BROWARD COUNTY CONSUMER AFFAIRS

Chauffeur Registration: How to Apply or Renew Online

Follow these steps to sign in to the Broward County Customer Portal and apply for a new chauffeur registration or renew an existing one.

> **Before you begin:** Have access to your email inbox, since you will be sent verification codes. If you are renewing, have your **Hack ID** number ready.

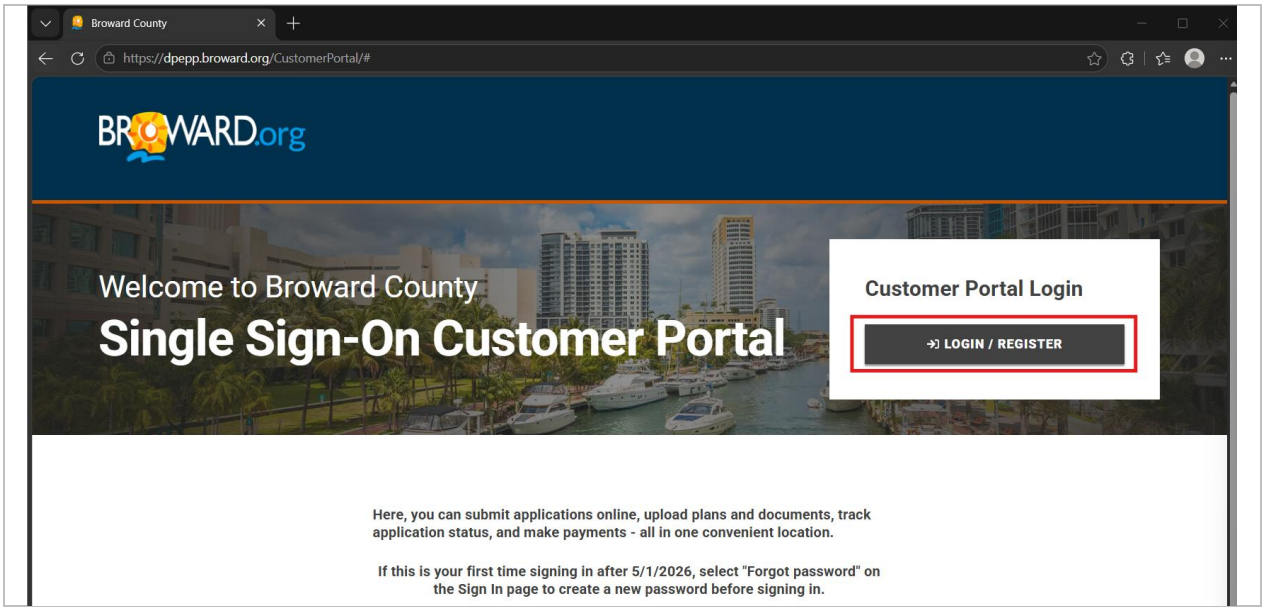
Which sections do I need?

- **Everyone:** Part 1 – Sign in to the portal (Steps 1–9)
- **New applicants:** Part 2 – Apply for a new registration (Step 10)
- **Renewing:** Part 3 – Renew your registration (Steps 11–13)
- **Renewal not listed?** Part 4 – Find and link your application (Steps 14–17)

Part 1 – Sign in to the Customer Portal

Step 1 Open the Customer Portal

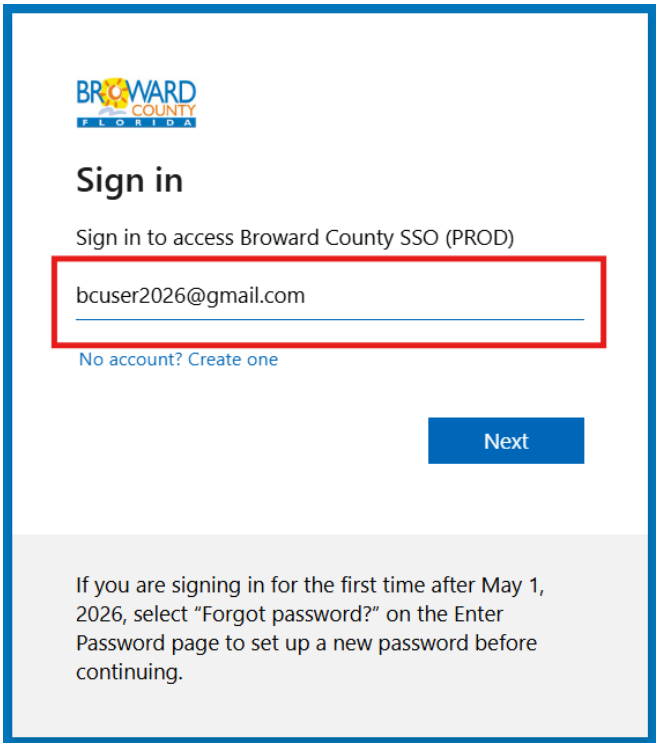
Go to https://dpepp.broward.org/CustomerPortal/ and click the **LOGIN / REGISTER** button.



Step 2 Enter your email address

If you applied online before on the previous portal, enter **the same email address** you used then.

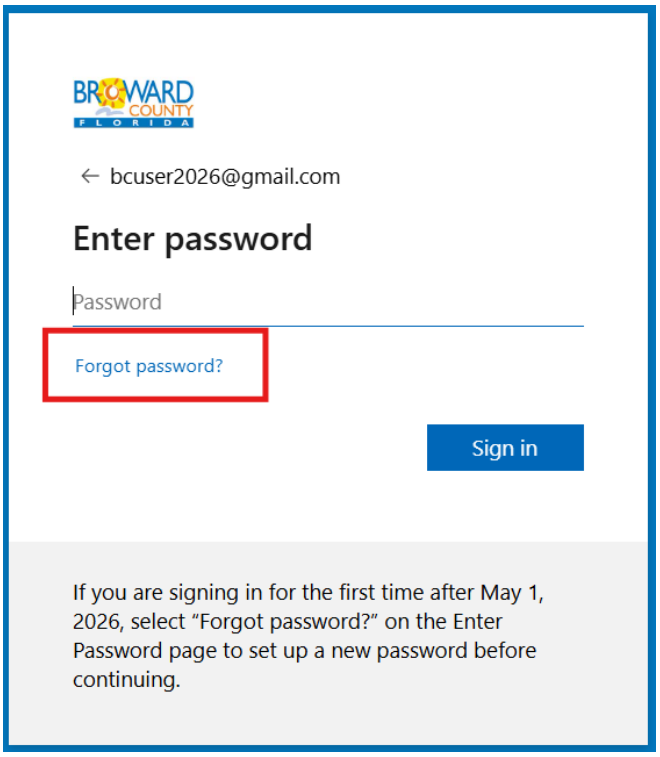
Click **Next**.



Step 3 Click "Forgot password?"

On the Enter password screen, click **Forgot password?**

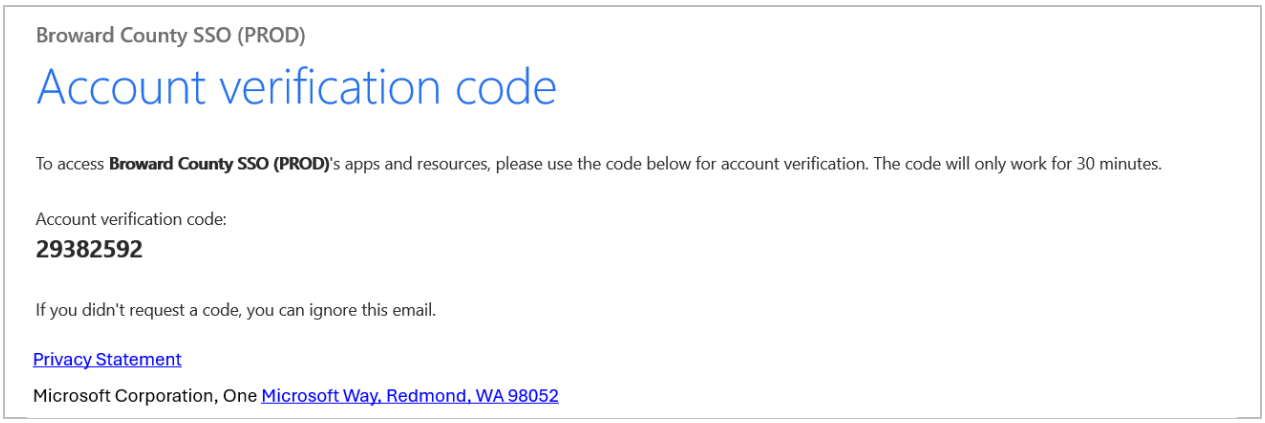
The first time you sign in to this portal you must set a new password, even if you had one on the old portal.



Step 4 Get your verification code by email

Choose the option to **email a code** to your address. You will receive an email like the one below.

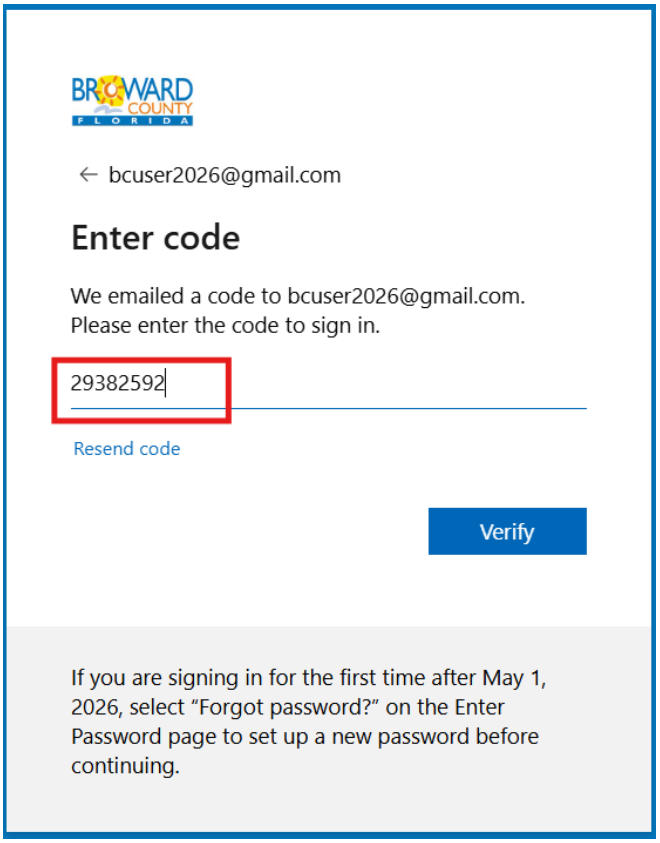
The code is valid for **30 minutes**.



Step 5 Enter the code and verify

Type the code from the email into the box provided.

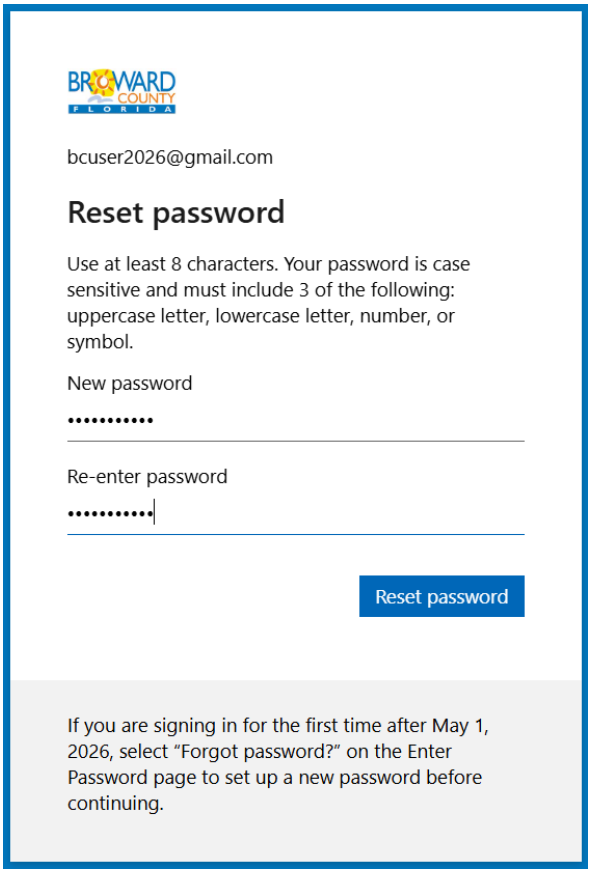
Click **Verify**.



Step 6 Create a new password

Your password must be **at least 8 characters** and include 3 of the following: uppercase letter, lowercase letter, number, or symbol.

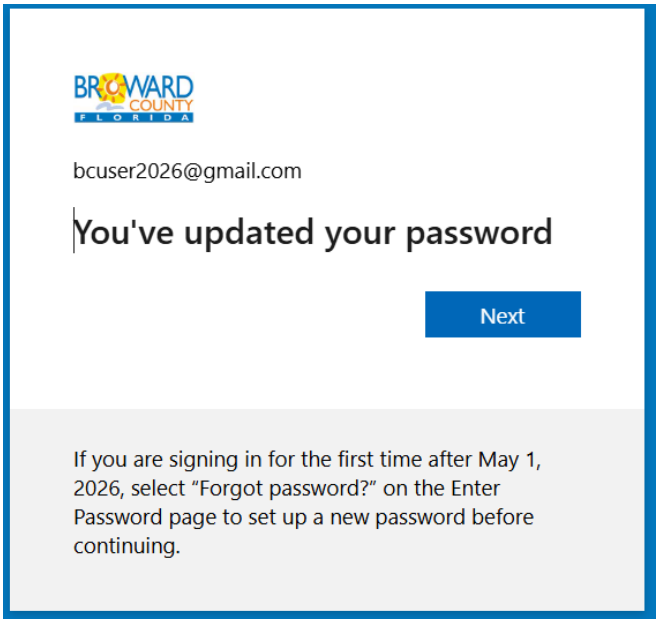
Enter it in both boxes and click **Reset password**.



Step 7 Confirm the password change

You will see a confirmation that your password was updated.

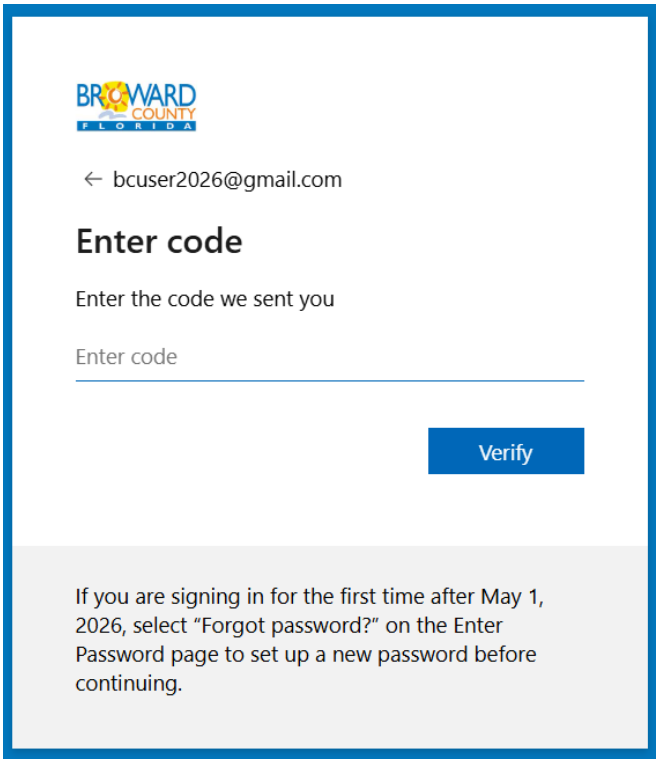
Click **Next**.



Step 8 Sign in again with a new code

You will be returned to sign in with your new password.

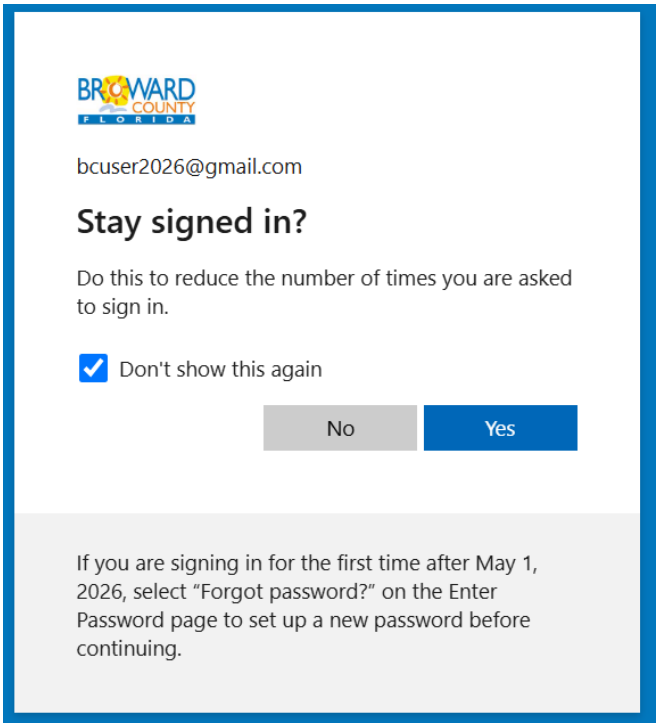
A new confirmation code is emailed to you. Enter it and click **Verify**.



Step 9 Stay signed in

When asked "Stay signed in?", click **Yes**.

You will be taken to the Consumer Affairs main screen.

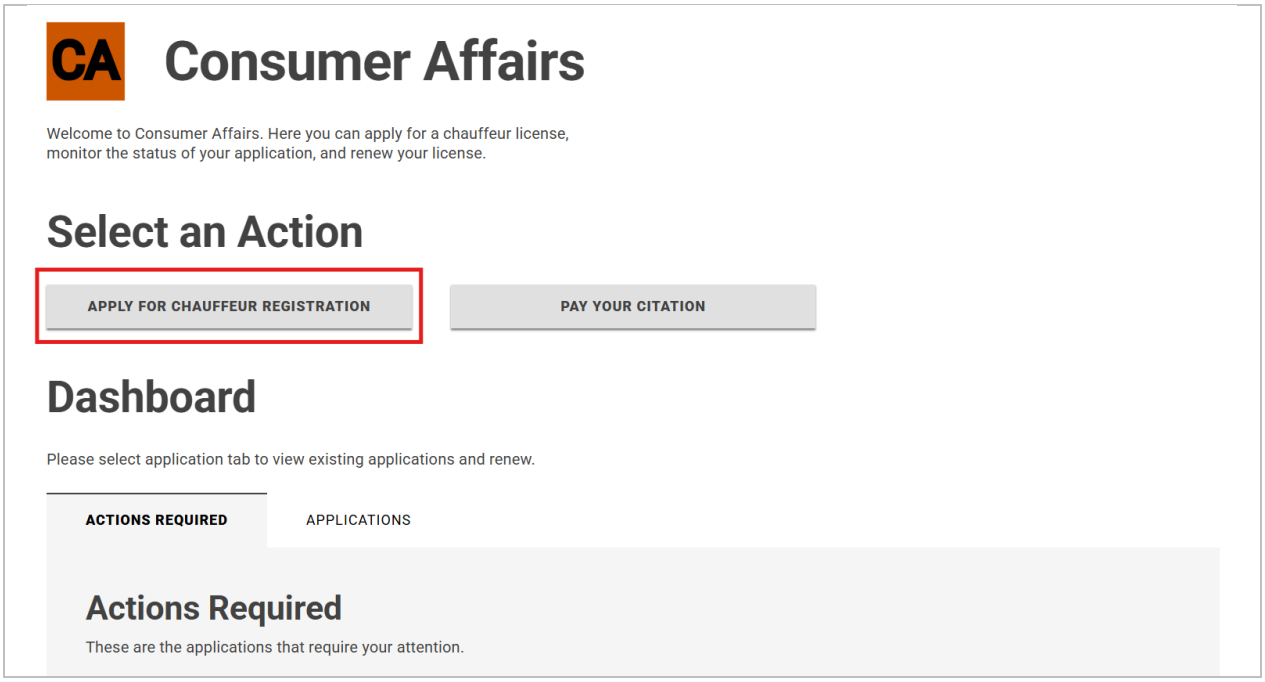


Part 2 – Apply for a New Registration

Only if you have never applied for a chauffeur registration before.

Step 10 Start a new application

On the Consumer Affairs main screen, click **APPLY FOR CHAUFFEUR REGISTRATION** and follow the steps on screen.



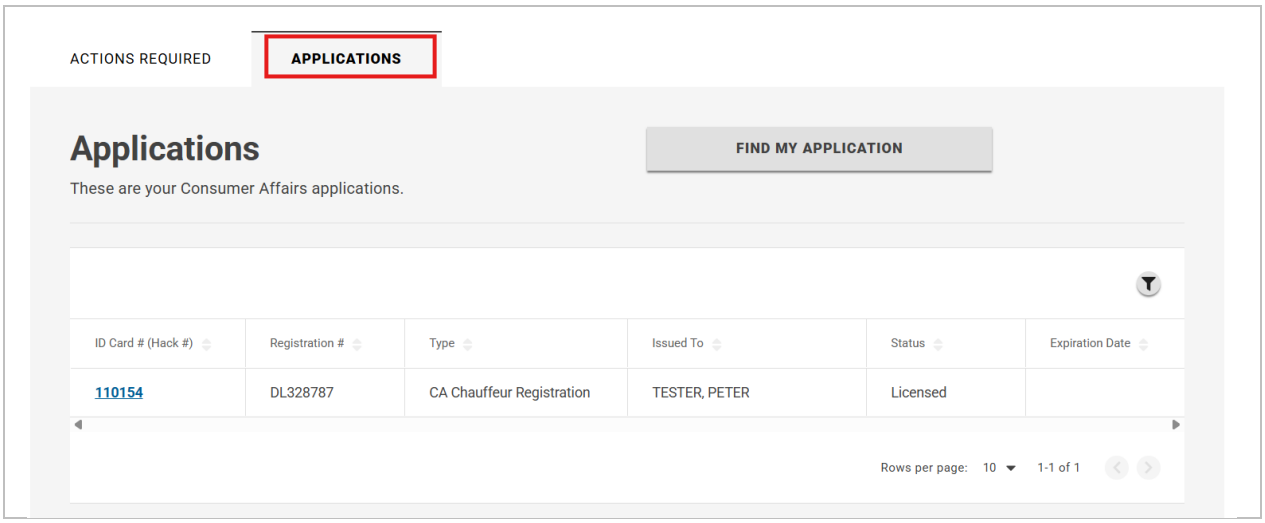
Part 3 – Renew Your Registration

If you have applied before and need to renew.

Step 11 Open the Applications tab

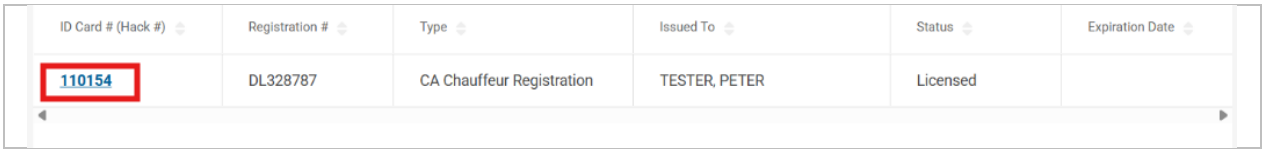
On the main screen, select the **APPLICATIONS** tab. Your previous application should be listed.

Don't see it? Skip to **Part 4**.



Step 12 Click your Hack ID

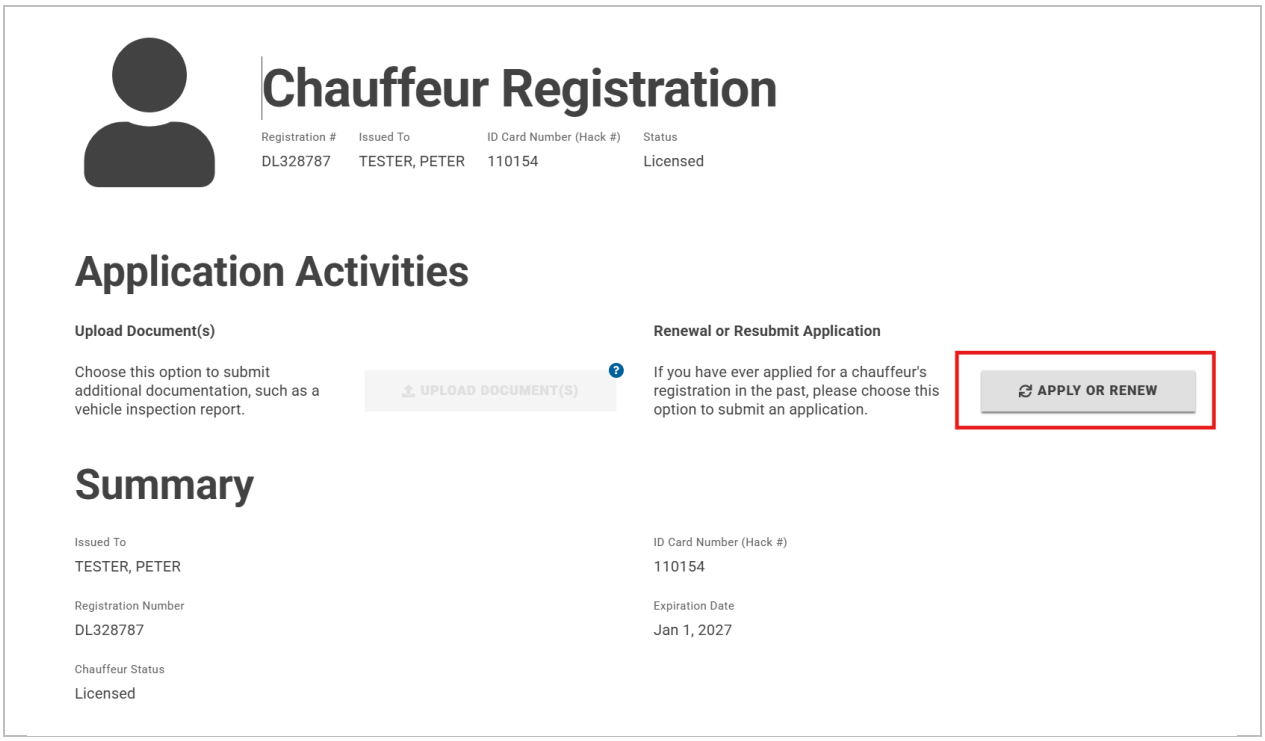
In the list, click the **Hack ID** number (ID Card #) for your application.



Step 13 Click “Apply or Renew”

On your application’s main screen, under **Renewal or Resubmit Application**, click **APPLY OR RENEW**.

Follow the steps on screen to complete your renewal.

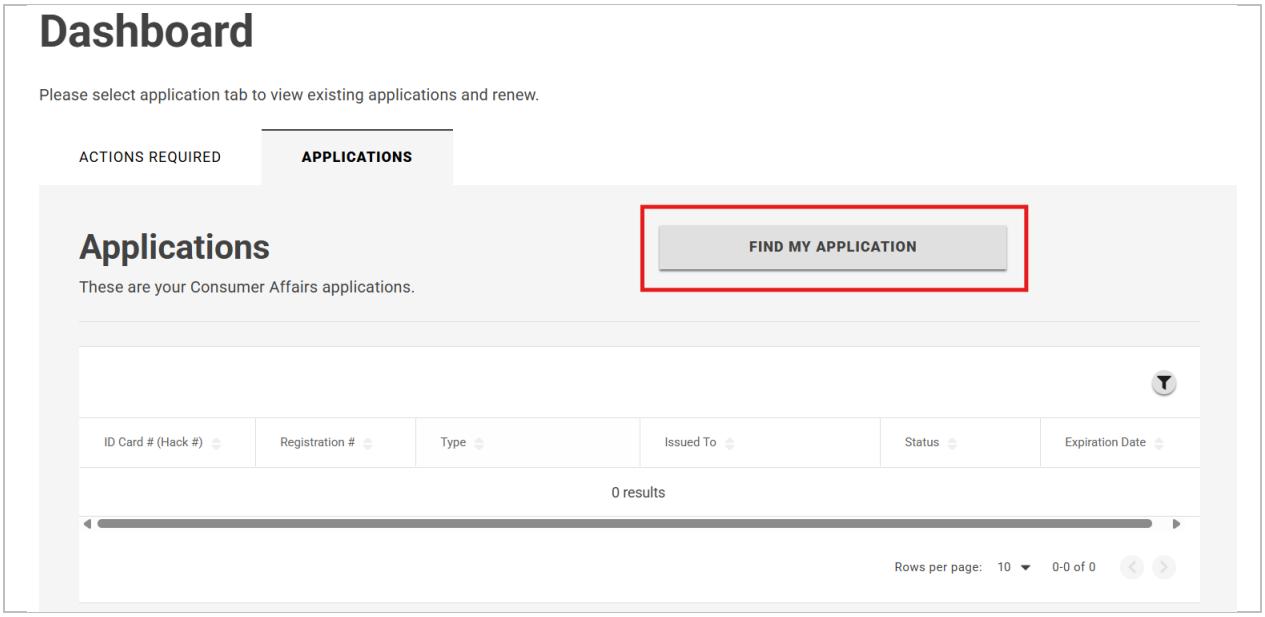


Part 4 – Can't Find Your Application?

If you applied before but your registration does not appear under the Applications tab.

Step 14 Click "Find My Application"

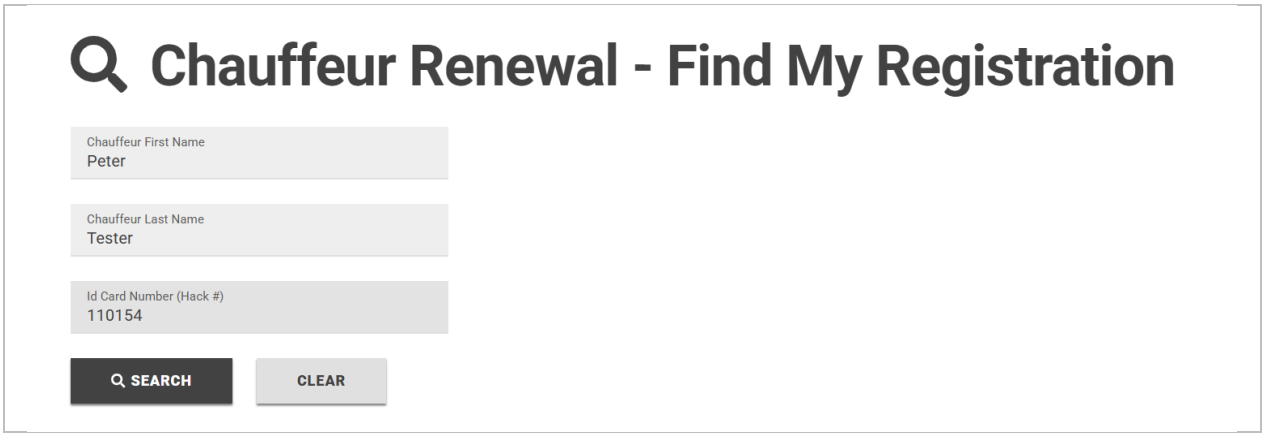
On the **APPLICATIONS** tab, click **FIND MY APPLICATION**.



Step 15 Search for your registration

Enter your **first name**, **last name**, and **Hack ID number**. All fields are required.

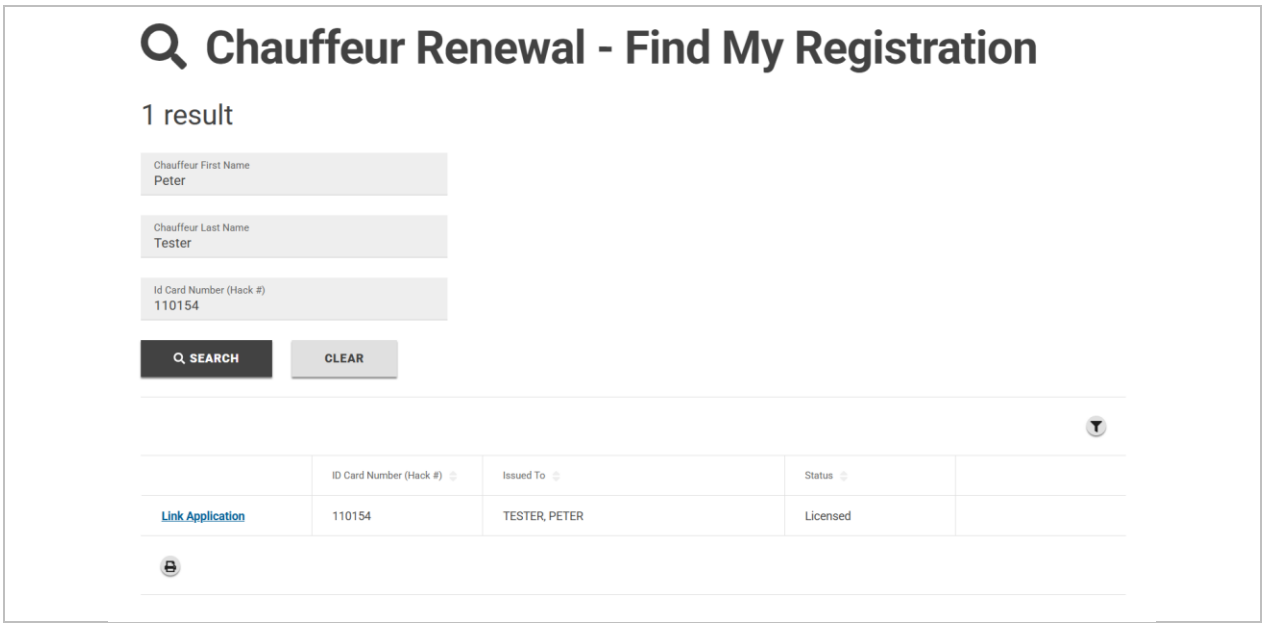
Click **Search**.



Step 16 Link the application to your account

Your registration will appear in the results below the search form.

Click **Link Application**.



Step 17 Renew your registration

You will see a message confirming the application was linked successfully, and you will be taken to its main page.

Click **APPLY OR RENEW** and complete the renewal as in Step 13.

