

# Driver Safety Case Management



## Attorney Get Started Guide

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Welcome to the Driver Safety Online Case Management System. This service is designed to simplify and expedite the management of driver safety matters for attorneys. You can access your cases from your laptop or smartphone, eliminating the need to mail or fax paper forms and documents to the DMV. The service lets you keep a digital log of your open and closed cases and provides faster response times. This way, you can stay informed on the go and receive real-time updates.

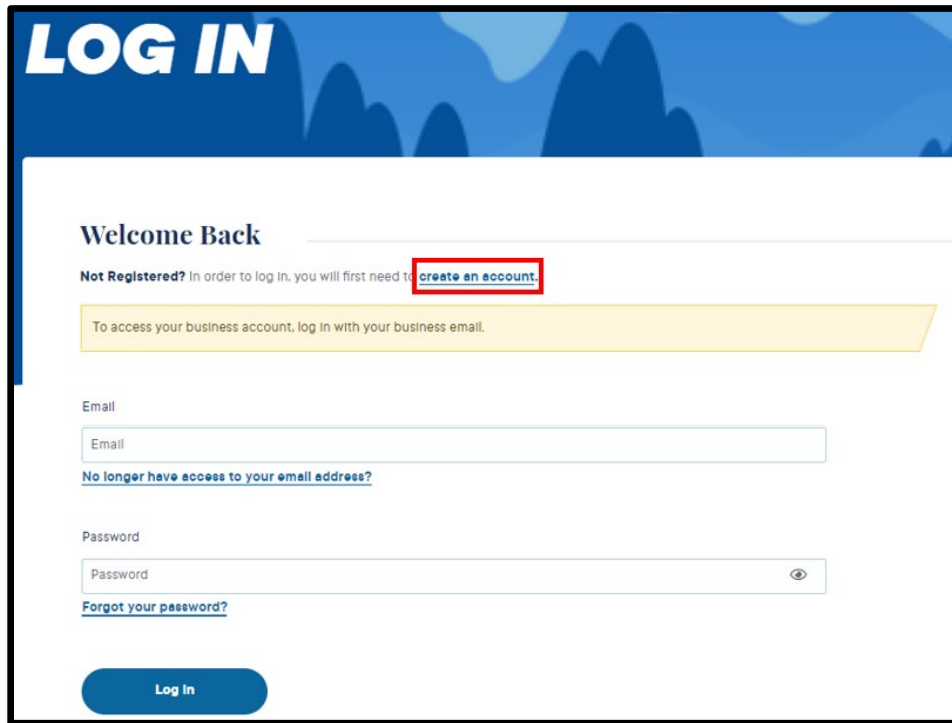
## CHAPTER 1: Establish an Account

### Section 1: Account Registration and Verification

Go to [dmv.ca.gov/attorney](https://dmv.ca.gov/attorney) and select *Manage my cases*.

The screenshot shows the DMV website's 'Driver Safety Case Management' page. At the top, there is a navigation bar with the CA.GOV and DMV logos, and links for REAL ID, Online Services, Translate, and MyDMV. A search bar is also present. Below the navigation bar, there are menu items for 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 banner with a 'NEW!' announcement. On the left, there are two sections: 'Are you an attorney?' with a 'Manage my cases' button (highlighted with a red box) and 'Are you a driver?' with an 'Access MyDMV' button. On the right, there is a section titled 'Keep California Roads Safe' with text about DMV's mission and driver safety.

Select “create an account” to start the registration process.



The screenshot shows a login interface with a blue header containing the text "LOG IN". Below the header, the page says "Welcome Back". A message reads: "Not Registered? In order to log in, you will first need to [create an account](#)". The "create an account" link is highlighted with a red rectangular box. Below this is a yellow banner with the text: "To access your business account, log in with your business email." There are two input fields: "Email" and "Password". The "Email" field has a placeholder "Email" and a link below it that says "No longer have access to your email address?". The "Password" field has a placeholder "Password" and a toggle icon (an eye) to its right, with a link below it that says "Forgot your password?". At the bottom of the form is a blue button labeled "Log In".

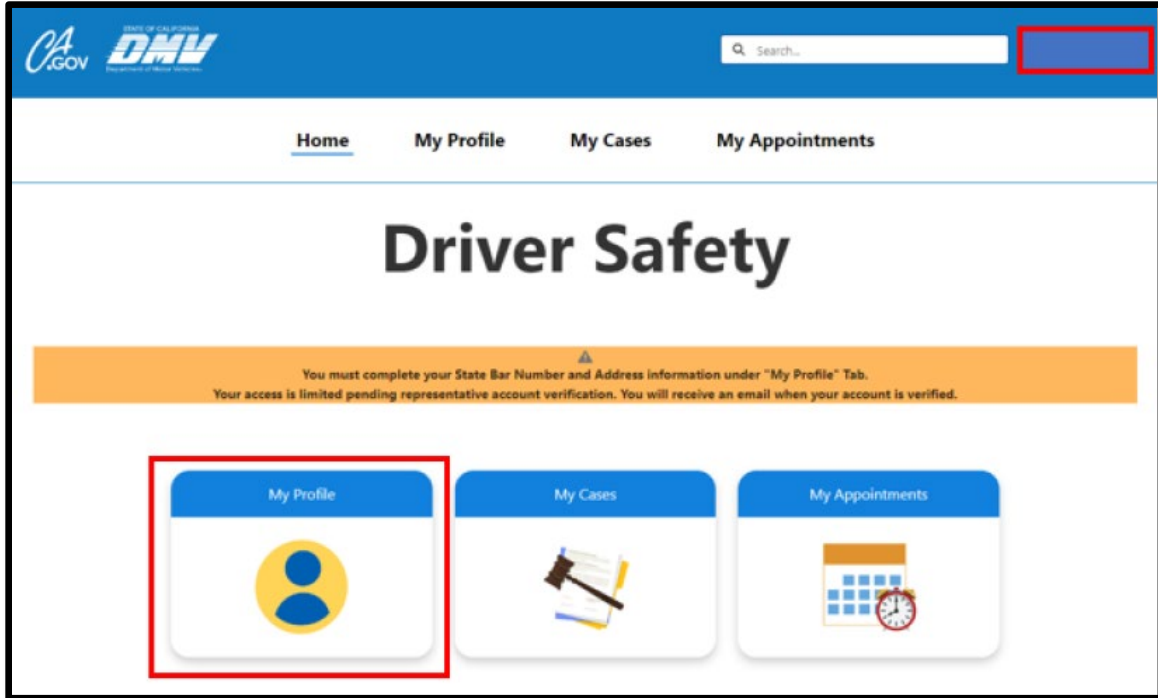
**To complete the registration process, follow the steps below.**

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 and select *Confirm your email* or copy the URL and paste it 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 call. 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 *Continue*.
11. Enter the code provided and select *Confirm Phone Number*.
12. Your DMV account has now been created. Follow the link in your confirmation email to access your account.

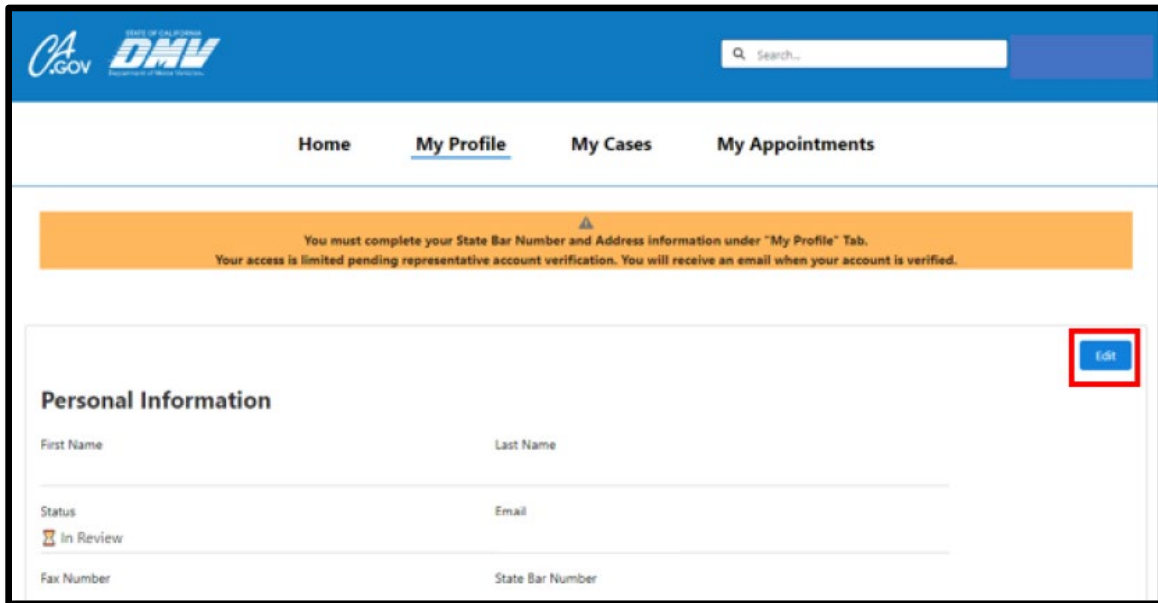
## Section 2: Set Up Attorney Profile

1. Select *My Profile*.

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



2. Select *Edit*.



3. Complete all required fields and select *Save*. You will receive an email when your account verification is complete. Select the link within the email to access your account.

## CHAPTER 2: Case Management

### Section 1: Manage Cases

Select *My Cases* to view both open and closed cases.

Case ID	Driver Name	Location	Status	Type	Original Appointment	Next Appointment
12617122	NIMRA CASTILLO		New	Physical and Mental		
12617121	NIMRA CASTILLO	El Segundo	New	Physical and Mental		

### Section 2: Attach Files to Case IDs

1. To attach a document, open *My Cases*.
2. Select the Case ID to open the record.
3. Select *Attach File*.
4. On the drop-down menu, select the document type.
5. Locate the file you wish to attach and select *Save*.

Attach Document

File upload supported for file size till 2GB

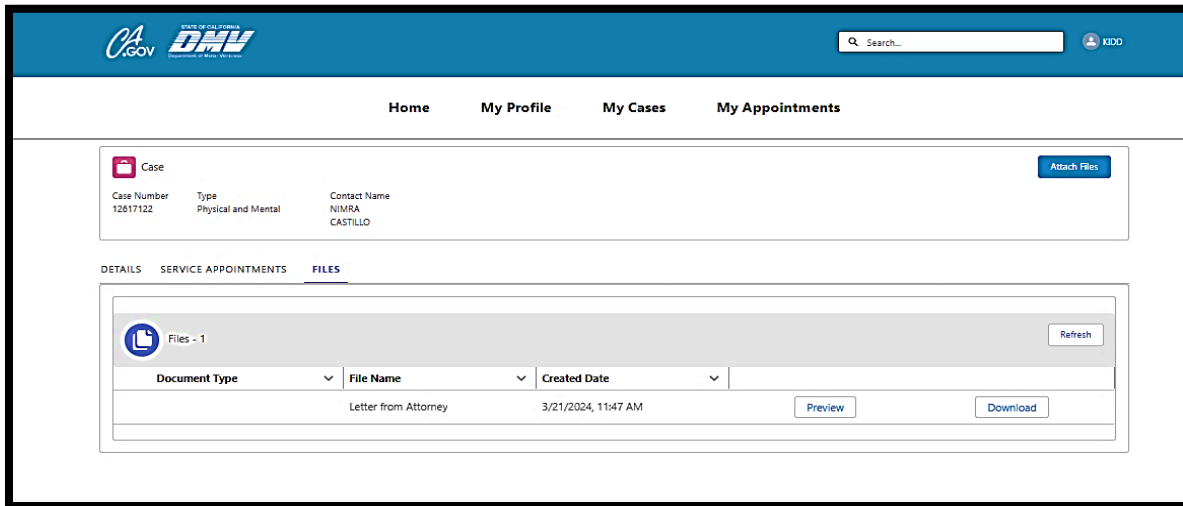
Document Type ⓘ

Select Document Type

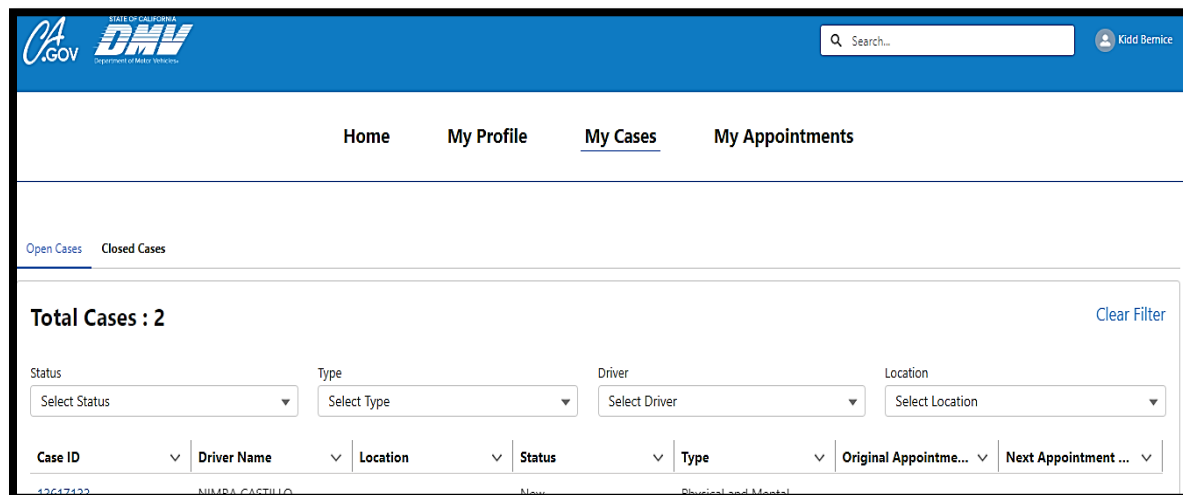
Cancel Save

### Section 3: View Case Details

1. To view case details, select *My Cases*.
2. Select the case record you wish to view.
3. Scroll to the bottom and select *Contact Name*.
4. Select the icon next to the field to add or edit a field.
5. Select *Save*.



You can add filters to narrow down your search. Filters include Status, Type, Driver, and Location. To select one or more filters, use the drop-down arrow to select an option.



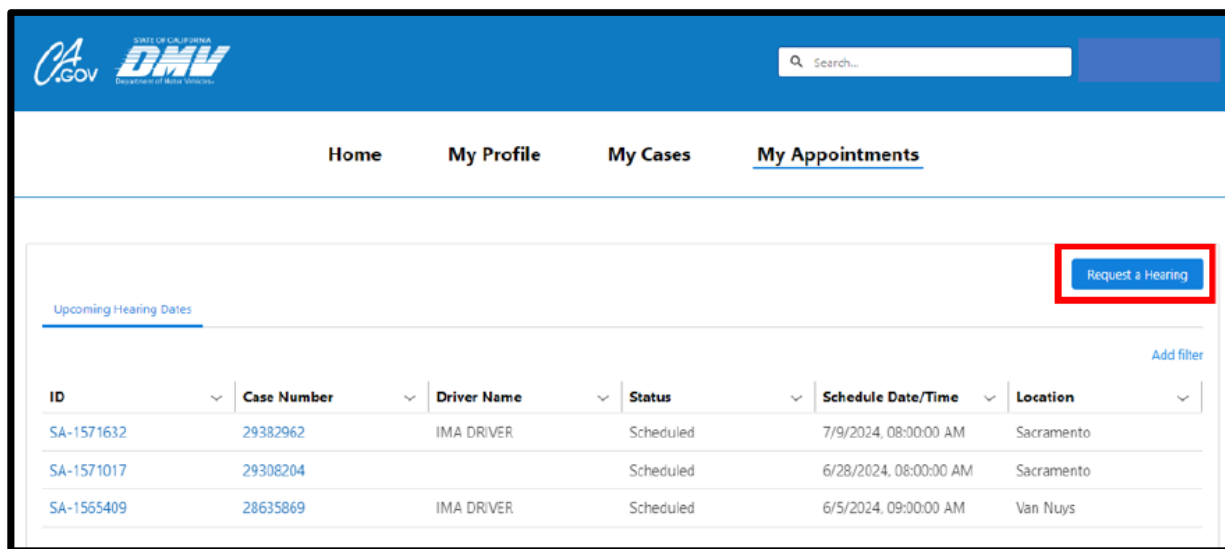
## CHAPTER 3: Hearings

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. It 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

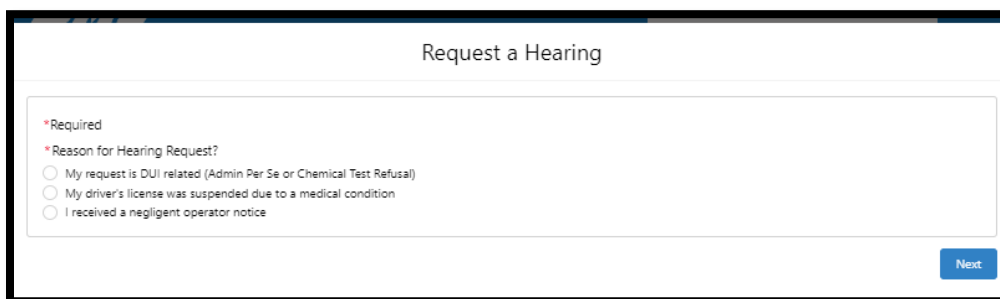
1. Select *My Appointments*.
2. Select *Request a Hearing*.



Upcoming Hearing Dates

ID	Case Number	Driver Name	Status	Schedule Date/Time	Location
SA-1571632	29382962	IMA DRIVER	Scheduled	7/9/2024, 08:00:00 AM	Sacramento
SA-1571017	29308204		Scheduled	6/28/2024, 08:00:00 AM	Sacramento
SA-1565409	28635869	IMA DRIVER	Scheduled	6/5/2024, 09:00:00 AM	Van Nuys

3. Select the reason for the hearing request and select *Next*.



Request a Hearing

\*Required

\* Reason for Hearing Request?

My request is DUI related (Admin Per Se or Chemical Test Refusal)

My driver's license was suspended due to a medical condition

I received a negligent operator notice

Next



4. At the top of the Request a Hearing screen, provide the required information regarding the driver.

**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. It includes a notice at the top, followed by fields for First Name, Last Name, Driver's License/ID Card Number, Date of Birth, Email, and Phone Number. There is a checkbox for 'Driver's license or ID card unavailable'. Below these are fields for Address, City (with a dropdown menu), State (with a dropdown menu), and Zip Code. A note at the bottom states: '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.'

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

**NOTE:** You are not required to submit a letter of representation if you certify you are representing the driver and answer if a stay and discovery are requested.

The screenshot shows the 'Request a Hearing' form with the 'Representative Information' section. It includes a 'Type of Representation' section with radio buttons for 'Attorney' and 'Non-Attorney'. Below are fields for First Name, Last Name, Email, and Phone Number. There is a field for 'Representative Firm or Business Name'. Below these are fields for Address, City (with a dropdown menu), State (with a dropdown menu), and Zip Code. There is a checkbox for 'I certify that I am representing the above mentioned party for the subject of this request.' Below this are two sections: 'Are you requesting a stay for this case?' and 'Are you requesting discovery for this case?', each with radio buttons for 'Yes' and 'No'. At the bottom, there is an 'Upload Letter of Representation' section with a note: 'Accepted file types: jpg, jpeg, png, pdf. Maximum file size: 2 MB per file.' Below this is a dashed box containing 'Upload Files' and 'Or drop files' buttons. To the right of the dashed box are 'Back' and 'Next' buttons.

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 a web form titled "Request a Hearing". Below the title is a section titled "Communication Preference". Inside this section, there is a checkbox with the text: "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." At the bottom right of the form, there are two buttons: "Back" and "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". Below the title is a section titled "Arrest/Detention Details". This section contains several required fields, each marked with an asterisk: "Date of Arrest/Detention" (a date picker), "City of Arrest/Detention" (a dropdown menu with "Select City" as the placeholder), and "Name of Law Enforcement Agency" (a text input field). Below these fields is a section for uploading documents, titled "Upload Law Enforcement Documents" with a help icon. It lists "Accepted file types: jpg, jpeg, png, pdf" and "Maximum file size: 2 MB per file". At the bottom of this section is a dashed box containing an "Upload Files" button with a cloud icon and the text "Or drop files". At the bottom right of the form, there are two buttons: "Back" and "Next".

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". Under the heading "Order Details", there is a red asterisk and the word "Required". Below this is a label "\* Date of Order of Suspension/Revocation" followed by a text input field with a calendar icon on the right. At the bottom right of the form are two buttons: "Back" and "Next".

## Section 2: 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.

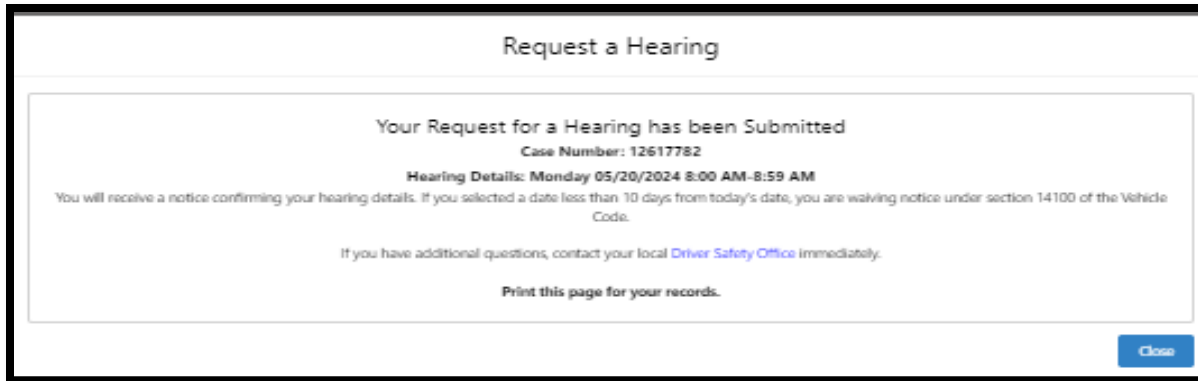
The screenshot shows the "Request a Hearing" form at the "Available Hearing Dates" step. It asks the user to "Select one of the following dates and times." There are three columns of dates: Monday 04/29/2024, Tuesday 04/30/2024, and Wednesday 05/01/2024. Each date has five time slots: 8:00 AM-9:00 AM, 9:00 AM-10:00 AM, 10:15 AM-11:15 AM, 11:15 AM-12:15 PM, and 1:15 PM-2:15 PM. A blue button labeled "I am unavailable any of above time slots." is visible. Below the date selection, 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." and another note: "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 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*.

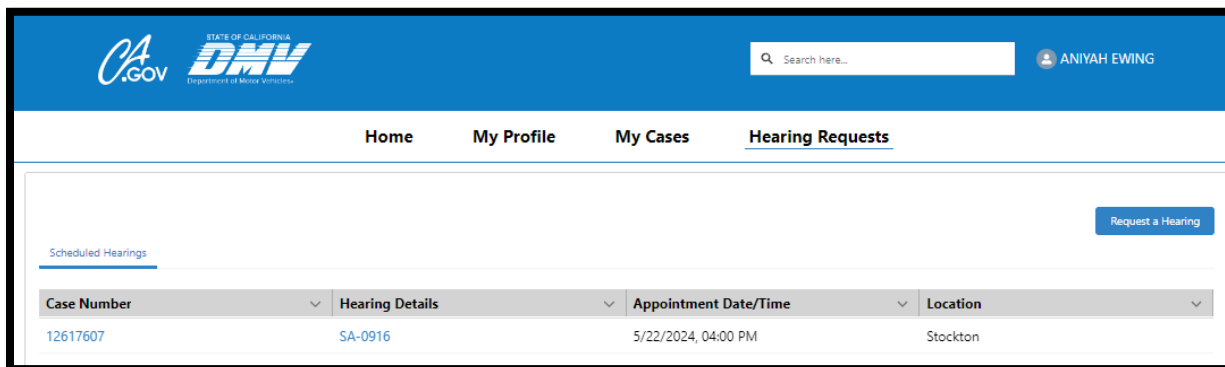
**NOTE:** It is essential to understand that your appointment date and time are only confirmed once you receive notice that your request has been received. If you do not receive the notice, please contact Driver Safety for assistance.

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 3: View Scheduled Hearings

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



## CHAPTER 4: 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).