TAXATION & REVENUE
NEW MEXICO

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MVD now offers online license renewal for drivers 79 an older

For the first time, drivers 79 years of age and older have the option of renewing their driver's licenses online at MVDonline.com.

Drivers 79 and older previously had to renew their licenses in person every year. Anyone in that category now will be able to renew online 60 days or less before their current license expires.

"The need to reduce traffic in Motor Vehicle offices because of the COVID-19 pandemic created frustrating backlogs. But the good news is that it led us to innovate new ways to serve our customers," said Taxation and Revenue Department Secretary Stephanie Schardin Clarke. "Online transactions already have increased dramatically this year, and these new initiatives should further relieve the strain on our field offices."

Going forward, drivers 79 and older who need an eye exam or medical report to renew their licenses will be able to conduct their annual renewal online in a two-step process. First, the driver will submit their eye exam or medical report online at mvdonline.com. Once the report has been accepted by MVD staff, the driver will go to mvdonline.com to renew their license.

"We're especially pleased to be able to offer this service for one of our most vulnerable populations. We know that many seniors still aren't comfortable coming to an office right now," said Acting MVD Director Marcos Martinez.

The online renewal for seniors is the latest in a variety of new self-service options MVD is planning or has already implemented this year. Testing and programming are underway on the coming improvements to ensure MVD can offer these new options securely and seamlessly.

Registration renewals will soon be available at self-service "MVD Direct" kiosks in a small number of retail locations under a pilot project that will be expanded if it proves successful.

Over the next few months, MVD will be introducing an online option for in-state title transfers and first-time vehicle registrations, which currently must be conducted in person. Customers also are expected to have the option of dropping off paperwork for title transfers and new registrations at MVD field offices for processing without having to make an appointment.

The drop-off option also will be available for out-of-state title transfers.

Also, a new appointment scheduling system will soon be available at mvdonline.com that will help expedite transactions and enable appointment confirmation texts.

Other self-service options already rolled out this year include:

- A new interactive voice response phone system allowing some transactions to be completed over the phone. The service, available at 888-MVD-INFO, accepts credit and debit card payments.
- Drivers whose licenses expire within certain periods can obtain a 90-day temporary license at mvdonline.com.
- Commercial license holders can now renew online, unless they need their first Real ID license. They also can obtain a 120-day temporary license online.