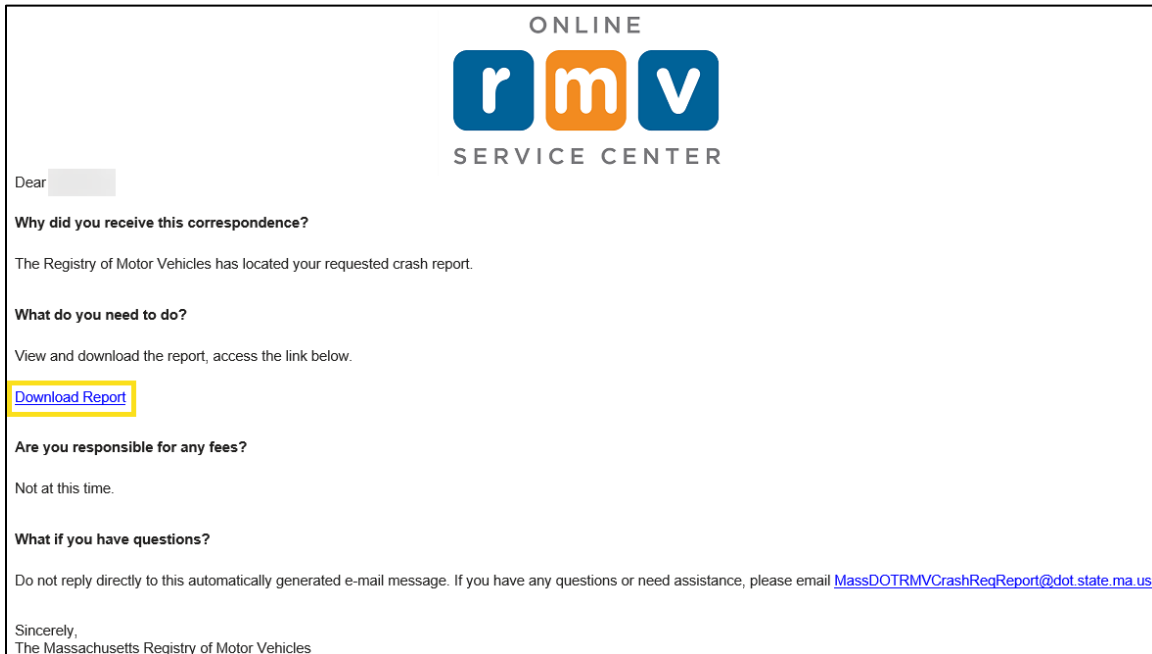


Retrieve Police Crash Reports in the Crash Portal


When the Police Crash Report you requested is available, you will receive an email from the Massachusetts Registry of Motor Vehicle's (RMV).

- The email comes from: DONOTREPLY <MassRMV@service-now.com>

1. To access the report in the email, select the "Download Report".



ONLINE



SERVICE CENTER

Dear [REDACTED]

Why did you receive this correspondence?

The Registry of Motor Vehicles has located your requested crash report.

What do you need to do?

View and download the report, access the link below.

[Download Report](#)

Are you responsible for any fees?

Not at this time.

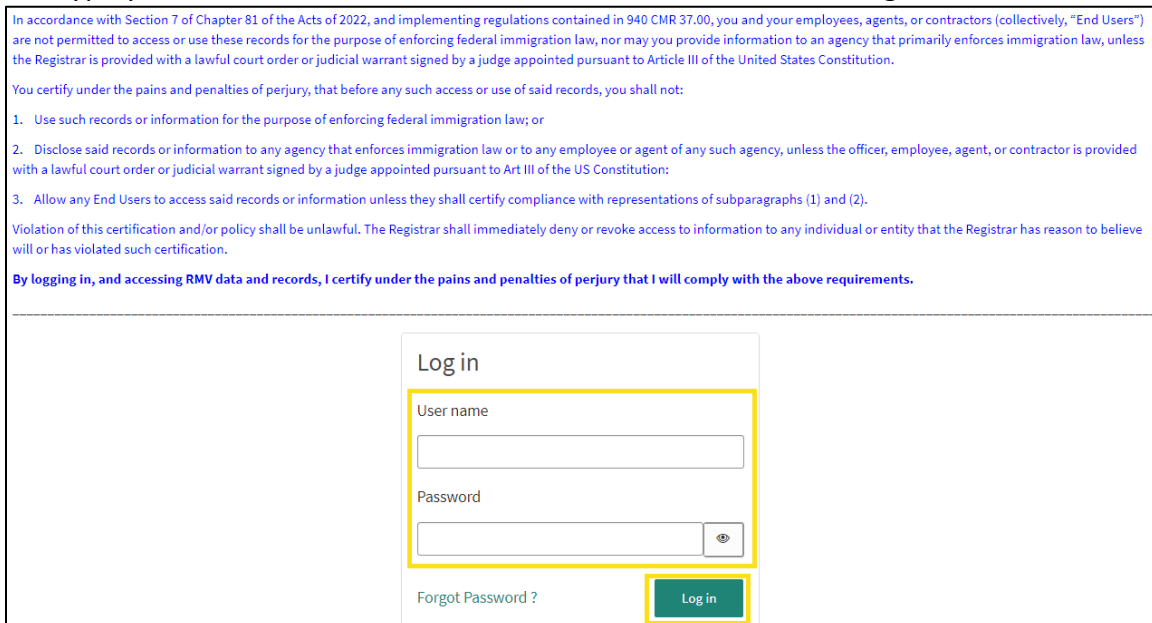
What if you have questions?

Do not reply directly to this automatically generated e-mail message. If you have any questions or need assistance, please email MassDOTRMVCrashReqReport@dot.state.ma.us.

Sincerely,
The Massachusetts Registry of Motor Vehicles

2. The Crash Portal log in screen will appear. Review the certification language.

3. Type your User Name email address, and Password. Click the Log in button.



In accordance with Section 7 of Chapter 81 of the Acts of 2022, and implementing regulations contained in 940 CMR 37.00, you and your employees, agents, or contractors (collectively, "End Users") are not permitted to access or use these records for the purpose of enforcing federal immigration law, nor may you provide information to an agency that primarily enforces immigration law, unless the Registrar is provided with a lawful court order or judicial warrant signed by a judge appointed pursuant to Article III of the United States Constitution.

You certify under the pains and penalties of perjury, that before any such access or use of said records, you shall not:

1. Use such records or information for the purpose of enforcing federal immigration law; or
2. Disclose said records or information to any agency that enforces immigration law or to any employee or agent of any such agency, unless the officer, employee, agent, or contractor is provided with a lawful court order or judicial warrant signed by a judge appointed pursuant to Art III of the US Constitution;
3. Allow any End Users to access said records or information unless they shall certify compliance with representations of subparagraphs (1) and (2).

Violation of this certification and/or policy shall be unlawful. The Registrar shall immediately deny or revoke access to information to any individual or entity that the Registrar has reason to believe will or has violated such certification.

By logging in, and accessing RMV data and records, I certify under the pains and penalties of perjury that I will comply with the above requirements.

Log in

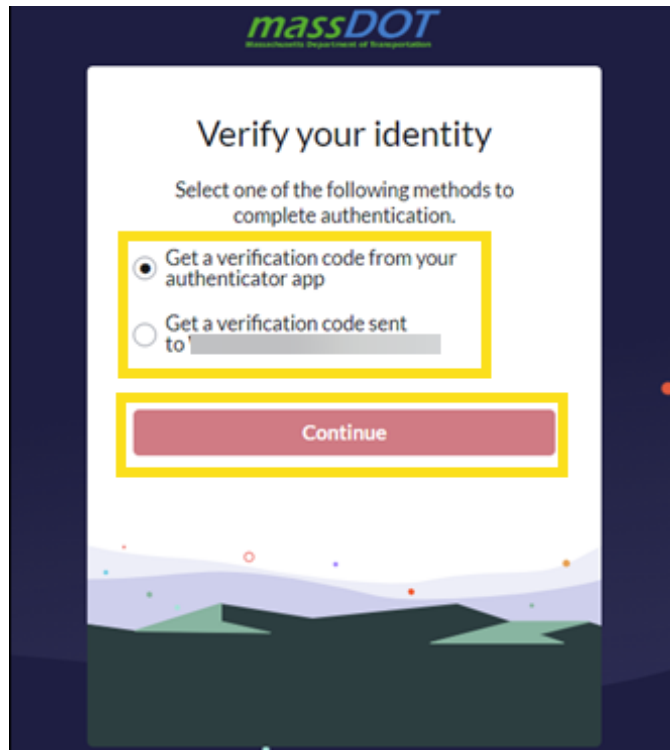
User name

Password

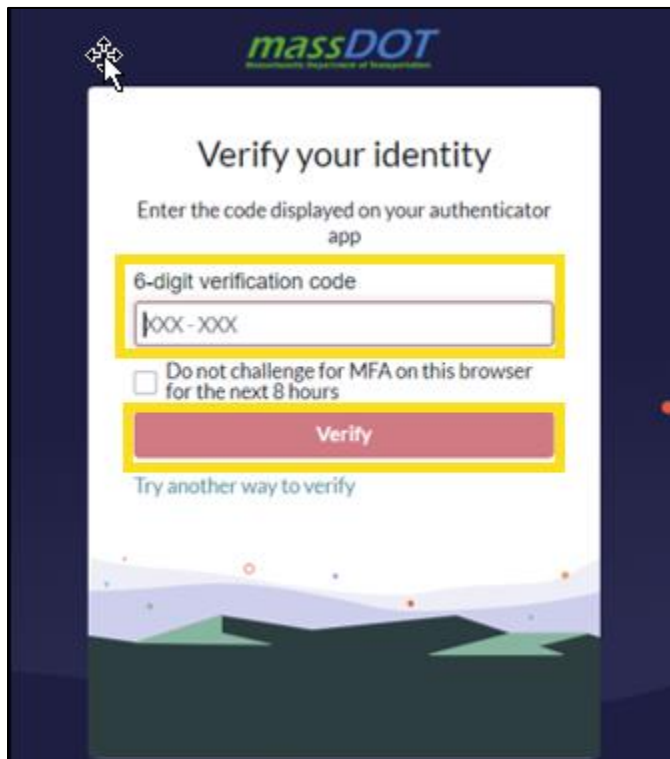
[Forgot Password ?](#)

Crash Portal

4. The Multi-Factor Authentication screen displays.
 - Choose how to access the verification code via an authenticator application or email. Select Continue.



5. Enter the verification code provided. Then select Verify.



6. The details of your request display. The Police Crash Report is available to download in the “Attachments section”.

- Select the PDF of the Police Crash Report, the report will open in a new internet browser tab to download.

To download your file(s), click on the files in the attachments section at the top.

Home > Crash Ticket

Attachments

Report Request Case

Number

Status

*Requested By

*Email

Crash Report

Request Info

*Crash date

☒ Certified report

Opened

Closed

Request Expire Date

Driver's license number

Driver's license state

Vehicle plate

Access all Request Police Crash Reports

To see all your Police Crash Report requests, select “My Requests”.

Home > Crash Ticket

Attachments

Report Request Case

Number

Status

*Requested By

*Email

Crash Report

Request Info

*Crash date

Opened

Closed

Request Expire Date

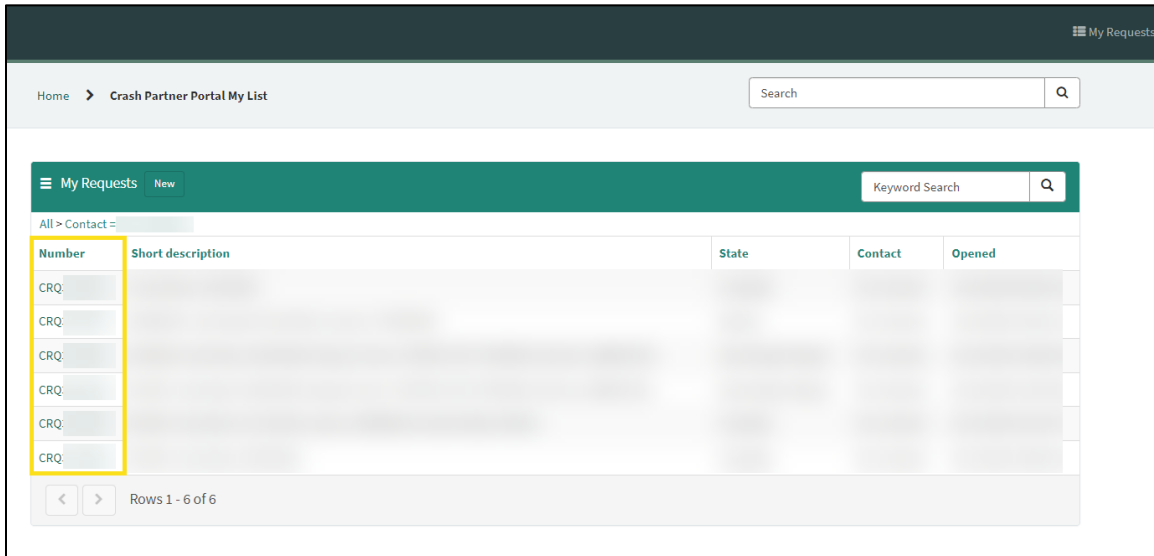
Driver's license number

[My Requests](#)

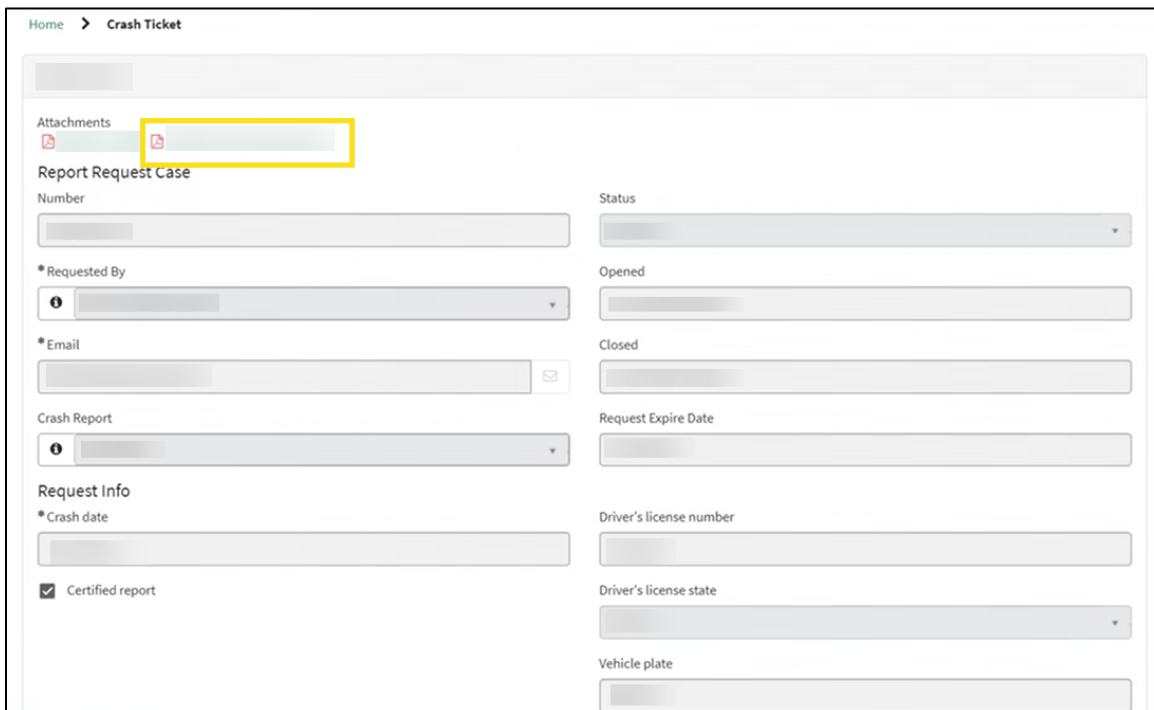
Crash Portal

The “My Requests” table displays.

- To review a request, select the applicable Number.



The case will open, and the Police Crash Report is available to download in the “Attachments section”.



For questions with the Crash Portal, please email MassDOTCrashReports@dot.state.ma.us