



*You are receiving this information because you are a valued  
RMV business partner or constituent*

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## **Have RMV Business? Save time and go online**

The Massachusetts RMV continues offering more ways for business partners and the general public to conduct business and reduce in-person customer visits in service centers throughout the Commonwealth.

## Expanding Online Services for Partners and Residents

The RMV recently expanded the selection of [online services](#) that business partners and residents can conduct from the convenience of their homes and offices.

### Business Partners

The RMV Online Service Center offers numerous transactions and services through business-specific portals for charitable groups, driving schools, driver verification, IRP customers, school bus companies, inspection stations, insurance industry, professional licenses, and Section 5 registrants.

- Accessing the portal is easy and there is no cost to you or your business
  - Go to the RMV's [Online Service Center](#) and select the "Business Services" option
  - Choose your line of business
  - Verify your account by entering the required information
  - Enter the verification code you receive via text message, email, or through a third-party app to verify your identity
  - Follow the necessary steps and complete your transaction
- Note: If you don't have a login, request access to a business portal by emailing the RMV at [rmbusinesspartners@dot.state.ma.us](mailto:rmbusinesspartners@dot.state.ma.us)

### Massachusetts Residents

[myRMV](#) is a one-stop portal allowing residents an easy and efficient way to process multiple transactions and services including renewing registrations, requesting a title, renewing or replacing a license or an ID, applying for a learner's permit, updating contact information, and making payments.

- Using myRMV is easy and available all the time, wherever you are
  - Go to the RMV's [Online Service Center](#) and choose the service you need

- Complete the verification page by entering your date of birth, last four digits of your social security number, and your driver's license/ID number
- Enter the verification code you receive via text message, email, or through a third-party app to verify your identity
- Follow the necessary steps and complete your transaction

### **Save Time and Schedule a Reservation**

Residents can use myRMV to [schedule a reservation](#) for a transaction they cannot complete online, by phone, or by mail. Visit the [RMV Service Center](#) to find the most convenient locations, hours, and additional information.

### **Go Online and Spread the News**

Please share this information about [RMV Online Services](#) with your customers and colleagues to inform them of the many online services offered. The RMV is committed to improving delivery channels while keeping Massachusetts safe.

### **New Registration Drop off Centers (formerly B2B Centers)**

The RMV recently expanded Registration Drop-Off Centers to include both businesses and individuals. There are seven drop-off centers: Braintree, Chicopee, Haymarket (Boston), Haverhill, Milford, Taunton, and Wilmington. The RMV's [announcement](#) explains the new process, forms, and available transactions.

### **Expired driver's license or ID card? RMV announces extension to free REAL ID upgrade**

All eligible customers who renew their standard Massachusetts driver's license or Massachusetts ID card online at [Mass.Gov/RMV](#) before the end of the state of emergency (extended from Aug.12), qualify for a free upgrade to a REAL ID credential up to one year in advance of the expiration date printed on their license or ID, or up to two years after the expiration date.

Massachusetts' recent [announcement](#) about the free REAL ID upgrade also explains additional extensions about vehicle registrations and junior operator's supervised driving hours to keep customers safe and save them time without having to visit a service center.

### Looking for more RMV Information?

Go to [Mass.Gov/RMV](https://www.mass.gov/rmv)

Please kindly print this notice and display it for all employees and residents to read and learn about RMV's online service options.



### Massachusetts Registry of Motor Vehicles

The Registry of Motor Vehicles credentials and delivers driver, non-driver, and vehicle services. We are also responsible for making sure all drivers, as well as the vehicles on our roadways, are safe and fit to operate.

For your protection, please do not email personal information (e.g., Social Security Number, Credit Card Numbers, Passwords). For support or questions, please contact us at [RMVSupport@dot.state.ma.us](mailto:RMVSupport@dot.state.ma.us)



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