



How to Schedule a Service Center Learner's Permit Appointment

Service Center appointments are required to complete in-person Learner's Permit transactions.

Make a Service Center appointment for a Class D/M Learner's Permit.

You will need the following information to make a Service Center appointment online:

- ☒ Your phone number
- ☒ Your email address

Key Information

- Request for a Learner's Permit appointment will add you to a virtual appointment waitlist.
- Once an appointment becomes available in the location(s) you selected, you will receive an email with a personalized link to schedule your appointment.
- You will have 24 hours to access the link to schedule your appointment. If you do not use the link to schedule your appointment before the link expires, you will need to resubmit your information and will be added to the end of the list.
- There is a limit of two (2) Service Center appointments per email address and phone number.

Arrive on time for your appointment.

- If you are more than 15 minutes late for your appointment, you will need to make a new appointment.

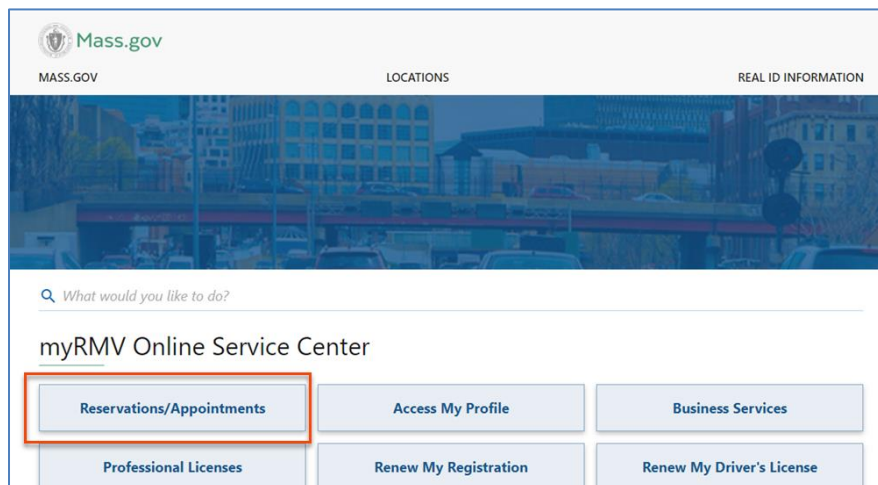
Follow the steps below to schedule a Service Center Learner's Permit appointment:

Step #1: Navigate to the myRMV Online Service Center webpage.

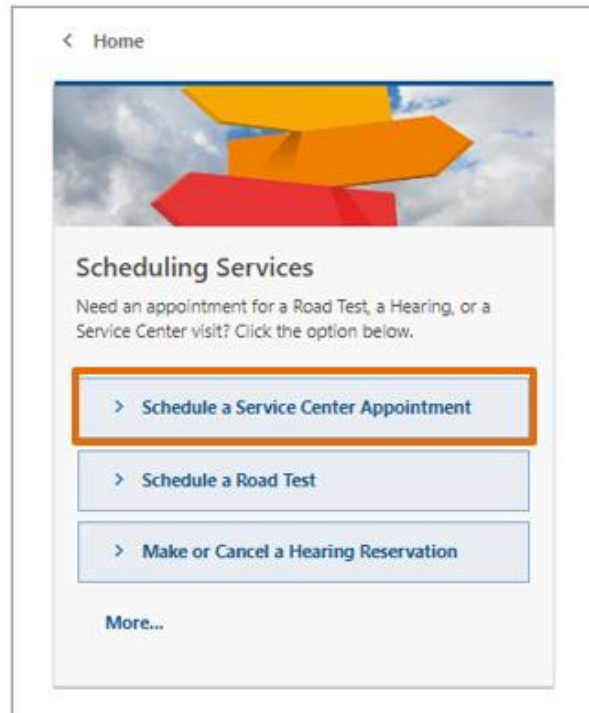
Either select this [Mass.Gov/MyRMV](https://www.mass.gov/myRMV) hyperlink to go directly to the webpage or open a new browser window and enter *mass.gov/myRMV* into the address bar.

- **NOTE:** For the Massachusetts Registry of Motor Vehicles main webpage visit [Mass.Gov/RMV](https://www.mass.gov/RMV).

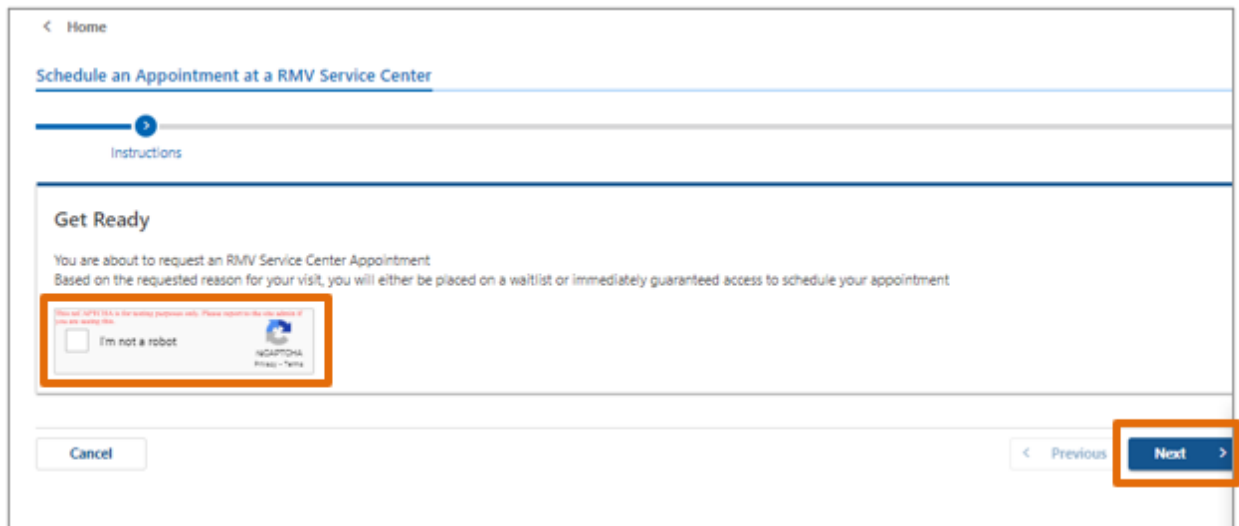
Step #2: Select *Reservations/Appointments*.



Step #3: Select *Schedule a Service Center Appointment*.

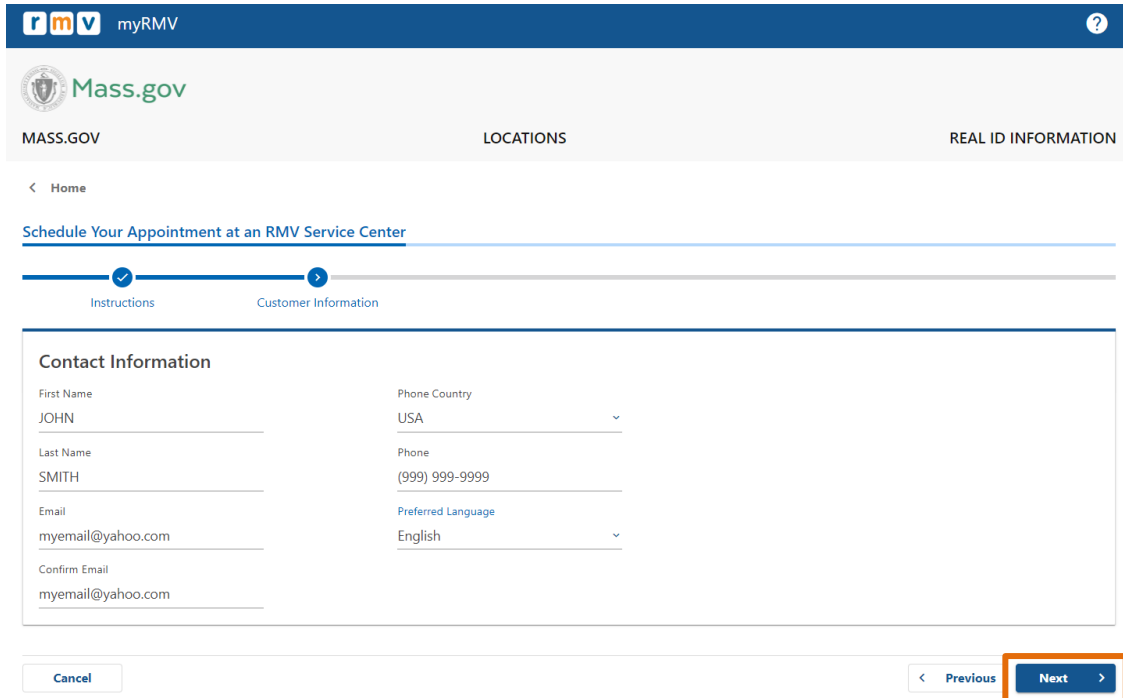


Step #4: Select *I'm not a robot* and Select *Next*.



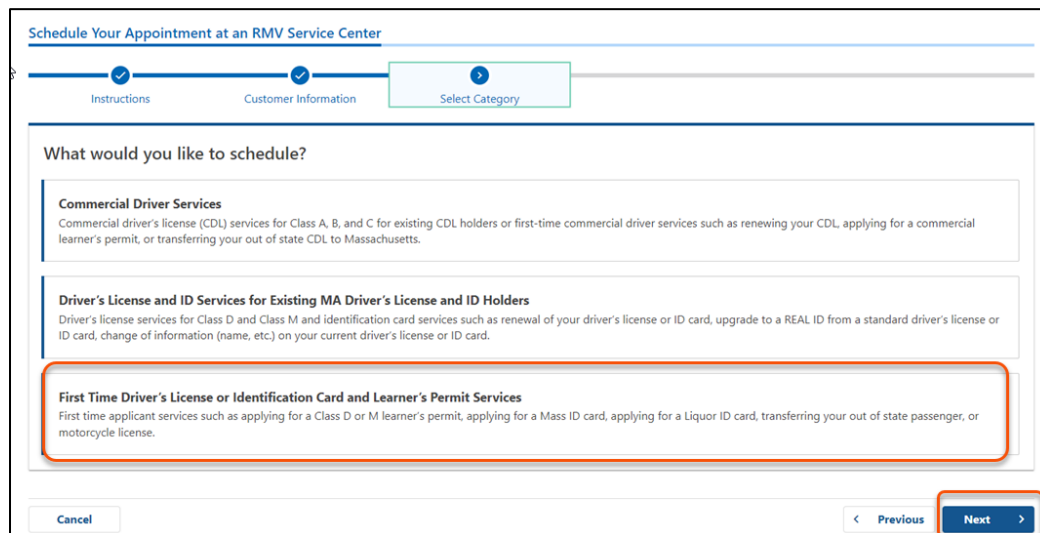
Step #5: Enter your name, email address and phone number and Select Next.

- **NOTE:** If English is not your preferred language, please select your preferred language from the drop down.



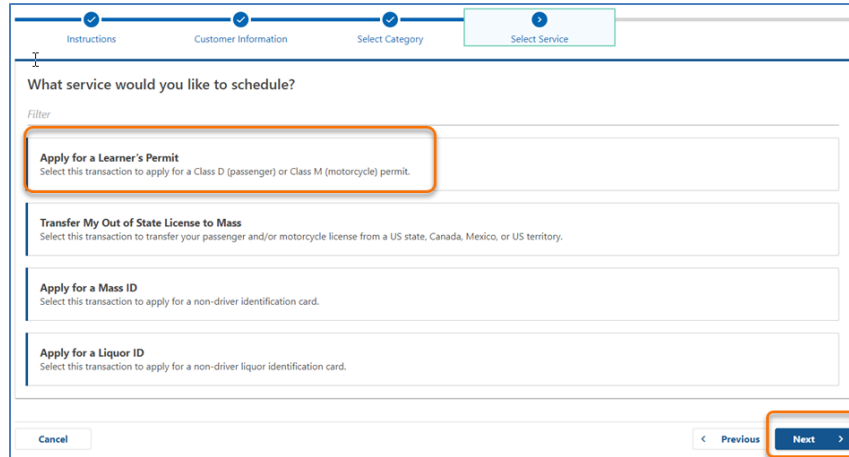
The screenshot shows the myRMV website interface. At the top, there's a blue header with the myRMV logo and a question mark icon. Below the header, the Mass.gov logo is visible. The main content area has a breadcrumb trail: < Home > Schedule Your Appointment at an RMV Service Center. A progress bar shows two steps: 'Instructions' (completed) and 'Customer Information' (current). The 'Contact Information' form includes fields for First Name (JOHN), Last Name (SMITH), Email (myemail@yahoo.com), Confirm Email (myemail@yahoo.com), Phone Country (USA), Phone ((999) 999-9999), and Preferred Language (English). At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons. The 'Next' button is highlighted with an orange box.

Step #6: Select First Time Driver's License or Identification Card and Learner's Permit Services and Select Next.



The screenshot shows the 'Select Category' form. At the top, the breadcrumb trail is: < Home > Schedule Your Appointment at an RMV Service Center. The progress bar shows three steps: 'Instructions' (completed), 'Customer Information' (completed), and 'Select Category' (current). The form asks 'What would you like to schedule?' and lists three categories: 'Commercial Driver Services', 'Driver's License and ID Services for Existing MA Driver's License and ID Holders', and 'First Time Driver's License or Identification Card and Learner's Permit Services'. The third category is highlighted with an orange box. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons. The 'Next' button is highlighted with an orange box.

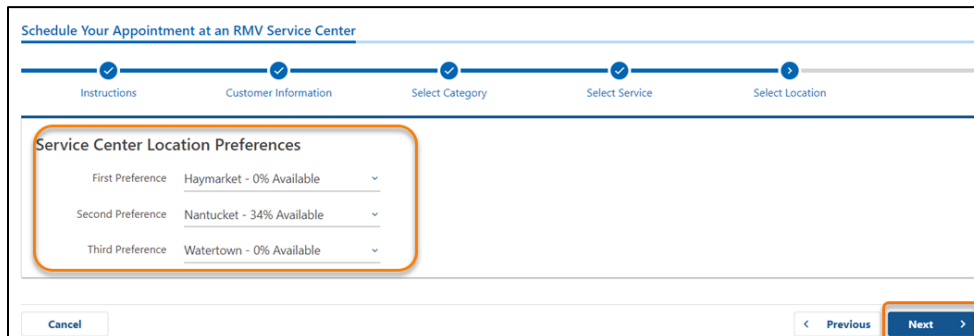
Step #7: Select *Apply for a Learner's Permit* and Select *Next*.



The screenshot shows the 'Select Service' step in the appointment scheduling process. The progress bar at the top indicates the following steps: Instructions, Customer Information, Select Category, and Select Service (the current step). The main heading is 'What service would you like to schedule?'. Below this is a 'Filter' section. The first option, 'Apply for a Learner's Permit', is highlighted with an orange box. It includes the subtext: 'Select this transaction to apply for a Class D (passenger) or Class M (motorcycle) permit.' Other options include 'Transfer My Out of State License to Mass', 'Apply for a Mass ID', and 'Apply for a Liquor ID'. At the bottom right, the 'Next' button is highlighted with an orange box.

Step #8: Select the drop down next to *First, Second, and/or Third Location Preference* to select a Service Center and Select *Next*.

- Only one (1) location is required, but there is more appointment availability if three (3) separate locations are selected.
- Each location displays the percent of available appointments on the day of booking. This provides you with an estimate of the current demand and availability of appointments.

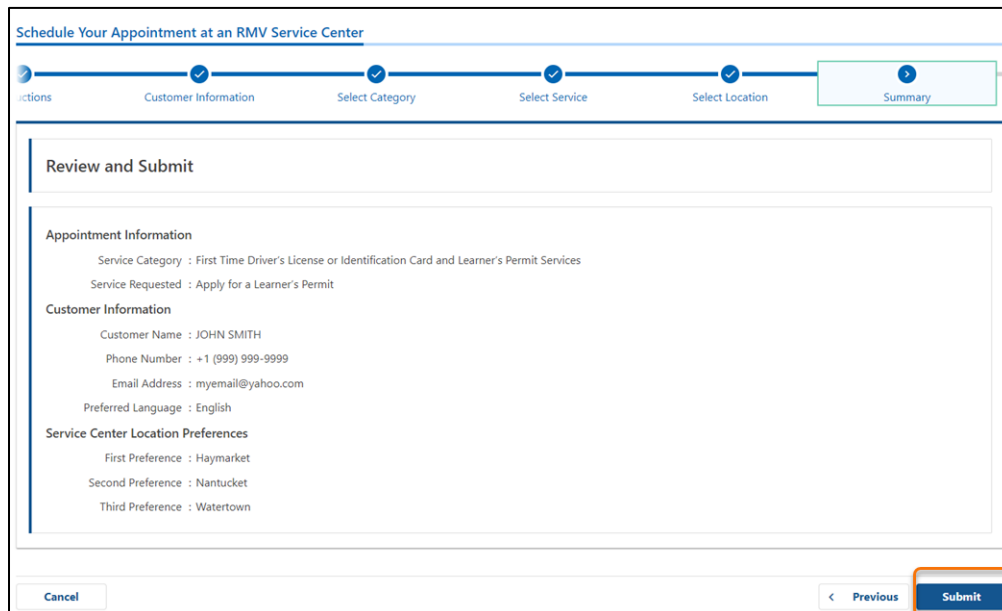


The screenshot shows the 'Select Location' step in the appointment scheduling process. The progress bar at the top indicates the following steps: Instructions, Customer Information, Select Category, Select Service, and Select Location (the current step). The main heading is 'Schedule Your Appointment at an RMV Service Center'. Below this is a 'Service Center Location Preferences' section. It contains three rows, each with a preference label and a dropdown menu showing the location and its availability percentage. The first row is 'First Preference' with 'Haymarket - 0% Available'. The second row is 'Second Preference' with 'Nantucket - 34% Available'. The third row is 'Third Preference' with 'Watertown - 0% Available'. The 'Next' button at the bottom right is highlighted with an orange box.

Step #9: Review the Summary Information and Select *Submit*.

Review the Appointment Information, Customer Information, and Service Center Location Preferences displayed on the **Review and Submit** page.

- Select **Back** to make any changes or corrections.
- Select **Submit** once you have verified that all information is correct.
 - **If you do not hit Submit, your request will not be processed.**
- An email confirming that you have been placed on the virtual waitlist will be emailed to the email address provided.



Schedule Your Appointment at an RMV Service Center

Progress bar: Actions, Customer Information, Select Category, Select Service, Select Location, Summary

Review and Submit

Appointment Information

Service Category : First Time Driver's License or Identification Card and Learner's Permit Services
Service Requested : Apply for a Learner's Permit

Customer Information

Customer Name : JOHN SMITH
Phone Number : +1 (999) 999-9999
Email Address : myemail@yahoo.com
Preferred Language : English

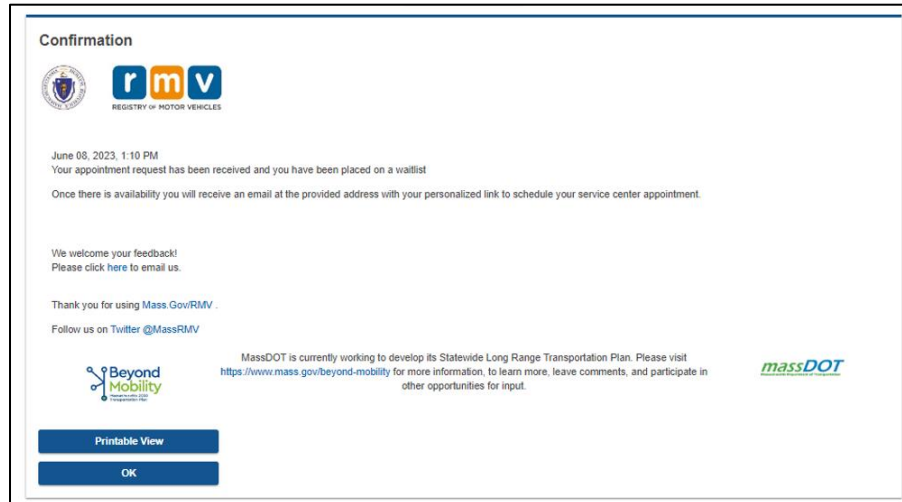
Service Center Location Preferences

First Preference : Haymarket
Second Preference : Nantucket
Third Preference : Watertown

Buttons: Cancel, Previous, Submit

Step #10: View and print the *Confirmation* page.

- Select **Printable View** on the **Confirmation** page to open it in another browser tab.
- Save the **Confirmation** page for your records.



Step #11: Open and review your Learner's Permit Wait List Confirmation Email

- You will receive a Learner's Permit Wait List Confirmation email once you submit your request.
- A translation of your email is available in multiple languages and can be accessed via the [link](#) at the bottom of the email.
- Review the email carefully for information on next steps.

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Appointment Request Information

Appointment Requested: Apply for a Learner's Permit

RMV Locations selected: North Adams

Customer Information

Name: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Dear RMV Customer - [REDACTED]

Due to the high demand for Learner's Permit appointments at the location(s) you selected, the RMV has added you to our virtual waitlist.

- As soon as an appointment becomes available, we will send you an email. The email will have a personalized link that will let you see the RMV appointment calendar.
- To ensure you receive the email and respond within the timeframe,
 - Please check your email daily for the link to schedule an appointment. The email subject line will be 'Learner's Permit Appointment Availability'.
 - Your personalized link will be sent early in the morning on a Monday, Tuesday, Wednesday, Thursday, or Friday (no links are sent out on Saturdays or Sundays).
 - Please set your spam filter to not block emails from this address
- When an appointment becomes available at one of the sites you have marked preferred, you will need to **click on the link included in the email within 24 hours**. If you fail to use the link sent within the time allowed, you will need to start over and be added to the waitlist again.
- This link will include as many scheduling options as are available at one of the locations you have marked preferred. At popular RMV locations, like Watertown, Haymarket/Boston, and Braintree, your date and time options are likely to be limited as indicated on the location preference selection page.
- If you would prefer to change your location options or check to see which locations have the greatest availability, you will be able to resubmit your information and your location preferences.
- Please note that Learner's Permit appointments are in high demand in and around the Metro Boston area. You may find more availability outside the Metro Boston area.

Thank you for your patience.

Sincerely,

The Massachusetts Registry of Motor Vehicles

As of July 1, 2023, Massachusetts no longer requires customers to provide proof of lawful presence to obtain a Standard (Class D or M) Driver's License, as required by the Work and Family Mobility Act. For more information, visit www.mass.gov/wfma.

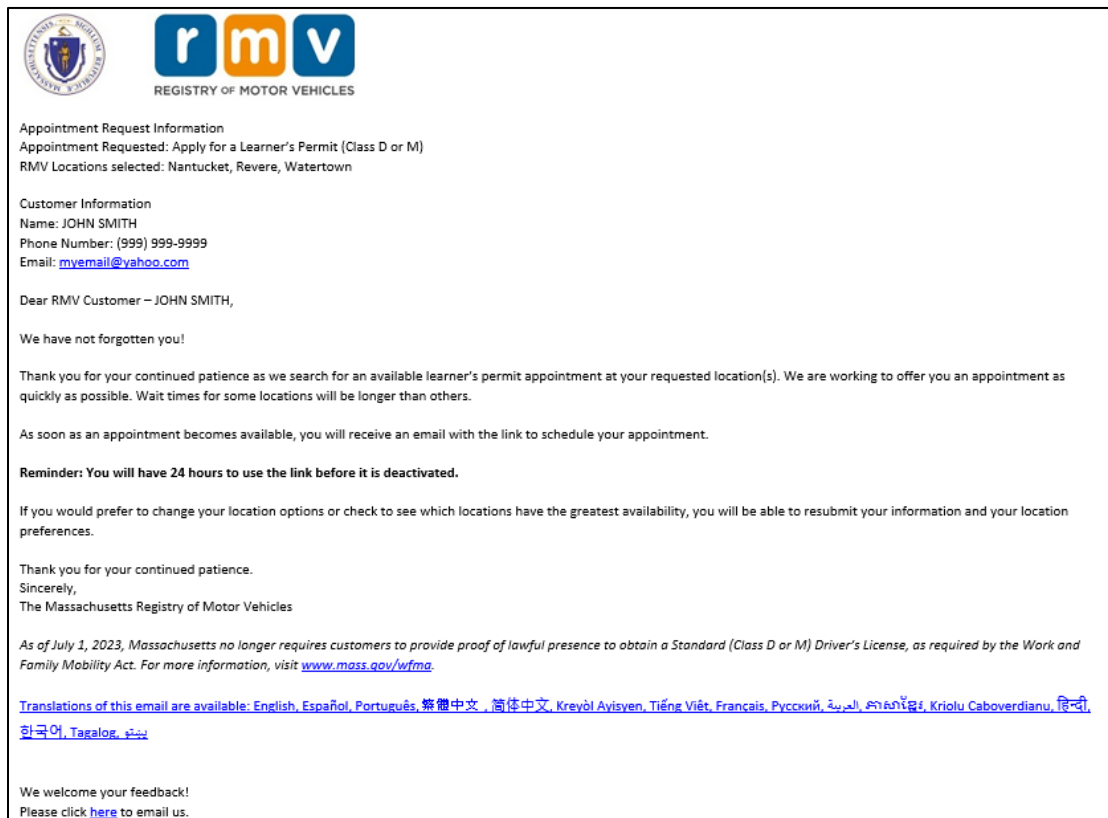
Translations of this email are available: English, Español, Português, 繁體中文, 简体中文, Kreyòl Ayisyen, Tiếng Việt, Français, Русский, العربية, བོད་སྐད་ཀྱི་ཡི་ཁྱིམ་, Kriolu Caboverdianu, हिन्दी, 한국어, Tagalog, بڻو.

We welcome your feedback!

How to Schedule a Service Center Learner's Permit Appointment



- You will receive a Learner's Permit Wait List Confirmation Follow Up email every three (3) business days confirming that you are still on the waitlist until your appointment can be scheduled.
- A translation of your email is available in multiple languages and can be accessed via the [link](#) at the bottom of the email.



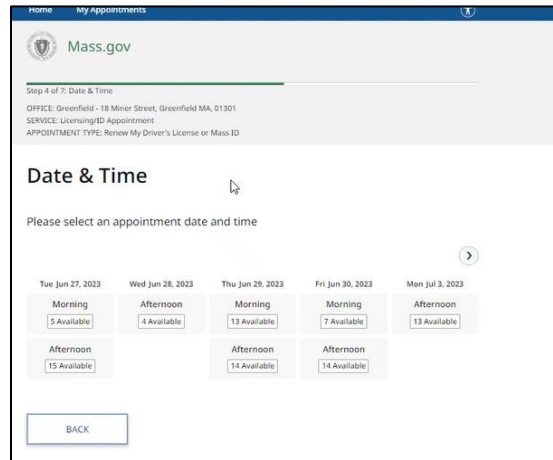
- When a Learner's Permit Appointment becomes available at one of the preferred locations you selected, you will receive a Learner's Permit Appointment Availability email.
- A translation of your email is available in multiple languages and can be accessed via the [link](#) at the bottom of the email.

Step #12: Select on your personalized link to open the appointment date/time options for the Service Center you requested.

- Click on the personalized link to **select and confirm** your Service Center appointment.
- You have 24 hours to select and confirm your appointment. If you do not schedule your Learner's Permit Appointment before the link expires, you will need to resubmit your information to be added to the bottom of the list.
- Your personalized link is only good for one (1) appointment.
- You will be presented with date and time options for the first of your preferred locations that has availability.



Step #13: Select the Date/Time available to book your Service Center appointment and Select *Submit*.



The screenshot shows the 'My Appointments' page on Mass.gov. It is 'Step 4 of 7: Date & Time'. The office location is 'Greenfield - 18 Miner Street, Greenfield MA, 01301'. The service is 'Licensing/ID Appointment' and the appointment type is 'Renew My Driver's License or Mass ID'. The 'Date & Time' section prompts the user to 'Please select an appointment date and time'. It displays a calendar grid for dates from Tuesday, June 27, 2023, to Monday, July 3, 2023. For each date, there are buttons for 'Morning' and 'Afternoon' slots, each showing the number of available appointments. For example, on Tuesday, June 27, there are 5 available morning slots and 15 available afternoon slots. A 'BACK' button is located at the bottom left of the selection area.

Tue Jun 27, 2023	Wed Jun 28, 2023	Thu Jun 29, 2023	Fri Jun 30, 2023	Mon Jul 3, 2023
Morning 5 Available	Afternoon 4 Available	Morning 13 Available	Morning 7 Available	Afternoon 13 Available
Afternoon 15 Available		Afternoon 14 Available	Afternoon 14 Available	

- You will receive an email confirming the RMV Service Center location, date and time of your Learner's Permit appointment. This email will also include next steps on how to prepare for your appointment and instructions on what to do when you arrive to the Service Center.
- A translation of your email is available in multiple languages and can be accessed via the [link](#) at the bottom of the email.

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Dear RMV Customer - [REDACTED]

Thank you for making an appointment with the Registry of Motor Vehicles. Your appointment information is below.

Important: Starting your application online helps ensure you are prepared for your appointment. If you haven't already, submit your online application [here](#).

Appointment Information

Name: [REDACTED]

Office: North Adams (Click [here](#))

Date/Time: 7/10/2023 at 01:00PM

Service: Permit Appointment , Apply for a Learner's Permit

Appointment ID: [REDACTED]

Please arrive no earlier than 15 minutes prior to your scheduled appointment. If you are more than 15 minutes late to your appointment, you may be asked to reschedule.

When you arrive, check-in for your appointment by:

- Use the lobby kiosk to search for your appointment ID or proceed to green line/customer service to check in with the customer advocate.
- Text "I'm here" to (855) 947-4595 using the personal phone number you used to schedule your appointment.

To cancel this appointment, click this [link](#) and search for your appointment.

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

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

Follow us on [Twitter @MassRMV](#)

As of July 1, 2023, Massachusetts no longer requires customers to provide proof of lawful presence to obtain a Standard (Class D or M) Driver's License, as required by the Work and Family Mobility Act. For more information, visit [www.mass.gov/wfma](#).

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