

User Guide

Practical Driving Assessments (PDA Online)

Back to Department Homepage			Accessibility Contact us Site Ma
Department of Transport	Driver and Vel	hicle Services	
Practical Driv	ving Asse	essment Bookir	ngs
WA Driver's Licence/Learne	r's Permit Details		
A ser want a deb das instantes store?			
Are you a driving instructor :	Yes No		

June 2013

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Introduction

Welcome to the Practical Driving Assessment (PDA) Online booking service.

'PDA Online' is an internet application developed by the Department of Transport's, Driver and Vehicle Services (DVS) business unit. It gives users the opportunity to search for vacancies, select, confirm, change or cancel a PDA booking, at their convenience.

The new online service is a great option for PDA applicants and is also expected to assist in reducing congestion in DVS centres and agencies.

It is live from 10 June 2013

1. Accessing PDA Online

PDA Online is available to eligible users through any internet connection. The Transport web site supports a number of commonly used web browsers. PDA Online can be accessed using the following internet browsers.

- Google Chrome
- Mozilla Firefox
- Microsoft Internet Explorer
- Opera
- Apple Safari.

PDA Online can also be accessed from phone and tablet devices.

Eligible users are typically applicants holding a learner's permit, and their driving instructors.

1.1. Exclusions

Some applicants will not be catered for in PDA Online, due to the complexities associated with their particular circumstances.

These include applicants with:

- licence sanctions;
- a medical condition;
- an extraordinary licence application;
- a conditional licence application;
- an application to transfer an overseas licence and they have not obtained a learner's permit;
- a HC (heavy combination) or MC (multi combination) application; and
- only one first/surname.

Applicants meeting these exclusion conditions can telephone 13 11 56, or visit a DVS centre or authorised agent or Department of Transport (DoT) regional office to conduct PDA booking transactions.

1.2. Application access

PDA Online can be accessed using a link from the DVS internet pages.

https://online.transport.wa.gov.au/pdabooking/manage

It is recommended that once users navigate to the login page, they '**bookmark**' the link and add it to their browser '**favourites**' menu.

2. Using PDA Online

2.1. Logging in

It is important that applicants follow the below procedures to gain access to PDA Online.

- 1. When accessing the application, the 'radio button' will be set to 'No' on the first question.
- 2. Public users must enter the following credentials to log on:
 - driver's licence/learner's permit number;
 - date of birth;
 - driver's licence/learner's permit expiry date;
 - first name; and
 - surname.
- 3. For security, this information **must match** DVS records to gain access.
- 4. Where dates are required to be entered throughout PDA Online, a utility is available to assist you.
 - Click the date icon next to the date field.
 - The date utility will display. The utility will default to the current date.
 - Select a date by clicking on the day.
 - You can move the month display forward or back by clicking on the black arrows on the utility title bar.
 - You can also select the month and year by clicking on the drop down menu.

You may enter the dates manually if you wish, in the format DD/MM/YYYY. Once the information is entered, select the 'Continue' button.

Back to Department Homepage	-	Accessibility Contact us Site Map
Department of Transport	Driver and Ve	chicle Services
Practical Driv	ving Asse	essment Bookings
WA Driver's Licence/Learne	r's Permit Details	
Are you a driving instructor?	🔿 Yes 🖲 No	
Driver's Licence/Permit Number:	6652033	
Date of Birth:	10/08/1996	* (dd/mm/yyy)
First Name:	David	* (Gaylinia XXX)
Surname:	Brown	
Important Notes		
If you do not have either a first name or s	surname, please call 13 11	1 56, or visit one of our Licensing Centres, Regional Offices or Licensing Agents.
By clicking the 'Continue' button, you are and privacy policy.	acknowledging that the infi	formation provided is only current as at the time and date of the response and agreeing to our terms of use
Other Online Services		Cicar
WA Government Public Transport Author	orily Main Roads WA	Privacy Terms of use © 2013 Department of Transport

Once logged in, the following screen will display if you have no current bookings.

« Back to Department Homepage		Accessibility Contact us Site Map
Department of Transport	Driver and Vehicle Services	
Practical Dr	iving Assessment Booki	ngs
Current Bookings for Jasr	mine Prasad	
Make a New Booking		
Test Type:	C - Car 🔹 * Search Availability	
Other Online Services		Logout
WA Government Public Transport Au	thority Main Roads WA	Privacy Terms of use © 2013 Department of Transport

2.2. Error messages

When using PDA Online, users may occasionally experience an error message. These error messages are displayed in red, and will appear near the top of the screen. If data is not entered in a required field, the following error messages may be experienced when attempting login.

- Please enter your Driver's Licence/Permit Number
- Please enter your Date of Birth
- Please enter your Licence/Permit Expiry Date
- Please enter your first name
- Please enter your surname

If the credentials do not match, the user will be presented with the error message below.

'The information you have entered does not match a person in our records. Please check the details and try again'.

By clicking the 'Continue' button, the user is acknowledging that the information provided is only current as at the time and date of the response and agreeing to the DoT terms of use and privacy policy.

It is recommended that you read the terms of use. They can be accessed by selecting the link on the bottom right of the login page.

A 'Contact Us' link is on the top right of every page. Clicking this link will display the contact details for support from DoT staff.

Back to Department Homepage	and the second	Accessibility Contact us Site Map
Department of Transport	river and Vehicle Services	
Practical Drivin	ng Assessment Boo	kings
WA Driver's Licence/Learner's P	'ermit Details	
Are you a driving instructor?	🔿 Yes 💿 Nd	
Driver's Licence/Permit Number: Date of Birth: Licence/Permit Expiry Date: First Name: Surname:	• (dd/mm/yyyy) • • • • •	
Important Notes		
If you do not have either a first name or surnan	ne, please call 13 11 56, or visit one of our Licensing Centres	, Regional Offices or Licensing Agents.
By clicking the 'Continue' button, you are ackno and privacy policy.	wledging that the information provided is only current as at th	e time and date of the response and agreeing to our terms of use
Other Online Services		
WA Government Public Transport Authority	lain Roads WA	Privac Terms of Use 2013 Department of Transport

2.3. Commands

The PDA Online application contains a number of command buttons.

When logged in, always use the command button on the application screen.



To reduce the likelihood of issues occurring, users should beware of using browser commands (such as the forward or back buttons).

2.4. Searching for a vacancy

Select the 'Test Type', then 'Search Availability'.

« Back to Department Homepage		Accessibility Contact us Site Map
Department Transport	of Driver and Vehicle Services	
Practical I	Driving Assessment E	Bookings
Current Bookings for	David Brown	
There are no current bookings.		
Make a New Booking		
Test Type:	C - Car 🔻 * Search Availability	
Other Online Services		Logout
WA Government Public Transp	ort Authority Main Roads WA	Privacy Terms of use © 2013 Department of Transport

The search parameter screen will display. Select either the 'Metro' or 'Regional' radio button, and then choose your site. The sites you see in the list will typically provide the PDA service for your class of licence. If your desired site is not in the list, this could be because:

- 1) PDA's for your class of licence are not available at that site;
- 2) PDA's are not conducted at that site at all; or
- 3) Some regional agency sites offer limited licensing services and their PDA bookings are not available online. If your regional agent is not listed in PDA Online, you will need to contact them directly for PDA booking enquiries. The contact details are available on the DoT <u>Regional Agent's</u> page.

Once your site is selected, you can choose to search for the earliest vacancies at that site or for vacancies on a specific date.



Earliest

Department of Transport Driver and Vehicle Services	us Site Map
Search booking availability Car Region: @ Metro © Regional	
Search booking availability Test Type: Car Region: Metro Regional	
Test Type: Car Region: O Metro Regional	
Site: Choose One * Date: Earliest Specific Date Search	
Other Online Services	Clear

The first nine vacancies available at your chosen site will display, in date and time order.

Specific date

« Back to Department Homepage		Accessibility Contact us Site Map
Department of Transport	Driver and Vehicle Services	
Practical D	riving Assessment B	ookings
Search booking availabi	lity	
Test Type: Region: Site: Date: Search	Car Metro C Regional Choose One * * Earliest Specific Date	📑 * dd/mm/yyy
Other Online Services	Authonity Main Roads WA	Logout Cancel Clear

Only vacancies at your chosen site for the date selected will display.

Points to note

1. Although you may hold a licence or permit and can access PDA Online, you will not be able to book an assessment unless you meet the age, eligibility and experience requirements.

For example:

If you hold a learner's permit for an R (motorcycle) class, you must have held the R-E licence for at least one year, so when searching for a booking you must select a test booking date that is at least 1 year after the issue of your R-E licence.

- You may not see the same search results as someone else because of the licence class eligibility and experience requirements for different customers. The vacancies displayed are also subject to DVS resource availability.
- 3. It is important to note that others (including DVS staff) may be using the booking system at the same time, and possibly selecting the same vacancies you may see after a search.

The first user to select a vacancy and click confirm, will secure the booking. If another user secures the booking that you were looking at, but had not as yet secured, you will be prompted to select an alternate vacancy.

The bookings made via the internet are held in the same database as bookings made by staff at DVS centres and agents as well as the Customer Contact Centre. It is a live system that interacts seamlessly, internally and externally.

4. It is also possible to **manage** any existing bookings via PDA Online. If you have an existing future booking, it will be displayed when you log in and you can make appropriate changes.

2.5. Selecting a vacancy

Select the vacancy you would like to book, and click 'Confirm Booking'.

Back to Department Homepage		Acce	ssibility Contact us Site Map
Department of Transport	Driver and Vehicle Services		
Practical Dr	iving Assessment B	ookings	
Search booking availabilit	y		
Test Type: Region: Site:	Car ● Metro ◯ Regional Midland ❤ *		
Date: Search	Earliest Specific Date 27/05/2013	🔤 * dd/mm/yyyy	
Available bookings			
Please select a booking time from the	e list below and click 'Confirm Booking'.		
O 27/05/2013 at 7:05 AM			
O 27/05/2013 at 7:55 AM			
© 27/05/2013 at 8:45 AM			
© 27/05/2013 at 9:45 AM			
27/05/2013 at 10:35 AM			
© 27/05/2013 at 11:25 AM			
© 27/05/2013 at 1:00 PM			
© 27/05/2013 at 1:50 PM			
27/05/2013 at 2:50 PM			
O 27/05/2013 at 3:40 PM			
Other Online Services	Logout	Cancel Clear	Confirm Booking
WA Government Public Transport Au	thority Main Roads WA	Privacy Terms of use	© 2013 Department of Transpo

Important note:

If you select and confirm a vacancy that is within **two working days**, you will not be able to change or cancel that booking without losing your test entitlement. If you decide to proceed and make the booking, a warning will appear on the screen:



Select 'Yes' if you are happy to continue, or 'No' to cancel the confirmation.

2.6. Confirmed booking

Your booking will be displayed.

On this page you can print your booking confirmation and send electronic notifications.

Back to Department Homepage		Accessibility Contact us Site Map
Department of Transport	Driver and Vehicle Se	rvices
Practical Dri	iving Assessm	ent Bookings
Booking Successful		
Thank you for booking your Practical D	priving Assessment.	
Your booking details are as follows:		
Client Name: Licence/Permit Number: Date: Time: Location: Test Type: Print Confirmation	David Brown 6652033 28/05/2013 9:45 AM Midland Car	
Please enter the contact details for ele These details are not saved in any da	ectronic notification. tabase.	
Email address:		
Mobile Telephone:		
Electronic Notification		
Other Online Services		Return to Current Bookings Logout
WA Government, Public Transport Au	honty, <u>Main Reads WA</u>	Privacy Termstoruse © 2013 Department of Transport

2.7. Printing the Booking Confirmation

Click the 'Print Confirmation' button. After a few moments, the booking confirmation will be displayed as a PDF for printing.

It is recommended that you print or save your booking confirmation for future reference.

« Back to Department Homepage		Accessibility Contact us Site Map
Department of Transport	Driver and Vehicle Services	
Practical Dr	iving Assessment B	ookings
Booking Successful		
Thank you for booking your Practical E	riving Assessment.	
Your booking details are as follows:		
Client Name: Licence/Permit Number: Date: Time: Location: Test Type: Print Confirmation	Jasmine Prasad 6163105 27/05/2013 11:25 AM Midland Car	
Please enter the contact details for el These details are not saved in any da	ectronic notification. tabase.	
Email address:		
Mobile Telephone:		
Electronic Notification		
Other Online Services		Return to Current Bookings Logout
WA Government Public Transport Au	Ihority <u>Main Roads WA</u>	Privace Terms of use @ 2013 Department of Transport

Many of our forms and documents are in PDF format.

If you do not have Adobe Acrobat Reader installed on your device, it may be downloaded from Adobe® at the following internet page:



http://get.adobe.com/reader/

Transport is not responsible for external links and is unable to offer software or computer support.

2.8. Electronic notification

PDA Online can send you a short message (SMS) and/or email to confirm your booking transaction.

If you select the email option, the booking confirmation will be attached as a PDF. For SMS confirmations, you will receive a short text message confirming your licence number, test location, date and time.

Back to Department Homepage		Accessibility Contact us Site Map
Department of Transport	Driver and Vehicle Services	
Practical Dri	iving Assessment Bo	okings
Booking Successful		
Thank you for booking your Practical D	riving Assessment.	
Your booking details are as follows:		
Client Name: Licence/Permit Number: Date: Time: Location: Test Type: Print Confirmation	Jasmine Prasad 6163105 27/05/2013 11:25 AM Midland 'Car	
Please enter the contact details for ele These details are not saved in any da	ectronic notification. tabase.	
Email address:		
Mobile Telephone: Electronic Notification]	
Other Online Services		Return to Current Bookings Logout
WA Government Public Transport Aut	hority Main Roads WA	Privacy Terms of use © 2013 Department of Transport

To use the electronic function, enter a valid mobile telephone number and/or email address. Then click the 'Electronic Notification' button.

The notification should be sent immediately. At times there may be a slight delay in you receiving it, due to third party systems (for example; phone carrier and/or internet service provider).

2.9. Mail notification

When a booking is made, a booking confirmation is automatically mailed to the licence holder's current postal address as held on record. It may take a number of days to receive this correspondence, depending on the day and time the booking transaction was confirmed.

2.10. Current booking

From the 'Booking Successful' page, select 'Return to Current Bookings'. The following page will display.

lack to Department H	Homepage		Accessibility Contact us Site Map
Del Tra	nsport Drive	r and Vehicle Ser	vices
Practic	al Driving	Assessm	ent Bookings
, ao in	an Driving	,	on Doomigo
Current Book	ings for Ming Yang		
Test Type	Date & Time	Site	
C - Car	29/05/2013 8:45 AM	Midland	Change Cancel Print
Viaka a Now P	aakina	1 1	
nake a new E	looking		
st Type:	Choos	e One - Search Av	/ailability
			Logout

You can return to this page at any time by logging in to PDA Online before your assessment. From this page you can:

- change your booking by searching for another vacancy;
- cancel your booking; and
- print your booking confirmation.

The 'Search Availability' button is inactive and 'greyed out' if you already have a booking.

You much select 'Change' to search for a new vacancy.

Bookings confirmed within two working days

If you return to your Current Bookings page, and the booking you made is within two working days, the 'Change' button will be inactive and 'greyed out'.

At this point, if you wish to change your booking, you must **cancel it**, and you will be required to **pay again** before searching for a vacancy (see page 10, Important Note).

Back to Department H	łomepage			Access	ibility Contact us S	Site Map
Dep Tra	nsport Driver	and Vehicle Serv	rices			
Practic	al Driving	Assessme	ent Booki	ngs		
	Care and care of					
Current Booki	ngs for Ming Yang					
Test Type	Date & Time	Site				
C - Car	20/05/2013 7:55 AM	Midland	Change	Cancel Pr	int	
Make a New B	ooking					
Test Type:	Choose	Qne • Search Ava	illability			
Other Online Contine						Logout
WA Government Pu	a blic Transport Authority Main Ro	ads WA		Privacy Terms of use C	2013 Department of	of Transport

Bookings that are within two working days cannot be changed, but can be cancelled. A new fee will apply to re-book.

2.11. Change a booking

Select the 'Change' button on the row of the booking you wish to change.

Back to Department I	Homepage		-	Accessibility Contact us Site Map
Der Tra	nsport Drive	r and Vehicle Serv	ices	
Practic	al Driving	Assessme	ent Bookin	igs
Current Book	ings for Ming Yang			
Test Type	Date & Time	Site		
C - Car	29/05/2013 8:45 AM	Midland	Change	Cancel Print
Make a New B	looking			
Test Type:	Choose	One - Search Avai	lability	
				Logout
Other Online Service	<u>S</u> blic Transport Authority I Main Pr	ads WA		Privacy Torms of use @ 2013 Department of Transport

This will return you to the 'Search booking availability' screen. Proceed as instructed in Section 2.4.

Important note:

If changing your booking, you will retain the existing booking **up until you confirm the new booking.** If you cannot find a suitable vacancy to change to, you can always cancel the change and keep your current booking.

2.12. Cancelling a booking

To cancel a booking select the 'Cancel' button.

Back to Department H	Homepage			Accessibility Cont	tact us Site Map
Der Tra	nsport Drive	and Vehicle Ser	vices		
Practic	al Driving	Assessm	ent Bookin	gs	
Current Book	ings for Ming Yang				
Test Type	Date & Time	Site			
C - Car	29/05/2013 8:45 AM	Midland	Change	Cancel Print	
Make a New B	looking				
Test Type:	Choose	One - Search Av	vəiləbility		
-					Logout
Other Online Service WA Government I Pu	<u>s</u> blic Transport Authority Main Ro	ads WA		Privacy Terms of use © 2013 Dep	artment of Transport

The following message will appear. Click 'Yes' to cancel, or 'No' to go back.



If you click 'Yes', your booking will be cancelled and you will return to the 'Make a new booking' screen.

Cancellations within two working days

If you decide to cancel your booking and it is in less than two working days' time, you will see this warning on the screen. Click 'Yes' to cancel, or 'No' to go back.



(Additional fees may be applicable, see Page 10 Important Note).

2.13. Same day transactions

When using PDA Online, you cannot make or change a booking on the day of the PDA.

Most transactions can be carried out until midnight on the day before the PDA. If an action is confirmed before midnight, it will be valid.

The only transaction that can be carried out on the same day is a cancellation.

3. Paying for a test entitlement

If you have failed a PDA or cancelled an existing booking with less than 2 working days' notice you may need to pay for an additional test entitlement before searching for a vacancy. PDA Online includes a convenient credit card facility to make these payments.

Once logged on, click the Search Availability button. If the following screen displays, you need to make a payment to continue.

Back to Department Homepage			Accessibility Contact us Site Map
Department Transport	t of Driver and Vehicle Se	rvices	
Practical I	Driving Assessm	ent Bookings	
Payment Required			
To continue with your PDA Bool	king, you are required to make a payment for an as	sessment entitlement	
Test Type: Fee:	C - Car \$73.70		
Credit Card Details			
Card Type: MasterCard Visa Credit Card Number: Name on Card: Expiry Date: CSC:	* * Choose One * * Choose One * *		
Other Online Services WA Government Public Transp	port Authority I Main Roads WA	Logout Go to My Current Bookings	Clear Pay Now

Only MasterCard or Visa cards are accepted. Select the type of credit card, and enter the card details. Once this is done, click 'Pay Now'.

You will be required to provide the following specific details (as shown on the credit card):

Credit Card Payments				
Field name	What do I select or enter into PDA Online?			
Credit Card Type	Select the type of card you wish to use. E.g. MasterCard or Visa			
Card Holder's name The name as printed on the front of your card				
Card Number	Type the appropriate numbers printed as on the credit card – spaces are not required			
Card Expiry Date	Select the month and year matching the card expiry date values			
CSC	This is the 3 digit number on the back of the Master/Visa card			

If your payment is successful, the following screen will be displayed.

« Back to Department Homepage	Accessibility Contact us Site Map
Department of Transport Driver and Vehicle Services	
Practical Driving Assessment I	Bookings
Payment Successful	
IMPORTANT!	
If you require the original receipt as proof of payment for tax or other purposes, you <u>must</u> pr Additionally, you may be asked to produce this receipt, or the receipt number, should you lod	int the receipt now. This receipt will <u>not</u> be available once you leave this page. Ige an enquiry with the Department regarding this payment.
We strongly recommend you print this receipt for your records. Please click on the PRINT bu	utton to view and print your receipt.
To view your receipt you need to have Adobe Reader installed on your computer.	
If you do not have Adobe Reader installed, it can be downloaded for free by visiting the Adobe W	ebsite (external link).
If you are still experiencing problems click here for more information.	
	Print Logout Continue
Other Online Services	
WA Government Public Transport Authority Main Roads WA	Privacy Terms of use © 2013 Department of Transport

Important note:

It is **strongly recommended** that you print and/or save your tax invoice. Once you leave this screen, you will not be able to return to access the invoice again.

When you are ready, click 'Continue'. The 'Search booking availability' page will then display and you may proceed as instructed in Section 2.4.

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Practical Dr	iving Ass	essment Booki	ngs
WA Driver's Licence/Learn	ner's Permit Details		
Are you a driving instructor? Instructor Number: Driver's Licence Number: Date of Birth: Licence Expiry Date:	 ♥ Yes ○ No 4578 3045687 04/04/1965 24/01/2014 	* * * (dd/mm/yyyy) * (dd/mm/yyyy)	
Important Notes			
If you do not have either a first name o	or surname, please call 13 1	1 56, or visit one of our Licensing Centres, Regi	onal Offices or Licensing Agents.
By clicking the 'Continue' button, you a and privacy policy.	are acknowledging that the ir	formation provided is only current as at the time	and date of the response and agreeing to our terms of use
Other Online Services			Contract
WA Government Public Transport Au	thority Main Roads WA		Privacy Definister Use © 2013 Department of Transport

3.1. Printing the tax invoice

Click the 'Print' button. After a few moments, the booking confirmation will be displayed as a PDF for printing.

4. Driving instructor functions

Driving instructors can use PDA Online to manage booking transactions on behalf of their customers.

Driving instructor functions are similar to those available to PDA applicants, with an additional function to enable a swap between two bookings.

4.1. Logging in as an instructor

To login as a driving instructor, the radio button must be set to 'Yes' on the first question. When the user does this, the system will remove the public user first name and surname fields, and display the driving instructor number field.

To access the driving instructor functions, instructors are required to enter the following personal credentials:

- unique driving instructor number;
- driver's licence number;
- date of birth; and
- driver's licence expiry date.

For security, this information **must match** DVS records to gain access. Your driving instructor licence must also be active. If it has expired, you will not be able to log in. Once the information is entered, click Continue.

Driving instructor options page

After logging in, you will see the driving instructor options page. There are two options:

1) Manage a client

This option allows you to manage bookings on behalf of a single client. Transactions include:

- searching for available bookings at metropolitan and most regional locations;
- selecting and confirming a booking;
- where necessary, paying for a test entitlement via credit card, and print a receipt;
- printing a booking confirmation;
- changing a booking; and
- cancelling a booking.

2) Swap two bookings.

This option allows you to swap two bookings between clients.

Select the option for the transaction you wish to complete.



4.2. Managing a client

Enter the credentials for your client. These can be obtained from the client's learner's permit. Click Continue.

Back to Department Homepage			Accessibility Contact us Site Map
Department of Transport	Driver and Ve	ehicle Services	
Practical Driv	ving Ass	essment Bookin	gs
Anthony Ryan (Instructor Lic	ence Number 5407	7)	
Please enter the details of the client you	are acting on behalf of:		
Client Details			
Driver's Licence/Permit Number:	6176822	*	
Date of Birth:	24/11/1995	(dd/mm/vyyy)	
Licence/Permit Expiry Date:	13/02/2014	* (dd/mm/yyyy)	
First Name:	deborah	*	
Surname:	fleming	*	
Important Notes			
If the client does not have either a first na		call 13 11 56, or visit one of our Licensing Centres	or Regional Licensing Agents
By clicking the 'Continue' button, you are and privacy policy.	acknowledging that the ir	formation provided is only current as at the time an	Id date of the response and agreeing to our terms of use
		Logout	Cancel Clear Continue
Other Online Services	with I Unio Dande WA		Driver L Terres stude 1 @ 2012 Department of Transpo

Once logged in, the following screen will display if your client has no current bookings.

« Back to Department Homepage			Accessibility Contact us Site Map
Department of Transport	Driver and V	Vehicle Services	
Practical Dri	iving Ass	sessment Boo	kings
Current Bookings for Jasr There are no current bookings.	nine Prasad		
Make a New Booking			
Test Type:	C - Car 💌 *	Search Availability	
Other Online Services			Logout
WA Government Public Transport Au	hority <u>Main Roads WA</u>		Privacy Terms of use © 2013 Department of Transport

To make a booking for your client, select the Test Type and then 'Search Availability'. Proceed as instructed in Section **2.4** of this document.

4.3. Swap two bookings

Return to the main page and select 'Swap bookings' radio button, then click 'Continue'.

« Back to Department Homepage	Accessibility Contact us Site Map
Department of Transport Driver and Vehicle Service	es
Practical Driving Assessme	nt Bookings
Hello Wayne (Instructor Licence Number 4976)	
Welcome to the Practical Driving Assessment Online Booking application. This system is provided to assist driving instructors to manage customer booking t	ransactions.
To continue, please choose an option below:	
 Manage a client Search and make a new booking; Change or cancel an existing booking; or Print a booking confirmation advice 	
Swap bookings	
Office Office Design	Logout Continue
Uner Online Services WA Government Public Transport Authonity Main Roads WA	Privacy Lemms of use © 2013 Department of Transport

Enter the credentials of both clients who hold bookings that you wish to swap, and select the licence classes. **Take care** to type the information in correctly.

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Department of Transport	Driver and Ve	chicle Services		
Practical Dr	iving Ass	essment Bookin	gs	
nthony Ryan (Instructor L	icence Number 5407)		
ease enter the details of the two clie	nt bookings you wish to swa	ap:		
Client 1 Details				
licence/Permit Number:	6185741	*		
icence/Permit Expiry Date:	24/02/2014	(dd/mm/yyyy)		
irst name:	ming	*		
surname:	yang	*		
ate of Birth:	31/07/1995	(dd/mm/yyyy)		
icence Class:	C - Car	* *		
Client 2 Details				
icence/Permit Number:	6188163	*		
icence/Permit Expiry Date:	27/02/2014	<pre>* (dd/mm/yyyy)</pre>		
irst name:	ben	*		
Surname:	mills	*		
ate of Birth:	27/08/1995	(dd/mm/yyyy)		
icence Class:	C - Car	* *		
		Logout Cancel	Clear Swa	p Bookings
ther Online Services				

Click 'Swap Bookings'. If the swap can proceed, the following message will appear 'Are you sure you want to swap'.

Click 'Yes' if you are sure you wish to continue with the swap.

Are you sure you want to swap:			
licence/permit 6186741 test on 29/05/2013 7:55 AM			
with			
licence/permit 6188163 test on 21/05/2013 7:05 AM			
Yes No			

The 'Swap Booking Successful' page will display.

It is recommended that you send a notification to both clients. You can use the electronic notification, or print and save the booking confirmation, prior to forwarding it on.

Both clients will receive a mailed booking confirmation as outlined in Section 2.9.

Click either 'Manage a Booking' or 'Swap another Booking' to continue.

		Accessibility Contact us Sile Map
Driver and Veh	icle Services	
ving Asse	ssment Booking	gs
cessful		
ence Number 4976)		
g Assessment on behalf of M	ng Yang and Ben Mills	
Ming Yang 5185741 21/05/2013 7:05 AM Midland Car car	Client Name 2: Licence/Permit Number: Date: Time: Location: Test Type: Print Confirmation Please enter the contact details for e	Ben Mills 6198163 29/05/2013 7.55 AM Midland Car electronic notification
These details are not saved in any database Email address: Mobile Telephone: Electronic Notification		latabase
		Mobile Telephone: Electronic Notification
	Driver and Veh ving Assec cessful ence Number 4976) g Assessment on behalf of M Ming Yang states 4976 g Assessment on behalf of M Ming Yang car tronic notification base	Driver and Vehicle Services ving Assessment Booking ccessful ence Number 4976) g Assessment on behalf of Ming Yang and Ben Mils. Ming Yang 818741 21052013 7.05 AM Midland Car Car

5. PDA Online availability

Online booking functions will generally be available both during and after normal business hours. However, from time to time, PDA Online may be unavailable for short periods while maintenance is being undertaken.

Maintenance will typically take place outside normal business hours, and any major outages will be scheduled for weekends. Service continuity is important for all DVS customers using online services, and systems are only taken offline for as long as necessary to effect changes or upgrades.

The online system depends on a stable internet connection to function correctly. Although the system has been designed to work efficiently, it is possible that some users may experience web performance fluctuations, particularly at peak times.

5.1. Page expires

If you have logged in and left the computer unattended for more than 30 minutes, you may see the screen below.

Back to Department Homepage	Accessibility Contact us Site Map
Department of Transport Driver and Vehicle Services	
Page Expired	
The page you requested has expired.	
Return to home page	
WA Government Public Transport Authority Main Reads WA	Privacy Terms of use © 2013 Department of Transpor

If you click the <u>Return to home page</u> link, the DVS main homepage will display.

Driving instructors can navigate back to the login screen using the bookmarked URL from their Favourites menu.

5.2. Maintenance outage

If the PDA Online application is undergoing temporary maintenance, users may see the following screen. If your booking transaction is urgent please contact DVS by telephone on 13 11 56 from 8:00am to 5:00pm Monday - Friday.



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