



RMV COVID-19 Information – FAQs

Q: I'm practicing "social-distancing" and don't want to visit an RMV Service Center – can I do my business online?

A: Yes! A complete list of the more than 40 transactions that can be processed online, by phone, or by mail is available at [Mass.Gov/RMV](https://www.mass.gov/RMV). We are continually working to identify additional transactions that may be available without an in-person visit.

Please find below the list of the transactions cannot be processed online and that need to be conducted in-person at this time. If you have an immediate Registry need that must be completed in-person, you must make an appointment online in the [myRMV Online Service Center](#) before visiting an RMV Service Center to perform one of the transactions below.

Transaction
Register My Vehicle
Apply for a Learner's Permit
Transfer My Out of State License to Mass
Transfer My Out of State License and Registration to Mass
Apply for a Mass ID
Amend My Registration
Transfer Vehicle to a Surviving Spouse
CDL - Renew My Commercial (Class A, B, C) Driver's License
CDL - Downgrade to a Passenger License
Change Name on My License/ID
Confirm Identity for a Registration Renewal
Take a School Pupil Transport Exam
Take a Professional Driver Instructor Exam
Update Lawful Presence Verification
Reinstate My Registration
Pay My Vehicle Sales Tax
IRP - Register a New Vehicle

Q: I need to visit an RMV Service Center – are they open?

A: You may not need to visit an RMV Service Center at this time and we encourage you to delay your visit if you do not have an immediate need for a required in-person transaction.

The extensions below replicate the ongoing measures the RMV has taken to reduce the need for customers to physically visit an RMV Service Center or one of its business partners' facilities, allowing for 'social-distancing' by decreasing non-essential travel and customer volume.

Credential	Current Expiration Date (on credential)	New Expiration Date
Driver's Licenses and ID Cards		
Class D, M, and DM Licenses Commercial Driver's Licenses (CDLs) Mass ID Cards	March 2020	September 2020
	April 2020	September 2020
	May 2020	September 2020
	June 2020	October 2020
	July 2020	November 2020
Learner's Permits	August 2020	December 2020
Class D, M, and DM Permits Commercial Learner's Permits (CLPs)	March 2020	December 2020
	April 2020	December 2020
	May 2020	December 2020
	June 2020	December 2020
	July 2020	December 2020
CDL Medical Certificates	August 2020	December 2020
CDL Medical Certificates	March 2020	June 30, 2020
	April 2020	June 30, 2020
	May 2020	June 30, 2020
	June 2020	September 30, 2020
	July 2020	September 30, 2020
	August 2020	September 30, 2020
Registrations		
Passenger Plate Registrations	March 2020	July 31, 2020
	April 2020	July 31, 2020
	May 2020	July 31, 2020
	June 2020	July 31, 2020
School Bus, School Pupil, and Bus Registrations	June 2020	July 31, 2020
IRP (Apportioned) Plate Registrations	June 2020	September 30, 2020
Inspection Stickers		
Commercial and Non-Commercial Inspection Stickers	March 2020	July 31, 2020
	April 2020	July 31, 2020
	May 2020	July 31, 2020

All Motorcycle Inspection Stickers	May 2020	July 31, 2020
Professional Credentials		
School Bus Certificates School Pupil Transport Licenses (7D) Inspector Licenses Inspection Station Licenses Driving Instructor Licenses Driving School Licenses	March 2020 April 2020 May 2020 June 2020	90 days after State of Emergency is lifted

If your transaction requires an in-person visit, there are a limited number of Service Centers open at this time. We are only processing certain in-person transactions at this time and you must make an appointment in the [myRMV Online Service Center](#) before visiting a Service Center. Visit Mass.Gov/RMV to review the complete list of the more than 40 transactions that can be processed online, by phone, or by mail.

When you make an appointment, please arrive on time and prepared with your confirmation email at your selected location. Please avoid bringing multiple individuals with you at this time to help us with “social-distancing.”

Q: My license, ID card, or learner’s permit is expiring / expired and I need to renew it – why can’t I do this online or make an appointment?

A: If your license, ID card, or permit, including commercial licenses and permits, expired or is expiring between March and August of 2020, you don’t not need to visit us to renew at this time. Your license / ID / permit has been extended. Click [here](#) for more information on extensions.

Customers who renew for a ‘standard’ Massachusetts driver’s license or ID card online between June 12 and August 12, 2020, will be able to upgrade to a REAL ID if they need it in 2021 at no additional charge. The cost of a license or ID renewal is \$50 for a ‘standard’ or REAL ID, while the amendment or upgrade fee waived by an Executive Order is \$25. Renew online [here](#).

Q: I’d prefer to visit a Service Center but can’t find make an appointment online for what I need to do. Can I just walk-in?

A: The RMV has implemented an appointment-only reservation system for customers with the necessary and required transactions above that can only be completed in-person. Appointment reservation times are available on a rolling basis up to 7 business days in advance. Additional appointments are added each night for the next available business day so if you cannot find an appointment, try again in the morning.

Q: My transaction requires an in-person visit and I have my appointment confirmation. But are the Service Centers clean and practicing “social-distancing?”

A: In keeping with recommendations from the Massachusetts Department of Public Health (DPH), the RMV has also adopted enhanced cleaning practices for its facilities, purchased additional contactless hand sanitizer dispensing stations, issued anti-viral disinfectant wipes and individual size hand sanitizers to certain employees, and expanded areas to be disinfected. We have also installed barriers between counters to assist with ‘social-distancing’.

You can assist us in practicing “social-distancing” by arriving on time and prepared, and by not bringing multiple individuals with you to reduce customer volumes. We are currently limiting the number of customers allowed inside based on your appointment time and asking customers to practice “social-distancing” in the lines outside. We ask all RMV customers to wear face coverings when you visit the Service Center for your scheduled reservation.

Q: So my expiring license, ID card or learner’s permit is extended, but what if I need to travel and the printed date still says it’s expired?

A: According to TSA, if you’re traveling with an expired license or passport you may still be able to fly. Acceptable forms of ID cannot be more than 12 months past the identified expiration date.

Q: What if I need a REAL ID to travel – why can’t I make an appointment to get one?

A: The federal government announced that it is postponing the REAL ID compliance deadline for one year until October 1, 2021.

Effective March 25th and until further notice, the RMV is suspending the issuance of new REAL IDs unless it is part of a first time issuance, out of state conversion, or other limited circumstance.

Customers who renew for a ‘standard’ Massachusetts driver’s license or ID card online between June 12 and August 12, 2020, will be able to upgrade to a REAL ID if they need it in 2021 at no additional charge. The cost of a license or ID renewal is \$50 for a ‘standard’ or REAL ID, while the amendment or upgrade fee waived by an Executive Order is \$25.

Q: Can I make an appointment in the Service Center to renew my expiring vehicle registration?

A: No. Appointments to renew expiring motor vehicle registrations cannot be scheduled at this time. You can renew your vehicle registration online at [Mass.Gov/RMV](https://www.mass.gov/rmv), over the phone at 857-368-8000, or by mail if you received your registration renewal application in the mail.

Q: The inspection sticker on my windshield is expiring or I failed my last inspection. I’d rather not have to visit my local auto repair shop, but are they open for renewal inspections?

A: Inspection stations are open at their discretion. However, you may not need to renew your inspection sticker at this time as the Registry has extended. Certain inspection sticker expiration dates as outlined below. If your expired or expiring sticker has a red “R” (failed inspection), this

indicates a safety defect, and you cannot operate your vehicle until appropriate repairs have been completed.

- All commercial and non-commercial vehicle inspection stickers that expire on March 31, April 30, and May 31 have been extended for 60 days.
 - Inspection stickers that expire in **March 2020** will now expire in **July 2020**.
 - Inspection stickers that expire in **April 2020** will now expire in **July 2020**.
 - Inspection stickers that expire in **May 2020** will now expire in **July 2020**.
- Commercial and non-commercial vehicles that are issued a failed inspection sticker (indicated by a sticker with a red or black letter 'R') that is due to expire between March 2020 and May 2020, must be re-inspected by July 31.
- Additionally, the one free re-test for these vehicles is also extended to July 31 provided the re-test is performed at the same inspection station that performed the initial inspection.
- Regardless of the date of inspection, vehicles issued a failed inspection sticker due to a safety defect (indicated by a sticker with a red letter 'R') shall **not** be operated until appropriate repairs have been completed.
- All motorcycle inspection stickers originally set to expire on May 31 must be inspected by July 31.

Q: What about purchasing a new (non-commercial) vehicle? Do I still need to get it inspected within 7 days?

A: The RMV is also extending the time during which newly registered vehicles must be inspected, which is typically within 7 days of the date of registration.

- Any newly-registered commercial and non-commercial vehicle purchased between March 1, 2020 and March 31, 2020 must be inspected by July 31.
- Any newly-registered commercial and non-commercial vehicle purchased between April 1, 2020 and April 31, 2020 must be inspected by July 31.
- Any newly-registered commercial and non-commercial vehicle purchased between May 1, 2020 and May 31, 2020 must be inspected by July 31.

Q: I need to renew my license because my pharmacy will not fill my prescription, or can't finalize my mortgage, or can't cash a check, etc.?

A: You can contact the RMV's Driver Licensing Department at 857 368 8110 and request a replacement card and pay the duplicate fee of \$25. The new card with updated expiration date will be mailed to your address on record within 7 – 10 days.

Q: I want to get a job driving a truck. What are my options?

A: The RMV recognizes how important commercial vehicle drivers are to the supply chain, especially during this State of Emergency. If visiting one of the open Service Center locations, you must first make an appointment online in the [myRMV Online Service Center](#).

Q: I need a hearing to get my license back. Should I make an appointment?

A: You do not need an appointment for a hearing – they are available on a walk-in basis and are conducted at Boston/Haymarket, Brockton, Fall River, Lawrence, *Pittsfield (Wednesdays only), Springfield, and Worcester.

Due to the agency's ongoing COVID-19 (coronavirus) response, suspension hearings will be conducted by telephone.

You must report to a designated RMV Service Center to begin this process. You are limited to **one** hearing on a particular suspension or revocation. You have the right to be represented by counsel or by any other responsible adult, but the applicant must accompany the representative at the time of the hearing. Please note that the RMV **does not** provide copy service. Have your copies ready ahead of time. Original documents **will NOT** be returned. During your hearing, it will be discussed whether further documents are required, and how to return those to us.

Q: How long do I have to transfer my plates to a new vehicle I just purchased?

A: Grace Period for Registration Transfers after Vehicle Purchase: The statute currently requires individuals to transfer a registration within 7 days of vehicle purchase. From June 12 until August 12, 2020 (or when the State of Emergency ends), an Executive Order issued by Governor Charlie Baker temporarily extends this grace period requirement to 21 calendar days from the date you dispose of your previous vehicle to register your new one.

Under this grace period, the following conditions must be met:

- You must be at least 18 years old
- The new vehicle or trailer must be of the same type and have the same number of wheels as the previous one
- You must carry the transfer documents, which show the registration number to be transferred, in your vehicle
- You must have lost possession of or disposed of your previous vehicle
- The registration plates must be attached to the newly acquired vehicle

Q: Is the RMV extending apportioned plates that expire on June 30th?

A: Yes. The RMV is extending the expiration date for apportioned plates from June 30th until September 30th, 2020. Click [here](#) for instructions on how to renew.