

- **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.
 - If your learner permit expired before March 1, 2020, you will need to schedule an appointment. You can also fill out and print the application prior to arriving at the office.
- **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 are required by state law to appear in an office to have a vision screening and an updated photo. You can schedule an appointment on our website dld.utah.gov. You can also fill out and print your application prior to arriving for your appointment.
 - If you are in a higher risk group, health/medical personnel or immunocompromised and are within 30 days of your license expiration date, contact our Call Center at 801-965-4437 or 888-353-4224 and your process can be done without immediately appearing.
- **Do I have to wear a mask when I visit an office?**
 - Yes, Consistent with the Governor's Executive Order, a face covering/mask must be worn in all state-run facilities.
- **Can I make an appointment to come in?**
 - Yes, an appointment is required for all driver license services. You can schedule an appointment on our website at dld.utah.gov.
- **Are you issuing learner permits?**
 - Yes, learner permits are being processed. You can schedule an appointment on our website dld.utah.gov. You can also fill out and print your application prior to arriving for your appointment. Review the *required documents* information prior to appearing for the appointment.
- **I just moved here and need to get a Utah license, what do I do?**
 - To apply for a Utah license you will need to schedule an appointment on our website dld.utah.gov. You can also fill out and print your application prior to arriving at the office. Review the *required documents* information prior to appearing for the appointment.
- **Can my child apply for their first time provisional license?**
 - If both the knowledge and skills test have been previously completed and the online safety and trends test is complete, you will need to schedule an appointment on our website dld.utah.gov. to apply for your license. You can also fill out and print your application prior to arriving at the office.
- **Can I come in and apply for a MC endorsement?**
 - A person may apply for a motorcycle permit by scheduling an appointment on our website dld.utah.gov. You can also fill out and print your application prior to arriving at the office.
- **How long are the wait times?**
 - Appointments are made prior to appearing in an office. We do all we can to provide your service at your appointed time. **walk-in customers, without an appointment, may experience longer waits. **
- **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/licensesstatus/>
- **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/> to complete this process.

- **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.)*
- **Is DLD offering road/skills tests again?**
 - **REGULAR OPERATOR** tests are being offered. You will need to schedule an appointment on our website dld.utah.gov. Driving skills tests will be conducted by requiring personal protective equipment (PPE) for the driver and examiner, since social distancing cannot be followed while conducting a driving skills test. The driver will complete a screening questionnaire, temperature check and a face covering will be required. Examiners will be required to wear a face cover.
 - **MOTORCYCLE** tests can be scheduled if you currently possess a motorcycle learner permit. You can schedule an appointment on our website at dld.utah.gov.
 - **COMMERCIAL DRIVER LICENSE (CDL)** tests can be scheduled as usual, just contact your local office.
- **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/>
 - A practice knowledge written test is also available here: <https://dld.utah.gov/license-permit-idcard/practice-written-test/>
- **I need to reinstate my driver license.**
 - Please contact our Call Center at 801-965-4437 or 888-353-4224 to pay your reinstatement fee.
 - 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. Schedule an appointment on our website dld.utah.gov
- **Do you know when the DLD will go full service again?**
 - Driver License has restored all their 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.
- **What do I do if I have a DLD hearing or Administrative Hearing?**
 - Most DLD hearings are being conducted by phone only, please contact your local office to schedule a hearing appointment. If you are required to appear in an office, face coverings are required. All Driver License employees are required to wear face coverings.
- **How do I schedule a points hearing?**
 - You can schedule a points hearing by visiting our website at www.dld.utah.gov or by contacting your local office.