

WebDEAS: Driving School

WebDEAS is an online service customers use to book, cancel or change a road test in the Lower Mainland, Kelowna and Prince George offices for a Class 5, 6, 7 or 8 driver's licence.

Booking a road test

Name of Screen: "Web Authentication"



The screenshot shows the ICBC Web Authentication page. At the top left is the ICBC logo. Below it is the date "November 28, 2005". The main header is "Web Authentication". Below that is the title "ICBC - Road Test Booking Service". A text box contains a disclaimer: "Access to corporate property and information is restricted to authorized individuals for ICBC business purposes only. Any such authorized information must be used or released in compliance with the Freedom of Information and Protection of Privacy Act." Below this is a login form with fields for "Username:" and "Password:", and a "Login" button. At the bottom, there is red text: "If you are having problems with your password please consult your driving school password Administrator." and "Administrators (only) contact the ICBC Help Desk for password support." Below that is a link for "Change Password".

What to do:

- Type User ID (Username)
- Tab
- Type password
- Click "Login"

Things to Watch for:

- Each school is assigned a User ID and a password to confirm identity and give authorization to book, cancel or change appointments.

Name of Screen: "Web Authentication - Change Password (a)"

ICBC
November 28, 2005

Web Authentication

ICBC - Road Test Booking Service

Access to corporate property and information is restricted to authorized individuals for ICBC business purposes only. Any such authorized information must be used or released in compliance with the *Freedom of Information and Protection of Privacy Act*.

Username:

Password:

Login

If you are having problems with your password
please consult your driving school password Administrator.
Administrators (only) contact the ICBC Help Desk for password support.

[Change Password](#)

What to do:

- Click "Change Password"

Things to Watch for:

- When your password expires (**every 30 days**), you will be prompted to change your current password before you can continue to book road tests through the online Road Test Booking Service ("WebDEAS").

Name of Screen: "Web Authentication - Change Password (b)"



ICBC

November 29, 2005

Web Authentication

ICBC - Road Test Booking Service

Username and all Password fields must be entered.

Username:

Enter your Old Password:

Choose a New Password:

Confirm your New Password:

What to do:

- Type User ID (Username)
- Tab
- Type Old Password
- Tab
- Type New Password
- Tab
- Confirm New Password
- Click "Change Password"

Things to Watch for:

- You will enter the current password you wish to change in the Old Password field.
- When changing your password, you will need to select a New Password using a **minimum of 8 characters.**
- Once you have entered your new password in the New Password field, it will be necessary for you to confirm your new password by entering it again in the Confirm New Password field.

Name of Screen: "Web Authentication - Change Password Confirmation (c)"



What to do:

- Click "**here**" to login again.

Things to Watch for:

- This screen will confirm you have successfully changed your password.
- Click **here** to login again and continue booking a road test online using the Road Test Booking Service ("WebDEAS").

Name of Screen: "Web Authentication - Expired Password (a)"

ICBC
December 5, 2005

Web Authentication

ICBC - Road Test Booking Service

Access to corporate property and information is restricted to authorized individuals for ICBC business purposes only. Any such authorized information must be used or released in compliance with the *Freedom of Information and Protection of Privacy Act*.

Username:

Password:

**If you are having problems with your password
please consult your driving school password Administrator.**

Administrators (only) contact the ICBC Help Desk for password support.

[Change Password](#)

What to do:

- Type User ID (Username)
- Tab
- Type password
- Click "Login"

Things to Watch for:

- Enter your User ID and Password as you normally would and click "Login".
- You will not be prompted that your password has expired until you click "Login".

Name of Screen: "Web Authentication - Expired Password (b)"

The screenshot displays a web page for the ICBC - Road Test Booking Service. At the top left is the ICBC logo. A dark blue header bar contains the text "Web Authentication Failed" and the date "December 5, 2005". Below the header, the page title is "ICBC - Road Test Booking Service". A red error message with a 'x' icon reads: "You must enter a valid username and password to continue. Expired Password." Below this message is a form with four input fields: "Username:", "Enter your Old Password:", "Choose a New Password:", and "Confirm your New Password:". A "Change Password" button is positioned at the bottom of the form.

What to do:

- Type User ID (Username)
- Tab
- Type Old Password
- Tab
- Type New Password
- Tab
- Confirm New Password
- Click "Change Password"

Things to Watch for:

- You will enter the current (Expired) password in the Old Password field.
- When changing your password, you will need to select a New password using a **minimum of 8 characters.**
- Once you have entered your new password in the New Password field, it will be necessary for you to confirm your new password by entering it again in the Confirm New Password field.

Name of Screen: "Web Authentication - Expired Password (c)"



What to do:

- Click **here** to login again.

Things to Watch for:

- This screen will confirm you have successfully changed your Expired password.
- Click here to login again and continue booking a road test online using the Road Test Booking Service ("WebDEAS").

Name of Screen: "Web Authentication"

ICBC
November 28, 2005

Web Authentication

ICBC - Road Test Booking Service

Access to corporate property and information is restricted to authorized individuals for ICBC business purposes only. Any such authorized information must be used or released in compliance with the *Freedom of Information and Protection of Privacy Act*.

Username:

Password:

**If you are having problems with your password
please consult your driving school password Administrator.
Administrators (only) contact the ICBC Help Desk for password support.**

[Change Password](#)

What to do:

- Type User ID (Username)
- Tab
- Type password
- Click "Login"

Things to Watch for:

- Each school is assigned a User ID and a password to confirm identity and give authorization to book, cancel or change appointments.

Name of Screen: "About this Service"

Road Test Booking Service

About this Service
Use this service to book a road test in the [Lower Mainland, Kelowna, and Prince George](#) offices for a [Class 5, 6, 7, or 8](#) driver's licence, or to cancel, rebook or confirm an existing appointment on behalf of a student. You cannot use it to book a [re-examination](#) ordered by the Superintendent for the same class of driver's licence. The earliest date your students may take their road test is shown on the back of their learner's or novice licence.

What You Need
You will need to know the student's last name and driver's licence number.

Online Booking Hours
Monday to Saturday: 6:00 AM to 11:59 PM
Sunday: 9:00 AM to 11:59 PM

To continue, click **NEXT**.

ICBC CUSTOMER SERVICES ONLINE | Home · About this Service · Privacy Policy · Contact Us · Help

What to do:

- Click "next"

Things to Watch for:

- This screen welcomes the user and details which classes of road tests the system is able to book, and for which Driver Service Centres.
- It also advises the user to have their student's BC Drivers Licence number, name, and phone number in order to book the road test.
- Blue underlined text indicates a hyperlink. When the word or phrase is clicked, the user is brought to an on-line help, which will offer a definition and/or explanation of the item.

Name of Screen: "Certification"

The screenshot shows a web page titled "Road Test Booking Service". At the top right, there is a progress bar with five empty segments. The main content area contains the following text and form elements:

CERTIFICATION #

TELEPHONE #

Fill in the information above, then click NEXT to continue.

If you need assistance, call ICBC [Customer Contact](#).

At the bottom right of the main content area, there is a "NEXT" button with a right-pointing arrow. The footer of the page features the "ICBC CUSTOMER SERVICES ONLINE" logo on the left and a navigation menu with links for "Home", "About this Service", "Privacy Policy", "Contact Us", and "Help" on the right.

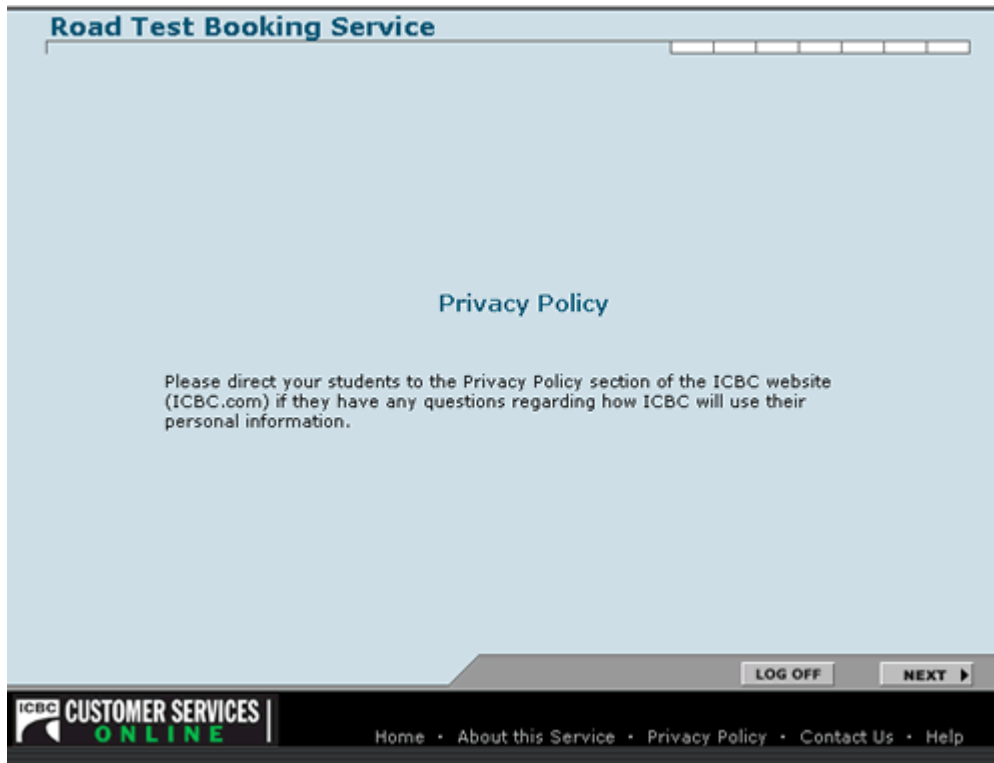
What to do:

- Type certification # of school
- Tab
- Type area code of school's phone number
- Tab
- Type the rest of the phone number
- Click "next"

Things to Watch for:

- This screen confirms that the user is authorized to book appointments as a driving school using the Road Test Booking Web Application.
- In the event that an appointment needs to be changed or cancelled, this information will be verified to ensure an authorized individual makes the change.

Name of Screen: "Privacy Policy"



What to do:

- Click "next"

Things to Watch for:

- This screen advises that any questions regarding how a person's Driver Licence information is handled should be referred to the Privacy Policy section of ICBC.com.

Name of Screen: "Driver Log On" / Screen 1 of 7

Road Test Booking Service 1 of 7

DRIVER'S LAST NAME

DRIVER'S LICENCE #

Fill in the information above, then click NEXT to continue.

LOG OFF NEXT

ICBC CUSTOMER SERVICES ONLINE
Home · About this Service · Privacy Policy · Contact Us · Help

What to do:

- Type driver's last name
- Tab
- Type driver's licence number
- Click "next"

Things to Watch for:

- This screen confirms the student's name and verifies the correct licence number is entered.
- If the name and number do not match, an error message will display prompting the user to re-enter the information.
- In the top right hand corner of the screen is a gauge that will show the user what step they are currently on in the process of booking their road test.

Name of Screen: "Contact Information" / Screen 2 of 7

Road Test Booking Service 2 of 7

Contact Information
How can we get in touch with your student?

PHONE NUMBER: 250 555 - 5555

E-MAIL: (Optional)

- To book a new appointment, click NEXT.
- To book an appointment for a different Driver, click DRIVER.

Driver's Name: DEAS , HAPPY

LOG OFF DRIVER NEXT

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What to do:

- Type area code
- Tab
- Type phone number
- Click "next"

Things to Watch for:

- If ICBC has a phone number on record for the student it will be automatically displayed
- If the phone number has changed the user can select the field and type over with the correct number
- This is needed in the event ICBC needs to contact the student directly.

Name of Screen: "Select Your Road test" / Screen 3 of 7 (a)

Road Test Booking Service 3 of 7

Creating a new appointment

Select Your Road Test

- select one -

The Road Test Booking Service displays all available appointments. You will not get a better appointment by calling in. Unfortunately, there may sometimes be longer waiting periods to get an appointment.

LOG OFF ← BACK NEXT →

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What to do:

- Click on arrow beside the "select one" field
- Click on correct road test type

Things to Watch for:

- This screen verifies what type of road test appointment is to be booked.
- Only road tests for eligible classes of drivers licences will be displayed.

Name of Screen: "Select Your Road test" / Screen 3 of 7 (b)

Road Test Booking Service 3 of 7

Creating a new appointment

Select Your Road Test

Class 7 Road Test

Have you completed or are you registered in an ICBC-approved driver education course as part of the [Graduated Licensing Program \(GLP\)](#)?

Yes No

The Road Test Booking Service displays all available appointments. You will not get a better appointment by calling in. Unfortunately, there may sometimes be longer waiting periods to get an appointment.

LOG OFF BACK NEXT

ICBC CUSTOMER SERVICES ONLINE

Home · About this Service · Privacy Policy · Contact Us · Help

What to do:

- Click on the radio button beside correct answer yes or no
- Click "next"

Things to Watch for:

- The application needs to know whether the student has received GLP training. This is so that the system will offer appropriate road test dates and not dates that are too early.
- If the student has already booked an appointment themselves an error message will appear, telling the school to contact the student for more information.
- The school cannot change or cancel an appointment booked by the student

Name of Screen: "Choose Location and Time" / Screen 4 of 7

Road Test Booking Service 4 of 7

Creating a new appointment

Choose Location & Time

Location:

Preferred Day & Time:

Earliest Test Date: **Wednesday, October 10, 2001**

Search Available Test Dates Starting From:

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Home • About this Service • Privacy Policy • Contact Us • Help

What to do:

- Click on arrow beside "location" field
- Click on desired location
- Move through the fields selecting desired times and dates using the pull down menus
- Click on "next"

Things to Watch for:

- This screen allows the user to tell the system when and where to look for road test appointments.
- To look at several locations, each search needs to be completed individually.
- The system will bring up the earliest date eligible and start looking forward from that date unless told otherwise by the user entering date information.
- The user can specify whether they want a specific day of the week, or time of day, or leave the default to search all appointments.

Name of Screen: "Select Date and Time" / Screen 5 of 7 (a)

Road Test Booking Service 5 of 7

Creating a new appointment

Select Date & Time

ROAD TEST: Class 7 Road Test		LOCATION: LANGLEY	
DATE	TIME	DURATION	
<input checked="" type="radio"/> Wednesday, October 10, 2001	08:30 a.m.	60 minutes	
<input type="radio"/> Wednesday, October 10, 2001	10:45 a.m.	60 minutes	
<input type="radio"/> Wednesday, October 10, 2001	12:15 p.m.	60 minutes	

MORE ▼ [Enter new search criteria](#)

Note: You might find a more convenient appointment at another location.

LOG OFF | BACK | NEXT

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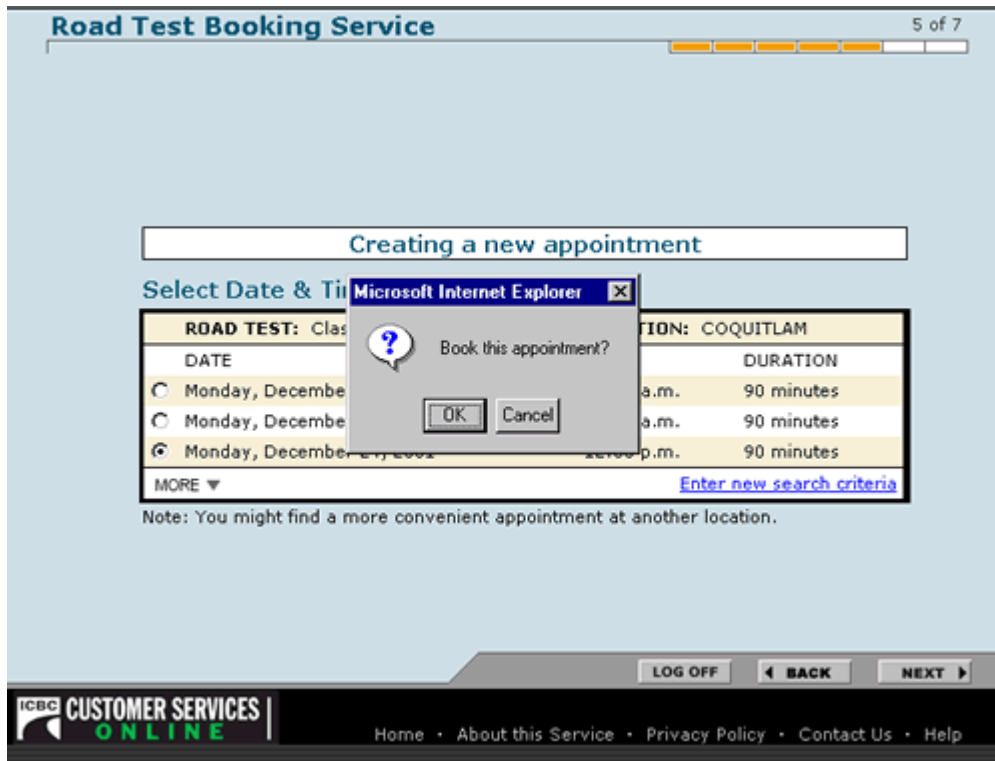
What to do:

- Click in radio button that corresponds with desired appointment
- Click "next"

Things to Watch for:

- This screen displays the first twelve appointments that match the entered criteria.
- The appointments are displayed three at a time.
- To scroll between all the appointments click on "next" or "previous" until the user finds an appropriate appointment.
- If unable to find a desired time, the user can click on "enter new search criteria". This will take the user back to Screen 4 where they can change the information to better define the search. The "back" button can also be used for the same purpose

Name of Screen: "Select Date and Time" / Screen 5 of 7 (b)



What to do:

- Click "OK"

Things to Watch for:

- A pop up window confirms the appointment the driving school has selected.

Name of Screen: "Your Appointment" / Screen 6 of 7

Road Test Booking Service 6 of 7

The appointment was successfully booked

Your Appointments

DATE	LOCATION	TIME	DURATION	TEST
Wednesday, October 10, 2001	LANGLEY	12:15 p.m.	60 minutes	Class 7 Road Test

CANCEL CHANGE DETAILS

FINISH

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What to do:

- Click "finish"

Things to Watch for:

- This screen tells the user that their appointment was successfully booked!
- It confirms location, time, and duration of test.
- If any of the information is incorrect, or if the user decides to change the time, location etc. the customer can click on "change" and re-enter search information.

Name of Screen: "Thank you Screen" / Screen 7 of 7

The screenshot shows a web interface for the 'Road Test Booking Service'. At the top left, the title 'Road Test Booking Service' is displayed in blue, with '7 of 7' in the top right corner. A progress bar with five yellow segments is located below the title. A central red-bordered box contains the following text: 'Please remind your students to bring their primary and secondary identification, the fee for the test (and receipt or funds to pay any ICBC fines/debt, if applicable), and to report 15 minutes early to the road test counter.' Below this box is a photograph of a man and a woman looking at a laptop. To the right of the photo, the text reads: 'Thank you for using the Road Test Booking Service. To book an appointment for a different Driver, click DRIVER. To exit, click LOGOFF. Thanks!'. At the bottom right, there are two buttons: 'LOG OFF' and 'DRIVER'. The footer features the 'ICBC CUSTOMER SERVICES ONLINE' logo on the left and a navigation menu with links for 'Home', 'About this Service', 'Privacy Policy', 'Contact Us', and 'Help' on the right.

What to do:

- Click either "driver" or "log off" whichever is applicable

Things to Watch for:

- This screen reminds the user to tell their student to arrive at the Driver Service Center 15 minutes early, bring I.D. and clear up any outstanding debt before taking the road test.
- If all bookings are completed the user clicks on "log off".
- If they want to book more appointments, they click on "driver" to start entering new information.

Name of Screen: "Web Authentication"



What to do:

- Click **here** to login again or click Close Window.

Things to Watch for:

- This screen allows the user to login to the system again.
- If all bookings are completed the user clicks "Close Window" to end the Road Test Booking session.

Canceling a road test

Name of Screen: "Driver Log On" / Screen 1 of 7

Road Test Booking Service 1 of 7

DRIVER'S LAST NAME

DRIVER'S LICENCE #

Fill in the information above, then click NEXT to continue.

LOG OFF NEXT

ICBC CUSTOMER SERVICES ONLINE | Home · About this Service · Privacy Policy · Contact Us · Help

What to do:

- Type driver's last name
- Tab
- Type driver's licence number
- Click "next"

Things to Watch for:

- This screen confirms the student's name and verifies the correct licence number is entered.
- If the name and number do not match, an error message will display prompting the user to re-enter the information.
- In the top right hand corner of the screen is a gauge that will show the user what step they are currently on in the process of booking their road test.

Name of Screen: "Contact Information" / Screen 2 of 7 (a)

Road Test Booking Service 2 of 7

Contact Information
How can we get in touch with your student?

PHONE NUMBER: 604 986-6589

E-MAIL: (Optional)

- To book a new appointment, click NEXT.
- To book an appointment for a different Driver, click DRIVER.
- To change the appointment date, time, or location, select it below and click CHANGE. (Note: To change the test type, you must cancel the appointment and then book a new one.)
- To cancel an appointment, select it below and click CANCEL.
- For more information about an existing appointment, select it below and click DETAILS.

Appointments Driver's Name: DEAS, PANCAKES

DATE	LOCATION	TIME	DURATION	TEST
Monday, November 12, 2001	MISSION	12:30 p.m.	60 minutes	Class 7 Road Test

CANCEL CHANGE DETAILS

LOG OFF DRIVER NEXT

ICBG CUSTOMER SERVICES ONLINE
Home • About this Service • Privacy Policy • Contact Us • Help

What to do:

- Click "cancel"

Things to Watch for:

- This screen will bring up the information entered when the appointment was originally booked, including the time and date of the appointment.
- To cancel the appointment click "cancel".
- Only the person or driving school that booked the appointment will be permitted to cancel the time.
- If an unauthorized party tries to cancel the appointment, a warning message will display and the transaction won't be able to be completed.

Name of Screen: "Contact Information" / Screen 2 of 7 (b)

Road Test Booking Service 2 of 7

Contact Information
How can we get in touch with you?

PHONE NUMBER: 604 986-6589

E-MAIL: (Optional)

Microsoft Internet Explorer

Click OK to cancel appointment? NOTE: appointment data will be lost.

OK Cancel

Your Appointments

DATE	LOCATION	TIME	DURATION	TEST
Monday, November 12, 2001	BURNABY	11:15 a.m.	60 minutes	Class 7 Road Test

CANCEL CHANGE DETAILS

LOG OFF NEXT

ICBC CUSTOMER SERVICES ONLINE
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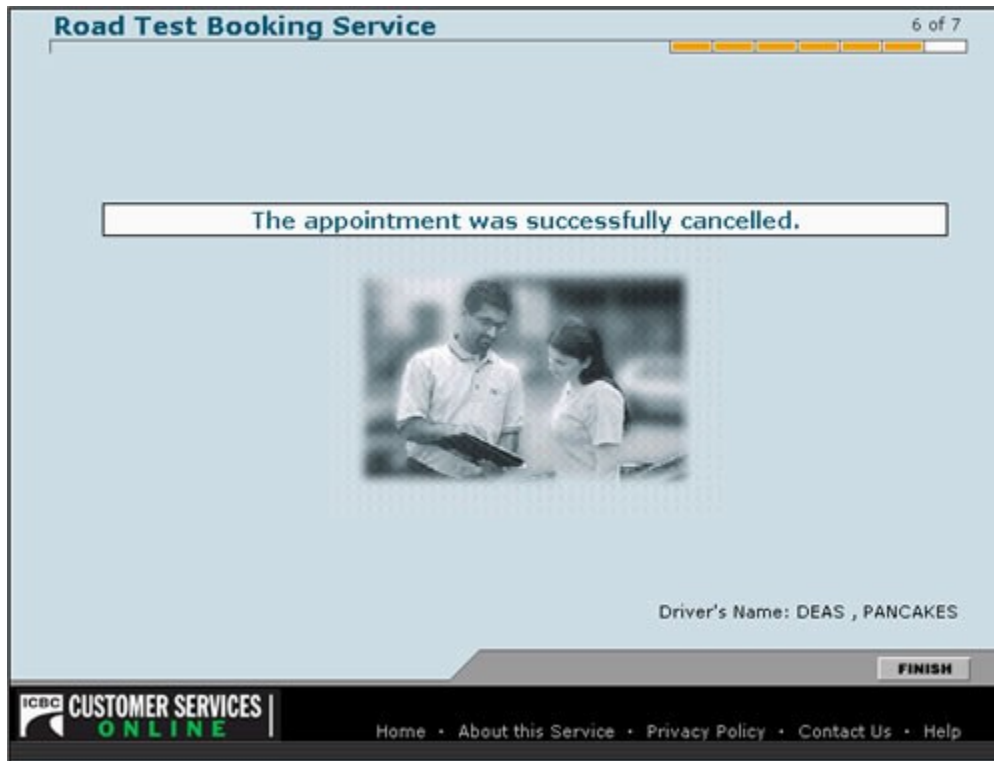
What to do:

- Click "OK"

Things to Watch for:

- This screen has a separate pop up window to confirm cancellation of the appointment.
- If the user does not want to cancel the appointment, click "cancel" to return to the screen to make proper selection.
- If they do want to cancel, click "ok"

Name of Screen: "Your Appointment" / Screen 6 of 7



What to do:

- Click "finish"

Things to Watch for:

- This screen confirms that the appointment was successfully cancelled!

Name of Screen: "Thank you Screen" / Screen 7 of 7

The screenshot shows a web interface for the 'Road Test Booking Service'. At the top left, the title 'Road Test Booking Service' is displayed, and at the top right, '7 of 7' is shown. A yellow progress bar is located below the title. A red-bordered box contains the following text: 'Please remind your students to bring their primary and secondary identification, the fee for the test (and receipt or funds to pay any ICBC fines/debt, if applicable), and to report 15 minutes early to the road test counter.' Below this box is a photograph of a man and a woman looking at a laptop. To the right of the photo, the text reads: 'Thank you for using the Road Test Booking Service. To book an appointment for a different Driver, click DRIVER. To exit, click LOGOFF. Thanks!'. At the bottom right of the main content area, there are two buttons: 'LOG OFF' and 'DRIVER'. The footer contains the 'ICBC CUSTOMER SERVICES ONLINE' logo and a navigation menu with links for 'Home', 'About this Service', 'Privacy Policy', 'Contact Us', and 'Help'.

What to do:

- Click either "driver" or "log off" whichever is applicable

Things to Watch for:

- If all cancellations are completed the user clicks on "log off".
- If they want to book, change or cancel more appointments, they click on "driver" to start entering new information for the next student.

Name of Screen: "Web Authentication"



What to do:

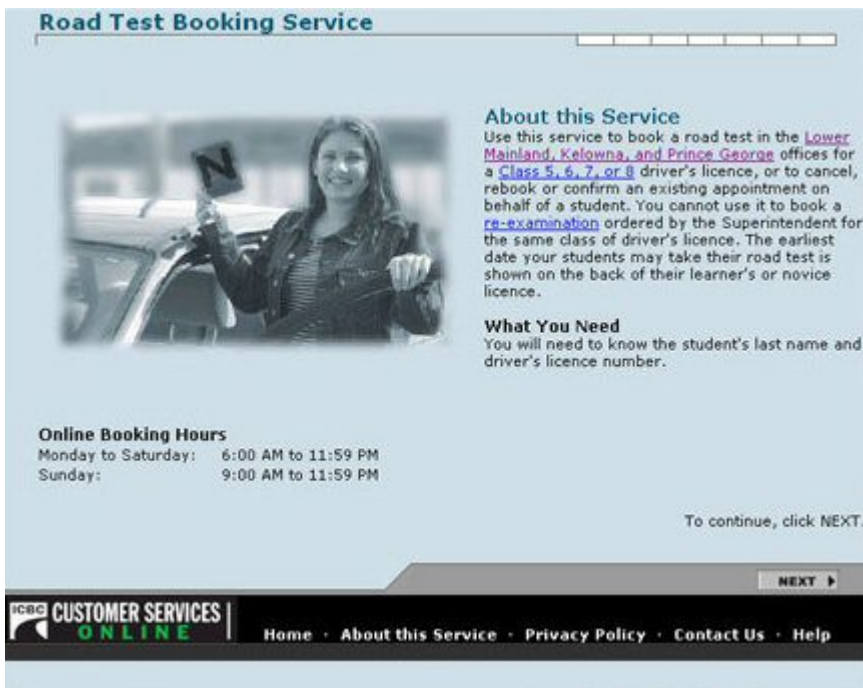
- Click here to login again or click Close Window.

Things to Watch for:

- This screen allows the user to login to the system again.
- If all bookings are completed the user clicks "Close Window" to end the Road Test Booking session

Changing a road test

Name of Screen: "About this Service" (a)



Road Test Booking Service

About this Service
Use this service to book a road test in the [Lower Mainland, Kelowna, and Prince George](#) offices for a [Class 5, 6, 7, or 8](#) driver's licence, or to cancel, rebook or confirm an existing appointment on behalf of a student. You cannot use it to book a [re-examination](#) ordered by the Superintendent for the same class of driver's licence. The earliest date your students may take their road test is shown on the back of their learner's or novice licence.

What You Need
You will need to know the student's last name and driver's licence number.

Online Booking Hours
Monday to Saturday: 6:00 AM to 11:59 PM
Sunday: 9:00 AM to 11:59 PM

To continue, click NEXT.

ICBC CUSTOMER SERVICES ONLINE Home · [About this Service](#) · [Privacy Policy](#) · [Contact Us](#) · [Help](#)

What to do:

- Click "next"

Things to Watch for:

- This screen welcomes the user and details which classes of road tests the system is able to book, and for which Driver Service Centres.
- It also advises the user to have their student's BC Drivers Licence number, name, and phone number in order to book the road test.
- Blue underlined text indicates a hyperlink. When the word or phrase is clicked, the user is brought to an on-line help, which will offer a definition and/or explanation of the item.

Name of Screen: "Certification"

The screenshot shows a web page titled "Road Test Booking Service". At the top right, there is a progress bar with five empty segments. The main content area contains the following text and form elements:

CERTIFICATION #

TELEPHONE #

Fill in the information above, then click NEXT to continue.

If you need assistance, call ICBC [Customer Contact](#).

At the bottom right of the main content area, there is a "NEXT" button with a right-pointing arrow.

The footer contains the ICBC logo and the text "CUSTOMER SERVICES ONLINE". To the right of the logo is a navigation menu with the following links: Home · About this Service · Privacy Policy · Contact Us · Help.

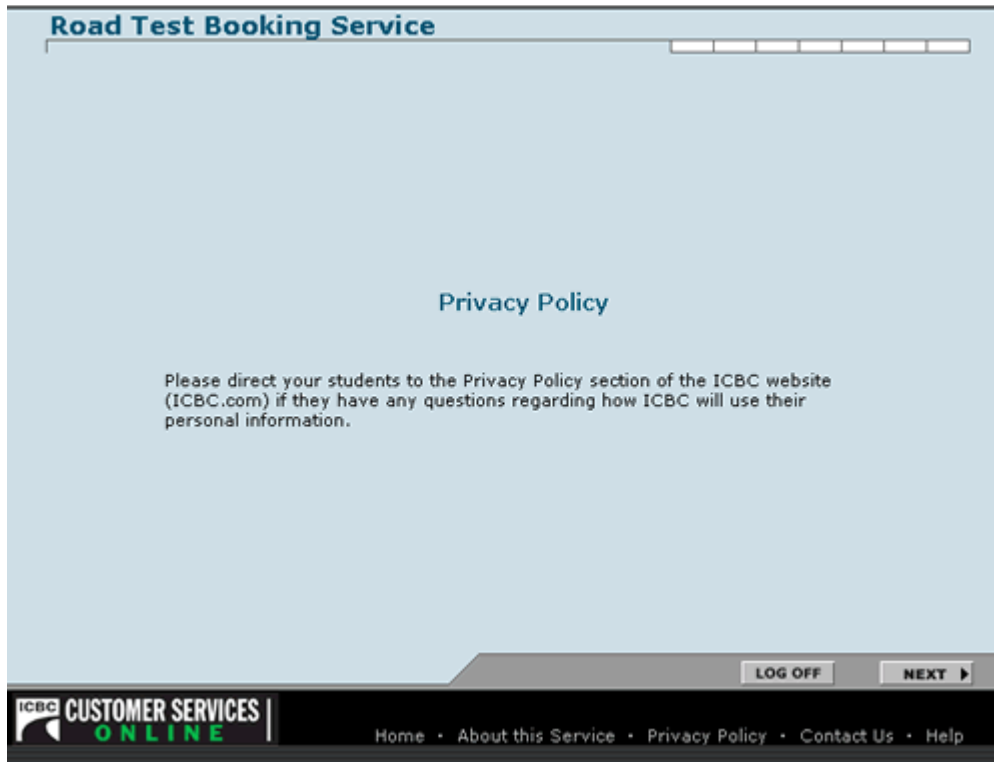
What to do:

- Type certification # of school
- Tab
- Type area code of school's phone number
- Tab
- Type the rest of the phone number
- Click "next"

Things to Watch for:

- This screen confirms that the user is authorized to book appointments as a driving school using the Road Test Booking Web Application.
- In the event that an appointment needs to be changed or cancelled, this information will be verified to ensure an authorized individual makes the change.

Name of Screen: "Privacy Policy"



What to do:

- Click "next"

Things to Watch for:

- This screen advises that any questions regarding how a person's Driver Licence information is handled should be referred to the Privacy Policy section of ICBC.com.

Name of Screen: "Driver Log On" / 1 of 7

Road Test Booking Service 1 of 7

DRIVER'S LAST NAME

DRIVER'S LICENCE #

Fill in the information above, then click NEXT to continue.

LOG OFF NEXT

ICBC CUSTOMER SERVICES ONLINE
Home · About this Service · Privacy Policy · Contact Us · Help

What to do:

- Type driver's last name
- Tab
- Type driver's licence number
- Click "next"

Things to Watch for:

- This screen confirms the student's name and verifies the correct licence number is entered.
- If the name and number do not match, an error message will display prompting the user to re-enter the information.
- In the top right hand corner of the screen is a gauge that will show the user what step they are currently on in the process of changing their road test.

Name of Screen: "Contact Information" / 2 of 7 (a)

Road Test Booking Service 2 of 7

Contact Information
How can we get in touch with your student?

PHONE NUMBER:

[E-MAIL: \(Optional\)](#)

- To book a new appointment, click NEXT.
- To book an appointment for a different Driver, click DRIVER.
- To change the appointment date, time, or location, select it below and click CHANGE. (Note: To change the test type, you must cancel the appointment and then book a new one.)
- To cancel an appointment, select it below and click CANCEL.
- For more information about an existing appointment, select it below and click DETAILS.

Appointments Driver's Name: DEAS, PANCAKES

DATE	LOCATION	TIME	DURATION	TEST
Monday, November 12, 2001	MISSION	12:30 p.m.	60 minutes	Class 7 Road Test

ICBG CUSTOMER SERVICES ONLINE
Home • About this Service • Privacy Policy • Contact Us • Help

What to do:

- Click "change"

Things to Watch for:

- This screen will bring up the information entered when the appointment was originally booked, including the time and date of the appointment.
- To change the appointment click "change".
- Only the person or driving school that booked the appointment will be permitted to change or cancel the time.
- If an unauthorized party tries to change or cancel the appointment, a warning message will display and the transaction won't be able to be completed.

Name of Screen: "Confirming GLP Status" / 3 of 7

Road Test Booking Service 3 of 7

Changing an existing appointment

Confirm GLP Status

The student is registered in or has completed your ICBC-approved driver education course as part of the [Graduated Licensing Program \(GLP\)](#):

Yes No

The Road Test Booking Service displays all available appointments. You will not get a better appointment by calling in. Unfortunately, there may sometimes be longer waiting periods to get an appointment.

Changing the appointment selected below Driver's Name: DEAS, PANCAKES

DATE	LOCATION	TIME	DURATION	TEST
<input checked="" type="radio"/> Monday, November 12, 2001	MISSION	12:30 p.m.	60 minutes	Class 7 Road Test

ICBC CUSTOMER SERVICES ONLINE Home • About this Service • Privacy Policy • Contact Us • Help

What to do:

- Click on the radio button beside correct answer yes or no
- Click "next"

Things to Watch for:

- This screen looks similar to the last screen, but it is at this point where the edits can occur to change the search criteria.
- It asks whether the student has received GLP training. This is so that the system will offer road test dates that the student is eligible to take and not too early.
- The previously booked appointment will be displayed on the bottom of the screen to remind the user that they are changing an existing appointment.
- If a student has already booked an appointment for the same class of drivers licence a warning message will appear advising the school to contact the student for more information
- The school will not be able to cancel or change an appointment booked by a student.

Name of Screen: "Choose Location and Time" / Screen 4 of 7

Road Test Booking Service 4 of 7

Changing an existing appointment

Choose Location & Time

Location: LANGLEY DIRECTIONS

Preferred Day & Time: Any Day AM or PM

Earliest Test Date: Wednesday, October 10, 2001

Search Available Test Dates Starting From: 10 OCTOBER 2001

Changing the appointment selected below Driver's Name: DEAS, PANCAKES

DATE	LOCATION	TIME	DURATION	TEST
Monday, November 12, 2001	MISSION	12:30 p.m.	60 minutes	Class 7 Road Test

CANCEL CHANGE DETAILS

LOG OFF DRIVER BACK NEXT

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What to do:

- Click on arrow beside "location" field
- Click on desired location
- Move through the fields selecting desired times and dates using the pull down menus
- Click "next"

Things to Watch for:

- This screen allows the user to tell the system when and where to look for road test appointments.
- To look at several locations, each search needs to be completed individually.
- The system will bring up the earliest date eligible and start looking forward from that date unless told otherwise by the user entering date information.
- The user can specify whether a specific day of the week or time of day is desired, or leave the default to search all appointments.
- The previously booked appointment will be displayed on the bottom of the screen to remind you that you are changing an existing appointment. When you have entered the new search criteria you click on "next". You don't need to click on "change" again. If you do, you will just be prompted to re-enter the search criteria again.

Name of Screen: "Select Date and Time" / Screen 5 of 7 (a)

Road Test Booking Service 5 of 7

Changing an existing appointment

Select Date & Time

ROAD TEST:	Class 7 Road Test	LOCATION:	LANGLEY
DATE	TIME	DURATION	
<input type="radio"/> Wednesday, October 10, 2001	08:30 a.m.	60 minutes	
<input type="radio"/> Wednesday, October 10, 2001	10:45 a.m.	60 minutes	
<input checked="" type="radio"/> Wednesday, October 10, 2001	12:15 p.m.	60 minutes	

[Enter new search criteria](#)

Note: You might find a more convenient appointment at another location.

Changing the appointment selected below Driver's Name: DEAS , PANCAKES

DATE	LOCATION	TIME	DURATION	TEST
<input checked="" type="radio"/> Monday, November 12, 2001	MISSION	12:30 p.m.	60 minutes	Class 7 Road Test

CANCEL CHANGE DETAILS

LOG OFF DRIVER BACK NEXT

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What to do:

- Click in radio button that corresponds with desired appointment
- Click "next"

Things to Watch for:

- This screen displays the first twelve appointments that match the entered criteria.
- The appointments are displayed three at a time.
- To scroll between all the appointments click on "next" or "previous" until the user finds an appropriate appointment.
- If unable to find a desired time, the user can click on "enter new search criteria". This will take the user back to Screen 4 where they can change the information to better define the search. The "back" button can also be used for the same purpose.
- The previously booked appointment will be displayed on the bottom of the screen as a reminder that an existing appointment is being changed.

Name of Screen: "Select Date and Time" / Screen 5 of 7 (b)

The screenshot displays the "Road Test Booking Service" interface. At the top, it says "5 of 7". The main heading is "Changing an existing appointment". Below this is the "Select Date & Time" section. A table lists available appointments with columns for DATE, LOCATION, TIME, DURATION, and TEST. A "Microsoft Internet Explorer" dialog box is overlaid on the table, asking "Book this appointment?" with "OK" and "Cancel" buttons. Below the table is a section titled "Changing the appointment selected below" with a table showing the selected appointment: Monday, December 24, 2001, COQUITLAM, 12:30 p.m., 90 minutes, Class 7 Road Test. At the bottom, there are buttons for "CANCEL", "CHANGE", and "DETAILS". The footer includes the ICBG Customer Services Online logo and navigation links: Home, About this Service, Privacy Policy, Contact Us, and Help.

DATE	LOCATION	TIME	DURATION	TEST
<input type="radio"/> Monday, December 24, 2001	NORTH VANCOUVER		60 minutes	Class 7 Road Test
<input checked="" type="radio"/> Monday, December 24, 2001	COQUITLAM	12:30 p.m.	90 minutes	Class 7 Road Test
<input type="radio"/> Monday, December 24, 2001			60 minutes	Class 7 Road Test

DATE	LOCATION	TIME	DURATION	TEST
<input checked="" type="radio"/> Monday, December 24, 2001	COQUITLAM	12:30 p.m.	90 minutes	Class 7 Road Test

What to do:

- Click "OK"

Things to Watch for:

- A pop up window confirms the appointment the driving school has selected.

Name of Screen: "Your Appointment" / Screen 6 of 7

Road Test Booking Service 6 of 7

The appointment was successfully changed

Appointments Driver's Name: DEAS, PANCAKES

DATE	LOCATION	TIME	DURATION	TEST
Wednesday, October 10, 2001	LANGLEY	12:15 p.m.	60 minutes	Class 7 Road Test

CANCEL CHANGE DETAILS FINISH

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What to do:

- Click "finish"

Things to Watch for:

- This screen confirms that the appointment was successfully changed!
- It confirms location, time, and duration of new appointment.
- If any of the information is incorrect, or needs to be changed again (time, location etc.) the user can click on "change" and re-enter search information.

Name of Screen: "Thank you Screen" / Screen 7 of 7

The screenshot shows a web interface for the 'Road Test Booking Service'. At the top left, the title 'Road Test Booking Service' is displayed, and at the top right, '7 of 7' is shown. A progress bar with five yellow segments is located below the title. A red-bordered box contains the following text: 'Please remind your students to bring their primary and secondary identification, the fee for the test (and receipt or funds to pay any ICBC fines/debt, if applicable), and to report 15 minutes early to the road test counter.' Below this box is a photograph of a male staff member in a white polo shirt talking to a female customer. To the right of the photo, the text reads: 'Thank you for using the Road Test Booking Service.', 'To book an appointment for a different Driver, click DRIVER.', 'To exit, click LOGOFF.', and 'Thanks!'. At the bottom of the main content area, there are two buttons: 'LOG OFF' and 'DRIVER'. The footer features the 'ICBC CUSTOMER SERVICES ONLINE' logo on the left and a navigation menu with links for 'Home', 'About this Service', 'Privacy Policy', 'Contact Us', and 'Help' on the right.

What to do:

- Click either "driver" or "log off" whichever is applicable

Things to Watch for:

- This screen reminds the user to tell their student to arrive at the Driver Service Center 15 minutes early, bring I.D. and clear up any outstanding debt before taking the road test.
- If all bookings are completed the user clicks on "log off".
- If they want to book more appointments, they click on "driver" to start entering new information.

Name of Screen: "Web Authentication"



What to do:

- Click here to login again or click Close Window.

Things to Watch for:

- This screen allows the user to login to the system again.
- If all bookings are completed the user clicks "Close Window" to end the Road Test Booking session