



## **“DMV in a Box”**

### **KIOSK FACT SHEET**

The Nevada DMV and private partners are pleased to offer self-service kiosks at 12 DMV offices and 26 private locations throughout the Silver State. Nevada motorists complete more than 50,000 kiosk transactions per month.

Kiosk transactions are simple and fast. Your records are updated instantly. The kiosk dispenses your registration and plate decal or driver history printout on the spot. Services are offered in English and Spanish with voice assistance.

#### ***Kiosk Services***

##### **Registration Renewal**

Kiosks will accept either the access code or bar code from your renewal notice or the license plate number and last 4 digits of the Vehicle Identification Number (VIN). You must complete a smog check first if one is required for your vehicle.

Kiosks can process your registration renewal approximately 35 days before expiration and up to 18 months late.

Kiosk renewals cannot process address changes or apply tax exemptions. These can be completed online through a MyDMV account.

##### **Insurance Suspension Reinstatement**

Vehicle registrations can be suspended for a lapse in insurance coverage. The kiosks can reinstate your registration and process your registration renewal in the same transaction if the renewal is due.

##### **Driver History Printout**

You may obtain a three-year or ten-year driver history report for insurance or employment purposes. You will need information from your current driver's license to access this service.

You may not use a kiosk to obtain another person's history. Nevada has very restrictive privacy laws regarding access by third parties.

### **Duplicate Driver License, Instruction Permit or ID Card**

You can order a duplicate driver license, instruction permit or ID card at a kiosk. We will use your existing photograph and mail the new card to you. You will receive it within 7-10 days. Sorry, no address changes or commercial license duplicates.

### **Driver License or ID Card Renewal**

You may renew your driver license or ID card at a kiosk if you are eligible. You must have a renewal notice with an access code. If you received a post card asking you to renew in person, you must do so.

We will use your existing photograph and mail the new card to you. You will receive it within 7-10 days. Sorry, no address changes or commercial license renewals.

### **Fees and Payment Options**

Kiosks charge a processing fee of \$3 for registration renewals and \$1 for all other transactions. Services offered on the kiosks are also available online or by mail. The choice is yours!

You may pay with cash at kiosks in the DMV offices. All kiosks accept checks, debit cards and Visa, MasterCard and Discover. We encourage you to pay by cash, check or debit card. This saves your taxpayer dollars through reduced fees. The kiosk will read your check and return it to you.

### ***The Kiosk Program***



The Nevada DMV unveiled its third generation “surfboard” kiosks, pictured at left, in February and March, 2012. New features included driver license and ID card renewals and duplicate licenses, instruction permits and ID cards.

The number of machines was also greatly expanded and they were placed in partnership locations in the Las Vegas and Reno communities. 14 new machines were installed in southern Nevada at UNLV, Albertsons stores and one convenience store. The Reno area received four new kiosks at UNR and Scolari's locations. These were in addition to five kiosks at AAA locations and machines at DMV offices.

The department began charging a processing fee for kiosk transactions to help cover the cost of the expansion.

The kiosks handle approximately 50,000 transactions per month. These are Nevada motorists who would otherwise be standing in line to be served by a department technician. Total kiosk transactions passed 1 million in November, 2008, 2 million in March, 2011 and 3 million in February, 2013.



In 2008, the DMV installed second-generation machines, pictured on the left. New features on these kiosks included driver history printouts, payment by check and the ability to dispense coins as change. These machines remain in service at DMV offices and some partner locations. They offer the same services as the newer kiosks.



The original DMV kiosks, pictured at left, debuted in the spring of 2004. These machines and the kiosk program as a whole won five national awards in 2006.

Director Ginny Lewis was named "Industry Deployer of the Year" and the department's self-service kiosks took top honors for "Best Kiosk Application for Government, Education or a Non-Profit Agency" at the 2006 KioskCom Self-Service Expo in Las Vegas.

The kiosks also won the "Platinum Outstanding Achievement Award" and two other awards at *Self Service World* magazine's annual show in San Antonio, Texas.