

Services Modernization: Scheduling Inspections

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New Information

The California Department of Motor Vehicles (DMV) has embarked on a multi-year modernization project that will replace aging systems and deliver new service options to Californians. DMV is focused on maximizing online and mobile service options to streamline processes and reduce field office wait times.

The first phase of this modernization project will have two release dates in 2022 that directly impact all license types issued and program certifications administered by the Occupational Licensing (OL) Branch. More information related to this project will be released in upcoming OL Industry News (OLIN) memoranda.

Release 1: February 2022 Scheduling Inspections

Release 1 will affect all license and program types that require a site inspection prior to issuing an original license or program certification. New applicants will be required to create a DMV account and schedule their site inspection using a new online portal.

Frequently Asked Questions

Q: How will I schedule my site inspection online?

A: After you submit your paper application to DMV, you will receive an email with a link to our new online portal. This link will prompt you to create an online user account with DMV. You will then select your preferred window of time for an inspection.

Your inspector will call you before the inspection to give you an estimated arrival time.

Q: Will I submit my application online?

A: No. You will still submit a paper application to DMV.

Q: Do I need to set up an account online?

A: Yes. You will need to set up a user account with DMV before you schedule your inspection. When it is time for you to schedule your inspection, you will receive an email with a link to guide you through the process.

Q: How do I set up my user account?

A: You will receive an email notifying you to schedule your inspection. The email link will guide you through the account set-up process before you schedule your inspection.

A help video and DMV staff contact information will be provided to assist you.

Q: What information will the user account require?

A: To set up your user account, provide your first and last name, phone number, and email address. Then enter your application number and account ID. The email notification you receive will have these numbers.

You **must** use the same first name, last name, and email you provided when you filled out your paper application, so our system can match you with your application.

Frequently Asked Questions, *continued*

Q: Will I need to pay a fee to use the online system?

A: No. There is no charge to use the portal for scheduling your inspection.

Q: Can I call or drop in for an appointment?

A: No. Using our online portal is the quickest and most efficient way for you to schedule your inspection. When you receive an email notification that it is time to schedule your inspection, follow the instructions provided.

Q: Who will I contact for portal support?

A: The portal will have a help video you can watch and contact information for DMV staff who can assist you.

Q: Why is DMV making these changes, and what other changes can we expect?

A: DMV wants to provide our customers the most efficient service possible. Online scheduling gives you the option to find an inspection time that works for you. This online tool is available 24/7, so you can complete this task outside of DMV business hours.

Background

Currently, a site inspection is scheduled via phone or in office, between an OL Inspector and the applicant.

DMV will continue to improve our processes and technology to make doing business with us as quick and easy as possible.

References

Vehicle Code, Division 5

California Code of Regulations, Title 13, Division 1, Chapter 1

Distribution

Notification that this memo is available at **dmv.ca.gov** under Vehicle Industry Services, was made via the California DMV Automated Email Alert System in December 2021 to the following:

- All Email Alert Subscribers