



Online Permit Exam – Troubleshooting

Q: I'm having trouble with the online permit exam.

A: Let's think through some of the issues you may be having.

Are you following the technical requirements? These are really important and might be why you aren't being successful.

If you are using a browser that is not recommended, you won't get far in the test. Use a recommended browser.

Remember – even though the exam start screen may open for you, you cannot take the exam on a tablet or smartphone. You cannot take the exam successfully using Firefox or Safari.

Did you check your browser version?

Remember to check your browser if you are having a problem. The browsers must be at a minimum the following browser versions:

- Google Chrome 97
- Microsoft Edge 94
- Internet Explorer 11

I said no to the camera, but I have changed my mind. What do I do?

If you are getting stuck here, you may need to clear your browser cache in order to begin the exam with the camera turned on. This is because your browser may be remembering that you said “no” the first time you were asked to allow the photographs.

Clearing the cache will let you try again so you can allow your photograph to be captured.

I realize that I don't have a device that will let me finish the exam at home. What do I do?

At this stage, please look for a learner's permit appointment at your closest RMV Service Center in order to complete the exam at one of our in-office touch screen stations.

I didn't sign up for this type of test. What happened?

The RMV transitioned to an enhanced version of the online permit exam for safety and compliance monitoring purposes in the summer of 2023. We sent an email on two occasions to customers with open exams (within 60 days of June 14) and email addresses on file advising them of this change. This email encouraged completion of the exam before June 14 if they were unable to meet the new technology requirements. Applicants for permit tests after June 14 were advised of the changing requirements during their Service Center visit.

Why are you taking my photo?

It is critical to ensure the applicant for the learner's permit is the individual completing the exam. You are advised to follow all the rules and that penalties for cheating include permit or license revocation, hearing requirements and reinstatement fees. These penalties can happen at any time, even after you have been issued a permit or license.

Technology Requirements

- Your computer must have a working camera; the camera must be on during the exam.
- The exam cannot be taken on a smartphone or tablet.
- Your web browser must be at least Google Chrome 97, Microsoft Edge 94, or Internet Explorer 11.
- Close all other browser windows and disable pop-ups during the exam.

At-Home Set Up

- Limit all distractions; do not allow other adults, children, including babies, or pets in the room during your exam.
- Leave all other electronics like your cell phone, or smartwatch in another room.
- Get comfortable, you must remain in a similar position during the entire exam.

Reasons for Automatic Failure

- If you are inactive on an individual question for more than 2 minutes.
- If you navigate to another window or browser tab.
- If you take longer than 25 minutes to complete the exam.

Anti-Cheating Policy and Violation Penalties

- Do not allow another person to take the permit exam for you or be present in the room.
- Do not access reference materials like the driver's manual; do not search the internet for answers.
- Do not obscure your face during the exam (no baseball hats, masks, or sunglasses).
- Do not block your camera lens with any objects or body parts.

If the RMV determines a cheating violation, including, but not limited to, the examples listed above, occurred, you may be subject to a hearing, the revocation of your permit for a period of at least 60 days and a reinstatement fee of \$100. All future permit applications and exams must be completed at an RMV Service Center. Even after you have been issued your permit or license, the RMV reserves the right to initiate a hearing process and to revoke your permit or license at any time should cheating violations be discovered.