

# 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.

Driving schools: Book a road test

**Sign in**

Username

Password

**Forgot your ICBC password?**  
If you are having problems with your password, please consult your driving school administrator.

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

I have read and agree to the [Terms and Conditions](#), [Privacy Statement](#) and [Road Test Booking Terms - Schools](#)

**⚠** Don't refresh the page once you've signed in or you will lose your progress

[Change Password](#)

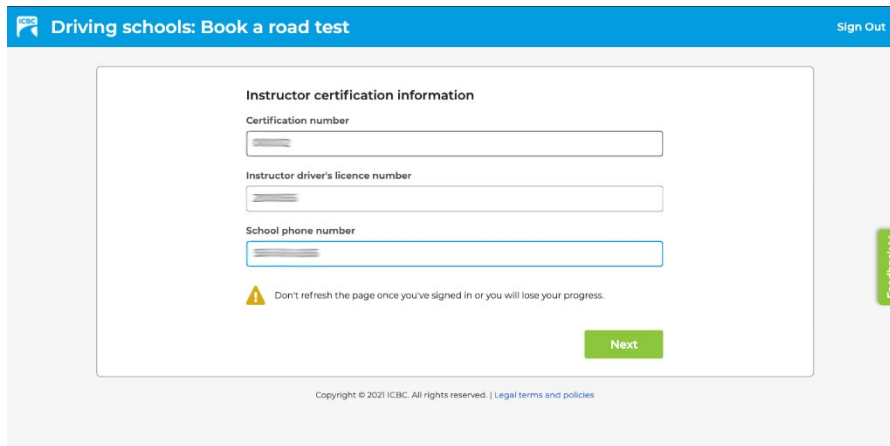
Feedback

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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.



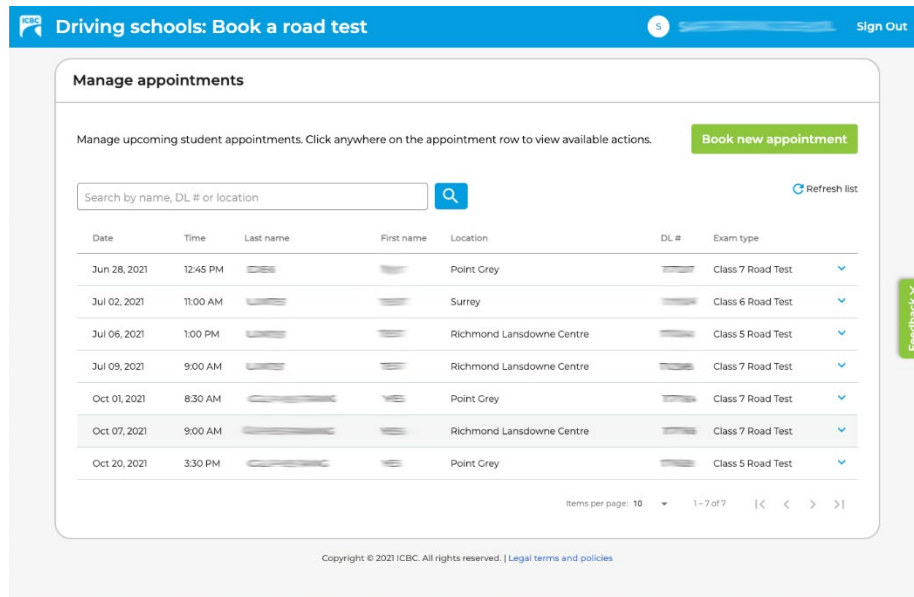
The screenshot shows a web application interface for driving schools. At the top, there is a blue header with the text "Driving schools: Book a road test" and a "Sign Out" link. The main content area is titled "Instructor certification information" and contains three input fields: "Certification number", "Instructor driver's licence number", and "School phone number". Below these fields is a warning icon and the text "Don't refresh the page once you've signed in or you will lose your progress." A green "Next" button is located at the bottom right of the form. A "Feedback" button is visible on the right side of the page. At the bottom, there is a copyright notice: "Copyright © 2021 ICBC. All rights reserved. | Legal terms and policies".


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.



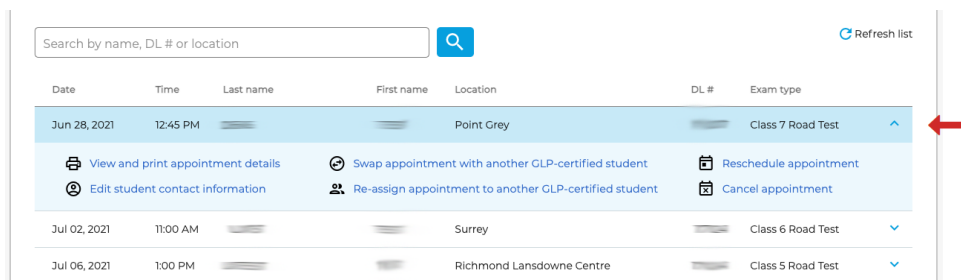
1. To book an appointment, the **Book new appointment** button (*see next section*)
2. To find one of your student's upcoming appointments, you can enter their **name** or BC driver's licence number and press **Enter** or the Search button. 
3. The list of upcoming appointments can be sorted by **date**, **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.

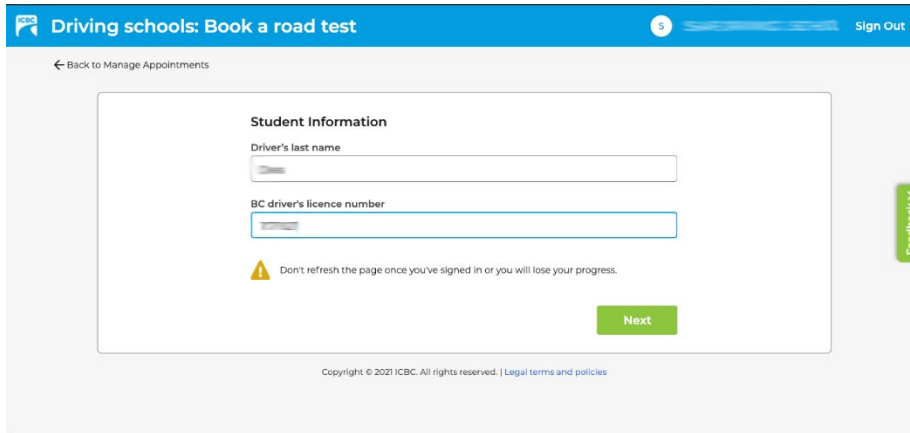
Note: the list of upcoming appointments is only updated when you perform an action within the session or when the screen initially loads. The **Refresh list** button will manually update the list, useful if someone else at your school updates an appointment during your session.



# Book an appointment

To book an appointment:

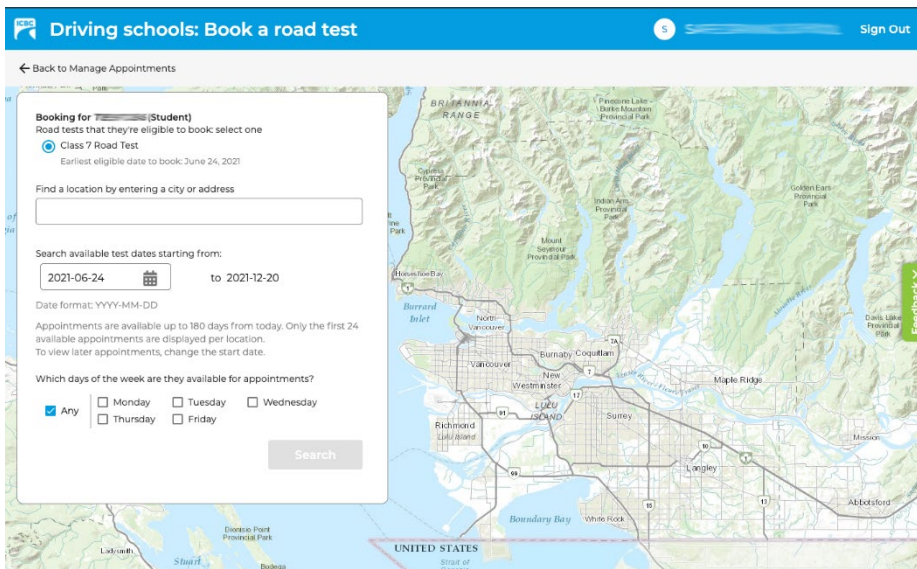
1. On the Manage Appointments screen, click the **Book new appointment** button  
**Result:** The Student information screen is displayed.



The screenshot shows a web interface titled "Driving schools: Book a road test". At the top, there is a blue header with the BC logo, a "Sign Out" button, and a user profile icon. Below the header is a navigation bar with a "Back to Manage Appointments" link. The main content area is a white box titled "Student Information" containing two input fields: "Driver's last name" and "BC driver's licence number". Below these fields is a warning icon and text: "Don't refresh the page once you've signed in or you will lose your progress." A green "Next" button is positioned at the bottom right of the form. A vertical "Feedback" button is on the right side of the page. At the bottom, there is a copyright notice: "Copyright © 2021 ICBC. All rights reserved. | Legal terms and policies".

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".

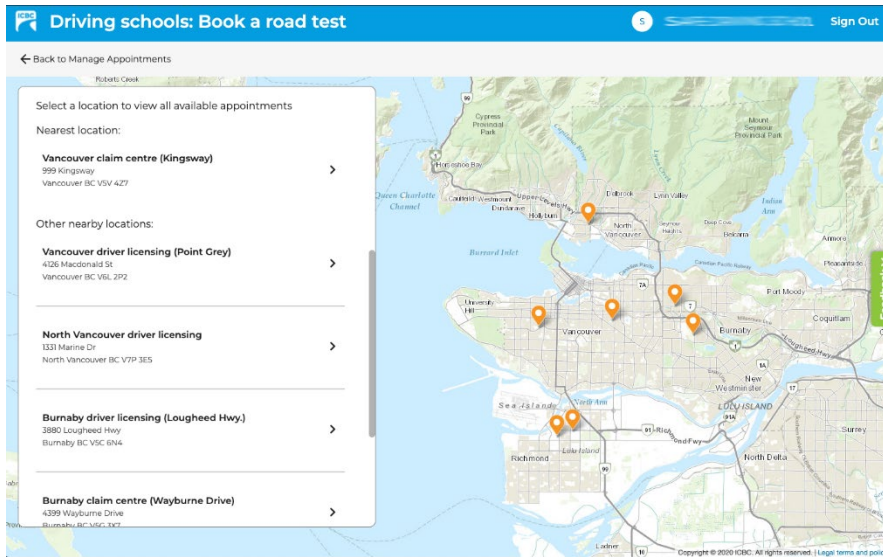
## Book an appointment screen



The screenshot shows the "Driving schools: Book a road test" interface with a search and booking panel on the left and a map of British Columbia on the right. The search panel includes: "Booking for [Student]", "Road tests that they're eligible to book select one" with "Class 7 Road Test" selected, "Earliest eligible date to book: June 24, 2021", a "Find a location by entering a city or address" input field, "Search available test dates starting from:" with a date picker set to "2021-06-24" and an end date of "2021-12-20", "Date format: YYYY-MM-DD", "Appointments are available up to 180 days from today. Only the first 24 available appointments are displayed per location. To view later appointments, change the start date.", "Which days of the week are they available for appointments?" with "Any" selected and other options for Monday, Tuesday, Wednesday, Thursday, and Friday. A "Search" button is at the bottom of the panel. The map shows various locations in BC, including Vancouver, Burnaby, Coquitlam, and Surrey. A vertical "Feedback" button is on the right side of the map area. The header and footer are consistent with the previous screenshot.

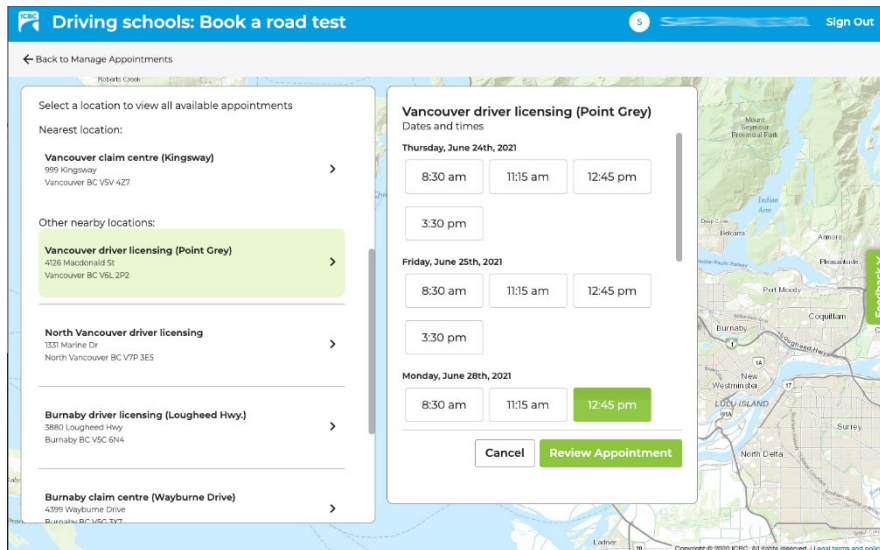
4. Click **Search**.

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



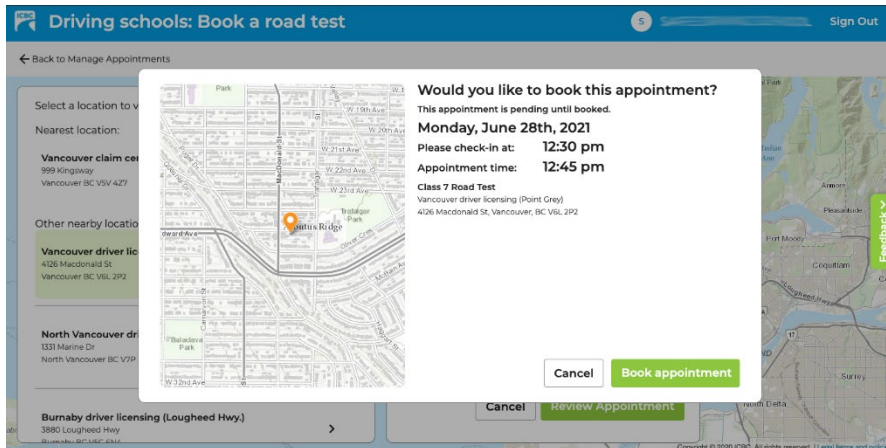
5. Click a driver licensing office.

**Result:** A list of available appointments for this office displays.



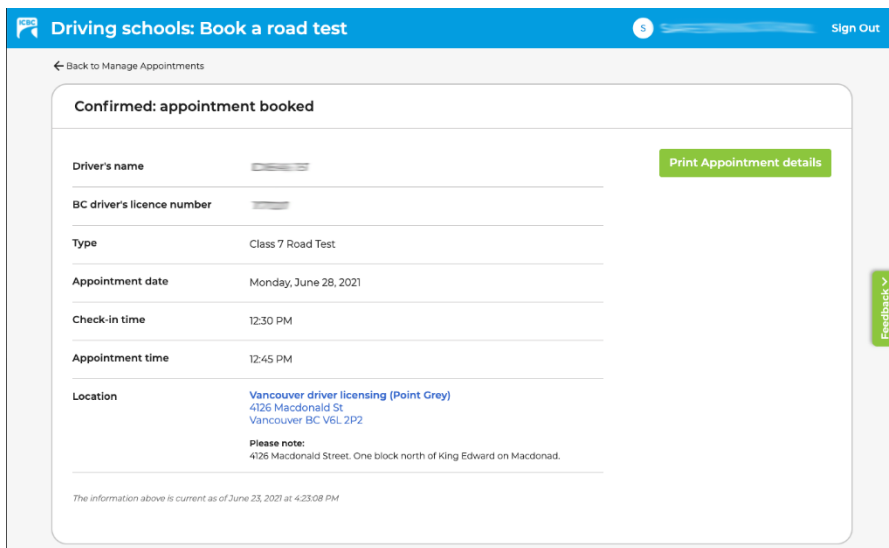
6. Select an available appointment time and click **Review appointment**.

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.



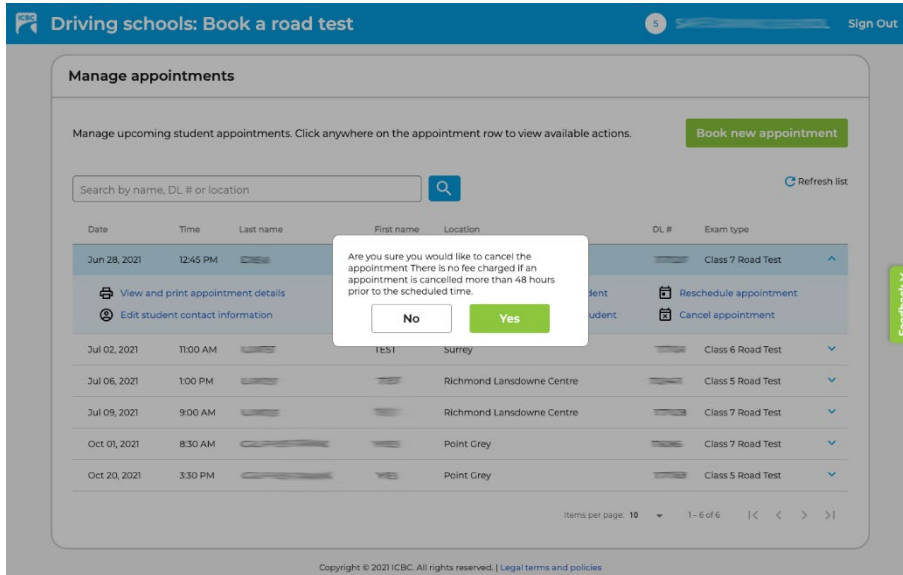
**Note:** After a school books an appointment for a student, the student can view their scheduled appointment by signing into the application through icbc.com.

# 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.

Driving schools: Book a road test

← Back to Manage Appointments

**Swap appointments**

Select another appointment to swap.

Cancel Confirm swap

Student name: [redacted]  
DL#: [redacted] Phone number: [redacted]  
Appointment date & time: Oct 01, 2021 at 8:30 AM  
Exam type: Class 7 Road Test  
Location: Point Grey


Select another appointment from the list below  
Tip: Use search to quickly find an appointment

Search by name, DL # or location [magnifying glass icon] Refresh list

Date ↑	Time	Last name	First name	Location	DL #	Exam type	
Jun 28, 2021	12:45 PM	[redacted]	[redacted]	Point Grey	[redacted]	Class 7 Road Test	[swap icon]
Jul 06, 2021	1:00 PM	[redacted]	[redacted]	Richmond Lansdowne Centre	[redacted]	Class 5 Road Test	[swap icon]
Jul 09, 2021	9:00 AM	[redacted]	[redacted]	Richmond Lansdowne Centre	[redacted]	Class 7 Road Test	[swap icon]
Oct 01, 2021	8:30 AM	[redacted]	[redacted]	Point Grey	[redacted]	Class 7 Road Test	[swap icon]

2. Search for the 2<sup>nd</sup> 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.

Driving schools: Book a road test Sign Out

[← Back to Manage Appointments](#)

**Confirmed: appointments swapped** Print Appointment details

Appointment 1		Appointment 2	
Driver's name	[Redacted]	Driver's name	[Redacted]
BC driver's licence number	[Redacted]	BC driver's licence number	[Redacted]
Type	Class 7 Road Test	Type	Class 7 Road Test
Appointment date	Thursday, September 30, 2021	Appointment date	Friday, October 1, 2021
Check-in time	3:15 PM	Check-in time	8:15 AM
Appointment time	3:30 PM	Appointment time	8:30 AM
Location	Vancouver driver licensing (Point Grey) 4126 Macdonald St Vancouver BC V6L 2P2	Location	Vancouver driver licensing (Point Grey) 4126 Macdonald St Vancouver BC V6L 2P2
<small>The information above is current as of June 23, 2021 at 4:51:44 PM</small>		<small>The information above is current as of June 23, 2021 at 4:51:44 PM</small>	

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- 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.

The screenshot shows the 'Re-assign appointment' screen. At the top, there is a blue header with the text 'Driving schools: Book a road test' and a 'Sign Out' button. Below the header, there is a navigation bar with a back arrow and the text 'Back to Manage Appointments'. The main content area is titled 'Re-assign appointment' and contains the following information:

- Appointment to re-assign:**
  - Appointment date and time: Oct 01, 2021 at 8:30 AM
  - Exam Type: Class 7 Road Test
  - Location: Vancouver driver licensing (Point Grey)
- Current driver:**
  - Student name: [Redacted]
  - DL number: [Redacted]

An arrow points from the 'Appointment to re-assign' section to the 'Recipient' section. The 'Recipient' section contains the following fields:

- Last Name: [Text input field]
- Driver licence number: [Text input field]
- Check eligibility: [Green button]

At the top right of the main content area, there are two buttons: 'Cancel' and 'Confirm re-assignment'. A 'Feedback' button is visible on the right side of the screen. At the bottom, there is a copyright notice: 'Copyright © 2021 ICBC. All rights reserved. | Legal terms and policies'.

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

2. Enter the **driver'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**.

The screenshot shows the 'Student contact information' pop-up screen. The title is 'Student contact information'. Below the title, there is a message: 'This Student's information is not yet in the system. Please enter it below.' The form contains the following fields:

- E-mail address: [Text input field]
- Re-type e-mail address to confirm: [Text input field]
- Phone number (North American): [Text input field]

At the bottom, there is a checkbox with the text: 'Send the student text message (SMS) reminders one week and 3 days before their appointment (optional)'. Below the checkbox, there are two buttons: 'Cancel' and 'Save'.

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

Driving schools: Book a road test

← Back to Manage Appointments

### Confirmed: appointment re-assigned

Driver's name	[REDACTED]	<a href="#">Print Appointment details</a>
BC driver's licence number	[REDACTED]	
Type	Class 7 Road Test	
Appointment date	Friday, October 1, 2021	
Check-in time	8:15 AM	
Appointment time	8:30 AM	
Location	<a href="#">Vancouver driver licensing (Point Grey)</a> 4126 Macdonald St Vancouver BC V6L 2P2	

Please note:  
4126 Macdonald Street, One block north of King Edward on Macdonad.

The information above is current as of June 23, 2021 at 4:41:51 PM

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

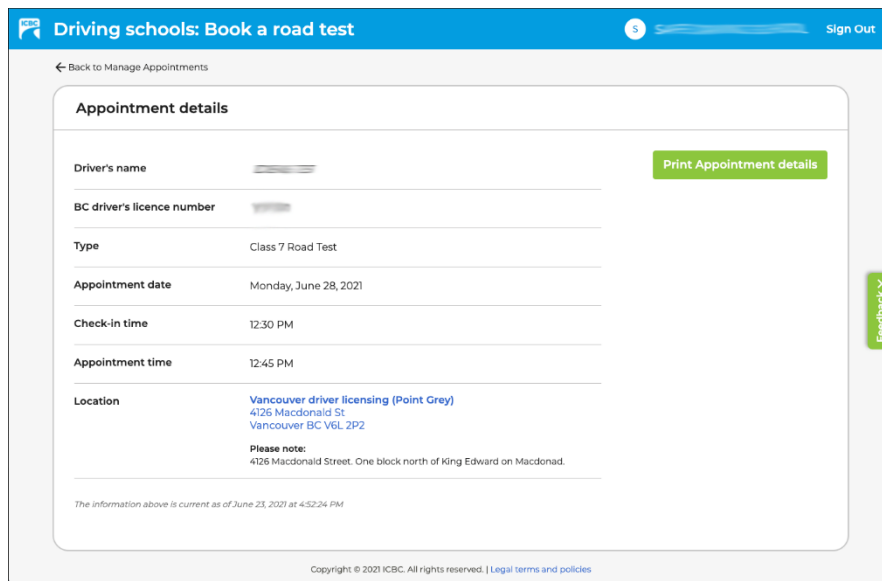
To return to the appointment list, click **Back to Manage Appointments**.

# View and print appointment details

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

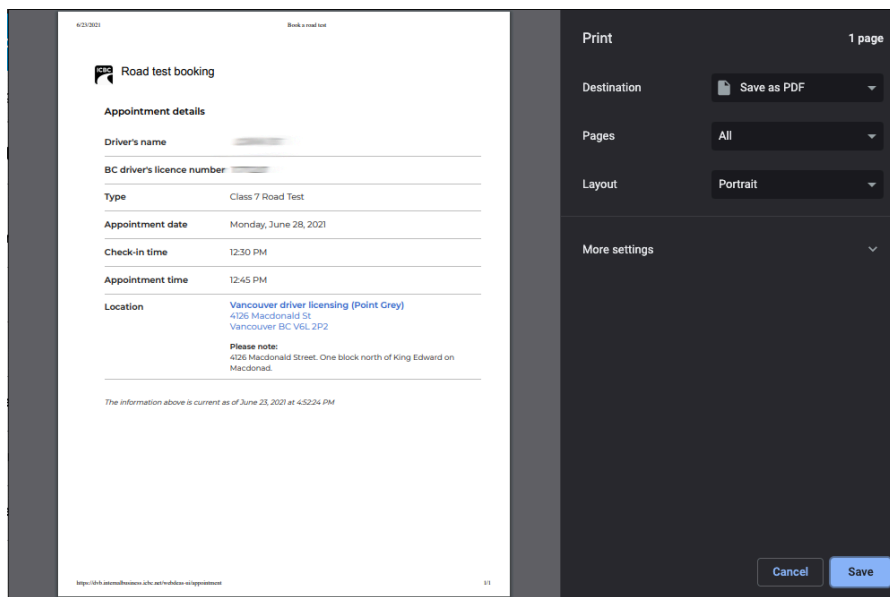
1. Click on the row of the appointment you'd like to view, and then click **View and print appointment details**.

**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

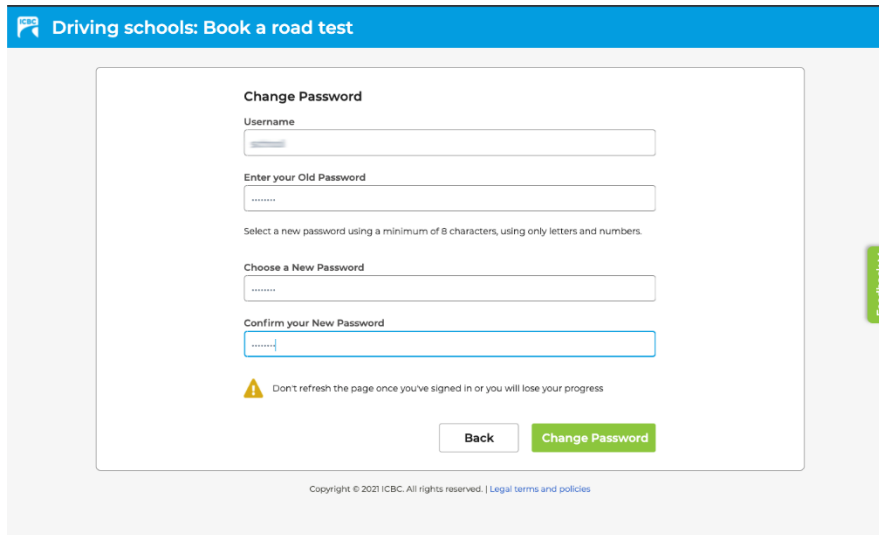
The screenshot shows the 'Student contact information' screen within the 'Driving schools: Book a road test' application. The page has a blue header with the ICBC logo, the title 'Driving schools: Book a road test', a user profile icon, and a 'Sign Out' link. Below the header is a navigation bar with a 'Back to Manage Appointments' link. The main content area is titled 'Student contact information' and contains several input fields: 'Driver's name' (with a blurred value), 'BC driver's licence number' (with a blurred value), 'Email' (with a blurred value), 'Re-type email to confirm' (with an empty field), and 'Phone number (North American)' (with a blurred value). There are 'Submit' and 'Cancel' buttons on the right side of the form. A 'Feedback' button is located on the right edge of the screen. At the bottom, there is a checkbox for 'Opt-in for SMS reminders' which is checked. The footer contains the text 'Copyright © 2021 ICBC. All rights reserved. | Legal terms and policies'.

# 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**.



The screenshot shows a web form titled "Change Password" within a blue header that reads "Driving schools: Book a road test". The form contains the following fields and instructions:

- Username**: A text input field.
- Enter your Old Password**: A password input field with a strength indicator.
- Choose a New Password**: A password input field with a strength indicator.
- Confirm your New Password**: A password input field with a strength indicator.

Below the fields, there is a warning icon and the text: "Don't refresh the page once you've signed in or you will lose your progress". At the bottom of the form are two buttons: "Back" and "Change Password". A "Feedback" button is visible on the right side of the form area. At the very bottom, there is a small copyright notice: "Copyright © 2021 ICBC. All rights reserved. | [Legal terms and policies](#)".

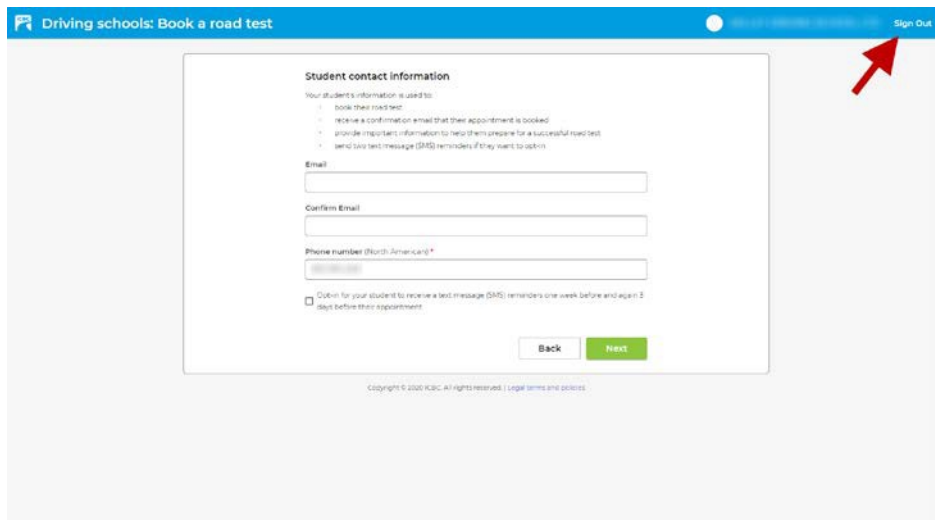
2. Type your **Username** and **Old Password**.
3. Enter your new password into **Choose a New Password** and then re-type it in **Confirm your New Password**.
4. Click **Change password** to confirm the change.

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**.



Driving schools: Book a road test

Sign Out

**Student contact information**

Your student's information is used to:

- book their road test
- receive a confirmation email that their appointment is booked
- provide inspectors information to help them prepare for a successful road test
- send text message (SMS) reminders if they want to opt-in

Email

Confirm Email

Phone number (North American) \*

Opt-in for your student to receive a text message (SMS) reminders one week before and again 3 days before their appointment.

Back Next

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**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.