

We are happy to serve you in the safest way possible! If you can, take care of your DMV business at dmvNOW.com, or by mail, from the comfort and protection of your own home.



We are YOUR DMV!

We're doing everything we can to safely welcome our customers back to DMV locations. Safety is a shared responsibility, so we need your help to accomplish social distancing, adjust to new DMV procedures, and make reopening a success.

To enable us to reopen now, DMV put new procedures into place for everyone's protection. These include:

1. Offering specific in-person services at DMV offices

We have taken a thoughtful approach to reopening and, in the continued interest of public health, are only offering specific, in-person services at our offices at this time. These services include:

- Original driver's licenses
- Original commercial driver's licenses
- Replacement driver's licenses for a name change
- Driver's license renewals
- Original and renewal ID cards
- ID card replacements for a name change
- Original and replacement disabled parking placards
- HAZMAT fingerprinting
- Original and substitute titles
- Original and transfer of vehicle registrations (no title)
- Vital records
- Compliance/Reinstatement of Driving Privileges to include insurance payment plan set-up
- Payment Plan: Monthly Installment Payment
- Knowledge testing for learner's permits and business partners (No road testing for passenger vehicles and motorcycles can be offered at this time.)

If an alternate service method is available, customers should use that method. Visit dmvNOW.com/COVID19 for more information.

2. Serving customers by appointment only

With health and safety in mind, we are offering service by appointment only in our offices. Appointments will enable us to limit the number of customers in our offices to ensure social distancing and get you in and out more quickly. To make an appointment, please visit dmvNOW.com/appt or call (804) 497-7100.

While online, print and complete forms before your appointment. Customers arriving late to an appointment will be asked to reschedule.



► Scan code to make an appointment

3. Extending hours

To be responsive to our customers' needs, we're temporarily extending office hours to better serve those who need in-person service. Please visit dmvNOW.com to view hours for the office nearest you.



4. Limiting customers in offices to accommodate social distancing

To accommodate social distancing, we are limiting the number of customers in our lobbies. Please help us accomplish that by not bringing any family or friends with you unless you need their assistance to conduct your transaction.

5. Asking customers to help everyone stay healthy

Customers should not come for an appointment if they are feeling ill, are experiencing symptoms of or are awaiting test results for COVID-19, or have any reason to believe they may have been exposed to COVID-19. Customers are asked to wear face coverings while in the office.



Coverings must be removed while a photo is being taken.

When you get here

Arrive 10 minutes before your appointment. You'll notice our offices look a little differently these days. Customer service representatives are spread out and may be wearing face coverings and gloves; counters now have partitions; and there are fewer chairs spaced out in lobbies. We are also providing hand sanitizer for customers and employees. We've also increased the frequency and scope of cleanings. We take the health and safety of our customers and employees very seriously and are following Centers for Disease Control and Prevention and Virginia Department of Health guidance as we gradually welcome our customers back to DMV offices. For more information, visit dmvNOW.com/COVID19.

