

OFFICE OF THE WARREN COUNTY CLERK
Pamela J. Vogel, County Clerk
Sueanne Linehan, Deputy County Clerk

Warren County DMV: 9/7/2021

The Warren County DMV is a full-service motor vehicle office working as agent to the NYS DMV Commissioner, Mark J.F. Schroeder. Please note the following in our effort to serve all DMV customers safely and in a timely, efficient manner.

- 1.) **Appointments - M-F 8:15 a.m. – 4:15 p.m.** Very popular! Appointments can be scheduled on line at <https://warrencountydmv.setmore.com> . We have recently expanded our schedule to accommodate more appointments. *Your time is valuable!* This is the way to obtain the most prompt and timely service. Note: Select your transaction type; Dates, available times, and info are then provided. Most appointments are same or next day selections. Also, check daily as cancellations do occur. See below for helpful appointment tips!
- 2.) **Walk-In Customers: M-F 8:15 a.m. – 4:15 p.m.** We do our best to accommodate those without an appointment behind scheduled appointments. Please come prepared with all forms and documents. Follow guidance provided by Warren Co. Security. To reduce wait-time, an appointment can be scheduled for you at your convenience. You can even do this with your smartphone when you are here!

QUICK APPOINTMENT TIPS:

- 1.) <https://warrencountydmv.setmore.com>
- 2.) Read Booking Policy. Click ok.
- 3.) Select Service type (most are 15 min appts; CDL 45 min.)
- 4.) Read the Description of what is required located on right side of page. Includes documents to bring.
- 5.) Select time. Note: If you select a time that is not available, it will tell you to select another time.
- 6.) Complete all appointment info.
- 7.) Check send email and text reminders.
- 8.) Click Book Appointment. Keep your appt reminders handy at home!
- 9.) Reminder should come to you day before your appointment. If you need to cancel, please do so (this will open up the time slot for another customer).
- 10.) Arrive 5 min before, check at security. No masks required if fully vaccinated. Have all your required documents. Security will escort you.

General Booking Policy:

- Write down your appointment info OR request a text message or email back to you with the info: date and time. If you need to cancel, you can do this on the Setmore system just as you did for scheduling...put in your name and it will search for your appointment; then will give you the option to cancel.
- Be timely. Arrive 5 minutes early; security will greet you and allow you to enter when appropriate.
- Late arrivals may not be allowed to enter. This will be determined by DMV Senior staff.
- Be Prepared. Complete all required information when scheduling your appointment.
- Review all transaction requirements at www.dmv.ny.gov. Bring all required forms and documentation. Lack of proper identification will require a new appointment.
- Appointment is limited to the scheduled transactions.
- Appointments are limited to customer only; to ensure adequate seating, refrain from having additional parties in your company unless necessary (parents for permits, small children, personal care/health needs).
- Cancel if ill or if you have a conflict. Otherwise, honor your appointment.

- Cancellation, text, email notices re: your appointment are included in Setmore.com . Please use.
 - While there may be a box for you to write an email, please note: these are one way, and do not allow us to respond back. If you must contact us, (518) 761-6438 – leave a message.
- 3.) Our DMV telephone message line – (518) 761-6438 - has been updated to include the online appointment scheduling information. **IMPORTANT: THIS IS VOICEMAIL. YOU MUST LEAVE A MESSAGE IF YOU WISH A CALL BACK: name, telephone number, and a very brief message.** Speak clearly and slowly in order that we can return the call. **We can also help you make an appointment when we speak with you!** Please note: Call volume has been extremely high. We are doing our best to return your call same day! Your patience appreciated.
- 4.) **Transaction Options:** The Warren Co. DMV currently provides the following services with approximate times:
 Out of State Registrations/ Transfers /Licenses: 15 min
 Enhanced (EDL & Real ID): 15 min
 Permit D or M: 30 min
 Vehicle Registration: 15 min
 License Renewal/Amendments: 15 min
 License & Non-Driver ID: 15 min
 Conditional/Restricted Licenses: 30min
 Consultation: 15 min
 Permit Test Commercial (CDL): 45 min
 Abstracts of Driving Record/Plate Surrender: 15 min
Note:
 MV-44: License Application Form: for all licensing transactions, replacement/lost, renewals, upgrades, permits, Non-Driver ID
 ID-44: How to apply for licenses, proofs for regular, Real ID, EDL
 MV-82: Vehicle Registration/Title Application forms: MV-82 for vehicles, trailers, atv's
 MV-82B Boat Registrations/Title Application
- 5.) **Drop Box (DMV entrance) is available** for the following:
 Plate surrenders (with \$ 1 fee)
 License Renewals with completed eye test form
 Registration Renewals (Pink envelopes)
 Payment by Check only, no credit cards: Payable to: Warren Co. Clerk
These also may be sent in by mail.
Note: IMPORTANT: We cannot mail license plates back to the customer; pickup can be arranged.
- 6.) **Dealers:** M-F 8:15 – 3:45. Drop off at Welcome Window. Dealer Pass required.
- 7.) **Forms and selected transactions available on-line at NYS DMV:** www.dmv.ny.gov . Check out the new online **Permit Tests** for Driver and Motorcycles (not CDL). Passing results are sent to DMV; when approved come to the DMV to finish the process and have DMV photo taken.
- 8.) **More information,** please visit the Warren Co. website: www.warrencountyny.gov/clerk

THANK YOU FOR YOUR COOPERATION!
Be Safe and Be Well!