



Dipåtamenton Kontribusion yan Adu'ånå

DEPARTMENT OF

REVENUE AND TAXATION

GOVERNMENT OF GUAM

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FOR IMMEDIATE RELEASE

The Guam Department of Revenue and Taxation
Announces Launch of Online Driver's License and Guam ID Services and
Issues FAQ #1 for Services Available at myid.guam.gov

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Barrigada, GU – The Guam Department of Revenue and Taxation (“DRT”) issues its first FAQ for the Guam Driver’s License (DL) and Guam Identification (ID) Online Services. DRT’s online services for Guam Driver’s Licenses and Guam IDs can be accessed at myid.guam.gov.

Guam DL and ID Online System - Frequently Asked Questions (FAQ #1):

1. What is myid.guam.gov?
myid.guam.gov is the new DRT website for Guam residents to avail of the following DRT Driver’s License and Guam ID online services:
 - a. Schedule an appointment with the Guam Driver’s License Branch
 - b. Renew and/or replace your Guam Driver’s License and/or Guam ID card if you are an *eligible* Guam resident
2. How do I use myid.guam.gov?
myid.guam.gov is an account-based application. The instructions below provide the basic guidelines on how to connect to our system:
 1. Create your account on myid.guam.gov
 2. Confirm your account by clicking on the link sent to the email address used to register your account
 3. Log into your myid.guam.gov account
 4. Use the available workflows to either (1) Schedule an Appointment, or (2) Perform Online Renewal or Replacement if you are an *eligible* Guam resident
3. What is required to perform an online service?
Each myid.guam.gov account can only be linked to one unique individual. Guam DL and/or ID accounts are linked using a combination of the Guam DL/ID card information and person data. After the account is successfully linked, the system will indicate the services which are available for you to perform online.

Take note that you will need to be able to make a payment online (i.e. by credit or debit card) to complete a renewal or replacement service on myid.guam.gov.

4. Are all Driver’s License and Guam ID services available online?
No. Not all services are available online. New services must be done in person. See table below for services which can and cannot be performed online.

5. Am I eligible for the online services? What services can I perform online?

Guam residents are eligible for DL/ID online services if they meet the following requirements:

- a. You are eighteen (18) years of age or older; and
- b. There are no changes to your personal identifiable information (i.e. name, gender, etc.); and
- c. There are no changes to your residential and mailing addresses; and
- d. There are no changes in your medical condition/s that restrict you from operating a motor vehicle; and
- e. Your Guam DL or ID picture-on-file (taken at the DL office) is within the sixteen (16) year aging limit; and
- f. Your current Guam DL or ID was issued after July 2016; and
- g. Your current Guam DL or ID falls within the acceptable replacement and/or renewal period; and
- h. You are able to provide information from your vision exam report dated within one year of report issue date.

Below is a table that shows what services can and cannot be performed ONLINE:

CREDENTIAL	NEW	RENEW	REPLACE
Real ID, Guam DL and ID (for U.S. Citizens)	NO	YES	YES
Real ID, Guam DL and ID (limited term/non-U.S. Citizens)	NO	NO	YES
Learner’s Permit (for both U.S. and non-U.S. Citizens)	NO	NO	NO
Guam ID (non-Real ID, for U.S. Citizens)	NO	YES	YES
Guam ID (non-Real ID, for non-U.S. Citizens)	NO	NO	NO
Guam DL (non-Real ID, for both U.S. and non-U.S. Citizens)	NO	YES	YES
Guam Intermediate DL (non-Real ID, for both U.S. and non-U.S. Citizens)	NO	NO	YES

6. Is there an additional fee for online services?

Yes, a \$3.00 postage fee is added to your online order. All other DL and ID fees will apply.

7. I would like to add a new endorsement to my DL – can I do this online?

No, adding (or removing) an endorsement is considered a *New DL* service. Please schedule an appointment to visit the DL branch for processing.

8. How long does it take to receive my Guam DL or ID after I complete the online process?

The Dept. of Revenue and Taxation is committed to ensuring an acceptable turn-around time for online services. If there are no issues with the online submission, the typical turn-around time for credentials to be mailed out is 7-10 business days; however, if there are issues with the online submission or unforeseen circumstances that prevent us from meeting this timeline, the turn-around time may be delayed. After you complete your online transaction, you will receive your payment receipt/temporary document stating that you’ve renewed or replaced your Guam DL or ID online and that it is currently being processed.

For any questions regarding this, contact DRT’s Call Center at pinadmin@revtax.guam.gov or at 635-1840/1841/7614/7651/1813.

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