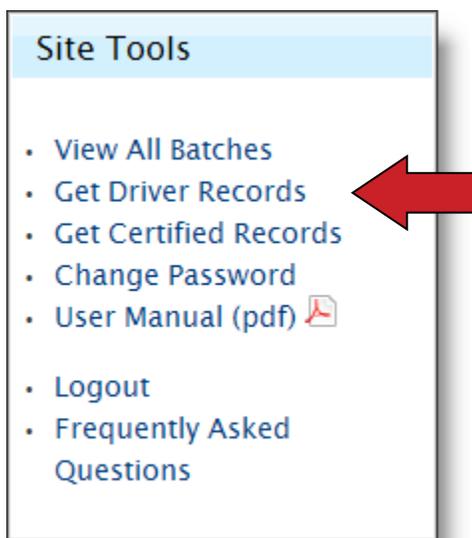
Get Driver Records

There are differences between requesting certified and non-certified driver records, and depending on which type of user you are, you may not even see the option for a certified record request.

Users can request up to 100 non-certified driver records (Type 1, 2, 3, and 4) per transaction and see the detail responses in real time.

NOTE: Users can not request certified and non-certified records in the same transaction.

6. From the right-side navigation, select the **Get Driver Records** option.





Contractor Driver Records User Guide

Enter Driver Record Information

The application displays sets of data that are needed for the user to request a batch of driver records. These sets of data comprise the Driver Record Information, the Type of Record, and the user's Exemptions.

7. Enter the **Driver Record Information**.

NOTE: DL or ID Number must be entered along with the Last Name of the Driver OR the Date of Birth.

Driver Record Information

DL or ID Number:

Last Name of Driver:

Date of Birth: (mm/dd/yyyy)

8. Then select the **Type of Record**.

Type of Record

- Type 1 - Status Record \$4.50
- Type 2 - 3 Year History Record \$6.50
- Type 3 - Complete History Record \$7.50 (CDL Only)

NOTE: ISD user will only be able to order Type 4 records.

Type of Record

- Type 4 - School Bus Record \$0.00



Contractor Driver Records User Guide

Confirm Driver Records Request

Before the request is submitted, a summary page displays the number of requests as well as the total amount due (if any) for the transaction.

12. Review this information, then either click **Edit** to change your order, or click **Submit** to proceed.

Confirm Driver Record Request

Review the order information below. Select 'Edit' to make changes to your order. Select 'Submit' to proceed to payment.

Total number of Type 1 requests: 1

Total number of Type 2 requests: 3

Total number of Type 3 requests: 1

Total amount: \$31.50

[Submit](#)

[Edit](#)



Contractor Driver Records User Guide

Payment Information

13. Enter your **payment information** here.

14. Then click **Pay**.

NOTE: ISD and Government Agency users will not enter Payment Information. The system will present the Receipt Information instead.

Payment Information

Enter payment information.

Total Cost: \$31.50

Billing Name:

ABA Bank Routing Number:

Bank Account Number:

Bank Account Type:

Checking
 Savings

Memo

ABA ROUTING NUMBER ACCOUNT NUMBER

Pay

Select 'Pay' only once.



Contractor Driver Records User Guide

NOTE: Once your request is processed, your records will be available for viewing and printing for 5 calendar days. A summary of the transaction will be available for 30 days in your batch transactions list.

Receipt Information

Upon a successful payment, the application displays the Driver Record Receipt for the user to view.



Texas Department of Public Safety
Driver License Division
Contractor Driver Records



Driver Record Receipt

Thank you for completing the request. Please record the Trace Number for future reference. Once your request is processed, your records will be available for viewing and printing for 5 calendar days. To request additional records, select 'Get Driver Records' in the Site Tools box on the right hand side of this page. Please log back into the application to retrieve records that have previously been submitted.

Trace Number: 405DC50042259
Date: 05/25/2011
Time: 13:52:47
Company Name: Contractor U&I
No of Type 1 Records: 1
No of Type 2 Records: 0
No of Type 3 Records: 0
Total No of Records: 1
Total Driver Record Request Fee: \$2.50
Texas.gov Administration Fee: \$2.00
Total amount charged: \$4.50

For technical assistance regarding the website, please call 1-877-452-9060 or send an email to [Texas.gov Help](#).

Information

- ▄ [View All Batches](#)
- ▄ [Get Driver Records](#)
- ▄ [Get Certified Records](#)
- ▄ [Change Password](#)
- ▄ [User Manual \(pdf\)](#) 
- ▄ [Logout](#)
- ▄ [Frequently Asked Questions](#)



Contractor Driver Records User Guide

Get Certified Records

Certified Driver Records (Type 2A, 3A, and AR) can only be requested one at a time per transaction and will be mailed by DPS at a later time.

1. Select **Record Type**.

Select Record Type

- Type 2A - Certified 3 Year History Record \$12.00
- Type 3A - Certified History Record \$12.00 (CDL Only)
- Type AR - Certified Abstract Record \$22.00 (CDL Only)

Enter Driver Record Information

NOTE: More driver information details are required for a certified record request.



Contractor Driver Records User Guide

2. Enter the **Driver Record Information**.

Driver Record Information

Amount: \$22.00

DL or ID Number:

Last Name of Driver:

Date of Birth: (mm/dd/yyyy)

Mailing Address First Name:

Mailing Address Last Name:

Mailing Address 1:

Mailing Address 2:

Mailing City:

Mailing State:

Mailing ZIP (#####-#### or #####): -

3. Select at least one **Exemption** from the list.

Exemptions

At least one exemption **must** be selected.

| | |
|------------------------------|------------------------------|
| 01: <input type="checkbox"/> | 08: <input type="checkbox"/> |
| 02: <input type="checkbox"/> | 09: <input type="checkbox"/> |
| 03: <input type="checkbox"/> | 10: <input type="checkbox"/> |
| 04: <input type="checkbox"/> | 11: <input type="checkbox"/> |
| 05: <input type="checkbox"/> | 12: <input type="checkbox"/> |
| 06: <input type="checkbox"/> | 13: <input type="checkbox"/> |
| 07: <input type="checkbox"/> | 14: <input type="checkbox"/> |

[More Information about Exemptions](#)

4. Then click **Submit**.



Contractor Driver Records User Guide

Confirm Driver Record Information

5. **Review** the information.
6. If needed, select **Edit** to make changes. If not, then click **Proceed to payment**.

Confirm Certified Record Information

Verify the information is accurate. Select 'Edit' to make changes to your order.

Total amount charged: \$22.00

Driver Record Request Information

Last Name: Public

Date of Birth: 05/05/1966

Driver License Number: 123123123

Mailing Address Information

Name: John Public

Mailing Address 1: 123 Main Street

Mailing Address 2:

Mailing City: Austin

Mailing State: TX

Mailing Zip: 78701

Mailing Zip Extension:

[Proceed to payment](#)

[Edit](#)



Contractor Driver Records User Guide

Payment Information

7. Enter your **payment information** here.
8. Then click **Pay**.

NOTE: Government Agency users will not enter Payment Information. The system will present the Receipt Information instead.

Payment Information

Enter payment information.

Total Cost: \$22.00

Billing Name:

ABA Bank Routing Number:

Bank Account Number:

Bank Account Type:

Checking

Savings

Memo

⑆089430098⑆ 00140984311 1443

ABA ROUTING NUMBER ACCOUNT NUMBER

Pay

Select 'Pay' only once.



Contractor Driver Records User Guide

NOTE: Once your request is processed, your records will be mailed by DPS to the address provided. A summary of the transaction will be available for 30 days in your batch transactions list.

Receipt Information

Upon a successful payment, the application displays the Driver Record Receipt for the user to view.



Texas Department of Public Safety
Driver License Division
Contractor Driver Records



Certified Driver Record Receipt

Thank you for completing your request. Please record the Trace Number for future reference. The requested record will be postal mailed from DPS. Requests completed on Saturday and Sunday will be processed the following business day. To request additional records, click on 'Get Certified Driver Records' in the Site Tools box.

For contract related questions, contact the DPS eCommerce Section at e.commerce@txdps.state.tx.us

Trace Number: 405DC50042260
Date: 05/25/2011
Time: 14:01:37
Company Name: Contractor U&I
Certified Record Type: Abstract Record
Total Driver Record Request Fee: \$20.00
Texas.gov Administration Fee: \$2.00
Total amount charged: \$22.00

For technical assistance regarding the website, please call 1-877-452-9060 or send an email to [Texas.gov Help](#).

Information

- ▄ [View All Batches](#)
- ▄ [Get Driver Records](#)
- ▄ [Get Certified Records](#)
- ▄ [Change Password](#)
- ▄ [User Manual \(pdf\)](#) 
- ▄ [Logout](#)
- ▄ [Frequently Asked Questions](#)



Contractor Driver Records User Guide

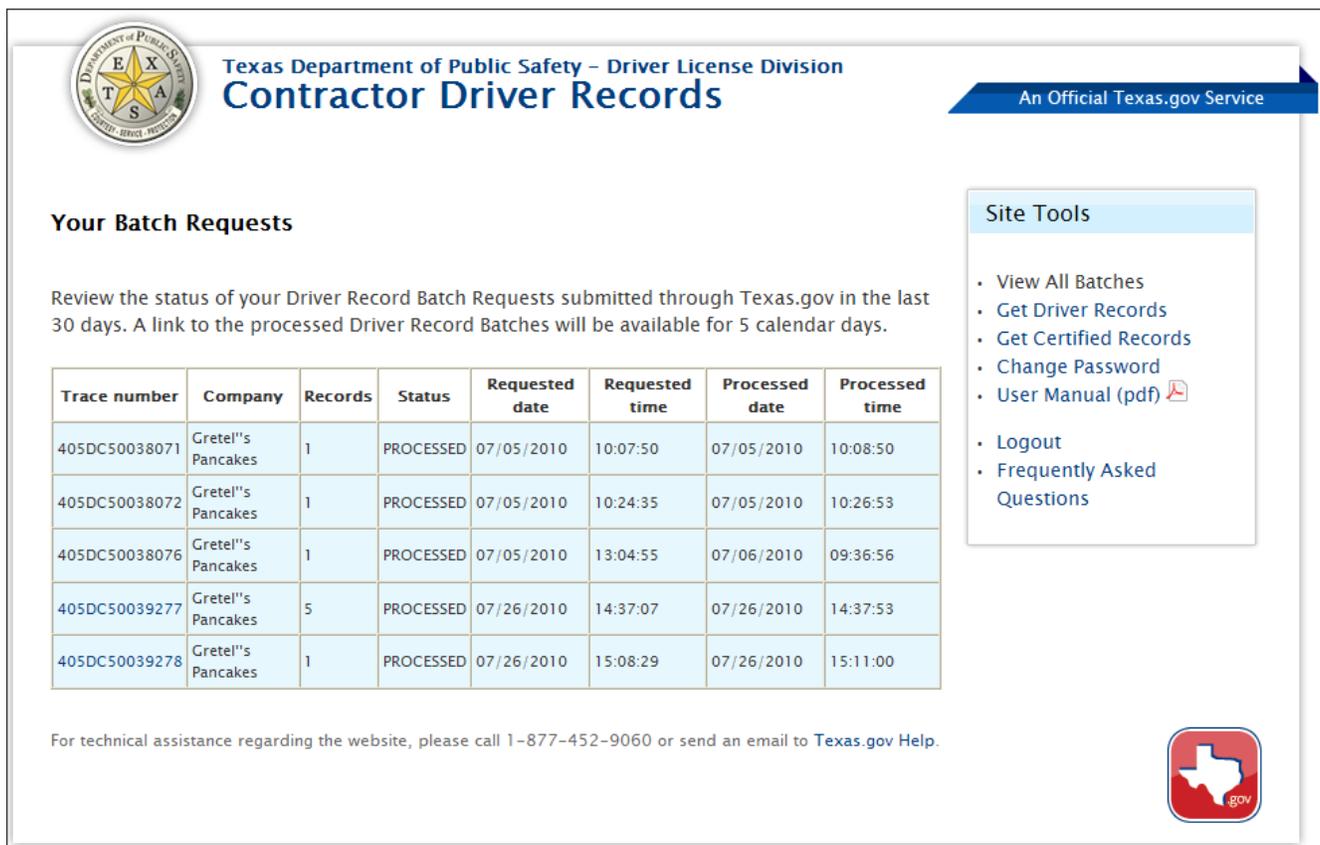
View Records

Links will be active for any **Non-Certified Driver Records** that have been processed within past five calendar days. After that, only the summary of the request (shown below) will be available. These summaries will only display for 30 days from the batch processing date.

For **Certified Driver Records**, only the summary of the transaction will be displayed.

To view the records within the batch request:

1. Click the **Trace number** link associated with the batch request you want to view.



The screenshot shows the Texas Department of Public Safety - Driver License Division Contractor Driver Records page. It features a header with the state seal and the text "Texas Department of Public Safety - Driver License Division Contractor Driver Records" and "An Official Texas.gov Service". Below the header is a section titled "Your Batch Requests" with a brief instruction: "Review the status of your Driver Record Batch Requests submitted through Texas.gov in the last 30 days. A link to the processed Driver Record Batches will be available for 5 calendar days." A table lists five batch requests for "Gretel's Pancakes". To the right is a "Site Tools" sidebar with links for "View All Batches", "Get Driver Records", "Get Certified Records", "Change Password", "User Manual (pdf)", "Logout", and "Frequently Asked Questions". At the bottom, there is a technical assistance contact number and a small Texas.gov logo.

| Trace number | Company | Records | Status | Requested date | Requested time | Processed date | Processed time |
|---------------|-------------------|---------|-----------|----------------|----------------|----------------|----------------|
| 405DC50038071 | Gretel's Pancakes | 1 | PROCESSED | 07/05/2010 | 10:07:50 | 07/05/2010 | 10:08:50 |
| 405DC50038072 | Gretel's Pancakes | 1 | PROCESSED | 07/05/2010 | 10:24:35 | 07/05/2010 | 10:26:53 |
| 405DC50038076 | Gretel's Pancakes | 1 | PROCESSED | 07/05/2010 | 13:04:55 | 07/06/2010 | 09:36:56 |
| 405DC50039277 | Gretel's Pancakes | 5 | PROCESSED | 07/26/2010 | 14:37:07 | 07/26/2010 | 14:37:53 |
| 405DC50039278 | Gretel's Pancakes | 1 | PROCESSED | 07/26/2010 | 15:08:29 | 07/26/2010 | 15:11:00 |



Contractor Driver Records User Guide

The Driver Record List for that batch is displayed.

2. To view the Driver Record Details, click on the **DL or ID Number** link associated with the record.

Driver Record List

Your requested driver record batch has been processed. Click on DL or ID number to view and print the record.

Note: For optimum print quality, please set your Page Setup orientation to "Portrait" layout.

| DL or ID Number | Name | Date of Birth | License Status |
|-----------------|---------|---------------|----------------|
| 123456789 | SMITH | 01/01/1971 | |
| 987654321 | JONES | 02/02/1970 | |
| 333333333 | PUBLIC | 03/03/1970 | |
| 454545454 | SANCHEZ | 04/04/1970 | |
| 555555555 | WONG | 05/05/1970 | |



Contractor Driver Records User Guide

A new browser window will open with the Driver Record Details.

From here, you can:

- Print (using your browser's **File > Print** function).
- Go to the next Driver Record within that same batch by clicking on the **Next** link in the top right of the window.

https://test.texasonline.state.tx.us/tolapp/txldrcdr/TXDPSCContractorManager?XXtask=18&id=0 - Windows Internet Explorer

https://www.texasonline.state.tx.us/tolapp/txldrcdr/TXDPSCContractorManager?XX

Microsoft.com Search

https://test.texasonline.state.tx.us/tolapp/txldrcdr/T...

[Next](#)

Select 'Print' from your browser to print the driver record.

TEXAS DEPARTMENT OF PUBLIC SAFETY
5805 N. LAMAR BLVD. - BOX 4087 - AUSTIN, TEXAS 78773-0001
www.txdps.state.tx.us

 STEVEN C. McCRAW
DIRECTOR

DRIVER LICENSE DIVISION
512-424-2600
EN ESPANOL 512-424-7181

07/26/2010

 1 90P
LAMAR BECKWORTH
BRAD RABLE
DEPUTY DIRECTORS

Requested by:

GreteI
GreteI's Pancakes
100 Congress
Austin, TX 78701

**Driver Record Detail
Information Displayed Here**

End of Record

Internet 100%



Contractor Driver Records User Guide

Session Time Out

NOTE: The system allows you to enter up to 100 Non-Certified Driver Records in one batch request, but only allows **30 minutes** to complete a batch transaction before timing out. Breaking up your list into smaller groups and having your information readily available will help you complete your transaction before the time limit.

When the system times out, the following Error Message will display.

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Error

- Your session has expired. Please start over again

For technical assistance regarding the website, please call 1-877-452-9060 or send an email to Texas.gov Help.



Log in again to continue.