

CUSTOMER APPOINTMENT SCHEDULING

This document demonstrates how to schedule a virtual appointment with the DMV to renew your vehicle registration.

Sign-in to the Idaho Department of Motor Vehicles Virtual Appointment Scheduling Website

a) Navigate to the Idaho Department of Motor Vehicles Virtual Appointment Scheduling site.

Note: <https://telegov.egov.com/dmv>

b) Click the **Make Appointment** button.

c) Click the **Idaho Vehicle Registration Renewal** button.

Note: Currently registration renewals are the only service available through the Idaho Department of Motor Vehicles Virtual Appointment Scheduling website.

The Idaho Vehicle Registration Renewal Appointment screen opens and lists the requirements for setting a virtual appointment. These requirements include a device with working video and audio capabilities (camera, audio, and microphone), and a well-lit location.

d) Answer the question confirming that you have a camera, audio, and microphone on your device.

Note: if you answer “No” to this question, you will not be able to schedule a virtual appointment.

e) After answering the question, click the **Continue** button.

Idaho Vehicle Registration Renewal Appointment

Introduction

Appointment Details

Review

Next

Video Appointments

Please be advised vehicle registration appointments are by video only.

In order to complete your appointment, you will need a device with working video and audio capabilities (camera, audio, and microphone). Examples of devices that have these capabilities are smartphones, laptops, desktops, computers, etc.

Make sure to find a well-lit spot so that the DMV agent can see your face during the appointment.

Please be advised that DMV county administrative fees will be charged on all virtual registration transactions.

Do you have a camera, audio, and microphone on your device for your appointment? *

☒ Yes

☐ No

Be aware that you may be asked to provide personal information during your appointment.

Due to this, we ask that you are able to complete your appointment with us in a private, quiet location.

Do not attempt to complete your appointment while operating a vehicle. If this does occur, we will terminate the connection and you will need to reschedule your appointment.

Payments are to be made by credit card at the time of appointment. Please note that there is a fee charged for the processing of the credit card transaction.

Continue >

- f) Select the **Renew Idaho Vehicle Registration** button.
- g) Enter your **(Contact) Name, Email**
- h) Answer the Yes/No question whether you need to update the address on your registration.
- i) Enter your **Contact Phone Number**.
- j) Enter the **License Plate number(s)** for each vehicle which you want to renew their registration.
- k) Click **Next**.

Introduction

Appointment Details

Review

Submit Delete

Please be advised that DMV county administrative fees will be charged on all virtual registration transactions.

Appointment Type

Select *

☒ Renew Idaho Vehicle Registration

Customer Information

Contact Name *

Contact Email *

email@example.com

Do you need to update your address on your registration? *

☐ Yes

☐ No

Contact Phone Number *

(999) 999-9999

Vehicle Information

Vehicle #1 License Plate *

Vehicle #2 License Plate

Vehicle #3 License Plate

Vehicle #4 License Plate

Vehicle #5 License Plate

< Previous

Next >

l) Review the information for accuracy. If it is correct click **Next**.

The screenshot shows the 'Review' step of the appointment scheduling process. On the left, a sidebar contains three steps: 'Introduction' (checked), 'Appointment Details' (checked), and 'Review' (active). Below the sidebar are 'Submit' and 'Delete' buttons. The main content area is divided into sections: 'Appointment Details' with a disclaimer, 'Appointment Type' with a radio button for 'Renew Idaho Vehicle Registration', 'Customer Information' with fields for 'Contact Name' (Clay Potts), 'Contact Email' (Clay.Potts@yahoo.com), a question about updating the address (radio buttons for 'Yes' and 'No', with 'No' selected), and 'Contact Phone Number' (208) followed by a masked field. The 'Vehicle Information' section lists five license plate fields, all of which are masked. At the bottom, there are '< Previous' and 'Next' buttons, with the 'Next' button highlighted by a red rectangle.

Choosing an Appointment Date and Time

Virtual appointments are made with DMV county agents around the state. This ensures faster service is available to the citizens of Idaho.

a) Click on **Select Video Appointment**.

Note: Clicking on the **Check Earliest Availability** button will display the earliest date with an available time slot.

The screenshot shows the 'Select Appointment Location' screen. The header includes the 'IDAHO' logo and 'DEPARTMENT OF MOTOR VEHICLES'. The main heading is 'Virtual Appointment Scheduling'. Below this is a navigation bar with four tabs: 'Idaho Vehicle Registration Renewal', 'Appointment Location' (active), 'Appointment Date & Time', and 'Applicant Information'. The content area shows 'Virtual DMV Office' with a location pin icon and two buttons: 'CHECK EARLIEST AVAILABILITY' and 'SELECT VIDEO APPOINTMENT'. The 'SELECT VIDEO APPOINTMENT' button is highlighted with a red rectangle. The background features a sunset over a field.

- b) Select a date from the calendar. The time slots available for that date will display. If the time is not available, it will be grayed out and cannot be selected.
- c) Select the available time slot for your appointment.

IDAHO DEPARTMENT OF MOTOR VEHICLES
Virtual Appointment Scheduling

Select Appointment Date and Time

Idaho Vehicle Registration Renewal Virtual DMV Office **Date & Time** Applicant Information

Select Date of Appointment

December, 2023

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Select Time of Appointment for December 22, 2023

- 09:00 AM MST (0 available)
- 09:20 AM MST (1 available)
- 09:40 AM MST (1 available)
- 10:00 AM MST (1 available)
- 10:20 AM MST (1 available)
- 10:40 AM MST (1 available)
- 11:00 AM MST (1 available)
- 11:20 AM MST (1 available)
- 11:40 AM MST (0 available)

- d) Enter your personal information. All fields are mandatory.

Note: The email entered is where the link and instructions will be sent.

- e) **Optional:** Check the **Receive Text Messages** if you want SMS messages (confirmation, etc.) sent to your mobile device.

- f) Select the **Submit** button to finalize the scheduling of your appointment.

IDAHO DEPARTMENT OF MOTOR VEHICLES
Virtual Appointment Scheduling

Enter Personal Information

Idaho Vehicle Registration Renewal Virtual DMV Office 12/22/2023 11:20 AM MST Applicant Information

First Name * Last Name *

Clay Potts

Email * Phone *

clay.potts@yahoo.com (208) 606-1033

You will be contacted with a video link and instruction.

☒ Receive Text Messages

← PREVIOUS SUBMIT

A confirmation number will display on screen. This confirmation can be printed or added to a calendar. The date and time, and applicant information can be edited, or the appointment can be canceled.

The link to the appointment is in the middle of the screen.

Appointment Confirmed

Your appointment has been confirmed. Please review your appointment information.

Confirmation Number: ZZL703530

[PRINT](#) [ADD TO CALENDAR](#)

Appointment

Appointment Type:

IDAHO VEHICLE REGISTRATION RENEWAL

This will be a **video appointment**. Please click on the following link at least 5 minutes BEFORE your scheduled start time. Refer to your confirmation email for helpful information regarding your upcoming virtual appointment.

<https://stage.telegov.egov.com/Meeting/ZZL703530>

Location:

VIRTUAL DMV OFFICE

Date & Time:

12/22/2023 11:20 AM MST

[EDIT](#)

[EDIT](#)

[EDIT](#)

[CANCEL APPOINTMENT](#)

Applicant Information

Name: Clay Potts

Email: clay.potts@yahoo.com

Phone: (208) [REDACTED]

Editing an Appointment

If you return to the Idaho Department of Motor Vehicles Virtual Appointment Scheduling Website, you can view or edit your appointment.

- Enter the email address used when setting the appointment.
- Select the View/Edit Appointment button.

IDAHO DEPARTMENT OF MOTOR VEHICLES
Virtual Appointment Scheduling

Confirm Email

To view or edit your appointment, enter the exact email address you used to schedule your appointment, and click 'View/Edit Appointment'.

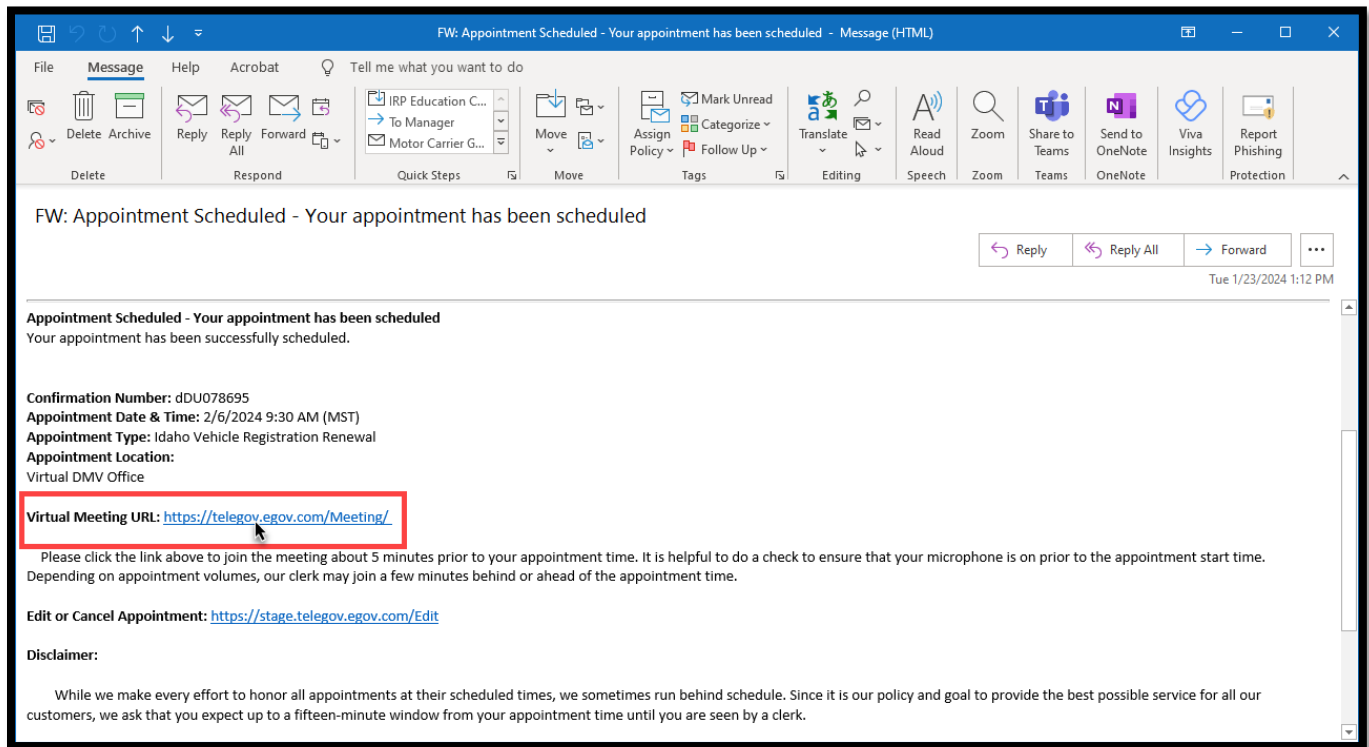
Email [VIEW/EDIT APPOINTMENT](#)

DMV
DMV.IDAHO.GOV

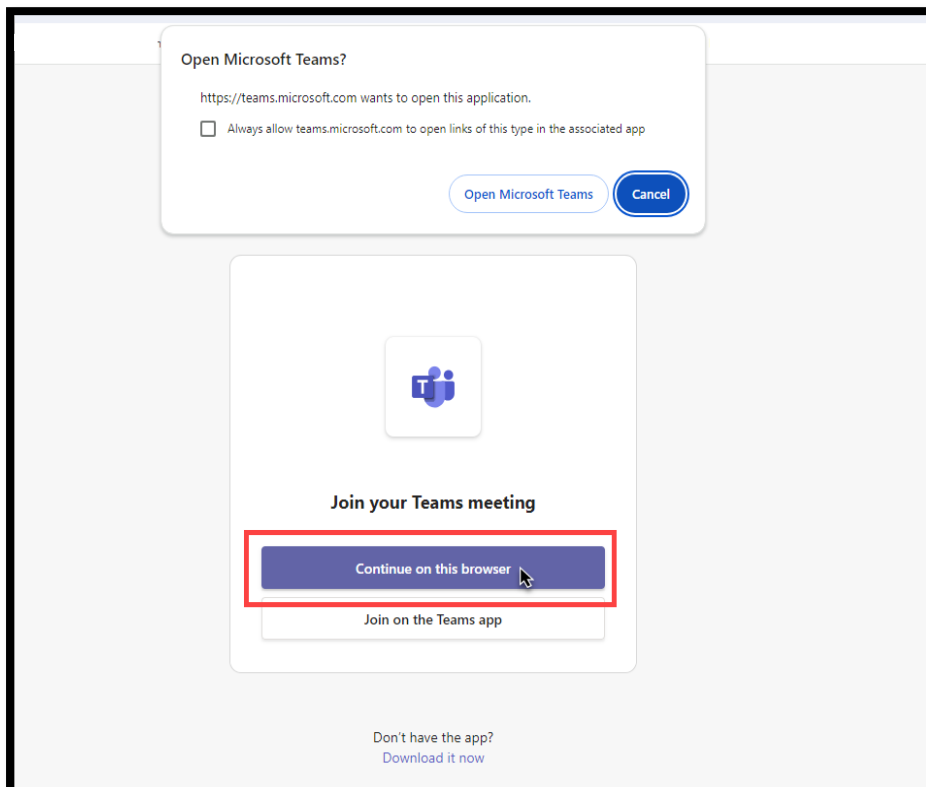
Idaho Transportation Department | 208-334-8000

Launching the Appointment

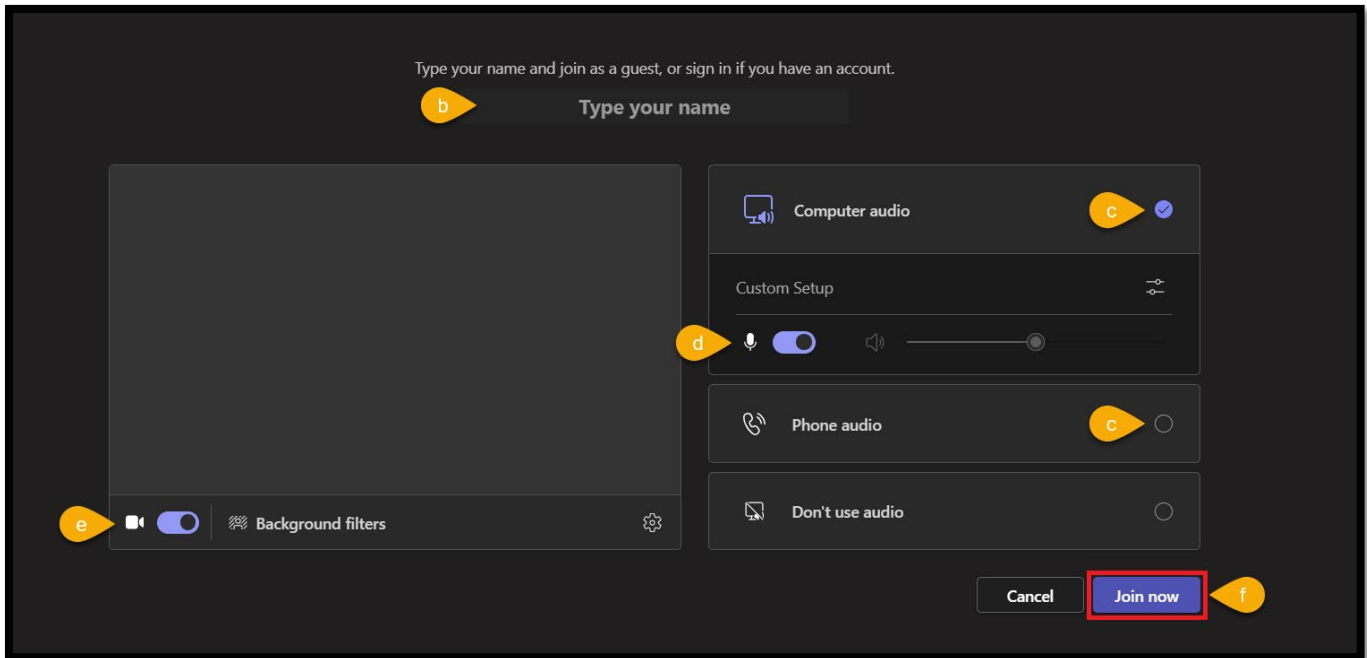
a) Click the appointment link received in the confirmation email, or from the screen show above. It is best to do this a few minutes before the appointment time to allow you time to ensure your audio and video are set properly.



Select the "Continue on this browser" button to open Teams.



- b) When Microsoft Teams opens enter your name in the **Type your name** field.
- c) Ensure your audio is on by selecting either the **Computer audio** check button, or the **Phone audio** check button.
- d) Ensure the microphone is on using the slider switch.
- e) Ensure the camera is on using the slider switch.
- f) Click the **Join Now** button.



If the DMV Appointment agent has not started the meeting first, you will see a message at the top of the screen: *“When the meeting starts, we’ll let people know you’re waiting.”*

