ROAD TEST SCHEDULING SYSTEM (RTSS)

https://lyra.dmv.ny.gov

Driving School Manual
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 The user ID remains valid unless the user authorization is withdrawn. If the user authorization is withdrawn, a driving school must submit a new RTSS application.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

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.

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.

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.

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.
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

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.

Sample Appointment Records

<table>
<thead>
<tr>
<th>Appointment Information</th>
<th>Vehicle Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client ID: 111111111</td>
<td>A: Auto</td>
</tr>
<tr>
<td>Certificate #: 99999999</td>
<td>C: Commercial</td>
</tr>
<tr>
<td>Date: 10/18/2008</td>
<td>M: Motorcycle</td>
</tr>
<tr>
<td>Location: Freeport MC</td>
<td></td>
</tr>
<tr>
<td>Vehicle Type: M</td>
<td></td>
</tr>
<tr>
<td>Time: 8:30 AM</td>
<td></td>
</tr>
<tr>
<td>Line Name: Freeport MC</td>
<td></td>
</tr>
</tbody>
</table>
| Timestamp: 9/17/2008 12:00:17 PM |\
| Appt Action: Add       |              |
| Confirmation #: 42879270|

<table>
<thead>
<tr>
<th>Appointment Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client ID: 11111111</td>
</tr>
<tr>
<td>Certificate #: 11111111</td>
</tr>
<tr>
<td>Date: 09/25/2008</td>
</tr>
<tr>
<td>Location: Albany</td>
</tr>
<tr>
<td>Vehicle Type: A</td>
</tr>
<tr>
<td>Time: 2:00 PM</td>
</tr>
<tr>
<td>Line Name: ALBANY - North 2nd Street</td>
</tr>
<tr>
<td>Timestamp: 9/24/2008 6:39:17 PM</td>
</tr>
<tr>
<td>Appt Action: Delete</td>
</tr>
<tr>
<td>Confirmation #: 42965726</td>
</tr>
</tbody>
</table>

This Appointment has been Cancelled

Add  
An appointment was scheduled.

Delete  
An appointment was cancelled.
CANCELING A ROAD TEST APPOINTMENT

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

- 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.

<table>
<thead>
<tr>
<th>Client ID</th>
<th>Receipt #</th>
<th>Date</th>
<th>Location</th>
<th>Vehicle Type</th>
<th>Time</th>
<th>Line Name</th>
<th>Source</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>111111111</td>
<td>99999999</td>
<td>10/18/2008</td>
<td>Freeport MC</td>
<td>M</td>
<td>8:30 AM</td>
<td>Freeport MC</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>111111111</td>
<td>111111111</td>
<td>9/25/2008</td>
<td>Albany</td>
<td>A</td>
<td>2:00 PM</td>
<td>ALBANY - North 2nd Street</td>
<td>D</td>
<td></td>
</tr>
</tbody>
</table>

- 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.

![Location Search Results](image)

**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](image)
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

<table>
<thead>
<tr>
<th>Appointment Information:</th>
<th>Date: 12/15/2008</th>
<th>Site: Amsterdam</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Line</th>
<th>Vehicle Type</th>
<th># of Appts</th>
<th>Available Block</th>
<th>Time Slots Requested:</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 AM</td>
<td>AMSTERDAM CAR &amp; MOTORCYCLE</td>
<td>AM</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>10:00 AM</td>
<td>AMSTERDAM CAR &amp; MOTORCYCLE</td>
<td>AM</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>11:00 AM</td>
<td>AMSTERDAM CAR &amp; MOTORCYCLE</td>
<td>AM</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>Time</th>
<th>Client ID</th>
<th>Certificate #</th>
<th>Certificate type</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 AM</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>9:00 AM</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

Click the Back to Schedule button to return to the schedule.
CHANGING YOUR PASSWORD

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.

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 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 MOTORCYCLE and AUTOMOBILE. 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.”