TAXATION & REVENUE
NEW MEXICO

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MVD launches new appointment system, expands in-person operations

The New Mexico Motor Vehicle Division is expanding its in-person operations as COVID-19 case counts are improving statewide. MVD is also launching a new appointment scheduling system on Monday that will increase the number and type of appointments that can be made online at MVDonline.com.

The scheduling system will not be available this weekend so that existing appointments can be transferred to the new system, called MVD Direct. There is no need for customers who have already scheduled appointments to rebook them.

The new MVD Direct scheduler will allow customers to check in to their appointments via text message from their cars and then receive a text notification when their number is called.

Customers will be able to access the new scheduling system using a link on the home page of mvdonline.com.

To comply with public health restrictions and help limit the spread of COVID-19, appointments at larger offices, such as those in Albuquerque, Santa Fe and Las Cruces, have been limited to first-time New Mexico licenses, first-time RealID licenses and for dropping off in-state vehicle title transfer and registration paperwork. However, MVD is expanding appointment capacity and the transaction types offered thanks to improving conditions.

Transactions will continue to be conducted by appointment only, and the number of people allowed in MVD lobbies will continue to be limited in compliance with the state public health order. With the exception of counties designated as 'red', customers will no longer be screened at the entrances, but they will be asked to check a box when making their appointments agreeing not to show up for appointments if they are exhibiting any symptoms related to COVID-19.

Throughout the pandemic, MVD has worked to move more of its services online to meet customer demand while ensuring COVID-safety. About 3,200 transactions per month are currently being completed outside of MVD offices due to innovations made by MVD throughout the pandemic.