Road Test Booking Service (WebDEAS)
for driver training schools

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Introduction

The online Road Test Booking Service (WebDEAS) allows new drivers and driver training schools to book, cancel or change a Class 5, 6, 7 or 8 road test and motorcycle skills test. Driver training schools can use this service to book appointments on behalf of their students.

Purpose

This guide provides driver training schools with information about how to use the service to book, reschedule, re-assign, and cancel appointments for their students.

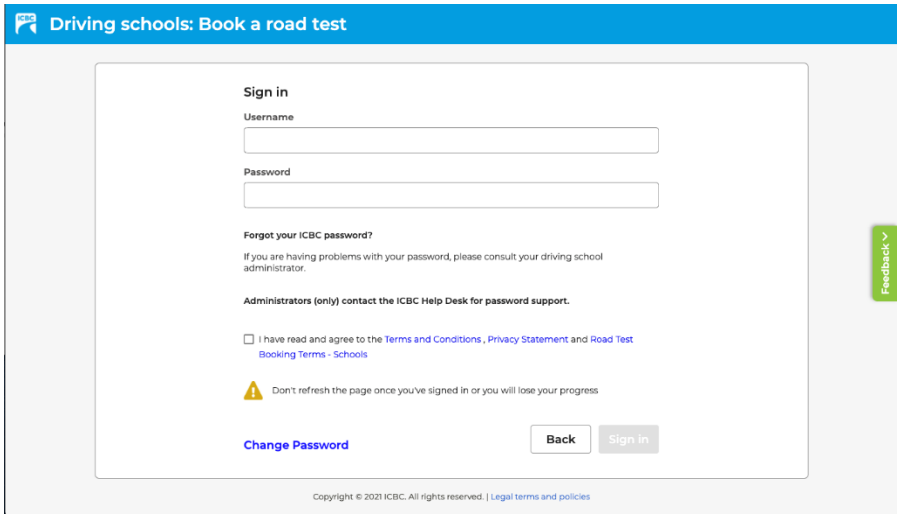
Note: You can only book appointments for students who are currently eligible for a road test.

Sign in

Each school is given a User name and password to access WebDEAS.

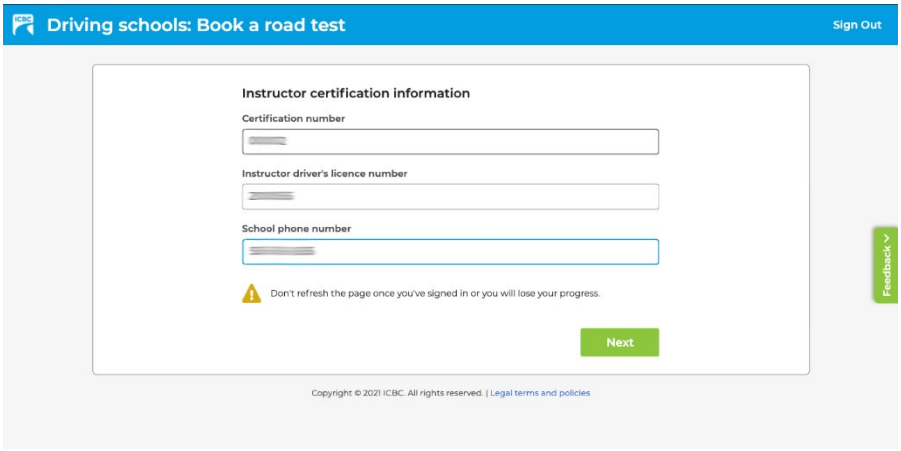
To sign into the road test booking application

1. Open the road test booking **home page** for driving schools and click **Next**.
   Result: The **Sign in** screen is displayed.



2. Type your **User Name** and **Password**.
3. Click on the checkbox to agree to the Terms and Conditions, Privacy Statement, and Road Test Booking Terms.

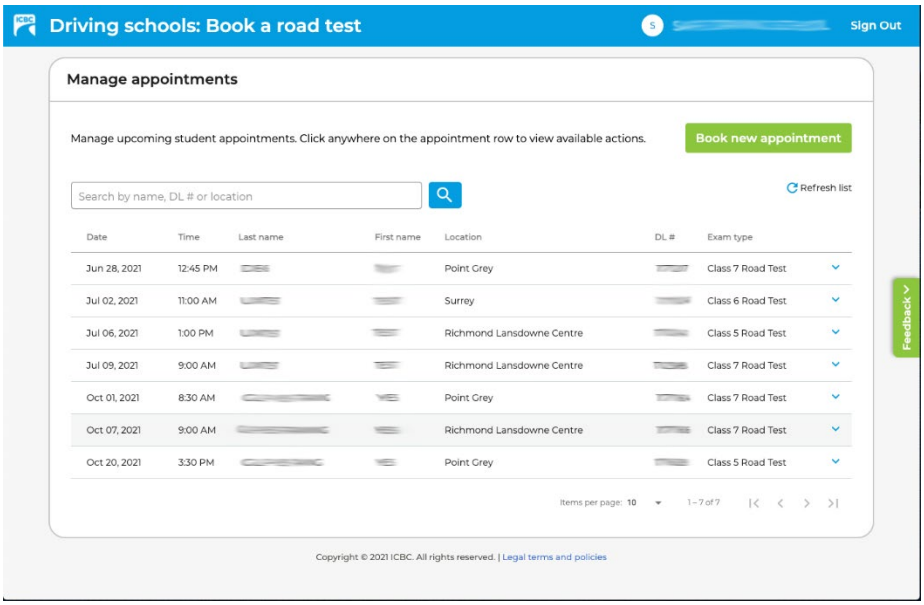
4. Click **Sign In**.
   Result: The Instructor Certification Information screen displays.



5. Type your **Certification number (DTC #)**, **Instructor driver's licence number**, and **school phone number**, and click **Next**.
   Result: The Manage Appointments screen is displayed.

Manage appointments

After sign-in, you are presented with the Manage Appointments screen, where you can view and manage upcoming appointments your school has booked.



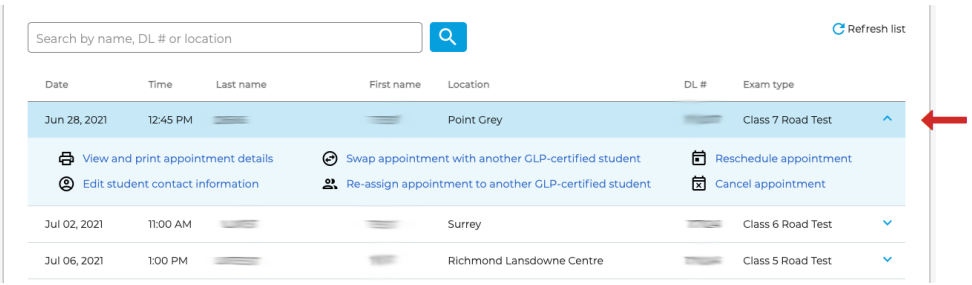
1. To book an appointment, the **Book new appointment** button *(see next section)*
2. To find one of your student's upcoming appointments, you can enter their **name** or BC driver's licence number and press **Enter** or the Search button.
3. The list of upcoming appointments can be sorted by **date**, **last name**, or **location**. To sort by one of these parameters, click on the heading of that column. One click will sort in **ascending** order, and a second click will sort in **descending** order.

   Order: **Ascending** **Descending**

   Date ↑ Date ↓

4. To perform an action on an existing appointment, click anywhere on it's row in the list. The row will expand and present actions you can do with this appointment.

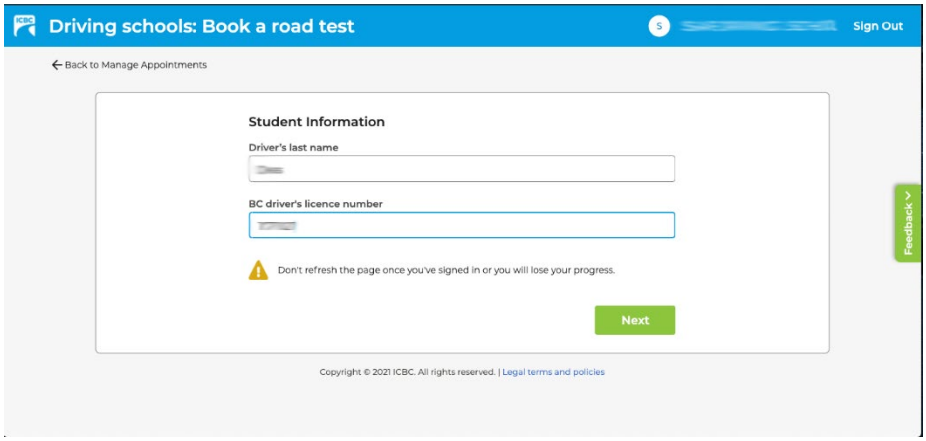
Note: the list of upcoming appointments is only updated when you perform an action within the session or when the screen initially loads. The **Refresh list** button will manually update the list, useful if someone else at your school updates an appointment during your session.



Book an appointment

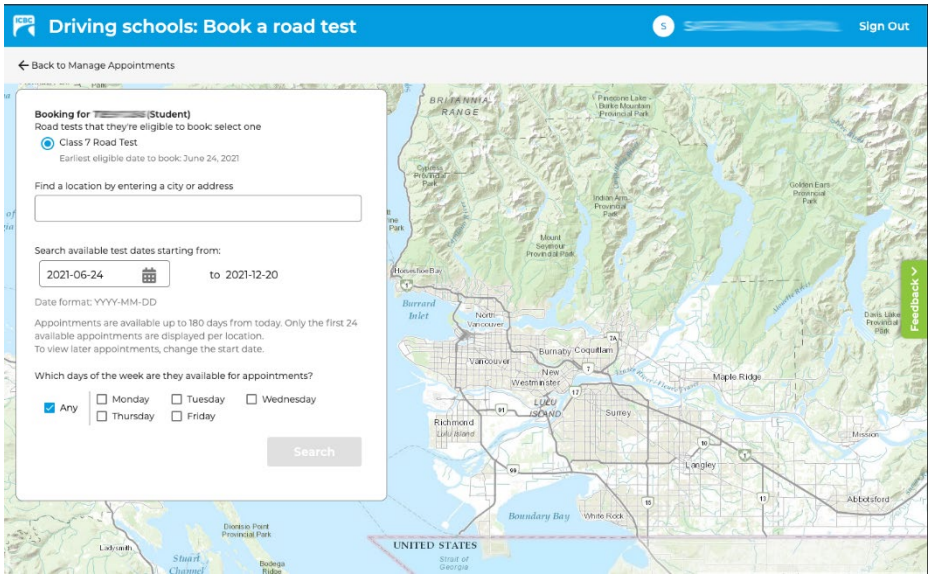
To book an appointment:

1. On the Manage Appointments screen, click the **Book new appointment** button
   Result: The Student information screen is displayed.

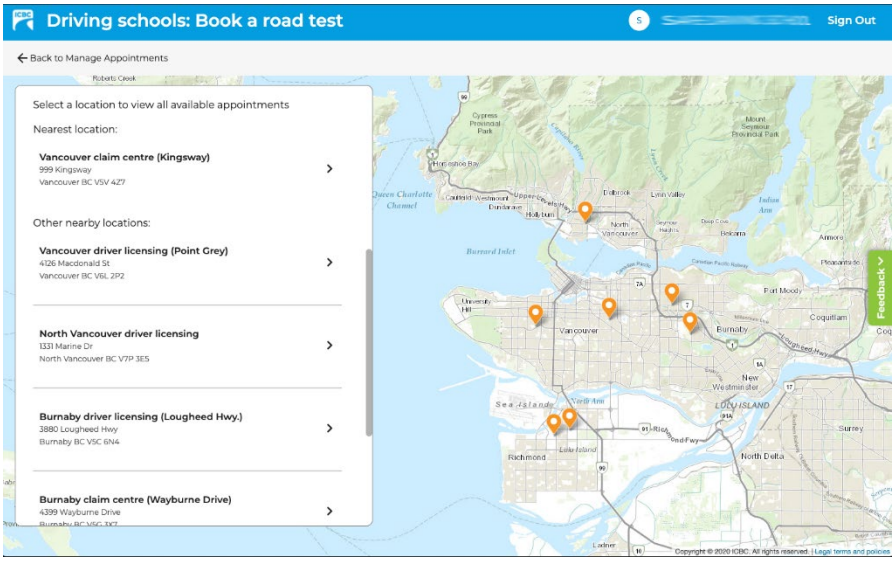


2. Type the **Driver's last name** and **BC driver's licence number**, and then click **Next**.
   Result: The Book an appointment screen is displayed.
3. Refine your search for an appointment.
   a. Type a city or address.
      A dropdown list will display and update as you type. Click on the location in the list to select the location.
   b. Select a starting date to search available test dates from.
      The default value is set to tomorrow or the student's earliest eligible date to book, whichever is **later**. The search end date cannot be changed and is set for 180 days from today.
   c. Select days of the week.
      The default value is "any weekday".

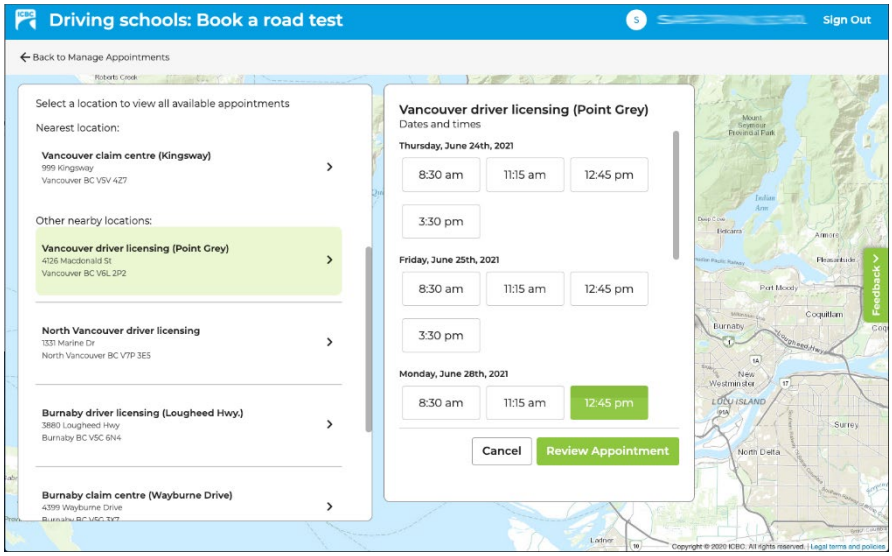
Book an appointment screen



4. Click **Search**.
   Result: The closest driver licensing office to the location provided, as well as a list of other nearby offices displays.

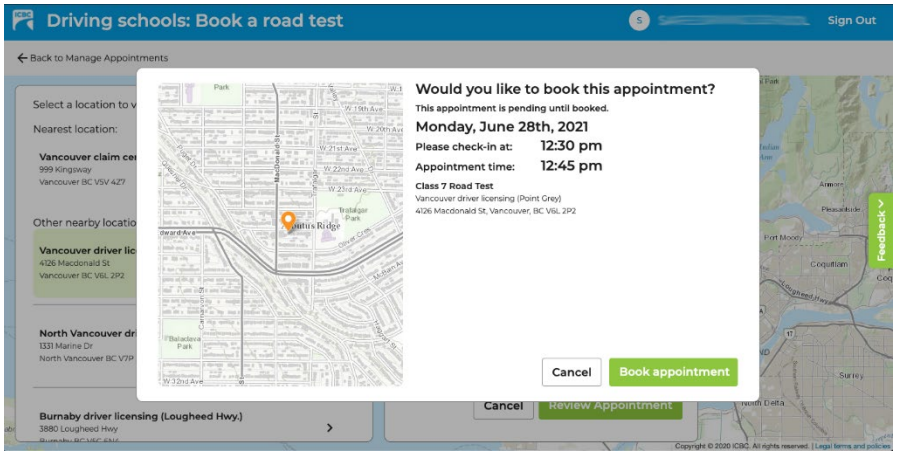


5. Click a driver licensing office.
   Result: A list of available appointments for this office displays.



6. Select an available appointment time and click **Review appointment**.

7. Review the date, time and location of the appointment, and then click **Book appointment**.

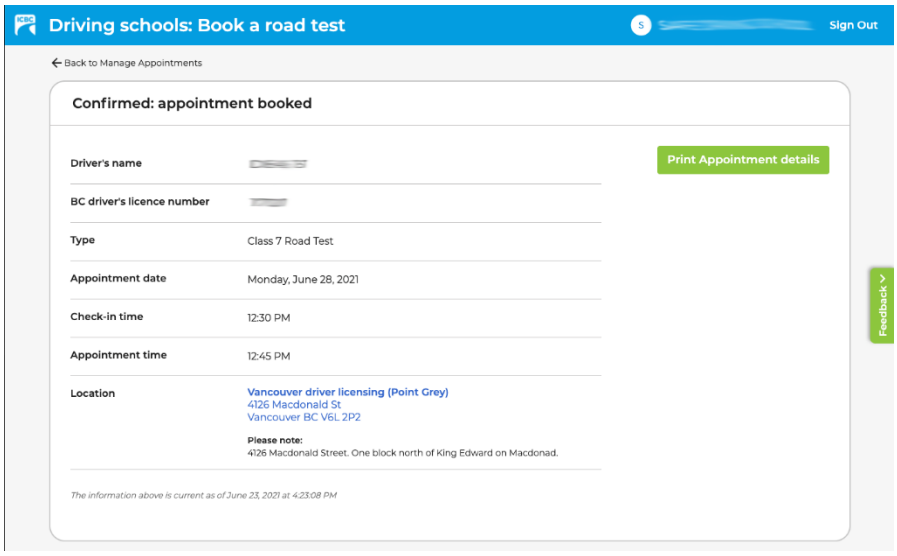


Result: The appointment is booked and the appointment confirmation screen displays.

8. On the appointment confirmation screen you have the option to print out a copy of the appointment details.

   (See page 13 for more information about printing.)

   Click **Back to Manage Appointments** to return to the Manage Appointments screen.

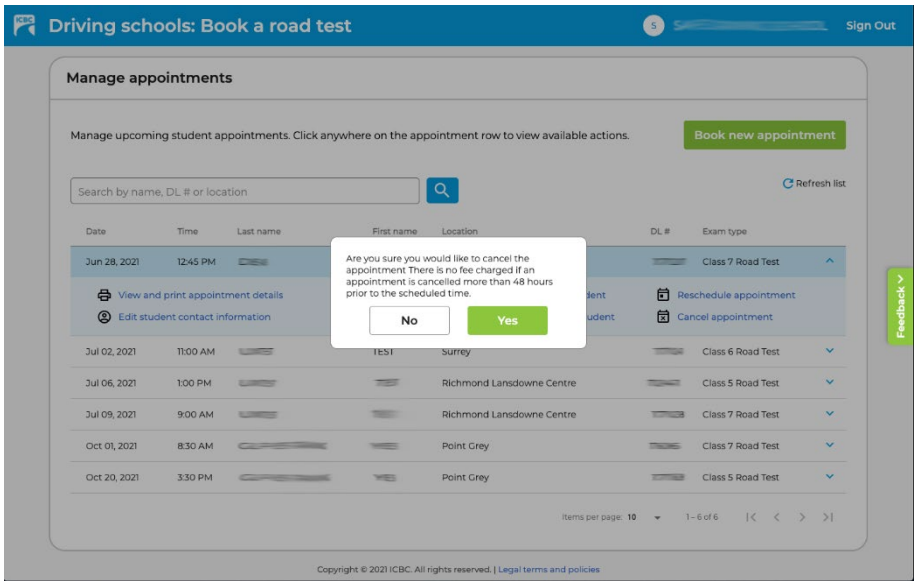


Note: After a school books an appointment for a student, the student can view their scheduled appointment by signing into the application through icbc.com.

Cancel an appointment

To cancel an appointment, on the **Manage appointments** screen:

1. Click on the row of the appointment you'd like to cancel, and then click **Cancel appointment**.
   Result: A window displays to confirm the cancellation of the appointment.



2. To confirm the appointment should be cancelled, click **Yes**.

Note: A school cannot cancel an appointment booked by a student.

Reschedule an appointment

To reschedule an appointment, on the **Manage appointments** screen:

1. Click on the row of the appointment you'd like to reschedule, and then click **Reschedule appointment**.
2. Follow all the steps under **Book an appointment**.

When rescheduling an appointment, the current appointment is held until you confirm the new appointment.

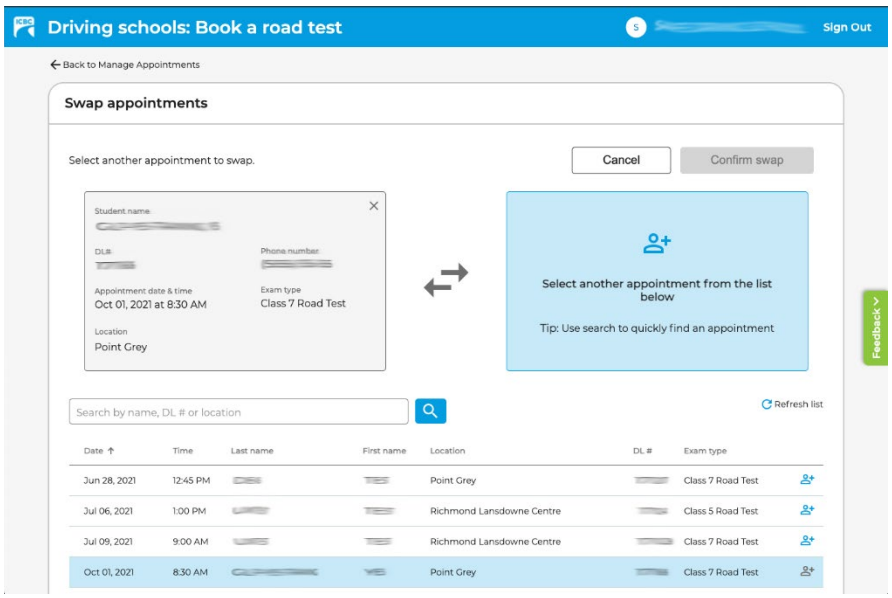
Note: A school cannot reschedule an appointment booked by a student.

Swap appointments between GLP-certified students

Note: An appointment swap transaction can only be performed if both students and the school are GLP-certified, and for **Class 5** or **Class 7** road tests only. You can swap to appointment with two of the same road test types, a Class 5 with a Class 7, and vice-versa.

To swap two appointments, on the **Manage appointments** screen:

1. Click on the row of one of the appointments you'd like to swap, and then click **Swap appointments with another GLP-certified student**.
   Result: The **Swap appointments** screen is displayed.

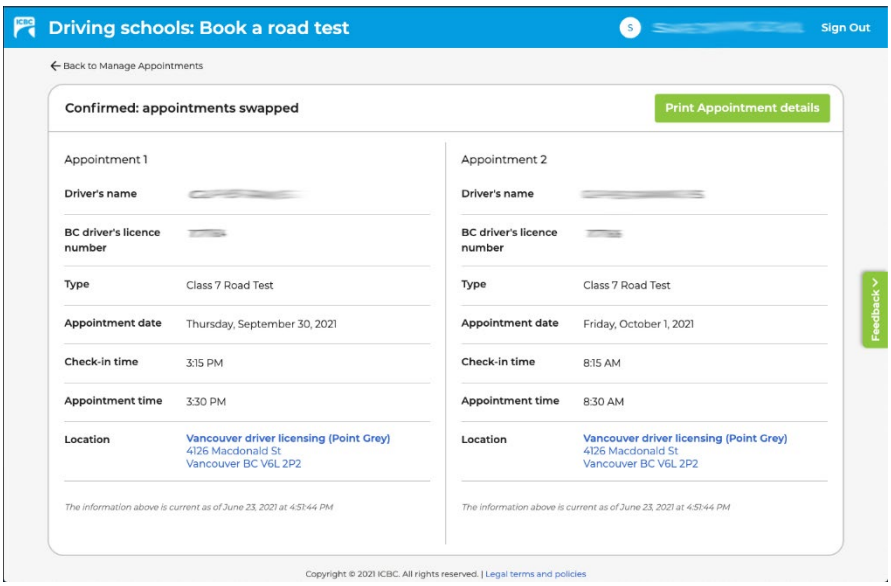


2. Search for the 2nd appointment by using the **Search** function, or finding in the list.

Note: A school cannot swap an appointment booked by a student.

3. Click on the Add to appointment swap button next to the appointment, or by clicking on the appointment row and then clicking **Add this appointment to swap**.

4. Review the appointments selected, then click **Confirm swap.**
   Result: The **Confirmation: appointments swapped** screen is displayed.



5. To print the new appointment details for the two appointments, click **Print appointment details**. Each appointment will appear on its own page.
(See page 13 for more information about printing.)

TIP: Select single-sided printing in the print settings.

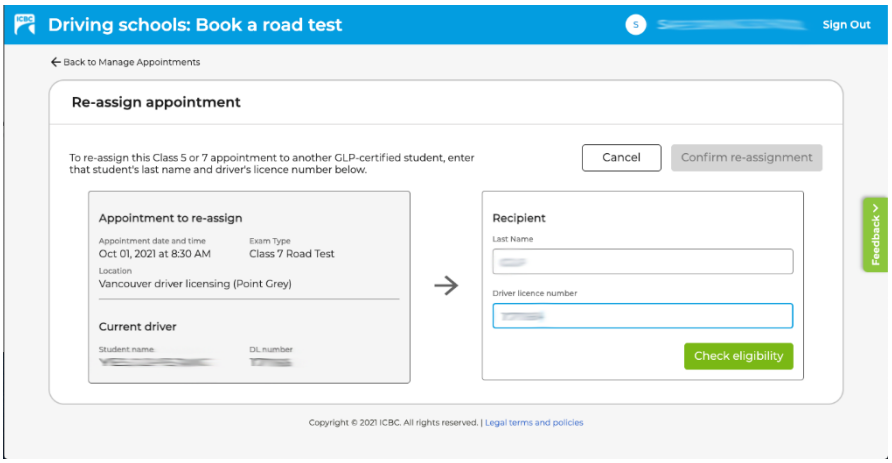
To return to the appointment list, click **Back to Manage Appointments**.

Re-assign appointment to another GLP-certified student

Note: An appointment re-assign transaction can only be performed if both students and the school are GLP-certified, and for **Class 5** or **Class 7** road tests only. In addition to a student requiring the same road test type, you can re-assign a Class 5 to Class 7, and vice-versa.

To re-assign an appointment to another student, on the **Manage appointments** screen:

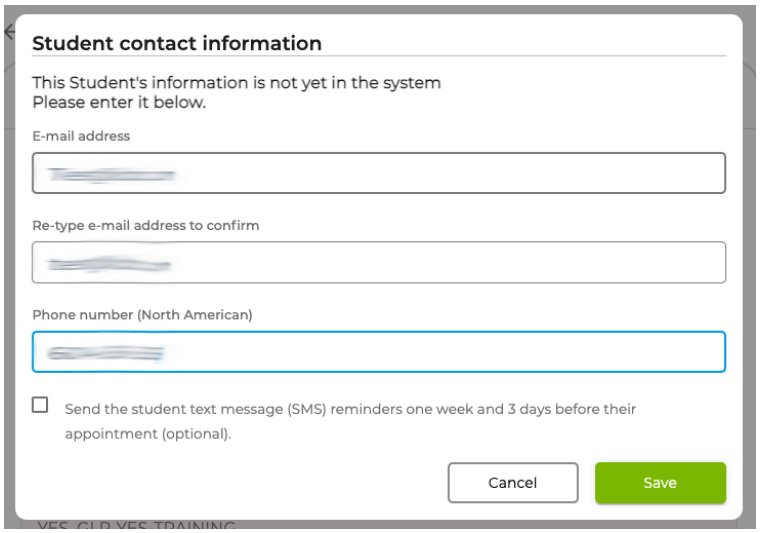
1. Click on the row of the appointment you'd like to re-assign, and then click **Re-assign appointment to another GLP-certified student**.
   Result: The **Re-assign appointment** screen is displayed.



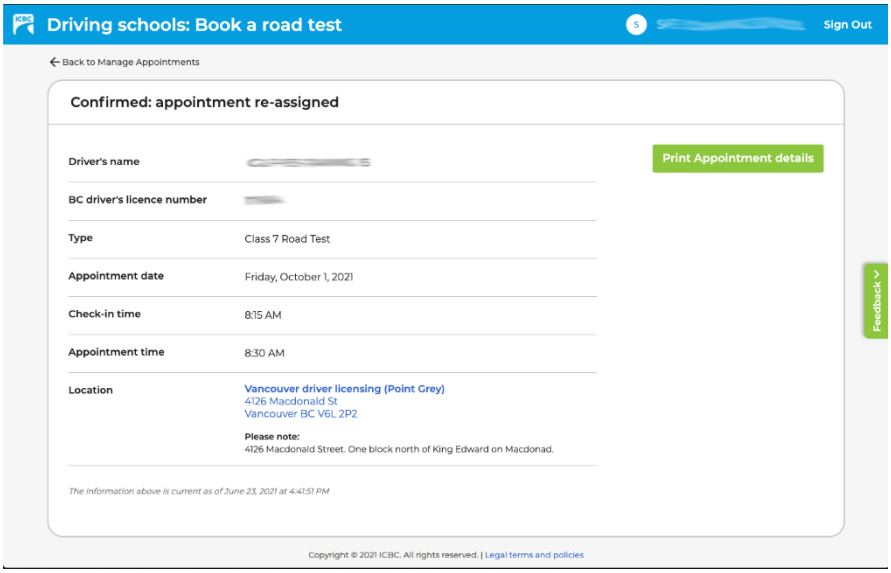
   Note: A school cannot re-assign an appointment booked by a student.

2. Enter the d**river's last name** and **BC driver's licence number** of the student you'd like to re-assign the appointment to, and then click **Check eligibility**.

3. If the student does not yet have their contact information in the WebDEAS system, a pop-up will display asking you to provide their contact information. Enter the student's email address and phone number and then click **Save**.



4. Review the re-assign transaction, and then click **Confirm re-assignment.**
   Result: The **Confirmation: appointment re-assigned** screen is displayed.



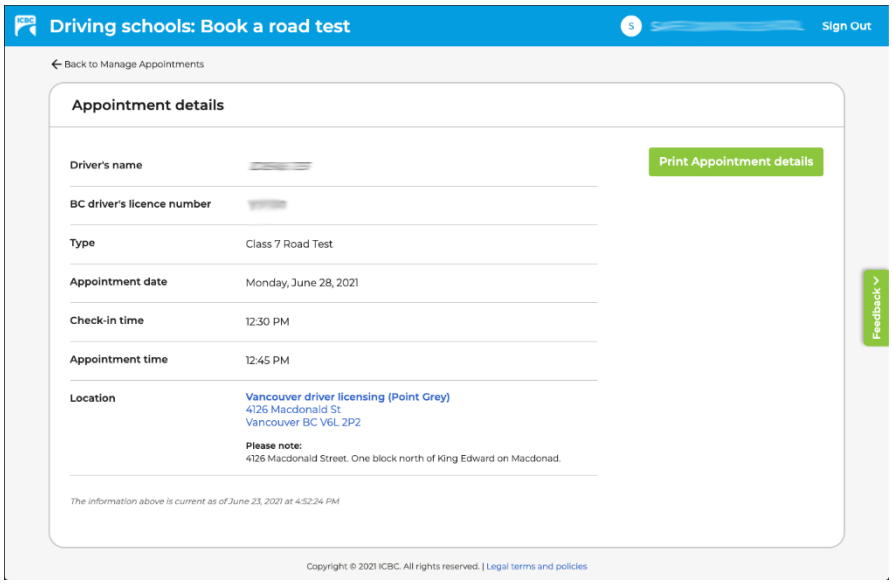
5. To print the new appointment details for the updated appointment, click **Print appointment details**. (See page 13 for more information about printing.)

To return to the appointment list, click **Back to Manage Appointments**.

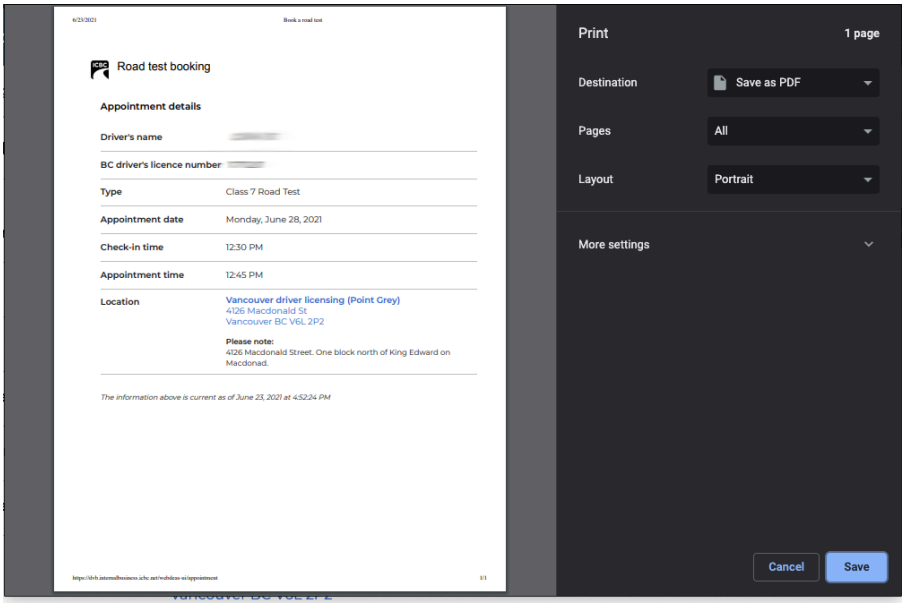
View and print appointment details

To view or print appointment details, on the **Manage appointments** screen:

1. Click on the row of the appointment you'd like to view, and then click **View and print appointment details**.
   Result: The **Appointment details** screen is displayed, showing the information for the appointment that was selected.



2. To print this information, click on **Print appointment details.**
   Result: The print screen is displayed.



Note: This screen may look different depending on your browser.

3. Select your printer and settings, and then click **Print**.

   TIP: In some browsers, you can save the appointment details to a PDF file.

   In Chrome: Select **Save to PDF** as the destination, then click “Save”.
   In Edge: Select **Save as PDF** as the “Printer”, then click “Save”.
   In Safari: Select **PDF**, then **Save as PDF**.

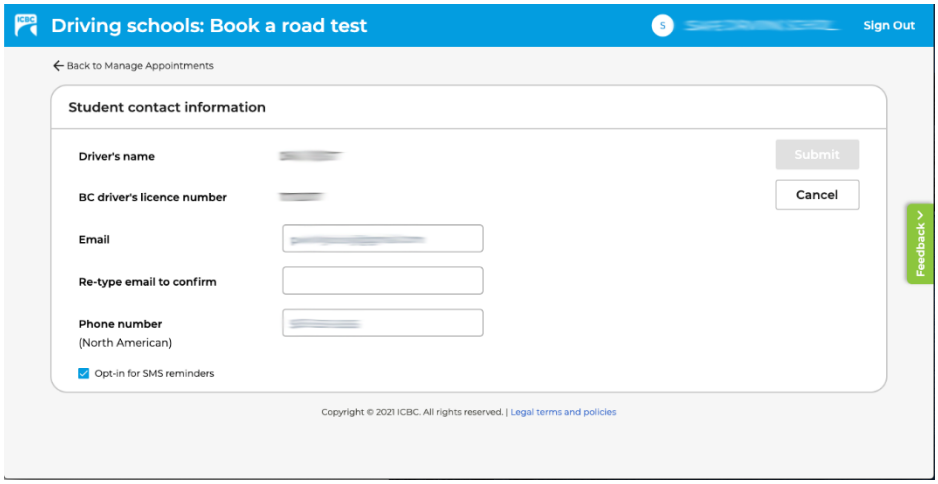
To return to the appointment list, click **Back to Manage Appointments**.

Edit student contact information

To edit a student's contact information, on the **Manage appointments** screen:

4. Search for an appointment you’ve booked for the student, click on the appointment and then click on **Edit student contact information.** The **Student contact information** screen will display.
5. Click **Edit**.
6. Update the **Email** address, **phone number, or both**.
7. Click **Submit**.
   Result: The updated contact information is saved.

Student contact information screen

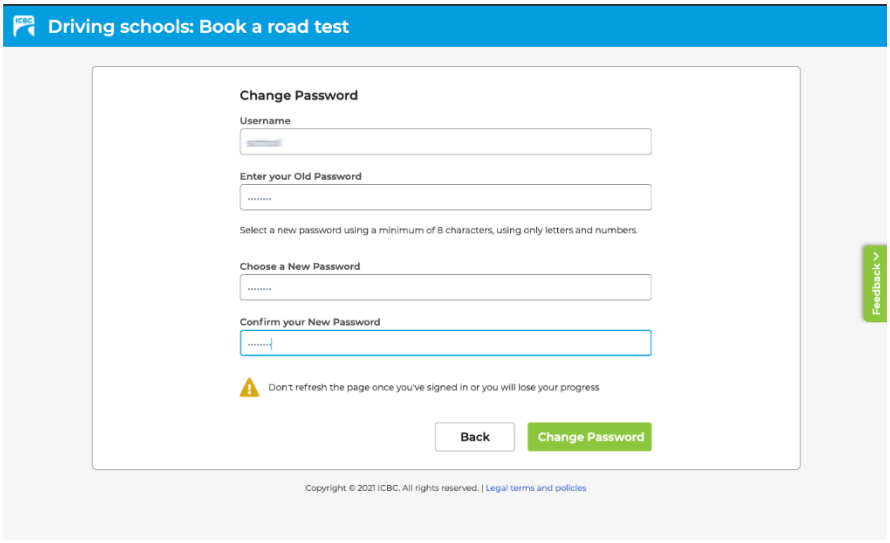


Change your ICBC password

Your password does not have an expiry date. Remember to change your password if you suspect it's being used by someone not authorized to do so.

To change your ICBC password, on the **Sign-in** screen:

1. Click **Change password**.



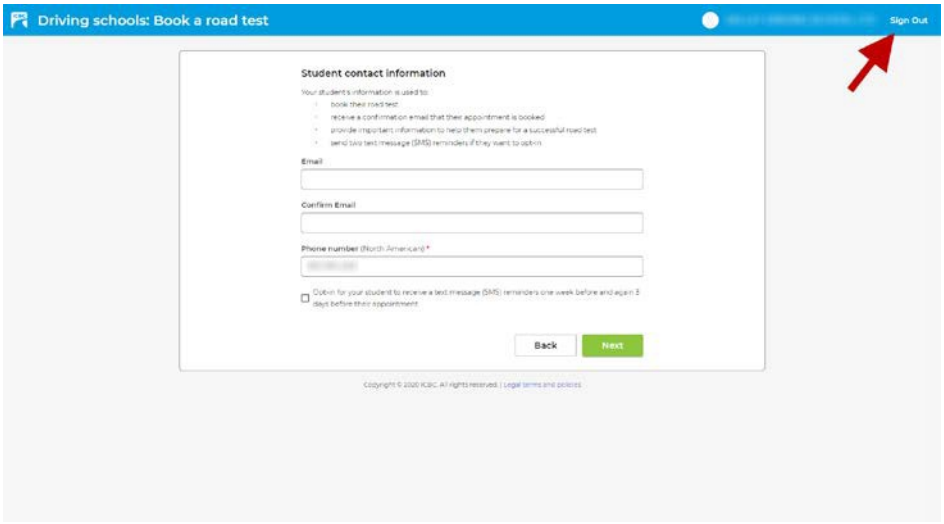
2. Type your **Username** and **Old Password**.
3. Enter your new password into **Choose a New Password** and then re-type it in **Confirm your New Password**.
4. Click **Change password** to confirm the change.

If you've forgotten your password, you can contact the ICBC Service Desk at:

- in the lower mainland: 604-661-6234
- Or toll-free: 1-800-665-1517

Sign out

To sign out of the online Road Test Booking Service, click **Sign Out**.



Result: The Road Test Booking **home page** displays.

Note: If you click the browser's **Back** button or refresh the page once you are signed in, you will be signed out.