

**UPDATED December 28, 2020**

## **Help, something went wrong.**

### **I haven't received my document.**

Mailed licenses, IDs, or registrations will NOT be forwarded to a forwarding address; if you are not at that address, the document will be returned to the MVC.

If your address is correct, it may still take 3-4 weeks to reach you through the mail; even longer if you mailed in your request rather than processing it online.

If it has been 4 weeks since your online or in-person transaction, or 6 weeks since your mailed transaction, contact us using the [online form](#).

### **My appointment was canceled.**

We apologize! Due to COVID-19, we may close agencies when our employees are required to quarantine. You should go online and [make a new appointment](#). More appointments are added each day, on a rolling 30-day basis.

### **My renewal notice says I can't renew online.**

Even if your renewal notice says you have to renew in person, a new law now allows most people to [renew online](#). (Some notices were mailed before the law went into effect.)

### **I can't renew my license online. Why?**

You may NOT be eligible to renew your license online if...

- Your license expired beyond the approved extension period
- Your license has a Temporary Visa Restriction (TVR)
- Your license is a CDL
- Your license has been suspended

You can [make an appointment](#) to renew your license in-person at a Licensing Center. To restore a suspended license, take your required documents to [a Regional Center](#) on a walk-in basis.

### **I can't renew my registration online. Why?**

You may NOT be eligible to renew your registration online if...

- Your registration expired beyond the approved extension period
- Your registration has been suspended.

You can [make an appointment](#) to renew your registration in-person at a Vehicle Center. To restore a suspended registration, take your required documents to [a Regional Center](#) on a walk-in basis.