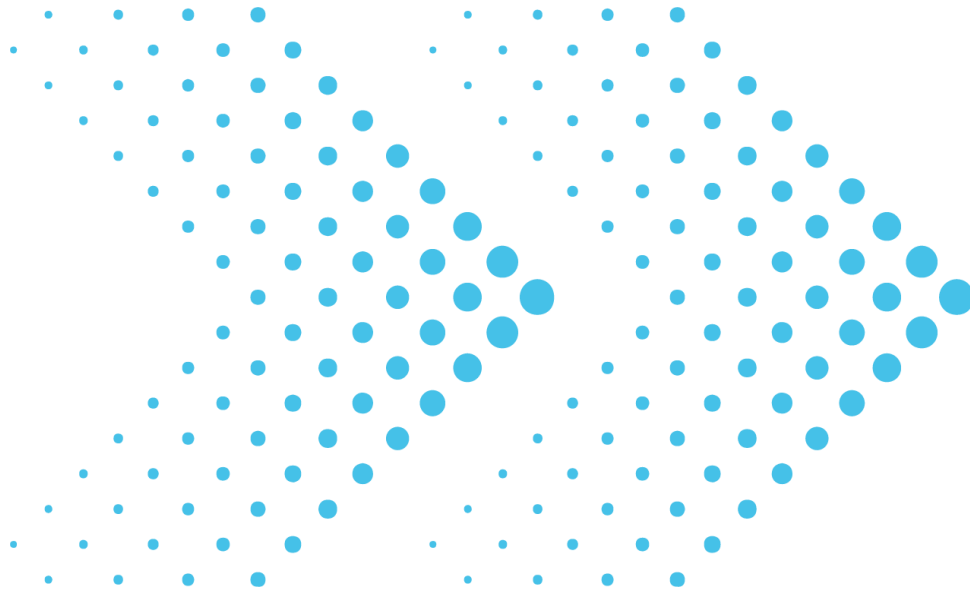


Nevada Department of Motor Vehicles DriveNV



Public Facing-Frequently Asked Questions

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Frequently Asked Questions

What improvements are coming to the DMV's online services?

The Nevada DMV continues to expand online services to make transactions easier and more convenient for customers. The latest updates to the **DriveNV portal** introduce several new features designed to improve how vehicle titles and registrations are processed.

New improvements include:

- Expanded online services for vehicle titles and registration
- Online payment options for certain transactions
- Address Book feature in the customer portal to save frequently used addresses
- Ability to cancel certain requests directly through the portal
- Additional vehicle types supported, including mopeds, tri-mobiles, and trailers
- New title processing options for situations such as Transfer on Death, Estate Successor, Court Ordered Transfer of ownership and newly built vehicles
- Expanded digital services to help reduce paperwork and in-office visits

These improvements are part of the DMV's continued effort to provide more services online and make transactions faster and easier for Nevada residents.

Where do I find the DriveNV vehicle portal?

DMV will be offering online standard new, duplicate vehicle titles and credentialing for certain individuals. You can fill out your title applications and upload supporting documents on the new DriveNV website: <https://dmvnm.my.site.com/indivservice>

You can also access DriveNV from the main website, [DMV.NV.GOV](https://dmvnm.gov) by clicking Vehicle Title, Registration and Driver's License or Identification Card webpages.

I want to use the DriveNV vehicle portal. Do I need a NV.gov account?

Yes, the State of Nevada requires Nevadans to create a new account which will eventually allow customers to access all Nevada services. Users who have already signed up for their DriveNV account can access Turbo Titles in addition to Rapid Registration within the same account.

How do I sign up for a NV.gov account to access the new DriveNV portal?

These are the steps to sign up for a State of Nevada account at NV.gov so you can get to the DriveNV website and submit new standard and duplicate title requests:

- Review and accept the User Notice for Sign Up
- Enter their email address
- Request a verification code
- Create a password
- Sign in with your email
- Request a second verification code
- Create profile
- Log in

Do I have to download an app (application)?

No, DriveNV can be used from a computer or device. First, you'll be asked to sign up for an NV.gov account and enter an address in the address book. Then you'll be taken to DriveNV to fill out your application request.

What is the process for a new online request?

For users who have all the required documents ready to be uploaded, the process can take ten to twenty minutes.

Once the application is submitted, DMV will review it. If notified, users must upload new documents within 15 days, or the application will be rejected.

Applicants will need to come in to pay for, submit vehicle documents and complete title requests within 15 days of getting the DMV approval email. The approval email will contain a link to schedule an appointment.

Why does it say “Rapid, Turbo and Quick” if my application takes a few days to review?

“Rapid, Turbo and Quick” means your application is submitted and routed electronically so DMV staff can begin reviewing it quickly. However, each application and its supporting documents must still be reviewed to ensure everything is complete and accurate. Depending on the number of requests received, this review may take a few days. Once your application is approved, you will receive instructions for completing your payment.

Will I receive updates about my application?

Yes. Customers may receive email notifications when their application status changes, such as when additional information is needed or when the application has been approved.

What does my application status mean?

After you submit an application online, it moves through several review steps before it is completed. You may see status updates such as:

- **Awaiting Assignment** – Your application has been received and is waiting to be assigned to a DMV team member for review.
- **In Progress/In Review** – A DMV team member is reviewing your application and supporting documents.
- **Customer Action Required** – A document may need to be corrected or replaced before the application can move forward.
- **Payment Requested/Pending Office Visit**– Your application has been reviewed and approved, and the next step will be provided.
- **Rejected**– One or more documents submitted with your application could not be accepted. This may happen if the document is unclear, incomplete, expired, or does not meet DMV requirements. If your application is rejected, you may be asked to upload a corrected or replacement document so the review process can continue.
- **Cancelled**– The application was not completed and has been closed. This may occur if the application was withdrawn, a required step was not completed, or a duplicate request was submitted. If you still need to complete your transaction, you may need to submit a new application.
- **Transaction Complete** – the case has been completed

These status updates help you track where your application is in the review process.

Are there any file size limitations on uploaded documents?

Large files (>11 MB) may not be able to be processed during the pilot. You may get an email indicating that a file is missing, if you experience this issue, please call the help desk number.

What if the document I uploaded is rejected?

If a document is rejected, you will be able to upload a replacement document directly with the customer portal, without needing to start your application over.

Will the process change for registering or titling my vehicle?

The overall process will remain familiar, but improvements behind the scenes will help make the process more efficient and easier to complete online.

What happens if the customer portal times out while filing out the application?

If there is no activity after 15 minutes, the customer portal will time out. The customer portal automatically saves your progress as you move through the application process. The customer can log back into the portal and pick up where you've left off.

You can also access saved applications on the customer portal homepage within the 'Saved Applications' section. In this section, you can see all the applications that have been saved or updated in the last 15 days with the date and time stamp of when the application was last saved.

Will I be able to make payments online?

Yes. This update expands online payment options, allowing customers to complete more transactions digitally without visiting a DMV office. However, customers who are in Revenue Recovery, designated as Cash Only, are using a county exemption or those wanting to make a split payment will not be able to make payments online.

I received an approval message, but I don't see a payment option. What should I do?

For some transactions, payment can be completed online. However, certain applications may still require payment to be completed in person at a DMV office.

If your application is approved and online payment is available, you will receive instructions on how to complete payment electronically. If online payment is not available for your transaction yet, the approval simply means your application has been reviewed and you can proceed with the next step at a DMV office.

Do customers using the DriveNv process get to go to the front of the line?

Customers will get an auto generated email with a link to make a WaitWell appointment at the office selected by the customer during the submission process.

Will I be able to do more than just the DTE transaction with my appointment link?

For the Turbo Titles pilot, you may also process Rapid Registration applications if both title and registration applications are submitted and processed at the same office selected for the requests. You will receive a WaitWell link to schedule and complete payment for each transaction within a single appointment. Separate appointments will be needed for transactions outside of the vehicle services offered on DriveNV at this time.

What if I forget to bring the reference number from my acceptance email to my appointment?

The staff at the DMV can look up your application.

Can customers upload their documents online?

Yes. The process may require scanning documents or saving as .pdf files. Customers may not be able to just use a screen shot of a document. Only the following file types are valid for upload: PDF, JPG, JPEG, PNG, DOCX. An error notification will display if the incorrect file type is uploaded. Note: Customers will need to bring in their vehicle documents and documents that need to be authenticated, certified, require notary, or original signature will also have to be brought into the office.

Will I need to visit a DMV office?

Many transactions will continue to be available online. However, some services may still require an in-person visit depending on the type of transaction and required documentation.

Will I need to bring in my documents?

Title documents are required for application processing and additional documents may be needed to be brought into the office depending on the transaction to complete your application. Documents that need to be authenticated, certified, require notary, or original signature will have to be brought into the office. The DMV technician reviewing the application will notify you of what is needed to be brought in ahead of time.

Where can I drop off my title documents?

If the office has an information counter, customers can proceed by dropping off their paperwork with a technician working at that counter.

Offices with Information Counters:

Flamingo

Carson City

Henderson

Decatur

Sahara

Reno

Elko

Winnemucca

Fallon

Pahrump

At the following locations without an information counter, customers should proceed to the camera area, where the first available technician will assist with accepting title paperwork:

Offices Without Information Counters:

Reno CDL

Donovan CDL

Mesquite

Hawthorne

Ely

Laughlin

Tonopah

Yerington

What happens if I don't make it to my appointment within 15 days?

The vehicle title application is automatically rejected if the fees have not been paid and the title completed within 15 days of your receiving an email stating the application is in the "approved-awaiting payment" status.

Will my information remain secure?

Yes. The DMV continues to follow strict security standards to protect customer information and ensure safe processing of online transactions.

Will MyDMV still be available?

MyDMV will still be available for other online services.

What languages are going to be offered for customers?

Currently, English is offered. In the future, additional languages will be offered.

Will the DMV still be doing paper applications?

Yes, the NV DMV will still have current vehicle title request processing.

Where can I go if I need help?

If you need assistance, you can contact the Nevada DMV or visit your local DMV office. Many services and helpful resources are also available on the DMV website.

Why is the DMV making these changes?

These improvements are part of the DMV's ongoing effort to modernize services, reduce paperwork, and provide more convenient options for Nevada residents.

What if I have a check from the dealership for my sales tax, can I still pay online?

No, online doesn't support split payments and this will need to be done in office.

Can I cancel any of my submitted applications?

Yes, you can do this from your portal account prior to payment.

What if the insurance doesn't verify, is it still my responsibility to contact my insurance company?

Yes. It is the customer's responsibility to ensure their insurance is active and properly verified at all times while the vehicle is registered.

What if I don't receive my plates or my placards in the mail in the allotted time, who do I contact?

Please allow 4–6 weeks for your plates or placards to arrive by mail. If you have not received them within that timeframe, you can contact the department using the contact form on the DMV website or schedule an appointment to visit a DMV office.