

DMV Appointment Request FAQ

Use this FAQ to find answers to your frequently asked questions about our new online appointment request tool.

Do I need to wear a mask to my appointment?

DMV offices are observing social distancing and public health safety measures as recommended by the Oregon Health Authority. You should be prepared to wear a face covering/mask at DMV offices.

Someone I know doesn't have access to the internet, how can they make an appointment?

They will need to contact our DMV customer service line by calling their [local DMV office](#) or 503-945-5000 in Salem or 503-299-9999 in Portland area. Our phone representative will schedule an appointment for them. We encourage all customers to use the online tool if they can, or have a trusted friend or family member help them do so. This keeps our phone lines open for customers who have questions about other topics like sending in their DMV business by mail.

I need to cancel or reschedule my appointment. How do I do that?

Using the online appointment tool makes it easy to cancel or reschedule your appointment. The system will ask for some of the information associated with your appointment, such as your name or license/ID number, to look up your appointment information and give you the option to change or cancel the appointment. If you have difficulty using the online tool, contact our DMV customer service line by calling your [local DMV office](#) or 503-945-5000 in Salem or 503-299-9999 in Portland area.

I need an appointment to get a Real ID, but I don't see that option listed in the online scheduling tool. How do I do get the appointment I need?

*To get a Real ID, you don't need to make a special appointment. If you want a Real ID-compliant license choose the "Driver license/permit" appointment type. If you want a Real ID-compliant ID card choose the "ID card issuance" appointment type. Choose whether you need to renew your current license (permit or ID) or if you need to take tests to get a license or permit. If you want to replace your license/ID card, you will need to make an appointment – **you cannot order a replacement license online and change to a Real ID.***

We encourage you to use this [Real ID checker](#) on our website to determine if you need a Real ID, and if you do, to make a checklist of the documents you will need to bring with you to your appointment.

I submitted an appointment request for a VIN inspection but prefer to just do a drive-up inspection now that they are available. How can I cancel my appointment?

No problem! We're glad you find the drive-up service helpful. Just go online to [DMV2U](#) and select "Modify an existing appointment" to cancel your scheduled DMV appointment.

I made an appointment to replace my license or pay a reinstatement fee, but I see that I can now do that online. How can I cancel my appointment?

We are glad that offering these new online services is helping you skip the trip in to DMV. Please use the online scheduling tool to cancel your appointment. If you have difficulty using the online tool, contact our DMV customer service line by calling your [local DMV office](#) or 503-945-5000 in Salem or 503-299-9999 in Portland area.