



PHOTO FIRST

Anytime you assist a customer in person with a credentialing service that will end in the issuance of a credential, you must capture their photo and signature as the first step using the standalone Photo First menu option. This is commonly referred to as Photo First. You are required to have basic customer information before you capture their photo, so you will need to see a form of ID such as a driver license, photo ID, or certified birth certificate.

[When to Use Photo First](#)

[Photo Requirements](#)

When to Use Photo First

The Photo First process must be completed for every customer credentialing or testing request, even if the credential process cannot be completed that day using the standalone Photo First menu option. For example:

- Out-of-state conversion customer who didn't bring all their documents.
- Customer comes in to retake a failed knowledge or skills test. **Exceptions:**



Photo First is not required when:

- a customer returns on the same day
- credentialing a customer away from the office (for example: when a customer is home-bound)
- processing mail-in or online issuance transactions
- issuing probationary licenses from Headquarters

Photo First is important because it allows you to capture an image of the customer, ensure the person in front of you is the same customer who previously requested credentials in the same name (fraud prevention), and helps prevent "answer shopping" at different driver license stations. In limited situations the information may be helpful to law enforcement.

Examples:

- Customer goes to the Bozeman driver license station and is turned down for the service they requested. The customer then goes to the Billings driver license station and requests the same service. Because




both stations did Photo First, the Billings examiner can see the customer previously visited the Bozeman driver license station.

- There's a difficult encounter with a customer at a driver license station when a customer threatens the staff and leaves before completing their transaction. Upon approval of the DSB Deputy Bureau Chief or above, the photograph and signature may be used by law enforcement.


A Photo First photograph must not be used to satisfy identification requirements. It may be used to help ensure you have the correct customer. A Photo First photograph (Image Only) is different than a photo from an issued credential.

Photo Requirements

- Customer's head must be straight (not tilted) to be captured by the facial recognition software.
- Customer's eyes must be open.
 - Eyeglasses may cause a reflection on the photo. The customer's eyes must be visible. Customers must remove their eyeglasses if you cannot obtain an acceptable photo with the glasses on.

 **Note:** A customer may choose to remove their eyeglasses for the photo even if they are required to use them while driving.

- Customers may smile.
- Customers must remove any hats, sunglasses, face covering garment, or any hair or head ornament that interferes with the shape of their hairline or face.

 **Exception:** Customers may wear a piece covering their hair for medical or religious reasons. Their full face must be showing. The customer must complete a [Photo Exception Request](#) form.



If a customer refuses to show their full face, do not issue a credential. If necessary, contact a regional manager, the DSB Deputy Bureau Chief, or the DSB Bureau Chief.

Resources: [\[Forms\]](#)

Related Procedures:

[\[Photo First\]](#)

[\[MERLIN Photo First\]](#)