



New York State
Department of Motor Vehicles

ROAD TEST SCHEDULING SYSTEM (RTSS)

<https://lyra.dmv.state.ny.us>



Driving School Manual



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

INTRODUCTION	1
APPLYING FOR RTSS ACCESS	1
LOGGING IN	2
SEARCHING RTSS.....	3
SCHEDULING A ROAD TEST APPOINTMENT	5
VIEWING AN EXISTING ROAD TEST APPOINTMENT	9
CANCELING A ROAD TEST APPOINTMENT.....	10
SCHEDULING BLOCKS OF ROAD TEST APPOINTMENTS	11
CHANGING YOUR PASSWORD.....	14
APPENDIX A - ROAD TEST SCHEDULING SYSTEM MESSAGES	15

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 <http://nysdmv.com/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.state.ny.us> in your browser's address field, then click **Enter**.
- The RTSS login window will open.



- Type your **user name**.
Your user name will be assigned by DMV. It will consist of a combination of 6 or more digits, consisting of 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 on-line. 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 test 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.

Client ID Search
1 Client ID
Enter

Zip Code Search
2 Zip Code
Vehicle Type: Automobile
Enter

Select Site
3 Name: Albany
Enter

Confirmation No. Search
4 Confirm. No.
Enter

Administration
Log Off..

Welcome to the Department of Motor Vehicles
Road Test Scheduling System

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.

You may enter the zip code and the type of test to select a site and view a schedule to make an appointment.

You may search a site by name to view a schedule, view site information and to make an appointment.

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 search results. On the left, there are three search sections: 'Client ID Search' with an input field and 'Enter' button; 'Zip Code Search' with 'Zip Code' set to '12220', 'Vehicle Type' set to 'Automobile', and an 'Enter' button; and 'Select Site' with 'Name' set to 'Albany' and an 'Enter' button. The main area is titled 'Location Search Results' and shows two results. The first result is for 'Albany', with 'View' and 'Schedule' buttons. An arrow points to the 'Schedule' button. The second result is for 'Amsterdam', also with 'View' and 'Schedule' buttons. To the right of each result, the vehicle types 'Automobile Motorcycle' are listed. The address for the Amsterdam site is '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.

Calendar: 1 November 2008

Appointment Information: Date: 11/3/2008 Site: Albany

Line	Vehicle Type	# of Appts.	Available	Block Size	Vehicle Type
8:30 AM	ALBANY - North 2nd Street	AM	3	0	
9:00 AM	ALBANY - North 2nd Street	AM	4	0	
10:00 AM	ALBANY - North 2nd Street	AM	5	0	
11:00 AM	ALBANY - North 2nd Street	AM	4	0	
12:00 PM	ALBANY - North 2nd Street	AM	0	0	
1:00 PM	ALBANY - North 2nd Street	AM	5	4	1 A Retrieve
2:00 PM	ALBANY - North 2nd Street	AM	5	5	1 A Retrieve
3:00 PM	ALBANY - North 2nd Street	AM	5	3	1 A Retrieve
4:00 PM	ALBANY - North 2nd Street	AM	1	0	

Time Slots Requested: 1 Automobile Enter

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.

Line	Vehicle Type	# of Appts.	Available	Block Size	Vehicle Type
8:30 AM	ALBANY - North 2nd Street	AM	6	0	
9:00 AM	ALBANY - North 2nd Street	AM	8	0	
<u>10:00 AM</u>	ALBANY - North 2nd Street	AM	10	2	1 A Retrieve

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.

Client ID	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

Sample Appointment Records

Appointment Information

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

Vehicle Type
 A: Auto
 C: Commercial
 M: Motorcycle

Timestamp
 The date the appointment was made or cancelled.

Add
 An appointment was scheduled.

Delete
 An appointment was cancelled.

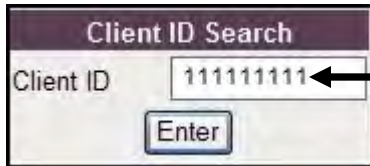
Appointment Information

Client ID: 111111111
 Certificate #: 1111111
 Date: 09/25/2008
 Location: Albany
 Vehicle Type: A
 Time: 2:00 PM
 Line Name: ALBANY - North 2nd Street
 Timestamp: 9/24/2008 6:39:17 PM
 Appt Action: Delete
 Confirmation #: 42965726

This Appointment has been Cancelled

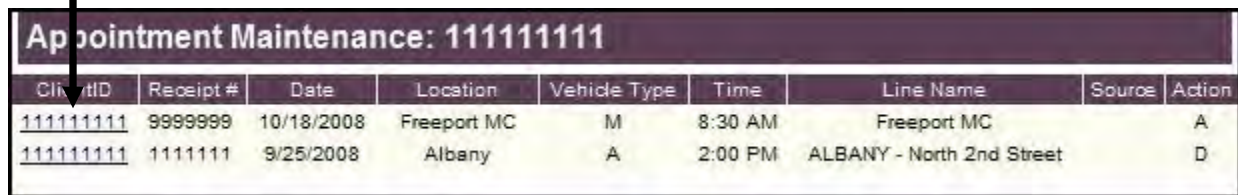
CANCELING A ROAD TEST APPOINTMENT

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 text "Type the Client ID number". 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 Client ID, Receipt #, Date, Location, Vehicle Type, Time, Line Name, Source, and Action. Two rows of appointment data are visible. An arrow points from the "Client ID" column of the first row to the "Appointment Information" window below.

Client ID	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 window titled "Appointment Information". It displays the following details: 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, and Confirmation #: 42879270. An arrow points from the "Appt Action" field to the "Cancel Appointment" button at the bottom.

- 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 Method	Location	Address	Vehicle Type	Actions
Client ID Search	Albany		Automobile Motorcycle	View Schedule
Zip Code Search	Albany, NY 12202	North 2nd St. facing Broadway	Automobile Motorcycle	
Select Site	Albany	Lindbergh Avenue, between McClellan Avenue and Lincoln Avenue, facing Lincoln Avenue	Automobile Motorcycle	View Schedule
Select Site	Amsterdam	Amsterdam, NY 12010	Automobile Motorcycle	View Schedule

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	Certificate #	Confirmation #
555555555	1111111	43015871
777777777	2222222	43015872

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 an empty 'Client ID' field; 'Zip Code Search' with an empty 'Zip Code' field and a 'Vehicle Type' dropdown set to 'Automobile'; 'Select Site' with a 'Name' dropdown set to 'Troy'; and 'Confirmation No. Search' with an empty '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 with a 'Change My Password' section. The 'User ID' field is pre-filled with '9999ds'. There are three password input fields labeled '1', '2', and '3'. Below the fields are two buttons: 'Change Password' (labeled '4') and 'Back to Mainmenu' (labeled '5').

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.”



NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES
www.nysdmv.com