

Frequently Asked Questions

Question #1.

Can I renew my License at any time?

License owners can renew their licenses from November 1 through December 31st. After that there is a late fee.

*Note: There is a short period, from **October, 15 to October 31**, when online renewal is not allowed. This period when the UDAF staff prepare for the next license renewal year.*

Question #2.

How I can get my PIN?

If you forget your PIN, then you can fill out the online “PIN Request” form and submit it. The License Coordinator will send your PIN through the U.S. mail or email.

Note: To open the online “PIN Request” form, click “Click Here if you forgot your PIN” on the “License Owner” Login Screen.

Question #3.

What I need to do if my address is changed?

Click on the “Address Change” menu item. Correct your address and click the “Submit” button. Your request will be processed by the License Coordinator.

Question #4.

What I need to do if I would like to terminate my license?

Click on the “Request License Termination” menu item (under “My License” main menu option). Fill out the form and click the “Submit” button. Your request will be processed by the License Coordinator.

Question #5.

What I need to do if my license information is not correct?

Click on the “Request License Modification” menu item (under “My License” main menu option). Fill out the form and click the “Submit” button. Your request will be processed by the License Coordinator.

Question #6.

Can I apply and pay for a new license online?

No, you cannot apply and pay for a new license online. To apply for a new license please contact the license coordinator.

Question #7.

What does “Use Location Address” or “Use Mailing address” mean?

This flag shows which address (Mailing or Location”) will be used to send you Renewal Notices, Late Fee Notices, Licenses/Certificates, etc.

Question #8.

Who can see a license’s private information online?

Only the license owners and authorized UDAF employees have full access to the data.

Question #9.

What I need to do to be sure the next person using my computer will have NO access to my License data?

Click the “Logout” menu item. The program will reset all entered data to default values, clear the login, close the License Web application, and will display the Online Services page of the UDAF website.

Question #10.

How I can get the License Coordinator’s contact information?

*Click “Help” on the menu, in the “Contact As” submenu click “License Coordinator.”
The License Coordinator’s contact information will be displayed.*

Question #11.

How I can get license application forms?

*Select a desired license type from the list on the main page and click an “Application” link. The Application Form will be displayed.
Then under “File”, click the “Print” menu option to print out the application form.*

Question #12.

What does “Home” menu item do?

This menu item opens the main application page. It allows a user return to the main application page.