# DMV Wallet Troubleshooting Manual



## Troubleshooting Technical Issues During Verification

**After setting up your OpenCCC account, follow these steps to resolve common issues during DMV Wallet verification.**

1. Ensure you have the original version of your California driver's license or ID.

2. Confirm your mobile device has the DMV Wallet app installed and updated.

3. Check your internet connection and use a private, secure Wi-Fi network.

4. Make sure your device's camera is working and permission is enabled for the DMV Wallet app.

5. Confirm your operating system and browser are up to date.

6. Keep browser windows open until verification is complete.

7. If you encounter an error, close and reopen the DMV Wallet app before retrying.

If problems persist, restart your device and return to OpenCCC to reinitiate verification. If still unsuccessful, contact DMV Wallet support or your college's Admissions Office for assistance.

## Exclusions

This guide does not cover issues related to creating an OpenCCC account or completing a CCCApply application.

For those issues, visit ccchelp.info.

## Support Links

- How to get started with DMV Wallet

- CA DMV mDL Frequently Asked Questions

- DMV Offices Offering Help with mDL

- You can also get help via a chatbot or live agent by selecting the "Ask DMV" tab displayed on every CA DMV website page
  ‣ Agents available Monday to Friday, 8 am to 5 pm Pacific time

- **OpenCCC Student Help Desk:** ccchelp.info

- **College Support Services:** Contact your Admissions or Financial Aid office