

FAQ: ONLINE DRIVER LICENSE RENEWAL PILOT PROGRAM

Q: Who can renew their driver license online?

A: Any U.S. citizen 64 years of age or under, with no new medical restrictions or a negative change to their vision since the last renewal, is allowed to renew their regular (Class D) or motorcycle (Class M) driver license online during this pilot. This does not apply to probationary or commercial drivers.

Q: When does this begin?

A: Drivers can renew their driver license online beginning May 11, 2020.

Q: How does the online renewal process work?

A: Visit wisconsindmv.gov/renewDL and begin the application process. It is designed to walk the customer through the fields to fill in the forms, self-certify that there has been no change in vision or health, and make the payment. Customers will be emailed a PDF copy of the license to use until a new license arrives by mail within a week.

Q: When can a customer renew?

A: Customers can renew online up to one year before the expiration date noted on the license and up to one year after the expiration date noted on the license.

Q: How often does a license need to be renewed?

A: Most driver licenses expire after eight years. Customers who renew online will need to appear in person for their next renewal.

Q: What about REAL ID?

A: [REAL ID](#) compliant driver licenses also can be renewed online. Customers who do not currently have a REAL ID and want to enroll will need to visit a DMV and bring in the necessary paperwork. The federal government has extended the deadline for needing a REAL ID in order to fly. The new deadline is October 1, 2021.

Q: Why is there an age requirement for this pilot?

A: Many states offer online driver license renewals with age restrictions. Wisconsin chose age 65 for this pilot because at age 65, customers can move from a driver license to a free, non-expiring ID card if they choose. Drivers 65 and older are more likely to develop medical conditions that impact their ability to drive safely. For these reasons, it is important to have a check-in with DMV.

Q: What should drivers 65 and older do if they are not comfortable visiting a DMV in person to renew?

A: Renewing a driver license in person is a requirement for those 65 and older.

DMV recognizes persons age 60 and older are at an elevated risk during this pandemic. Although separate from the pilot, DMV will continue to offer 60-day extensions for anyone age 60 and older to protect their safety during this pandemic.

Customers are encouraged to use DMV's online services to make the visit easier and reduce the time in the lobby. They can complete the application online, submit it electronically, and schedule an appointment.

Like many businesses today, DMV has new safety protocols in place. DMV Customer Service Centers now have plexiglass barriers and cleaning is done throughout the day. Customers also will notice that DMV lobbies are arranged to provide safe social distancing. To further support DMV customers, staff can take contact information, so that customers can wait in their car and be notified when it is their turn for service.

Q: How much will online renewal cost?

A: The \$34 renewal fee remains the same.