

# We want YOU to be SUCCESSFUL!

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Follow these helpful tips for success at the RMV!

## Go Online First

- Go to [mass.gov/myrmv](https://mass.gov/myrmv) to start your transaction online OR find out if you have to visit an RMV service center to complete your transaction.
- COMPLETE the Get Ready application online. Continue until you get a confirmation page with a QR or BAR code. This code will be scanned in the Service Center to populate all of your information instantly and will expedite your visit there!

## Top Tips

### No Laminated Documents

- The RMV **cannot** accept any laminated documents. Make sure documents are not laminated. Visit [mass.gov/id](https://mass.gov/id) for a complete list of acceptable identification documents.

### Name Change

- If the name on your current credentials is different than on your birth certificate or other lawful presence document, you must have documentation to prove your name change. This is most commonly a marriage certificate or court document from a city or town (not a religious document).

### Social Security

- If you are applying for a REAL ID and need to order a new social security card, you can do so online at <https://www.ssa.gov/>
- If you are using your W-2 form to prove your social security number for a REAL ID, make sure it has your entire social security number on it And not just the last 4 digits. All 9 numbers of the Social Security Number must appear on documents used for proof.
- For a complete list of acceptable Social Security Number documents, visit [mass.gov/id](https://mass.gov/id).

### Residency

- 2 documents proving residency are needed for REAL ID – Only 1 needed for Standard.
- Examples of acceptable documents include: utility bill, bank statement, etc.
- For a complete list of acceptable residency documents, visit [mass.gov/id](https://mass.gov/id).

## Standard vs. REAL ID

- Decide which license credential you want before you visit a Service Center. Use our decision tool at [mass.gov/ID](https://mass.gov/ID) to help you decide and find out what documents you need.
- No one needs REAL ID until October of 2020 when it could be used to fly domestically or enter Federal Buildings. However, if you are willing to carry a passport, you will never need a REAL ID. Visit [mass.gov/id](https://mass.gov/id) for more information on REAL ID requirements.

## **RMV Service Centers and AAA Branches**

- If you are an AAA member you may be able to go to an AAA location to do select license and registration transactions.
  - Visit [mass.gov/rmv/aaa](https://mass.gov/rmv/aaa) for a list of services AAA offers.
- If you have to visit a service center, check the [RMV website](#) for “real time” wait times at our service centers.
- Avoid going to an RMV Service Center on Fridays, Mondays, or the day after a holiday. The first and last days of the month are also the busiest days at the RMV.

*NOTE: Portions of content from Boston Globe article published on 7/4/18.*