Colorado DMV DRIVES Upgrade 2026
Rollout Support Quick-Reference Guide

CORE21 Questions or Issues: For any questions related to CORE21 functionality or to report anything not working correctly post-rollout, please contact your designated POC. Your POC will escalate the request to the County/State Support Group chat spaces and complete the form submission to send it to the project team.

Designated POC Name and Contact Info

Major Incidents: If a Major Incident occurs (i.e. DRIVES is slow, spinning, credit card issues), please call the DRIVES phone number at **(720) 251-4104** or **(888) 303-1532**.

Computer/Technical Issues: For all other network or computer-related issues, please use the self-service portal **https://servicehub.colorado.gov/servicehub** to submit a ticket to OIT. The team will review and respond to the ticket as soon as possible.

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