DRIVES/myDMV Upgrade

Customer Talking Points & Frequently Asked Questions (FAQs)

Overview

The Colorado DMV is launching a major digital makeover in February 2026. The state is upgrading its entire system, including the public e-services platform, myDMV, to offer users a simpler, faster, and more secure experience. Coloradans can expect a new option for a streamlined user experience, complete with a secure, logged-in customer portal that offers a dashboard for managing vehicles, licenses, personal information, and DMV correspondence, with unprecedented ease.

To facilitate this crucial, state-wide system launch, there will be temporary disruptions to some services. Driver license online services - renewal, upgrade, or downgrade - will be unavailable starting at 11:59 p.m. on Tuesday, February 10. All other online services and CO MV Express kiosks will be unavailable starting at 7 p.m. the evening of Friday, February 13 through Monday, February 16. Additionally, on Tuesday, February 17, scheduled appointments will not be available at any state DMV office.

Key Messages

Our key message: A better customer experience

- **A Better Experience:** This upgrade to the myDMV system designed to be more modern, secure, and user-friendly.
- **New Customer Portal:** Once live, residents will have a secure, logged-in portal to manage their driver and vehicle needs in one place.
- **Go Paperless:** Customers can now opt-in for electronic communications, including digital vehicle renewal notifications, so they never miss a deadline.
- **Efficiency:** The goal of this system is to reduce transaction times, whether the customer is online or visiting in person.
- **Don't Wait:** Encourage customers to complete renewals or transactions now at mydmv.colorado.gov to avoid the transition period.
- **Patience is Appreciated:** Remind customers that the brief closure on February 17th is necessary for staff to practice on the new system to ensure "superior service" moving forward.

Key Dates & Service Interruptions

It is critical to communicate these dates clearly to avoid customer frustration:

Date	Impact

Tuesday, Feb. 10 (11:59 pm)	Driver license and ID online services - renewal, upgrade, or downgrade - **unavailable on e-services**.
Friday, Feb. 13	**No appointments** after 3 p.m. at state Driver License Offices. All other DMV online services and CO MV Express kiosks **go offline at 7 p.m.**
Monday, Feb. 16	The new system **launches**.
Tuesday, Feb. 17	Online and kiosk services resume. **No appointments** at state DMV offices (staff training and system verification).

General Information Customer FAQs

Q: **What is happening in February 2026?**
A: The Colorado DMV is completely upgrading its technology system, including the myDMV e-services platform. This upgrade is designed to make your DMV experience simpler, faster, and more secure by introducing a modern interface and a new personalized customer portal.

Q: What are the benefits of this new system?
A: Once the upgrade is live, customers will have access to a secure, logged-in customer portal. This dashboard allows a customer to:

- Manage their vehicle registrations and driver's license in one place.
- Update their personal information easily.
- View and manage correspondence with the DMV.
- Sign up for electronic receipts and notifications (like renewal reminders) to avoid missing deadlines.

Q: Where can I learn more?
A: You can learn more about this system upgrade and find information about the new logged-in customer portal at https://dmv.colorado.gov/mydmv.

Service Disruptions FAQs

Q: When will DMV services be unavailable?
A: To transition to the new system, there will be a brief "blackout" period for specific services:

- **Online Services & Kiosks:** Driver License Online services - renewal, upgrade, or downgrade - will be unavailable starting at 11:59 p.m. on Tuesday, February 10.

    - Additionally, all other online services and CO MV Express kiosks will be unavailable from 7 p.m. on Friday, February 13 through Monday, February 16.
- **State DMV Offices:** No scheduled appointments will be available on Tuesday, February 17.

Q: Why are no appointments available at state offices on Tuesday, February 17?
A: This day is dedicated to "live" system verification and staff training. It ensures our team is comfortable with the new platform so we can provide you with better, more efficient service when we reopen.

Q: Are county motor vehicle offices affected?
A: Yes. While the system upgrade is statewide, individual counties may have different office schedules. We strongly recommend checking your local County Clerk & Recorder's website for their specific availability between February 13 and February 20.

Preparing for the Change

Q: I have a renewal due in February. What should I do?
A: We strongly urge all residents to complete any outstanding transactions—like renewing your vehicle registration or driver's license—online at mydmv.colorado.gov before February 13 to avoid the transition period.

Q: Will I still be able to use the CO MV Express kiosks?
A: Not during the upgrade window (Feb 13–16). Kiosk services will resume on Tuesday, February 17, alongside the re-launch of our online services.