



Department of Motor Vehicles

ROAD TEST SCHEDULING SYSTEM (RTSS)

<https://lyra.dmv.ny.gov>

Driving School Manual



Note: When viewing this manual on the Internet, CTRL + click on a topic below to go directly to it.

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INTRODUCTION

The Road Test Scheduling System (RTSS) allows anyone to schedule a road test online or by phone (518-402-2100). The general Internet system and the phone system allow all customers to schedule one appointment at a time, cancel, reschedule and confirm the appointment, and check directions to the road test site. Driving schools that open an account with DMV will have access to a separate RTSS web application where they may schedule several appointments at one time online, using multiple client ID numbers.

The RTSS driving school web application is designed to provide driving schools with direct access to all available appointments at NYS road test sites, and to offer convenient options for scheduling road test appointments for their customers. Once approved, driving schools can schedule road tests at any of the New York State road test sites by entering a zip code or by choosing a specific road test site. Entering the zip code will bring the user to the list of sites in the area covered by that zip code. The user can choose one of the sites and access the schedule of available appointment dates and times for that site. Once an appointment has been scheduled, the system can be used to confirm or cancel the appointment.

This manual provides basic step-by-step instructions for approved driving schools to schedule appointments for their customers. It describes how to access the system, how to schedule road tests, and how to retrieve blocks of appointment slots for scheduling multiple appointments.

APPLYING FOR RTSS ACCESS

Unauthorized users cannot access RTSS. To apply for RTSS access, a driving school must file an application with DMV using form [MV-522.1](#), which can also be downloaded from our web site at www.dmv.ny.gov/driveschool.htm. Once approved, the school will be assigned a user ID and password which will allow access to the system. It is strongly recommended that users change this password the first time they log onto the system. The user ID remains valid unless the user authorization is withdrawn. If the user authorization is withdrawn, a driving school must submit a new RTSS application.

LOGGING IN

Type <https://lyra.dmv.ny.gov> here and press **Enter**.



- Type **https://lyra.dmv.ny.gov** in your browser's address field, then click **Enter**.
- The RTSS login window will open.

Type your **user name** and **password** here.

A screenshot of the NYS Department of Motor Vehicles login page. At the top is a dark blue banner with "NYS Department Of Motor Vehicles" in white. Below that is the heading "Department of Motor Vehicle Login". There are two input fields: "User name:" and "Enter Password:". Below the fields are "Login" and "Clear" buttons. A black arrow points from the text box above to the "User name:" input field.

Click Login

- Type your **user name**.

Your user name will be assigned by DMV. It will consist of a combination of 6 or more digits numbers and letters (e.g. 1234ds).

- Type your **password**.

Your password is the one you designated on your application or one that was supplied to you by DMV. Your password should be changed when you access the system for the first time.

- Click the **Login** button.

NOTE: If you have an RTSS account and are unable to log in, [click here](#) to report this to DMV online. Be sure to follow the instructions for reporting "Driving School RTSS Account Does Not Work". Include your name, the name and phone number of your school, a description of the problem you are experiencing, and any error messages that you may be receiving.

DMV is not responsible for technical difficulties such as problems with your Internet connection, browser or computer hardware.

SEARCHING RTSS

After you login, the RTSS home page will display. All RTSS pages are split into two sections:

- The left side of the page has search fields where you enter information.
- The right side of the screen is interactive. It will change based on the information you enter.

The screenshot shows the NYS Department of Motor Vehicles Road Test Scheduling System interface. On the left, there is a vertical navigation menu with four numbered search options:

- 1 Client ID Search**: Client ID . Description: On the left side of the screen, functional groupings exist to allow users to schedule and maintain road test appointments. You may enter the customer's Client ID under the "Client ID Search" section to view or cancel an existing appointment.
- 2 Zip Code Search**: Zip Code Vehicle Type . Description: You may enter the zip code and the type of test to select a site and view a schedule to make an appointment.
- 3 Select Site**: Name . Description: You may search a site by name to view a schedule, view site information and to make an appointment.
- 4 Confirmation No. Search**: Confirm. No.

At the bottom of the navigation menu, there are buttons for **Administration** and **Log Off..**

1. Client ID Search

Use this search to view all existing appointments associated with a Client ID number.

- Enter a valid 9-digit Client ID.
- Click **Enter**.

2. Zip Code Search

Use this search to obtain a list of all road test sites that are near a specific zip code.

- Type the zip code.
- Select the appropriate vehicle type for the road test you are scheduling from the "Vehicle Type" drop-down menu.
- Click **Enter**.

From the list, select the **View** button to find directions to the site or the **Schedule** button to schedule a road test at the site desired.

3. Select Site Search

Use this search to find a specific road test site or sites that offer the type of test needed.

- Select a road test site by name from the drop down menu, OR
- Type the first letter of the site, then use the down arrow until you find it.
- Click **Enter**.

The types of tests available at the site will display. You can select the **View** button to find directions to the site or the **Schedule** button to schedule a road test at the site desired.

4. Confirmation Number Search

Use this search to view a previously scheduled appointment.

- Type the confirmation number you received after the appointment was scheduled.
- Click **Enter**.

SCHEDULING A ROAD TEST APPOINTMENT

Important Notes

- A test for operating a commercial vehicle is much longer than a test for an automobile or motorcycle. Therefore, to allow sufficient time, you must select a date when three appointment slots are available at the same time.
- Only one appointment per Client ID per test type can be made. However, you can schedule tests for operating more than one type of vehicle for that Client ID (for example, you can schedule one motorcycle test and one commercial vehicle test).
- You are limited to a maximum of three test applicants per car/per hour at the road test site even though you may generally schedule more than three appointments at a particular site on a given day.

Note: this may vary somewhat based on the individual road test site and its particular limitations. You should contact the Testing & Investigations Unit (T&I) that manages the road test site prior to scheduling appointments to prevent tests from being delayed or declined.

- After 3:00 p.m., you cannot schedule a test for the next day.
- See [Appendix A](#) for a listing of the various error messages you may receive while using RTSS.

Finding a Site

Use a **Zip Code** or **Select Site** search to find the desired location, then click the **Schedule** button.

The screenshot displays the RTSS interface with three search methods on the left and a table of search results on the right. An arrow points to the 'Schedule' button for the first result.

Search Method	Location Search Results
Client ID Search Client ID: <input type="text"/> <input type="button" value="Enter"/>	Albany <input type="button" value="View"/> <input type="button" value="Schedule"/>
Zip Code Search Zip Code: <input type="text" value="12220"/> Vehicle Type: <input type="button" value="Automobile"/> <input type="button" value="Enter"/>	Automobile Motorcycle North 2nd St. facing Broadway Albany, NY 12202
Select Site Name: <input type="button" value="Albany"/> <input type="button" value="Enter"/>	Amsterdam <input type="button" value="View"/> <input type="button" value="Schedule"/> Automobile Motorcycle Lindbergh Avenue, between McClellan Avenue and Lincoln Avenue, facing Lincoln Avenue Amsterdam, NY 12010

REMEMBER: A **Zip Code search** may display multiple sites; a **Select Site search** will display only one site.

Finding a Date and Time

After you click the **Schedule** button, RTSS will display the earliest possible date that appointments (shown in time slots) are available for that site. That date will be highlighted on the calendar. Information about that day's schedule, such as the total slots per hour and the number of appointments currently available, are displayed. Times with available slots display as hyperlinks (underlined text that is usually blue), and you will see options for selecting the block size and vehicle type. These options are used only for scheduling multiple appointments.

If the date is unacceptable or if you need to schedule a test for operating a commercial vehicle but three slots are not available:

1. Click on another date in the calendar for that month, OR
2. Click the **<<** or **>>** at the top of the calendar to view a different month, OR
3. Click the **Enter** button to display the next available date at this site.

*Note: If you are looking for a date with two appointments available at the same time, change the number of appointments (slots) desired to 2 from the drop-down next to **TIME SLOTS REQUESTED**, then click the **Enter** button (for additional information, see [“Scheduling Blocks of Road Test Appointments”](#)).*

Making the Appointment

To schedule an appointment, click on a time with available slots (indicated by underlined text that is usually blue). Tests for operating an automobile or motorcycle require one slot. Tests for commercial vehicles require more time; therefore, you must select a time with three available slots.

A new **Appointment Information** window will open.

Appointment Information:

Site: Albany
 Date: 01/12/2010
 Time: 1:00 PM
 Line Name: ALBANY - North 2nd Street
 Client ID: 1
 Certificate #: 2
 Certificate type: 3 mv-278 mv-285
 Vehicle Type: 4 Automobile

1. Enter the 9-digit **Client ID number**.
2. For tests for operating automobiles or motorcycles, enter the 7-digit (minus the letter) certificate number from the **Pre-Licensing Course Completion Certificate** (form MV-278) or the **Driver Education Certificate of Completion** (form MV-285). For tests for operating commercial vehicles, enter the receipt number from the **CDL Skills Test Fee receipt** (form FS-6T), if available.
3. Select the **Certificate type**.
4. Make sure the correct **Vehicle Type** is selected.
5. Click the **Save** button.
6. Click the **Back To Schedule** button if you decide to select another date.

After you click the **Save** button, a message displays confirming that the appointment has been scheduled.

Client ID Search
 Client ID

Zip Code Search
 Zip Code

Vehicle Type Automobile

Select Site
 Name Troy

Confirmation No. Search
 Confirm. No.

Administration

Appointment Confirmation
 The following appointments have been confirmed:

Date: 10/22/2008
 Location: Troy
 Line Name: TROY CAR & MOTORCYCLE
 Vehicle Type: A
 Time: 3:00 PM

Client ID	Certificate #	Confirmation #
555555555	1111111	43015871

Required Materials
 Driver Education or Pre-licensing Course Certificate
 NYS Photo Learner Permit, or NYS Photo Driver License, or NYS Photo Non-Driver ID document and valid NYS Learner Permit. You will not be permitted to take your road test unless you have the proper photo ID with you.
 Appropriate vehicle that is registered, inspected and in safe operating condition.
 A licensed driver over 21 years old must accompany you to the test.
 CDL Applicants: must provide proof of payment of the CDL test fee.
 If you got your learner permit after September 1, 2003, and if you have a Class DJ or MJ learner permit, you must bring form MV-262 (Certification of 20 Hours of Driving Experience) unless you are 17 years of age and have an MV-285 (Student Certificate of Completion).
 * Note: This confirmation page is provided for your convenience. DMV's record of this confirmation is the official record of this road test appointment. Subsequent alterations to this confirmation will be disregarded.

1. Click the **Client ID number** to view details or cancel the appointment.
2. Click the **View Printable Page** button to print the confirmation.
3. Click the **Back to Schedule** button if you have more tests to schedule.

VIEWING AN EXISTING ROAD TEST APPOINTMENT

Client ID Search

Client ID

You can access a client's history and existing road test appointment information from any page in RTSS using the **Client ID Search** on the left side of the window. Just type the **Client ID number** and click **Enter**.

The client's appointment history will display. To view the details of an appointment, click on the **Client ID number** hyperlink next to it.

Appointment Maintenance: 11111111

ClientID	Receipt #	Date	Location	Vehicle Type	Time	Line Name	Source	Action
11111111	9999999	10/18/2008	Freeport MC	M	8:30 AM	Freeport MC		A
11111111	1111111	9/25/2008	Albany	A	2:00 PM	ALBANY - North 2nd Street		D

Sample Appointment Records

<p>Appointment Information</p> <p>Client ID: 11111111</p> <p>Certificate #: 9999999</p> <p>Date: 10/18/2008</p> <p>Location: Freeport MC</p> <p>Vehicle Type: M</p> <p>Time: 8:30 AM</p> <p>Line Name: Freeport MC</p> <p>Timestamp: 9/17/2008 12:02:17 PM</p> <p>Appt Action: Add</p> <p>Confirmation #: 42879270</p> <p><input type="button" value="Cancel Appointment"/></p>	<p>Vehicle Type</p> <p>A: Auto C: Commercial M: Motorcycle</p> <p>Timestamp</p> <p>The date the appointment was made or cancelled.</p> <p>Add</p> <p>An appointment was scheduled.</p> <p>Delete</p> <p>An appointment was cancelled.</p>	<p>Appointment Information</p> <p>Client ID: 11111111</p> <p>Certificate #: 1111111</p> <p>Date: 09/25/2008</p> <p>Location: Albany</p> <p>Vehicle Type: A</p> <p>Time: 2:00 PM</p> <p>Line Name: ALBANY - North 2nd Street</p> <p>Timestamp: 9/24/2008 6:39:17 PM</p> <p>Appt Action: Delete</p> <p>Confirmation #: 42965726</p> <p>This Appointment has been Cancelled</p>
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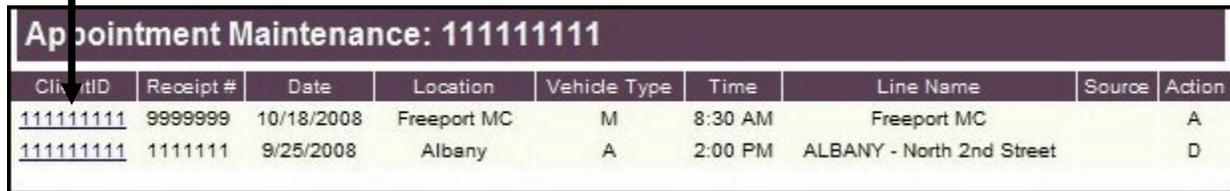
CANCELING A ROAD TEST APPOINTMENT

You can only cancel appointments **that you've made using the RTSS Internet system**. To cancel an appointment:



A screenshot of a web form titled "Client ID Search". It features a text input field labeled "Client ID" containing the number "111111111". An arrow points to this field from the right. Below the input field is a button labeled "Enter".

- Use the **Client ID search** to locate the appointment record. Type the **Client ID number** and click **Enter**.
- If multiple appointments are displayed, click the **Client ID number** next to the date you need to cancel.



A screenshot of a table titled "Appointment Maintenance: 111111111". The table has columns for ClientID, Receipt #, Date, Location, Vehicle Type, Time, Line Name, Source, and Action. Two rows of appointment data are shown.

ClientID	Receipt #	Date	Location	Vehicle Type	Time	Line Name	Source	Action
111111111	9999999	10/18/2008	Freeport MC	M	8:30 AM	Freeport MC		A
111111111	1111111	9/25/2008	Albany	A	2:00 PM	ALBANY - North 2nd Street		D



A screenshot of a form titled "Appointment Information". It displays various appointment details in a key-value format. At the bottom, there is a button labeled "Cancel Appointment". An arrow points to this button from the right.

Client ID: 111111111
Certificate #: 9999999
Date: 10/18/2008
Location: Freeport MC
Vehicle Type: M
Time: 8:30 AM
Line Name: Freeport MC
Timestamp: 9/11/2008 12:02:17 PM
Appt Action: Add
Confirmation #: 42879270

- When the **Appointment Information** window displays, click the **Cancel Appointment** button.
- Afterwards, the message "**This Appointment has been Cancelled**" will display on the record.

WARNING: Once you click the **Cancel** button, you are not asked "Are you sure"? If you accidentally delete an appointment, you must reschedule it as a new appointment; **the original date and time may no longer be available.**

SCHEDULING BLOCKS OF ROAD TEST APPOINTMENTS

You may schedule two appointments at the same time if two time slots are available. Find a site and date with two slots available, **Retrieve** the slots, and then **Reserve** the appointments using the Client ID number of the student being tested.

Finding a Site

Use a Zip Code or Select Site Search to find the desired location, then click the **Search** button.

Search Filter	Value	Location	Vehicle Type	Buttons
Client ID Search	[Empty]	Albany	Automobile Motorcycle	View, Schedule
Zip Code Search	12220	North 2nd St. facing Broadway	Automobile Motorcycle	
Vehicle Type	Automobile	Albany, NY 12202		
Select Site	Albany	Amsterdam	Automobile Motorcycle	View, Schedule
Name	Albany	Lindbergh Avenue, between McClellan Avenue and Lincoln Avenue, facing Lincoln Avenue	Automobile Motorcycle	
		Amsterdam, NY 12010		

REMEMBER: A **Zip Code search** may display multiple sites, whereas a **Select Site search** will display only one site.

Finding a Date and Time

After you click the **Schedule** button, RTSS will display the earliest possible date that appointments (shown in time slots) are available for that site. That date will be highlighted on the calendar. Information about that day's schedule, such as the total slots per hour and how many are still available, are shown. Times with available slots display as hyperlinks (underlined text that is usually blue) and the block size is indicated.

Schedule Appointment							
Appointment Information:		Date: 12/8/2008	Site: Amsterdam				
	Line	Vehicle Type	# of Appts.	Available	Block Size	Vehicle Type	
9:00 AM	AMSTERDAM CAR & MOTORCYCLE	AM	5	1	1	A	Retrieve
10:00 AM	AMSTERDAM CAR & MOTORCYCLE	AM	5	0			
11:00 AM	AMSTERDAM CAR & MOTORCYCLE	AM	1	5	2		3
Time Slots Requested:			2	Automobile	Enter		

If the date displayed does not have two appointments available at the same time:

1. Change the number of appointments (slots) desired to **2** in the drop-down next to **Time Slots Requested**.
2. Make sure the correct vehicle type is selected.
3. Click the **Enter** button.

Retrieving Slots

Once you've found a date and time with two time slots available, you need to **retrieve** the slots.

Schedule Appointment							
Appointment Information:		Date: 12/15/2008	Site: Amsterdam				
	Line	Vehicle Type	# of Appts.	Available	Block Size	Vehicle Type	
9:00 AM	AMSTERDAM CAR & MOTORCYCLE	AM	5	5	2	A	Retrieve
10:00 AM	AMSTERDAM CAR & MOTORCYCLE	AM	5	5	1	A	Retrieve
11:00 AM	AMSTERDAM CAR & MOTORCYCLE	AM	5	5	1	A	Retrieve
Time Slots Requested:					1	Automobile	Enter

1. Change the **Block Size** to **2**.
2. Make sure the correct vehicle type is selected.
3. Click the **Retrieve** button.

Reserving Appointments

After you click the **Retrieve** button, the **Schedule Appointment Block** window displays.

Schedule Appointment Block					
Date:	01/25/2010				
Location:	Amsterdam				
Line Name:	AMSTERDAM CAR & MOTORCYCLE				
Vehicle Type:	Automobile				
Time:	9:00 AM				
Appointments Needed: 2					
Time	Client ID	Certificate #	Certificate type		
9:00 AM	1	2	3	<input checked="" type="radio"/> mv-278	<input type="radio"/> mv-285
9:00 AM				<input checked="" type="radio"/> mv-278	<input type="radio"/> mv-285
4 Save					
Back To Main Screen					

To reserve the appointment:

1. Enter the first 9-digit **Client ID number**.
2. For tests for operating automobiles or motorcycles, enter the 7-digit (minus the letter) certificate number from the **Pre-Licensing Course Completion Certificate** (form MV-278) or the **Driver Education Certificate of Completion** (form MV-285).
3. Select the **Certificate Type**.

Note: Tests for operating commercial vehicles do not require a certificate number or type.

4. Repeat these steps for the second appointment, then click the **Save** button.

After you click the **Save** button, you will receive confirmation of the slots you've reserved.

Client ID Search	Appointment Confirmation											
Client ID <input type="text"/>	The following appointments have been confirmed:											
<input type="button" value="Enter"/>	Date: 10/22/2008											
Zip Code Search	Location: Troy											
Zip Code <input type="text"/>	Line Name: TROY CAR & MOTORCYCLE											
Vehicle Type <input type="button" value="Automobile"/>	Vehicle Type: A											
<input type="button" value="Enter"/>	Time: 3:00 PM											
Select Site	<table border="1"><thead><tr><th>Client ID</th><th>Certificate #</th><th>Confirmation #</th></tr></thead><tbody><tr><td>555555555</td><td>1111111</td><td>43015871</td></tr><tr><td>777777777</td><td>2222222</td><td>43015872</td></tr></tbody></table>	Client ID	Certificate #	Confirmation #	555555555	1111111	43015871	777777777	2222222	43015872	<input type="button" value="View Printable Page"/>	
Client ID	Certificate #	Confirmation #										
555555555	1111111	43015871										
777777777	2222222	43015872										
Name <input type="button" value="Troy"/>	Required Materials											
<input type="button" value="Enter"/>	Driver Education or Pre-licensing Course Certificate											
Confirmation No. Search	NYS Photo Learner Permit; or NYS Photo Driver License; or NYS Photo Non-Driver ID document and valid NYS Learner Permit. You will not be permitted to take your road test unless you have the proper photo ID with you.											
Confirm. No. <input type="text"/>	Appropriate vehicle that is registered, inspected and in safe operating condition.											
<input type="button" value="Enter"/>	A licensed driver over 21 years old must accompany you to the test.											
Administration	CDL Applicants: must provide proof of payment of the CDL test fee.											
<input type="button" value="Log Off..."/>	If you got your learner permit after September 1, 2003, and if you have a Class DJ or MJ learner permit, you must bring form MV-262 (Certification of 20 Hours of Driving Experience) unless you are 17 years of age and have an MV-285 (Student Certificate of Completion).											
	* Note: This confirmation page is provided for your convenience. DMV's record of this confirmation is the official record of this road test appointment. Subsequent alterations to this confirmation will be disregarded.											
	<input type="button" value="Back To Schedule"/>											

Click the **Back to Schedule** button to return to the schedule.

CHANGING YOUR PASSWORD

The screenshot shows four search sections stacked vertically. Each section has a text input field and an 'Enter' button below it. The sections are: 'Client ID Search' with a 'Client ID' field; 'Zip Code Search' with a 'Zip Code' field and a 'Vehicle Type' dropdown menu set to 'Automobile'; 'Select Site' with a 'Name' dropdown menu set to 'Troy'; and 'Confirmation No. Search' with a 'Confirm. No.' field. An arrow points from the 'Enter' button of the 'Confirmation No. Search' section down to a button labeled 'Administration'.

NOTE: If you have forgotten your password, [click here](#) to request that it be reset. Follow the instructions carefully and indicate that you have forgotten your password in the “question” box. Be sure to include your name, the name and phone number of your driving school.

- To change your password, click on the **Administration** button on any page in RTSS.
- After you click the **Administration** button, a **Change My Password** window opens. Your User ID will be displayed at the top of the page.

The screenshot shows the 'Administration Options' window. The 'Change My Password' section is highlighted in yellow. It contains the following fields and buttons:

- User ID: 9999ds
- Old Password: [input field] with a '1' in a black box to its left.
- New Password: [input field] with a '2' in a black box to its left.
- Verify Password: (type new password again here) [input field] with a '3' in a black box to its left.
- Change Password: [button] with a '4' in a black box to its left.
- Back to Mainmenu: [button] with a '5' in a black box to its left.

1. Enter your current password.
2. Enter your new password
3. Reenter your new password to verify it.
4. Click the **Change Password** button.
5. Click the **Back to Main Menu** button, if appropriate.

APPENDIX A - ROAD TEST SCHEDULING SYSTEM MESSAGES

- **Client ID and test type is valid** (No response required; proceed with scheduling the appointment).
- **Permit has expired.** “The permit for this Client ID number has expired. The customer must renew at a local issuing office or by mail prior to scheduling a road test appointment.”
- **No Client ID found.** “There is no record on file for the Client ID entered. Applicant must hold a valid permit prior to scheduling a road test.”
- **Skills test error return code.** “The record indicates that the skills test fee must be paid prior to scheduling a road test.”
- **Wrong Test Type for Permit.** “Our records show that the permit is not appropriate for the vehicle test type selected. The permit on record is **for AUTOMOBILE**. Please verify the test type and reenter.”
- **Wrong Test Type for Permit.** “Our records show that the permit is not appropriate for the vehicle test type selected. The permit on record is **for MOTORCYCLE**. Please verify the test type and reenter.”
- **Wrong Test Type for Permit.** “Our records show that the permit is not appropriate for the vehicle test type selected. The permit on record is **for CDL**. Please verify the test type and reenter.”
- **Wrong Test Type for Permit.** “Our records show that the permit is not appropriate for the vehicle test type selected. The permit on record is **for CDL and AUTOMOBILE**. Please verify the test type and reenter.”
- **Wrong Test Type for Permit.** “Our records show that the permit is not appropriate for the vehicle test type selected. The permit on record is **for MOTORCYCLE and AUTOMOBILE**. Please verify the test type and reenter.”
- **Wrong Test Type for Permit.** “Our records show that the permit is not appropriate for the vehicle test type selected. The permit on record is **for MOTORCYCLE and CDL**. Please verify the test type and reenter.”
- **Suspended Permit.** “The permit for the CID number entered has been suspended. The suspension must be cleared prior to scheduling a road test.”
- **Cancelled Permit.** “The permit for the CID number entered has been cancelled. The customer must have a valid permit to schedule a road test.”
- **Superseded Permit.** “The permit for the test type entered has been superseded. The customer must use the most current document.”
- **Valid License already issued.** “The record shows that this client already holds a valid license for the test type entered. Please verify the test type and Client ID number and reenter if necessary.”
- **Miscellaneous Error.** “There has been a miscellaneous error in processing your request. The entry was invalid. Please try again.”
- **New appointment – No appointments available for Eligibility Date.** There are currently no appointments available. You must have six months of valid permit status between the date your permit was issued and the date of the road test. There are no appointments available for the days, times and location you selected that are on or after the first date you are eligible. You can return at a later date to schedule your road test.”



Department of Motor Vehicles

NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES
www.dmv.ny.gov