Q&A: REOPENING FOR IN-OFFICE VISITS

Q: How do I renew my license?
A: For safety reasons, all in-person services must be by appointment only. We will not be allowing people to walk-in-and-wait. Appointments can be made directly at AlohaQ.org, or through a link on our website at Honolulu.gov/CSD.

Q: Can I renew by mail?
A: Under emergency proclamation exceptions, we are allowing those who 1) are 72 years of age and older, 2) possess a current two year license, and 3) have all the required documents on file, to renew their license by mail. Instructions can be found at Honolulu.gov/CSD.

We also allow four year licenses holders to renew if they also have all their document on file, but they must follow the existing RENEW BY MAIL requirement. Instructions can be found at Honolulu.gov/CSD.

All others must renew in person.

Q: What if I just need a duplicate?
A: Online services are available for requests for a duplicate licenses due to theft, loss, or mutilation. You will be mailed the exact same copy to the address on file. Instructions can be found at Honolulu.gov/CSD.

Q: How do I make an appointment?
Go to our appointment site at www.AlohaQ.org. For now, you must meet the parameters of who we are currently serving (currently it is June expirations, which includes March as they now expire in June with the 90 day extension.) Follow the prompts and select the location date and time of your choosing. Enter a phone number as your identifier. Your last four digits will be the number you will be served by. If you use a mobile number, you will receive text confirmations and notices.

Q: What if I don’t have a smart phone or computer?
We have set up an APPOINTMENT HELP LINE at 768-4177 just to assist people with this need. If you need appointment help, and you fall within the parameters, we will assist you with making an appointment.

Q: Is it safe to visit a licensing center?
You can be assured that we are following as many of the recommended guidelines as we possibly can. We are servicing BY APPOINTMENT ONLY. Masks are required for all on site. The number of people in the facility is being limited. You will be allowing entry no more than 15 minutes before your appointment time. People may not gather outside, but must wait in their cars. Only the applicant will be allowed in unless your companion is needed to assist you. Hand sanitizer will be available and more frequent cleaning between applicants will be implemented.

Q: Will I be charged any penalties if I renew late?

No penalties will be charged during the time our office is closed. But if your license expired before mid-March, you will still be responsible for the any fees incurred during that earlier period. (As an example: if a license expired in mid-Nov 2019, Dec-Jan- Feb would be their 90 day “grace period” to renew with no fee. Since fees were suspended from mid-March, they will be able to renew with no fees.)

Q: I had an appointment to get my gold star and it was canceled. What now?

A: The gold-star marking is no longer required until October 1, 2021. Many residents may now get them with their next renewal and still have it in time. For many, there is no longer a need to come in for an extra visit just to obtain the star-marking.

Q: Can I still get my star marking online?

If you renewed your license after May 2014, you may be eligible to request a duplicate to obtain the star marking, as we would have all of your documents on file. The city has sent 45,000 letters to those who were already determined to meet all qualifications instructing them on the process. Letters have been sent in batches as processed. For more information on obtaining your star online, go to Honolulu.gov/csd.

Q: My license expires in August. I had an appointment that was cancelled. What do I do?

We ask for your patience as we help those with greatest needs first. For those who have upcoming expiration dates, we will get to you before your license expires.

Q: Why did you have to cancel all appointments? I already had one now that you are open again.

We apologize for the inconvenience, but due to the unexpected and unusual conditions that this pandemic has put everyone in, we have had to refocus our goal to serving greatest needs first. Our AlohaQ system was rewritten to identify the parameters set for the current priorities. We also had to space appointments out more to support social distancing to avoid too many
people in our centers at once. Existing appointments had to be cancelled to allow us to do these changes.

Q: Can I renew my State ID by mail?

To be eligible to renew a state ID by mail, you must be at least 72 years of age or older, possess a current state identification card, and all required documents and legal presence have been met. Instructions can be found at Honolulu.gov/CSD.

Q: How do I just get a Duplicate state ID? I lost mine.

A: You can replace a lost or stolen state ID by requesting an exact copy by mail. Detailed instructions can be found on our website at Honolulu.gov/CSD.

Q: When will you start doing road tests?

The conditions of a road test pose safety concerns regarding both the applicant and the examiner. All counties are working with the State Department of Transportation so that our procedures are consistent and meet union approvals. All road tests, including for commercial driver licenses, are suspended until further notice. If you were scheduled for a road test, we will reschedule your appointment once road testing resumes. Those with existing appointment that have already made payment will be offered appointments first.