

# Driver/Vehicle Licensing Guide

DMV Appointment System  
DMVAS-1.00

Original Date: 05/13/2020  
Revision Date: 03/02/2021

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POLICY	
Title: DMV Appointment System	
Effective Date: May 13, 2020	Revision Date: March 2, 2022
Authority: n/a	
<p><b>Policy:</b></p> <p>CSC Personnel and DMV Direct Agents are authorized to view, schedule and reschedule customer appointments for <a href="#">designated transactions</a>. Customers may also schedule and modify their own appointment at <a href="#">DMVnow.com</a>. A DMV account/PIN is <b>NOT</b> required to set up an appointment online.</p> <p>Appointments may be:</p> <ul style="list-style-type: none"><li>made prior to the next available appointment slot</li><li>made for same day (if available)</li></ul> <p><b>&lt;&lt;&lt;&lt;REVISION</b></p> <ul style="list-style-type: none"><li>scheduled up to 90 days in advance. <b>END REVISION&gt;&gt;&gt;&gt;</b></li><li>canceled or rescheduled as late as 1 hour in advance.</li></ul>	
Exception: N/A	

## CSR/AGENT ACTIONS – Setting Up Appointments for Customers

1. Inform the customer they must provide an email address and phone number to set up an appointment.
2. Determine the date and time the customer would like to set up their appointment.
3. Go to [DMVnow.com](#) to set up the customer's appointment in Online Services.
4. Select the customer's desired date and time for an appointment and determine if it is available.
  - If the customer's desired date and time is not available, determine the next available date/time OR if the desired time is available at a nearby CSC and relay that to the customer.
5. Enter the customer's information (First and Last Name, Phone, and Email) in the system.
6. Confirm with the customer their information, scheduled appointment time, and CSC location.
  - Refer to [Searching, Modifying and Cancelling Appointments](#) (below) if an error was made to the customer's information, scheduled appointment time and/or CSC.
7. Inform the customer:
  - a. They will receive a confirmation email, which will include links for requirements and forms they should complete prior to their appointment, and
  - b. They will be required to reschedule appointments if they are more than 10 minutes late for all transactions except testing. Testing customers arriving more than 5 minutes late will have to reschedule).

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## SEARCHING, MODIFYING AND CANCELLING APPOINTMENTS

CSRs and DMV Direct Agents are authorized to search, modify and/or cancel appointments.

1. Log into the DMV Appointment Software.
2. Search for the customer's appointment by entering the customer's email, name or phone number.

3. Make any changes, modifications, cancellations or reschedule as needed.
4. Confirm the customer's appointment modification or cancellation.

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## **CONTACT**

For additional information contact:

- Your CSC Manager/Assistant Manager

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