



Louisiana Department of Public Safety  
Office of Motor Vehicles  
**Policy 19.01 Identification Card Renewal by Mail or Internet**

**Section:** 1. Issuance of Driver's License

**Effective Date:** 03/28/1995

**Revised Date:** 10/29/2025

**Authority:**

[R.S. 40:1321 \(C-I\)](#)

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

**Definitions:**

- **Expresslane** – The Office of Motor Vehicles (OMV) website that provides OMV information and/or Louisiana driver's license or identification card self-service tasks
- **LAWallet** – Application that provides an official digital driver's license and Louisiana driver's license or identification card self-service tasks

**General:**

- Identification cards may be renewed by mail, [internet](#), or [field office](#) locations.
- [Applicable fees](#) apply for the renewal of an identification card.

**Eligibility:**

- You are **not** eligible to renew by mail or internet if:
  - A mail-in renewal invitation was not sent/received.
  - The last renewal was by mail or internet.
  - The identification card was cancelled for any reason, lost, or has been expired six (6) months or more.
  - A correction must be made on the credential.
  - You are requesting change of address.
  - You are a nonresident alien.
  - An identification card is issued free of charge.

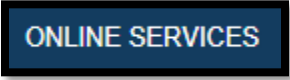
**Required Documentation:**

- You must have the picture identification card and the mail-in renewal invitation to be eligible to renew by mail or the internet. The renewal notice is mailed ninety (90) days before the expiration date.
  - **To Renew by Mail** – Sign the application and return to the Office of Motor Vehicles with the appropriate fee in the form of a personal check, money order, cashier's check, or certified check made payable to the *Office of Motor Vehicles*.
  - **To Renew by the Internet** – Visit [Expresslane.org](http://Expresslane.org) and follow the instructions listed on the invitation. Payments may be made by MasterCard, VISA, American Express, Discover Card, or any other credit card approved by the Department. A credit card fee may be assessed.

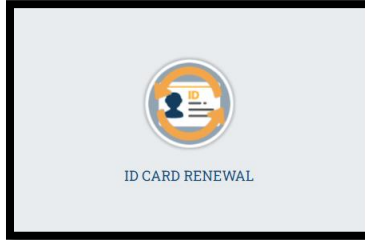
- **Process to Renew:**

- **Expresslane**

- Visit [www.expresslane.org](http://www.expresslane.org).
    - Click **Online Services** from the top menu.



- Select **ID Card Renewal**.



- Read the Terms of Service, then click **Let's Get Started**, if agreeing to the Terms of Service.
      - Read the conditions and certify by answering **Yes** if all information is correct.
      - Enter the identification card number, as it appears on the card, and date of birth.
      - Select **Yes** or **No** to register to vote.
      - Click **Continue**.
      - Verify that the populated information is accurate, then select **Yes, Continue**.
      - Review the payment summary. To continue, select **Yes**.
      - 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** – Biometrics allow for authorization of payments using an electronic device using facial recognition, fingerprints, etc. Select **Yes** if wanting to use Biometric or **No** if not wanting to use Biometric.

- 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.
  - **Renewing the Identification Card**
    - Click **Menu**.
    - Select **Renew Physical License/ID**.
    - Read the requirements and click **Check Renew Eligibility**.
    - The application will notify the user of his/her eligibility.
    - If eligible, confirm all the information and specify if voter registration services are needed. Click **Continue**.
    - Complete all required steps to complete the purchase of the identification card. The total amount to be charged will populate. Click **Checkout** if you agree to the charges.
- **Credential was Not Received in the Mail**
  - It may take up to thirty (30) days to receive your credential by mail. If it has been thirty (30) days and you still have not received your credential, but within sixty (60) days from the date of transaction, visit the nearest motor vehicle location with your receipt to receive your free duplicate. This also applies to identification cards ordered through *LA Wallet*.
  - If the address is not the address that is on your credential, visit a [field office](#) for a duplicate and [address change](#).
    - Duplicate fees will apply, as you are not eligible to renew or apply for a duplicate online or by mail with an incorrect address on your license. A refund for your original transaction will **not** be issued.
  - The Office of Motor Vehicles mails your identification card to your mailing address on file. If you did not update your mailing address, it may be a result as to why your identification card was not received.
    - The residential address displays on your credential and may differ from the mailing address.
  - The Office of Motor Vehicles does **not** forward mail. If you have requested your mail to be forwarded from the mailing address you have provided to the Office of Motor Vehicles, it will be returned to the Office of Motor Vehicles. Call (225) 925-6146 and select option 1 to inquire about a possible returned credential.
- **Credential to be Mailed Out-of-State** – Refer to [Reconstructed Driver's License/Identification Card](#) policy.

#### **Related Policies:**

Section 1, Policy 3.03, [Voter Registration](#)

Section 1, Policy 3.04, [Residency Requirements](#)

Section 1, Policy 6.00, [Identification Requirements](#)

Section 1, Policy 19.00, [Identification Cards](#)

Section 1, Policy 19.02, [ID Cards Issued For Voter Registration Purposes](#)

Section 1, Policy 25.01, [Reconstructed Driver's License / Identification Card](#)