

Submit Ignition Interlock Device Service Requests online!

NOTE: To schedule a hearing appointment, go to the **Reservations** section of the **RMV Online Service Center** and select [Make or Cancel a Hearing Reservation](#)¹.

You may request the following Ignition Interlock Device services online via **myRMV**. The RMV will review and respond to your request via phone in 3 – 5 business days.

Transaction	Description
Vehicle Transactions	
Vehicle to Vehicle Transfer	Transfer interlock device from one vehicle to another vehicle.
Vendor to Vendor Transfer	Change interlock vendors <ul style="list-style-type: none"> The vendor transfer must be completed within 24 hours of approval or the operator's license will be suspended.
Add Vehicle to Interlock Program	Add a vehicle to the authorized list of interlock-restricted vehicles.
Remove Vehicle from Interlock Program	Remove a vehicle from the authorized list of interlock-restricted vehicles <ul style="list-style-type: none"> Operators must maintain one authorized Interlock-restricted vehicle to remain active in the Ignition Interlock Program.
Other Interlock Transactions	
Interlock Program Removal	Apply for removal from the Ignition Interlock Program once interlock obligation has been met.
Interlock Early Withdrawal	Request authorization to remove interlock device before program obligation has been met <ul style="list-style-type: none"> Operator's license will be suspended immediately when program participation is paused/early withdrawal is approved.
Out Of State (OOS) Deferment	Request authorized deferment from the Massachusetts Ignition Interlock Program <ul style="list-style-type: none"> Operators must be eligible to reinstate and prove established OOS residency.
Removal Eligibility Inquiry	Request eligibility date to apply for interlock device removal.
Remove Hardship Hours from Interlock Restricted License	Apply to remove hardship (hours) restriction and continue with Ignition Interlock program requirement.
Vendor Lockout Dispute Review (NOT an Interlock VIOLATION)	Dispute a reported vendor lockout <ul style="list-style-type: none"> Must be requested within 30 days of the lockout.
Submit Interlock Violation Offense (IVO) Hearing Documents	Submit documentation to support your Interlock Violation Offense hearing case.

You will need the following to log into your online **myRMV** account and submit an Ignition Interlock Service Request:

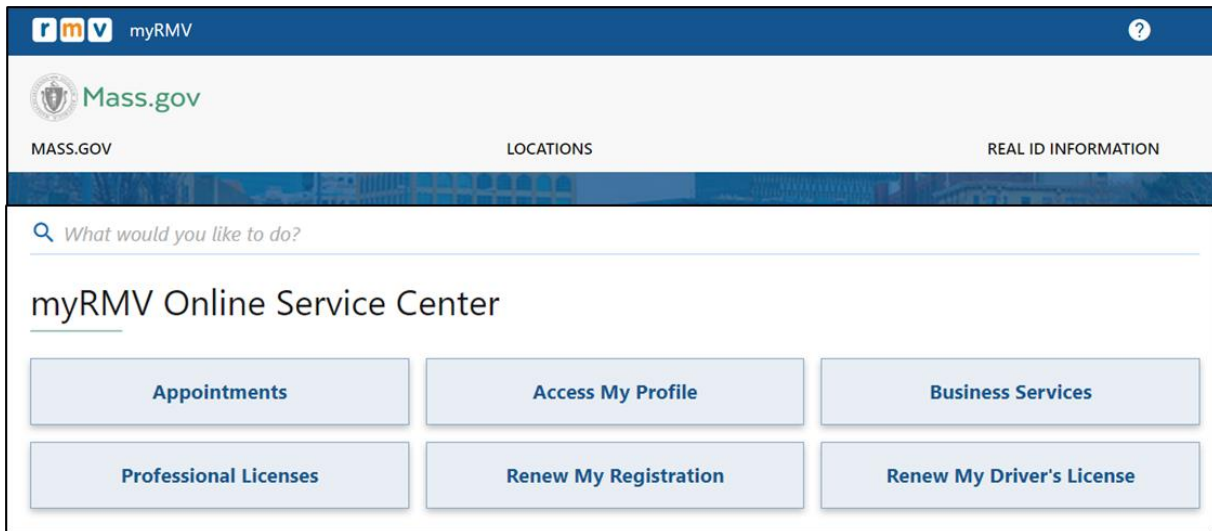
- MA License/Permit/ID number, Last Name, Date of Birth, and last four digits of Social Security Number (SSN) or Foreign Passport Number **OR**
- Last Name, Date of Birth, full SSN, and Residential Zip Code.

¹ <https://atlas-myrmv.massdot.state.ma.us/myrmv/>

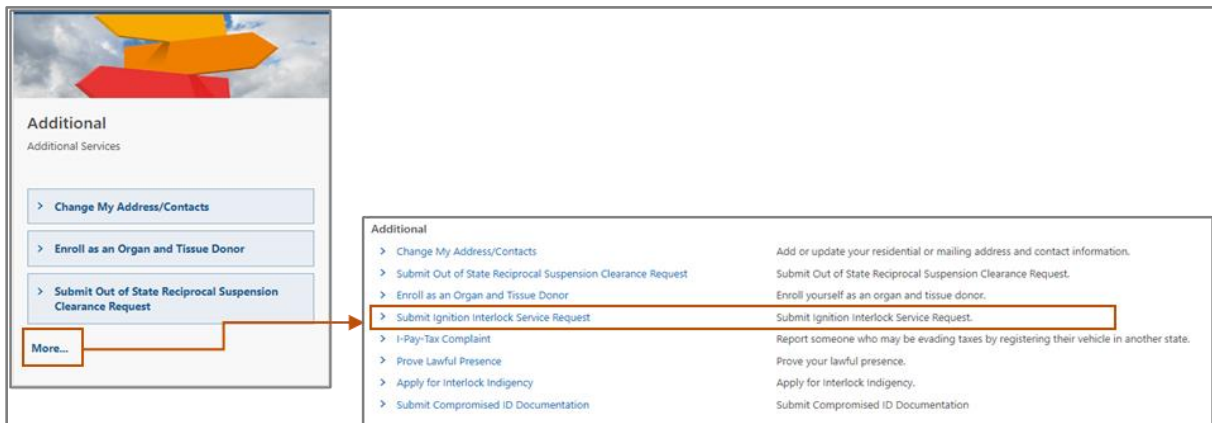
How to Submit an Ignition Interlock Service Request Online

Follow the steps below to submit an Ignition Interlock Service Request online.

1. Enter www.mass.gov/myRMV into the address bar of your browser to navigate to the **myRMV Online Service Center** webpage.



2. Scroll down to the **Additional Services** panel.
 - Select **More** to open the full menu, then select **Submit Ignition Interlock Service Request**.



How to Submit an Ignition Interlock Service Request Online

3. Complete the **Verification** page:

- Required fields display an exclamation point icon and are marked in **red**.

Verification

Select identification type.

Please select an authorization method below:
I would like to verify my identity using: MA Credential

You will need your Driver License or Permit or State ID + your SSN.

Date of Birth (MM/DD/YYYY) ¹
Required

License, Permit or ID Number ¹
Required

Last Name ¹
Required

Last Four of SSN ¹
Required

Disclaimer

By clicking Submit, I certify and affirm that the information provided above is my own or that I am the authorized and/or a permitted user of the information contained in this account. I understand that it is unlawful to knowingly submit false information to the Registry of Motor Vehicles, punishable as perjury as allowed under MGL Chapter 90 24B.

reCAPTCHA

I'm not a robot

Click the **reCAPTCHA I'm not a robot** checkbox, then answer the verification question.

Cancel Submit

Select the **Submit** button to continue.

4. If this is your first time accessing your **myRMV** account, select a method for dual factor authentication, a security feature that ensures you are the one accessing your profile.

- You will need an **Authentication App, Mobile/Cell Number, or Email** that you can access immediately.
- Select the hyperlink for your preferred method and respond to the prompt.
 - For example, if you select the **Add Email** hyperlink, you will need to enter your email address. Be careful to enter information correctly.

Protect your myRMV profile with two-step verification

We've updated our security with a new two-factor authentication and verification system to better protect your myRMV account. Please select at least one of the three options below. (You can provide info for all three.) Once it's set up, we'll send you a unique security code which you'll need to enter to verify your identity each time you log in to your myRMV account.

Authentication App
Use an authentication app, such as Google Authenticator, to get security codes.
Set Up

Text Message
Receive security codes by text message.
Add Phone
Messaging and data rates may apply.

Email
Receive security codes by email.
Add Email

Two-Step Verification Setup

Add Email

A security code will be sent via email when trying to access your myRMV account. Add DoNotReply@notice.rmv.mass.gov to your email whitelist to prevent security codes going to your junk folder.

What email address would you like to use?
Email ¹
Required

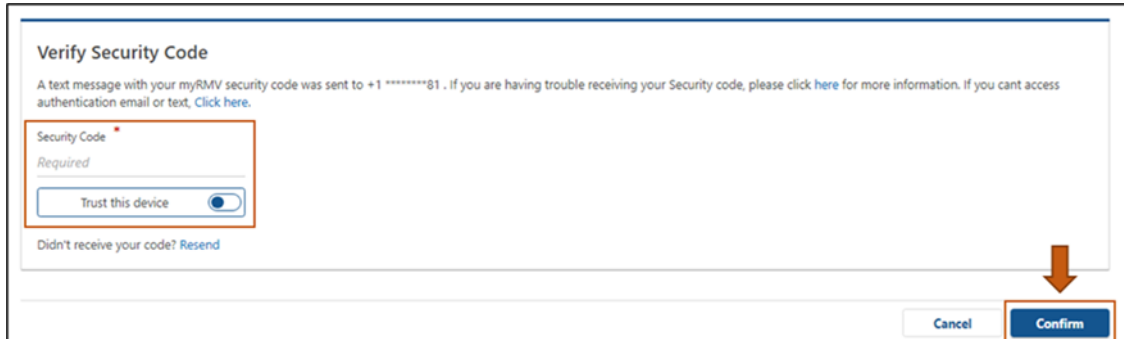
Cancel Save

How to Submit an Ignition Interlock Service Request Online

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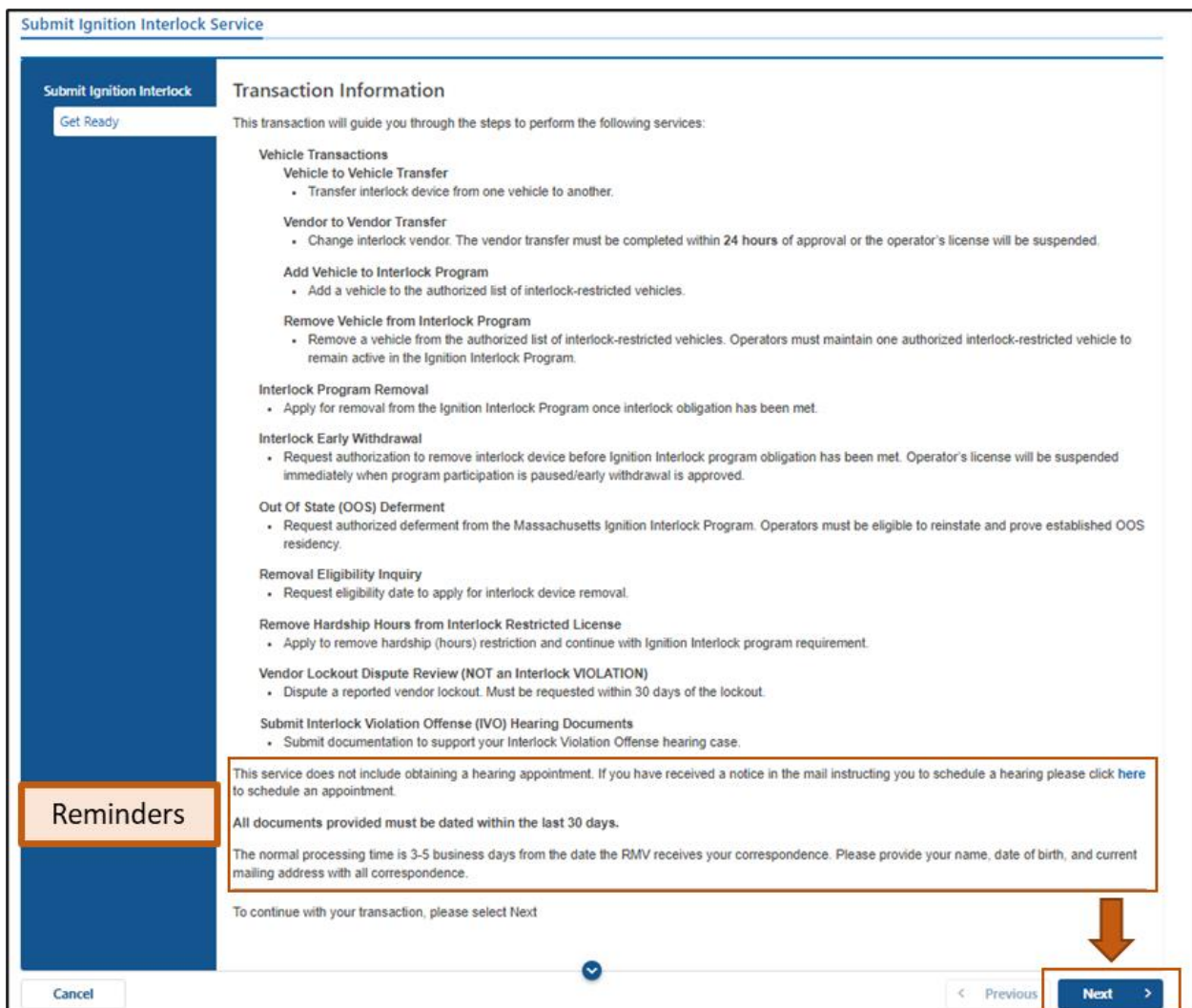
Select the **Save** button.

Enter the **Security Code** sent to you by the verification method selected.

A screenshot of the 'Verify Security Code' screen. It features a text input field for the 'Security Code' with a red asterisk indicating it is required. Below the field is a toggle switch labeled 'Trust this device' which is currently turned on. A link 'Didn't receive your code? Resend' is located below the toggle. At the bottom right, there are 'Cancel' and 'Confirm' buttons. A red arrow points to the 'Confirm' button.

Select the **Confirm** button to continue.

5. The **Transaction Information** screen lets you know that you will be guided through the **Ignition Interlock Service Request** process and lists the available services.

A screenshot of the 'Submit Ignition Interlock Service' page. The left sidebar has a 'Submit Ignition Interlock' header and a 'Get Ready' button. The main content area is titled 'Transaction Information' and lists various services: Vehicle Transactions (Vehicle to Vehicle Transfer, Vendor to Vendor Transfer), Add Vehicle to Interlock Program, Remove Vehicle from Interlock Program, Interlock Program Removal, Interlock Early Withdrawal, Out Of State (OOS) Deferment, Removal Eligibility Inquiry, Remove Hardship Hours from Interlock Restricted License, Vendor Lockout Dispute Review, and Submit Interlock Violation Offense (IVO) Hearing Documents. A 'Reminders' box highlights that the service does not include obtaining a hearing appointment and that documents must be dated within the last 30 days. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons. A red arrow points to the 'Next' button.

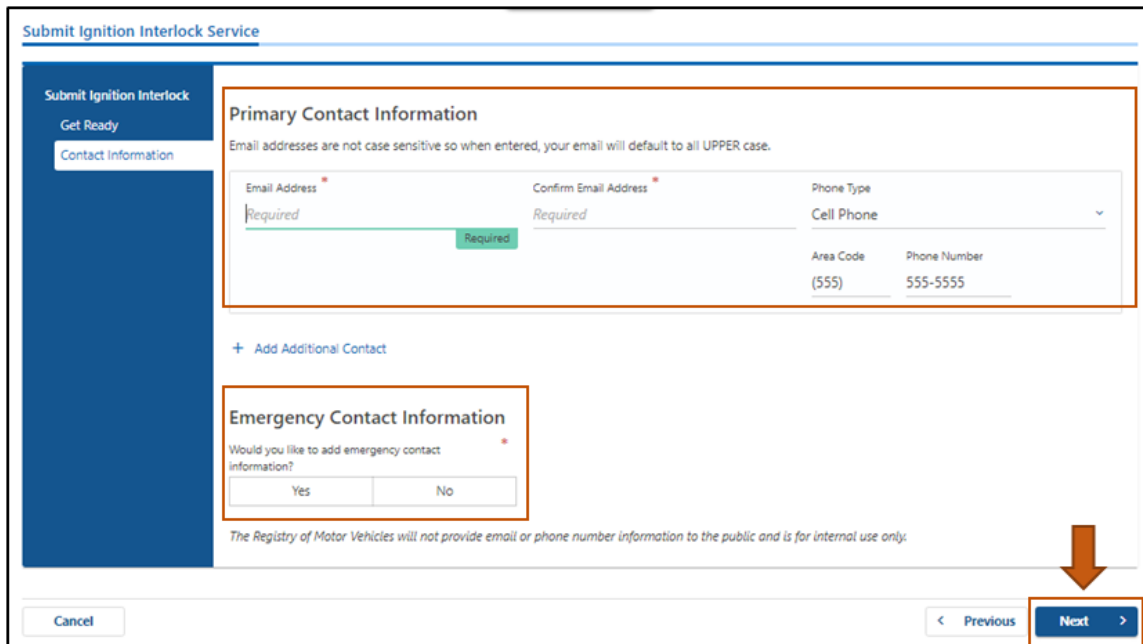
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At the bottom of the screen, outlined in red in the image above, are three important notes:

- This service does not include obtaining a hearing appointment. If you have received a notice in the mail instructing you to schedule a hearing please click [here](#) to schedule an appointment.
- All documents provided must be dated within the last 30 days.
- The normal processing time is 3-5 business days from the date the RMV receives your correspondence. Please provide your name, date of birth, and current mailing address with all correspondence.

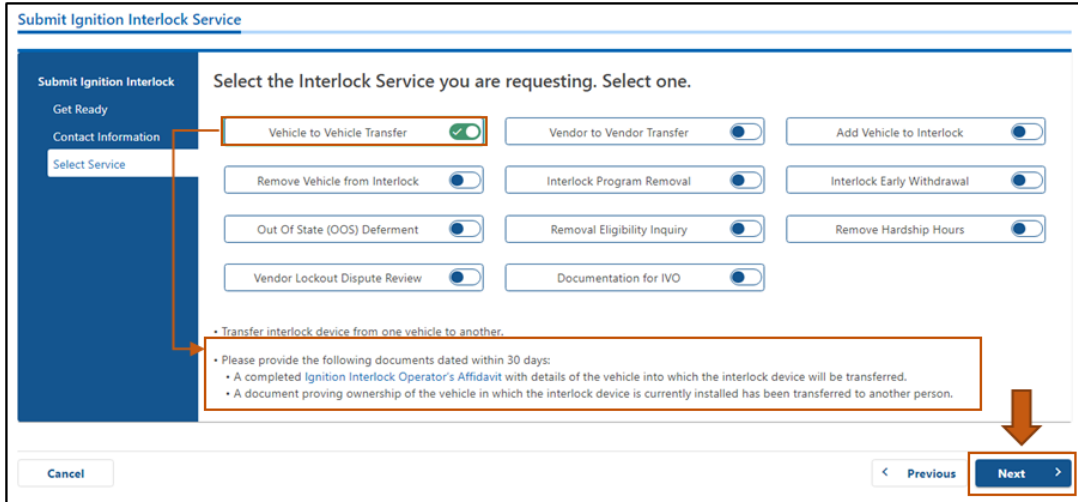
Click the **Next** button to begin the Ignition Interlock Service Request process.

6. The **Contact Information** screen requires you to enter your **Email** and confirm it.
- We recommend that you enter a home, cell, or business **Phone Number** so that the RMV can contact you directly.
 - Select **Add Additional Contact** to enter another email address and/or phone number on your account.
 - Enter **Emergency Contact Information** by clicking the **Yes** button. Complete all required fields. Select **No** to skip this step.



Select the **Next** button to continue.

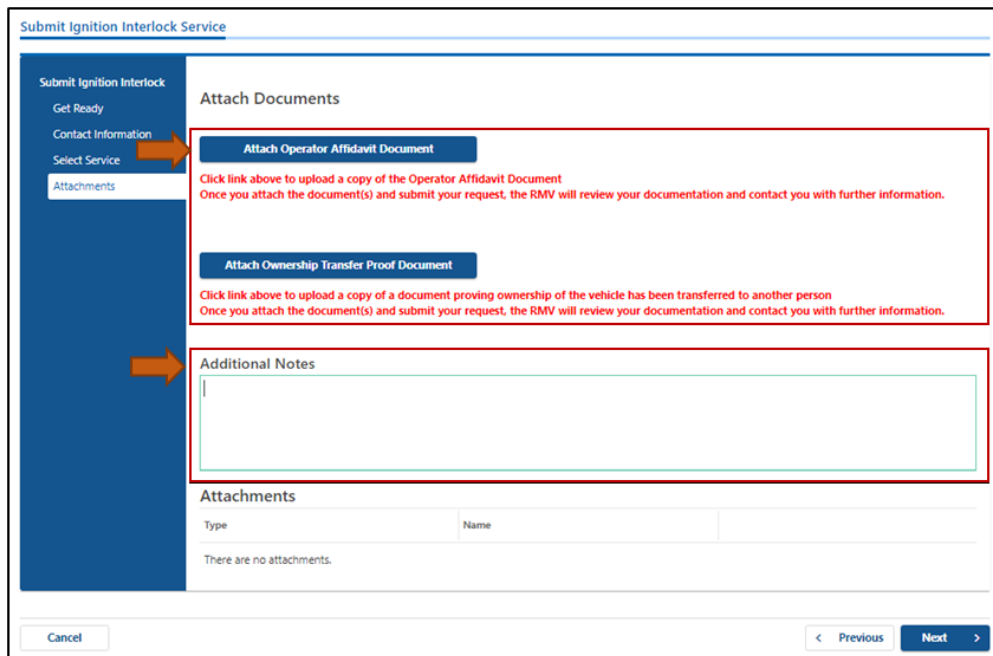
7. Select the toggle button next to the **Interlock Service** you are requesting. When a service is selected, a short description is displayed at the bottom of the screen, and any required documents are listed.
- Select one service - an error message displays when multiple services are selected.
 - Please wait until you receive a response to this request before submitting an additional **Ignition Interlock Service Request**.



Select the **Next** button to continue.

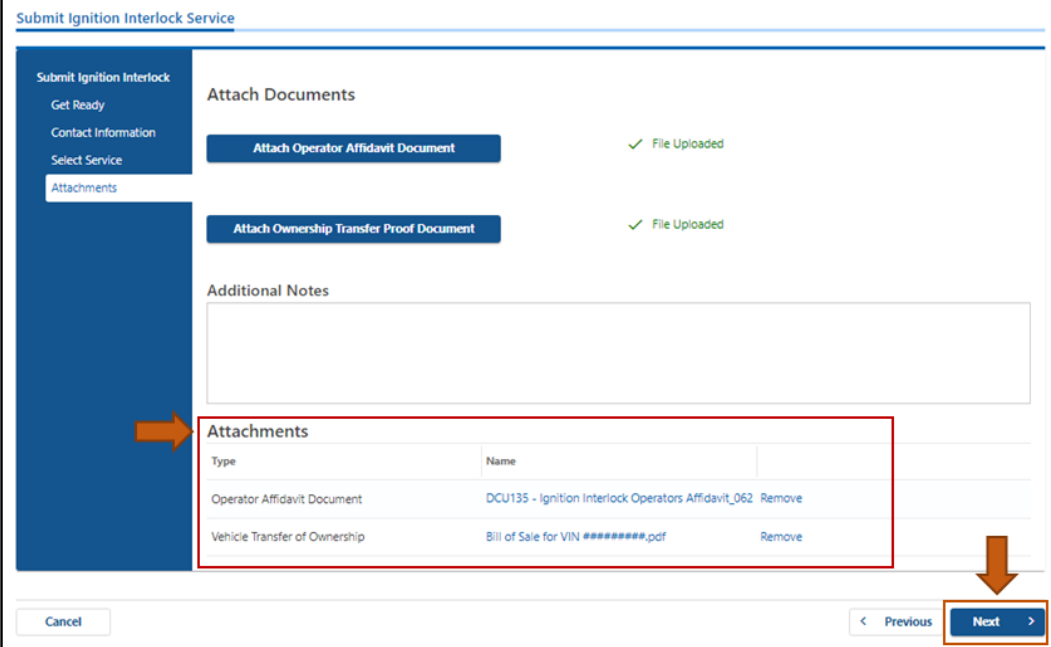
8. Upload required and additional documents in the **Attach Documents** screen.
- The buttons and instructions that display depend on the **Ignition Interlock Service** requested on the previous screen.

Enter any comments and additional information for the RMV to consider when processing your request in the **Additional Notes** field.



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Successfully uploaded documents display in the **Attachments** panel.



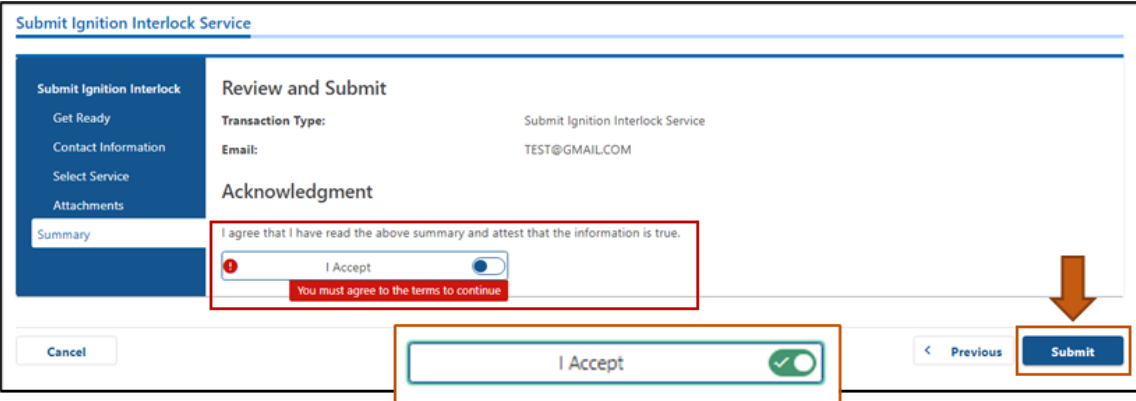
The screenshot shows the 'Submit Ignition Interlock Service' form. On the left is a sidebar with navigation links: 'Submit Ignition Interlock', 'Get Ready', 'Contact Information', 'Select Service', 'Attachments', and 'Summary'. The 'Attachments' panel is active, showing two uploaded documents: 'Attach Operator Affidavit Document' and 'Attach Ownership Transfer Proof Document', both with a green checkmark and 'File Uploaded' status. Below these is an 'Additional Notes' text area. The 'Attachments' table lists the uploaded files:

Type	Name	Action
Operator Affidavit Document	DCU135 - Ignition Interlock Operators Affidavit_062	Remove
Vehicle Transfer of Ownership	Bill of Sale for VIN *****.pdf	Remove

At the bottom right, the 'Next' button is highlighted with a red box and an orange arrow pointing to it. A 'Cancel' button is at the bottom left.

Select the **Next** button to continue.

- Review the transaction information on the **Summary** screen, then select the **I Accept** toggle button.






The screenshot shows the 'Summary' screen of the 'Submit Ignition Interlock Service' form. The sidebar on the left has 'Summary' selected. The main content area is titled 'Review and Submit' and displays transaction details: 'Transaction Type: Submit Ignition Interlock Service' and 'Email: TEST@GMAIL.COM'. Below this is the 'Acknowledgment' section, which includes a red box with a warning icon and the text 'I agree that I have read the above summary and attest that the information is true.' and 'You must agree to the terms to continue'. The 'I Accept' toggle switch is currently off. At the bottom, the 'I Accept' toggle is highlighted with a red box and an orange arrow pointing to it. The 'Submit' button is also highlighted with a red box and an orange arrow pointing to it. A 'Cancel' button is at the bottom left.

Select the **Submit** button to continue.

10. A **Confirmation** screen displays when your service request is successfully completed.
- You may print this page for your records.

Confirmation



November 14, 2023, 1:15 PM
Confirmation Number: 1-550-817-376


Dear JOHN SMITH,

Thank you for submitting your request via the RMV's Online Service Center. The RMV will review your document(s) and contact you with next steps within 3-5 business days.


We welcome your feedback!
Please click [here](#) to email us.

Thank you for using [Mass.Gov/RMV](#).

Follow us on Twitter [@MassRMV](#)



MassDOT is currently working to develop its Statewide Long Range Transportation Plan. Please visit <https://www.mass.gov/beyond-mobility> for more information, to learn more, leave comments, and participate in other opportunities for input.



Printable View

OK

In addition, a confirmation email will be sent to the email address you provided in **Step 6** of these instructions.

Select the **OK** button when you have completed review of this page.

Congratulations! You have successfully submitted an Ignition Interlock Service Request. The RMV will review your request and documents, and contact you by phone in 3 – 5 business days.

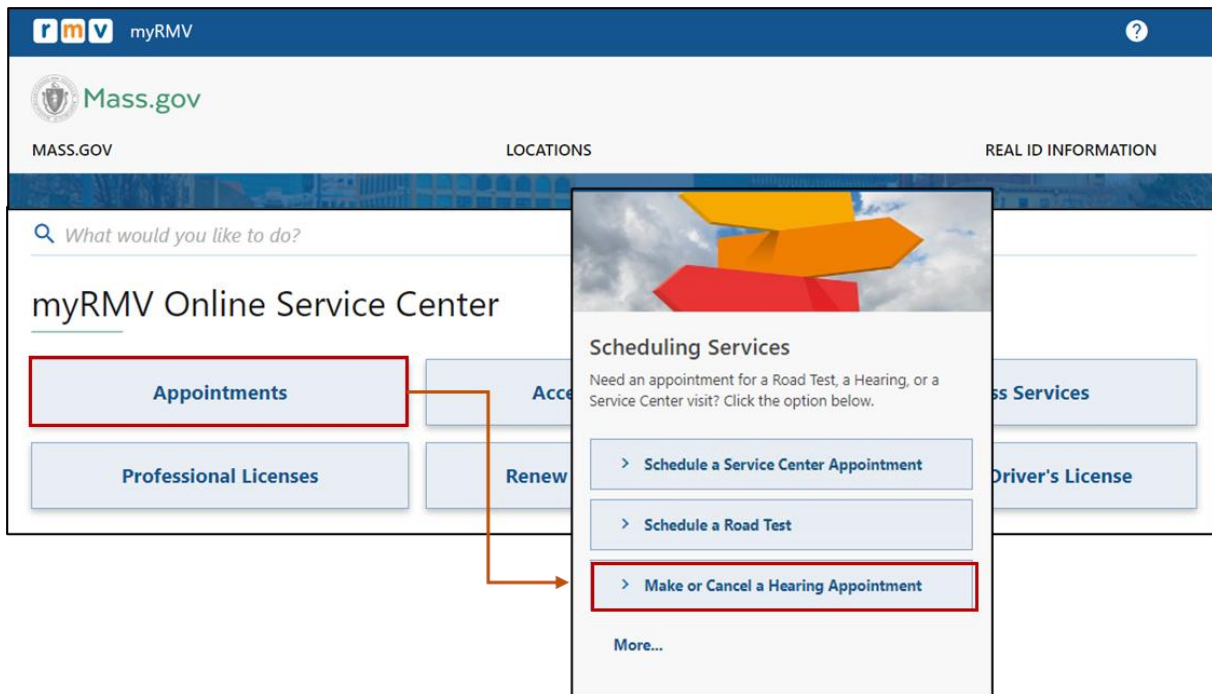
Unable to submit an online Ignition Interlock Request?

If you are unable to submit an Ignition Interlock Service Request online follow one of the options described below to have your request addressed by the RMV.

Option A: Schedule a hearing appointment online.

Enter www.mass.gov/myRMV into the address bar of your browser to navigate to the myRMV Online Service Center webpage.

- Select the **Appointments** panel.
- Then select **Make or Cancel a Hearing Appointment** from the **Scheduling Services** panel.



- Follow the on-screen prompts to verify your identity and schedule a hearing appointment.

Option B: Schedule a hearing appointment with the RMV Contact Center

- Call **857-368-8200** to schedule a hearing appointment through the RMV Contact Center.