

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>

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.

Appointment Scheduling

Home Help Translate Administrator Log In

IDAHO DEPARTMENT OF MOTOR VEHICLES Virtual Appointment

Reserve Appointment

Your selected appointment time will be reserved for 5 minutes. If you do not confirm your appointment before then, this time slot may no longer be available.

CONTINUE CANCEL

Select Appointment

Idaho Vehicle Registration Renewal Appointment

Applicant Information

Select Date of Appointment

April, 2024

Su	Mo	Tu	We	Th	Fr	Sa
31	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	1	2	3	4
5	6	7	8	9	10	11

Select Time of Appointment for April 02, 2024

- 09:30 AM MDT (1 available)
- 10:00 AM MDT (1 available)
- 10:30 AM MDT (1 available)
- 11:00 AM MDT (1 available)
- 11:30 AM MDT (1 available)
- 12:00 PM MDT (1 available)
- 12:30 PM MDT (1 available)

← PREVIOUS

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.

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

The screenshot shows a web form titled "TEST - Idaho Vehicle Registration Renewal Virtual Appointments". The header features the Idaho Department of Transportation logo and a background image of a building. On the left, there is a navigation menu with buttons for "Introduction", "Appointment Details", "Review", and "Next". The main content area is titled "Video Appointments" and contains the following text:

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.

Are you current on your auto insurance?*

☐ Yes
☐ No
☐ I don't know

- 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.

The screenshot shows the 'Appointment Details' screen. On the left, a sidebar contains 'Introduction' (checked), 'Appointment Details' (selected), and 'Review'. Below the sidebar are 'Submit' and 'Delete' buttons. The main content area has a header with a disclaimer: 'Please be advised that DMV county administrative fees will be charged on all virtual registration transactions.' Below this is the 'Appointment Type' section with a 'Select *' dropdown and a radio button for 'Renew Idaho Vehicle Registration' (highlighted with a red box). The 'Customer Information' section includes 'Contact Name *' (text input, red arrow), 'Contact Email *' (text input with 'email@example.com', red arrow), 'Do you need to update your address on your registration? *' (radio buttons for 'Yes' and 'No', 'No' is selected, red box), and 'Contact Phone Number *' (text input with '(999) 999-9999', red arrow). The 'Vehicle Information' section has five 'License Plate' fields (Vehicle #1 to #5, all marked with red asterisks and red arrows). At the bottom are '< Previous' and 'Next >' buttons.

g) The customer needs to complete the required fields (marked by a red asterisk *), including the **Registration Length**.

This screenshot shows the same 'Appointment Details' screen as before, but with the 'Registration Length' dropdowns highlighted. The 'Appointment Type' section is the same. In the 'Vehicle Information' section, the five 'License Plate' fields are visible. To the right of these is a column of five 'Registration Length *' dropdown menus, each with a red asterisk and a red box around the entire column. Each dropdown shows '- Select an option -'. The 'Next >' button is at the bottom.

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

Introduction
Appointment Details
Review

Appointment Details
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: Clay Potts
Contact Email: Clay.Potts@yahoo.com
Do you need to update your address on your registration? *
☐ Yes
☒ No
Contact Phone Number: (208) [REDACTED]

Vehicle Information
Vehicle #1 License Plate: [REDACTED]
Vehicle #2 License Plate:
Vehicle #3 License Plate:
Vehicle #4 License Plate:
Vehicle #5 License Plate:

< Previous **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.

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 * Clay
Last Name * Potts
Email * clay.potts@yahoo.com
Phone * (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 ←

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

Applicant Information
Name: Clay Potts
Email: clay.potts@yahoo.com
Phone: (208) [redacted]

Buttons: PRINT, ADD TO CALENDAR, CANCEL APPOINTMENT, EDIT (x3)

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'.

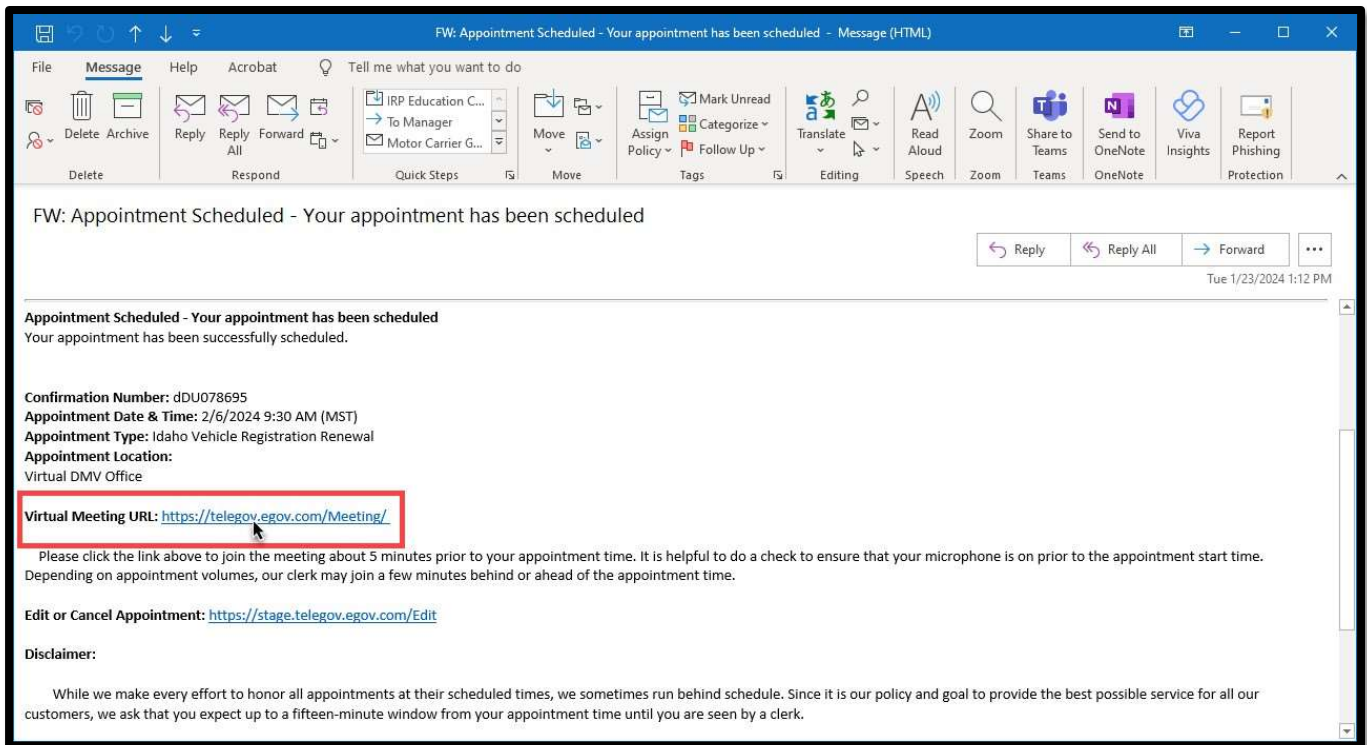
Email ←

VIEW/EDIT APPOINTMENT

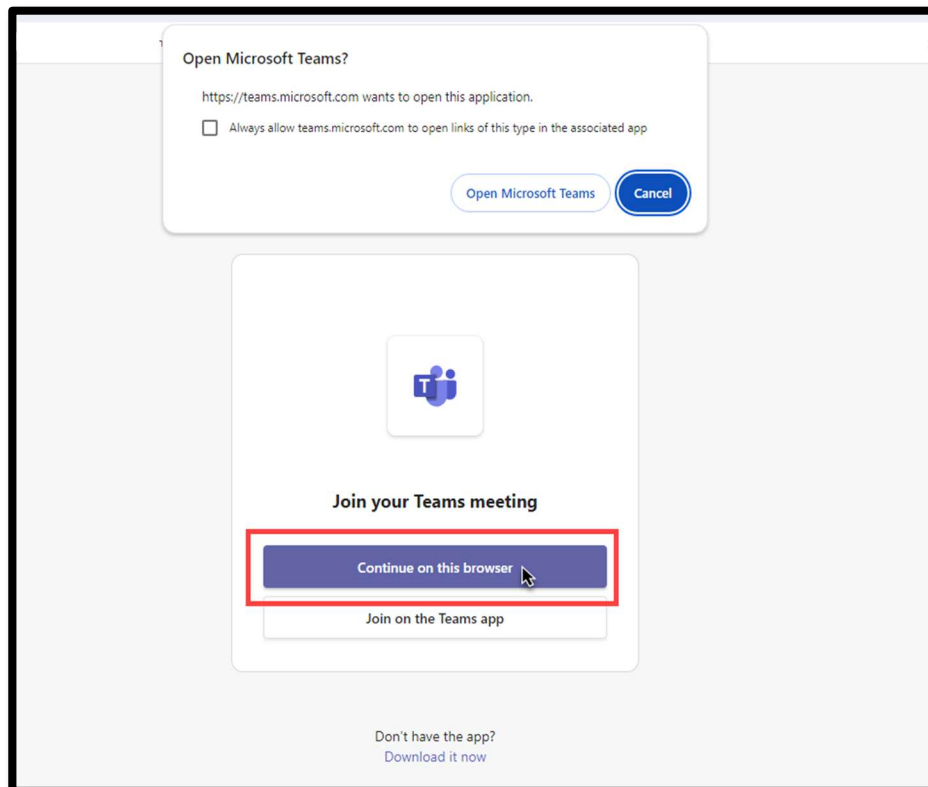
DMV
DMV.IDAHO.GOV
Idaho Transportation Department | 208-334-8000

Launching the Appointment

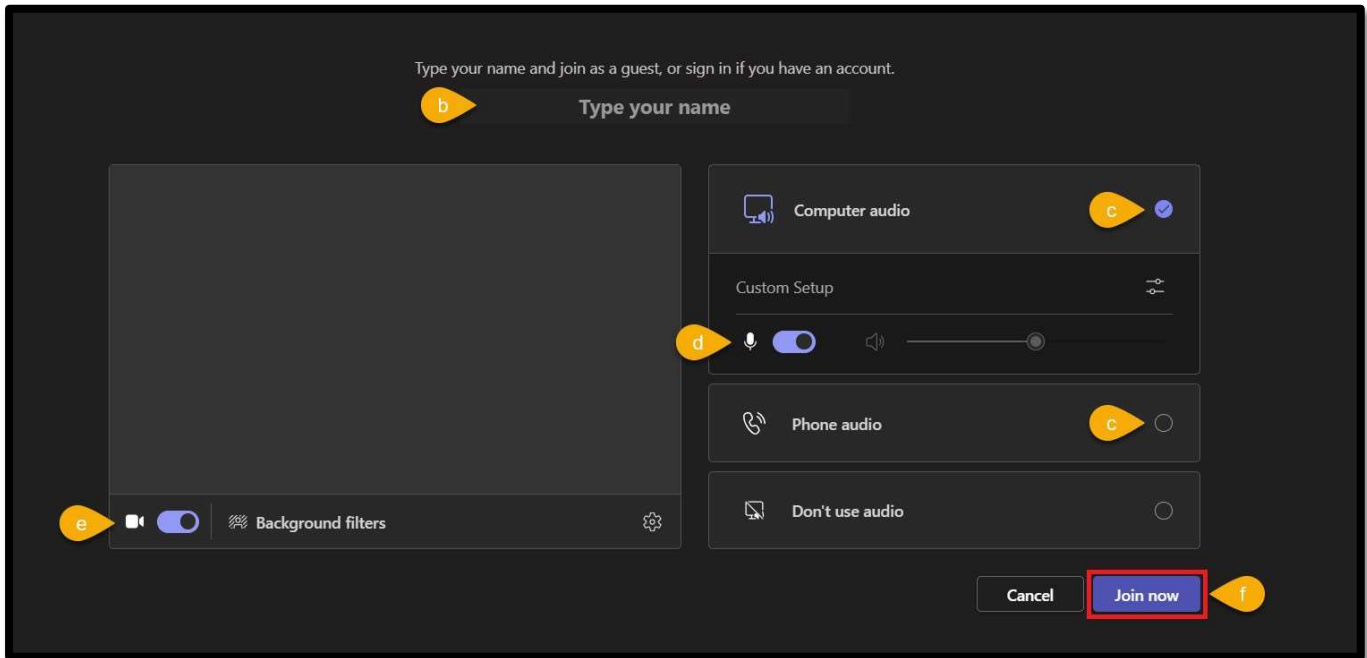
a) Click the appointment link received in the confirmation email, or from the screen show above. It is best to do this a few minutes before the appointment time to allow you time to ensure your audio and video are set properly.



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.”*

