- **My permit is expiring or lost. Can I get a new one?**
  - If your learner permit is currently valid or expired on March 1, 2020 or after please contact our Call Center at 801-965-4437 or 888-353-4224 and the Division will mail a renewed or duplicate permit to you at no charge.

- **Why do I have to come in person to renew my license during this crisis?**
  - If your last renewal was completed by internet or mail you must appear in an office to complete an update vision screening and have a new photo taken.
  - If you are in a higher risk group, health/medical personnel or immunocompromised contact our Call Center at 801-965-4437 or 888-353-4224 and your process can be done without immediately appearing.

- **Can I make an appointment to come in?**
  - The Division is only scheduling appointments for knowledge tests. We are unable to schedule appointments online at this time, please contact the nearest office. [https://dld.utah.gov/office-locations-and-hours](https://dld.utah.gov/office-locations-and-hours)

- **Are you issuing learner permits yet?**
  - A person may apply for a learner permit by contacting the office nearest them. An appointment will be scheduled to take the knowledge test. Please review the required documents information prior to appearing for the appointment. [https://dld.utah.gov/office-locations-and-hours](https://dld.utah.gov/office-locations-and-hours)

- **I just moved here and need to get a Utah license, what do I do?**
  - During the limited service process, due to Covid-19, please contact your local office to schedule an appointment. Please review the required documents information prior to appearing for the appointment. [https://dld.utah.gov/license-permit-idcard/regular-driver-license](https://dld.utah.gov/license-permit-idcard/regular-driver-license)

- **Can my child apply for their first time provisional license yet?**
  - If both the knowledge and skills test have been previously completed and the online safety and trends test is complete, a person may contact the office nearest them to schedule an appointment. [https://dld.utah.gov/office-locations-and-hours](https://dld.utah.gov/office-locations-and-hours)

- **When can I come in and apply for a MC endorsement?**
  - A person may apply for a motorcycle permit by contacting the office nearest them. An appointment will be scheduled to take the knowledge test. [https://dld.utah.gov/office-locations-and-hours](https://dld.utah.gov/office-locations-and-hours)
- **What precautions are you taking to keep us safe when we come into the office?**
  - Our offices are using the recommended CDC guidelines of social distancing; Employees and customers will maintain 6 feet of space between each other.
  - Each workstation, eye machine or other surfaces are cleaned between each customer.
  - Customers are asked to wait in their vehicle until we can assist them in our office.
  - Customers who appear ill will be asked to return when they do not show signs of illness.
  - Only the customer being served is allowed in the office.
  - If possible please fill out and print your application online **before** coming into the office. The application can be printed here: https://dld.utah.gov/wp-content/uploads/sites/17/2019/06/Driver-License-Application.pdf

- **How long are the wait times?**
  - This information varies by location and changes frequently.

- **Where is my gold star license?**
  - Effective March 26, 2020 the Real ID requirement has been extended for one year to **October 1, 2021** due to Covid-19.
  - You can still check the status of your Gold Star License here; https://dld.utah.gov/licensestatus/

- **Is the handbook available online to study for the permit test without having to come in?**
  - Yes - All of our handbooks are online and can be accessed here: https://dld.utah.gov/handbooksprintableforms/

- **I want to reinstate my license, but my ID card is still valid.**
  - Please contact our Call Center at 801-965-4437 or 888-353-4224
  - When a new license is required or the license needs to be renewed, you can pay the reinstatement fee in the office and apply for a renewal or duplicate.

- **Do you know when the DLD will go full service again?**
  - Driver License has restored the majority of our services. Most services have been modified to adhere to CDC guidelines. We ask for your help and patience while we learn and adapt to our new environment.
- If I choose to not renew in person due to the virus and still drive will I get a ticket?
  ○ Please contact your local law enforcement agency for information regarding traffic enforcement.

- Is DLD offering road/skills tests again?
  ○ REGULAR OPERATOR tests have been put on hold until (date unknown at this time) however, you can be put on a call back standby list if you call the driving skills test number at the office where you plan to take the test. Once we start offering the driving skills tests again you would be called back from this standby list.
  ○ MOTORCYCLE tests can be scheduled if you currently possess a motorcycle learner permit. You can call the driving skills test number of the office you plan to visit to have that scheduled.
  ○ COMMERCIAL DRIVER LICENSE (CDL) tests can be scheduled as usual, just contact your local office.

- What do I do if I have a DLD hearing or Administrative Hearing?
  ○ All DLD hearings are being conducted by phone only, please contact your local office to schedule a hearing appointment.

- I have a medical form due soon but I am unable to get into the Dr to complete the form, what will happen to my license?
  ○ Drivers that are unable to get their medical forms completed will have until **June 30, 2020** to complete the form before a denial of the license will be added to the record.

- I have a citation that I need to pay in court but the courts are closed, what will happen if I don't pay my court fines?
  ○ Drivers that are unable to appear in court because of court closures will have until **June 30, 2020** to clear their court case before a suspension of the license will be added to the record.

- If my license expires during the pandemic, will I have to do any testing?
  ○ The Driver License Division will not require a driver to take a written knowledge or driving skills test if they renew their driver license within six (6) months of the expiration date. *(This exception does not apply if your driver license was suspended or had more than four (4) citations in the previous five (5) years.)*

- How can I get a copy of my Motor Vehicle/Driving Report (MVR)?
  ○ An MVR will need to be purchased online thru our website, please visit; [https://secure.utah.gov/mvr-personal/](https://secure.utah.gov/mvr-personal/) to complete this process.