

Crash Web

Information, Guidelines, and Troubleshooting

September 2014 / Revised March 2019

Crash Web is an on-line system that provides images of crash reports (originals and supplements). Personal information contained in crash reports is protected by both federal and state law. This document provides information to users and administrators of the Traffic Engineering Accident Analysis System (TEAAS) for managing Crash Web accounts.

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I. NCID

An NCID (North Carolina Identity Management Service) account is required to access Crash Web. These accounts are NOT managed by the Department of Transportation. Instructions for setting up a new NCID are as follows:

http://www.ncosc.net/BEST/support/NCID_setup.pdf

Access to the NCID system, including contact information for asking questions or resolving issues, is as follows:

<https://ncid.nc.gov/>

II. Access – New

New access to Crash Web for TEAAS users is managed by the NCDOT's Traffic Safety Unit. TEAAS users requesting access to Crash Web must first obtain an NCID (see Item 1, above). Second, they must complete the following form:

https://connect.ncdot.gov/resources/safety/Teppi/TEPPL%20All%20Documents%20Library/C34_CWRForm.pdf

Third, they must send the completed form to TEAAS_Support@ncdot.gov or fax it to 919-771-2745.

III. Deactivation due to Inactivity

Crash Web accounts are automatically deactivated after 90 continuous days of inactivity. If your account is deactivated due to inactivity, contact TEAAS_Support@ncdot.gov to have your account reset.

IV. Property Damage Crashes and Reports

To login to Crash Web, go to the link below:

<https://crashweb.ncdot.gov>

You will first be redirected to the NCID login page shown below. Enter your NCID User ID and Password here:



Once logged in, you should see the page below. Click on the “GO →” button beside the “External User Crash Report Requests” as indicated by the red arrow in the screenshot below:

Welcome to North Carolina DMV Crash Reporting Site

Note: Please read the following important information:

Effective January 1, 2013, uncertified crash reports will no longer be available. The Division will provide certified crash reports only. All crash reports that are now accessed are certified copies in accordance with N. C. General Statute 20-42 (b) and a fee of \$5.00 per crash report accessed will be charged. The certification fee does not apply to a document furnished for official use to a judicial official or to an official of the federal government, a state government, or a local government.

For optimum performance on this site, use Internet Explorer 7.0 or Firefox 3.6 browser and a screen resolution of 1024 by 768.

A valid User ID/Password is required to access Web Based Data Capture, Crash Report Electronic Distribution, Organization User Maintenance and External User Crash Report Requests. The DMV, Traffic Records Section will coordinate the assignment of these sign-on components.

- If you have a valid User ID/Password, please click on the button to access the appropriate function
- If you need a valid User ID/Password, please contact North Carolina Department of Transportation, Division of Motor Vehicles, Traffic Records Section at (919) 861-3084.

Effective September 1997, North Carolina General Statute 20-43.1, in accordance with the Federal Privacy Protection Act of 1994, closed to the public the personal information contained in the records of the Division of Motor Vehicles. The Division, or an officer, employee or contractor thereof, is prohibited from knowingly disclosing any personal information about an individual for any use not specifically identified by that act. Personal information includes photographs, social security numbers, driver license numbers, names, addresses, telephone numbers and medical or disability information. Improper release of this information is prohibited under both state and federal law (class 2 misdemeanor G.S.20-43.1).

****Crash reports prior to January 1, 1999 are not available via this web site for Crash Report Electronic Distribution or External User Crash Report Requests.**

All Crash reports generated via the Crashweb are certified by the Division to be an OFFICIAL DOCUMENT.

Crash Report Electronic Distribution	GO -->
Organization User Maintenance	GO -->
External User Crash Report Requests	GO -->

Click on the "Reports" link on the next page:

DMV NCDOT Division of Motor Vehicles

NC DMV
NC DOT
NC GOV

Home

Search for Crash Reports

- Search Criteria

Batch Request

- Create New Batch
- View Existing Batches

Electronic Distribution

- Reports

Help

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- Electronic Distribution

Logoff

External User Search for Crash Reports

Contents

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- [How to Search by Crash ID](#)
- [How to Search by DL Number](#)
- [How to Search by County](#)
- [How to Search by Name](#)

Introduction

The External User Crash Report Requests application enables you to view, search and print crash reports (initial or supplemental filings) for a specific crash or several crashes at one time (batch). You can retrieve crash documents from January 1, 1999 or later. North Carolina DMV crash ID numbers are necessary in order to request specific crashes. If the crash occurred in 1999, the crash ID is 8 digits long. If the crash occurred in year 2000 or later, the crash ID is 9 digits long.

To view a crash document, your PC must already have an image viewing application that can read TIFF (Tagged Image File Format) images. Check with your system administrator before you use this application to see if you have the appropriate software.

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How to Search by Crash ID

You are now in the reports section of Crash Web and should see a webpage similar to the screenshot below:

DMV NCDOT Division of Motor Vehicles

NC DMV
NC DOT
NC GOV

NC DMV Crash Reporting System

Electronic Distribution Search

Need [Help](#) with this screen?

Criteria:

Subcriteria:

Date Range (mm/dd/yyyy): From: To:

Location:

- County:
- Division of Highway #:

To search for crashes coded as having DOT property damage, select “DOT Property” under the “Criteria” section. Next select the date range you wish to query under the “Date Range (mm/dd/yyyy)” section. Finally, select the “County” you are interested in. (You could also select an entire Division by changing the toggle to the “Division of Highways” option.) When you are done entering your search criteria, select the “Get Crash Reports” button.

DMV NCDOT Division of Motor Vehicles

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NC DMV Crash Reporting System

Electronic Distribution Search

Need [Help](#) with this screen?

Criteria:

Subcriteria:

Date Range (mm/dd/yyyy): From: To:

Location:

County:

Division of Highway #:

You should then see a results screen similar to the one below.

DMV NCDOT Division of Motor Vehicles

NC DMV
NC DOT
NC GOV

Home

Search for Crash Reports

- Search Criteria

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- Create New Batch
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Electronic Distribution

- Reports

Help

- Search for Crash Reports
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Logoff

NC DMV Crash Reporting System

Electronic Distribution

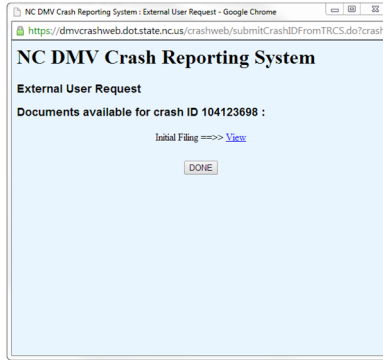
Need [Help](#) with this screen?

Search Criteria	
Criteria:	DOT Property
Subcriteria:	DOT Property Damaged
Date Range:	07/28/2014 to 08/27/2014
County:	FRANKLIN

5 Crash Report(s) were found meeting the search criteria

Crash ID	# Doc	Accident Date	County	On Road
104123698	1	08/03/2014	FRANKLIN	SR 1114
104124269	1	08/03/2014	FRANKLIN	SR 1425
104127831	1	08/14/2014	FRANKLIN	SR 1100
104132346	1	08/21/2014	FRANKLIN	SR 1125
104134807	1	08/23/2014	FRANKLIN	NC 96

To view the actual crash report, click on the Crash ID number indicated by the red arrow in the screenshot above. You will then see the window below open.



Click the “View” link and the crash report should then open.



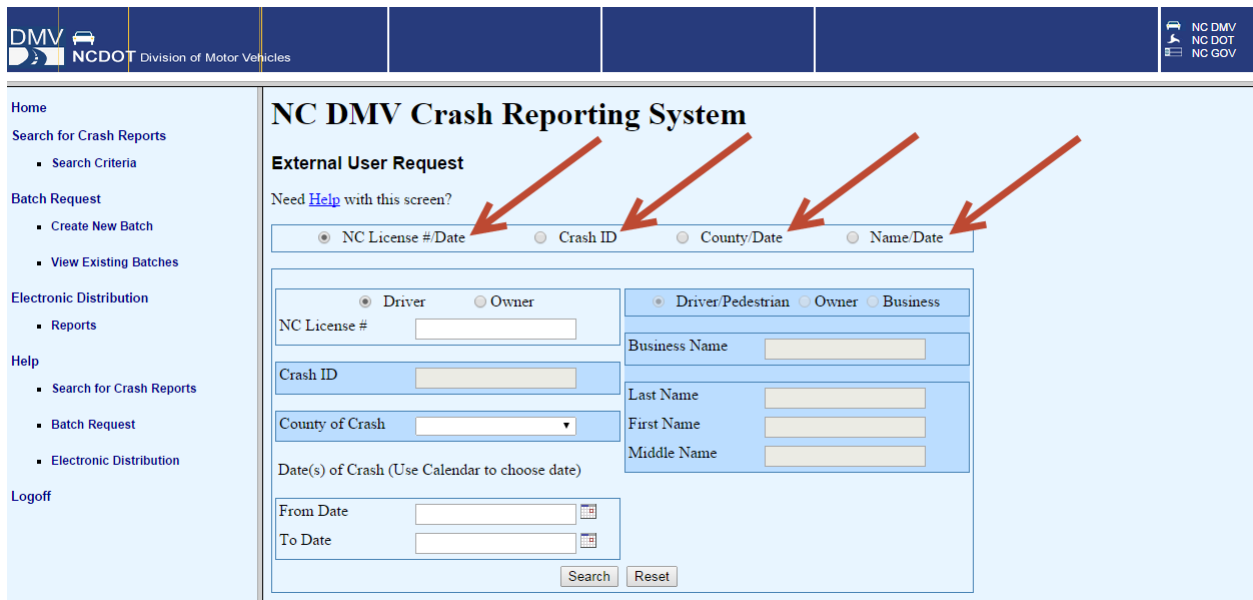
If you have any questions or run into any issues with this process, please email TEAAS_Support@ncdot.gov and someone will respond promptly.

V. Other Search Options

Additional search functionality was added to crashweb in July of 2014. This search functionality can be accessed through the “Search Criteria” portion of crashweb.



After clicking on the “Search Criteria” button, you will see the different search options available.



To search for a crash by driver’s license number, you will need to enter the “NC license #” AND the date range (“From Date” and “To Date” fields).

To search for a crash by crash id number, you will need to enter only the “Crash ID”.

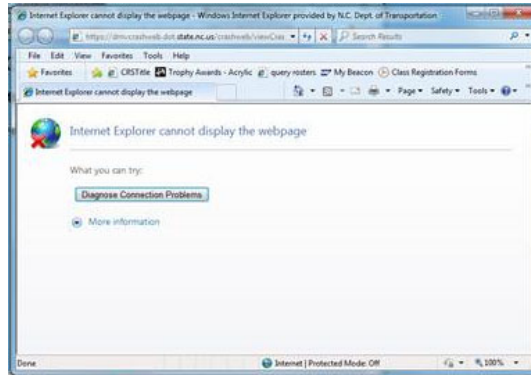
To search for a crash by County, you will need to enter the “County of Crash” AND the date range (“From Date” and “To Date” fields).

To search for a crash by a driver, pedestrian, or owner name; you will need to enter the “Last Name” AND the “First Name” OR the “Middle Name” AND the date range (“From Date” and “To Date” fields).

To search for a crash by a business name, you will need to enter the “Business Name” AND the date range (“From Date” and “To Date” fields).

VI. Image Display Issues

There are occasional issues with viewing crash report images directly from the Crash Web site. In many cases, an error message such as the following (or something similar) will be displayed:

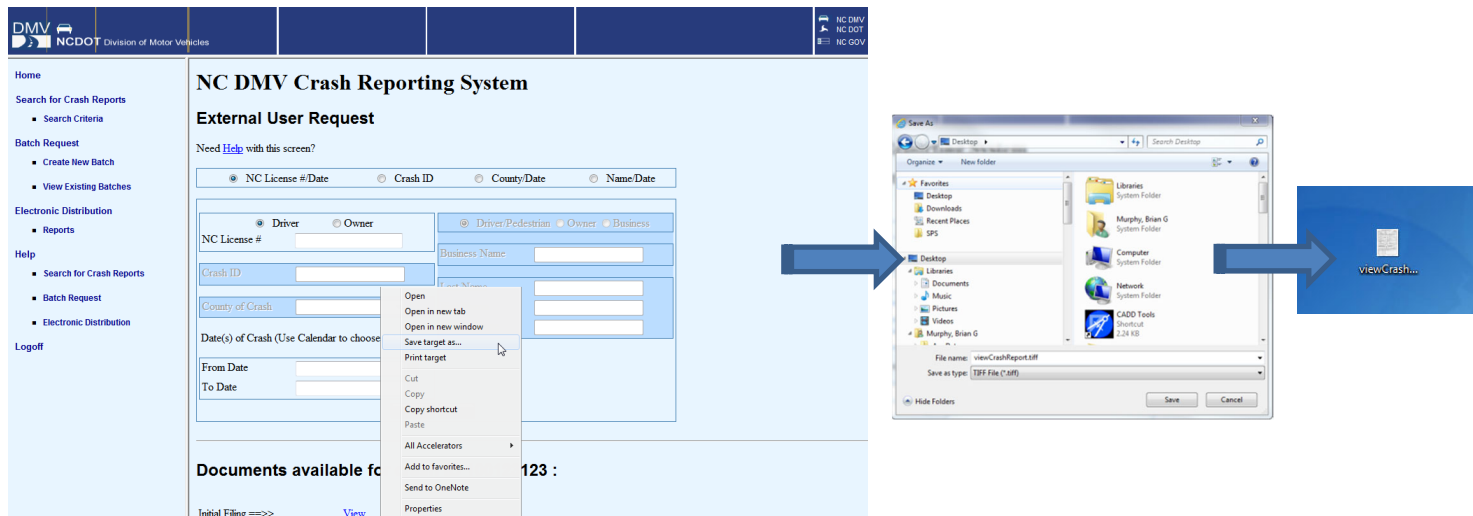


This viewing issue has come and gone over the years and has typically been related to the default viewer set up on computer images. It is recommended that you have your administrator change your computer’s default image viewer to Windows Photo Viewer (or similar program) so you don’t have to save a copy every time (this can become very tedious depending on how many crash reports you look at).

We also recommend having your administrator download the Active X control “AlternaTIFF”:

<http://www.alternatiff.com/>

Another option that sometimes works is to save the image to your desktop and then path to your desktop and open the image by double clicking on the file.



VII. Administrator Information

Administrators can manage Crash Web user accounts using the online “DMV User Management Application”:

<https://trs.ncdot.gov/ummweb/>

However, if an administrator is locked out due to inactivity, they will need to contact Julian Council (edbellamy@ncdot.gov, 919-615-5649) at the Division of Motor Vehicles (DMV) to have their account reset.