CUSTOMER APPOINTMENT SCHEDULING

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

Access 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](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.
Choosing an Appointment Date and Time

Virtual appointments are made with DMV county agents around the state. This ensures that faster service is available to Idahoans.

a) Click on Select Video Appointment.

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

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.

b) Select the available time slot for your appointment.

A pop-up window appears informing the customer that the selected time slot will be reserved for 5 minutes.
c) Clicking **Continue** will finalize the reservation.

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.

e) 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.
f) A second/last question pertaining to the customer’s auto insurance must be answered before the it is possible to continue.

a) After answering the questions above, click the **Continue** button.

b) Enter your (Contact) Name, Email

c) Answer the Yes/No question whether you need to update the address on your registration.

d) Enter your Contact Phone Number.

e) Enter the License Plate number(s) and Registration Length for each vehicle which you want to renew their registration.
f) Click **Next**. A new screen will deploy.

g) The customer needs to complete the required fields (marked by a red asterisk *), including the **Registration Length**.
i) Review the information for accuracy. If it is correct click **Next**.

j) Enter your personal information. All fields are mandatory.

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

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

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

Editing an Appointment

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

a) Enter the email address used when setting the appointment.

b) Select the View/Edit Appointment button.
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.”**