



Dipåtamenton Kontribusion yan Adu'aña

DEPARTMENT OF

REVENUE AND TAXATION

FOR IMMEDIATE RELEASE

**DRT's Driver's License and Guam ID Operating System Down;
Consumers Encouraged to Utilize Online Portal to Renew and Replace Driver's Licenses and Identification
Cards**

December 20, 2024 – Barrigada, Guam – The Department of Revenue and Taxation's (DRT)'s operating system that processes and records driver's licenses and identification cards is temporarily unavailable, affecting the in-person operations of the Driver's License Examination Branch (DLEB). The DRT is working with its vendor to assess and resolve the issue.

DRT's online service remains available to consumers, who are highly encouraged to utilize the portal <https://myid.guam.gov/>, to renew and replace their driver's licenses and identification cards.

In the event consumers with existing appointments need to be rescheduled, they will be contacted via email. Alternatively, they may log in at <https://myid.guam.gov/> to reschedule.

Individuals expecting a permit, or who need to schedule or reschedule a written test, can visit DRT at its Barrigada location during normal business hours.

DRT apologizes for the inconvenience, and thanks everyone for their patience while the issue is addressed.

For more information, call DRT's Call Center at 671-635-1840/1841/7651 or email pinadmin@revtax.guam.gov

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