



Louisiana Department of Public Safety
Office of Motor Vehicles

Policy 20.01 Online Issuance of a Duplicate Driver's License or Identification Card

Section: 1. Issuance of Driver's License

Effective Date: 09/08/2021

Authority:

[R.S. 32:413](#)

[R.S. 40:1321](#)

To view Louisiana Statutes: <http://www.legis.state.la.us/>

Background: Individuals may apply for a duplicate driver's license or identification card online using www.Expresslane.org or the LAWallet application.

Definition:

- **Duplicate License or Identification Card** – Transaction used when a current Louisiana driver's license or identification card has been lost, stolen, or mutilated.
- **LAWallet** – Application that provides an official digital driver's license and allows the applicant to perform Louisiana driver's license or identification card self-service tasks
- **Expresslane** – The Office of Motor Vehicles (OMV) website that allows for the customer to view OMV policies and/or perform Louisiana driver's license or identification card self-service tasks

Eligibility:

- Individuals currently living in Louisiana that have a current Louisiana driver's license or identification card are eligible for duplicate issuance, **unless** one of the following is applicable:
 - Individual is temporarily residing out-of-state. Refer to Section 1, Policy [25.01, Reconstructed Driver's License / Identification Card](#) for more information.
 - A flag is set on the master record for that prevents issuance.
- Individuals are limited to one duplicate driver's license or identification card per day.
- **Duplicate Issuance for Minors**
 - If the applicant is under eighteen (18) years of age, he/she is not eligible for duplicate issuance of a driver's license, via Expresslane nor LAWallet.
 - If the applicant is under seventeen (17) years of age, he/she is not eligible for duplicate issuance of an identification card, via Expresslane nor LAWallet.

Requirements:

- If the driver's license or identification card is expired, the individual must renew. A duplicate **cannot** be issued for an expired driver's license or identification card.
- If the driver's license expires within ninety (90) days, the individual **must** renew.
- If the driver's license expires within 180 days, the individual has the **option** to renew.
- To obtain a duplicate driver's license or identification card, the individual must enter the full Louisiana driver's license or identification number **or** the last four numbers of his/her social security number.

- Changes to the address **cannot** be made and the duplicate credential will be mailed to the address on the master record. If an address must be changed, the individual must visit a field office with applicable documentation and fees.
- If the duplicate credential was not received, the applicant must allow for a 30-day waiting period from the date of application **and** must visit a field office within sixty (60) days of application to be eligible for a replacement credential at no charge.

Fees:

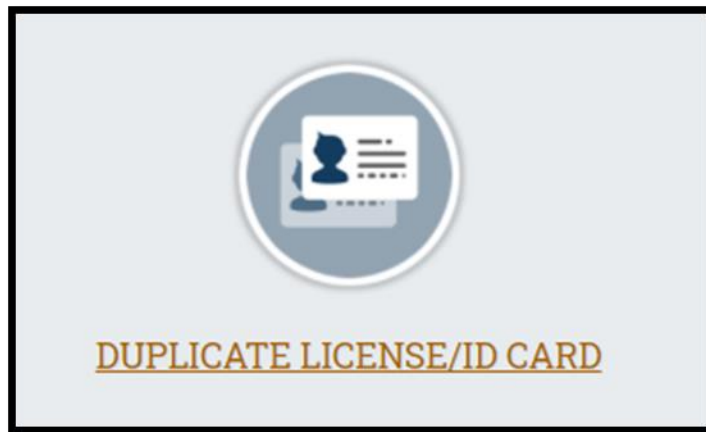
- For applicable fees, refer to Section 1, [Policy 2.00 Fees and Duration of License / ID Card](#).

Process:

- **Expresslane**
 - Visit www.expresslane.org.
 - Click “Online Services” from the top menu.



- Select “Duplicate License/ID Card”.



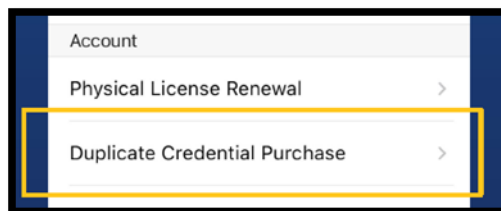
- Read the Terms of Service, then click “Let’s Get Started”, if agreeing to the Terms of Service.
- Enter the date of birth.
- Select the credential type, either driver’s license (DL) or identification card (ID).
- Enter the Louisiana driver’s license or identification card information, as it appears on the card or the last four (4) of the social security number.
- Click “Search”.
- Verify that the populated information is accurate, then select “Continue”.
- Enter all customer information, then click “Next”.
- Complete all payment information steps to complete the transaction.

- **LA Wallet**

- Download and install LA Wallet on the mobile device.



- Open the application upon completion of the installation.
- Complete the following steps:
 - **New Account**
 - Click “Create Account”.
 - Read the “Terms of Use” to its entirety and select “Accept Terms and Conditions” or “Deny”. If the user denies the terms, the application will not allow the user to create the account.
 - Enter a valid email.
 - Create a password and confirm the password.
 - **Existing Account**
 - Click “Login to an Existing Account” if an account has previously been created.
 - Enter the email address and password for the LA Wallet credentials.
- If the program requires a pin, create and confirm a four-digit pin.
- Enable Biometric – Select “Yes” if wanting to use Biometric or “No” if not wanting to use Biometric. Biometrics allow for authorization of payments using an electronic device using facial recognition, fingerprints, etc.
- To add a license record to the application, click “Add License”. A disclaimer will appear stating that the user may enter the driver’s license or identification card information manually or may scan the back of the license to auto-populate the information.
 - **Status** – Enter all required information, as it appears on the Louisiana driver’s license or identification card.
 - **Scan** - Scan the bar code presented on the back of the Louisiana driver’s license or identification card. The information will auto-populate.
- **Applying for a Duplicate Driver’s License or Identification Card**
 - Click “Settings”.
 - Select “Duplicate Credential Purchase”.



- Read the requirements and click “Check Duplicate Eligibility”.



- The application will notify the user of his/her eligibility.

- If eligible, confirm all information and specify if voter registration services are needed. Click “Continue”.



- Complete all required steps to complete the purchase of the duplicate driver’s license or identification card. The total amount to be charged will populate. Click “Checkout” if agreeing to the charges.

