LA Wallet Acceptance Guidelines

October 2022 Revision

Introduction

LA Wallet is the only legally accepted digital driver's license in Louisiana, and was the first in the nation. While feedback from the public has been overwhelming in interest and support, it's important that establishments accepting LA Wallet are well-equipped and trained to do so.

“Hands-off” / “No-touch” Practice

LA Wallet was designed so that law enforcement and anyone else validating or verifying the information on the app could do so without handling the citizen's device. The following visual and interactive features of LA Wallet are meant to be completed by the holder of LA Wallet and not by a law enforcement or other person accepting LA Wallet.
Verification Signs for Acceptance

Valid and Invalid Licenses

A license can easily be determined as valid or invalid by the green or red status indicator located below the license image. VALID indicates the license holder is not suspended, revoked, expired or any other non-VALID status and displays in green. Any INVALID status is displayed in red.

1. User opens LA Wallet on smartphone
2. User inputs PIN code
3. User “Taps to View” License
4. User shows license on smartphone to accepting establishment.
5. If larger image of license needs to be displayed, user can tap on the license image to expand to a full screen image with the status banner.
Age 21 and Over

For licenses where the owner is 21 years of age or older, the age indicator on the status bubble will be green and shows “21 +” if the user is Over 21.

Note: The age indicator is always updated based on the birthdate of the license holder. This means that someone can have a valid license that was created while the holder was under the age of 21, so the license image will display vertically. However, the digital age indicator will change to green and 21+ once the license holder reaches the age of 21.
Age Under 21

For licenses where the owner is under 21 years of age, the license will be displayed vertically, as in the view below. A red indicator on the status bubble indicates if the user is Under 21.

Note: The age indicator will update if the owner reaches age 21, even if the license image has not been updated.
Pull to Refresh

The [Pull to Refresh] feature is another interactive safeguard that will “phone home” to the DMV and re-validate the license, usually in less than 3 seconds. This dynamic feature ensures the app is updated with the latest status of the license and prevents a non-interactive screenshot from being presented. The elapsed time of the last update will also be updated below the status indicator.

1. User presses the top of the screen and swipes down to “Refresh”
2. The device will display a “loading” indicator as it communicates directly with the OMV to update the license information
3. License status shows as “Last Updated: 1 second ago” or another message to indicate the information was recently updated
License Number and Display of AAMVA 2D Barcode

Below the user’s name, the license or ID number will be displayed in large text. The AAMVA 2D barcode is also displayed on this page, which can be scanned by non-laser barcode scanners. These are in use by some law-enforcement agencies, retail merchants, and other age-verification checkpoints.

1. From the LA Wallet homepage, User “Taps to View” License.
2. The user allows license information on the smartphone to be viewed or scanned by the accepting establishment.

Note: The AAMVA 2D Barcode contains all license details, not just date of birth implying that a user allowing his or her AAMVA 2D barcode to be scanned is passively allowing all license details to be communicated to a person with the scanner.
Security Seal

If you would like to see further validation that the license is actually in LA Wallet, you may ask the user to show the security seal. The user can press and hold the license on the expanded license screen to reveal the security seal as shown below.

1. On the License Details page, user taps the license image to expand to a full screen version of the license image.
2. User presses and holds one finger on or around the license to reveal security seal
3. The seal will disappear when the User removes his or her finger from the screen
VerifyYou™ is a feature of LA Wallet which allows two people to agree to validate one or the other in a “hands-off” secure fashion. The “Verifier” is an LA Wallet holder who wishes to verify one or some aspects of another LA Wallet user called the “Presenter.”

1. The customer or presenter will open LA Wallet and select the VerifyYou™ option (Fig VY1)
2. The verifier will open their LA Wallet and select the Scan option (Fig VY2)
3. The verifier will scan the presenter’s unique VerifyYou™ code (Figure VY3)
4. The presenter’s information is retrieved from the OMV for the verifier to confirm (Fig VY4)
AAMVA Barcode Scanner

VerifyYou™ is a feature of LA Wallet which allows two people to agree to validate one or the other in a “hands-off” secure fashion. The “Verifier” is an LA Wallet holder who wishes to verify one or some aspects of another LA Wallet user called the “Presenter.”

1. The customer or presenter will present the back of his or her physical license
2. The verifier will open their LA Wallet and select the Scan option (Fig AAMVA1)
3. The verifier will scan the presenter’s AAMVA code, and may need to turn on the device’s light using the provided button (Fig AAMVA2)
4. The presenter’s information will be retrieved from the back of the license for the verifier to confirm (Fig AAMVA3), an if able, will validate the license’s status with the Louisiana Office of Motor Vehicles as indicated by “Valid License.”

Note: While other states’ licenses can be read, the real-time validation will be made available in later LA Wallet and VerifyYou releases.