

Occupational Licensing Industry News

OLIN 2020–07

DMV Website Redesign

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New Information

The California Department of Motor Vehicles (DMV) launched an updated DMV website at dmv.ca.gov with a completely new look and feel. To provide simple and concise information, existing content was edited and condensed from 4000 to 400 pages. Content is organized to highlight the most popular information available, and online services can now be more easily accessed.

Here are the most notable improvements with the website redesign:

- On the top of the *homepage*, customers may select the following icons:
 - Online Services: Displays the transactions that can be completed online.
 - Translate: Automatically translates using Google Translate for over 100 languages.
 - MyDMV: Allows customers to register for an account or login.
 - Contact: Provides various ways to contact DMV.
- To find a DMV office, kiosk, or business partner, on the *Locations* page, customers enter their zip code, business name, or refine their search by selecting a service they need. The list highlights available online services in the box and also lists physical locations. Each entry includes the type of location (DMV office, kiosk, or business partner), hours of operation, address, and phone number.

NOTE: Some of your saved DMV links may be broken. Please confirm the links you share are correct.

Coming soon: Making an appointment will be easier. A new feature will allow customers to select a date and preview all available appointments. If a customer needs to cancel or reschedule an appointment, they will be able to do so with just a quick update.

Background

DMV will continue to make the website more efficient and user friendly. The redesign goal is to organize and highlight the most viewed content and make online services easy to access.

Reference

GO 2020–New Website Redesign

Distribution

Notification that this memo is available at dmv.ca.gov under Vehicle Industry Services, was made via California DMV’s Automated Email Alert System in June 2020 to the following:

- All Email Alert Subscribers

Contact

Call the DMV Customer Communications Section at (916) 657-6560 for further clarification of this memo.