ATLAS
Navigation & Inquiry

For Business Partners

July 2021

2021

rmv

Participant Guide

CONTENTS

DPPA – Driver Privacy Protection Act

The Driver Privacy Protection Act (DPPA):

- Is a Federal law that was passed in 1994.

- Prohibits the release of any **personal information** to an **unauthorized** person or persons.

Personal Information vs Non-Personal Information

Personal Information:	Non-Personal Information:
• Photograph • SSN or S # • Name • Address • Telephone Number • Medical and/or disability information	• Vehicular accidents • Driving violations • Driver's status • Vehicle information • Company or business information

Who Has Access to Personal Information?

- An **individual** is allowed access to their own data for the purpose of viewing only.

- **Certain Registry of Motor Vehicles personnel** and **law enforcement personnel** need access to personal data to do their jobs.
  - And the reason they need the data must be allowed by the RMV.

- **Others**, such as specific insurance company personnel and constables and some personnel at state agencies, are also permitted access in order to do their jobs.

- An example here would be: An insurance company needs to see information about a driver so that they can investigate a driver's insurance claim. The company would need to complete an RMV form, indicating their request for information, along with the reason for the request.

DPPA: Business Partners Responsibilities

Be sure you understand the RMV rules and your responsibilities around protecting a customer's personal information.

If you have an instance where you are unsure of what to do:

- Always seek help from your supervisor or contact the RMV.

The following rules apply to all for personal information contained in RMV records:

- Personal information must not be visible to customers.

- Personal information must be shredded or deposited into a locked shredder box when no longer needed.

- Personal information must never be brought outside of the workplace, unless required to perform your job duties.

- Personal information must not be used in furtherance of any illegal act, including violation of any criminal or civil laws, for any political purpose, or for any commercial purpose.

- Personal information must never be disseminated, unless such dissemination is required by your job duties.

- Personal information must never be sold or bartered. You must never charge a fee for, or receive any other consideration for, RMV System information.

- You must never knowingly obtain, disclose, or use RMV System information for a purpose not permitted under 18 USC §2721. If you do, you will be liable to the individual to whom the personal information pertains.

- You must never misrepresent your identity or make a false statement in connection with any request for personal information with the intent to obtain personal information in a manner not authorized.

Business Partners Responsibilities:

- You cannot provide personal information to unauthorized users. (This includes researching RMV computer records for personal use.)

- You must securely dispose of (shred) any document you come in contact with that has personal information but will not be retained as part of a customer file.

- You may not use RMV's records or databases to inappropriately research personal information beyond appropriate work-related issues.

Penalties for Violating DPPA

If the DPPA is violated:

- The Federal government would impose the daily civil penalty (up to $5,000 per day per day for each day of non-compliance) against the state.

- A Business Partner can be sued by the individual whose information was breached.

Introduction to ATLAS

ATLAS is a browser-based software application used by the RMV to manage and maintain driver and vehicle service records. ATLAS is used to maintain customer data such as:

- Name, Address, DOB

- Type and status of License, ID, or Permit

- Type of vehicles, including make/model, VIN Number, Insurance carrier

- Commercial Licenses and Vehicle information

ATLAS complies with the rules set by the **REAL Act of 2005**. (Reminder: The REAL Act was enacted to increase federal security measures following the September 11, 2001 terrorist attacks. It sets security standards for state-issued licenses and IDs.)

All customer information maintained on ATLAS is protected by Driver Privacy Protection Act (DPPA) Policy.

> *Note:* *ATLAS users are granted specific security permissions by the business and will only be able to access those sections of ATLAS for which security has been granted.*

ATLAS Security: Passwords and Logging- In to ATLAS Business Portal

Passwords

Your initial password will be assigned to you from MassDOT IS Security stating you have been granted access to RMV records. Two systems are currently needed to access driver and vehicle information.

- **Driver and Vehicle Information** available for use via RMV's ATLAS Business Portal

Your ATLAS Username will be assigned and sent to you.   The Username will always start with BP_*******.

**You must get a new Security Code every time you log in.**

To Log On:

1. Navigate to the link provided in your initial email (https://atlas-portal.massdot.state.ma.us/portal/). This link will only be valid for 7 seven days. If you cannot log on within 7 days, you must contact IS Security to have your password reset.
2. You will be prompted to create a new password and confirm your new password.
3. The next screen will give you a message 'A text and/or email with your security code has been sent to the masked phone number or email address'
4. Go to your new email from RMVDONOTREPLY to copy the security code.
5. Paste or type the Security Code into the Security Code field.. Click **Verify**.
6. You are now logged into ATLAS.

The password rules are: must be at least 8 characters long and have at least one alpha, one number, one uppercase/lowercase and a symbol.

If you have forgotten your password and/or have entered your password incorrectly after three (3) failed attempts, your ATLAS account will lock.

To reset/unlock your account, you'll need to contact IS Security: email RMVBusinessPartners@dot.state.ma.us or call: 857-368-7930. . Your password must be reset and/or unlocked to regain access.
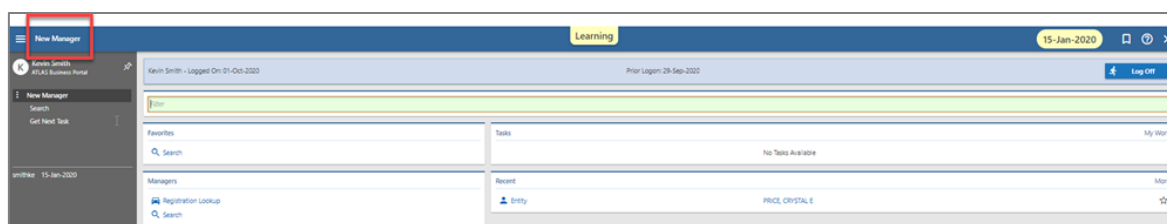
To Log Off:

- When no longer using the RMV for the day, be sure to click Log Off at the top left of the screen, next to your Username.

For RMV System ID and Password related issues, please contact IS Security by email RMVBusinessPartners@dot.state.ma.us or call: 857-368-7930.

PLEASE NOTE: If there is no activity on your ID for 120 days or more after initial logon your ID will be deactivated. If your ID becomes deactivated you will need to re-apply for your access.

Navigating in ATLAS

Screen Layout

Springboards

A springboard contains multiple sections, tabs, sub-tabs, and list selectors with related information on one screen. The tabs, sub-tabs, and list selectors are used to organize important information for the customer on one window, as well as provide an overview of the contents available within that manager.

There are four major springboards and levels of information in ATLAS. Each is color coded for quick identification.

1. Individual Entity (blue)
2. Driver/ID Account (greenish-blue)
3. Vehicle Entity (blue)
4. Vehicle Ownership Account (greenish-blue)

Context Bar

The ***Context Bar*** displays information about which manager or springboard you are viewing. It also displays information about a specific record if you are viewing one in ATLAS. Here, we see that we are presently in the ***New Manager*** window. The color of the Context Bar varies depending on the type of information you are viewing:
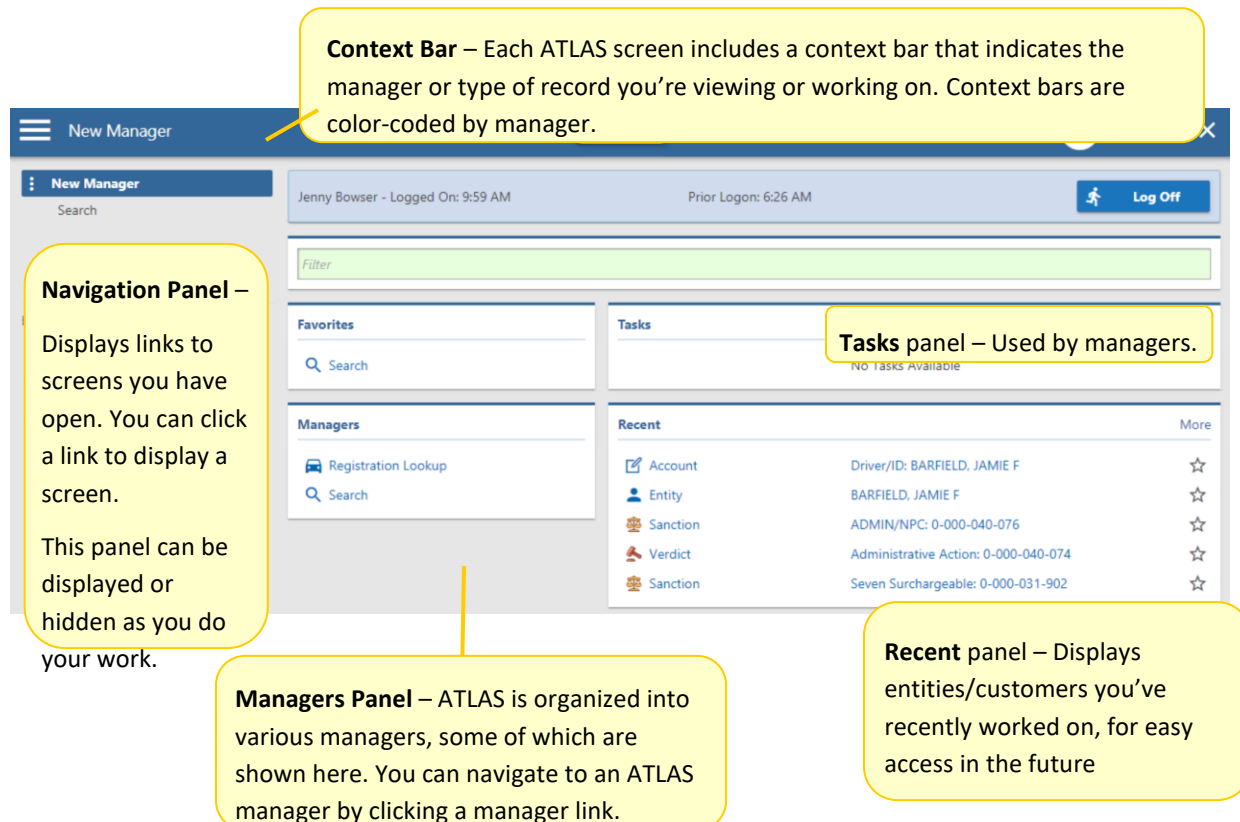
- **Default Blue** indicates no context (in other words, it is not financial-related, entity-related, or task-related). This is the color we see now.
- **Royal Blue** or brighter blue indicates entity-related information;
- **Greenish-Blue** indicates account- or financial-related information;
- **Orange** indicates task-related information; and
- **Red** indicates user-related information.

As we go through fundamentals, note the color change of the Context Bar depending on the information we are viewing. We will periodically point this out. To the right are icons that we will discuss later. For more information, see Context Bar, New Manager Window and related topics.

New Manager

When you first log onto ATLAS, you'll access the New Manager screen.

The New Manager screen serves as your ATLAS home page; it remains open the entire time you're logged on, and regardless of how many other screens you have open. Key elements of the **New Manager** screen are labeled below:

Context Bar – Each ATLAS screen includes a context bar that indicates the manager or type of record you're viewing or working on. Context bars are color-coded by manager.

Navigation Panel –

Displays links to screens you have open. You can click a link to display a screen.

This panel can be displayed or hidden as you do your work.

Tasks panel – Used by managers.

Managers Panel – ATLAS is organized into various managers, some of which are shown here. You can navigate to an ATLAS manager by clicking a manager link.

Recent panel – Displays entities/customers you've recently worked on, for easy access in the future

ATLAS Managers

ATLAS is organized into sections called managers, where you manage specific information and transactions. For example, the section where you perform searches is called the "**Search** manager."

You can navigate to the various managers by clicking links on the **Managers Panel** of the **New Manager** screen.

A portion of the **Search Manager** screen is shown below.
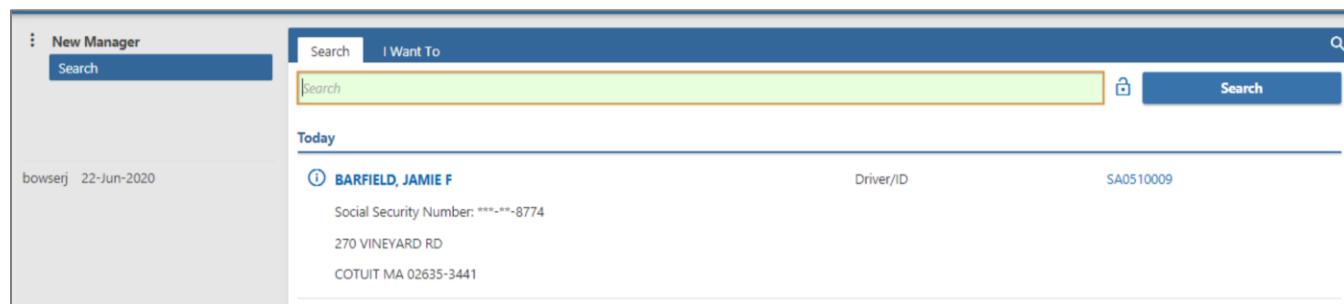
Tabs and Sub-tabs

ATLAS managers are organized into topics (on tabs) and sub-topics (on sub-tabs), as shown above. The tab you are currently viewing is always white, and the sub-tab you're viewing is underlined.
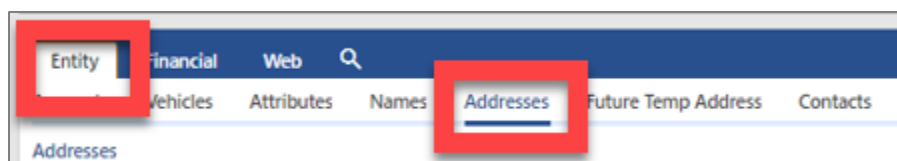
Note:	The term "springboard" may be used to describe the screen you land on when you initially access a manager.

Color Codes for Data Entry Fields

In addition to color-coding the various managers, ATLAS color-codes its data entry fields:

- **Yellow:** Mandatory entry – you must make an entry to continue a transaction
- **Green:** Entry is pre-populated; click to make another selection
- **Red:** Indicates that an entry is in error
- **Grey:** You may not edit or make an entry

Navigation Panel

Opening and Closing Screens via Links on the Navigation Panel

The New Manager link is always available on the Navigation Panel; click to open it anytime. Access any other screens listed on the Navigation Panel anytime by clicking their links.

Screens you opened remain accessible on the Navigation Panel until you close them. The next chart shows an example of the Navigation Panel with some open screens, and explains how to close them.

The Manager currently in view on your screen is always displayed on a colored bar. (In this example, New Manager was in view.)

- The Cashiering Manager is open.
    - A cash drawer is open.

- The Search Manager is open.
    - Two customer search results are open.

- The Help Manager is open.
    - Two help topics are open.
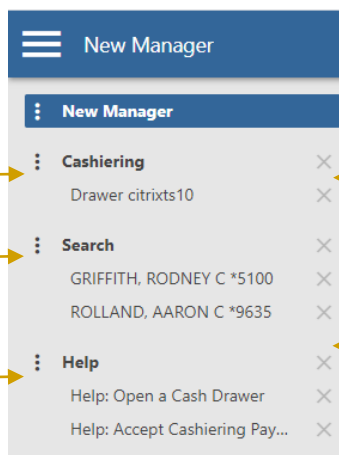
To close a specific screen, click X associated with the screen.

(For example, to close "Drawer," click X for that link.)

To close a manager and *all* screens under it, click X associated with the manager (bold font). For example, close *all* Help screens by clicking X next to Help.

Note: You can also close screens by clicking the **X** on the context bar.
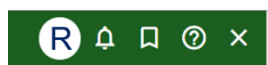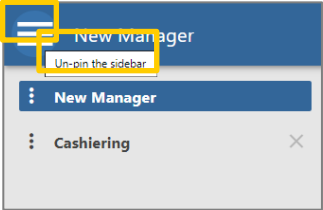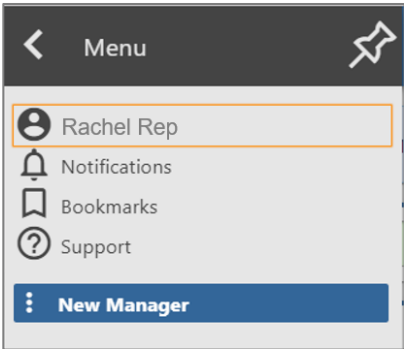
Displaying and Hiding the Navigation Panel

You have a choice of displaying or hiding the Navigation Panel as you work in ATLAS.

With the default view, the Navigation Panel is displayed.
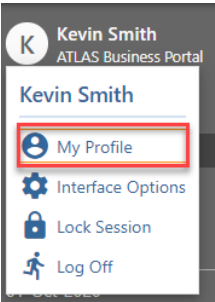
Follow the instructions below to hide and then display the navigation panel.
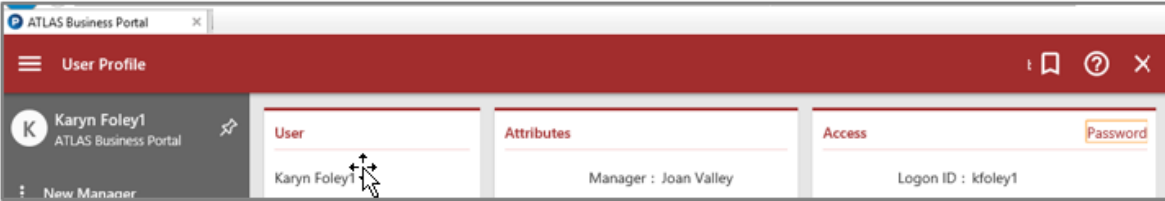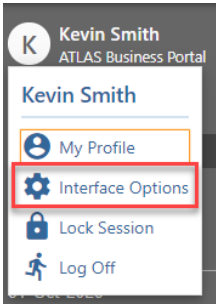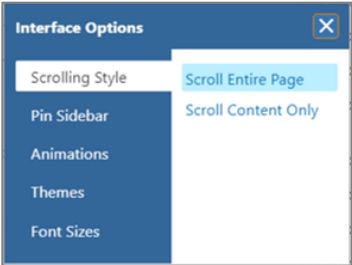
Step	Description
	Hiding the Navigation Panel When It's Open
1.	Hover your cursor over the menu icon (three horizontal lines). *Result: A tooltip – "Un-pin the sidebar" – appears.*
2.	Click the menu icon to unpin (or hide) the navigation panel/sidebar. *Result: Your ATLAS screen will now appear, displaying the navigation panel.*
	Displaying the Navigation Panel When It's Hidden
1.	Hover your cursor over the menu icon (three horizontal lines). A tooltip – "Open the menu" – appears.
2.	Click the menu icon.
3.	Click the thumb tack to pin/display the menu. *Result: Your ATLAS screen will now appear, displaying the navigation panel.*
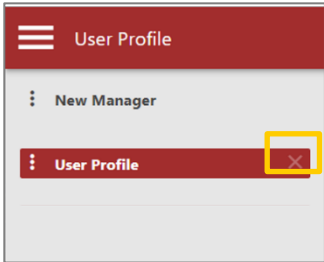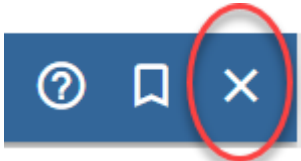
Responsive Design

Step	Description
1.	ATLAS also uses a feature called Responsive Design. If you make your screen larger in order to see it more clearly – at a certain size ATLAS will automatically unpin the Sidebar to make room for the rest of the screen. Reducing the size will bring it back. You can always access the Sidebar by clicking the icon.
2.	To increase size press CTRL and +. To decrease size press CTRL and - . You can also use the controls in the Chrome address bar.

Viewing Your Profile and User Options

Step	Description
1.	On the top left of your screen, click the letter that corresponds to the initial of your first name.
2.	Click *My Profile*.

3.	Verify the information under User, Attributes, and Access for accuracy. *Note:* You can change your password by clicking the **Password** hyperlink near the top right of the screen.
4.	Click your initial again and then click **Interface Options**.
5.	View the information in the **Interface Options** box. Here, you would customize parts of ATLAS, with permission from your manager.
6.	Click **X** in the upper right corner of the box to close the **Interface Options** screen.
7.	Close your **User Profile** screen by doing one of the following: • Click **X** next to **User Profile** on the **Navigation Panel** (on the left side of your screen).

…OR…

- Click **X** on the top right of the context bar.

Logging Off ATLAS

When You're Taking a Break

Lock your screen.

When You're Leaving for the Day

Navigate to the New Manager springboard and click **Log Off** in the upper right corner of the screen.
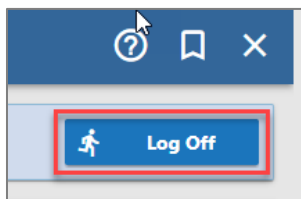
Keyboard Shortcuts in ATLAS

The table below indicates keyboard shortcuts that can be used throughout ATLAS.
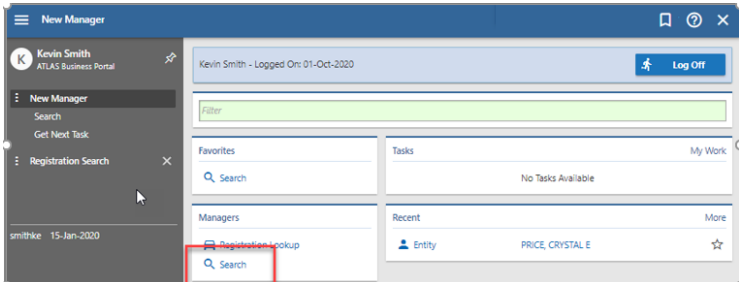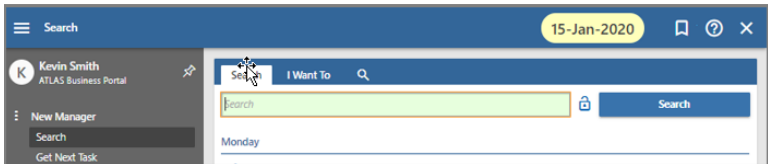
Hotkeys	Result
Ctrl + "+"	Zoom in.
Ctrl + "-"	Zoom out.
Ctrl + 0	Return to 100% zoom.
Alt + X	Close out of the current window.
Alt + ?	Show the tab search on the entity or account springboard.
Alt + up arrow	Return to the New Manager window.
Alt + down arrow	Pin and unpin Sidebar. This shortcut will also display the Sidebar if unpinned.
Tab	Move cursor to the next element (hyperlink, button, field, etc.) on the window.
Shift + Tab	Move the cursor to the previous field on the window.
Spacebar	Select check box.
Type ahead	When the highlight is in a drop-down field, start typing (e.g. B for Black, Blue, Brown); use arrow keys to select entry (Brown) and press Enter when selected.
F5	Refresh the screen.
Crtl + scroll wheel	Hold down the **Ctrl** key on your keyboard while using your mouse's scroll wheel (when available) to quickly zoom in or out; works in most browsers.

Searching for Customer Information

You will encounter four main types of windows in ATLAS.

1. Individual Entity springboards (blue)
2. Vehicle Entity springboards (blue)
3. Driver/ID Account springboards (greenish blue)
4. Vehicle Ownership Account springboards (greenish blue)

You will know what type of springboard you are on by the information in the upper left corner of the window and by the color of the **Context Bar**. Each of these four types of windows has a different set of tabs and sub-tabs that store a wide variety of information. Take time to explore and familiarize yourself with the information stored in each.

Step	Description
	SEARCHING IN ATLAS
1.	Click the ***Search*** hyperlink in the **Managers** panel in order to search for a customer. *Result: The Search screen is displayed.* Note: *Some users will use the **Registration Lookup** manager instead of the **Search** manager. This will be based on your security permissions, which are based on the needs of your role.*
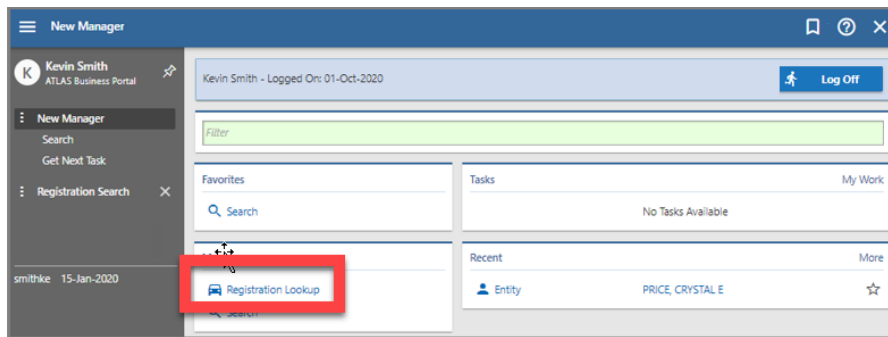
Result: The **Search** screen is displayed. The only difference is the color of the search field.
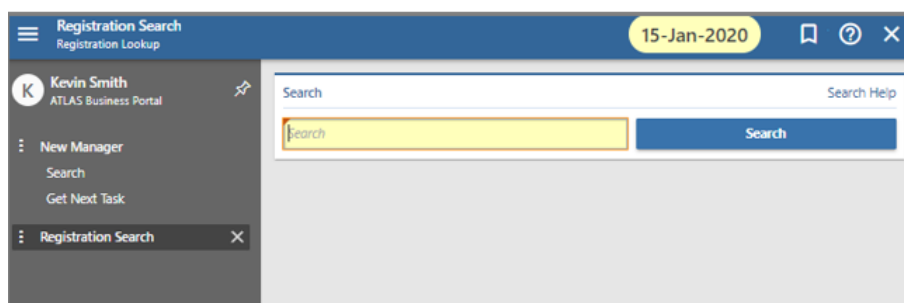
2.	In the **Search** field type *[Last Name, First Name, Date of Birth].* This is always best practice when searching in ATLAS.
	Note: Make sure to use commas between each piece of information and use ##/##/#### format for the date.
3.	Press **Enter** on your keyboard or click the **Search** button in ATLAS.
	Result: ATLAS displays the **Individual Entity** springboard.
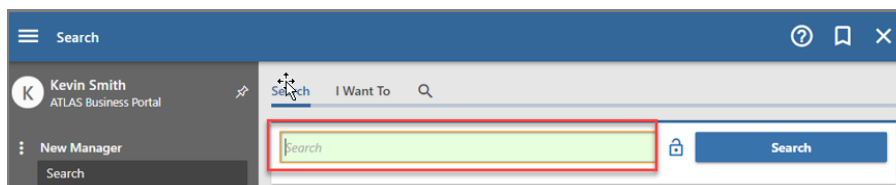
	VIEWING CUSTOMER INFORMATION IN ATLAS
1.	The **Individual Entity** springboard is the highest level of customer information. You know that you are at this level because the **Entity** level is royal blue in color and you will see the *[Customer Name]* with **Entity** below it in the top left corner.
2.	Across the bottom part of the window, there is a blue bar with various tabs and below that a white bar with various sub-tabs. This is ATLAS's information file cabinet. Each tab has a different set of sub-tabs and each sub-tab contains different information.
3.	Click the *Entity* tab (it is the default and should be selected automatically).
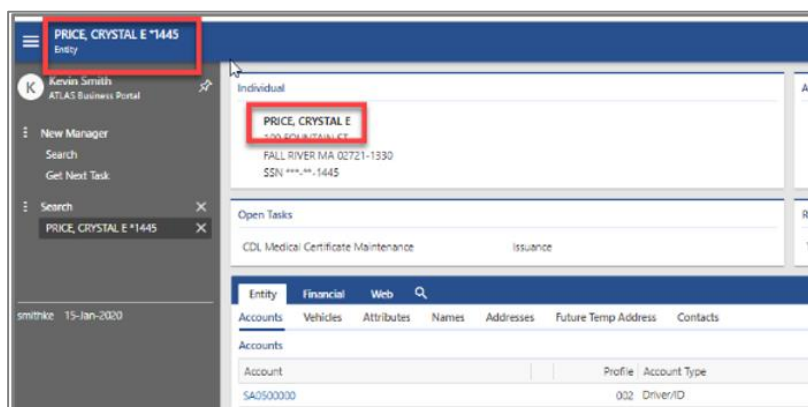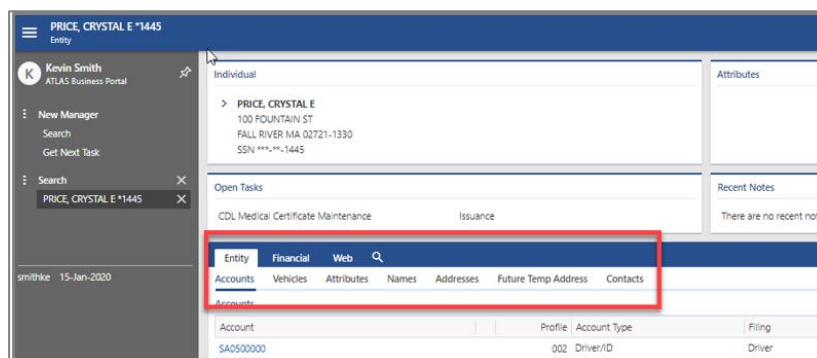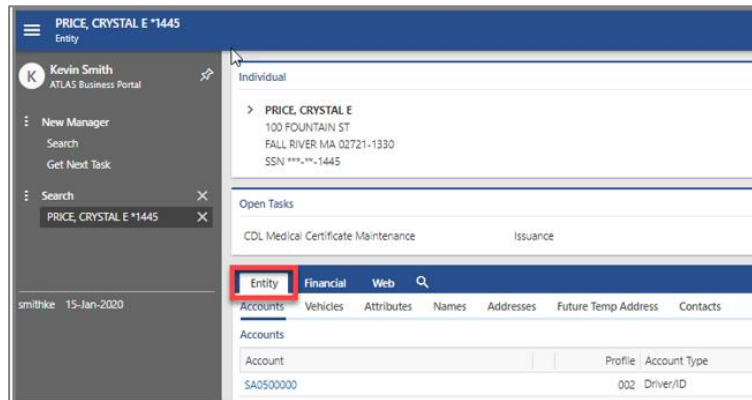
4.	Click the **Addresses** sub-tab. *Result: ATLAS displays all addresses that are stored in the system for this customer (i.e., Residential, Mailing, Temporary).* *Note: If you want to see any previous addresses stored in the system…*
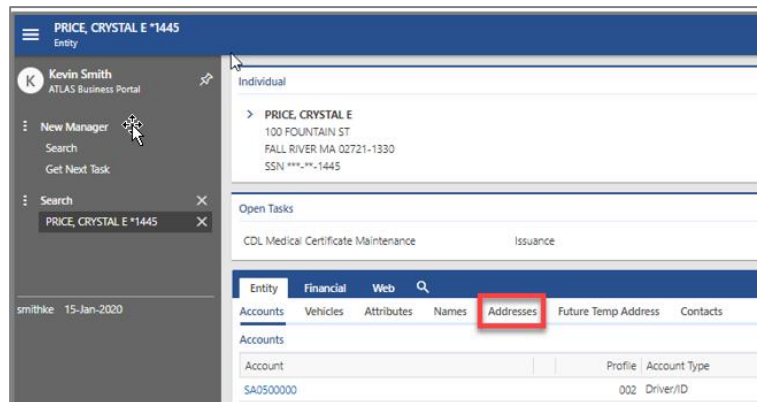
5.	Click the **Show History** hyperlink on the right side of the panel.
	Result: ATLAS now displays both current and previous addresses for this customer. Previous addresses will be in a lighter gray font and current in a blue font.
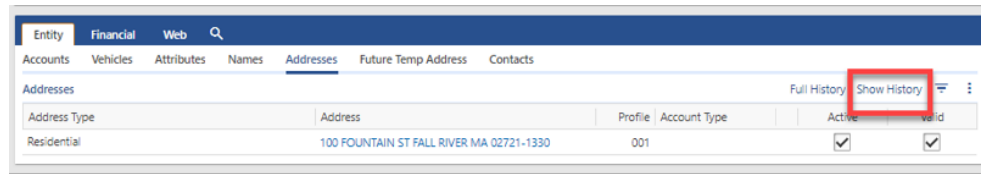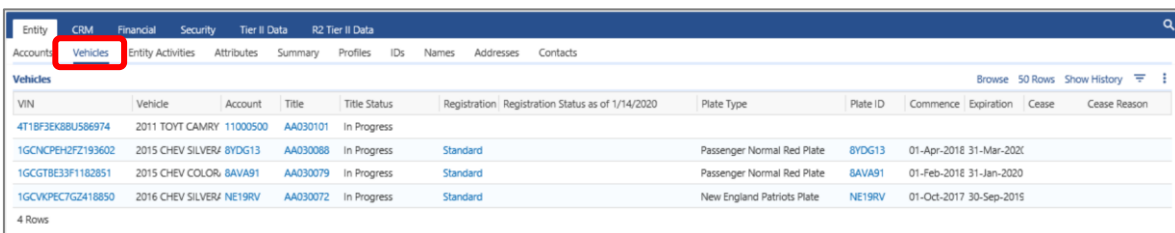
Viewing Vehicles Owned by or Registered to a Customer

Step	Description
1.	Click the Vehicles sub-tab. All current vehicles are listed.
2.	Click the ***Show History*** hyperlink to see previous vehicles associated with this customer. *Result*: All historical information will appear in a light gray font.
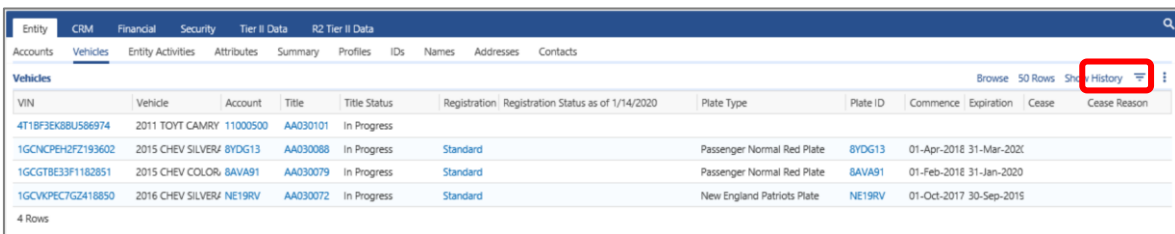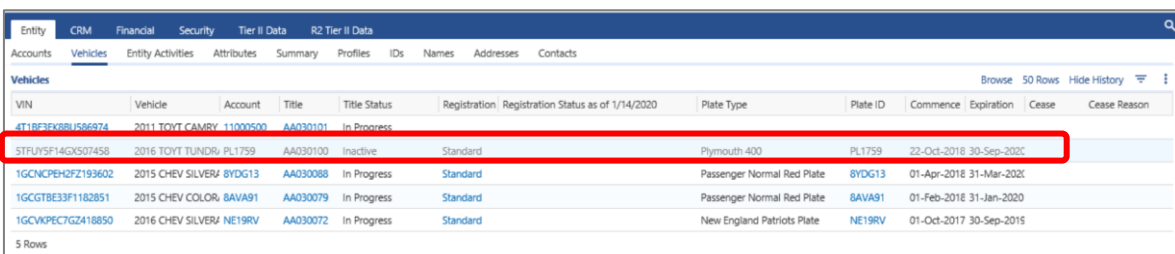
Searching by License Plate Number
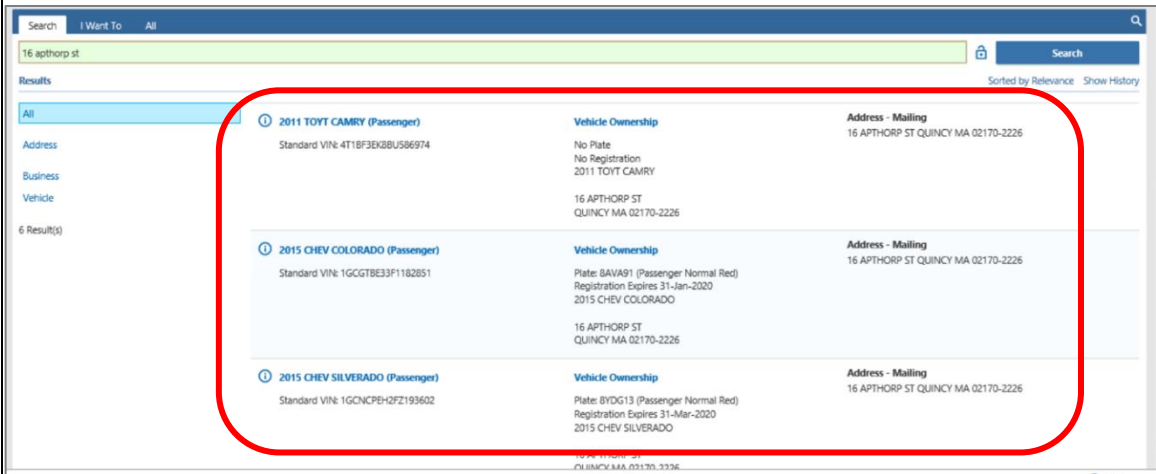
Best practice is always *[Last Name, First Name, Date of Birth].* Don't forget the commas between each piece of information. However, ATLAS allows for a variety of search parameters and, on occasion, you may find it necessary to search by license plate number.

Step	Description
1.	Click the *Search* hyperlink on the **New Manager** springboard.
2.	Type the plate number you are searching for in the **Search** field. *Result: When searching by a License Plate number, ATLAS will display the current vehicle associated with that plate.*
3.	Click the *Vehicle Ownership* hyperlink to access the **Ownership Account** and see owner information.

Sorting and Filtering Search Results

Step	Description
1.	Notice that there are filters on the left of the window and an option to sort results in the top right corner of the window. Simply click the relevant hyperlink for those options. *Note:* *If you have searched by something other than name and want to know the names of people associated with that information…*
2.	Click the **Individual** hyperlink on the left side of the window.

Result: ATLAS filters the results for individuals rather than both vehicles and individuals.
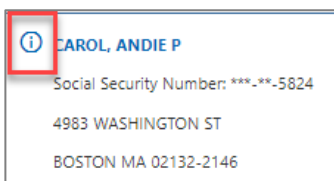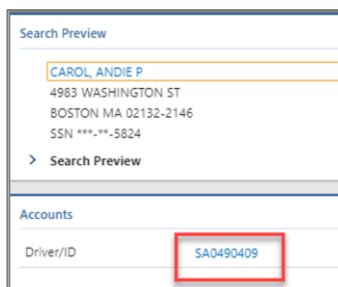
Viewing Enforcement Information

Accessing the Driver/ID Account

Enforcement information can be found on the **Driver/ID Account** springboard.

There are two main ways to access the **Driver/ID Account** springboard.

Step	Description
1.	Open the **Search manager** and search for the customer.
	OPTION 1
2.	Click the **Information** icon next to the customer's name.
3.	Click the *Account ID* hyperlink in the pop-up window.

*Result: ATLAS displays the **Driver/ID Account**.*

*Note: You know that you are on the **Account** level because the color is a greenish blue rather than the royal blue of the Entity level. It also is labeled as such in the top left corner.*

Option 2

1.	From the **Individual Entity** springboard you will see the same **Account ID** on the *Entity* tab **> *Accounts* sub-tab**.
2.	Click the ***Account ID*** hyperlink.

	Enforcement Information
3.	Select the *Enforcement* **tab** from the **Driver/ID Account** springboard. *Note: Access to the information is limited by your user securities.*
	Viewing Non-Renews
4.	Select the *Enforcement* **tab** > *Non-Renews* **sub-tab** from the **Driver/ID Account** springboard.
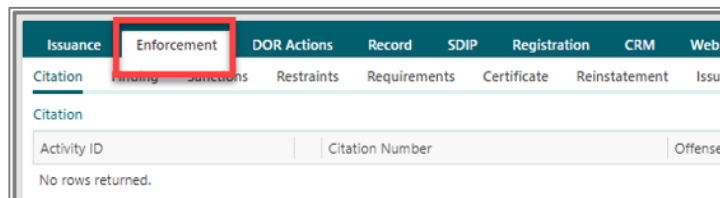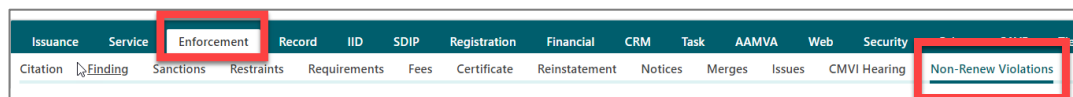
Business Portal Resources

To access information and training resources related to the Business Portal, visit
https://atlas.massrmv.com/Home/ATLASTraining.aspx.

Resources of Particular Interest

Links to the following resources can be found on any of the pages highlighted in the previous image.

- Business Portal Fundamentals – YouTube Playlist

- Working with Non-Renews – YouTube Video

- Viewing Driving History – YouTube Video