

Online Theory Test Trainer Booker System User Guide



December 2009
Version 4.2

Revision History

- Version 1.0 — September 15, 2004, initial release
 - Version 2.0 — October 13, 2006, updated
 - Version 3.0 — May 20, 2008, updated for the uncoupling of the LGV and PCV exams and the introduction of the PCV-CPC exam
 - Version 4.0 — June, 2009, updated for the introduction of the LGV-CPC, LGV-CPC Conversion, and PCV-CPC Conversion exam.
 - Version 4.1 — September 2009, inclusion of security code and billing address fields on the Payment and Profile Payment pages
 - Version 4.2 — December 2009, updated for new login information, menu bar, Business Link banner, and logout page.
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Trademarks

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Contact information

When contacting Pearson about a specific booking, please have the Booking Reference available. You can find the Booking Reference in your confirmation letter.

To contact Pearson by phone or fax

Phone: 0870 850 8870
Phone (Welsh): 0300 200 1133
Fax: 0161 855 7481

To contact Pearson by email

Email: trainerbooker@pearson.com

To contact Pearson by post

Pearson Driving Assessments Ltd.
Attention: Trainer Booker team
PO Box 381
Manchester
M50 3UW

To contact DSA regarding Trainer Booker issues

Sanjot Sahota
Phone: 0115 901 2566
Email: DSA.trainerbooker@dsa.gsi.gov.uk

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1 Overview

The Online Theory Test Trainer Booker System allows authorised trainer bookers to book appointments for Driving Standards Agency (DSA) theory tests. Instead of phoning or faxing the Contact Centre, your organisation can reserve bookings and assign candidates to them at your convenience. These tasks are performed on an easy-to-use Web site that you can access via a link on the DSA site. The Business ID assigned by DSA and a username and password provided by Pearson are required to use the site.

This chapter provides general information about the Online Trainer Booker System and contains the following sections:

- ❖ About the Online Trainer Booker System (page 1-2)
- ❖ Logging in (page 1-4)

About the Online Trainer Booker System

The Online Trainer Booker System consists of two separate Web sites. One site is used to manage bookings for DSA learner tests, and one is used for managing bookings for the DSA Potential Driving Instructor (ADI Qualifying) test. Because both Web sites function almost exactly the same, this guide applies to both sites; any differences between the two sites are noted within the guide.



Before reserving bookings, you must enter an email address in your online profile in order to receive email confirmations. For details, see “Changing your email address” on page 3-3.

Both versions of the Web site allow you to:

❖ **Reserve bookings.**

Reserving bookings allows you to schedule and pay for test appointments without knowing which candidates will actually sit the tests. You choose a test type, a test centre and a date and time (up to three months in advance), and indicate how many appointments you need. You are restricted to a certain number of total bookings at any one time. The system indicates the total number of bookings you may reserve and how many bookings are available.

The system displays a list of available appointments, and you select the ones you want to reserve. You then pay for the bookings using a credit or debit card.

- The *learner version* of the Web site allows you to reserve bookings for Motorcycle, Car, Large Goods Vehicle Certificate of Professional Competence (LGV-CPC), Large Goods Vehicle Certificate of Professional Competence Conversion (LGV-CPC Conversion), Large Goods Vehicle Hazard Perception (LGV-HPT), Large Goods Vehicle Multiple Choice (LGV-MC), Passenger Carrying Vehicle Certificate of Professional Competence (PCV-CPC), Passenger Carrying Vehicle Certificate of Professional Competence Conversion (PCV-CPC Conversion), Passenger Carrying Vehicle Hazard Perception (PCV-HPT), and Passenger Carrying Vehicle Multiple Choice (PCV-MC) theory tests.
- The instructor version of the Web site allows you to reserve bookings for the ADI Qualifying test.

❖ **Assign candidates to reservations.**

After you have reserved bookings, you can assign candidates to the appointments at any time (up to one clear working day before the appointment date and time).

- To assign candidates on the *learner version* of the Web site, you must enter the candidate's driving licence number. When assigning candidates, you can choose two types of special arrangements: British Sign Language (BSL) video or voiceover.
- To assign candidates on the *instructor version* of the Web site, you must enter the candidate's driving licence number and Personal Reference Number (PRN). When assigning candidates, you can add English or a Welsh voiceover as a special arrangement.

To add special arrangements not available through the Web site, such as a reader, extra time, or a separate room, please contact the Cares Team on 0300 200 1188.

❖ **Cancel reservations and receive a refund.**

You must do this at least three clear working days before the appointment date and time. This does NOT include the day on which you are canceling the test or the day of the appointment. For example, if an appointment is scheduled for Friday, you must cancel on the previous Monday or sooner in order to receive a refund.

❖ **Reassign a candidate.**

If you have already assigned a candidate to an appointment, you can reassign that candidate to a different appointment within the same set of bookings. You must do this at least three clear working days before the appointment date and time.

❖ **Unassign a candidate.**

You can remove a candidate from an appointment in order to assign a different candidate to the appointment. You must do this at least three clear working days before the appointment date and time.



If you can't access the Trainer Booker Website...

Trainer Bookers who do not have access to the website can use the Contact Centre to reserve, assign, cancel and unassign slots.

Call 0870 850 8870 or fax 0161 855 7481 to send requests.

- ❖ If you are sending fax requests, please ensure that you receive a confirmation that your request has been processed within 24 hours.
- ❖ If you have not received your confirmation please contact us to ensure your fax has been received. Faxes received on Friday afternoons will generally be processed on the following Monday.

Logging in

To log in, you need your **Business ID** and your **Username** and **Password**.

1. In your browser, enter or select the following Web site address:

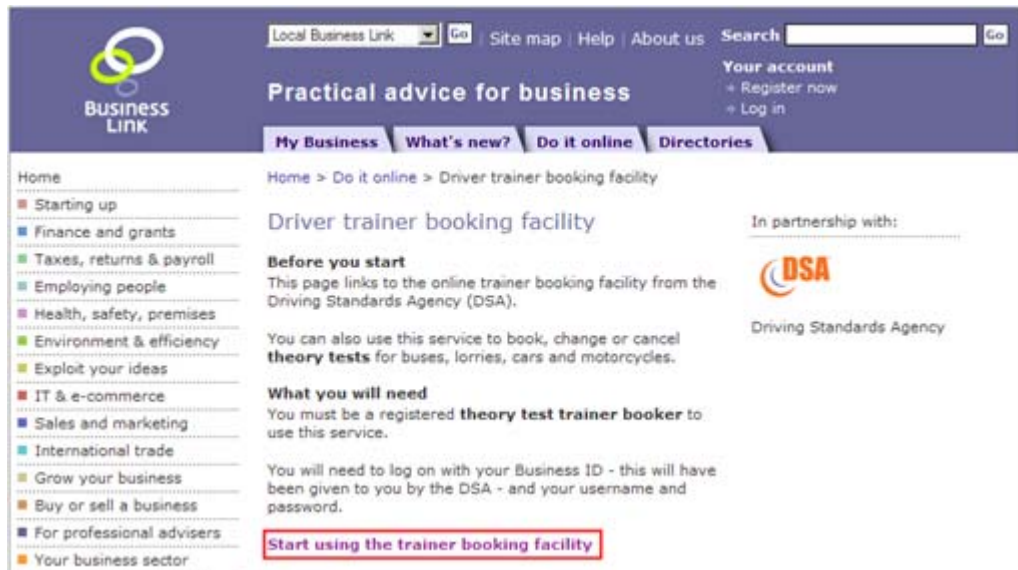
Driving Theory Test

<http://www.businesslink.gov.uk/bdotg/action/detail?r.l1=1075193162&r.lc=en&type=PI&itemId=1082201896>

Instructor Theory Test

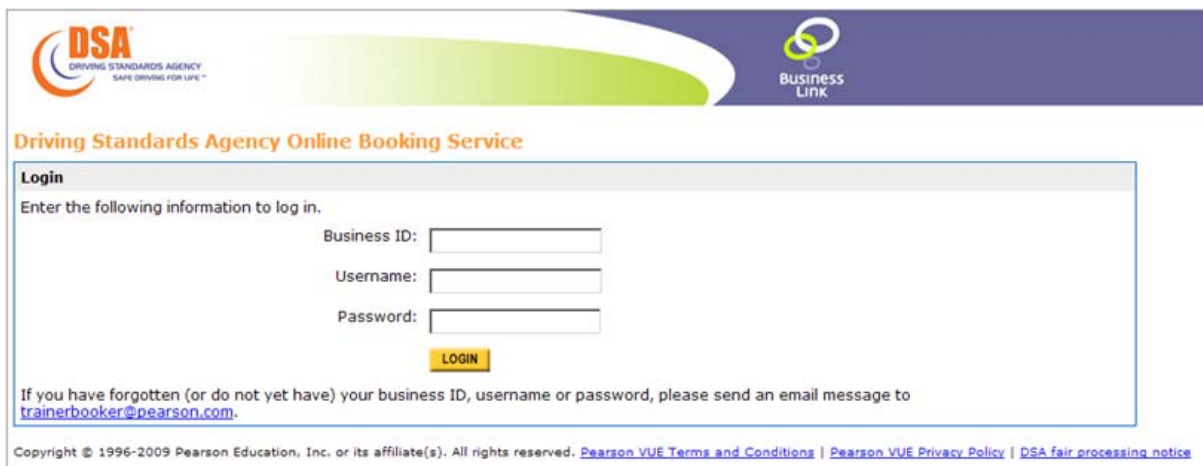
<http://www.businesslink.gov.uk/bdotg/action/detail?r.l1=1075193162&r.lc=en&type=PI&itemId=1082201904>

2. From the Business Link Web site, click the **Start using the trainer booking facility** link or the **Book an Instructor Theory Test** link.



The screenshot shows the Business Link website interface. At the top, there is a navigation bar with the Business Link logo, a search bar, and links for 'Local Business Link', 'Site map', 'Help', and 'About us'. Below the navigation bar, there is a main header with the text 'Practical advice for business' and a 'Your account' section with links for 'Register now' and 'Log in'. The main content area is divided into several sections: 'Home', 'Starting up', 'Finance and grants', 'Taxes, returns & payroll', 'Employing people', 'Health, safety, premises', 'Environment & efficiency', 'Exploit your ideas', 'IT & e-commerce', 'Sales and marketing', 'International trade', 'Grow your business', 'Buy or sell a business', 'For professional advisers', and 'Your business sector'. The 'Driver trainer booking facility' section is highlighted, and a red box highlights the 'Start using the trainer booking facility' button.

3. The Login page is displayed.



The screenshot shows the Driving Standards Agency Online Booking Service login page. At the top, there is a header with the DSA logo and the Business Link logo. Below the header, there is a main section titled 'Driving Standards Agency Online Booking Service'. The 'Login' section contains the following text: 'Enter the following information to log in.' followed by three input fields: 'Business ID:', 'Username:', and 'Password:'. Below the input fields is a yellow 'LOGIN' button. At the bottom of the login section, there is a link to 'trainerbooker@pearson.com'. Below the login section, there is a copyright notice: 'Copyright © 1996-2009 Pearson Education, Inc. or its affiliate(s). All rights reserved. Pearson VUE Terms and Conditions | Pearson VUE Privacy Policy | DSA fair processing notice'.

4. Enter your Business ID, Username and Password.

Note that usernames and passwords are case sensitive.

5. Click the Login button.

After your login information is verified, the Booking Status page is displayed. This page provides access to all of the Web site's features, as described below.

Identifies your account

Safety First Driving School

Main Menu

Booking Status

Booking Status

Welcome Hester Smith.
Information about your active bookings is summarised below. To view or modify these bookings, go to **Manage Bookings**. To book additional seats, go to **Reserve Bookings**.

| Bookings | Active | Assigned | Not Assigned | Expire Soon |
|--------------|--------|----------|--------------|-------------|
| 25/08/2009 | 5 | 0 | 5 | 0 |
| 26/08/2009 | 5 | 0 | 5 | 0 |
| All Bookings | 10 | 0 | 10 | 0 |

Total Unassigned Bookings: 10 Maximum Unassigned Bookings: 100
You currently can reserve 90 more bookings.



The first time you use the site, you must change your password, by choosing Online Profile from the main menu and clicking the Password tab. For details, see “Changing your password” on page 3-4.

The blue main menu appears on the left side of all pages. Use it to select the area of the Web site in which you want to work. The main menu provides access to the Web site's main areas:

- **Booking Status**—Choose this menu item to view summary information about your bookings. The page shows your total number of active bookings and how many of those bookings have candidates assigned. Active bookings include all reserved bookings for which the appointment date has not yet passed.
- **Manage Bookings**—Choose this menu item to view, assign, reassign, unassign and cancel seat assignments and reservations. See “Managing bookings” on page 2-11.
- **Reserve Bookings**—Choose this menu item to reserve bookings. Select test centre(s), search for and select appointments, pay for and confirm the bookings and print a confirmation. See “Reserving bookings” on page 2-2.
- **Online Profile**—Choose this menu item to view or change your online profile settings. You can change your user information (page 3-3), change your password (page 3-4), add or delete favourite forms of payment (page 3-5) and add or delete test centre favourites (page 3-6).
- **Email Confirmation**—Choose this menu item to receive a summary of your active bookings. The summary is sent to the email address listed in your online profile; see “Requesting a bookings summary” on page 2-24.

- **Logout**— Each time you use the Online Trainer Booker System, it is important to log out when you are finished. Leaving the Web site active without logging out could leave your account vulnerable to unauthorised use. If you would like to return to the **Business Link** Web site, click the link on the logout screen. Otherwise, close your browser.



2 Reserving and Managing Bookings

This chapter describes how to use the Online Trainer Booker System to reserve and manage bookings.

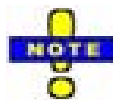
This chapter contains the following sections:

- ❖ Reserving bookings (page 2-2)
 - Creating a set of bookings (page 2-2)
 - Selecting the test centre(s) (page 2-3)
 - Searching for and selecting reservations (page 2-4)
 - Reviewing the order (page 2-6)
 - Entering payment information (page 2-7)
 - Confirming and submitting the order (page 2-9)
 - Viewing and printing the receipt (page 2-10)
- ❖ Managing bookings (page 2-11)
 - Viewing bookings (page 2-11)
 - Assigning candidates to reserved seats (page 2-13)
 - Reassigning candidates (page 2-18)
 - Unassigning candidates (page 2-20)
 - Cancelling bookings (page 2-22)
 - Requesting a bookings summary (page 2-24)

Reserving bookings

Reserving bookings allows you to reserve test appointments up to three months in advance.

To reserve bookings, use the tabs on the Reserve Bookings page. Each tab presents a sequential task, but you can return to a previous tab to make changes if needed.



If you click a tab to return to a previous tab, you need to then move forward by using the *buttons on that tab*, not by clicking a subsequent tab. Otherwise, you may get unexpected results.

Creating a set of bookings

To begin the reservation process, you need to assign a name to the set of bookings you are going to reserve. The name will appear in your confirmation letters and bookings summaries.



If you phone the Contact Centre about a specific booking, the agent will ask you for the booking reference. If you do not have your confirmation letter, you can find out the booking reference by generating a bookings summary, as described in “Requesting a bookings summary” on page 2-23.

1. Choose Reserve Bookings from the main menu.

The Information tab is displayed.

The screenshot shows the 'Reserve Bookings' page with a navigation menu on the left and a main content area. The main content area has tabs for 'Information', 'Centre', 'Reserve', 'Review', 'Payment', 'Confirm', and 'Receipt'. The 'Information' tab is active. Below the tabs, there is a text input field for 'Booking Reference'. Below that, there is a 'Contact Information' box with fields for 'Username', 'Business ID', and 'Email'. A 'CONTINUE' button is located at the bottom right of the main content area.

2. In the Booking Reference field, enter a name for the set of bookings.

This could be today's date, a purchase order number from your accounting system, a number from your own booking system, a sequential number, or any other identifier. For example, if you use today's date for your naming convention, you might enter "Bookings 18/09/2006."

3. Click Continue.

You move to the Centre tab, as described on the next page.

Selecting the test centre(s)

Use the Centre tab to select test centres for this set of bookings. When you progress to the Reserve tab, you will select the test centre for which you want to book appointments, to search for availability.

The screenshot shows the 'Reserve Bookings' interface. On the left is a navigation menu with options like 'Booking Status', 'Manage Bookings', 'Reserve Bookings', 'Pearson VUE Online Profile', 'Email Confirmation', and 'Logout'. The main area is titled 'Reserve Bookings' and has tabs for 'Information', 'Centre', 'Reserve', 'Review', 'Payment', 'Confirm', and 'Receipt'. The 'Centre' tab is active. Below the tabs, there is a text box explaining the search process. Below that are search fields for 'Test Centre Location' (with a dropdown) and 'Post Code', and a 'SEARCH' button. To the right is a 'Map Search' area with a map of the UK. Below the map is a table titled 'Centres - View Favourites' with columns: 'Add', 'Centre Name', 'Profile', 'City', and 'Map'. The table contains two rows: 'Pearson Professional Centres - UK Nottingham' and 'Pearson Professional Centres - UK London'. Below the table is a 'Selected Test Centre' list with two entries: 'Pearson Professional Centres - UK Nottingham' and 'Pearson Professional Centres - UK London', each with a 'Remove' button. At the bottom right is a 'CONTINUE' button.

1. Display the centres at which you want to reserve bookings.

- When you first display this tab, your favourite test centres are displayed in the Centres table. (A yellow star indicates a favourite.) To redisplay favourites at any time, click the **View Favourites** link. (For details about setting up favourites, see “Adding test centre favourites” on page 3-6.)
- To search for centres by location, select a city from the **Test Centre Location** field. The Centres table lists all test centers in the location you selected.
- To search for centres by post code, type a code in the **Post Code** field and click the **Search** button. The Centres table lists all test centres located in or near the post code you specified.
- To search using the map, click an area on the map at right. The Centres table lists all test centres located in the geographic region you clicked.
- To view details about a centre, click its information (i) icon. To view a map of the test centre location, click a centre's map icon. A MapQuest window opens. Follow the directions in the window to use the mapping features. Click the Close button (x) in the upper right corner of the MapQuest window to close it.

2. In the Centres table, click the boxes in the Add column to select centres.

After a centre has been selected, its name is displayed in the Selected Test Centre list at the bottom of the page. To deselect a centre, click its dustbin icon; the centre's name is removed from the list.

3. Click the Continue button.

You move to the Reserve tab, as described on the next page.

Searching for and selecting reservations

After you have named a set of bookings and selected test centre(s), use the Reserve tab to select criteria and search for available appointments.

Booking Status

Manage Bookings

Reserve Bookings

Pearson VUE Online Profile

Email Confirmation

Logout

Specify details about the test(s) here, ...

...click Search,

...and reserve seats from the search results here.

Reserve Bookings Safety First Driving School

Information Centre **Reserve** Review Payment Confirm Receipt

1. To locate seats that you may want to reserve, enter criteria in the following fields and then click **Search**.

Test Type: Language:

Seats: Test Centre:

Date Range DD MMM YYYY: Start: End: Time Range: Start: End:

SEARCH

You may only reserve seats up to 4 months in advance.

2. The list below shows seats that are available based on the criteria you defined. Type the number of available seats you want to reserve and then click **Reserve**. When you have completed all reservations, click **Continue**.

| Available | Reserve | Date | Time |
|-----------|---------|------|------|
|-----------|---------|------|------|

Booking Status: You can have up to 100 open bookings. An open booking is any reserved booking (unassigned) for which the test date/time has not yet passed. You currently can reserve 92 more bookings.

CONTINUE

1. In the Test Type field, select the test type you want to reserve.

If you are using the learner version of the Web site, you may choose Car, Motorcycle, Large Goods CPC, Large Goods CPC Conversion, LGV-HPT, LGV-MC, Passenger Carrying CPC, Passenger Carrying CPC Conversion, PCV-HPT, or PCV-MC.



Candidates for LGV or PCV licenses must pass both the Multiple Choice and Hazard Perception tests to be eligible to book the Practical test. All tests must be passed within 24 months.

If you are using the instructor version of the site, you may choose ADI Qualifying.

2. In the Language field, select Welsh, if needed.

You can choose Welsh or English. (English is selected by default.) Note that this is the language in which the test will be displayed on the computer screen. You have the opportunity to select a voiceover language when you assign a candidate to a booking. Welsh on-screen tests are available at the following test centres: Aberystwyth, Bangor, Birkenhead, Bristol, Builth wells, Cardiff, Cheltenham, Chester, Gloucester, Haverfordwest, Hereford, Liverpool, Merthyr Tydfil, Newport, Rhyl, Shrewsbury, Swansea and Worcester.

3. In the Seats field, enter the number of reservations required.

The **Booking Status** area at the bottom of the page indicates the maximum number of active (open) bookings you are allowed at a time, along with the number of bookings you can still reserve. If needed, please email the DSA at DSA.trainerbooker@dsa.gsi.gov.uk about increasing this number.

4. If you chose multiple centres on the Centre tab, click the Test Centre field and choose the first centre at which you want to book appointments.

After searching for appointments at one centre, you can perform another search using one of the other centres you selected. Click the Centre tab at any time to select additional centres.

5. In the Date Range and Time Range fields, specify the date and time range in which the tests will be taken.

Click the calendar icon next to each date field to select dates. You can reserve seats up to three months in advance.

6. Click Search.

The system searches for available appointment times based on your criteria and displays results in the lower portion of the page.

The screenshot shows the 'Reserve Bookings' page with a navigation menu on the left and a main content area. The main area has tabs for 'Information', 'Centre', 'Reserve', 'Review', 'Payment', 'Confirm', and 'Receipt'. The 'Reserve' tab is active. Below the tabs, there are instructions and a search form. The search form includes fields for 'Test Type' (set to 'Car'), 'Language' (set to 'English-UK'), 'Seats' (set to '3'), 'Test Centre' (set to 'Pearson Professional Centres - ULK London'), 'Date Range' (Start: '02 Sep 2009', End: '16 Sep 2009'), and 'Time Range' (Start: '8:00 AM', End: '5:00 PM'). A 'SEARCH' button is located to the right of the form. Below the search form, there is a table of available seats. The table has columns for 'Available', 'Reserve', 'Date', and 'Time'. The first row shows '3' available seats, '0' reserved seats, the date 'Wed, 02 Sep 2009', and the time '8:00 AM'. A 'RESERVE' button is located to the right of the table. At the bottom of the page, there is a 'Booking Status' message: 'You can have up to 100 open bookings. An open booking is any reserved booking (unassigned) for which the test date/time has not yet passed. You currently can reserve 95 more bookings.'

Available seats found in the search.

| Available | Reserve | Date | Time |
|-----------|---------|------------------|---------|
| 3 | 0 | Wed, 02 Sep 2009 | 8:00 AM |

7. In the Reserve box, enter the number of seats you want to book for each date and time, and then click the Reserve button.

A message informs you that the appointment times will be held for 15 minutes, giving you time to complete the order. If you take more than 15 minutes to pay for and complete the order, it is possible that the appointment times will have been booked by another user. Note that the **Booking Status** area now indicates that you have fewer bookings available to reserve; the number of seats you just reserved has been subtracted from the total number you have available.

8. If needed, repeat steps 1 through 7 to set up additional reservations.

For example, you might reserve seats for a different centre and date.

9. Click the Continue button.

You move to the Review tab, as described on the next page.

Reviewing the order

The Review tab appears after you click **Continue** on the Reserve tab. It lists information about the bookings you have selected so you can make changes before paying and submitting the order. The **Total** column displays the total price if multiple seats are booked at the same centre and time. The total number of reservations and the total price for the entire reservation order are shown below the table.

Example of Review tab for learner tests

Booking Status
Manage Bookings
Reserve Bookings
Pearson VUE Online Profile
Email Confirmation
Logout

Reserve Bookings Safety First Driving School

Information Centre Reserve **Review** Payment Confirm Receipt

Review Your Order
The seats you selected are listed below. Please verify that these are the seats you want to book and then click **Continue**.

| Test | Date | Time | Test Centre | Reserved | Price | Total | Remove |
|---------------------------------------|------------------|---------|--|----------|-------|-------|--------|
| Motorcycle (Cat A, Cat. P) English-UK | Wed, 02 Sep 2009 | 8:00 AM | Pearson Professional Centres - UK Nottingham | 2 | 31.00 | 62.00 | |
| Car English-UK | Wed, 02 Sep 2009 | 8:00 AM | Pearson Professional Centres - UK London | 3 | 31.00 | 93.00 | |

Total Reservations: 5
Exam Total: GBP 155.00

To delete an entry from this page, click . To add seats to centres you previously selected, click the Reserve tab above. To select new centres for booking, click the Centre tab above.

CONTINUE

Example of Review tab for instructor test

Booking Status
Manage Bookings
Reserve Bookings
Pearson VUE Online Profile
Email Confirmation
Logout

Reserve Bookings Safety First Driving School

Information Centre Reserve Review **Payment** Confirm Receipt

Review Your Order
The seats you selected are listed below. Please verify that these are the seats you want to book and then click **Continue**.

| Test | Date | Time | Test Centre | Reserved | Price | Total | Remove |
|----------------|------------------|---------|--|----------|-------|--------|--------|
| PDI English-UK | Wed, 02 Sep 2009 | 8:00 AM | Pearson Professional Centres - UK London | 2 | 50.00 | 100.00 | |

Total Reservations: 2
Exam Total: GBP 100.00

To delete an entry from this page, click . To add seats to centres you previously selected, click the Reserve tab above. To select new centres for booking, click the Centre tab above.

CONTINUE

1. Review the order and make any needed changes.

- To remove a reservation, click its dustbin icon in the **Remove** column.
- To add reservations, click the Reserve tab, and repeat the procedure described in "Searching for and selecting reservations" on page 2-4.
- To select seats at centres other than those you previously selected, click the Centre tab, choose centres, and then reserve seats using the Reserve tab.

2. Click the Continue button.

You move to the Payment tab, as described on the next page.

Entering payment information

The Payment tab appears after you click **Continue** on the Review tab. It lists the total amount you will be charged, and allows you to enter your credit or debit card payment and billing information.

Booking Status
Manage Bookings
Reserve Bookings
Pearson VUE Online Profile
Email Confirmation
Logout

Lists the total amount you will be charged for the reservations.
Favourite form of payment does not store your card security code.
Billing address must match the address that appears on the credit card statement.

Reserve Bookings

Information Centre Reserve Review Payment Confirm Receipt

Safety First Driving School

Fields labelled with * are required.

Total Due GBP 155.00

1. Enter Payment Information

Favourite Form of Payment: None

Card Holder's Name: *

Payment Type: * Select One

Credit Card Number: *

Expiry Date (Month/Year): * 1 / 2009

Card Security Code: * What is this?

2. Enter Billing Information

Country: * United States

State/Province: *

Address 1: *

Address 2: *

City: *

ZIP/Postal Code: *

Telephone: * +1

Your credit card will not be charged and your order will not be processed until after you confirm your order on the next screen.

CONTINUE

1. Complete the credit card fields or select a favourite form of payment.

- In the **Favourite Form of Payment** field, select a favourite form of payment. Each payment form is listed by its card type and the card number's last four digits. For details about adding payment forms, see "Adding favourite forms of payment" on page 3-5. After you select a favourite, the remaining fields are automatically filled in. If you have already selected a favourite form of payment and want to clear the credit card fields, choose the **None** option in this field.

Important: You cannot edit your saved credit card information. You must return to the Online Profile page, delete your current card information, and enter new information for the card.

- In the **Card Holder's Name** field, enter the name as it appears on the card.
- In the **Payment Type** drop-down list, select Maestro UK, MasterCard, Switch Solo, Visa, Visa Delta or Visa Electron.
- In the **Credit Card Number** field, type only numbers (no dashes or special characters). This refers to the long number across the center of the card.
- Enter the **Expire Date** of your card.
- In the **Card Security Code** field, enter the 3- or 4-digit number found on the back of your card. For more information about how to find this number, click the [What is this?](#) link.

Important: For your protection, the **Card Security Code** is not retained with the Favourite Form of Payment and must be entered each time you make a reservation.

2. Enter your Billing Information.

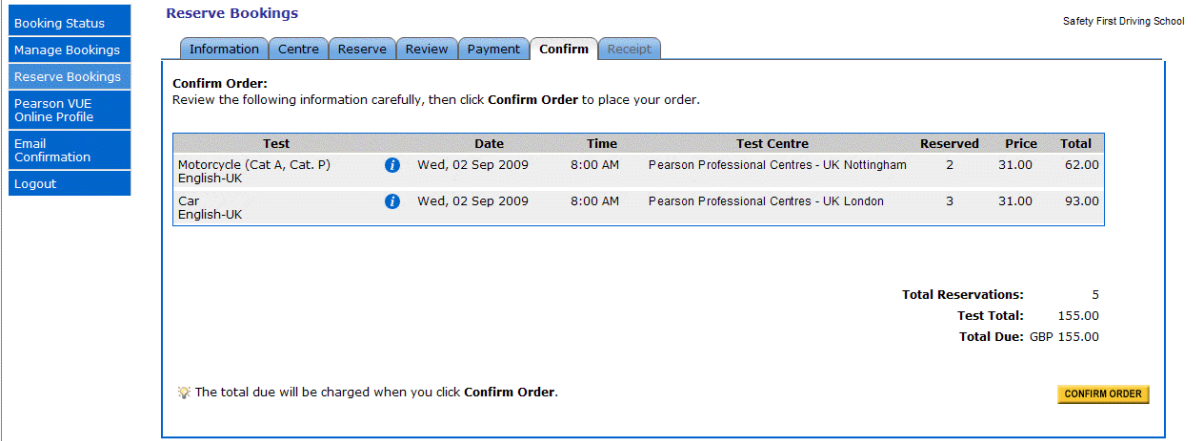
- If you have selected a **Favourite Form of Payment**, the required address fields are automatically filled.
- If blank, complete the required address fields.

3. Click the Continue button.

You move to the **Confirm** tab, as described on the next page.

Confirming and submitting the order

The Confirm tab appears after you click **Continue** on the Payment tab. It lists the bookings you have reserved, along with the amount that will be charged to your credit or debit card, so you can review the information before your card is charged. When you click the **Confirm Order** button, the Total Due amount is charged to your card.



The screenshot shows the 'Reserve Bookings' page with the 'Confirm' tab selected. The page title is 'Reserve Bookings' and the user is logged in as 'Safety First Driving School'. The navigation tabs are Information, Centre, Reserve, Review, Payment, Confirm, and Receipt. The 'Confirm Order' section contains the following information:

Confirm Order:
Review the following information carefully, then click **Confirm Order** to place your order.

| Test | Date | Time | Test Centre | Reserved | Price | Total |
|--|------------------|---------|--|----------|-------|-------|
| Motorcycle (Cat A, Cat. P) English-UK | Wed, 02 Sep 2009 | 8:00 AM | Pearson Professional Centres - UK Nottingham | 2 | 31.00 | 62.00 |
| Car English-UK | Wed, 02 Sep 2009 | 8:00 AM | Pearson Professional Centres - UK London | 3 | 31.00 | 93.00 |

Total Reservations: 5
Test Total: 155.00
Total Due: GBP 155.00

The total due will be charged when you click **Confirm Order**.

CONFIRM ORDER

1. If you need to change the reservations, select the Reserve Tab and make the changes or click the Centre tab to add more reservations.
2. Click the Confirm Order button.

You move to the Receipt tab, as described on the next page. After you click **Confirm Order**, a confirmation letter is automatically emailed to the address specified in your online profile.

Viewing and printing the receipt

The Receipt tab appears after you click Continue on the Confirm tab. It lists all bookings confirmed for the order and the total amount charged to the credit or debit card.

Click the **Print Confirmation** button to print the information for your records. Please note that you will also receive confirmation by email.

The screenshot shows a web interface for 'Reserve Bookings' with a navigation menu on the left and a main content area. The main content area has tabs for 'Information', 'Centre', 'Reserve', 'Review', 'Payment', 'Confirm', and 'Receipt'. The 'Receipt' tab is active. Below the tabs, it displays 'Booking Reference: 90826' and a 'Confirmation' message. A table lists two bookings: 'Motorcycle (Cat A, Cat. P) English-UK' and 'Car English-UK'. To the right of the table, there is a summary of 'Total Reservations: 5', 'Exam Total: 155.00', and 'Total Paid: GBP 155.00'. A yellow 'PRINT CONFIRMATION' button is located below the table. At the bottom left, there is a link to 'Manage Bookings'.

| Test | Date | Time | Test Centre | Reserved | Price | Total |
|--|------------------|---------|--|----------|-------|-------|
| Motorcycle (Cat A, Cat. P) English-UK | Wed, 02 Sep 2009 | 8:00 AM | Pearson Professional Centres - UK Nottingham | 2 | 31.00 | 62.00 |
| Car English-UK | Wed, 02 Sep 2009 | 8:00 AM | Pearson Professional Centres - UK London | 3 | 31.00 | 93.00 |

Total Reservations: 5
Exam Total: 155.00
Total Paid: GBP 155.00

[Go to Manage Bookings.](#)

Managing bookings

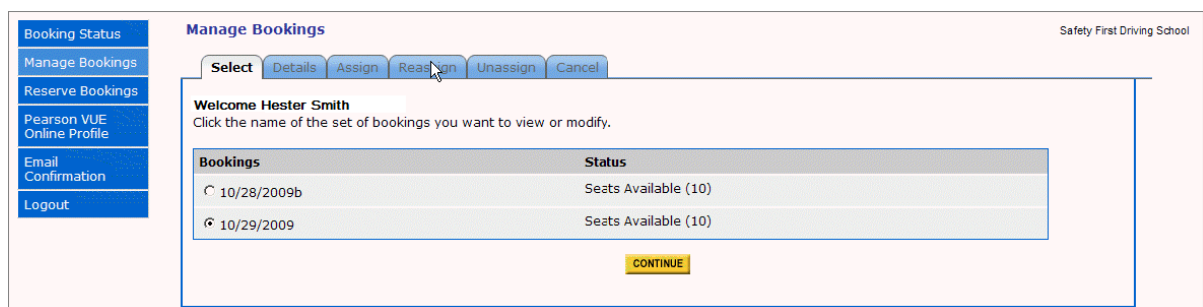
The Manage Bookings area allows you to view the bookings you have created, assign candidates, reassign, unassign candidates and cancel bookings.

Viewing bookings

Follow these steps to view your bookings.

1. Choose Manage Bookings from the main menu.

The Manage Bookings tabs are displayed, with the Select tab selected. This tab shows the name of each set of bookings you have reserved and the number of seats available in each set.



The screenshot shows the 'Manage Bookings' interface for 'Safety First Driving School'. On the left is a navigation menu with options: Booking Status, Manage Bookings (selected), Reserve Bookings, Pearson VUE Online Profile, Email Confirmation, and Logout. The main content area has tabs: Select (selected), Details, Assign, Reassign, Unassign, and Cancel. Below the tabs, it says 'Welcome Hester Smith' and 'Click the name of the set of bookings you want to view or modify.' A table displays the following data:

| Bookings | Status |
|-------------|----------------------|
| 10/28/2009b | Seats Available (10) |
| 10/29/2009 | Seats Available (10) |

A yellow 'CONTINUE' button is located below the table.

2. Select the set of bookings that you want to view or change. Click the Continue button.

The Details tab is now displayed. This tab lists all active bookings. Note that bookings are not listed if an appointment date has passed.

- The Available/Driving Licence # column lists "Available" if the booking has not yet been assigned. If the booking has been assigned, the column displays the licence number of the assigned candidate.

If the booking has expired and can no longer be assigned to a candidate, the expiration date is listed in this column; bookings expire one clear working date before the appointment date. For example, if the appointment is on Wednesday and you log in to the Web site on Tuesday, the booking will be expired. "Expires soon" is displayed if the reservation will expire within the next seven clear working days.

- The **Special Arrangements** column displays "Yes" if special arrangements have been selected for an assigned candidate; otherwise, it displays "No."
- The **Test** column displays the type of test to be taken and the language in which it will appear on the computer screen. (If a voiceover was selected for the candidate, the voiceover language is not shown on this page.)
- The **Appointment** column lists the reserved day, date and time of the test.
- The **Centre** column displays the name of the test centre at which the test will be delivered.

- Booking Status
- Manage Bookings
- Reserve Bookings
- Pearson VUE Online Profile
- Email Confirmation
- Logout

Manage Bookings

Select
Details
Assign
Reassign
Unassign
Cancel

10/29/2009

All active bookings are listed below. Use the tabs above to assign a candidate to an available seat, to remove an existing seat assignment or to cancel a booking. You can also assign a candidate by clicking the Available link in the left column for an open seat.

| Available/ Driving Licence # | Special Arrangements | Test | Appointment | Centre | |
|---------------------------------|-------------------------|-----------------|------------------------------|--|-------------------|
| Available | No | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham | i |
| Available | No | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham | i |
| Available | No | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham | i |
| Available | No | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham | i |
| Available | No | Car, English-UK | Wed, 04 Nov 2009 at 1:00 PM | Pearson Professional Centres - UK Nottingham | i |
| Available | No | Car, English-UK | Wed, 04 Nov 2009 at 1:00 PM | Pearson Professional Centres - UK Nottingham | i |

Click [i](#) for detailed information about a booking.

Print

Safety First Driving School

3. Click a tab to assign, reassign, unassign or cancel bookings.

See "Assigning candidates to reserved seats" on page 2-13, "Reassigning candidates" on page 2-18, "Unassigning candidates" on page 2-20 or "Canceling bookings" on page 2-22.

Assigning candidates to reserved seats

This section describes how to assign a candidate to a reserved appointment.

- ❖ Candidates must be assigned to an appointment at least one clear working day before the appointment date and time.
- ❖ When assigning a candidate to a seat, you can select special arrangements for learner tests (BSL video or voiceover) and the ADI Qualifying test (voiceover only). If you need to change the arrangements later, or if a candidate requests other special arrangements, please phone the Contact Centre for assistance. Note that if you have a Contact Centre agent add other types of special arrangements for a candidate, you must phone the Contact Centre if you need to reassign, unassign or cancel the booking later.
- ❖ To assign a Community Licence Holder (CLH) candidate to a reservation, phone the Contact Centre on 0870 850 8870 (English) or 0300 200 1133 (Welsh) and request that an agent make the assignment. (A CLH candidate's driving licence is from a European country other than the UK.)



If a candidate requires wheelchair access at a test centre, please phone the Contact Centre so that an agent can advise the test centre in advance about the candidate's requirements.

1. Click the Assign tab.

The Assign tab lists all bookings that do not have candidates assigned to them. Bookings are not listed if the appointment date/time has already passed.

Manage Bookings Safety First Driving School

Select Details **Assign** Reassign Unassign Cancel

10/29/2009

To assign a candidate, click the for a seat, enter the candidate's driving licence number and click **Verify**. Then select special arrangements, if necessary, and click **Assign**.

| Available/ Driving Licence # | Special Arrangements | Test | Appointment | Centre | |
|---------------------------------|-------------------------|-----------------|------------------------------|--------------------------------------|--|
| Available | | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Professional Centres - UK Nottingham | |
| Available | | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Professional Centres - UK Nottingham | |
| Available | | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Professional Centres - UK Nottingham | |
| Available | | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Professional Centres - UK Nottingham | |

Click for detailed information about a booking.

Driving Licence #:

Test: Car; English-UK

Appointment: Wed, 04 Nov 2009 at 12:00 PM; Professional Centres - UK Nottingham

VERIFY


Booking Status | Manage Bookings | Reserve Bookings | Pearson VUE Online Profile | Email Confirmation | Logout







Safety First Driving School


Manage Bookings

Select | Details | **Assign** | Reassign | Unassign | Cancel

29/10/2009


To assign a candidate, click the  for a seat, enter the candidate's driving licence number and click **Verify**. Then select special arrangements, if necessary, and click **Assign**.

| Available/ Driving Licence # | Special Arrangements | Test | Appointment | Centre | |
|---|-------------------------|----------------------------|-----------------------------|--|---|
|  Available | | ADI Qualifying, English-UK | Wed, 04 Nov 2009 at 2:00 PM | Pearson Professional Centres - UK London |  |
|  Available | | ADI Qualifying, English-UK | Wed, 04 Nov 2009 at 2:00 PM | Pearson Professional Centres - UK London |  |
|  Available | | ADI Qualifying, English-UK | Wed, 04 Nov 2009 at 3:00 PM | Pearson Professional Centres - UK London |  |

Click  for detailed information about a booking.

*Driving Licence #:

*PRN:

Test: ADI Qualifying; English-UK 
Appointment: Wed, 04 Nov 2009 at 2:00 PM; Pearson Professional Centres - UK London

VERIFY

2. Select the booking you want to assign by clicking a pencil icon.

A field for entering the candidate's licence number appears at the bottom of the page as shown above, along with details about the booking. If you are assigning a candidate to an ADI Qualifying test booking, there is also a field for entering the candidate's Personal Reference Number (PRN).



If the seat's appointment time is within one clear working day, a message advises you that you cannot assign a candidate to the seat. If you would like to pay the test fee again so that you can still assign a candidate to the booking (referred to as a buyback), please phone the Contact Centre for assistance. You will need to provide the agent with the Booking Reference and the driving licence number of the candidate you want to assign. If you no longer have the confirmation letter, look up the Booking Reference by generating a bookings summary as described in "Requesting a bookings summary" on page 2-23.

3. In the Driving Licence # field, enter the candidate's licence number. If you are assigning a candidate to an ADI Qualifying test booking, you must also enter the candidate's Personal Reference Number in the PRN field. Click the Verify button.

If there is a problem with assigning the candidate to the booking, a message provides an explanation. For example, the driving licence number you entered may have been incorrect, the candidate may not be entitled to sit the selected test, or the PRN that was entered may not match the one in the candidate's record. **Failure to check the candidate's license entitlement may result in the seat reservation expiring before the candidate can be assigned.**

Choose special arrangements, if needed.

After the licence number is verified, additional fields appear that allow you to select special arrangements for the candidate. On the learner version of the Web site, you can select either one of the following options for a candidate, but not both. On the instructor version of the Web site, you may only choose the voiceover option.

- **British Sign Language**—Allows the candidate to view an on-screen video of the test being signed in British Sign Language (BSL). (This option is not available for the ADI Qualifying test.)
- **Voiceover**—Allows the candidate to listen to an audio translation of the test. If you select this option, you must select one of the available voiceover languages.

Example of special arrangement options for learner tests

The screenshot shows the 'Manage Bookings' interface for Safety First Driving School. It includes a navigation menu on the left with options like 'Booking Status', 'Manage Bookings', 'Reserve Bookings', 'Pearson VUE Online Profile', 'Email Confirmation', and 'Logout'. The main area displays a table of available bookings for 10/29/2009. Below the table, there are instructions on how to assign a candidate and a detailed view of a selected booking. The detailed view shows the driving licence number (55555555), test details (Car, English-UK), appointment time (Wed, 04 Nov 2009 at 12:00 PM), and special arrangements options. Two checkboxes are present: 'An on-screen video of the test being signed in British Sign Language (BSL) is provided.' and 'The candidate may listen to an audio translation of the exam in a selected language.' Below these is a dropdown menu for selecting a voiceover language, with a note that only English and Welsh voiceovers are available for certain exams. An 'ASSIGN' button is located in the top right corner of the detailed view.

Manage Bookings Safety First Driving School |

Select Details Assign Reassign Unassign Cancel

10/29/2009

To assign a candidate, click the for a seat, enter the candidate's driving licence number and click **Verify**. Then select special arrangements, if necessary, and click **Assign**.

| Available/ Driving Licence # | Special Arrangements | Test | Appointment | Centre |
|---------------------------------|-------------------------|-----------------|------------------------------|--------------------------------------|
| Available | | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Professional Centres - UK Nottingham |
| Available | | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Professional Centres - UK Nottingham |
| Available | | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Professional Centres - UK Nottingham |
| Available | | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Professional Centres - UK Nottingham |

Click for detailed information about a booking.

Driving Licence #: 55555555

Test: Car; English-UK

Appointment: Wed, 04 Nov 2009 at 12:00 PM; Pearson Professional Centres - UK Nottingham

Special Arrangements:

If the candidate requires special arrangements, please select from the options below.

An on-screen video of the test being signed in British Sign Language (BSL) is provided.

The candidate may listen to an audio translation of the exam in a selected language.

(required) Voiceover Language (NOTE: For English and Welsh PCV and LGV exams, only English and Welsh voiceovers are available. For Welsh Car and Bike exams, only English and Welsh voiceovers are available.)

ASSIGN

If needed, choose one special arrangement.

Example of the special arrangement option for instructor test

Manage Bookings Safety First Driving School

Select Details **Assign** Reassign Unassign Cancel

18/09/2006

To assign a candidate, click the ⚡ for a seat, enter the candidate's driving licence number and click **Verify**. Then select special arrangements, if necessary, and click **Assign**.

| Available/Driving Licence # | Special Arrangements | Test | Appointment | Centre |
|-----------------------------|----------------------------|----------------------------|-----------------------------|--|
| ⚡ Available | ADI Qualifying, English-UK | ADI Qualifying, English-UK | Wed, 04 Nov 2009 at 2:00 PM | Pearson Professional Centres - UK London |
| ⚡ Available | ADI Qualifying, English-UK | ADI Qualifying, English-UK | Wed, 04 Nov 2009 at 2:00 PM | Pearson Professional Centres - UK London |
| ⚡ Available | ADI Qualifying, English-UK | ADI Qualifying, English-UK | Wed, 04 Nov 2009 at 3:00 PM | Pearson Professional Centres - UK London |

Click ⓘ for detailed information about a booking.

Driving Licence #: RAMOS04155RA9EZ **Test:** ADI Qualifying; English-UK ⓘ **Appointment:** Wed, 04 Nov 2009 at 2:00 PM: Pearson Professional Centres - UK London **ASSIGN**

Special Arrangements:

If the candidate requires special arrangements, please select from the options below.

The candidate may listen to an audio translation of the exam in a selected language.

(required) Voiceover Language

If needed, choose the voiceover special arrangement.

5. Click the Assign button.

The newly assigned licence number replaces the word "Available" in the **Available/Driving Licence #** column.

The licence number is a link that allows you to edit the assignment. (You can also click the pencil icon.) When you click the licence number or the pencil icon, you can edit the assignment at the bottom of the page. Click the **Clear** button to remove the assignment or to change the special arrangement selections. After making changes, click the **Apply Changes** button.

Manage Bookings Safety First Driving School

Select Details **Assign** Reassign Unassign Cancel

10/29/2009

Click ⚡ to assign a seat or change an assignment you just made. When finished, click **Continue** to display the confirmation page.

| Available/Driving Licence # | Special Arrangements | Test | Appointment | Centre |
|-----------------------------|----------------------|-----------------|------------------------------|--|
| ⚡ 55555555 | No | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham |
| ⚡ Available | | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham |
| ⚡ Available | | Car, English-UK | Wed, 04 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham |
| ⚡ Available | | Car, English-UK | Wed, 04 Nov 2009 at | Pearson Professional Centres - UK Nottingham |

Click ⓘ for detailed information about a booking.

You can now select another seat, or click Continue to go to the confirmation page.

CONTINUE

Once a seat is assigned, the word "Available" is replaced by the candidate's driver license number.

6. Repeat steps 2 through 5 to assign additional candidates to seats.
7. Click the Continue button to confirm the assignment(s) you made.

The next page lists all assignments you just made. To remove an assignment or change its special arrangements, click the [previous page](#) link.

Manage Bookings Safety First Driving School

Select Details **Assign** Reassign Unassign Cancel

10/29/2009
Please review the seat assignments listed below. Click **Confirm** to assign the seats, or return to the [previous page](#) to make changes.

IMPORTANT: Please be sure to leave at least 2 hours between appointments for each candidate. Failure to do so could cause the candidate to miss a test and lose their fee. For example, Joe Bloggs has an LGV-MC test starting at 9am so he shouldn't start his LGV-HPT test until 11am or later.

| Available/ Driving Licence # | Special Arrangements | Test | Appointment | Centre |
|---------------------------------|-------------------------|---------------------|---------------------------------|--|
| 55555555 | No | Car, English- UK | Wed, 04 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham ! |

Click ! for detailed information about a booking. **CONFIRM**

Return to [previous page](#)

8. Click the Confirm button.

The page shown below is displayed, confirming the assigned bookings. Confirmation will be emailed to the address specified in your online profile. You can also click the **Print Confirmation** button to print the information.

Any assignments that were not confirmed are listed in the lower part of the page. Click the red exclamation mark (!) icon for details about the problem.

Manage Bookings Safety First Driving School

Select Details **Assign** Reassign Unassign Cancel

10/29/2009
The following bookings have been assigned.

| Available/ Driving Licence # | Special Arrangements | Test | Appointment | Centre |
|---------------------------------|-------------------------|---------------------|---------------------------------|--|
| 55555555 | No | Car, English- UK | Wed, 04 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham ! |

Click ! or ! for detailed information about a booking. **PRINT CONFIRMATION**

Instructions
Candidates are to arrive at the test centre 15 minutes prior to the start of the test. Please advise candidates that they must produce a valid provisional licence; the licence must be valid for the category of test to be taken. Failure to do so will result in the candidate being unable to sit the test and forfeiting the fee. Candidates should be advised that audio and video monitoring is in place at test centres.

Go to [Manage Bookings](#)

Reassigning candidates

Use the Reassign tab to remove candidates from the bookings to which they have been assigned and assign them to different bookings.

- ❖ You can reassign a candidate up to three clear working days before the appointment date and time for **both** the original booking and the new booking.
- ❖ Both the original seat and the new seat must be in the same set of bookings; you cannot reassign candidates to a seat that was reserved in a different set of bookings.
- ❖ You can only reassign a candidate to a booking made for the same type of test as the original appointment. In other words, if the original appointment was for a motorcycle test, you cannot reassign the candidate to a booking made for a car test.

After you reassign, the candidate is no longer linked to the original appointment and you can assign a different candidate to that seat.

1. Click the Reassign tab.

The Reassign tab lists all active seats that have been assigned. Seats are not listed if the appointment date/time has already passed.

Manage Bookings Safety First Driving School

Select Details Assign **Reassign** Unassign Cancel

10/29/2009

To reassign the candidate assigned to another booking, click the radio button next to the driving licence number. Select the booking you want to reassign, and then you will be able to select a new appointment. View detailed information on the [Reassign Policy](#).

| Driving Licence # | Special Arrangements | Test | Appointment | Centre |
|--------------------------------|----------------------|-----------------|-----------------------------|---|
| <input type="radio"/> 55555555 | No | Car, English-UK | Wed, 4 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham i |

Click i for detailed information about a booking.

2. Click the round button next to the driving licence number of the candidate you want to reassign.

When you select a candidate to reassign, the bookings to which the candidate can be assigned are listed in the lower part of the page.

3. Click the round button next to the candidate's new appointment.

The next page lists both the original appointment and the newly-selected appointment. Click the [previous page](#) link if you need to make changes or click the **Cancel** button if you decide not to reassign the candidate.

4. Click the Confirm button.

A message confirms that the candidate was assigned to the new appointment. Confirmation will be emailed to the address specified in your online profile.

Unassigning candidates

Use the Unassign tab to remove candidates from the bookings to which they have been assigned.

You can unassign a candidate up to three clear working days before the appointment date and time. After you unassign, the candidate is no longer linked to the appointment and you can assign a different candidate to that seat.

1. Click the Unassign tab.

The Unassign tab lists all active seats that have been assigned. Seats are not listed if the appointment date/time has already passed.

2. Click the box next to the driving licence number of each candidate you want to unassign.

When you select a candidate to unassign, information about the booking is listed in the lower part of the page. Click the **Remove** link if you decide NOT to unassign a candidate.

Manage Bookings Safety First Driving School

Select Details Assign Reassign **Unassign** Cancel

10/29/2009
To remove the candidate assigned to a booking, click the box next to the driving licence number. Select all bookings you want to unassign, and then click **Continue** to display the confirmation page.

| Driving Licence # | Special Arrangements | Test | Appointment | Centre |
|--|----------------------|-----------------|----------------------------|--|
| <input checked="" type="checkbox"/> 55555555 | No | Car, English-UK | Wed, 4 Nov 2009 at 2:00 PM | Pearson Professional Centres - UK Nottingham |

Click [i](#) for detailed information about a booking. [Clear All](#)

Candidates will be unassigned from the following bookings. Click Remove for any bookings you do not want to unassign.

| | | | |
|----------|-----|----------------------------|--------|
| 55555555 | Car | Wed, 4 Nov 2009 at 2:00 PM | Remove |
|----------|-----|----------------------------|--------|

Click this link if you decide NOT to unassign a candidate. [CONTINUE](#)

3. Click the Continue button.

A confirmation page lists the candidates you selected for unassigning. Click the [previous page](#) link if you need to make changes.

Manage Bookings Safety First Driving School

Select Details Assign Reassign **Unassign** Cancel

10/29/2009

Please review the list of bookings you have chosen to unassign. Click **Confirm** to unassign the candidates, or return to the [previous page](#) to make changes.

| Driving Licence # | Special Arrangements | Test | Appointment | Centre | |
|-------------------|----------------------|-----------------|----------------------------|--|-------------------|
| 55555555 | No | Car, English-UK | Wed, 4 Nov 2009 at 2:00 PM | Pearson Professional Centres - UK Nottingham | i |

Click [i](#) for detailed information about a booking.

CONFIRM

Return to [previous page](#)

4. Click the Confirm button.

A message confirms that the selected candidates were unassigned. Confirmation will be emailed to the address specified in your online profile.

Cancelling bookings

You can cancel a reserved booking and receive a refund to your credit or debit card, as long as you do so at least three clear working days before the appointment. This does NOT include the day on which you are canceling the test or the day of the appointment. For example, if an appointment is scheduled for Friday, you must cancel on the previous Monday or sooner in order to receive a refund. Bookings that do not have candidates assigned may be cancelled, as well as bookings to which candidates have been assigned.

1. Click the Cancel tab.

The Cancel tab lists all active bookings. Bookings are not listed if the appointment date/time has already passed. Click the **View** field to display all bookings, only bookings that have not been assigned (reserved bookings) or only bookings that have been assigned.

2. Click the box next to each booking you want to cancel.

When you select a booking to cancel, information about the booking is listed in the lower part of the page. Click the **Remove** link if you decide not to cancel a booking.

The screenshot shows the 'Manage Bookings' interface for Safety First Driving School. On the left is a navigation menu with options: Booking Status, Manage Bookings, Reserve Bookings, Pearson VUE Online Profile, Email Confirmation, and Logout. The main area has tabs for Select, Details, Assign, Reassign, Unassign, and Cancel. A 'View' dropdown is set to 'All Bookings'. The date '10/29/2009' is displayed. Below this is a table of bookings with columns: Available/Driving Licence #, Special Arrangements, Test, Appointment, and Centre. The first row is selected with a checkbox. Below the table, there is a summary: 'You have chosen to cancel the following bookings. Click Remove for any bookings you do not want to cancel.' This summary shows one booking: '55555555 Car Wed, 4 Nov 2009 at 12:00 PM' with a 'Remove' link. A 'CONTINUE' button is at the bottom right. A note on the left says 'Click this link if you decide NOT to cancel a selected booking.' pointing to the 'Remove' link in the summary.

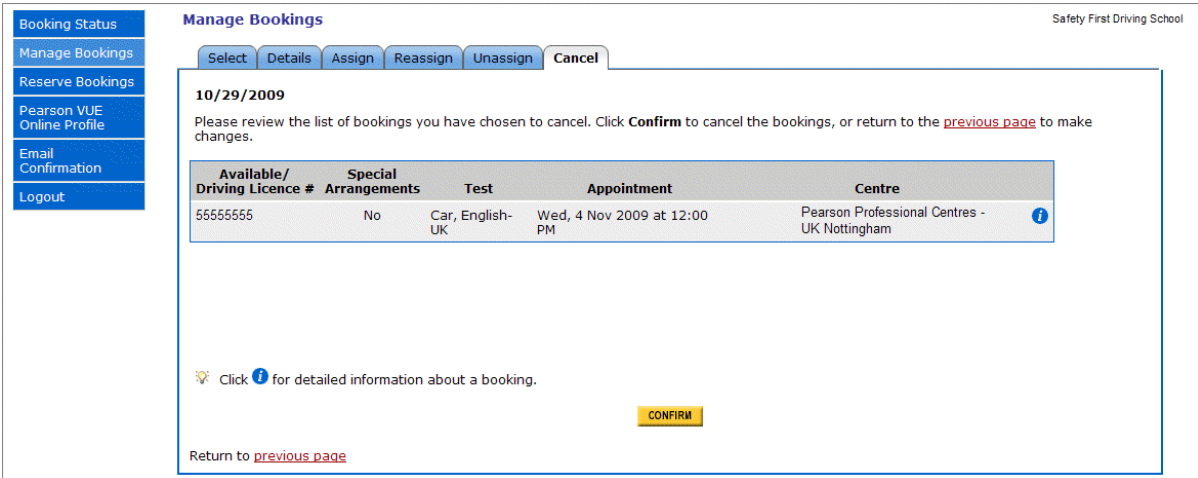
| Available/ Driving Licence # | Special Arrangements | Test | Appointment | Centre |
|--|-------------------------|-----------------|-----------------------------|--|
| <input checked="" type="checkbox"/> 55555555 | No | Car, English-UK | Wed, 4 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham |
| <input type="checkbox"/> Available | No | Car, English-UK | Wed, 4 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham |
| <input type="checkbox"/> Available | No | Car, English-UK | Wed, 4 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham |
| <input type="checkbox"/> Available | No | Car, English-UK | Wed, 4 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham |

You have chosen to cancel the following bookings. Click Remove for any bookings you do not want to cancel.

| | | | |
|----------|-----|-----------------------------|--------|
| 55555555 | Car | Wed, 4 Nov 2009 at 12:00 PM | Remove |
|----------|-----|-----------------------------|--------|


3. Click the Continue button.

A confirmation page lists the bookings you selected for cancelling.



The screenshot shows a web interface for 'Manage Bookings' on the 'Safety First Driving School' website. On the left is a navigation menu with links: Booking Status, Manage Bookings, Reserve Bookings, Pearson VUE Online Profile, Email Confirmation, and Logout. The main content area has a title 'Manage Bookings' and a sub-header '10/29/2009'. Below the sub-header is a text prompt: 'Please review the list of bookings you have chosen to cancel. Click **Confirm** to cancel the bookings, or return to the [previous page](#) to make changes.' A table lists the booking details:

| Available/ Driving Licence # | Special Arrangements | Test | Appointment | Centre |
|---------------------------------|-------------------------|---------------------|--------------------------------|---|
| 55555555 | No | Car, English- UK | Wed, 4 Nov 2009 at 12:00 PM | Pearson Professional Centres - UK Nottingham |

Below the table, there is a message: 'Click  for detailed information about a booking.' and a yellow 'CONFIRM' button. At the bottom, it says 'Return to [previous page](#)'.

4. Click the Confirm button.

A message confirms that the selected bookings were cancelled. Confirmation will be emailed to the address specified in your online profile.

Requesting a bookings summary

To receive a list of your bookings, select the **Email Confirmation** menu option. A summary of your active bookings is emailed to the address specified in your online profile.

1. Choose Email Confirmation from the main menu.

The Email Confirmation page appears.

| | |
|----------------------------|---------------------------|
| Booking Status | Email Confirmation |
| Manage Bookings | |
| Reserve Bookings | |
| Pearson VUE Online Profile | |
| Email Confirmation | |
| Logout | |

Email Confirmation Request

Your request has been received and you should be receiving an email at hsmith@safetyfirst.com shortly.

Go to [Manage Bookings](#).

2. Click the Proceed button.

A message informs you that the email confirmation has been sent.

| | |
|----------------------------|---------------------------|
| Booking Status | Email Confirmation |
| Manage Bookings | |
| Reserve Bookings | |
| Pearson VUE Online Profile | |
| Email Confirmation | |
| Logout | |

Email Confirmation Request

Your request has been received and you should be receiving an email at bonnie.hartman@pearson.com shortly.

Go to [Manage Bookings](#).

3 Administration

This chapter describes the administration tasks you will perform as part of using the Online Trainer Booker System.

The chapter contains the following sections:

- ❖ Viewing your online profile (page 3-2)
- ❖ Changing your email address (page 3-3)
- ❖ Changing your password (page 3-4)
- ❖ Adding favourite forms of payment (page 3-5)
- ❖ Adding test centre favourites (page 3-6)

Viewing your online profile

Your online profile contains your Online Trainer Booker System account settings. Use it to view or change:

- ❖ your account's email address
- ❖ your password
- ❖ test centre favourites
- ❖ favourite forms of payment

1. Choose Online Profile from the main menu.

The Online Profile page is displayed, with the Profile Settings tab selected. It displays your user information, favourite forms of payment and test centre favourites.

Online Profile

Profile Settings | User Information | Password | Add Payment | Add Centre

Your current settings are shown here. You may delete a favourite test centre or form of payment below. To add a favourite centre or form of payment and to change other information, use the tabs above.

User Information:

Business ID: 1205
Email: hsm.ith@safetyfirst.com

Favourite Forms of Payment:

| Remove | Card Number | Card Type |
|--------|-------------|-----------|
| | | |

Use the Add Payment tab above to set up favourite forms of payment.

Favourite Centres:

| Remove | Centre Name | Centre Profile |
|--------|--|----------------|
| | Pearson Professional Centres - UK Nottingham | |
| | Pearson Professional Centres - UK London | |

- Click the **User Information** tab to change your account's email address; see "Changing your email address" on page 3-3.
- Under Favourite Forms of Payment, click the dustbin icon in the **Remove** column to remove a favourite form of payment. To add payment favourites, click the **Add Payment** tab; see "Adding favourite forms of payment" on page 3-5.
- Under Favourite Centres, click the dustbin icon in the **Remove** column to remove a favourite test centre. Click the information (*i*) icon to view details about the centre. To add centre favourites, click the **Add Centre** tab; see "Adding test centre favourites" on page 3-6.

Changing your email address

Follow these steps to change the email address to which correspondence such as confirmation letters is sent. Your Business ID and username are displayed on this page for information only.

8. Choose Online Profile from the main menu.

9. Click the User Information tab.

The User Information tab's fields are displayed.

The screenshot shows the 'Online Profile' page. On the left is a navigation menu with options: Booking Status, Manage Bookings, Reserve Bookings, Pearson VUE Online Profile, Email Confirmation, and Logout. The main content area has tabs for Profile Settings, User Information (selected), Password, Add Payment, and Add Centre. Below the tabs is a form with the following fields: Business ID: 1205, Username: smithhe, and Email: hsmith@safetyfirst.com. A note states: 'Confirmation letters will automatically be sent to this email address each time you add or change bookings.' Below this are two input fields: 'New Email:' and 'Confirm New Email:'. A yellow 'SAVE PROFILE' button is at the bottom right of the form.

10. Type your new email address in the New Email field, and then type it again in the Confirm New Email field.

11. Click the Save Profile button.

A message confirms that the email address was changed.


Changing your password

For security reasons, you should change your account's password from time to time. Since all people in your organisation share the same username and password, be sure to notify all users if you change the password.

3. Choose Online Profile from the main menu.

4. Click the Password tab.

The Password tab's fields are displayed.



The screenshot shows the 'Online Profile' page for 'Safety First Driving School'. The page has a navigation menu on the left with options: Booking Status, Manage Bookings, Reserve Bookings, Pearson VUE Online Profile, Email Confirmation, and Logout. The main content area has tabs for Profile Settings, User Information, Password, Add Payment, and Add Centre. The 'Password' tab is active, displaying a form with three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. Below the fields is a yellow 'CHANGE PASSWORD' button. A message above the fields reads: 'To change your password, first type the password you use now in the Current Password field. Then enter a new password that you can remember, but that no one else can guess easily. Type the password again to confirm it, and then click **Change Password**.'

5. In the Current Password field, type your current password.

6. In the New Password and Confirm New Password fields, enter a new password.

Enter a new password that you can remember, but that no one else can guess easily. Ideally, a password uses a combination of letters and numbers. Note that passwords are case sensitive.

7. Click the Change Password button.

A message appears, confirming that your password was changed. Use the new password the next time you log in to the Web site.

Adding favourite forms of payment

Use this tab to add up to five credit or debit cards as preferred forms of payment. When you reserve bookings, you can quickly select a preferred card instead of entering all the card information. If you already have five forms of payment on the list, you need to delete one before adding another; see “Viewing your online profile” on page 3-2.

1. **Choose Online Profile from the main menu.**
2. **Click the Add Payment tab.**

The Add Payment tab’s fields are displayed.

3. **Complete the Credit Card Information fields.**

Fields labeled with an asterisk (*) are required.

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Business Link

Safety First Driving School

Online Profile

Profile Settings User Information Password Add Payment Add Centre

Use this page to add up to 5 credit/debit cards as favourite forms of payment. When you reserve bookings, you can quickly select a favourite instead of entering all the card information. Your current favourites are listed on the Profile Settings tab. To add a favourite, enter the information below and click the **Continue** button. (Fields labelled with an asterisk (*) are required.) If you already have 5 favourite forms of payment, you need to remove one on the Profile Settings tab before adding another.

Credit Card Information

Card Holder's Name:*

Credit Card Number:*

Payment Type:*

Expiry Date (Month/Year):* /

Billing Information

Billing address must match the address that appears on the credit card statement.

Country:*

Address1:*

Address2:

Town:*

Post Code:

Telephone: + 44

CONTINUE

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4. **Complete the Billing Information fields.**

Fields labeled with an asterisk (*) are required.

Your billing address must match the address that appears on the credit card statement.

5. **Click the Continue button.**

A message confirms that the changes to your favourite forms of payment were made.

For details about selecting a payment form when reserving bookings, see “Entering payment information” on page 2-7.

Adding test centre favourites

Most organisations always book appointments at the same test centres. To save time, you can create a list of commonly used centres. When reserving bookings, you can quickly select from your list of favourites instead of searching for centres. Your favourites list can contain up to three centres. If you already have three centres on the list, you need to delete one before adding another; see “Viewing your online profile” on page 3-2.

1. Choose Online Profile from the main menu.

2. Click the Add Centre tab.

The Add Centre tab is displayed, listing your previously selected favourite centres. A yellow star indicates a favourite.

3. Display the centres you want to designate as favourites.

- To search for centres *by location*, select a city from the **Test Centre Location** field. The Centres table lists all test centers in the location you selected.
- To search for centres *by post code*, type a code in the **Post Code** field and click the **Search** button. The Centres table lists all test centres located in or near the post code you specified.
- To search *using the map*, click an area on the map. The Centres table lists all test centres located in the geographic region you clicked.
- To view details about a centre, click its information (i) icon.
- To view a map of the test centre location, click a centre’s map icon. A MapQuest window opens. Follow the directions in the window to use the mapping features. Click the Close button (x) in the upper right corner of the MapQuest window to close it.

The screenshot shows the 'Add Centre' tab in the 'Online Profile' section. It includes a search form with 'Test Centre Location' (a dropdown menu), 'Post Code' (a text input), and a 'SEARCH' button. To the right is a 'Map Search' area with a map of the United Kingdom. Below the search form is a table titled 'Centres View Favourites' with columns for 'Add', 'Centre Name', 'Profile', 'City', and 'Map'. The table lists two entries: 'Pearson Professional Centres - UK Nottingham' and 'Pearson Professional Centres - UK London', both marked as favourites with a yellow star icon.

| Add | Centre Name | Profile | City | Map |
|----------------------------|--|-------------------|------------|---------------------|
| ★ <input type="checkbox"/> | Pearson Professional Centres - UK Nottingham | i | Nottingham | Map |
| ★ <input type="checkbox"/> | Pearson Professional Centres - UK London | i | London | Map |

4. Select your favourite centres.

- Click the box in the **Add** column to select a centre. The centre is then displayed in the list in the lower portion of the page.
- To deselect a centre, click the dustbin icon next to the centre name in the list at the bottom of the page.

5. Click the Continue button.

A message confirms that the changes to your favourite centres were made.