



News Release

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Idaho DMV issuing paper tests due to intermittent knowledge test outages

BOISE— The Idaho Division of Motor Vehicles (DMV) is experiencing intermittent outages with driver's knowledge testing stations. Idaho is one of several states impacted by an issue with the driver's testing stations provided by a vendor.

In a statement provided to the DMV, the vendor's representatives said, "We are taking immediate action to make architectural changes to alleviate the interruptions in service."

Idaho uses touch-screen computer stations to give new drivers and new residents the written portion of the Idaho driver's test, also called the knowledge test.

On May 29, 2024, the DMV created paper tests for when the testing stations go down so customers can keep their appointments and get their credentials. It is up to each driver's license office to implement the paper tests.

"While paper tests may be old school, they are reliable. We'll do whatever we can to provide continuity of service for our customers," explained DMV Administrator Lisa McClellan.

In light of the intermittent outage, the DMV is also exploring options for online testing in the future.

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