



Insurance Company User Guidelines for  
Nevada  
Liability Insurance Validation Electronically  
(Nevada LIVE)  
**Group A**  
(Insurance Companies with Web Services)

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## **1. Nevada's Liability Insurance Validation Electronically Program (LIVE)**

The Nevada Department of Motor Vehicles (DMV) recommends all insurance companies provide web services in order for the Department of Motor Vehicles to query each company's insurance data in real time. This method is fast, reliable and reflects the most current information on file with each company at that moment in time.

For the purpose of validating insurance for vehicles registered in Nevada, there are three methods Nevada Department of Motor Vehicles will use for validating insurance. Currently each insurance company may participate in only one Group, but must move from Group B or C to A. The reporting methods are defined as:

- **Group A** includes insurance companies with web services.
- **Group B** includes insurance companies without web services and insures more than 500 vehicles in Nevada. **Must convert to Group A by July 1, 2011.**
- **Group C** includes insurance companies without web services and insures less than 500 vehicles in Nevada. **Must convert to Group A by December 1, 2011.**

This document primarily focuses on "Group A" insurance companies. Programming limits each NAIC to only one URL for connectivity.

### **1.01 Nevada LIVE - Nevada Liability Insurance Validation Electronically**

Nevada LIVE is the Nevada Department of Motor Vehicles' enhanced insurance validation program. This new program follows the guidelines outlined in the "[IICMVA Model User Guide For Implementing Web Services v4 8-25-10](#)".

The direct link to the above document is available at [http://iicmva.com/iicmva\\_model\\_user\\_guide\\_v4.pdf](http://iicmva.com/iicmva_model_user_guide_v4.pdf). The document is also available on the IICMVA's website <http://www.iicmva.com/> - under Publications.

With web services, the Nevada Department of Motor Vehicles will initiate a direct inquiry with the insurance carrier to verify the insurance information. ***This version of the manual voids all previous versions.***

### **1.02 Active Liability Insurance Records**

Nevada Department of Motor Vehicles requires insurance companies to submit data for all of their ACTIVE liability insurance records via secured FTP (File Transfer Protocol) **when moving to Group A**. The 550 format is used for this submission. The specifications for the 550 format are in **Appendix D**. The Nevada Department of Motor Vehicles will schedule the submission of these files with each insurance company. The "DMZ Server Account Setup" form (NVL018) **requests the information needed from the insurance company to set up the connection for** the Nevada Department of Motor Vehicles Secure FTP process.

Nevada LIVE will return a report indicating the number of records received, successfully processed and those containing errors. Nevada Department of Motor Vehicles will work with

the insurance company regarding the submission of the initial Book of Business (BoB). Depending on the volume of records for processing, Nevada Department of Motor Vehicles will schedule the processing and notify the insurance company via email when the error files (if any) are ready for retrieval. Under normal circumstances, Nevada Department of Motor Vehicles will process the file within two business days and notify the insurance company via email when the error summary report file (when applicable) is ready for retrieval. The insurance company must retrieve and delete the report from the secured FTP server within three business days of its creation. The errors should be corrected and resubmitted to the Department of Motor Vehicles within seven days via secured FTP. Failure to correct the errors could result in your customer being sanctioned and **is considered out of compliance**.

### **1.03 Advantages to Customers**

The Nevada Department of Motor Vehicles provided **the Insurance Policy Update web transaction**, which the customer can use to view their current insurance status and/or update their insurance information. It will be the responsibility of the customer to inform the Department of Motor Vehicles of any changes or updates to their policy.

To view current insurance status the customer must enter the registered vehicle's license plate number and VIN **to search for the applicable vehicle registration**. The output from this process will be the insurance company's name and a partial policy number. For security reasons the Department of Motor Vehicles will not display the full policy information and no personal information will be displayed. **The Department of Motor Vehicles will validate the insurance information entered immediately after the insurance information is submitted.**

### **1.04 Advantages to Insurance Agents**

The Nevada LIVE website for the customer to update their insurance information will be generic enough for insurance agents to assist their customers with their insurance updates. The Department of Motor Vehicles is encouraging insurance agents to partner with the Department of Motor Vehicles by taking an active role in assisting customers by either updating information for them, or by educating the customer about their responsibilities within Nevada LIVE to provide accurate and current liability insurance information.

### **1.05 Withdraw from the Program**

An insurance company must withdraw from the Validation Program if they decide to stop selling motor vehicle liability policies in Nevada.

Nevada Administrative Code (NAC) 485.180 requires that an insurance company, within 30 days of making such a decision, notify the Department of Motor Vehicles of that decision.

The Department of Motor Vehicles requires a completed "Insurance Company Application to Withdraw" form NVL011 be submitted to the Department of Motor Vehicles. The Department of Motor Vehicles will review the application and policy information. A confirmation letter will be sent to the insurance company informing them of their removal from the Department of

Motor Vehicles' list of authorized insurance companies that can sell motor vehicle liability policies in this state.

**The insurance company must continue to meet all reporting requirements until the confirmation from the Department of Motor Vehicles is received.**

## **2. DEFINITIONS**

**DLN/ID** is the Driver's License Number or Identification Number issued by the Nevada Department of Motor Vehicles.

**FEIN** is the Federal Employee Identification Number.

**Fleet** - 10 or more vehicles registered with the Department of Motor Vehicles to the same person or business. (NAC 482.644)

**Insurance Effective Date** is the date the insurance coverage is in effect, or the date the vehicle was added to the policy.

**Insurance Termination Date** is the date liability insurance is expires, terminated, canceled, or considered 'out of force.'

**IICMVA** – Insurance Industry Committee on Motor Vehicle Administration

**Motor Carrier Vehicles** is any person or operator who holds himself out to the public as willing to transport by vehicle from place to place, either upon fixed route or on-call operations, passengers or property, including a common motor carrier of passengers, a common motor carrier of property and a taxicab motor carrier. Included in this definition are commercial vehicles with a GVW of 26,001 pounds or more. Taxicab companies are considered a fleet.

**Non-motor Carrier Vehicles** are passenger vehicles, light trucks, and motor homes with a GVW of 26,000 pounds or less.

**Registered Owner Name** is the name of a natural person, firm, corporation or association whose name appears in the files of the Department of Motor Vehicles as the person to whom the vehicle is registered (NRS 482.102). In most cases, the natural person's name on record is their full legal name as displayed on their Nevada Driver's License or Identification card (NRS 481.0515). The Nevada Department of Motor Vehicles considers the policy owner name and named insured the same as the registered owner name.

**Vehicle Identification Number (VIN)** means the identification number or other distinguishing number or identification number or identification mark of a vehicle or part of a motor vehicle that was placed or stamped on that vehicle or part by the manufacturer pursuant to federal law or regulation, or as assigned by the Department of Motor Vehicles.

### **3. INSURANCE COMPANIES WITH WEB SERVICES (Group A)**

With the Nevada LIVE program, insurance companies providing web services for coverage confirmation will no longer be required to submit their data to the Nevada Department of Motor Vehicles. Instead, the Nevada Department of Motor Vehicles will query the record in real-time, directly to those insurance companies.

In order for this program to work well for insurance companies, their customers, and the State of Nevada, the Nevada Department of Motor Vehicles requires the following conditions for those insurance companies with web services:

1. The web service and data should be available at all times and only include Nevada policies written by a company licensed to do business in Nevada.
2. For vehicle specific policies - match using the VIN and policy number. Name matching is desired but not required.
3. For operator policies which do not have a VIN – match using the policy number and registered owner's Nevada Driver's License Number provided by Nevada Department of Motor Vehicles. Name matching is desired but not required. Please refer to *Appendix A* for matching hierarchy guidance.
4. For non-vehicle specific (fleet) policies that do not have a VIN, match using the policy number and FEIN or DLN provided by the Nevada Department of Motor Vehicles. At least one registered owner must match with an owner on the policy. Please refer to *Appendix B* for matching hierarchy guidance.

Policy numbers could be captured incorrectly when the evidence of insurance card displays other characters following the policy number. Each insurance company **must** extract their policy number in these instances for matching purposes. The policy number sent does not include spaces or special characters such as hyphens.

#### **3.01 Service Availability**

Nevada LIVE is intended to operate 24 hours a day, 7 days per week. Each insurance company shall provide the Department of Motor Vehicles with anticipated system availability, maintenance schedules or scheduled down times, as applicable **using the "Group A – Web Availability Notification" form NVL012**. Insurance carriers will notify the Department of Motor Vehicles two business days in advance of any system unavailability not previously scheduled.

#### **3.02 Security Certificates**

In order to receive an SSL certificate for the test environment and endpoint (test server IP address); complete the "Certificate Authority Import Request" form (NVL015). Submit the completed form to the Nevada LIVE team who will work with your company to exchange the SSL certificates.

##### **3.02.01 Connectivity Testing**

**Nevada Department of Motor Vehicles will contact the IT Contact to exchange the required**

security certificates, begin testing then to move to Production. Nevada Department of Motor Vehicles anticipates a minimum of two weeks to process the security documents before testing may begin.

1. Basic Connectivity "PING" Test
2. Availability Test (send & receive)
3. Security/Certificate Test
4. Production Test

### **3.02.02 Business Scenario Testing**

The Business Scenario Testing uses the Certificate Authority Import Request form (NVL015). The insurance company supplies 10 confirmed and 10 unconfirmed test records to be used in the testing region and Production region.

### **3.02.03 Query Traffic**

The number of queries will depend on the number of insurance policies each insurance company has. Each policy will be randomly queried at least once every 60 days in a batch process. There are events and triggers that could cause a query to occur more frequently. A transaction processed at the Department of Motor Vehicles will cause a query.

## **3.03 Query**

Following the IICMVA model, the Nevada Department of Motor Vehicles, as the requesting agent, will send an inquiry message using a web service agent to the insurance carrier identified by the customer. We plan to query each vehicle at least once every sixty days. The message will contain the following required data elements:

- NAIC
- Coverage Confirmation Date
- Policy Key/Policy Number
- VIN

The following additional data elements may be included in the message, if available:

- Registered Owner's Name
- Registered Owner's DLN
- Registered Owner's FEIN

The following Requestor Information will also be included in the message.

- Organization Name (Default: NVDMV)
- Reason Code (Default: BIVER)
- Tracking Number (26-digit timestamp YYYY-MM-DD-HH:MM:SS:#####)

### 3.04 Response

The insurance carrier hosting the insurance verification web service will respond, in real time, to the request submitted by the Department of Motor Vehicles. Department of Motor Vehicles requires a maximum response time of **one** second. We understand the insurance company will respond as quickly as possible in order to serve your customers. The insurance carrier's response will be:

**CONFIRMED** – This response confirms a Nevada liability insurance policy is present for the vehicle and date contained in the message, per NRS 485.055, 485.185, and 485.186. Insurer is liable for providing evidence for the minimum liability coverage as described in NRS 485.185.

**UNCONFIRMED** – This response indicates the insurance company was either unable to confirm coverage for the vehicle and/or date submitted in the message and will supply the reason code.

Lapses and terminations must be stored with the beginning and ending dates of the lapse. If an incident is discovered where the query responded with "Confirmed" for a date the policy was out of force, it will be considered a non-compliance issue.

#### 3.04.01 Coverage Confirmation Response - Unconfirmed response details

CHM: V31B  
SCHEMA: 00200510  
(Current version)

Code	Description
1	Incorrect Data Format
10	System Found VIN - Unique Key Cannot Be Verified (Used with the Unknown Carrier Query when the VIN is actively insured for Nevada)
11	System Cannot Locate Policy Information - Manual Search In Progress
12	System Unavailable
2	Missing Unique Key
3	Missing NAIC Code
4	Missing VIN
5	Missing Verification Date
6	Unauthorized Requestor
7	System Cannot Locate Unique Key Information
8	System Found Unique Key - No Coverage on Date Requested
9	System Found Unique Key - VIN Cannot Be Verified

CHM: V48B  
SCHEMA: 00200809  
(New version)

Code	Description
IDF	Incorrect Data Format
NAIC1	NAIC Code Not Submitted

NAIC2	System Cannot Locate NAIC
PKEY1	Policy Key Not Submitted
PKEY2	System Cannot Locate Policy Key Information
PKEY3	System Found Policy Key - Coverage on Verification Date Cannot Be Confirmed
PKEY4	System Found Policy Key - VIN Cannot Be Verified
POL1	System Cannot Locate Policy Information - Manual Search in Progress
SYSU	System Unavailable
UREQ	Unauthorized Requestor
VDT1	Coverage on Verification Date Cannot Be Confirmed
VDT2	Verification Date Not Submitted
VIN1	System Cannot Locate VIN
VIN2	System Found VIN - Coverage on Verification Date Cannot Be Confirmed
VIN3	System Found VIN - Policy Key Cannot Be Verified (Used with the Unknown Carrier Query when the VIN is actively insured for Nevada)
VIN4	VIN Not Submitted

The Nevada Department of Motor Vehicles is aware of a possible delay between the agent writing the policy and the policy entering the corporate office's system. The factor of the delay has been taken into consideration in programming the new system.

Reason codes for operator and fleet policy queries should be sent. The insurance company **must** provide those codes to the Department of Motor Vehicles **if used**.

### **3.04.02 No Response to Query**

Failure to respond to a query from Nevada Department of Motor Vehicles is treated as an UNCONFIRMED response. This will cause the customer to fall into the system and receive a postcard requesting insurance information. After five (5) consecutive queries are not responded to, Nevada Department of Motor Vehicles will assume the web services is down and will not send further queries. These cases will be considered non-compliant because Nevada Department of Motor Vehicles was not notified of the down time.

### **3.04.03 Aged Inquiries**

The Nevada Department of Motor Vehicles may make inquiries containing coverage confirmation dates up to thirteen (13) months or 380 days prior to the current date. Insurance companies should have historical insurance data available to respond to these requests accurately.

When the historical data is not on the web services server, the Department of Motor Vehicles recommends the record be added within seven days.

## **3.05 XML Schema Version**

Insurance companies with web services are required to comply with XML schema versions **00200510** or **00200809**. This link is to the XML schemas website:

[http://schemas.x12.org/index.php?option=com\\_content&task=view&id=8&Itemid=44](http://schemas.x12.org/index.php?option=com_content&task=view&id=8&Itemid=44).

The Department of Motor Vehicles use SOAP over HTTPS as our communication method. This passes and returns an XML string. Nevada Department of Motor Vehicles **does not use message level security; please see the Security Certificates in section 3.02.**

### **3.05.01 SOAP Request Envelope**

#### **3.05.01.01 00200510 Version**

```
<?xml version="1.0" encoding="UTF-8" ?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  soap:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <CoverageRequest xmlns="http://www.iicmva.com/CoverageVerification/">
      <RequestorInformation>
        <Organization>
          <Name>
            NVDMV
          </Name>
        </Organization>
        <ReasonDetails>
          <ReasonCode>
            BIVER
          </ReasonCode>
          <TrackingNumber>
            NVDMV-datetimestamp
              (yyyy-mm-dd-hh.mm.ss.#####)
            NVDMV-2009-08-15-14:39:45:896920
          </TrackingNumber>
        </ReasonDetails>
      </RequestorInformation>
      <Detail>
        <PolicyInformation>
          <OrganizationDetails>
            <NAIC>
              XXXXX
            </NAIC>
          </OrganizationDetails>
          <PolicyDetails>
            <VerificationDate>
              2008-04-01
            </VerificationDate>
            <UniqueKey>
              XXXXXXXXX
            </UniqueKey>
            <PolicyState>
              NV
            </PolicyState>
          </PolicyDetails>
        </PolicyInformation>
        <VehicleInformation>
          <VehicleDetails>
            <VIN>
              XXXXXXXXXXXXXXXXXXXXX
            </VIN>
          </VehicleDetails>
        </VehicleInformation>
      </Detail>
    </CoverageRequest>
  </soap:Body>
</soap:Envelope>
```

```

        </VIN>
        <Make>
            UNKNOWN
        </Make>
        <Model>
            UNKNOWN
        </Model>
        <Year>
            0000
        </Year>
    </VehicleDetails>
</VehicleInformation>
</Detail>
</CoverageRequest>
</soap:Body>
</soap:Envelope>

```

### 3.05.01.02 00200809 Version

```

<?xml version="1.0" encoding="UTF-8" ?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
    xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
    soap:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
    xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
    <soap:Body>
        <CoverageRequest xmlns="http://www.iicmva.com/CoverageVerification/"
            PublicationVersion="00010000" PublicationDate="2009-10-01">
            <RequestorInformation>
                <Organization>
                    <Name>
                        NVDMV
                    </Name>
                </Organization>
                <ReasonDetails>
                    <ReasonCode>
                        BIVER
                    </ReasonCode>
                    <TrackingNumber>
                        NVDMV-datetimestamp
                        (yyyy-mm-dd-hh.mm.ss.#####)
                        NVDMV-2009-08-15-14:39:45:896920
                    </TrackingNumber>
                </ReasonDetails>
            </RequestorInformation>
            <Detail>
                <PolicyInformation>
                    <OrganizationDetails>
                        <NAIC>
                            XXXXX
                        </NAIC>
                    </OrganizationDetails>
                    <PolicyDetails>
                        <VerificationDate>
                            2008-04-01T09:03:47:00Z
                        </VerificationDate>
                        <PolicyKey>
                            XXXXXXXXX
                        </PolicyKey>
                    </PolicyDetails>
                </PolicyInformation>
            </Detail>
        </CoverageRequest>
    </soap:Body>
</soap:Envelope>

```

```

        </PolicyKey>
        <PolicyState>
            NV
        </PolicyState>
    </PolicyDetails>
</PolicyInformation>
<VehicleInformation>
    <VehicleDetails>
        <VIN>
            XXXXXXXXXXXXXXXXXXXX
        </VIN>
        <Make>
            UNKNOWN
        </Make>
        <Model>
            UNKNOWN
        </Model>
        <Year>
            0000
        </Year>
    </VehicleDetails>
</VehicleInformation>
</Detail>
<PublicationVersion>
    XXXXXXXX
</PublicationVersion>
<PublicationDate>
    2008-04-01T09:03:47:00Z
</PublicationDate>
</CoverageRequest>
</soap:Body>
</soap:Envelope>

```

## **4. Process for Validating Insurance**

The registered owner is responsible for providing the Department of Motor Vehicles with the insurance company's NAIC, the policy number and the policy effective and termination dates. The agent may also provide this information on the customer's behalf.

When a registered owner claims insurance coverage, but the Department of Motor Vehicles has an unconfirmed response, the following will occur. **See section 3.02.01 Response for more information.**

### **4.01 Verifying to Owner:**

- A written notice (postcard) will be mailed to the registered owner(s) of the vehicle notifying them insurance coverage could not be confirmed. The registered owner must respond to the notice and provide the Department of Motor Vehicles with current insurance information, or admit to having no insurance. **The written notice provides instruction to respond and provide insurance information.**
  - If a response is not received from the registered owner(s) within 15 days, a certified letter will be sent informing the registered owner(s) their vehicle

registration will be suspended in 10 days. The certified letter will instruct the owner to contact their insurance company.

- If a response is received from the registered owner, the information on the notice will be reviewed by a Department of Motor Vehicles technician. The Department of Motor Vehicles will attempt to validate coverage with the new information.
  - If the response from the customer is “Admits No Insurance”, the registration will suspend immediately and a certified letter will be sent to the customer advising them how to reinstate their registration.

#### **4.02 Verifying to Insurance Company**

- The insurance information provided by the customer will be entered into the Department of Motor Vehicles Application by a Department of Motor Vehicles technician and electronically validated. If the insurance coverage is unconfirmed, the response will be forwarded to the insurance company.
- When the insurance company receives the response from the Department of Motor Vehicles, the insurance company must ensure the information is correct in their system. The Department of Motor Vehicles will query the record ten days from Department of Motor Vehicles’ receipt of the notice to verify insurance coverage.
  - If confirmed, the incident is resolved.
  - If unconfirmed, a certified letter will be sent informing the registered owner(s) their vehicle registration will be suspended in ten days.
- If the Department of Motor Vehicles can validate the insurance coverage within the 10-day period after the certified letter is sent, the customer will receive a notice stating their registration will not be suspended.
- Confirmed customer responses will not be sent to the insurance company for validation.

To meet the vehicle registration reinstatement requirements, the registered owner(s) must submit proof of insurance and pay reinstatement fees. The registered owner(s) may also be asked to supply other documents.

### **5. Notification of Non-Compliance Process**

The following items are considered Non-Compliance:

- 5.01. If an insurance company fails to correct the error records the Department of Motor Vehicles reported within seven business days on two occasions within a one year period.

- 5.02. Pursuant to NAC 485.175; if on two or more occasions within a 12-month period an insurer fails to notify the Department of system unavailability or is unavailable for a cumulative period of 24 hours or more per month, which results in the inability to respond to a query.
- 5.03. If an insurance company's excessively "unconfirms" coverage then "confirms" verbally.
- 5.04. If the insurance company allows their certificate to expire and not be renewed or replaced.

**Important Notice: For any of the above non-compliance issues, the Department of Motor Vehicles will send a "Not In Compliance Notice".**

This notice indicates non-compliance with the requirements of the Validation Program and notifies companies they will not receive driver and vehicle information from the Department of Motor Vehicles until such time the company is back in compliance with the Department of Motor Vehicles.

The Department of Motor Vehicles shall notify the Commissioner of Insurance when an insurer has not met the reporting requirements, is out of compliance, or provides false, incomplete or misleading information to the Department of Motor Vehicles.

## 6. Document Examples

### 6.01. “Administrative Authorization” form (NVL009)

- This form is used by the Department of Motor Vehicles to obtain insurance company information.
- This form must be completed and returned to the Department of Motor Vehicles within 30 days of licensing in Nevada or whenever a change occurs in company staff, address or phone numbers.
- The policy format for your company’s policies will be used to guide users to enter the correct policy numbers. This will help prevent incorrect policy numbers being sent to your system. There is a 25 character limit. Indicate each position with an “A” for alpha, “N” for a number, or “B” for both. Spaces and special characters are not used.
- *Unknown Carrier Query (UCQ)* is a process where the Nevada Department of Motor Vehicles queries certain insurance companies to locate possible insurance coverage. The query will send the VIN with “UNKNOWN” as the policy number. When the response is “Unconfirmed” with the reason code “VIN3” or “10”, then an e-mail will automatically go to that insurance company with a link to a web page where they can enter the NAIC, policy number, effective date and expiration/termination date. Once the insurance company enters the NAIC each response from the same URL will be pulled up. This process will be used to reduce the number of postcard that will have to be sent when a registered owner moves from one insurance company to another and does not notify Department of Motor Vehicles of the change. Refer to Attachment C for the specific example for the SOAP.
  - The UCQ will only be sent to those NAICs who state they use “VIN3” or “10” unconfirmed reason code. The Nevada LIVE team must be notified if your company will be capable to participate in UCQ.
  - The registration record is kept in holding status for 10 days to complete the unknown carrier query process. The result of the UCQ will do one of the following:
    - If UCQ response is **confirmed**, the initial record is added to the Department of Motor Vehicles vehicle registration record with the effective date as lapse beginning date and the expiration/termination date as the registration expiration date, then query the insurance company again with name, VIN, and with policy # as “UNKNOWN”. If a “Confirmed” response is received covering the lapse period, a postcard will NOT be sent, and the Department of Motor Vehicles assumes the vehicle’s liability is confirmed. Otherwise the post card will be generated after 10 days.
    - If UCQ response is **unconfirmed without the reason** code “VIN3” or “10” the next NAIC will be chosen and queried. At the end of the batch any unconfirmed will wait for 10 days before the postcard is sent.
    - If UCQ response **unconfirmed with reason code** “VIN3” or “10” will generate a record in the temporary table. If company does not update records the postcard will be generated after 10 days.

- When appointing a new administrator or changing the administrator, the form must be accompanied by a letter from the President or CEO of the company authorizing the new administrator.
- Department of Motor Vehicles will contact the IT Contact listed on the “Administrative Authorization” form to begin the process for connecting and testing **or any other technical issue that may arise**.
- The completed form may be scanned and sent via electronic mail or faxed.

#### **6.02. “DMZ Server Account Setup Form NV LIVE” (SSH) form (NVL018)**

- This form provides the Nevada Department of Motor Vehicles with required information needed to set up the Secure FTP user login. The form also provides the insurance companies with instructions for file naming conventions.

#### **6.03. “Group A – Web Availability Notification” (NVL012)**

- This form will allow Nevada Department of Motor Vehicles to customize your company’s web availability. During the time your web server is unavailable, Nevada Department of Motor Vehicles will not send queries. There are three categories of down times;
  - Routine Maintenance Notification – normal maintenance.
  - Special Maintenance Notification - must be submitted via fax or email to Nevada LIVE at least two business days **before** the planned maintenance.
  - Service Temporarily Unavailable - If your system is temporarily unavailable, please e-mail or fax this form **immediately**. Please let us know via an email message as soon as your system becomes available.

#### **6.04. “Certificate Authority Import Request” (NVL015)**

- This form must be completed before certificates are exchanged. The information needed for installing the certificate includes Test and Production URL. The location of the Department of Motor Vehicles certificate is on this form.

↓

## **7. Department of Motor Vehicles Contacts**

Contact information for the Nevada LIVE Program staff at the State of Nevada, Department of Motor Vehicles:

### **7.01 Mail:**

Department of Motor Vehicles  
Central Services Processing  
Nevada LIVE  
555 Wright Way  
Carson City, NV 89711-0800

### **7.02 Primary contact for Nevada LIVE:**

Nevada LIVE Program  
Phone: (775) 684-4850  
Fax: (775) 684-4543  
Address: 555 Wright Way  
Carson City, NV 89711-0800

E-mail: [NvLiveReporting@dmv.nv.gov](mailto:NvLiveReporting@dmv.nv.gov)

**7.03 Web Site** to download copies of the Nevada Reporting Requirements Manual:  
<http://www.dmvnv.com/nvlive.htm>