



BUREAU OF MOTOR VEHICLES- ONLINE VEHICLE REGISTRATION FREQUENTLY ASKED QUESTIONS

CAN I RENEW MY VEHICLE REGISTRATION ONLINE?

The initial registration must be done in person at the BMV, but subsequent registrations can be done by mail or online.

HOW DO I REGISTER FOR ONLINE SERVICES?

Go to bmv.vi.gov, click on the Renew Registration link on the home page or click on the Online Services tab, then click on Register; enter the required information and click Submit. The customer number is the number on your driver's license that starts with CI or DL.

HOW DO I RENEW MY VEHICLE REGISTRATION ONLINE?

After you have registered for online renewal, if an inspection is required go to the BMV with your current registration to have your vehicle inspected; ask your insurance company to email the insurance card to insurance@bmv.vi.gov. Once completed, go online to bmv.vi.gov, click on the Renew Registration link on the home page or click on the Online Services tab and click on the Vehicle Registration Renewal link; sign in, click on the vehicle you want to register and follow the steps to make the payment.

HOW DO I PAY ONLINE?

Go to bmv.vi.gov, click on the Online Services tab and then click on Vehicle Registration Renewal. Once you are registered, your vehicles will be listed under your name, click on the vehicle that you want to renew, then make the payment using your debit or credit card. Enter your email address to get a copy of the receipt via email. Be sure to go through the inspection process if your vehicle requires an inspection, after the insurance company emails the insurance card to insurance@bmv.vi.gov, your new registration and sticker will be mailed to you.

WHAT IF I DON'T HAVE A DRIVER'S LICENSE NUMBER?

You must call the office at (340) 774-4268, (340) 713-4268 or (340) 776-6262. During this period of transition, we will be experiencing a very high call volume. Leave a message and we will call you back promptly. When you call to confirm your customer number, be prepared to answer questions for us to verify your identity.

WHAT IS THE FEE FOR MY VEHICLE REGISTRATION?

Virgin Islands vehicle registration fees are decided on the weight and class of the vehicle.

WHAT DO I NEED TO RENEW MY VEHICLE REGISTRATION?

The current registration certificate and unexpired insurance.

WHAT IF THE VEHICLE I WANT TO REGISTER IS NOT LISTED?

Call the offices and we will rectify the issue.

HOW LONG WILL IT TAKE FOR ME TO GET THE STICKER AND REGISTRATION?

It can take 4-6 weeks for you to get it in the mail.

WHEN I PAY ONLINE, CAN I THEN COME INTO THE OFFICE TO PICK UP MY STICKER AND REGISTRATION?

No. Once you pay online, you will get your sticker and registration in the mail at the address that you provided.

HOW DO I CONDUCT BMV TRANSACTIONS USING THE ONLINE SERVICE IF I DO NOT HAVE A BANK ACCOUNT OR A CREDIT CARD?

If you do not have a bank account or credit card, you can complete your transactions at any BMV office.

WHO DO I CONTACT IF I AM HAVING TECHNICAL ISSUES?

Users can get technical support by calling the bureau offices at 340-774-4268, 340-713-4268, or 340-776-6262 or sending an email to info@bmv.vi.gov.

CAN I RENEW MULTIPLE VEHICLES AT ONE TIME?

No. Each vehicle needs to be registered individually.

WHERE IS MY CUSTOMER NUMBER?

Your Customer number can be found on your Driver's License card, near the top middle of the card, next to "DL" OR "CI"

