

Welcome to the Virginia Department of Motor Vehicles' (VirginiaDMV) social media rules of engagement. The purpose of these guidelines is to set clear expectations when engaging with Virginia DMV using social media.

Our Responsibility

We listen, learn, share, educate, and problem solve through social media. Private messaging on these platforms is open and available Monday-Friday between 8:30 a.m.- 5 p.m. eastern standard time. Our social media outlets also follow the same holiday observance schedule as DMV offices.

We respond to and engage with all customers, as long as a post does not contain the following:

1. Profanity
2. Spam
3. Vulgarity
4. Defamation
5. Off-topic comments
6. Personal attacks
7. Threats/Unsupported accusations
8. Sensitive or personal identifying information

Any of the aforementioned posts will be reviewed and could be hidden from public view or potentially deleted to maintain a safe forum for our customers. If warranted, posts of this nature may also be forwarded to the appropriate authorities.

Virginia DMV will provide help during agency business hours through direct messages on social media, but please keep in mind these platforms are not secure outlets and your information could be compromised. If you post personal information on DMV's social media pages, you accept all responsibility and risk. Sensitive or account-specific matters may be referred to secure DMV channels.

Virginia DMV links its current social media accounts on its website at dmv.virginia.gov. We will notify the public when Virginia DMV expands its social media outreach. If it appears we are engaging in outlets not previously mentioned, it is not an official DMV account.

Media Inquiries

If you are a member of the media, please send all inquiries to:

Ava Adenauer ava.adenauer@dmv.virginia.gov

Disclaimer

Finally, communications made through social media outlets do not constitute a legal or official notice or comment. If you need to contact us, please use these [outlets](#).