



News Release

For immediate release

Most services restored to Colorado driver license offices

April 27, 2018 - LAKEWOOD, Colo. - LAKEWOOD, Colo. - Services have been restored to all state and county Colorado driver license offices following an outage of the American Association of Motor Vehicle Administrators (AAMVA) Social Security Online Verification System (SSOLV). This national system allows the Division of Motor Vehicles to verify Social Security numbers in compliance in compliance with Federal Real ID requirements.

Offices are still experiencing issues with the Systematic Alien Verification for Entitlements (SAVE) application and US Passport Verification Service, and are unable to serve customers using a U.S. passport or immigration documents to verify lawful presence in the U.S.

We apologize for the inconvenience.

The Colorado Department of Revenue is dedicated to providing quality service to our customers in fulfillment of our fiduciary and statutory responsibilities, while instilling public confidence through professional and responsive employees.

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