



U.S. Department
of Transportation

**Federal Highway
Administration**

Memorandum

SP-99-007-GE

FP-GEN-99-33

Subject **ACTION:** Re-establishment of CDLIS Access
Coordinators and Updated Security Procedures

From Director, Office of Motor Carrier and Highway Safety
Research and Standards

To **THROUGH:** Mr. Clinton O. Magby, II (signed)
Director, Office of Motor Carrier and Highway Safety
Enforcement (HMCE-1)
Ms. Phyllis Young (signed)
Director, Office of Motor Carrier and Highway Safety
National and International Programs (HMSP-1)

Date MAR 5 1999 (stamped)

Reply to
Attn of HMCS-20

Resource Center Directors
Resource Center Operations Manager
State Directors, Office of Motor Carriers and Highway
Safety

The purpose of this memorandum is to re-designate the system of CDLIS Access Coordinators within Office of Motor Carrier and Highway Safety (OMCHS) and to establish updated security access procedures to be performed by The CDLIS Access Coordinators.

Before the reorganization, each Federal Highway Administrations (FHWA) Regional office contained a CDLIS Access Coordinator, whose responsibilities were to: authorize establishment of access accounts for users to access CDLIS data, including Mexican and Canadian CDL information, support users who needed changes such as password resets, and as part of the overall monitoring ensure the overall security of system usage. With the recent elimination of FHWA's Regional Offices, many former regional CDLIS Access Coordinators arc being reassigned to FHWA Division Offices, leaving increasing numbers of OMCHS field offices without the means to authorize new users to access CDLIS, authorize existing users to obtain password resets, and perform ongoing security oversight monitoring. Attachment A, item 2 specifies the new positions within OMCHS which are designated to be the CDLIS Access Coordinators.

The OMCHS State Directors should work with the MCSAP lead agency within their State to verify the identity of the CDLIS Access Coordinator for each State which is using OMCHS's CDLIS access software They should update the State coordinator information if necessary, and request the State to assign a backup coordinator within the State in the event that the primary

contact is unable to perform his or her duties. For your convenience Attachment B is the list of coordinator names currently being used by the FHWA CDLIS Access Gateway operator, TML Information Services.

Corrections should be E-mailed by the State Director to the functional desk at TML responsible for maintaining this information for OMCHS. The User ID in the GroupWise Address Book is CDLIS Coordinators, where Coordinators is the "last name." Information that must be included is: Title, if desired: Name; Address where Federal Express can deliver, including zip code; Voice phone number; Fax phone number; Backup coordinator; and if address and/or phone numbers are different for the backup coordinator, include them also. If you wish, you may also E-mail a request to the CDLIS Coordinators User ID requesting the current detailed address and phone information on file for the currently designated individuals

In addition, please note that OMCHS's CDLIS Security Procedures, which are included as Attachments A, C, and D have been updated to include ongoing responsibilities, such as maintaining current, the information for who are the State CDLIS access coordinators. These updated security procedures are divided into three major categories: 1) obtaining authorization, 2) ongoing monitoring responsibilities, and 3) password reset security procedures.

Among the new security procedures contained in the updated guidance is the requirement for CDLIS Access Coordinators to have the user sign a safety certification, and send the signed safety certification to TML Information Services. This requirement will be retroactive, i.e. each currently authorized user will be required to sign this form. We request that you bring this new requirement to the attention of each currently authorized user who is contained on your monthly usage report. Please request each user to sign this certification and send it to the address noted on the form by May 30, 1999. The User ID for users who do not have such a signed safety certification form on file at TML by that time will be inactivated.

Another new procedure requires that each CDLIS Access Coordinator certify twice a year that the list of approved CDLIS users within the State and the OMCHS Offices is accurate. Although updating is to occur on a continuing basis, each CDLIS Access Coordinator must certify (via their signature) the validity and accuracy of their list of CDLIS users on the April and October Monthly Usage Reports. Any current corrections can be written on the reports. These reports are to be sent back to TML.

For the convenience of FHWA personnel only copies of the entire security procedures, including this policy memo, forms, and State CDLIS Access Coordinators are available to FHWA Intranet at:

<http://intra.fhwa.dot.gov/>

a. Click on the selection for Computers and Software, located on the right hand side of the home page; and

b. Scroll down the page and click on the selection for CDLIS access security procedures.

Note. Instructions on how FHWA personnel may access CDLIS data using the GroupWise E-Mail application are available on the same Intranet page titled FDCE Quick Start, and FDCE User Manual, respectively.

For the convenience of our MCSAP partners, copies of just the required application and certification forms are available from the FHWA Internet site at:

<http://www.fhwa.dot.gov/omc/omchome.html>

- a. Click on OMC Forms, Publications and Documents, then
- b. Click on the desired format for the CDLIS access forms (WordPerfect), or (MS Word) and the forms will be downloaded.

States may also obtain these forms from the Volpe Center Help Desk by calling (617)374-5090. This is the contact point which routinely supports questions concerning ASPEN, CAPRI, SAFETYNET, etc.

Remember that each user of the CDLIS access capabilities contained in ASPEN, CAPRI, FHWA E-Mail, etc., must have their own individual CDLIS Access User ID and password known only to the individual user. No "office user IDs or passwords" are allowed. It is part of the CDLIS Access Coordinator's responsibilities to make sure there are no "office IDs or passwords" being used.

The ability to check the current driver history record for commercial drivers is a valuable tool available to OMCHS and our MCSAP partners. To ensure the highest measure of accessibility and security for CDLIS, we ask State Directors to certify as part of the Annual MCSAP Program Review process, that the States which are using this FHWA furnished capability are following the required CDLIS security procedures.

Please provide a copy of this memorandum, including attachments, to your State MCSAP contact as soon as possible



Paul L. Brennan

4 Attachments

ATTACHMENT A

CDLIS ACCESS USER AUTHORIZATION PROCEDURES

A person must apply and receive approval prior to being allowed to perform driver license checks using the CDLIS access software provided by the Office of Motor Carrier and Highway Safety (OMCHS). All accesses are monitored and unauthorized attempts to access driver license information are pursued.

1. The approval process requires submission of the "CDLIS User Request for Access to CDLIS" application form by the designated CDLIS access coordinator to document that the person has a need to access this information, and that the data will only be used for official purposes to enforce OMCHS regulations, State laws adopted in accordance with the OMCHS regulations, support for OMCHS programs needing to monitor driver license data, or authorized studies being done for OMCHS needing access to driver information.

For the convenience of our MCSAP partners, copies of the application required in item 1, and the certification form required in item 3 below are available from the FHWA Internet site at:

<http://www.fhwa.dot.gov/omc/omchome.html>

- a. Click on OMC Forms, Publications and Documents, then
- b. Click on the desired format for the CDLIS access forms (WordPerfect), or (MS Word) and the forms will be downloaded.

States may also obtain these forms from the Volpe Center Help Desk by calling (617)374-5090. This is the contact point which routinely supports questions concerning ASPEN, CAPRI, SAFETYNET, etc.

If the user will be a contractor, cooperative agreement recipient or grantee that needs to have access to this data to perform work specified in their scope of work with FHWA, but will not be: accessing the data themselves, this form does not need to be completed, and the applicant may skip to number 3.

2. The application form must be signed by the approved CDLIS Access Coordinator for the location where the person works, verifying that the applicant's job responsibilities require access to driver license information. There is a CDLIS Access Coordinator in: each OMCHS Division office; each MCSAP agency for state and local users; each Federal Resource Center, and headquarters for Federal users.

Who Are the CDLIS Access Coordinators?

For the OMCHS the CDLIS Access Coordinators are the State Directors, the Enforcement Team Manager co-located in the four Resource Centers, and the head of the CDL program in headquarters. The headquarters CDLIS Access Coordinator is responsible for approval of any person working for a contractor or grant/agreement that will use the access software.

Each State MCSAP agency which is using the CDLIS access software must designate a CDLIS Access Coordinator. The State may also designate a backup CDLIS Access Coordinator to ensure better customer service within the State for vacations, sick leave, training, etc. The OMCHS State Director is responsible for obtaining and providing the needed information for the State employee(s), who is the CDLIS Access Coordinator for State and local personnel. This must be provided to the gateway operator of the CDLIS access for FHWA, which is TML Information Services. State Directors are responsible for keeping this information current, should the MCSAP State coordinator(s) change.

Updates to designated MCSAP State CDLIS Access Coordinator(s) should be sent via GroupWise E-mail from the State Director to CDLIS Coordinators. This address should be selected from the GroupWise address book, with last name of Coordinators. TML will notify AAMVAnet of any such changes received during the month, plus acknowledge the change to the OMCHS State Director.

Information that must be included describing the State Access Coordinators is: Title, if desired; Name; Address to which a Federal Express delivery can be made, including zip code; Voice phone number; Fax phone number; Backup coordinator, if State chooses to utilize; and if address or phone numbers are different for the backup coordinator, include those.

The list of MCSAP State CDLIS Access Coordinators (it will be refreshed monthly), plus this policy memo, the entire security procedures, and the forms, are available on the FHWA Intranet at:

<http://intra.fhwa.dot.gov/>

Click on Computers and Software in the right hand column.
Scroll down and click on CDLIS security procedures.

Note Instructions for how FHWA personnel can access CDLIS data using the GroupWise E-mail application are downloadable from the same Intranet page under the titles of FDCE Quick Start, and FDCE User Manual respectively.

3. The applicant must fill out and sign the Driver License Data Access Security Certification.

If the applicant is a contractor, cooperative agreement recipient for grantee that needs to have access to this data to perform work specified in their scope of work with FHWA, but will not be accessing the data themselves, the person functioning as the lead agent for that organization must:

- a) Sign the safety certification;
- b) Their contract, cooperative agreement or grant with FHWA must contain the language specified below that empowers that person to commit to the security of the data; and
- c) The headquarters coordinator must notify both AAMVAnet and TML that TML is authorized to provide batch service to the designated organization with such a contract, cooperative agreement or grant with FHWA.

4. The CDLIS Access Coordinator then:

- a) Faxes the completed request for access TO AAMVAnet with a cover sheet clearly identifying it is to the attention of Ramona Williams at either 703/522-2413 or 703/522-1553. AAMVAnet will establish an AAMVAnet user account and authorize TML to establish a User ID on the OMCHS gateway for that new user. (This is generally accomplished within a couple days of receipt at AAMVAnet.)

- b) Sends the original of the security certification for to TML at the address on the certification

5. TML:

- a) Verifies that the certification form is the file with them;

- b) Implements the unique User ID provided by the requestor on the application, and assigns a unique temporary password. Note: The standard CDLIS access User ID naming practices are provided together with application form, and must be followed; and

- c) Mails a sealed security envelope to the CDLIS Access Coordinator containing both the CDLIS access User ID requested on the application and the initial temporary password assigned for the user's first logon. The CDLIS Access Coordinator forwards this sealed envelope to the applicant. The newly authorized user must open the envelope, log onto the FHWA CDLIS access gateway application, and change the temporary password to one known only to that user. Only then will that user be able to request driver license data.

6. An organization which has a contract or grant/agreement with FHWA to do research or provide support operations which require either batch or interactive access to driver license information under the authority of FHWA, may be granted authorization to access driver license data. The following conditions will be imposed on such organizations.

a) They must agree to include the following language in their contract or agreement with the FHWA:

The access to driver license information will be subject to the same laws and regulations regarding privacy that apply to the FHWA, and to the requirements of FAR 52.224-2 PRIVACY ACT (APR 1984).

b) The approval granted to access driver license data will be only for purposes specified in the contract or agreement with FHWA. All rights to use the software in any way, or to retain any such data provided to them, will terminate with completion or termination of their contract or agreement, and may be terminated by FHWA at any time prior to that, as appropriate for the service they are providing the OMCHS

c) Each such organization must obtain individual approval. If the organization will use interactive access, then like any other user, each user must submit a request for access signed by the headquarters CDLIS Access Coordinator. If service to that organization is via batch processes, only the safety certification will be required, but it must name the person who is responsible for the organization to see that proper care is followed in safeguarding the data.

Note: All billing CDLIS access under authority of FHWA is sent to FHWA for payment.

7. Password Resets may be obtained by the CDLIS Access Coordinator. Detailed procedures for this are contained in the standalone statement dealing with password resets.

DRIVER LICENSE DATA ACCESS SECURITY CERTIFICATION

I, _____, agree to abide by the following restrictions.
(print name)

Driver license information, obtained using the authorization granted to me as a user of the Federal Highway Administration’s (FHWA) CDLIS access software, or as the person responsible for safeguarding data provided via batch access, is limited to use for law enforcement or government purposes authorized under the authority of the FHWA motor carrier safety program.

I agree to protect the data from view, access, use, or misuse by others not authorized access to CDLIS data under the authority of the FHWA motor carrier safety program.

I also agree to follow due diligence to prevent any other person from being able to access this data as if they were me.

Any use for an unauthorized reason, or allowing another access to this data as if they were me, is subject to disciplinary actions as defined by the FHWA, the state or local government where employed, or the state from which the data was obtained.

I have been informed that all accesses are logged and reported as part of the usage oversight and monitoring program, and I have received a copy of the security oversight monitoring processes applied to my usage

(print organization name)

(signature)

(date)

Send original to:

TML
CDLIS Access
116-55 Queens Blvd
Forest Hills, NY 11375

**AAMVAnet INC.
CDLIS USER REQUEST FOR
ACCESS TO CDLIS**

USER INFORMATION

DATE _____ USER NAME _____

AGENCY _____ TELEPHONE _____

ADDRESS AT AGENCY _____

USER ID REQUESTED _____

(The definition for constructing a CDLIS Access User ID must be followed. See definitions attached.)

AUTHORIZATION BY COORDINATOR

I authorize the above named user to have access to CDLIS data through the Federal Highway Administration (FHWA) gateway provider, TML.

Authorized CDLIS Access Coordinator _____ (print name)

Coordinator Address _____

The coordinator address must be a STREET address to which FEDEX can make delivery!

COORDINATOR RESPONSIBILITIES

8. Coordinators are signing on behalf of the users and are accepting responsibility for monitoring their usage and initiating action if the usage appears questionable;
9. Coordinators are responsible for advising users that data acquired using the FHWA CDLIS access software must only be used for law enforcement, research, or monitoring programs defined under the programs of the Office of Motor Carriers and Highway Safety, and that the user is responsible for protecting the data from view, access, use, or misuse by others not authorized as users of the FHWA CDLIS access;
10. Coordinators are responsible for getting users to sign the security certification form, giving users a copy of the monitoring procedures, and advising users that unauthorized use of state data will also be subject to the state specific laws governing use of data.

Coordinator _____ Date _____
Signature

**Please fax completed application form with cover sheet indicating it is to the attention of:
Ramona Williams at 703/522-2413 or 703/522-1553.**

REQUEST FOR CDLIS ACCESS USER IDs

State and Local government USER ID:

1. The versions of ASPEN, CAPRI, etc., as of 2/8/99 allow the ID to be only up to 6 characters long. States have expressed a desire for longer user IDs, but they are not supported at this time.
2. It must begin with the two character post office State code.
3. It may be followed by an additional intra-state differentiating code if the State uses such to distinguish different organizations within that State for reporting purposes.
4. It should conclude with a unique code assigned to the user, such as badge number, or some other identifying code assigned to that individual by the agency for tracking CDLIS access usage. Authorized staff without an existing State assigned identification number can be assigned such using any scheme desired

ILLUSTRATIVE EXAMPLES:

- | | | |
|--------|---|---|
| XX1234 | - | The State of XX State Trooper with a Police assigned badge number of 1234. |
| XXY123 | - | The State of XX Inspector with a different organization, such as a DOT, with a DOT assigned badge number (limited to total of three) that may duplicate one assigned by the State Police. The addition of the Y to designate a different organization, in combination with the DOT badge number, creates a unique identifier distinguished from the one used for the State Trooper. |
| XX9876 | - | The State of XX, in this example a State Police agency, but a person, such a civilian, without a Police assigned badge number, but with a need to have access to CDLIS data. |
| XXY987 | - | Other agencies can also issue non-badge number identifiers, with an identifying character added between the State post office code of XX, and the person's identification code within that organization (again limited to total of three). |

Federal User ID

Basically it follows the same format as the State User ID requirements. For Office of Motor Carrier and Highway Safety (OMCHS) users who have an OMCHS issued safety investigator number, that three digit number is currently used together with the prefix of US0.

- | | | |
|--------|---|---|
| US0123 | - | OMCHS safety investigator with an OMCHS assigned safety investigator number. |
| US9876 | - | Management user without an OMCHS assigned safety investigator number. |
| USY987 | - | An additional code may be used to distinguish specific locations or OMCHS approved users. |

ATTACHMENT B
STATE CDLIS ACCESS COORDINATORS AS OF AS OF 1/29/99

ST COORDINATOR NAME

Backup Coordinator

AK SERGEANT BRAD BROWN
AL JOHN B. BURNS
AR LIEUTENANT PAUL CLAUNCH
AZ MS. URSULA B. MILLER
CA ASST. CHIEF ROGER NEWQUIST
CO CAPTAIN KEITH DAMERON
CT LT. RUDOLPH SUPINA
DC LT. ERIC MINES
DE LIEUTENANT ROBERT YONKER
FL AUDRY TYNER
GA LUCIA RAMEY
HI JOHN LOVSTEDT
IA MS. VALERIE HUNTER
ID SAUNDRA K. DEKLOTZ
IL CHARLETT PALMER
IN SGT. ROBERT CORKWELL
KS CAPT. LARRY L. OCHS
KY CAPTAIN STEVE ANDERS
LA CAPT. JOSEPH BOOTH
MA GERALD A. GNAZZO, REGISTRAR
MD CAPT. CHARLES SHUE
ME BETTY NORTON
MI STEVEN MADEJEK
MN GLEN JORGENSEN
MO MS. DIANE ROODS
MS MR. DON BENNETT
MT MR. CURT RISSMAN
NC COLONEL A. L. FELTON
ND MAJOR DOYLE SHULZ
NE SARAH O'ROURKE
NH MRS. VIRGINIA BEACHER
NJ ROMAN T. HORODYSKY
NM MR. RAY F. RODGERS
NV TERRY SHAW
NY TOM SWEENEY
OH TOM JAEGER
OK 2LT. JOHN HARDRIDGE
OR HARRY EUBANKS
PA DAN SMYSER
PR MR. EDGAR CARTEGENA

Jeremy Friesen

RI ELAINE PHILLIPS
SC TRISH MATTEWS
SD LT. JAMES CARPENTER
TN TROOPER BURTON LAWSON
TX MAJOR LESTER MILLS
UT CARRIE SILCOX
VA LT. HERBERT B. BRIDGE
VI MR. ENRIQUE RICHARDS
VT LOYD HARVEY
WA FOSTER HERNANDEZ
WI KAREN SCHWARTZ
WV MS. SHARON SNEAD
WY LIEUTENANT JESS OYLER

2NDCcontact: Bill Collier

ATTACHMENT C

SECURITY OVERSIGHT OF CDLIS ACCESS USAGE

The Office of Motor Carriers and Highway Safety (OMCHS) is the designated portion of the Federal Highway Administration (FHWA) which carries out enforcement functions regarding commercial carriers and drivers. The special significance of this law enforcement responsibility is recognized by the Department of Justice (DOJ) in the protections extended to OMCHS personnel because of the higher risk associated with the responsibilities carried out by OMCHS personnel.

Protection authority included in the Department of Justice Code of Federal Regulations (CFR) at Title 28, Part 64, under authority granted in Title 18 Section 1114 of the U.S.C. is:

Sec. 64.1 Purpose.

This regulation designates categories of federal officers and employees in addition to those already designated by the statute, who will be within the protective coverage of 18 U.S.C. 1114, which prohibits the killing or attempted killing of such designated officers and employees.

The protective coverage has been extended to those federal officers and employees whose jobs involve inspection, investigative or law enforcement responsibilities, or whose work involves a substantial degree of physical danger from the public that may not be adequately addressed by available state or local law enforcement resources.

Sec. 64.2 Designated officers and employees.

(z) Officers and employees of the Federal Aviation Administration, the Federal Highway Administration, the National Highway Traffic Safety Administration, the Research and Special Programs Administration and the Saint Lawrence Seaway Development Corporation of the U.S. Department of Transportation who are assigned to perform or assist in performing investigative, inspection or law enforcement functions.

As part of the OMCHS enforcement activities, a capability is provided for authorized personnel, Federal, State and local MCSAP partners, to access state driver license information for commercial drivers. While the DOJ authority cited above does not apply to our State and local MCSAP partners, it demonstrates the need for an oversight capability that controls and monitors the use of the access capabilities to CDLIS data by OMCHS personnel, and all other authorized users assisting us in enforcement of the FMCSRs, to ensure everyone is living up to the standard we held to in the use of State data.

Therefore the following oversight procedures are followed to monitor access to driver license information. This applies to all access capabilities implemented by FHWA to support our safety enforcement activities. These procedures consist of multiple steps designed with checks and balances to ensure only users who have previously received authorization are permitted access, and that this access is only used for official business

1. TML provides AAMVAnet with the same monthly reports of all authorized users provided to FHWA headquarters. These are reconciled monthly between AAMVAnet and TML to verify that both AAMVAnet and TML have the proper records for that User ID, i.e. that:
 - a) AAMVAnet has the authorization application paperwork in their file documenting that the user received approval by an authorized CDLIS access coordinator for FHWA or a State. If proper authorization paperwork does not exist at AAMVAnet, the AAMVAnet User ID is suspended by AAMVAnet until a firm determination is obtained through proper channels whether that person is an approved user; and
 - b) TML has a security certification signed by that user on file. If not, TML suspends the TML gateway User ID until a determination is obtained through proper channels whether that person is an approved user.

2. TML maintains a current list of designated CDLIS Access Coordinators and backups. This includes federal personnel with responsibility for Federal users, and State coordinators for usage by all users within their State or local governments. Each Federal and State coordinator receives a monthly report from TML of all usage by users assigned to their jurisdiction.
 - a) Each Federal and State Coordinator must review the report to ensure each person on the report was authorized at the time of the usage, and continues to be an authorized user. They must also review the usage by time of day to evaluate whether the times and volumes appear appropriate for the responsibilities of that individual. The coordinators should provide deletes or name changes to the list of approved User IDs on a timely basis to TML which will inform AAMVAnet.
 - b) The Federal and State coordinators are required to certify, twice each year, on April 1 and October 1, that the list of persons on the usage report they receive are still approved users in the employ of, or are under contract or agreement with that organization. The State MCSAP agency should send their certification to the OMCHS Division office in their State. The Division office should keep a copy of the State certification and forward a copy of both the State's and the Division's certified reports to TML at:

CDLIS Coordinators, TML Information Services, 116-55 Queens Blvd., New York NY 11375.

c) OMCHS Division Offices should verify the accuracy of the States' authorized personnel certification and oversight program during Program Review activities and record the findings as part of the review report.

3. TML and AAMVAnet will reconcile the current designated Federal and State coordinators monthly.
4. All changes to the current list of authorized driver license check personnel should be sent TML as they occur, and will be part of the monthly reconciliation between AAMVAnet and TML. State MCSAP CDLIS Access Coordinators should furnish this information to the OMCHS State Director who will E-mail it to the CDLIS Coordinators mailbox at TML.
5. A detailed report of all usage is provided monthly by TML to the FHWA headquarters for overall recordkeeping and monitoring purposes.

ATTACHEMENT D

PASSWORD RESET SECURITY PROCEDURES

The recommended procedure is to request a new password through your CDLIS Access Coordinator. The most secure way for a new password to be obtained is to use the same process as in the original case, i.e. for it to be mailed to the user in a tear apart envelope, just as was done when the user was first authorized. This is only a several day process, and thus should be possible to use in most cases.

However, it is recognized that there can be occasions where no matter what we intend, complete carefully planning is difficult to achieve. For such rare occasions when a password reset is needed on an emergency basis, the following procedures are provided to allow doing this by telephone, and to also preserve security.

These telephone security procedures were established to prevent an unauthorized person from calling up and impersonating an authorized user and thus obtaining access to CDLIS data using an existing approved User ID. The basic premise is that a password reset will NOT be directly given to an end user based on a phone call from the end user. A reset password value will only be given to a CDLIS Access Coordinator via a phone call initiated by TML to a known telephone number for that user's CDLIS Access Coordinator, or backup.

Requesting a Telephone Password Reset

If an end user has forgotten their password and needs a new one on an expedited crisis basis, a temporary password reset may be obtained by the following telephone procedures. This service is only supported by TML from 8 am to 8 pm, eastern time, Monday through Friday. The end user likely will have other restrictions on availability of a CDLIS Access Coordinator to verify their request until the next working day.

A user preferably should call their CDLIS Access Coordinator, or backup, and ask them to obtain the password reset for them. Alternatively, the user may initiate the process by calling TML directly at 1-800-743-7891. In the latter case the phone will be answered by an automated voice answering system.

Select option 8 from the voice menu.

Inform the person answering that you are a CDLIS Check user, and you want a Password Reset. TML will ask for the Employee/User Number assigned to you. This is the number assigned by the user's organization for tracking usage. (Name is not the keyed field and will be more difficult to deal with.)

TML is instructed not to give a password reset to any person on an incoming phone call requesting one, even CDLIS Access Coordinators. Instead TML is to make a return phone call to a known telephone number to reach the CDLIS Access Coordinator. That coordinator will be told:

That a CDLIS Check password reset was requested and for which user number, and the name on file for that user number; and

What the temporary reset value is for the password.

The coordinator is then responsible for calling the end user needing the reset password and verifying that user is who they say they are, and that he/she did request a password reset. If so, then the CDLIS Access Coordinator will give the temporary reset value to the user

The user will be required on the first access to immediately change the reset password value to one of the user's choosing.