



**Department of  
Motor Vehicles**

# Road Test System

## Driving School Scheduling User Guide



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## About this User Guide

This User Guide contains instructions for using the New York Department of Motor Vehicles (DMV) customer service features available through the Road Test System (RTS), which is web-based and accessible via URL by PC or mobile devices. It describes how Driving Schools (DS) can schedule, reschedule, and cancel Class D, DJ, M, MJ, RV, Farm A, Farm B, and CDL road test appointments for their customers.

### Intended Audience

The intended audience for this User Guide includes Driving Schools who have been granted user access rights to the Road Test System for servicing the road test appointment scheduling needs of their customers.

By using this system, Driving Schools and their employees agree to only schedule or change road test appointments for customers who give the school authorization to do so on their behalf.

Access to this system is a privilege that may be suspended or revoked by DMV for any inappropriate use of the system, or for any violation of the Commissioner's Regulations deemed serious by the Department of Motor Vehicles.

# 1. Introduction to the Road Test System Driving School Scheduling Application

The Driving School Scheduling Application of the Road Test System provides access to designated Driving School (DS) users at DMV selected driving schools, the ability to search, view, create, reschedule and cancel road tests appointments for their customers.

## 1.1 Appointment Scheduling Features

The RTS is a robust scheduling system that is easy-to-use. It provides intuitive navigation features and cues. Highlights of the system follow.

### ***Appointment Scheduling***

The DS user can schedule appointments for their customers at road test locations throughout the state. The RTS utilizes a calendar of Time Slots for each Test Site. The Time Slots are color coded by test type. The DS user can search for new appointments on a specific date or within a date range.

### ***Notifications***

The RTS will send automatic email or text notifications of appointment confirmation(s) to Applicants who opt to receive them once the road test appointment(s) is scheduled. The system will also send out reminders 5 days prior to their scheduled appointment.

### ***Search for Booked Appointments***

The RTS Search feature will find open Time Slots and assist with rescheduling, or canceling appointments. The DS user can search for booked appointments by entering a Client Identifier (CID) and/or an Appointment Confirmation Number.

#### **View/Cancel Third Party Appointment**

Enter CID

Confirmation Number

**SEARCH**

***Figure 1.1-1: RTS Search Feature***

### ***Appointment Reporting***

The RTS Search provides DS users the ability to report on appointments they have scheduled with the DMV to facilitate the management of their customers' activity.

## 1.2 Browser Requirements

The DS user can access the RTS Scheduling Application via HTML 5 compliant browser. At a minimum, the following version numbers are recommended for the most popular browsers.

- **Internet Explorer** Version 11
- **Chrome** Version 45
- **Firefox** Version 41

## 2. Dashboard Overview/Log in

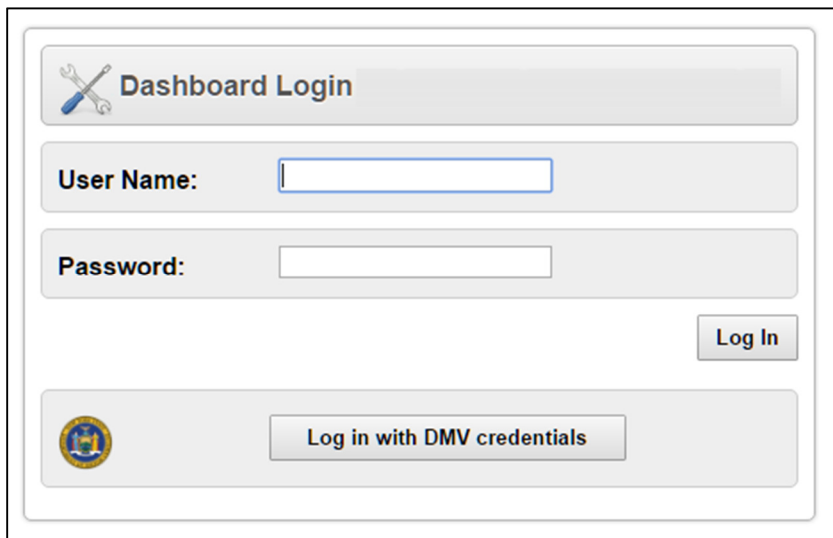
The Dashboard is the DS user interface to the RTS Scheduling Application and its functions. To log in, follow these instructions:

1. Open Internet Explorer or another web browser.
2. Enter the following URL to display the log in page: <https://www.nyakts.com>
3. On the log in page enter the DS user's **User Name** and **Password** (Figure 1.2-1).

---

**Note:** The button to Log in with DMV credentials is only available to authorized DMV personnel.

---



The screenshot shows a web form titled "Dashboard Login" with a wrench and screwdriver icon. It contains two input fields: "User Name:" and "Password:". Below the "Password:" field is a "Log In" button. At the bottom of the form is a section with a DMV logo and a button labeled "Log in with DMV credentials".

**Figure 1.2-1: Dashboard Login Page**

4. Click **Log In**. The Home page displays with a welcome message (Figure 1.2-2).

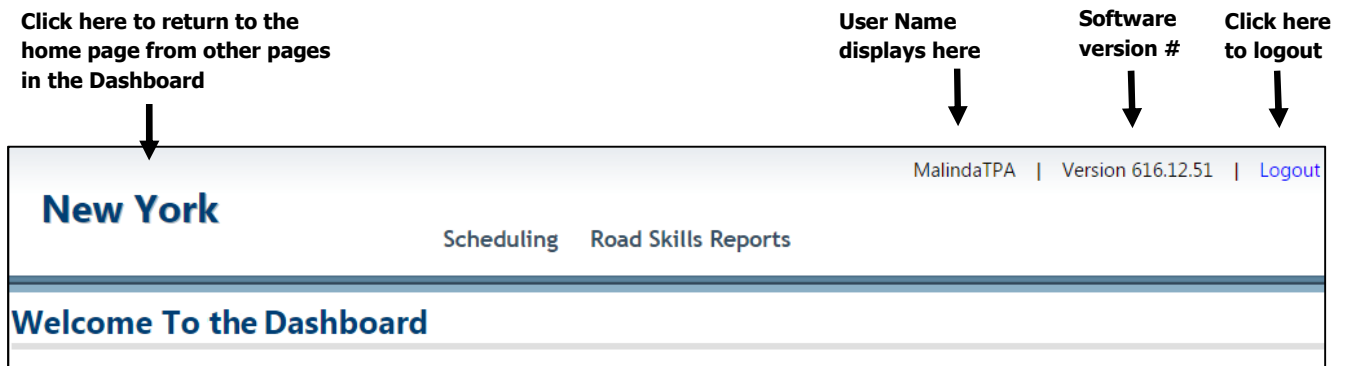


Figure 1.2-2: Driving School Scheduling Home Page

### 3. Navigating the Driving School Scheduling Application

#### 3.1 General Administrative Navigation

This section provides an overview of how best to navigate the Driving School Scheduling Application (DS Application). Upon DS user login, the system will automatically default to the Third Party Scheduling dashboard or landing page. It is here the DS user will have access to all scheduling functionalities.

---

**Note:** For the most convenient and user-friendly experience, navigate the Dashboard and Scheduling Application using the buttons, links, etc. within the page itself versus the browser’s navigation menu bar. **Do NOT use the back button in the browser.**

---

#### Data Entry

Enter information in one of three ways. They include:

1. Typing data into a data entry text box.

Enter CID

- Place the cursor in the text box.
- Type the information into the text box.

2. Selecting an item from a drop-down list.

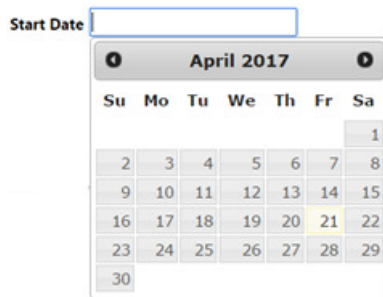
District: \*

- Click on the arrow in the text box. A drop-down list of items is displayed.
- Locate the item to select. The DS user may need to use the scroll bar to the right of the drop-down list to find the item.



- Click the item to select it.

### 3. Selecting a date using a calendar.



- Place the cursor in the text box. A calendar displays.
- Click the arrow buttons in the calendar to navigate to other months and/or years.
- Click on a day to select it.

---

**NOTE:** Fields with a red asterisk \* require data entry.

---

### Save and Cancel



- Click **SAVE** to save information entered or edited.
- Click **CANCEL** to end the process without saving changes.

### Refresh, Print, and Export



Certain screens allow for the refreshing, printing, and exporting of a list of items or an individual record on a screen.

- Click **Refresh** to reload the page with any recent updates, if applicable.
- Click **Print** to print a hard copy or PDF of the list or record on the screen. A print dialog box displays. Select a printer name or PDF. Click **Print**.
- Click **Export** to create and download a spreadsheet of the list or record on the screen. Click the **spreadsheet** to open it. Click **File, Save As,** and **Save**.

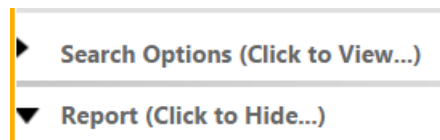
## Page Navigation

Some screens display navigation arrows. They appear when there are multiple pages in a list.



- Click the **black arrows** to go to the first or last page in the list.
- Click the **white arrows** to go to the previous or next page in the list.

## Panel View/Hide



The DS user can expand and collapse panels on the screen by clicking on the arrows on the left side of the panel.

## 4. Appointment Scheduling

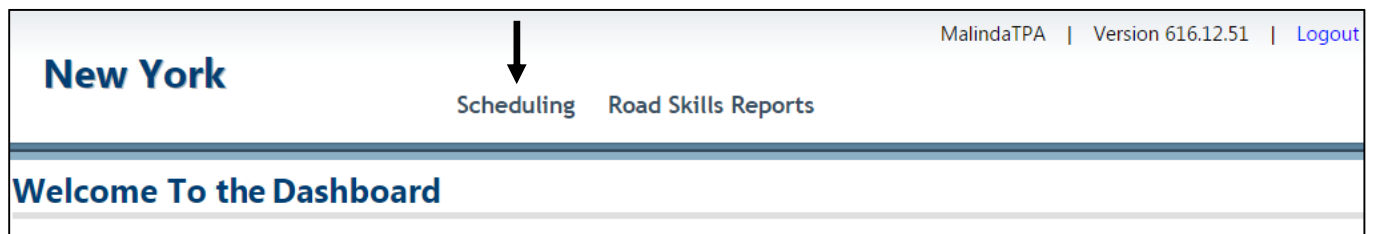
This section provides instruction on how to add, reschedule, and cancel a road test appointment, including sending appointment confirmations to Applicants.

---

**Note:** The creation, cancelation or modification of appointments is not permitted within 24 hours of the appointment time.

---

### 4.1 Displaying and Navigating the Third Party Scheduling Page



**Figure 4.1-1: Accessing the Third Party Scheduling Page**

1. Click on **Scheduling**.
2. The Third Party/Driving School Scheduling page displays (Figure 4.1-2). It contains three sections.

**Figure 4.1-2: Third Party/Driving School Scheduling Page**

### Section 1

Use this section to start the process of scheduling new appointments, or rescheduling existing appointments. The DS user may find Test Sites in closest proximity to a ZIP Code or County, or select a specific Test Site.

- **Location**
  - **Zip Code:** Locates a Test Site in closest proximity to a ZIP Code entered.
  - **City:** Locates a Test Site in a County chosen from a drop down list.
- **Mileage Radius:** Locates a Test Site within a Mileage Radius chosen from a drop down list.
- **Test Site:** Allows the DS user to select a specific Test Site from a drop down list versus filtering the search request.
- **APPLY FILTER:** Filters search and displays Test Sites in closest proximity to a ZIP Code or County and Mileage Radius.
- **Appointments Needed on Same Day:** Allows certain DS users to schedule multiple appointments at a Test Site in one transaction.
- **SCHEDULE APPOINTMENTS:** Applies search criteria and navigates to the next page.

---

**Note:** You must complete the reCAPTCHA exercise in Section 2 (below) before clicking on SCHEDULE APPOINTMENTS.

---

### Section 2

The DS user will notice a dialogue box with a “reCAPTCHA” logo in the lower right hand corner. reCAPTCHA is a security feature installed on the scheduling dashboard and is designed to establish that a user is human versus an Internet or web robot. Internet robots run automated tasks over the internet that could be potentially harmful to websites. The reCAPTCHA verification process protects the system and is required first each time the DS user schedules, reschedules, or cancels a driver license Applicant’s appointment.

### Section 3

This section allows the DS user to view, reschedule, and cancel existing appointments. The DS user can only cancel appointments that they created. The DS user cannot cancel appointments they didn't originally book.

- **Enter CID:** Locates an appointment by Client ID (CID).
- **Confirmation Number:** Locates an appointment by Confirmation Number.
- **Search:** Applies search criteria and navigates to the next page.

---

**Note:** You must complete the reCAPTCHA exercise before clicking on SCHEDULE APPOINTMENTS.

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## 4.2 Using reCAPTCHA

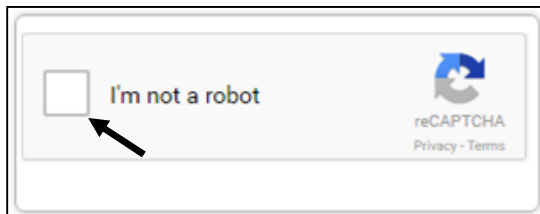
The reCAPTCHA test involves performing a visual task correctly before being granted admission to the Application.

---




**NOTE:** This step MUST be completed first, before the DS user can schedule or reschedule an appointment.

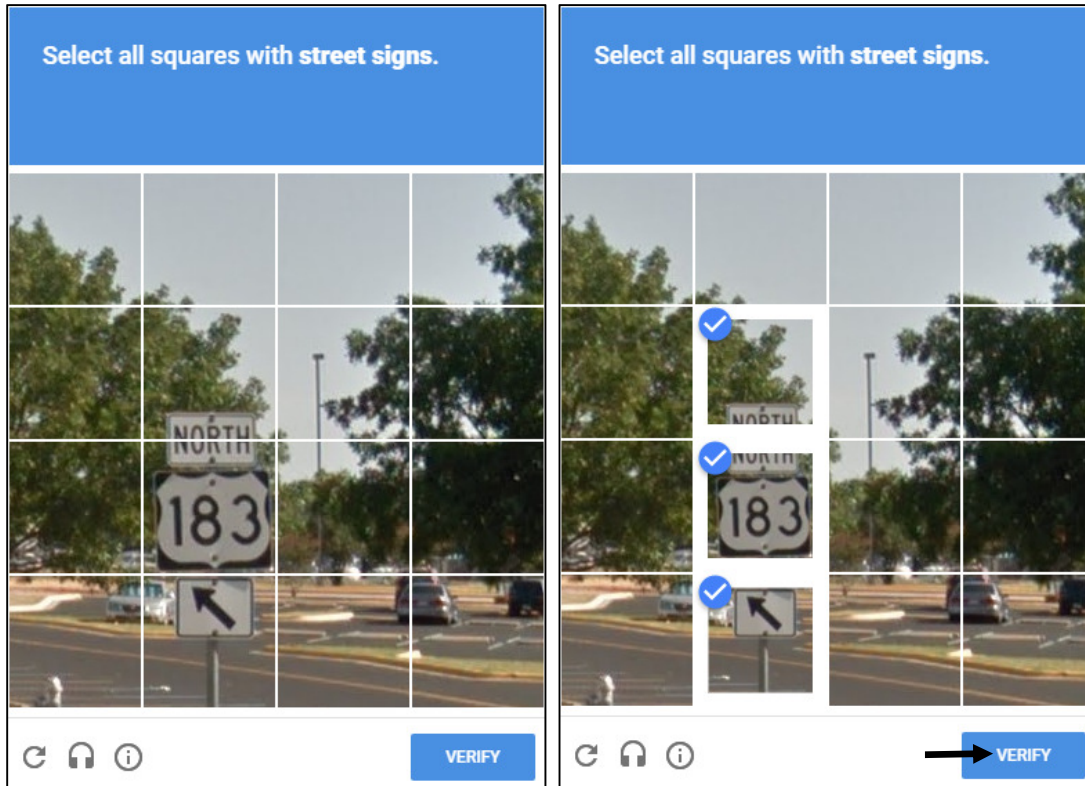
---

3. Click the **Box** in front of **I'm not a robot** (Figure 4.2-1).



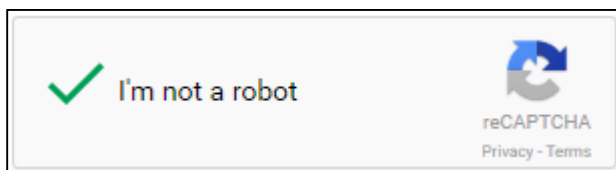
**Figure 4.2-1: Accessing the reCAPTCHA test**

4. If the system is unable to verify that the DS user is a human, a visual test will display with instructions the DS user will need to follow and then click **Verify**. (Example show in Figure 4.2-In most cases the DS user will only need to simply check the box to proceed.
  - Click  to get a different test.
  - Click  to get an audio version of the test.
  - Click  to get help with taking the test.



**Figure 4.2-2: Taking the reCAPTCHA Test**

5. When the DS user has successfully passed the test, a confirmation message will appear, (Figure 4.2-3), and the scheduling process can be continued.



**Figure 4.2-3: reCAPTCHA Verification**

### 4.3 Creating an Appointment

Follow these steps to create a road test appointment.

**Log In**

1. Log in to the Dashboard. See [2. Dashboard Overview / Log in.](#)
2. The DS user should see the **Third Party Scheduling** page.

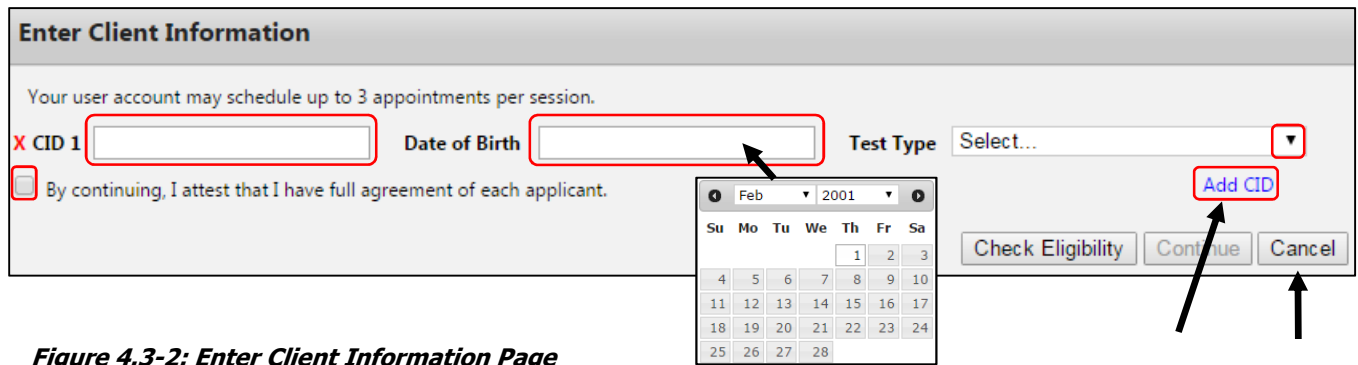
**Figure 4.3-1: Third Party/Driving School Scheduling Page**

### **Selecting a Test Site**

1. Ask the Applicant where they would like to take the test. If they know the exact location, click the **Arrow** in the Test Site field to view the list of locations. Click the Test Site Name to select it. Otherwise:
  - If the Applicant is unsure of the Test Site location, ask them what ZIP Code or County they want to take the test in.
  - Enter the ZIP Code or click the Arrow ▼ in the SELECT field to view a list of Counties. Click the County Name to select it.
  - The DS user is able to provide the Applicant with a range of test site location options; closest to furthest from the Applicant's ZIP Code or County, depending upon the selection. (e.g., 10 miles, 250 miles, etc.)
  - Select a **Mileage Radius** and click **APPLY FILTER**.
  - Ask Applicant which of the resulting **Test Sites** they prefer and select that site.
2. Click the **Arrow** in the Appointments Needed on Same Day field. Select the number of appointments from the drop down list by clicking the **Number**.
  - If the DS user is authorized to schedule more than one appointment in one transaction, the drop down list will display more than one number (e.g., 1, 2, 3). If the DS user is not, they will only see the number 1.
3. Click **SCHEDULE APPOINTMENTS**.

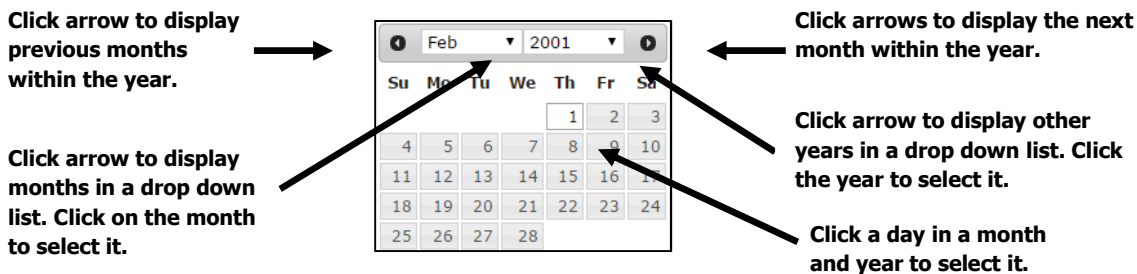
### **Enter Client/Applicant Information**

1. The **Enter Client Information** page displays (Figure 4.3-2). Request the Applicant's CID and type it into the **CID 1** field.



**Figure 4.3-2: Enter Client Information Page**

2. Ask the Applicant for their date of birth and use the calendar to enter it into the **Date of Birth** field. To display the calendar, hover the cursor over the **Date of Birth** field. To navigate the calendar and to enter the date, see Figure 4.3-4 below.



**Figure 4.3-3: Navigating the Calendar to Enter Date of Birth**

3. Ask the Applicant what type of test they would like to schedule. Click the **Arrow** in Test Type field to view a drop down list of test types. Click the **Test Type** to select it.
  - If the DS user is authorized to schedule more than one appointment in one transaction, and selected more than one on the prior screen, the DS user can click **Add CID** (Figure 4.3-2) and follow steps 1 through 3 above to enter each Applicant's information into the fields (i.e., CID, Date of Birth, and Test Type). Once the maximum number of appointments has been reached, the "Add CID" button will become disabled.
4. Ask the Applicant(s) if they approve of the DS user scheduling the appointment on their behalf. If the DS user is scheduling an appointment for more than one Applicant, they must ask each one this question. Click the **Box** in front of "By continuing, I attest that I have full agreement of each applicant." This confirms the DS user has an agreement from the Applicant(s) to schedule their road test, and **MUST** be completed in order to continue the scheduling process.
  - If an Applicant does not approve of the DS user scheduling the appointment on their behalf, click the red **X** in front of their CID to remove it.

**Check Eligibility**

1. When all fields on the Client Information page are complete, click **Check Eligibility** to continue (Figure 4.3-3).

**Enter Client Information**

Your user account may schedule up to 3 appointments per session.

X CID 1	101918320	Date of Birth	11/03/2000	Test Type	D
X CID 2	102179017	Date of Birth	01/03/2001	Test Type	M
X CID 3	102645808	Date of Birth	02/04/1992	Test Type	CDL C

By continuing, I attest that I have full agreement of each applicant. Add CID

**Figure 4.3-4: Check Eligibility**

- The RTS will automatically verify the Test Type each Applicant is eligible to take. One of four scenarios can occur. They include the following.
  - **Scenario 1:** All CIDs are valid, pass the eligibility check, and no future appointments exist; click **Continue** to proceed to the next page. Click **Cancel** to discontinue scheduling the appointment(s). (Figure 4.5-3)

**Enter Client Information**

Your user account may schedule up to 3 appointments per session.

X CID 1	101918320	Date of Birth	11/03/2000	Test Type	D
X CID 2	102179017	Date of Birth	01/03/2001	Test Type	M
X CID 3	102645808	Date of Birth	02/04/1992	Test Type	CDL C

By continuing, I attest that I have full agreement of each applicant. Add CID

• All CIDs are eligible, please press 'Continue' to proceed with appointments

**Figure 4.3-5: Client Information Page – All CIDs are Valid - Continue**

- **Scenario 2:** One or more CIDs are not valid or do not pass the eligibility check. An error message displays to notify the DS user of the CID(s) to remove before they can continue. To remove the CID(s), click the red **X** in front of it.
- **Scenario 3:** One or more CIDs are valid but a future appointment exists that was booked by the same user attempting to book this appointment. A message displays to inform the DS user: "CID X already has an appointment scheduled in ALBANY on 3/8/2017 at 8:45 AM. Click 'Continue' if you like to



reschedule or cancel the appointment. If you do not want to reschedule, please remove the CID. The Applicant will be automatically notified if you reschedule.” After choosing to reschedule or to remove the CID, the Continue button becomes visible again. Click **Continue** to go to the next page.

- If the Applicant does not want to reschedule, click the red X in front of their CID to remove it.
- **Scenario 4:** All CIDs are valid but a future appointment exists that was booked by a different user. The DS user will not be able to cancel or reschedule this appointment. An error message displays: "CID X already has an appointment that was not originally scheduled by your user account. You must remove the CID to continue." The DS user will not be able to continue until the CID is removed. (Figure 4.3-6)
  - To remove the CID(s), click the red **X** in front of it.

**Enter Client Information**

Your user account may schedule up to 1 appointments per session.

X CID 1       Date of Birth       Test Type

By continuing, I attest that I have full agreement of each applicant. Add CID

• CID 101918320 already has an appointment that was not originally scheduled by your user account. You must remove it to continue.

**Figure 4.3-6: Client Information Page - Appointment Already Booked Message**

**Selecting an Appointment Time**

1. The Third Party Scheduling page displays. To navigate the page, see section [4.1 Displaying and Navigating the Third Party Scheduling Page.](#)
2. Each available appointment at the current Test Site appears in a blue box (Figure 4.3-7).

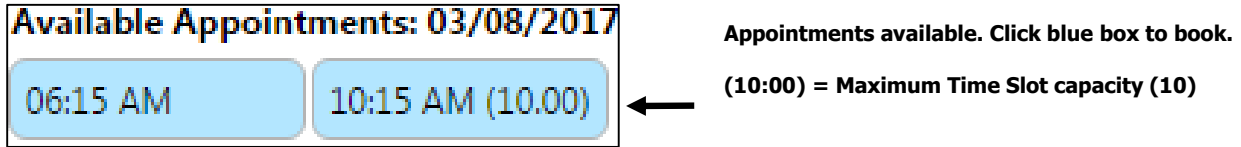
**Figure 4.3-7: Third Party Scheduling Page**

- The blue box also displays the Time Slot capacity, or the maximum number of appointments that can be scheduled in that timeframe, and the number of appointments already booked in the timeframe.
- Note: Although there may be multiple appointment times listed the DS user will receive the following error message (Figure 4.3-8), if a specific appointment requires more than the total amount of time allotted to that time slot. (For example; CDL appointments take longer than Class D road test appointments). Should the DS user receive this error message another time slot will need to be selected to continue on with the scheduling process.

**Figure 4.3-8: Third Party Scheduling - Multiple Time Slots Required**

3. Inform the Applicant of the available appointments at the current Test Site, and ask them which one they prefer.

- If the Applicant prefers a different appointment time and it is unavailable at the current Test Site, use the navigation features on the Schedule Appointment page to view available appointments at another Test Site.
4. To create an appointment, click the **Appointment Time** (blue box).



**Figure 4.3-9: Appointment Availability Detail**

5. The **Appointment Details** page displays (Figure 4.3-10). This page allows the DS user to enter additional information about the appointment and Applicant. The appointment slot is in a hold status so other users cannot book it.

**Note:** If this page times out after 15 minutes, the hold will be removed from the slot.

**Figure 4.3-10: Appointment Details Page**


- For all Class D and DJ Permit holders (and Class M or MJ permit holders who do not already possess a driver license), ask the Applicant for their MV-278 Certification Number and Date of Issuance. Click the Box in front of **MV-278 Presented?**, and type in the Certification Number into the field. Enter the Date of Issuance using the calendar.
- For all Class D and DJ Permit holders (and Class M or MJ permit holders who do not already possess a driver license), ask the Applicant for their MV-285 Certification Number and Date of Issuance. Click the Box in front of **MV-285 Presented?**, and type in the Certification Number into the field. Enter the Date of Issuance using the calendar.

- Ask the Applicant if they would like an email or text notification of the appointment. If they do, click on the Box in front of their preference and enter their Email Address and/or Mobile Phone Number into the appropriate fields. The DS user may also request and enter the Applicant's Home Phone Number, but they will not receive a voice confirmation or reminder via this telephone number.
  - Inform the Applicant that they can reschedule or cancel their appointment online using the public scheduling website at <http://nyrtsscheduler.com>
  - The Applicant will automatically receive a confirmation message via email or text, depending upon the desired option, and the message will include all appointment details.
  - The DS user may add additional information to the confirmation message by entering it into the Comments field.
  - The DS user should then inform the Applicant that they will receive an appointment reminder five days before the appointment date via their preference, (email or text).
6. Click **CONFIRM APPOINTMENT** to book it.
- A **Schedule Appointment** panel will display giving the DS user the option to print the schedule appointment confirmation and details.

**Schedule Appointment**

**Applicant #1 Appointment Confirmation**

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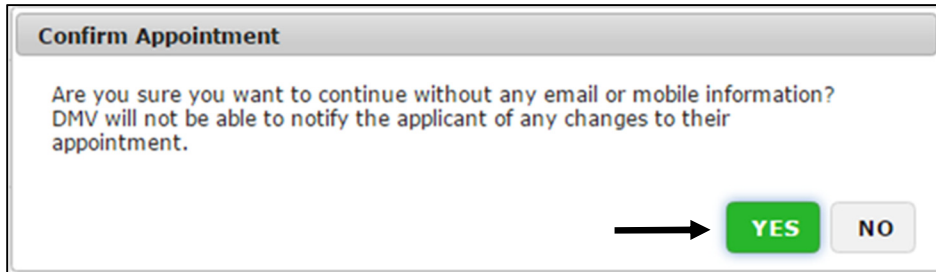
Confirmation Number: 894511009  
 CID: 153452997  
 Test Site: Applus Test Center  
 Date: 05/10/2017  
 Time: 09:00 AM  
 Test Type: CDL A  
 Map: [Click to get directions via map](#)   
 Directions: Please meet at the McDonalds drive thru.

Hi there from Applus Test Center!  
 Email confirmation sent successfully / SMS confirmation sent successfully

PRINT
CLOSE

**Figure 4.3-11: Schedule Appointment - Applicant Appointment Confirmation Page**

7. If the DS user is booking more than one appointment in a single transaction, they will be prompted to complete the **Appointment Details** page for each one.
8. If the Applicant does not want an appointment confirmation and reminder, a dialog box displays requesting the DS user to confirm they do not want either one (Figure 4.3-12). Click **Yes** to confirm or **No** to cancel.



**Figure 4.3-12: Confirm No Appointment Confirmation Request**

9. The Booking Confirmation page displays the details of the appointment in a printable panel. Click **Print** to print the confirmation. Click **CLOSE** to exit.



**Figure 4.3-13: Booking Confirmation Page**

10. To return to the Scheduling home page, click on Scheduling at the top of the screen.

## 4.4 Rescheduling an Appointment

1. To reschedule an appointment, follow all steps in the ***Selecting an Appointment Time*** above. (The scheduling application is unique in that it allows the DS user to schedule multiple appointments in one session so steps are repeated for each scheduled applicant without having to search again).
2. If the Applicant does not want to reschedule, click the red **X** in front of their CID to remove it.
3. To cancel an appointment, see section ***4.5 Canceling an Appointment*** below.
4. To return to the Scheduling home page, click on Scheduling at the top of the screen.

## 4.5 Canceling an Appointment

**Note:** The DS user can only cancel appointments that they originally booked. The DS user will not be able to cancel appointments made by other users. The DS user cannot cancel or reschedule an appointment that is scheduled to occur within 24 hours of the appointment time.

Use the following instructions to cancel a road test appointment:

1. Log in to the Dashboard.
2. The Third Party Scheduling landing page will appear (Figure 4.1-1). See [4.1 Displaying and Navigating the Third Party Scheduling Page](#).
3. The DS user must always take the reCAPTCHA test first before canceling an appointment. Once completed successfully,
4. The DS user should request the CID or Confirmation Number from the Applicant. Type the **CID** or **Confirmation Number** into their respective fields (Figure 4.4-1).
5. Click **Search** (Figure 4.4-1).

**Figure 4.5-1: View/Cancel Third Party Appointment**

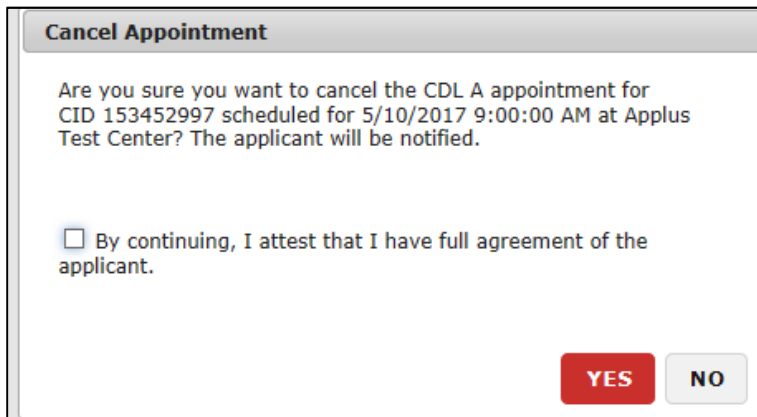
6. The **Test History** page displays. Click **Cancel Appointment** (Figure 4.4-2).

Confirmation Number	CID	Name	Location	Test Type Desc	Booking Date Time	Options
727128009	12345678X		Astoria	D	03/14/2017 08:00 AM	<a href="#">Cancel Appointment</a>

**Figure 4.5-2: Test History Page Displays to Cancel an Appointment**

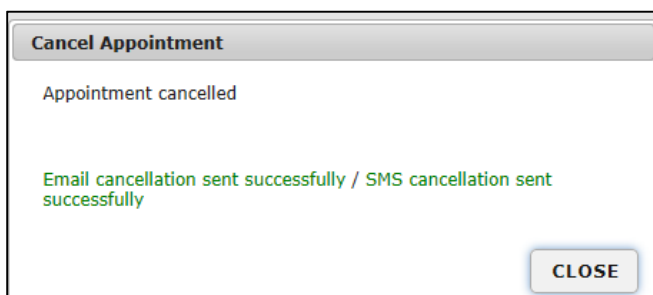
7. A dialog box displays requesting the DS user confirm the cancelation. Click **Yes** to confirm it. Click **No** to cancel (Figure 4.4-3).

**Note:** the DS user MUST ask the Applicant if they have their full agreement to cancel the appointment and MUST check the agreement confirmation first before being able to continue the process



**Figure 4.5-3: Confirming an Appointment Cancellation**

8. An appointment cancellation confirmation message displays to inform the DS user the appointment has been canceled and the Applicant has been notified successfully. Click **Close**.



**Figure 4.5-4: Appointment Cancellation Confirmation**

9. To return to the Scheduling home page, click on Scheduling at the top of the screen.

## 4.6 Accessing Standard Scheduling Reports

The following two reports are available to DS users to report on appointments they have scheduled with the DMV to facilitate the management of their registered driver license Applicant activity.

- **Appointment Activity Report**

This report is available to DS Users and provides a report of all appointment activity within that Driving School. The DS User can drill down and filter the report by the user name, CID, Test type, etc. The report also displays a timestamp on all reporting activity.

- **Appointments Schedule Report -**

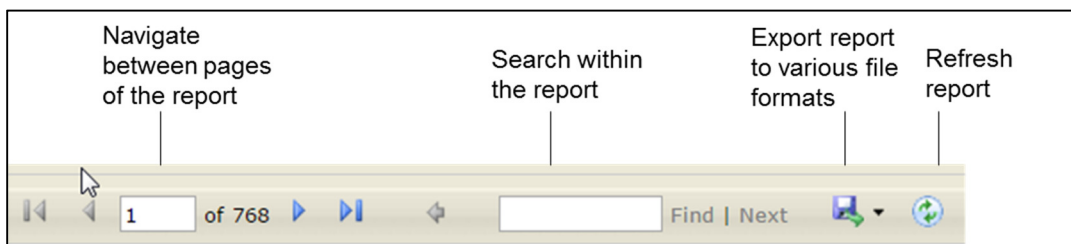
This report is available to DS Users and provides a report for all appointments scheduled by a Driving School and can be filtered and searched upon by specific date range, region, or T&I District

1. Log in to the Dashboard.
2. Hover your cursor over **Road Skills Reports**. A drop-down list of reports displays. (Figure 4.6-1). Click a **Report Name** to select it.



**Figure 4.6-1: Road Skills Report Drop-Down List**

3. A search dialog box displays with search criteria fields specific to each report. There are two ways to enter information into the search fields. They include typing data into the field(s) and selecting data from a drop-down list. To view a report, click **View Report** on the right side of the screen.
4. The report displays. A navigation bar will show above the report, allowing the DS user to move between pages of the report, search within the report, export the report to various file formats, and refresh the screen (Figure 4.6-2).



**Figure 4.6-2: Reporting Navigation Bar**

5. To return to the Scheduling home page, click on Scheduling at the top of the screen.



## 5. Support

This manual is published to assist you with the functions of this system. You can download additional copies at [www.dmv.ny.gov](http://www.dmv.ny.gov) and click on "Organizations" and then on "Driver Training Providers."

The Bureau of Driver Training Programs can only assist Driving Schools with information about obtaining or accessing a Driving School account. Driver Training Programs can be reached weekdays between 9am and 4pm at (518) 473-7174, Option 3.

PLEASE NOTE: Driver Training Programs cannot help you with using the system or scheduling road test appointments (including availability, changing appointments, and/or questions about the testing process). If you have any questions regarding road test sites, and/or anything related to the actual road test, please contact the Testing & Investigations unit who manages the road test site where the test is scheduled.