## Program Background

Travel teams have been part of DMV's service model since the 1950s. Before the times of multiple customer service centers, employees with Polaroid cameras would visit local libraries or fire stations to provide driver's licensing services.

Travel teams helped supplement DMV service until the late 1980s when computers became more mainstream. Unfortunately at the time, the equipment was no longer portable.

In 2002 and 2003, DMV resurrected travel teams after state budget reductions closed customer service centers. Before DMV was able to re-open those offices, travel teams served customers in the affected areas.

Advances in technology allow needed equipment to fit in one suitcase. As a result, DMV connection teams easily bring service to you.

## Connecting Virginian's with services they need.

**DMVNow**
www.dmvNow.com
Virginia Department of Motor Vehicles
Post Office Box 27412
Richmond, Virginia 23269-0001
(804) 497-7100

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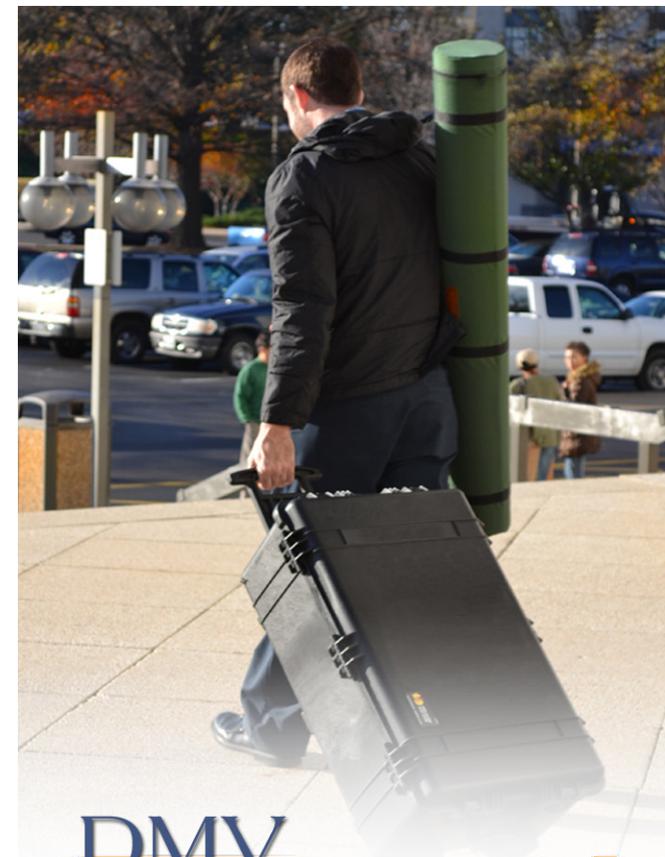
# DMV Connect

## Connecting Virginian's with services they need.

**Department of Motor Vehicles**

# DMV Connect

## Compact Portable Equipment Enables Confined Virginians a Connection to DMV

DMV Connect is DMV's newest service outreach program. Connection teams carry portable equipment to serve incarcerated individuals pending release, connecting Virginians with services they need.

Identification is necessary to secure jobs, open bank accounts, enter public buildings, and apply for benefits. To ensure inmates leave incarceration with an ID card to be successful on the outside, DMV connection teams go inside to provide services to inmates preparing for release.





The new ID card is mailed from a secure central location to the customer's address or in this case the correctional facility.In the future, DMV Connect will expand service offerings to include driver's licensing transactions. In addition, connection teams will serve customers at assisted living facilities.



## Requirements

▸ Memorandum of Understanding (MOU) – This agreement creates your partnership with DMV and begins the process of gaining access to the program. DMV employees will train your employees to send identification documents electronically using a secure token, scanner, and software. The MOU requires the following information:

  ▸ Contact name

  ▸ Facility name

  ▸ Federal ID Number

  ▸ Mailing and physical location addresses

  ▸ Primary and secondary security officer contact information. Security officers are responsible for maintaining a list of employees who have RSA secure ID tokens assigned to them, the assigned logon IDs, serial numbers, and token expiration dates. Security officers can also request new users, reassign existing tokens, or delete users.

▸ RSA secure ID tokens (purchased from DMV) – A secure token is a hand-held device provided to each user of the system. It's about the size of a keyless entry for a car and has six digits on the front that change every 60 seconds. This number used in conjunction with a DMV assigned logon ID and a six digit personal identification number (PIN) created by the user allows access to the DMV system.

▸ Scanner – You will need a scanner in order to scan and transfer acceptable identity documents to DMV through special software.

▸ MoveIT software – MoveIT is the web-based software you will use to send documents to DMV. The user will log in through the Internet to gain access to this DMV software package. You will not have to download any software onto your computers.

## Hours and Contact Information

DMV Connect service is available Monday through Friday between 8:00 a.m. and 4:00 p.m. For more information about DMV Connect or if a connection team could benefit your organization contact DMVConnect@dmv.virginia.gov

## Operational Parameters

The minimum space needed to operate DMV Connect is 8 feet by 6 feet. DMV Connect employees will need to be able to make an Internet connection. A nearby electrical outlet and small table is needed for several pieces of processing equipment. The ideal space will have fluorescent light and no window to provide for the best use of the camera equipment. Spaces that do not meet these criteria will be tested in advance.