

- **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](http://dld.utah.gov). You can also fill out and print your application prior to arriving for your appointment.
- **Do I have to wear a mask when I visit an office?**
  - No, it is no longer required to wear a mask in State 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](http://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](http://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](http://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](http://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](http://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. \*\***
- **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.
- **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](http://dld.utah.gov).
  - **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](http://dld.utah.gov).
  - **COMMERCIAL DRIVER LICENSE (CDL)** test are being offered. You will need to schedule an appointment on our website [dld.utah.gov](http://dld.utah.gov).
- **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](http://dld.utah.gov)
  
- **Do you know when the DLD will go full service again?**
  - Driver License has restored all their services.
  
- **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. You can appear in person if you choose.