MOTOR VEHICLE RECORD SYSTEM
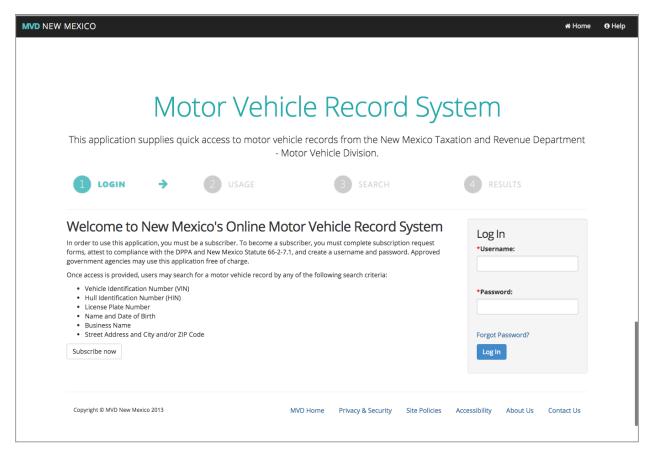
USER GUIDE

CONTENTS

SYSTEM LOG IN

The Motor Vehicle Record System is located at
https://secure.mvd.newmexico.gov/TLRInteractiveAgency/Login.aspx
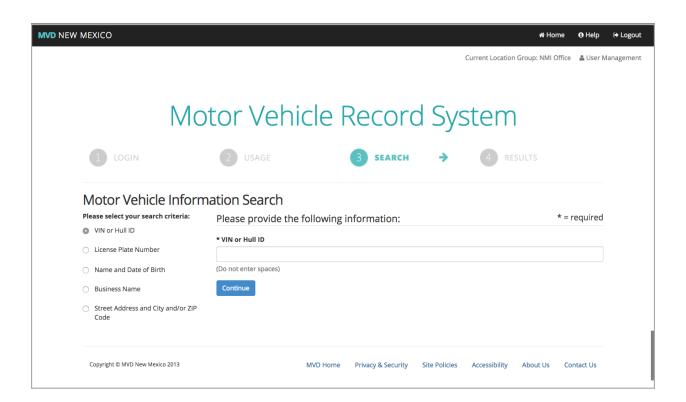
1. Type in the username you created when you registered.

2. Type in your password.

3. Click **LOG IN**.

ACCOUNT MAINTENANCE: Visit **https://secure.mvd.newmexico.gov/Accounts/Login.aspx** to change your password or update your account.
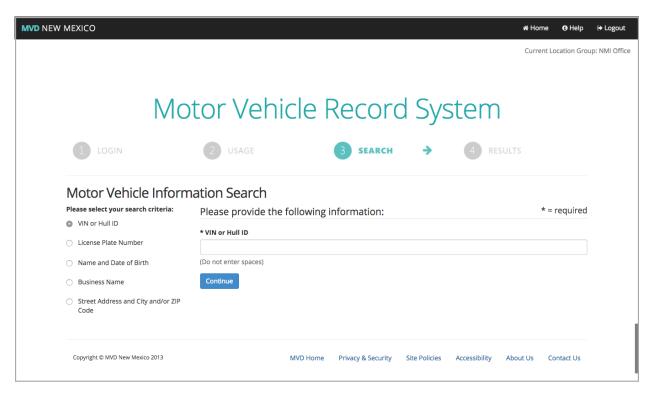
USER VIEWS

User Role permissions determine what menu items display for each user, and the access the user has in the system.

1. Click **HELP** to advance to the MVD Online Application Help Topics and Frequently Asked Questions page.

2. Click **LOGOUT** to exit the system.

3. If applicable, click **USER MANAGEMENT** to manage users.

4. If applicable, click (**CHANGE**) to update your Current Location Group.
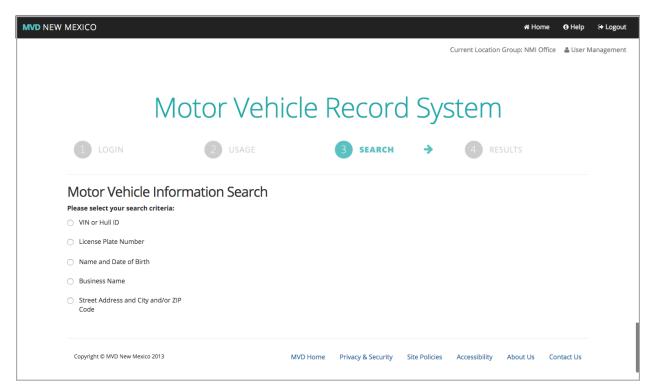

2.1 AGENCY USER ADMIN

The Agency User Admin (User Admin) can access the Motor Vehicle Records Search and User Management page. The role can grant, edit, and delete user permissions, and view motor vehicle records.

2.2 AGENCY USER

The Agency User can access the Motor Vehicle Records Search page, and view motor vehicle records.

MOTOR VEHICLE RECORDS SEARCH

The Motor Vehicle Records Search page allows the user to enter the search parameters for a motor vehicle record. A search parameter must be selected in order for the appropriate fields to display.

3.1 MOTOR VEHICLE RECORDS SEARCH PARAMETERS

3.1.1 VEHICLE IDENTIFICATION NUMBER (VIN) AND HULL ID

1. Enter VIN or Hull ID.

2. Click **CONTINUE**.

3.1.2 LICENSE PLATE NUMBER

1.   Enter License Plate Number.

2.   Click **CONTINUE**.

3.1.3 NAME AND DATE OF BIRTH

1. Enter First Name or First Initial.

2. Enter Middle Initial (optional).

3. Enter Last Name.

4. Select Suffix (optional).

5. Enter Date of Birth (MM/DD/YYYY).

6. Click **CONTINUE**.

NOTE: Wildcard characters are not allowed (e.g. Rob*).

3.1.4 BUSINESS NAME

1. Enter Business Name.

2. Click **CONTINUE**.

NOTE: Wildcard characters are not allowed (e.g. Rob*).

3.1.5 STREET ADDRESS AND CITY AND/OR ZIP CODE

1. Enter Street Address.

2. Enter City, and/or

3. Enter ZIP Code.

4. Click **CONTINUE**.

NOTE: Search results will return a maximum of 50 records.

MULTIPLE RECORDS FOUND VIEWS (IF APPLICABLE)

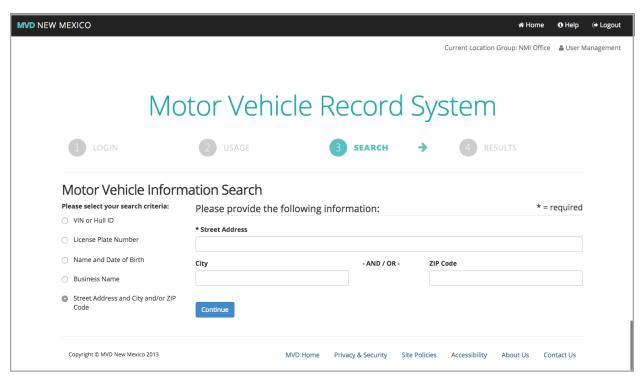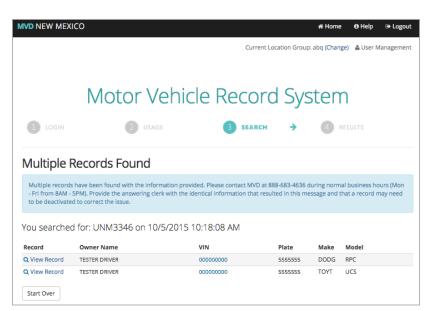The Multiple Records Found page displays only if the search criteria entered returns with multiple records.

4.1 LICENSE PLATE NUMBER SEARCH PARAMETER

This view displays if the search parameter selected is License Plate Number. If multiple records are found, the Multiple Records Found displays the following fields:

- Owner Name
- VIN
- Plate
- Make
- Model

4.1.1 MULTIPLE RECORDS FOUND NOTIFICATION

Multiple records have been found with the information provided. Please contact MVD at 888-683-4636 during normal business hours (Mon - Fri from 8AM - 5PM). Provide the answering clerk with the identical information that resulted in this message and that a record may need to be deactivated to correct the issue.

4.1.2 VIEW RECORD

1. Click **VIEW RECORD** to view the requested

4.1.3 SEARCH FOR A NEW RECORD

1. Click **START OVER** to search for a new record.

4.2 VIN, NAME AND ADDRESS, AND BUSINESS NAME SEARCH PARAMETER

This view displays if the search parameter selected is VIN, Name and Date of Birth, and Street Address and City and/or ZIP Code. If multiple records are found, the Multiple Records Found displays the following fields:

- Owner Name
- VIN
- Plate
- Make
- Model

4.2.1 VIEW RECORD

1. Click **VIEW RECORD** to view the requested

4.2.2 SEARCH FOR A NEW RECORD

1. Click **START OVER** to search for a new record.

4.3 HULL ID SEARCH PARAMETER

This view displays if the search parameter selected is Hull ID. If multiple records are found, the Multiple Records Found displays the following fields:

- Owner Name
- Hull ID
- Reg Number
- Make
- Model

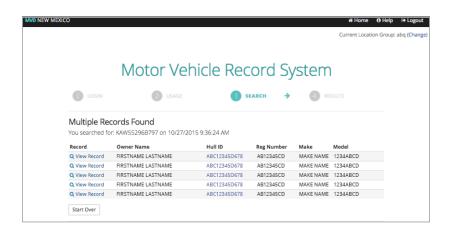### 4.3.1 VIEW RECORD

1. Click **VIEW RECORD** to view the requested

4.3.2 SEARCH FOR A NEW RECORD

1. Click **START OVER** to search for a new record.

MOTOR VEHICLE INFORMATION DETAILS

The Motor Vehicle Information Details page displays the motor vehicle record detail associated with the search criteria.

5.1 PRINT RECORD

1. Click **PRINT** to print the record.

5.2 SEARCH FOR A NEW RECORD

1. Click **START OVER** to search for a new record.

5.3 RETURN TO RESULTS

1. If applicable, click **RETURN TO RESULTS** to return to the Multiple Records Found page.

NOTE: The Return to Results option displays only if the search criteria entered returns with multiple records found.

5.4 VEHICLE STATUS

5.4.1 ACTIVE

1. If the status of the vehicle is **ACTIVE**, the status displays in the color **GREEN**.

2. The **ACTIVE** Vehicle Status will display the following message:

- The vehicle has an Active status

5.4.2 CANCELLED, EXPIRED, SUSPENDED

1. If the status of the vehicle is **CANCELLED**, **EXPIRED**, or **SUSPENDED**, the status displays in the color RED.

2. A **CANCELLED**, **EXPIRED**, or **SUSPENDED** Vehicle Status will display the following message:

- The vehicle has a Cancelled status
- The vehicle has an Expired status
- HVUT Denial caused vessel registration to be suspended

  HVUT = Heavy Vehicle Use Tax
- NSF caused vessel registration suspension

  NSF = Non-Sufficient Funds
- Tax caused vehicle registration suspension
- Expired emissions caused vehicle registration suspension
- Vehicle insurance is suspended

5.5 REGISTRATION STATUS

5.5.1 ACTIVE

1. If the status of the vehicle's registration is **ACTIVE**, the status displays in the color GREEN.

2. The **ACTIVE** Vehicle Status will display the following message:

- ACTIVE

5.5.2 CANCELLED, EXPIRED, SUSPENDED

1. If the status of the vehicle's registration is **CANCELLED**, **EXPIRED,** or **SUSPENDED**, the status displays in the color RED.

2. A **CANCELLED, EXPIRED**, or **SUSPENDED** Vehicle Status will display the following message:

- CANCELLED
- EXPIRED
- SUSPENDED

VESSEL INFORMATION DETAILS

The Vessel Information Details page displays the vessel record detail associated with the search criteria.

5.1 PRINT RECORD

1. Click **PRINT** to print the record.

5.2 SEARCH FOR
A NEW RECORD

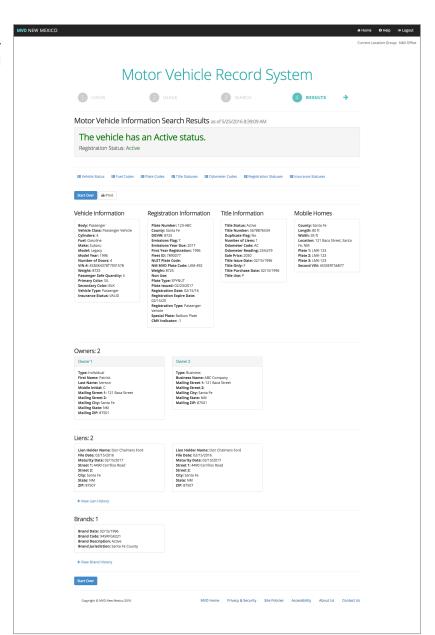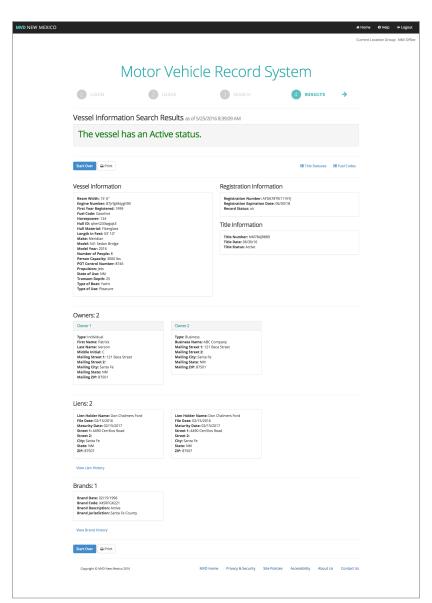1. Click **START OVER** to search for a new record.

5.3 VESSEL STATUS

5.3.1 ACTIVE
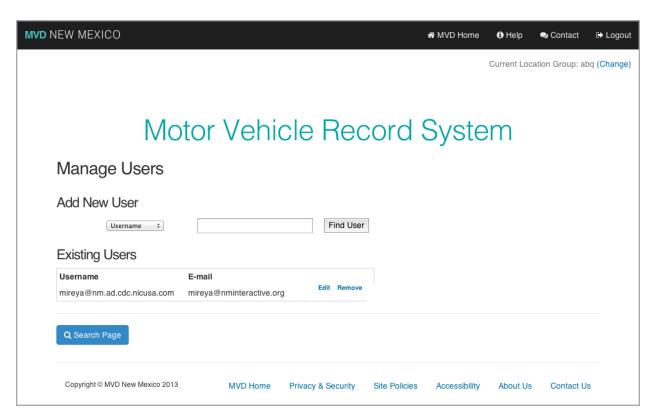
1. If the status of the vessel is **ACTIVE**, the status displays in the color GREEN.

2. The **ACTIVE** Vessel Status will display the following message:

• The vessel has an Active status

5.3.2 CANCELLED, EXPIRED, SUSPENDED

1. If the status of the vessel is **CANCELLED**, **EXPIRED**, or **SUSPENDED**, the status displays in the color RED.

2. A **CANCELLED**, **EXPIRED**, or **SUSPENDED** Vessel Status will display the following message:

• The vessel has a Cancelled status

• The vessel has an Expired status

• HVUT Denial caused vessel registration to be suspended
  HVUT = Heavy Vehicle Use Tax

• NSF caused vessel registration suspension
  NSF = Non-Sufficient Funds

• Tax caused vessel registration suspension

• Expired emissions caused vessel registration suspension

• Vessel insurance is suspended

USER MANAGEMENT

This page is only visible to User Admins. User Admins can grant, edit, and remove user permissions from the specified location. The User Management page displays all users at the specified location. For guidance on managing users, refer to the Motor Vehicle Record System User Admin Guide.