

RMV joining MyMassGov

Meeting of the MassDOT Board of Directors - April 2026

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massDOT
Massachusetts Department of Transportation



EOTSS



Agenda

- 01 Digital Roadmap overview
- 02 RMV joining MyMassGov
- 03 Constituent impact



Commonwealth Digital Roadmap

Massachusetts Digital Service |

Executive Office of Technology Services and Security

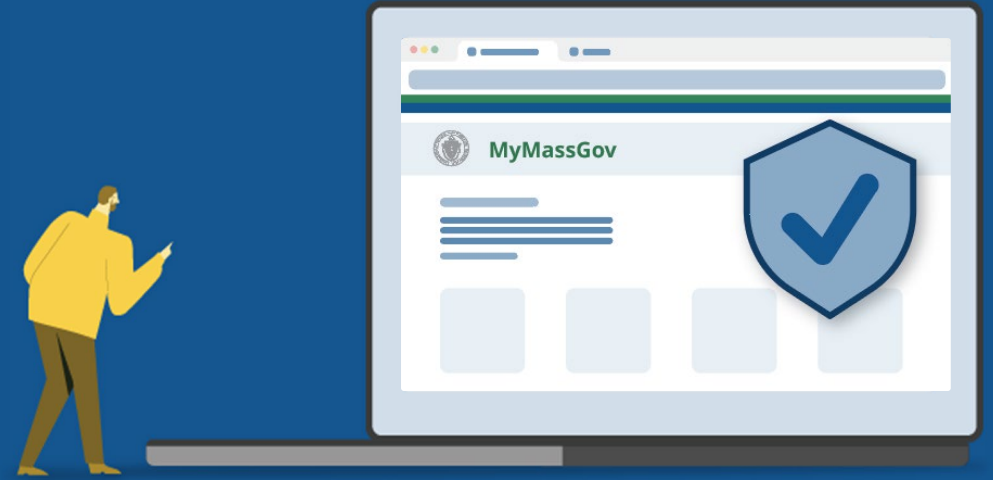
Creating great people-centered experiences.

EOTSS and the Massachusetts Digital Service are partnering with organizations across state government to transform how people interact with the Commonwealth through the Digital Roadmap.

We are improving end-to-end experiences, **providing new digital solutions**, and building long term capacity.

MyMassGov

Today, MyMassGov provides 3.3 million people with a single account and password to securely sign in to 110+ participating Massachusetts state services and websites, streamlining and simplifying access. **The RMV joining MyMassGov will enable this experience for millions more.**



accessible

7 languages

supported

WCAG 2.1 AA

compliant

simple

<2 minutes

to create an account

50 seconds

to login

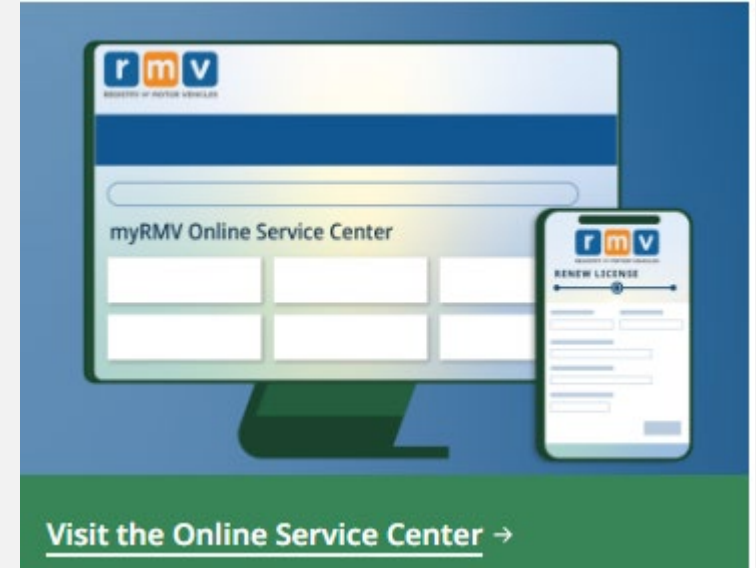
secure

**multi-factor
authentication**

**enterprise fraud
detection**

MyRMV

- **Audience that will use MyMassGov:** General public uses (individuals only) for renewing/replacing a driver's license/ID card, submitting payments, making an appointment for a road test or driver license hearing, etc.
- **Once myRMV has joined MyMassGov:** Customers will need to do a 1-time set up step to link their MyMassGov account to their myRMV profile. If customers don't have a myRMV profile or haven't accessed it yet, they will also need a Letter ID verification code just like they do today.
- **Customers have the option to go in person** to a service center or **call the RMV Contact Center** for support.

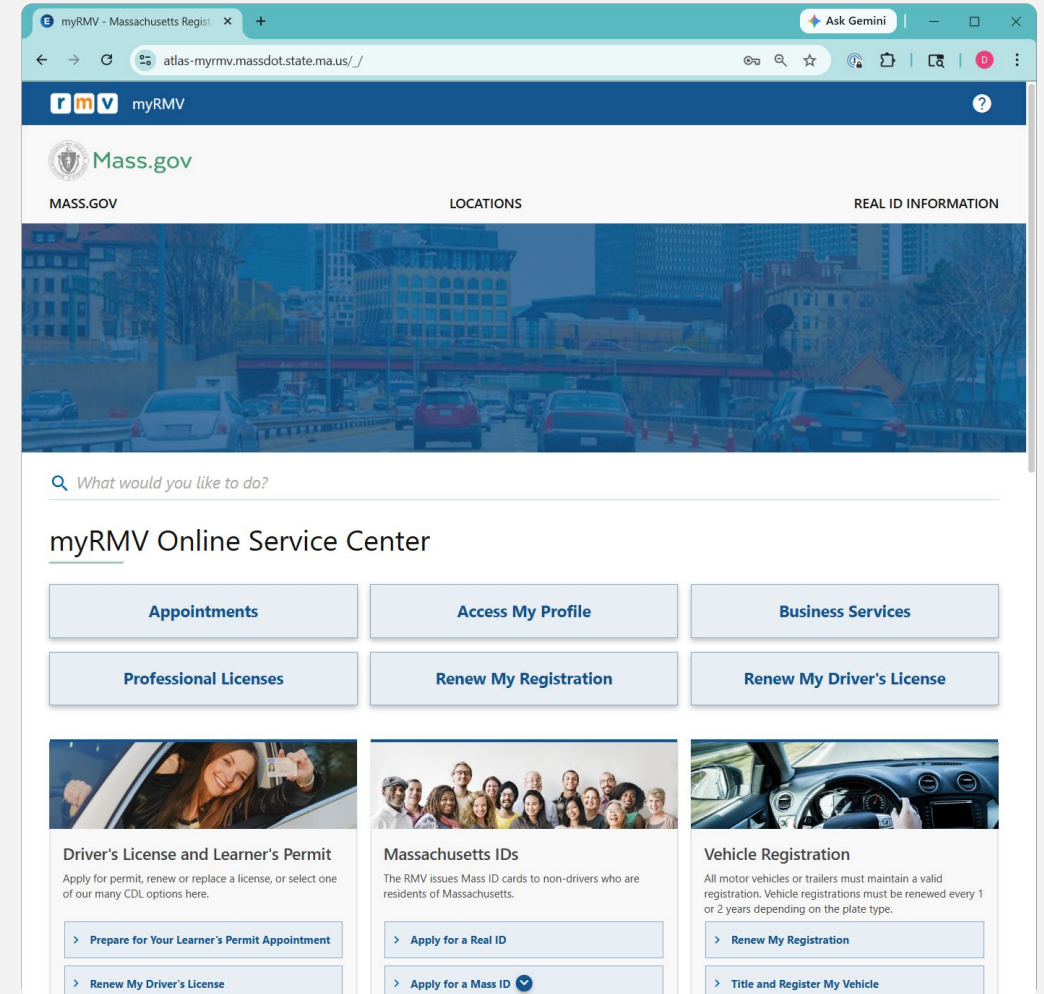


Starting 5/18, RMV customers will use MyMassGov to log in to over 50 online transactions on myRMV

Once the RMV joins MyMassGov, customers will have to complete a 1-time setup step to link their myRMV profile to their MyMassGov account.

Customers will first have to create a MyMassGov account or log into their existing MyMassGov account. Then they will complete the 1-time linking step.

Est. time: 3 min



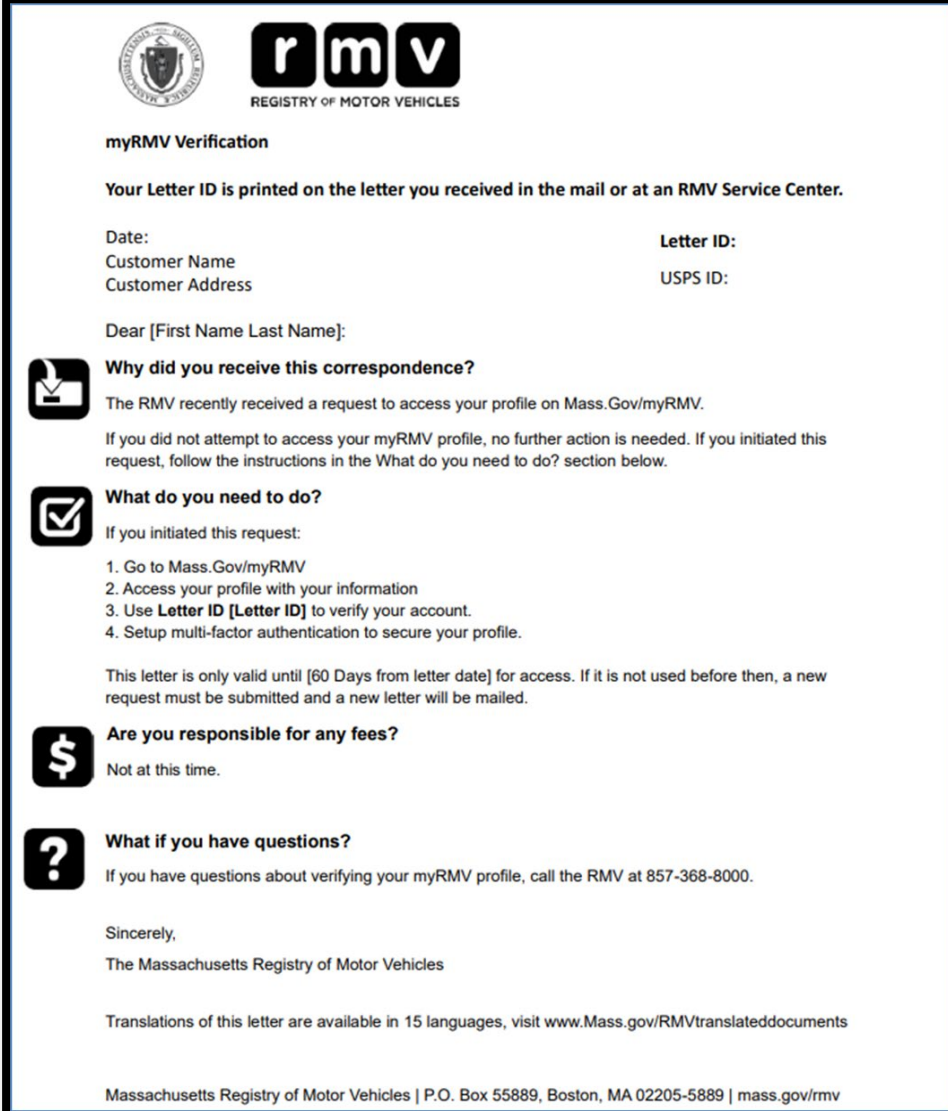
Customers who don't have a myRMV profile or haven't accessed it yet also need a Letter ID verification code

These customers will need to:

- Obtain a Letter ID verification code from the RMV that proves the customer has been verified by the RMV*
- Follow the steps on the previous slide and enter the Letter ID verification code when prompted

The Letter ID can be obtained in person at a service center or by mail. The letter will explain how to complete the process of setting up their account.

**This is the same process for customers today.*



The image shows a template for a "myRMV Verification" letter from the Massachusetts Registry of Motor Vehicles (RMV). The letter is addressed to a customer and provides instructions on how to verify their myRMV profile. It includes a header with the RMV logo and the text "REGISTRY OF MOTOR VEHICLES". The main body of the letter contains the following sections:

- myRMV Verification**
- Your Letter ID is printed on the letter you received in the mail or at an RMV Service Center.**
- Date:** _____ **Letter ID:** _____
- Customer Name:** _____ **USPS ID:** _____
- Customer Address:** _____
- Dear [First Name Last Name]:**
- Why did you receive this correspondence?** (Icon: envelope with checkmark)
The RMV recently received a request to access your profile on Mass.Gov/myRMV. If you did not attempt to access your myRMV profile, no further action is needed. If you initiated this request, follow the instructions in the What do you need to do? section below.
- What do you need to do?** (Icon: checkmark in a box)
If you initiated this request:
 1. Go to Mass.Gov/myRMV
 2. Access your profile with your information
 3. Use **Letter ID [Letter ID]** to verify your account.
 4. Setup multi-factor authentication to secure your profile.
- Are you responsible for any fees?** (Icon: dollar sign)
Not at this time.
- What if you have questions?** (Icon: question mark)
If you have questions about verifying your myRMV profile, call the RMV at 857-368-8000.
- Sincerely,**
The Massachusetts Registry of Motor Vehicles
- Translations of this letter are available in 15 languages, visit www.Mass.gov/RMV/translatteddocuments
- Massachusetts Registry of Motor Vehicles | P.O. Box 55889, Boston, MA 02205-5889 | mass.gov/rmv

1-time set up step to link myRMV profile with your MyMassGov account



In testing, customers find the process easy to follow.

The experience for customers is paramount. In addition to regular testing done by the MyMassGov team, we've engaged real RMV customers to test and give feedback on the experience of logging into myRMV with MyMassGov.

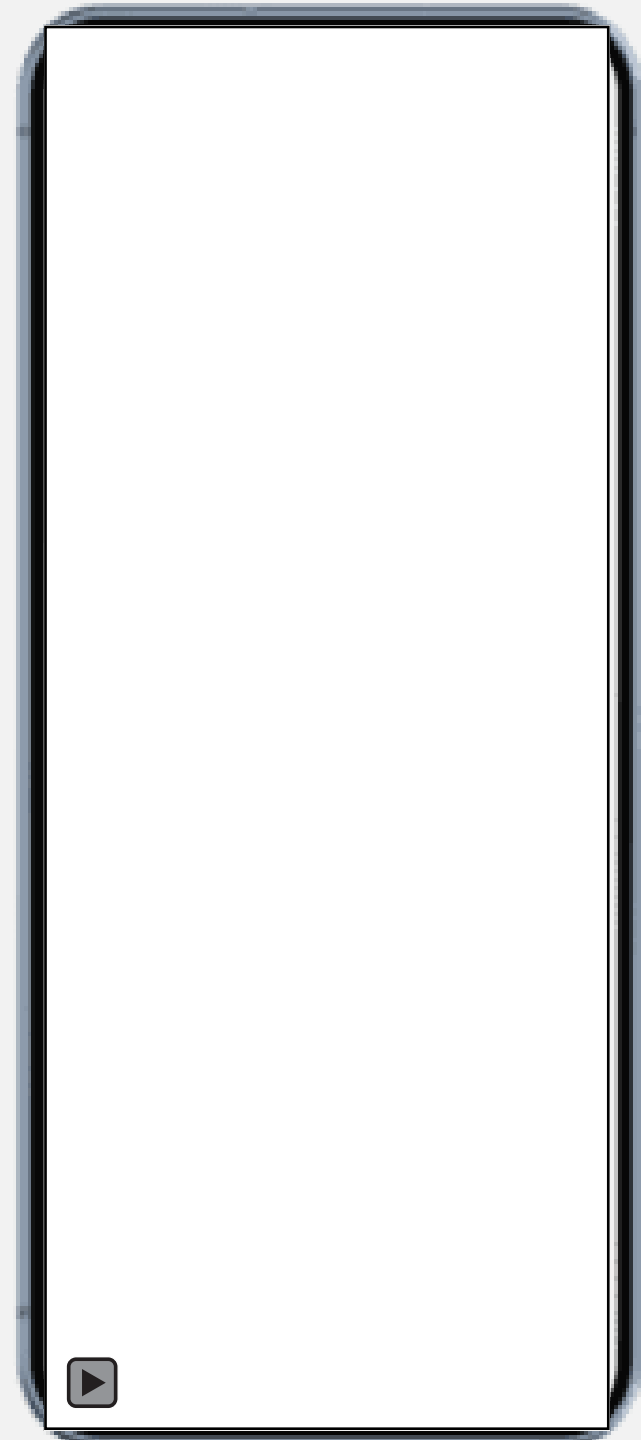
Customers have found the process to be standard, familiar and easy, and we are using their feedback to further improve the experience.

"I'd say the process so far, I'd give it a 5 [out of 5 on ease of use]. I was able to go through it without second guessing or without any questions. Everything seemed legit."

"I'd give it a 4. It's solidly easy. I think if it was even easier, it might not be as secure."

Once these steps are complete, the next time a customer wants to use myRMV, they can **quickly and seamlessly** log in via MyMassGov and proceed directly to myRMV to accomplish their RMV transaction needs.

Est. time: 50 sec



Customer communications will begin the week of March 30 and continue beyond the May go-live date.

Our communications plan leverages multiple channels for targeted and broad communications to customers and RMV partners.

Communication Channels

- Direct email communications
- Website banners and webpage updates
- “Get ready” videos
- Press release and media engagement
- Motor Vehicle Network
- Webinars for select RMV partners

Customers will have a unified support experience.

EOTSS and the RMV are integrating our support channels to provide a unified support experience online and by phone. Support teams will be trained and prepared to continue providing friendly, effective, and efficient help.

Online Support

- Self-service for password resets, account management
- Guides and videos on Mass.gov
- Virtual Assistant

Phone Support

- Customers who call the RMV Contact Center will be able to receive support for login and account related issues with MyMassGov.

Core benefits of adopting MyMassGov for RMV customers

- ✓ One familiar login for all state services
- ✓ One set of MFA methods
- ✓ More self-service for complex support needs
- ✓ Easier account recovery process (less reliance on letter pin process)
- ✓ Updated login process using industry-leading tech
- ✓ Enterprise approach to monitoring for security threats and to meeting evolving standards
- ✓ Ability to benefit from future MyMassGov capabilities

Thank you



Appendix



MyMassGov: accessible, simple, secure, familiar, and trusted

accessible

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3.3 million
accounts

720 thousand
active users each month

6.2 million
logins each month

110+
services supported

23
agencies onboard

9
secretariat partners

70 thousand
self-service password
resets each month
160
callers helped each day

language line
provided

Getting help with MyMassGov by phone

MyMassGov enables as much self-service as possible and provides help resources on Mass.gov, including videos and a virtual assistant.

MyMassGov also has a dedicated contact center and offers support by phone.

Customers who call the RMV Contact Center for help logging in will be able to reach the MyMassGov Contact Center by selecting the appropriate number in the phone tree.

The MyMassGov Contact Center helps people with:

- Regaining access to their account (e.g., if you get a new phone number or lose access to your authenticator app)
- Advanced account support
- Other MyMassGov questions

The MyMassGov Contact Center will be open when the RMV Contact Center is open and will increase staffing 2x to support the launch.

MyMassGov Contact Center Hours

8:30am to 5:00pm Monday to Friday
except state and federal holidays