General Driving School FAQ

Q, **What should I do if I get locked out?**

A. You have three login attempts before you are locked out. If you get locked out, wait 15 minutes and you should be able to login. If not, you will need to call ATLAS Security at 857-368-7930

Q. **Is there a faster way to add education to the driving school portal?**

A. The RMV has created the template spreadsheets for uploading modules and on road trainings to allow for faster data entry. If you don't want to use the spreadsheets, the best option is to take the attendance list for each module added in ATLAS and select all the students who were in the class when adding the module.

Q. **If I miss a student when adding a module, what do I do?**

A. Add another module with the same information and add the missed student. Entries can be made outside of the seven-day time frame to correct an error.

Q. **Why does the parent class have to be entered before the final exam?**

A. The intent of the regulation is to have the parent class done before the students are educated, or towards the beginning of their education which is why it must be entered prior to the final exam. There is no system requirement for when the class must be taken other than that it is a requirement of completing the student's education.

Q. **How do I request a student transfer to my school?**

A. Please follow this process:
- Send an email to: todd.gurney@massmail.state.ma.us
- Email subject heading: TRANSFER STUDENTS
- Body of the email: S#, NAME AND BIRTHDATE and name of original school.

Q. **How do I enter a parent class that was taken at another school?**

1. Enter the date of the parent class as when you confirmed the class was taken, select yourself as the instructor.
2. Copy the paper document you have from when they took it previously
3. Note on the copy that you are using this for a sibling, and that the date entered into the system and that you were the instructor selected.
4. Save it with your sign in sheets for Audit.

Q. **Do I have to add adult students into the system?**

A. Yes, ALL students need to be in the system.

05/31/2018

Q.   I just submitted a request for Driver Education certification for a group of students and can no longer see them in my list of current students. Where are they?

A.   Once a student has received his or her Driver Education Certificate, they are moved to **History**. To see these students, click on the **Show History** button on the right hand side of the **Current Students** tab. These students will still be available for an alternative-hours road test.

Q.   How do we request partial completion education be added to the portal?

1. Email Todd.gurnery@massmail.state.ma.us
2. Subject Heading should be: NEED PARTIAL COMPLETION EDUCATION ADDED TO PORTAL
3. Attach all documents that you have confirming the education.
4. In the body of the email request: Please set portal to partial completion of education for student name, student s#. Student will be completing his/her education at this school.

Q.   Why can't we add twins and triplets?

A.   We need to add twins and triplets directly at the RMV, because the system performs duplicate verification on birthdate and last name, and multiple births share the same information. Please follow this process:

- Add one student to the system
- Send an email to: todd.gurney@massmail.state.ma.us
- Email subject heading: **ADD TWIN TO MY SCHOOL.**
- Body of Email: Name, S#, birthdate of the student.

Q.   As a driving instructor, if I do six hours of driving with three students, why do I have to add the information in two-hour increments?

A.   The system was designed to ensure no student was in a car for more than two hours at a time. The two-hour limit is set in regulations.

Q.   Why do we have to enter vehicle information for every on road training? Can't we enter our vehicles and select from a drop down list like we do instructors?

A.   That is a great idea and will be an enhancement we can offer when Vehicle Services, Release 2 is rolled out in November 2019.

Q.   Our school email has changed. How can I update the email in ATLAS?

A.   You will need to call ATLAS Security at 857-368-7930 to update the email. This is very important as the email in ATLAS will be considered the email of record for RMV communications.

Road Test Questions

Q.   After students pass their road test, do they have to go to the RMV to get their license?

A.   No. If a student has proven lawful presence either online or in-person at a Service Center **BEFORE** the road test, they do **not** need to return to the Service Center. If this task has not been completed, they will need to complete it online or in a Service Center. Students can sign onto the online service center to access their profile to verify their status and pay any fees.

Q.   Can students schedule their road test in advance of having their permit for 184 days?

A.   Yes, students can book on the website and schools may book in advance of the 184 permit requirement **as long as they have had their permit for 184 days by the day of the requested road test.**

Q.   Does the 14-day restriction mean they cannot have a test for 14 days or will not appear for booking for 14 days?

A.   The portal has been updated so that the 14-day restriction only means they cannot take the test for 14 days. The student will show as eligible for an alternative-hours road test 14 days after failed test, so if a student fails a test on a Saturday, the driving school can submit them for another alternative hours road test the following Monday, as long as the test request date isn't for before the 14-day restriction.

Instructor Renewals

Q.   When renewing my instructor credentials, do I still need to fill out and sent in a paper application?

A.   No. While the deadline for completing instructor renewals on paper has been extended to October 1, the best practice is to complete the renewal process online and upload your CORI acknowledgement document, and any other requested documents. We will accept a paper form until October 1, 2018.

Q.   How do I know if an instructor was successfully renewed?

A.   An instructor can check his or her status on their profile at myRMV, and provide that information to their driving school. It is against the law for an instructor to teach without a valid credential.