

# Driver Safety Case Management



## Attorney Get Started Guide

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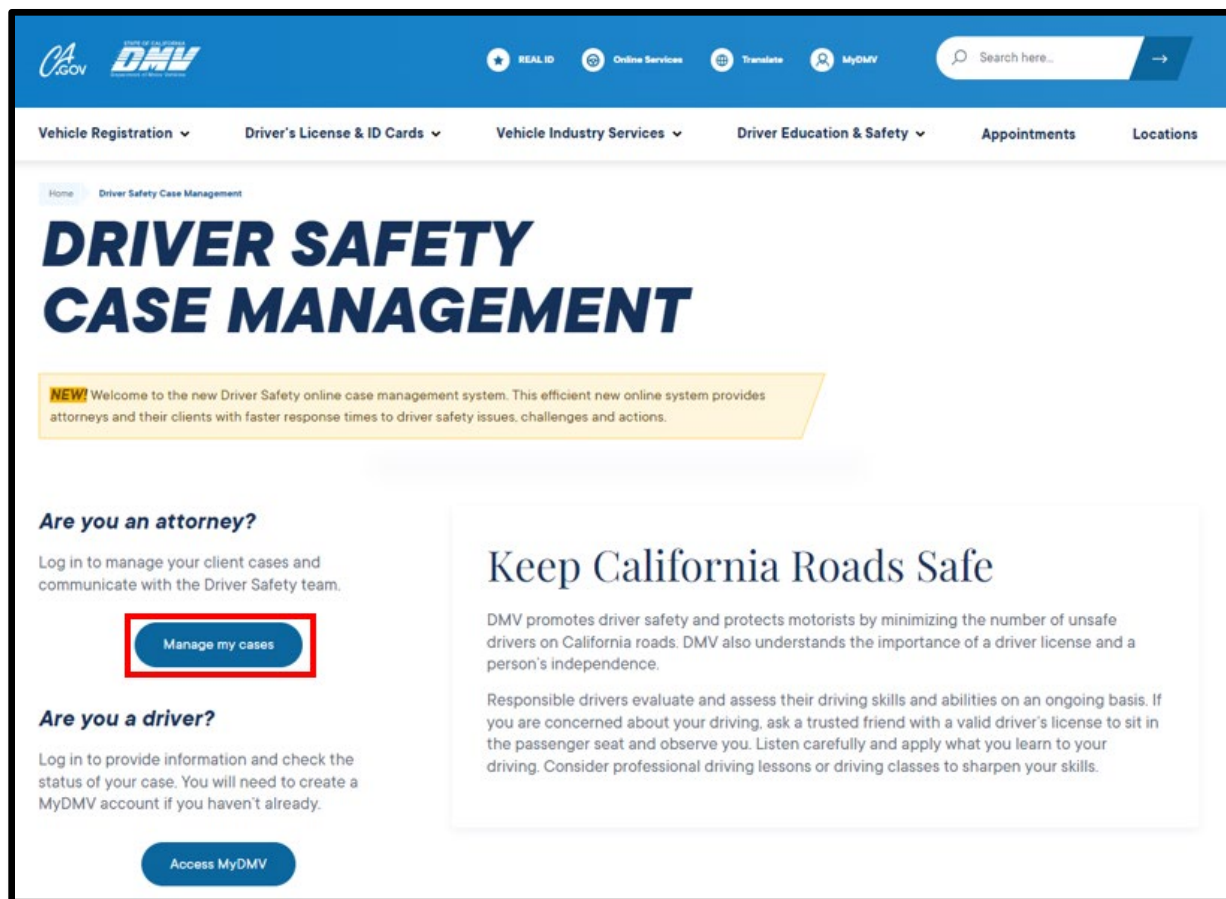
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Welcome to the Driver Safety Online Case Management System. This service is designed to simplify and expedite the management of driver safety matters for attorneys. You can access your cases from your laptop or smartphone, eliminating the need to mail 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.

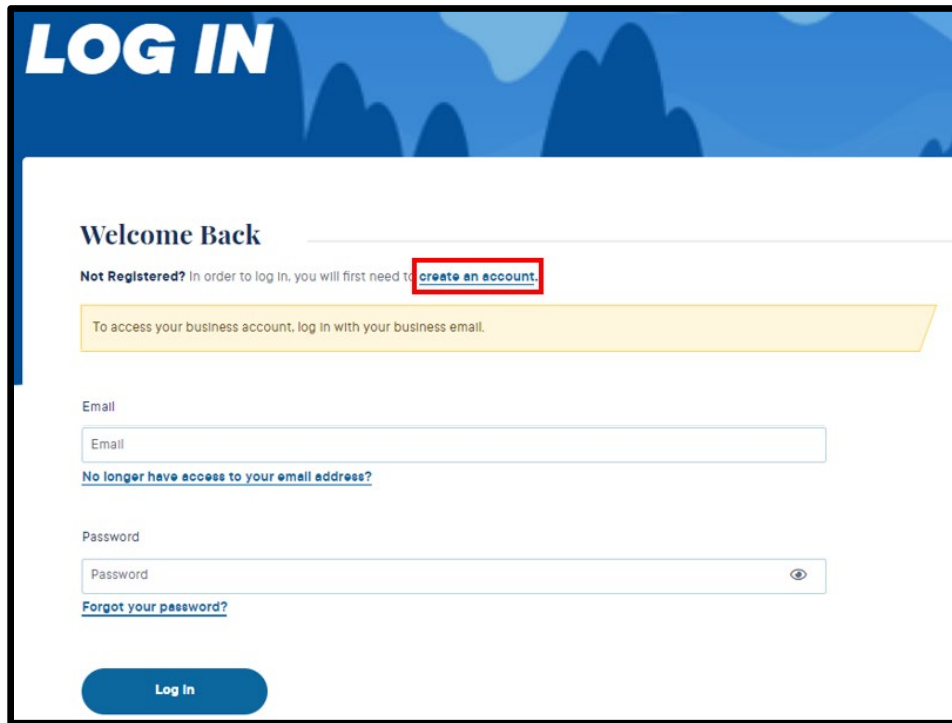
## CHAPTER 1: Establish an Account

### Section 1: Account Registration and Verification

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



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



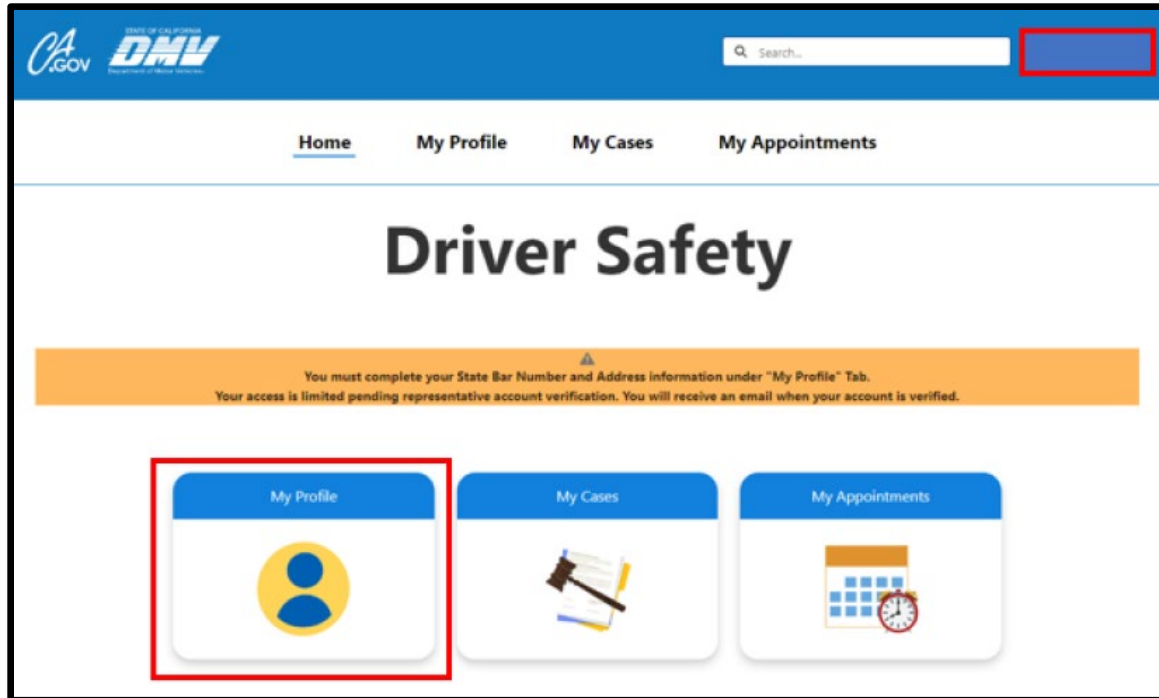
**To complete the registration process, follow the steps below.**

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 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.

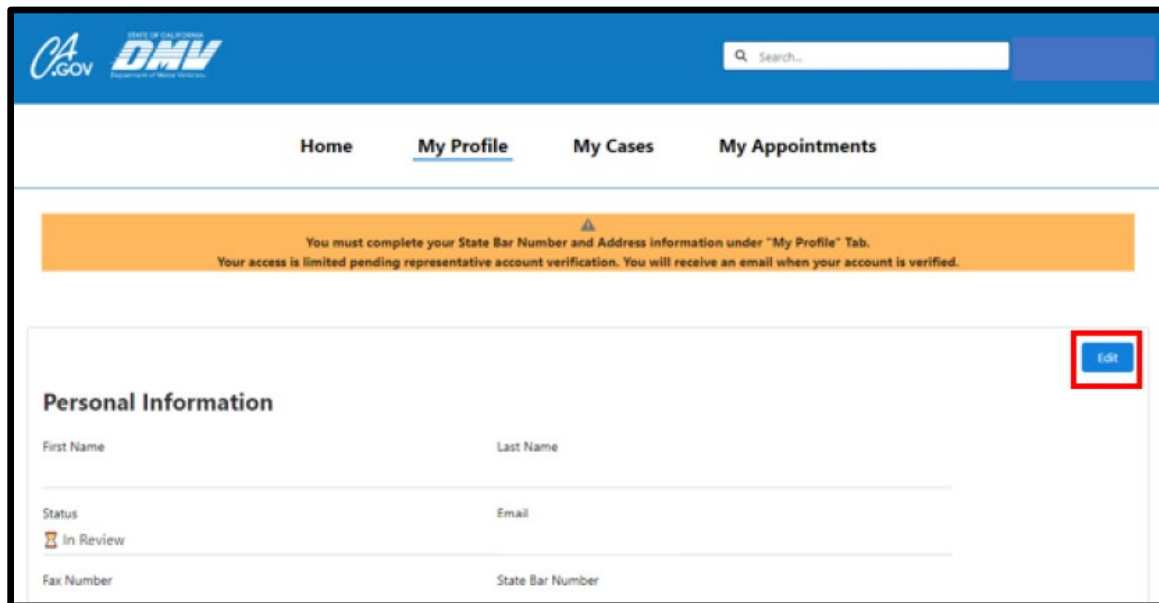
## Section 2: Set Up Attorney Profile

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*.

The screenshot shows the 'My Cases' page on the CA.gov DMV website. The user is logged in as 'Kidd Bernice'. The page has a navigation bar with 'Home', 'My Profile', 'My Cases', and 'My Appointments'. The 'My Cases' section displays a case summary for Case Number 12617122, Type Physical and Mental, and Contact Name NIMRA CASTILLO. Below this, there are tabs for 'DETAILS', 'SERVICE APPOINTMENTS', and 'FILES'. The 'FILES' tab is active, showing a table with one file: 'Letter from Attorney' created on 3/21/2024 at 11:47 AM. There are 'Preview' and 'Download' buttons for this file.

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.

The screenshot shows the 'My Cases' page with filters applied. The 'Open Cases' tab is selected. The 'Total Cases : 2' is displayed. There are four filter dropdowns: Status (Select Status), Type (Select Type), Driver (Select Driver), and Location (Select Location). A 'Clear Filter' link is available. Below the filters is a table with columns: Case ID, Driver Name, Location, Status, Type, Original Appointment, and Next Appointment. The first row shows Case ID 12617122, Driver Name NIMRA CASTILLO, Location New, Status New, Type Physical and Mental, and empty fields for appointments.

## 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*.

The screenshot shows the California DMV 'My Appointments' page. At the top, there is a search bar and navigation links for Home, My Profile, My Cases, and My Appointments. Below the navigation bar, there is a section titled 'Upcoming Hearing Dates' with a table of appointments. A red box highlights the 'Request a Hearing' button in the top right corner of the table area.

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	IMA DRIVER	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*.

The screenshot shows the 'Request a Hearing' form. It has a title 'Request a Hearing' and a section for 'Reason for Hearing Request?' with three radio button options. A 'Next' button is located at the bottom right of the form.

\*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. A notice at the top states: '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 form fields include: \*Required (checkbox), \*First Name (text input), \*Last Name (text input), \*Driver's License/ID Card Number (text input), \*Date of Birth (text input with calendar icon), ☐ Driver's license or ID card unavailable, Email (text input), Phone Number (text input), Address (text input), \*City (dropdown menu with 'Select City' selected), State (dropdown menu with 'California' selected), Zip Code (text input), and ☐ Other City. A footer note says: '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. The form fields include: \*Type of Representation (radio buttons for Attorney and Non-Attorney, with Non-Attorney selected), First Name (text input with 'Amanda'), Last Name (text input with 'Attorney'), Email (text input with 'lily.tseng+300@dmv.ca.gov'), Phone Number (text input with '(626) 510-0813'), Representative Firm or Business Name (text input), Address (text input with '123 Main St'), City (dropdown menu with 'Los Angeles' selected), State (dropdown menu with 'California' selected), Zip Code (text input with '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? (radio buttons for Yes and No, with No selected), Are you requesting discovery for this case? (radio buttons for Yes and No, with No selected), Upload Letter of Representation (text input), Accepted file types: jpg, jpeg, png, pdf, Maximum file size: 2 MB per file, Upload Files (button), Or drop files (text), Back (button), and Next (button).

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 labeled "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 the same "Request a Hearing" form, but now the "Arrest/Detention Details" section is visible. This section includes several required fields 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 an information icon. It lists "Accepted file types: jpg, jpeg, png, pdf" and "Maximum file size: 2 MB per file". At the bottom of this section are two options: "Upload Files" (with a cloud upload icon) and "Or drop files". At the bottom right of the form, the "Back" and "Next" buttons are present.

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 "Order Details" section, there is a label "\* Required" followed by a label "\* Date of Order of Suspension/Revocation". Below this label is 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" section. It prompts the user to "Select one of the following dates and times." and displays three columns of available dates and times:

Monday 04/29/2024	Tuesday 04/30/2024	Wednesday 05/01/2024
8:00 AM-9:00 AM	8:00 AM-9:00 AM	9:00 AM-10:00 AM
9:00 AM-10:00 AM	9:00 AM-10:00 AM	10:15 AM-11:15 AM
10:15 AM-11:15 AM	10:15 AM-11:15 AM	11:15 AM-12:15 PM
11:15 AM-12:15 PM	11:15 AM-12:15 PM	1:15 PM-2:15 PM
1:15 PM-2:15 PM	1:15 PM-2:15 PM	2:15 PM-3:15 PM

Below the table is a button labeled "I am unavailable any of above time slots." Below this button is a paragraph of text: "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](#)." Below this text is another paragraph: "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.

The screenshot shows a confirmation page titled "Request a Hearing". The main message states: "Your Request for a Hearing has been Submitted". Below this, it provides the "Case Number: 12617782" and "Hearing Details: Monday 05/20/2024 8:00 AM-8:59 AM". A note follows: "You will receive a notice confirming your hearing details. If you selected a date less than 10 days from today's date, you are waiving notice under section 14100 of the Vehicle Code." It then says, "If you have additional questions, contact your local Driver Safety Office immediately." and "Print this page for your records." A "Close" button is located in the bottom right corner.

### Section 3: View Scheduled Hearings

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

The screenshot shows the DMV CA.gov website. The header includes the CA.GOV logo, the STATE OF CALIFORNIA DMV logo, a search bar, and the user name ANIYAH EWING. The navigation menu has links for Home, My Profile, My Cases, and Hearing Requests (which is underlined). A "Request a Hearing" button is in the top right. Below the navigation, there is a "Scheduled Hearings" section with a table. The table has four columns: Case Number, Hearing Details, Appointment Date/Time, and Location. The first row of data shows Case Number 12617607, Hearing Details SA-0916, Appointment Date/Time 5/22/2024, 04:00 PM, and Location Stockton.

Case Number	Hearing Details	Appointment Date/Time	Location
12617607	SA-0916	5/22/2024, 04:00 PM	Stockton

## 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).