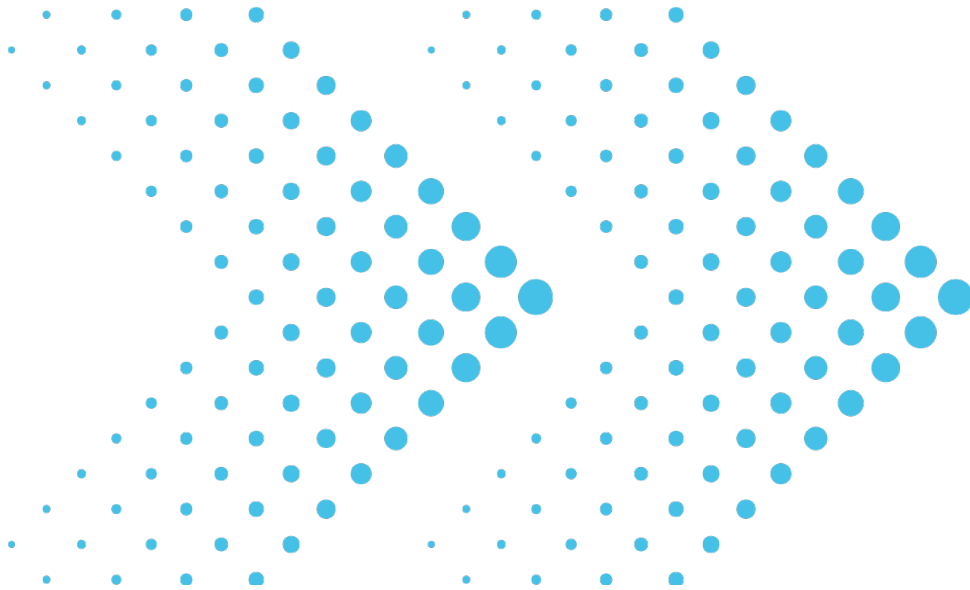


# **Nevada Department of Motor Vehicles DriveNV Turbo Titles**



## **Frequently Asked Questions**

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# Get Started

## What is Turbo Titles?

Starting in January of 2025, DMV will be offering online standard new and duplicate vehicle titles as part of the newly offered Turbo Titles pilot for certain individuals. Customers will fill out their title applications and upload supporting documents on the new DriveNV website:

<https://dmvnm.my.site.com/indivservice>

## Who can use Turbo Titles on DriveNV?

For the Turbo Titles pilot phase, a select group of users will be able to use the application system. These include:

- Customers who purchased or leased a vehicle from out of state dealer
- Customers who purchased from a private party or were gifted
- Customers who are new to Nevada
- Customer requesting Duplicate Nevada titles

Users must be able to come to Elko or East Sahara Las Vegas DMV to pay and drop off their vehicle documents during this pilot.

## Where do I find the DriveNV vehicle portal?

Starting in January of 2025, DMV will be offering online standard new and duplicate vehicle titles for certain individuals. You can fill out your title applications and upload supporting documents on the new DriveNV website: <https://dmvnm.my.site.com/indivservice>

You can also access DriveNV from the main website, [DMV.NV.GOV](https://dmvnm.my.site.com/indivservice) by clicking Vehicle Title.

## I want to use the DriveNV vehicle portal. Do I need a NV.gov account?

Yes, the State of Nevada requires Nevadans to create a new account which will eventually allow customers to access all Nevada services. Users who have already signed up for their DriveNV account can access Turbo Titles in addition to Rapid Registration within the same account.

## How do I sign up for a NV.gov account to access the new DriveNV portal?

These are the steps to sign up for a State of Nevada account at NV.gov so you can get to the DriveNV website and submit new standard and duplicate title requests:

- Review and accept the User Notice for Sign Up



- Enter their email address
- Request a verification code
- Create a password
- Sign in with your email
- Request a second verification code
- Create profile
- Log in

## Do I have to download an app (application)?

No, DriveNV can be used from a computer or device. First, you'll be asked to sign up for an NV.gov account. Then you'll be taken to DriveNV to fill out your title request application.

## What is the process for this new online title request?

For users who have all the required documents ready to be uploaded, the process can take ten to twenty minutes.

Once the application is submitted, DMV will review it. If notified, users must upload new documents within 15 days, or the application will be rejected.

Applicants will need to come in to pay for, submit vehicle documents and complete title requests within 15 days of getting the DMV approval email. The approval email will contain a link to schedule an appointment.

## Do customers using the Turbo Titles pilot get to go to the front of the line?

Customers will get an auto generated email with a link to make a WaitWell appointment at the East Sahara Las Vegas or Elko DMV office.

## Can I also update my driver's license through the portal?

Not during this pilot. That service will require a separate appointment for now. Select registration services are currently also available through DriveNV and can be completed with a new or duplicate title request.

## Will I be able to do more than just the DTE transaction with my appointment link?

For the Turbo Titles pilot, you may also process Rapid Registration applications if both title and registration applications are submitted and processed at the same office selected for the requests. You will receive a WaitWell link to schedule and complete payment for each



transaction within a single appointment. Separate appointments will be needed for transactions outside of the vehicle services offered on DriveNV at this time.

### What if I forget to bring the reference number from my acceptance email to my appointment?

The staff at the DMV can look up your application.

### Can customers upload their documents online?

Yes. The process may require scanning documents or saving as .pdf files. Customers may not be able to just use a screen shot of a document. Only the following file types are valid for upload: PDF, JPG, JPEG, PNG, DOCX. An error notification will display if the incorrect file type is uploaded. Note: Customers will need to bring in their vehicle documents and documents that need to be authenticated, certified, require notary, or original signature will also have to be brought into the office.

### Will I need to bring in my documents?

Title documents are required for application processing and additional documents may be needed to be brought into the office depending on the transaction to complete your application. Documents that need to be authenticated, certified, require notary, or original signature will have to be brought into the office. The DMV technician reviewing the application will notify you of what is needed to be brought in ahead of time.



# The New DriveNV Portal

On the portal, it says my application status is “Submitted”. What other statuses steps are there?

There are 8 possible statuses on the individual application:

- Submitted
- In Review
- Customer Action Required
- Customer Action Completed
- Approved - Awaiting Payment
- Canceled
- Rejected
- Application Complete

What if I have more than one vehicle to title?

A new application will need to be created for each vehicle.

What happens if I don’t make it to my appointment within 15 days?

The vehicle title application is automatically rejected if the fees have not been paid and the title completed within 15 days of your receiving an email stating the application is in the “approved-awaiting payment” status.

What happens if the customer portal times out while filing out the application?

If there is no activity after 15 minutes, the customer portal will time out. The customer portal automatically saves your progress as you move through the application process. The customer can log back into the portal and pick up where you've left off.

You can also access saved applications on the customer portal homepage within the ‘Saved Applications’ section. In this section, you can see all the applications that have been saved or updated in the last 15 days with the date and time stamp of when the application was last saved.



## Which offices are available to complete payment and title requests?

During this Titles pilot, payment and vehicle document submission will only be available at the Elko or East Sahara Las Vegas DMV offices.

Note: Users will need to go into the office that they selected. ***Customers will not be able to change their selected DMV office after submitting an application.***

## Where can I get help with this process?

The help desk number will be on the DriveNV Home Portal and on the email confirmation / payment requested email provided.

## Are there any file size limitations on uploaded documents?

Large files (>11 MB) may not be able to be processed during the pilot. You may get an email indicating that a file is missing, if you experience this issue, please call the help desk number.

## Will MyDMV still be available?

MyDMV will still be available for other online services.

## What languages are going to be offered for customers?

Currently, English is offered. In the future, additional languages will be offered.

## Will the DMV still be doing paper applications?

Yes, the NV DMV will still have current vehicle title request processing.

## What documents will I need?

You must provide a combination of the following **original** documents as applicable:

- Proof of Ownership (if applicable), which can include a Title or a Manufacturer's Certificate/Statement of Origin
- Proof of Sale (if applicable), which can include a Purchase Order, Bill of Sale, Invoice, Sales Contract, Purchase Agreement, Bank Letter, Lease Agreement, Lease Buy Out, or Lease Termination
- Other Applicable Documents can include Vehicle Inspection Certificates, Tax Exemptions, or Odometer Disclosure Statements

**NOTE:** A Vehicle Identification Number (VIN) inspection is required on all vehicles that have never been previously registered in Nevada.

Please ensure that all documentation matches your full legal name.