



Practical Driving Assessment Online Booking Service

User Guide

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Disclaimer: The information contained in this publication is provided in good faith and believed to be accurate at time of publication. The State shall in no way be liable for any loss sustained or incurred by anyone relying on the information.

1. Introduction

Welcome to the Practical Driving Assessment (PDA) Online booking service.

'PDA Online' is an internet application developed by the Department of Transport (DoT), Driver and Vehicle Services (DVS) business unit. It gives users the opportunity to search for vacancies, select, confirm, change or cancel a PDA booking, at their convenience.

The online service is a great option for PDA applicants and is also expected to assist in reducing congestion in DVS centres and agencies.

2. Accessing PDA Online

PDA Online is available to eligible users through any internet connection. The Transport website supports a number of commonly used web browsers. PDA Online can be accessed using the following internet browsers.

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Opera
- Apple Safari

PDA Online can also be accessed from phone and tablet devices.

Eligible users are typically applicants holding a learner's permit and their driving instructors.

2.1 Exclusions

Some applicants will not be catered for in PDA Online, due to the complexities associated with their particular circumstances.

These include applicants with:

- licence sanctions.
- a medical condition.
- an extraordinary licence application.
- a conditional licence application.
- a HC (heavy combination) or MC (multi combination) application.

Applicants meeting these exclusion conditions can telephone 13 11 56 or visit a DVS centre, DoT regional office or authorised agent to conduct PDA booking transactions.

2.2 Application Access

PDA Online can be accessed using the following link from the DoT website:

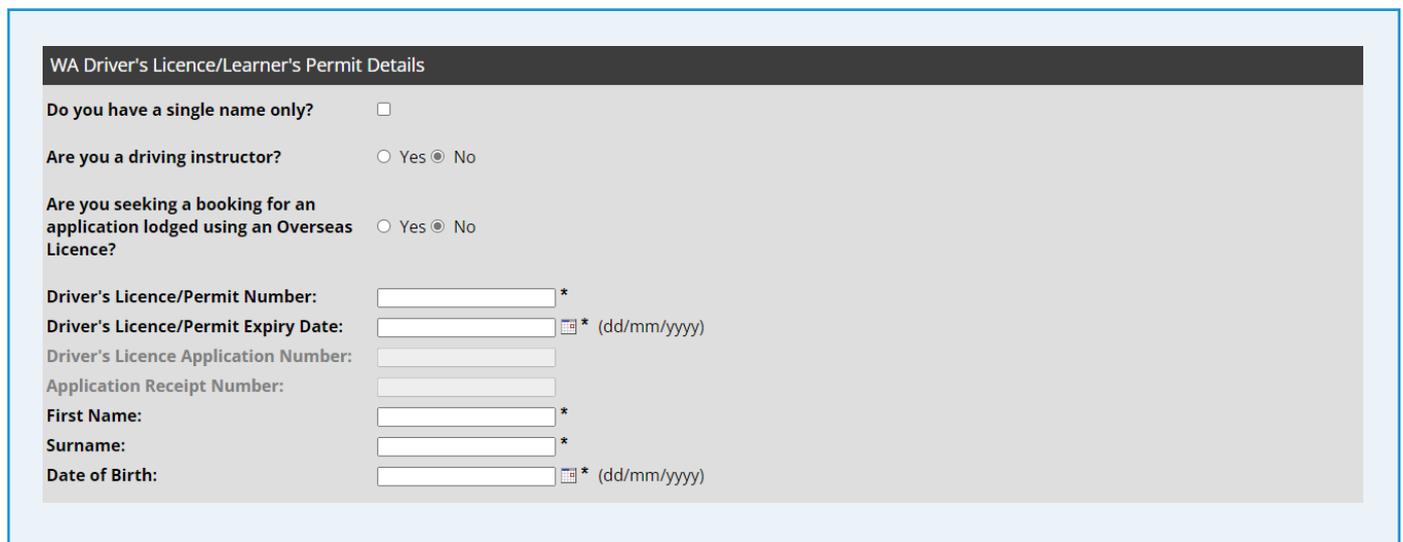
<https://online.transport.wa.gov.au/pdabooking/manage/>

It is recommended that once users navigate to the login page, they bookmark the link and add it to their browser favorites menu.

3. Using PDA Online

3.1 Logging in

It is important that applicants follow the below procedures to gain access to PDA Online:



The screenshot shows a web form titled "WA Driver's Licence/Learner's Permit Details". It contains several questions and input fields:

- Do you have a single name only?** with a radio button .
- Are you a driving instructor?** with radio buttons Yes and No.
- Are you seeking a booking for an application lodged using an Overseas Licence?** with radio buttons Yes and No.
- Driver's Licence/Permit Number:** a text input field with an asterisk.
- Driver's Licence/Permit Expiry Date:** a date input field with a calendar icon, an asterisk, and the format "(dd/mm/yyyy)".
- Driver's Licence Application Number:** a text input field.
- Application Receipt Number:** a text input field.
- First Name:** a text input field with an asterisk.
- Surname:** a text input field with an asterisk.
- Date of Birth:** a date input field with a calendar icon, an asterisk, and the format "(dd/mm/yyyy)".

1. If you only have one name, ensure you select the radio button for single name only. When accessing the application, the radio button will be set to No on the second question.
2. Select the appropriate radio button (YES or No) to the question: 'Are you seeking a booking for an application lodged using an Overseas Licence?'
3. Public users must enter the following credentials to log on:
 - (i) Driver's Licence/learner's permit number.
 - (ii) Date of birth.
 - (iii) Driver's Licence/learner's permit expiry date.
 - (iv) First name.
 - (v) Surname or surname only if the single name only radio button is selected.

Where the user has selected Yes to 'Are you seeking a booking for an application lodged using an Overseas Licence?', the Driver's Licence/Permit Number and Driver's Licence/Permit fields will be disabled.

Using the receipt, the user was provided at time of lodging their application at a DVS centre, DoT regional office or authorised agent, the user will need to enter:

- (i) Driver's licence Application Number.
 - (ii) Application receipt number.
4. For security, this information must match DVS records to gain access.
 5. Where dates are required to be entered throughout PDA Online, a utility is available to assist you. Click the date icon next to the date field.
 - The date utility will display. The utility will default to the current date.
 - Select a date by clicking on the day.
 - You can move the month display forward or back by clicking on the black arrows on the utility title bar.

- You can also select the month and year by clicking on the drop down menu.
- You may enter the dates manually in the format DD/MM/YYYY. Once the information is entered, check the I'm not a robot reCAPTCHA box and select the Continue button.

The screenshot shows the 'Practical Driving Assessment Bookings' page on the DoT Direct website. The page header includes the Government of Western Australia Department of Transport logo and the DoT Direct logo. A navigation bar contains 'Accessibility / Contact us' and a printer icon. The main content area is titled 'Practical Driving Assessment Bookings' and includes a notice: 'New assessment times become available as other people change their bookings. Please check regularly for availability.'

The form is titled 'WA driver's licence/Learner's permit details' and contains the following fields and options:

- Do you have a single name only?**
- Are you a driving instructor?** Yes No
- Are you seeking a booking for an application lodged using an overseas licence?** Yes No
- Driver's licence/Permit number:** *
- Driver's licence/Permit expiry date:** *
- Driver's licence application number:**
- Application receipt number:**
- First name:** *
- Surname:** *
- Date of birth:** *

Below the form is an 'Important notes' section with the following text:

The following is provided for your information. Please refer to our website (www.transport.wa.gov.au/dvs) for full details regarding vehicle suitability, clothing and safety attire requirements and our PDA cancellation policy.

You will need to bring with you:

- Your learner's permit card or one form of primary identification and one form of secondary identification (one must include your signature. Refer to the website for more information);
- Your completed Log Book (if applicable). If you have used the Learn&Log app to complete all of your hours, please submit the electronic declaration of completion at least 24 hours prior to your PDA; and
- A licensed roadworthy vehicle of appropriate class. It is important to note that private C class vehicles must be fitted with a centrally mounted handbrake that the front passenger can operate if required.

Failure to meet any of the following requirements may result in the cancellation of your PDA:

Graduated Driver Training and Licensing (GDT&L) applicants must:

- Be 17 years of age or older at the time of the PDA;
- Have recorded a minimum of 50 hours of supervised driving in your Log Book, including five hours of night time driving. Car (C) class applicants 25 years of age and over are exempt from the Log Book requirement;
- Have successfully completed the relevant class specific Hazard Perception Test; and
- Have held your learner's permit for a minimum of six months.

Motorcycle (R-E) licence applicants (non GDT&L) must:

- Have held a WA learner's permit for a minimum of six months; and
- Have successfully completed a motorcycle specific HPT.

Moped (R-N) licence applicants must:

- Be 16 years of age or older at the time of the PDA; and
- Have successfully completed a motorcycle specific HPT.

Please do not be late for your appointment. Late arrivals may be cancelled and a further payment will be required to make another appointment. Please ensure you arrive 15 minutes prior to your assessment booking time. If you need to change or cancel your PDA you must give more than two full working days notice or you will be required to pay for another PDA.

The Department is not liable for any out of pocket expenses as a result of PDA changes.

At the bottom right of the form, there is a reCAPTCHA box with the text 'I'm not a robot' and a 'Continue' button. There is also a 'Clear' button next to it.

By clicking the Continue button, the user is acknowledging that the information provided is only current as at the time and date of the response and agreeing to the DoT terms of use and privacy policy.

It is recommended that you read the Terms of Use. They can be accessed by selecting the link on the bottom right of the login page.

Once logged in, the following screen will display if you have no current bookings.

The screenshot shows the 'Practical Driving Assessment Bookings' page for user Sabrina Neugebauer. The page header includes the Government of Western Australia Department of Transport logo and 'DoT Direct' branding. A navigation bar at the top right contains 'Accessibility / Contact us' and two 'A' icons. The main content area is divided into three sections: 1. 'Current bookings for Sabrina Neugebauer' with the message 'There are no current bookings.' 2. 'Make a new booking' section with the following options: 'Test type: C - Car', 'Region: Metro (selected) / Regional', 'Date range: dd/mm/yyyy', and a list of sites including Cannington, Joondalup, Kelmscott, Mandurah, Midland, Mirrabooka, Rockingham, Success, and West Perth. 3. A bottom section with 'Search', 'Back', and 'Clear' buttons.

3.2 Error messages

When using PDA Online, users may occasionally experience an error message. These error messages are displayed in red and will appear near the top of the screen. If data is not entered in a required field, the following error messages may be experienced when attempting login.

- Please enter your Driver's Licence/Permit Number.
- Please enter your Date of Birth.
- Please enter your Licence/Permit Expiry Date.
- Please enter your first name.
- Please enter your surname.

If the credentials do not match, the user will be presented with the error message below.

'The information you have entered does not match a person in our records. Please check the details and try again.'

If the PDA search limit is reached, no further searches can be performed and the user will be presented with the error message below.

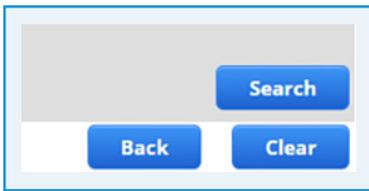
'For a fairer system, we have set a search limit. Please try again later.'

A Contact Us link is on the top right of every page. Selecting this link will display the contact details for support from DoT staff.

This screenshot is similar to the previous one but for user Ruel Arlos. The 'Contact us' link in the top right navigation bar is highlighted with a red rectangular box. The rest of the page content, including the 'Make a new booking' section, is identical to the previous screenshot.

3.3 Commands

The PDA Online application contains a number of command buttons.

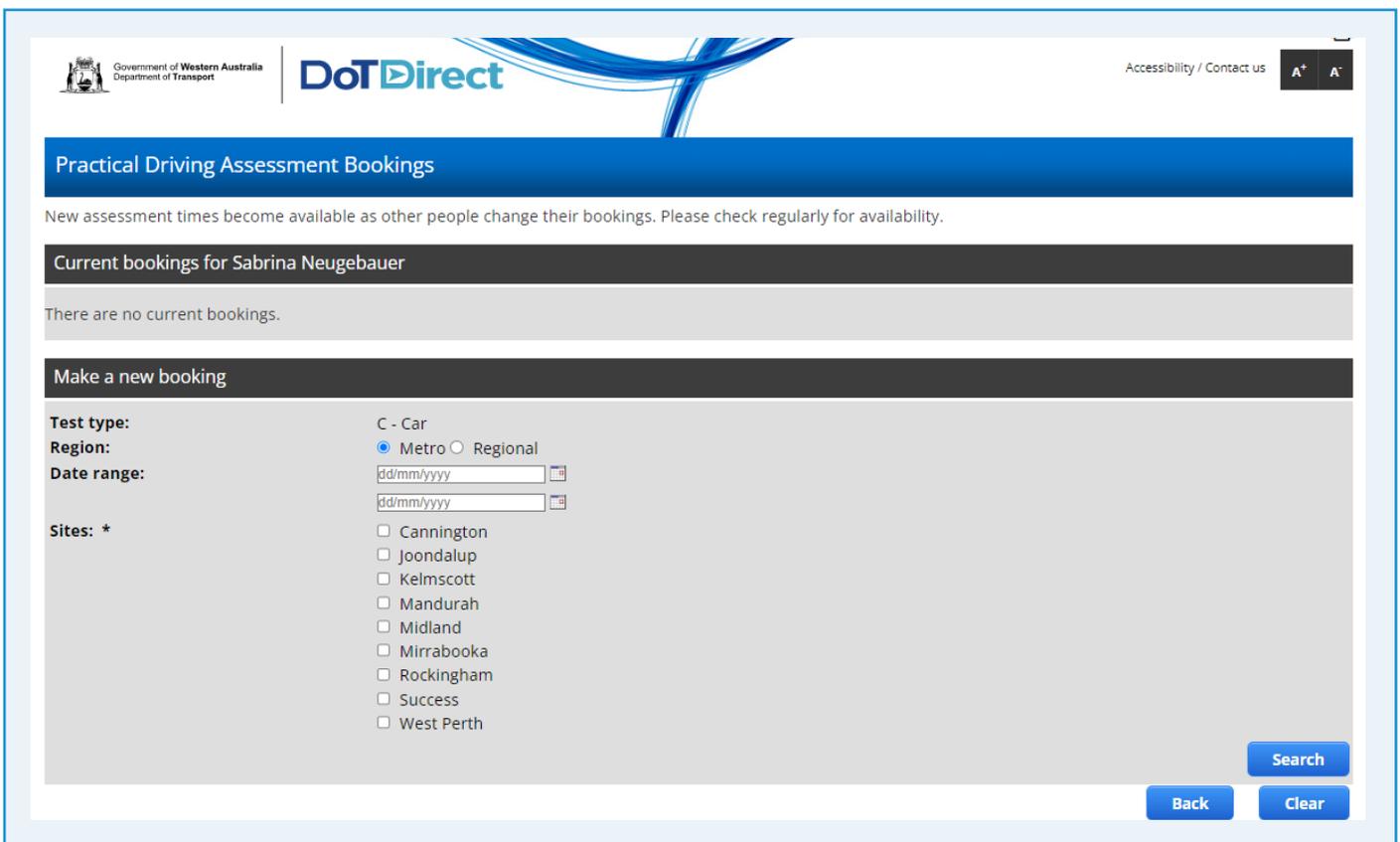


When logged in, always use the command button on the application screen.

To reduce the likelihood of issues occurring, users should beware of using browser commands (such as the forward or back buttons).

3.4 Searching for a vacancy

Make a new booking

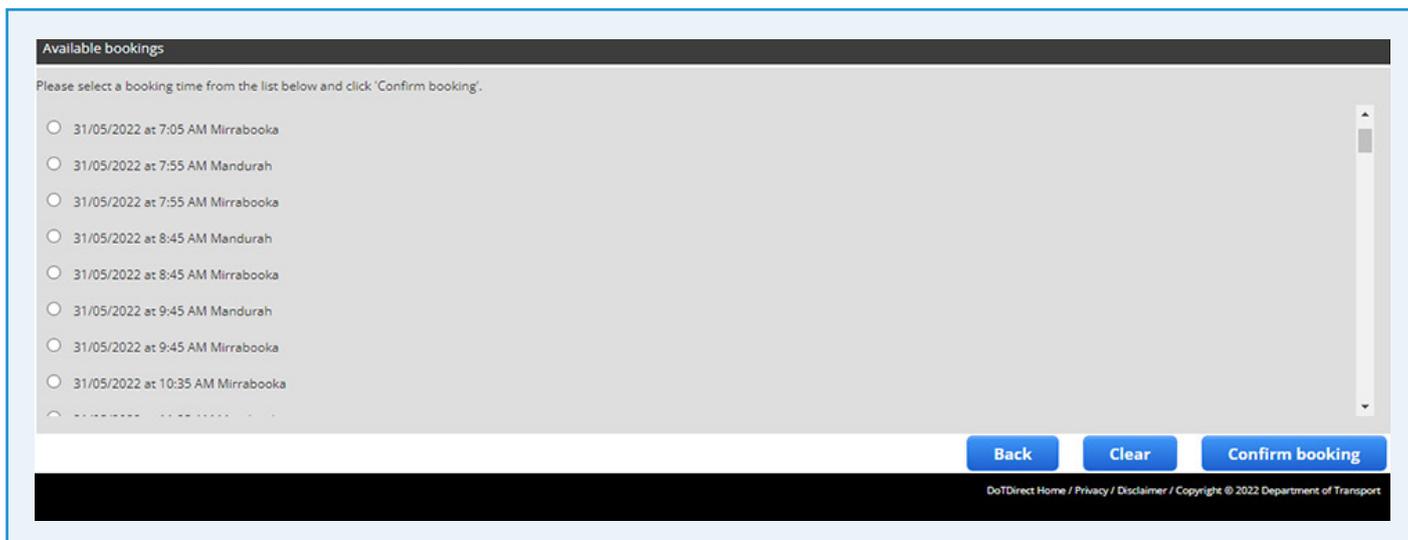


Searches can be performed by selecting either the Metro or Regional radio button, and then choose the date range for your search or you can select from date only. The sites you see in the list will typically provide the PDA service for your class of licence. If your desired site is not in the list, this could be because:

- PDA's for your class of licence are not available at that site;
- PDA's are not conducted at that site at all; or
- Some regional agency sites offer limited licensing services, and their PDA bookings are not available online. If your regional agent is not listed in PDA Online, you will need to contact them directly for PDA booking enquiries. The contact details are available on the DoT Regional Agent's page.

Available bookings

The first nine vacancies available at your chosen site(s) will display, in date and time order.



The screenshot shows a web interface titled "Available bookings". At the top, it says "Please select a booking time from the list below and click 'Confirm booking'". Below this is a list of nine booking options, each with a radio button and text indicating the date, time, and location. The options are:

- 31/05/2022 at 7:05 AM Mirrabooka
- 31/05/2022 at 7:55 AM Mandurah
- 31/05/2022 at 7:55 AM Mirrabooka
- 31/05/2022 at 8:45 AM Mandurah
- 31/05/2022 at 8:45 AM Mirrabooka
- 31/05/2022 at 9:45 AM Mandurah
- 31/05/2022 at 9:45 AM Mirrabooka
- 31/05/2022 at 10:35 AM Mirrabooka
-

At the bottom right of the list are three buttons: "Back", "Clear", and "Confirm booking". At the very bottom of the page, there is a footer with the text: "DoTDirect Home / Privacy / Disclaimer / Copyright © 2022 Department of Transport".

Points to note:

1. Although you may hold a licence or permit and can access PDA Online, you will not be able to book an assessment unless you meet the age, eligibility, and experience requirements. For example, if you hold a learner's permit for an R (motorcycle) class, you must have held the R-E licence for at least one year, so when searching for a booking you must select a test booking date that is at least 1 year after the issue of your R-E licence.
2. You may not see the same search results as someone else because of the licence class eligibility and experience requirements for different customers. The vacancies displayed are also subject to DVS resource availability.
3. It is important to note that others (including DVS staff) may be using the booking system at the same time, and possibly selecting the same vacancies you may see after a search.
4. The first user to select a vacancy and click confirm, will secure the booking. If another user secures the booking that you were looking at, but had not as yet secured, you will be prompted to select an alternate vacancy.
5. The bookings made via the internet are held in the same database as bookings made by staff at DVS centres and agents as well as the Customer Contact Centre. It is a live system that interacts seamlessly, internally and externally.
6. It is also possible to manage any existing bookings via PDA Online. If you have an existing future booking, it will be displayed when you log in and you can make appropriate changes.

3.5 Selecting a vacancy

Select the vacancy you would like to book and click 'Confirm Booking'.

Available bookings

Please select a booking time from the list below and click 'Confirm booking'.

- 31/05/2022 at 7:05 AM Mirrabooka
- 31/05/2022 at 7:55 AM Mandurah
- 31/05/2022 at 7:55 AM Mirrabooka
- 31/05/2022 at 8:45 AM Mandurah
- 31/05/2022 at 8:45 AM Mirrabooka
- 31/05/2022 at 9:45 AM Mandurah
- 31/05/2022 at 9:45 AM Mirrabooka
- 31/05/2022 at 10:35 AM Mirrabooka
-

[Back](#) [Clear](#) [Confirm booking](#)

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Important note:

If you select and confirm a vacancy that is within two working days, you will not be able to change or cancel that booking without losing your test entitlement. If you decide to proceed and make the booking, a warning will appear on the screen.

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DoT Direct

Accessibility / Contact us 

Practical Driving Assessment Bookings

PDA booking confirmation

The booking you have selected is in less than two working days and once it is confirmed, you will have to pay again if you wish to change it.
Are you sure you wish to continue?

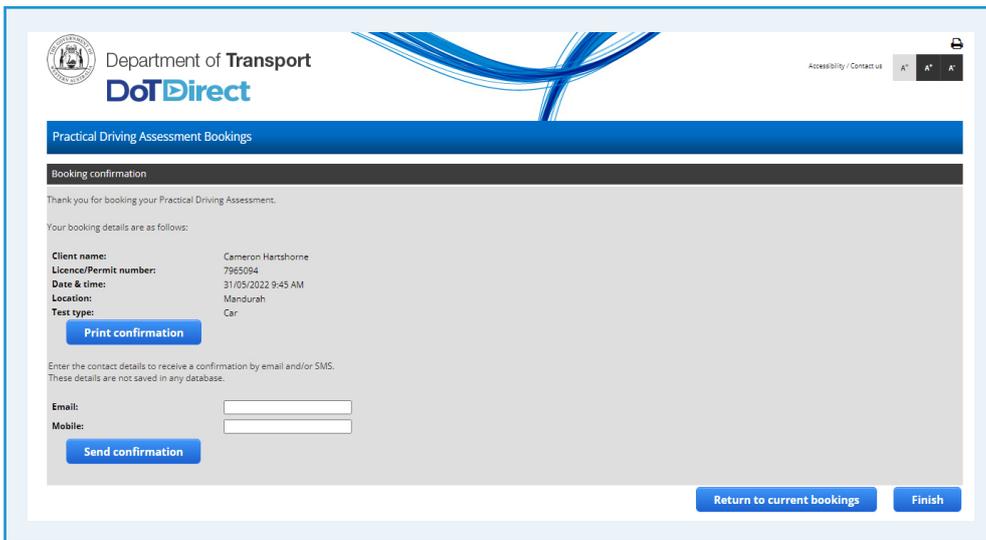
[Yes](#) [No](#)

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Select 'Yes' if would like to proceed or 'No' to cancel the confirmation.

3.6 Confirmed booking

Your booking will be displayed. You can print your booking confirmation and send electronic notifications from this page.



The screenshot shows the 'Practical Driving Assessment Bookings' page on the Department of Transport DoT Direct website. It includes a 'Booking confirmation' section with the following details:

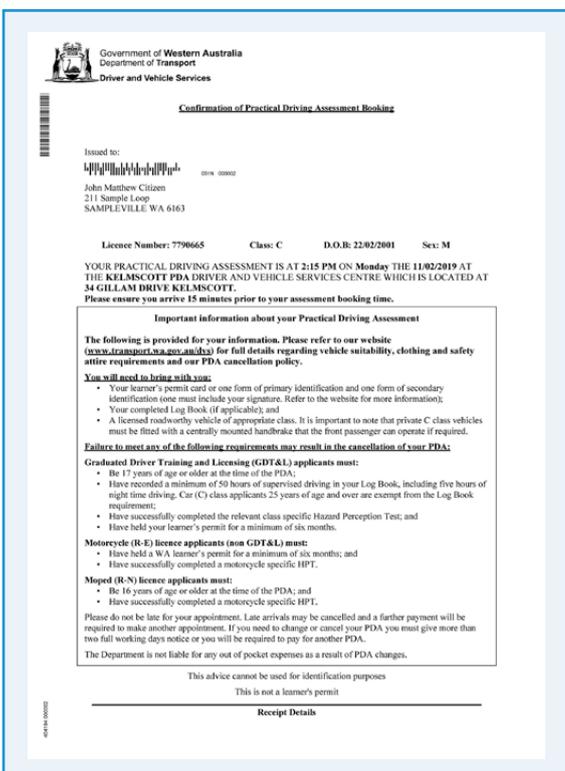
- Client name: Cameron Hartshorne
- Licence/Permit number: 7965094
- Date & time: 31/05/2022 9:45 AM
- Location: Mandurah
- Test type: Car

There are buttons for 'Print confirmation', 'Send confirmation', 'Return to current bookings', and 'Finish'. There is also a section for entering contact details to receive a confirmation by email and/or SMS.

3.7 Printing the Booking Confirmation

Click the Print Confirmation button. After a few moments, the booking confirmation will be displayed as a PDF for printing.

It is recommended that you print or save your booking confirmation for future reference.



The screenshot shows a PDF document titled 'Confirmation of Practical Driving Assessment Booking' issued by the Government of Western Australia, Department of Transport, Driver and Vehicle Services. The document includes the following information:

- Issued to: John Matthew Citizen, 211 Sample Loop, SAMPLEVILLE WA 6163
- Licence Number: 7796665, Class: C, D.O.B: 22/02/2001, Sex: M
- Assessment details: YOUR PRACTICAL DRIVING ASSESSMENT IS AT 2:15 PM ON Monday THE 11/02/2019 AT THE KELMSCOTT PDA DRIVER AND VEHICLE SERVICES CENTRE WHICH IS LOCATED AT 24 GILLAM DRIVE KELMSCOTT.
- Important information about your Practical Driving Assessment: The following is provided for your information. Please refer to our website (www.transport.wa.gov.au/dvs) for full details regarding vehicle suitability, clothing and safety attire requirements and our PDA cancellation policy.
- You will need to bring with you: Your learner's permit card or one form of primary identification and one form of secondary identification (one must include your signature. Refer to the website for more information); Your completed Log Book (if applicable); and A licensed roadworthy vehicle of appropriate class. It is important to note that private C class vehicles must be fitted with a centrally mounted handbrake that the front passenger can operate if required.
- Failure to meet any of the following requirements may result in the cancellation of your PDA:
- Graduated Driver Training and Licensing (GDT&L) applicants must: Be 17 years of age or older at the time of the PDA; Have recorded a minimum of 50 hours of supervised driving in your Log Book, including five hours of night time driving. Car (C) class applicants 25 years of age and over are exempt from the Log Book requirement; Have successfully completed the relevant class specific Hazard Perception Test; and Have held your learner's permit for a minimum of six months.
- Motorcycle (R-E) licence applicants (non GDT&L) must: Have held a WA learner's permit for a minimum of six months; and Have successfully completed a motorcycle specific HPT.
- Moped (R-N) licence applicants must: Be 16 years of age or older at the time of the PDA; and Have successfully completed a motorcycle specific HPT.

Please do not be late for your appointment. Late arrivals may be cancelled and a further payment will be required to make another appointment. If you need to change or cancel your PDA you must give more than two full working days notice or you will be required to pay for another PDA.

The Department is not liable for any out of pocket expenses as a result of PDA changes.

This advice cannot be used for identification purposes
This is not a learner's permit
Receipt Details

Many of our forms and documents are in PDF format.

If you do not have Adobe Acrobat Reader installed on your device, it may be downloaded from Adobe® at the following internet page:

<https://get.adobe.com/reader/>

Transport is not responsible for external links and is unable to offer software or computer support.

3.8 Electronic notification

PDA Online can send you a short message (SMS) and/or email to confirm your booking transaction.

If you select the email option, the booking confirmation will be attached as a PDF. For SMS confirmations, you will receive a short text message confirming your licence number, test location, date and time.

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DoT Direct

Practical Driving Assessment Bookings

Booking confirmation

Thank you for booking your Practical Driving Assessment.

Your booking details are as follows:

Client name: Cameron Hartshorne
Licence/Permit number: 7965094
Date & time: 31/05/2022 9:45 AM
Location: Mandurah
Test type: Car

[Print confirmation](#)

Enter the contact details to receive a confirmation by email and/or SMS. These details are not saved in any database.

Email:
Mobile:

[Send confirmation](#)

[Return to current bookings](#) [Finish](#)

To use the electronic function, enter a valid mobile telephone number and/or email address. Then click the 'Electronic Notification' button.

The notification should be sent immediately. At times there may be a slight delay in you receiving it, due to third party systems (for example, phone carrier and/or internet service provider).

3.9 Current booking

From the Booking confirmation page, select Return to Current Bookings. The following page will display.

Government of Western Australia
Department of Transport

DoT Direct

Practical Driving Assessment Bookings

New assessment times become available as other people change their bookings. Please check regularly for availability.

Current bookings for Dency Johnny

Test Type	Date & Time	Site	
C - Car	12/05/2023 7:55 AM	West Perth	Change Cancel booking Print

Make a new booking

Test type: C - Car
Region: Metro Regional
Date range:
Sites: *

- Cannington
- Joondalup
- Kelmscott
- Mandurah
- Midland
- Mirrabooka
- Rockingham
- Success
- West Perth

[Search](#) [Back](#) [Clear](#)

You can return to this page at any time by logging in to PDA Online before your assessment. From this page you can:

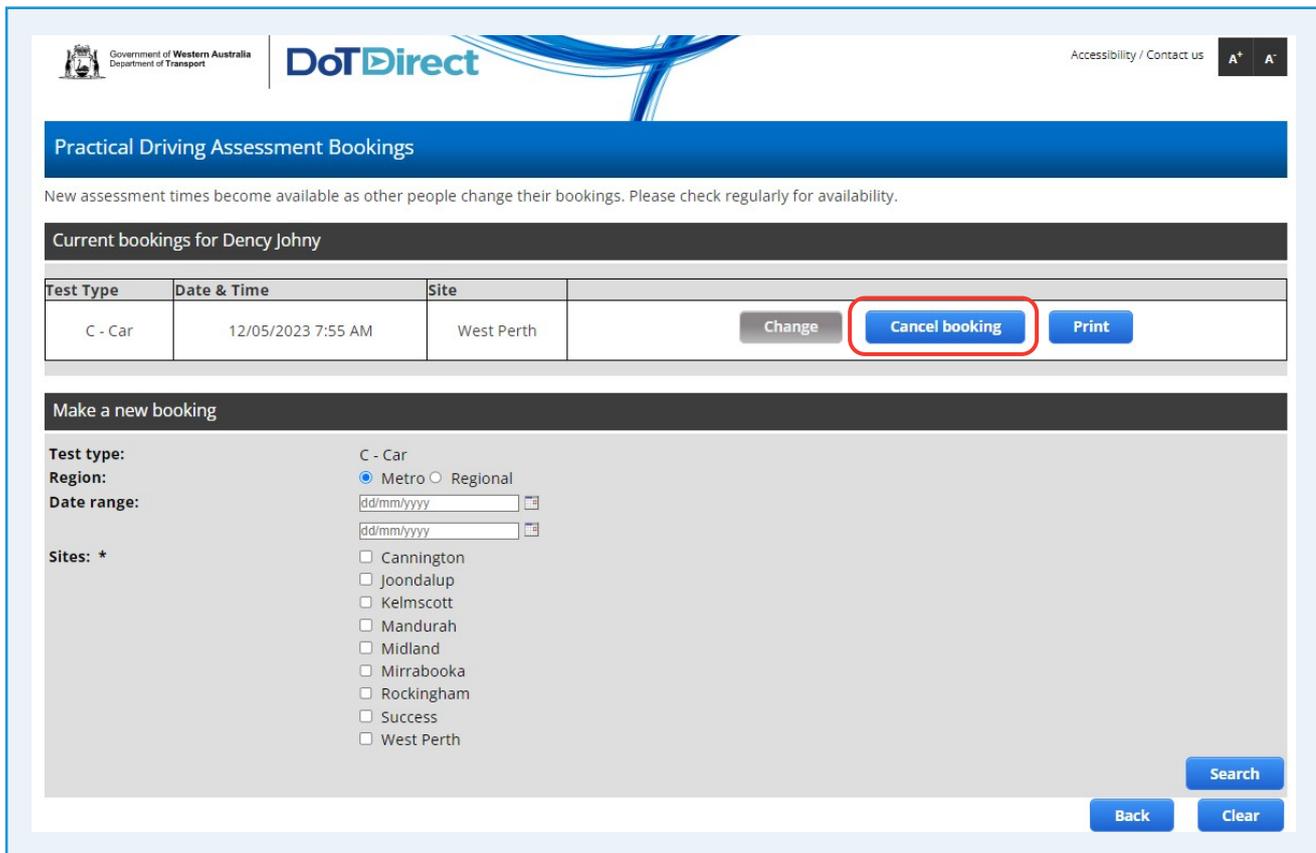
- change your booking by searching for another vacancy;
- cancel your booking; and
- print your booking confirmation.

The Search Availability button is inactive if you already have a booking.

You must select 'Change' to search for a new vacancy.

Bookings confirmed within two working days

If you return to your Current Bookings page, and the booking you made is within two working days, the Change button will be inactive.



Government of Western Australia
Department of Transport

DoT Direct

Accessibility / Contact us A+ A-

Practical Driving Assessment Bookings

New assessment times become available as other people change their bookings. Please check regularly for availability.

Current bookings for Dency Johnny

Test Type	Date & Time	Site	
C - Car	12/05/2023 7:55 AM	West Perth	<input type="button" value="Change"/> <input type="button" value="Cancel booking"/> <input type="button" value="Print"/>

Make a new booking

Test type: C - Car

Region: Metro Regional

Date range:

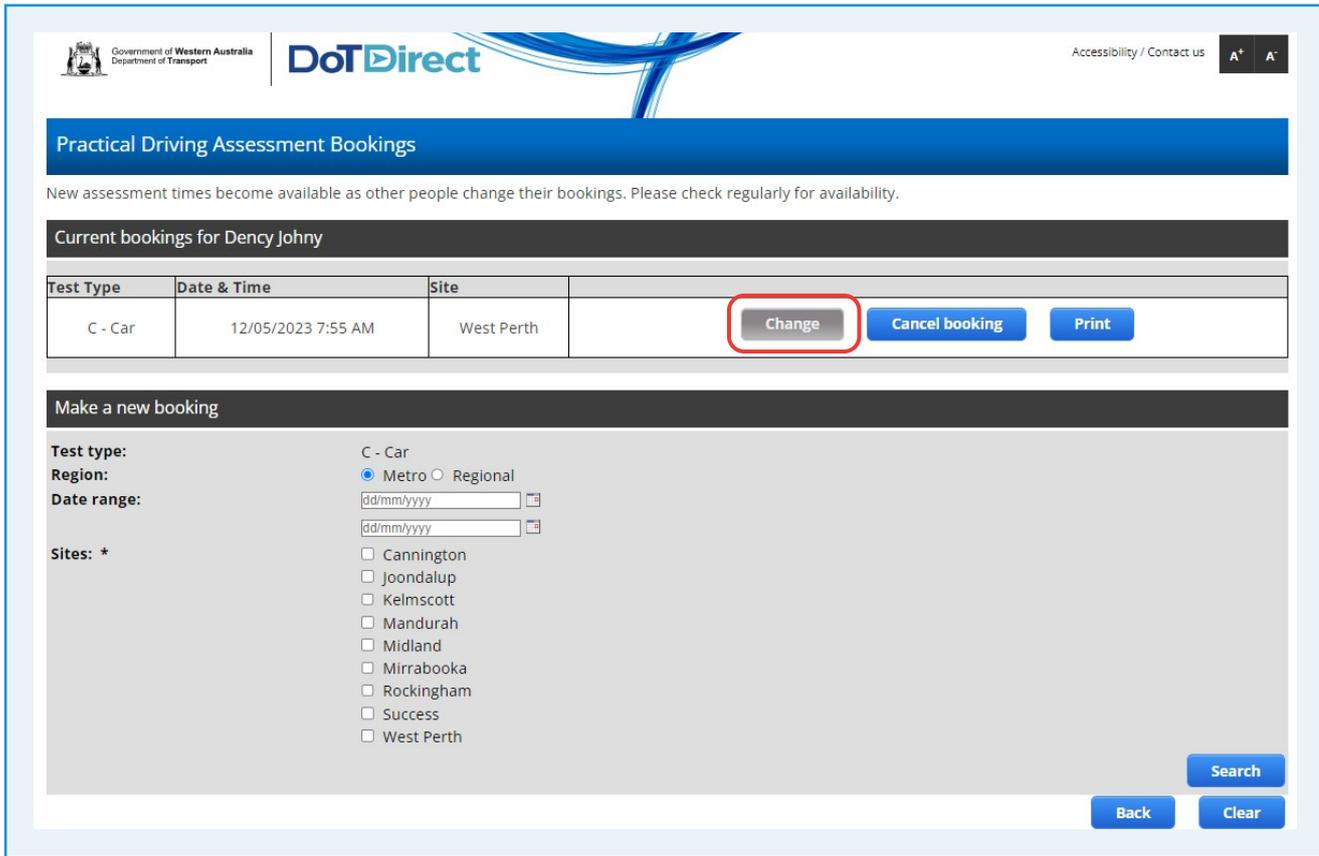
Sites: *

- Cannington
- Joondalup
- Kelmscott
- Mandurah
- Midland
- Mirrabooka
- Rockingham
- Success
- West Perth

At this point, if you wish to change your booking, you must cancel it, and you will be required to pay again before searching for a vacancy (see page 9, Important note).

Bookings that are within two working days cannot be changed but can be cancelled. A new fee will apply to re-book.

3.10 Change a booking



Government of Western Australia
Department of Transport

DoT Direct

Accessibility / Contact us

Practical Driving Assessment Bookings

New assessment times become available as other people change their bookings. Please check regularly for availability.

Current bookings for Dency Johnny

Test Type	Date & Time	Site	
C - Car	12/05/2023 7:55 AM	West Perth	Change Cancel booking Print

Make a new booking

Test type: C - Car

Region: Metro Regional

Date range:

Sites: *

- Cannington
- Joondalup
- Kelmscott
- Mandurah
- Midland
- Mirrabooka
- Rockingham
- Success
- West Perth

[Search](#) [Back](#) [Clear](#)

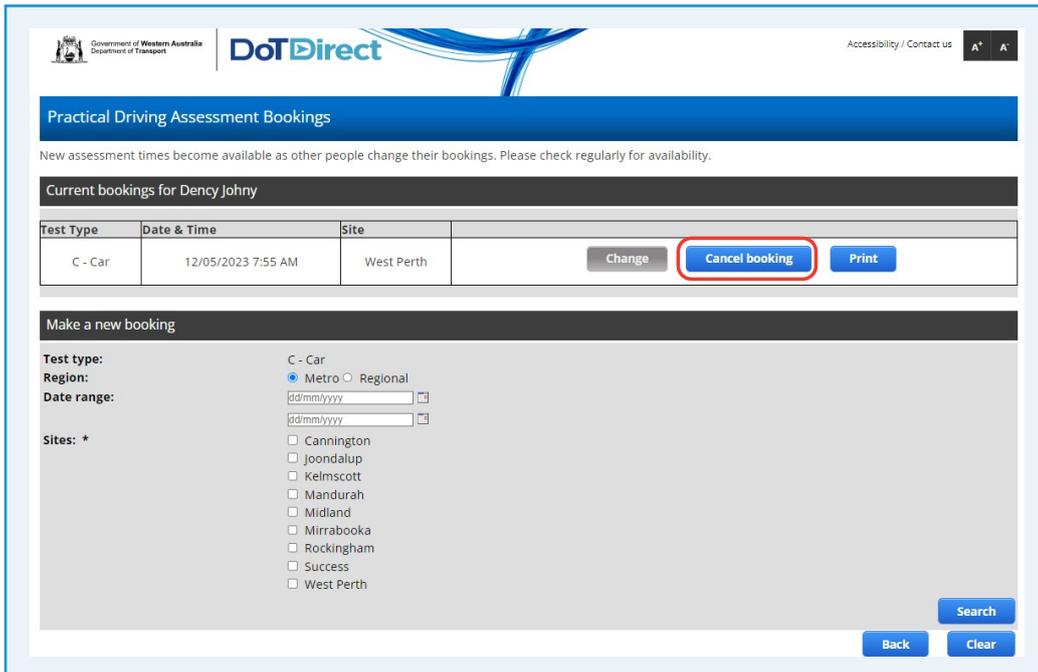
Select the Change button on the row of the booking you wish to change.

The Make a new booking function will now be active. Proceed as instructed in Section 3.4

Important note:

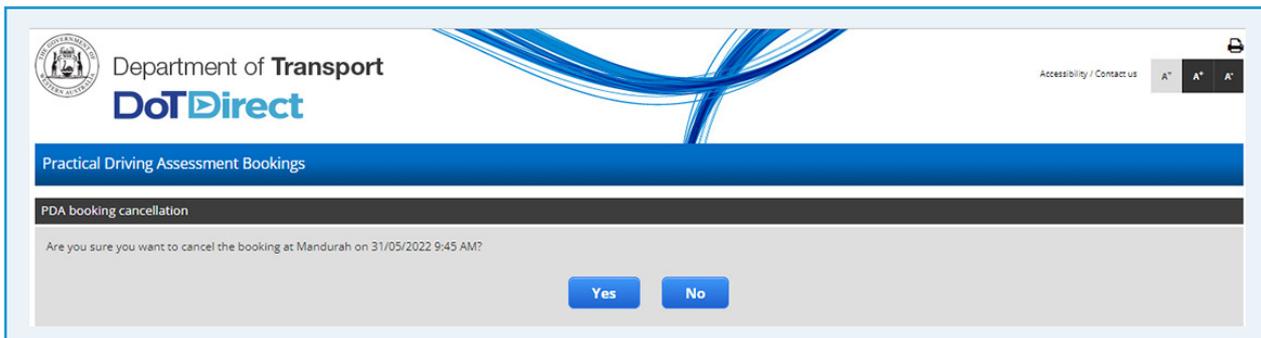
If changing your booking, you will retain the existing booking up until you confirm the new booking. If you cannot find a suitable vacancy to change to, you can always cancel the change and keep your current booking.

3.11 Cancelling a booking



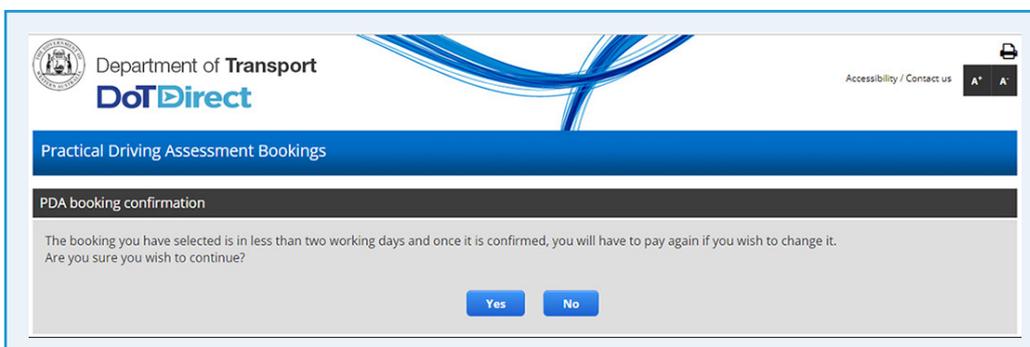
To cancel a booking select the Cancel button.

The following message will appear. Click Yes to cancel, or No to go back.



If you click Yes, your booking will be cancelled and you will return to the Make a new booking screen.

Cancellations within two full working days



If you decide to cancel your booking and it is in less than two full working days' time, you will see this warning on the screen. Click Yes to cancel, or No to go back.

Note: Additional fees may be applicable, (see page 9, Important note).

3.12 Same day transactions

When using PDA Online, you cannot make or change a booking on the day of the PDA.

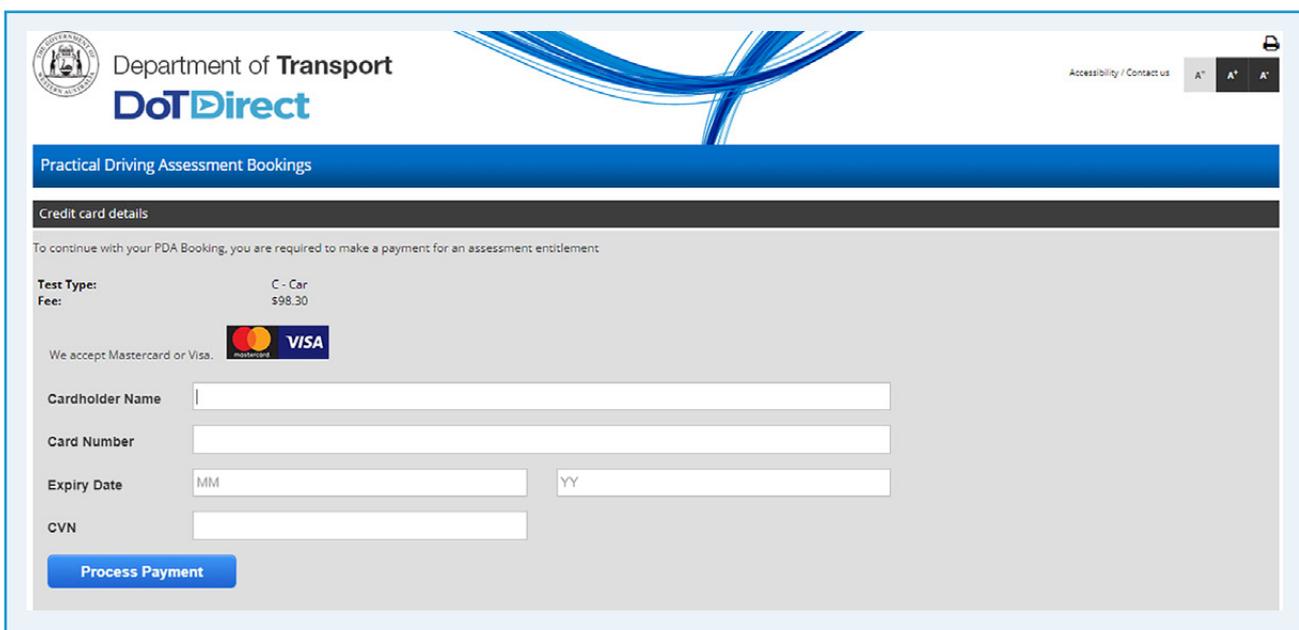
Most transactions can be carried out until midnight on the day before the PDA. If an action is confirmed before midnight, it will be valid.

The only transaction that can be carried out on the same day is a cancellation.

4. Paying for a test entitlement

If you have failed a PDA or cancelled an existing booking with less than 2 working days notice you may need to pay for an additional test entitlement before searching for a vacancy. PDA Online includes a convenient credit card facility to make these payments.

Once logged on, click the Search button. If the following screen displays, you need to make a payment to continue.



The screenshot shows the 'Practical Driving Assessment Bookings' page on the Department of Transport DoT Direct website. It features a 'Credit card details' section with the following information and form fields:

- Test Type: C - Car
- Fee: \$98.30
- Accepted cards: Mastercard and Visa (indicated by logos).
- Form fields: Cardholder Name, Card Number, Expiry Date (MM and YY), and CVN.
- A 'Process Payment' button is located at the bottom of the form.

Only MasterCard or Visa cards are accepted. Select the type of credit card, and enter the card details. Once this is done, click Pay Now.

You will be required to provide the following specific details (as shown on the credit card):

Credit Card Payments	
Field name	What do I select or enter into PDA Online?
Card Holder's name	The name as printed on the front of your card
Card Number	Type the appropriate numbers printed as on the credit card – spaces are not required
Card Expiry Date	Select the month and year matching the card expiry date values
CSC	This is the 3 digit number on the back of the Master/Visa card

Important note:

If payment is successful, the payment successful screen will display.

Practical Driving Assessment Bookings

Payment confirmation

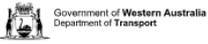
Your payment has been accepted.

It is important that you download and print your receipt or save your receipt as proof of your payment.

[Print](#) [Return to current bookings](#) [Finish](#)

It is strongly recommended that you print and/or save your tax invoice. Once you leave the screen, you will not be able to return to access the invoice again.

When you are ready, select Return to current bookings. The Make a new booking page will then display and you may proceed as instructed in Section 3.4

Accessibility / Contact usA⁺ A⁻

Practical Driving Assessment Bookings

New assessment times become available as other people change their bookings. Please check regularly for availability.

Current bookings for Sabrina Neugebauer

There are no current bookings.

Make a new booking

Test type: C - Car

Region: Metro Regional

Date range:

Sites: *

- Cannington
- Joondalup
- Kelmscott
- Mandurah
- Midland
- Mirrabooka
- Rockingham
- Success
- West Perth

[Search](#) [Back](#) [Clear](#)

5. Driving instructor functions

Driving instructors can use PDA Online to manage booking transactions on behalf of their customers.

Driving instructor functions are similar to those available to PDA applicants.

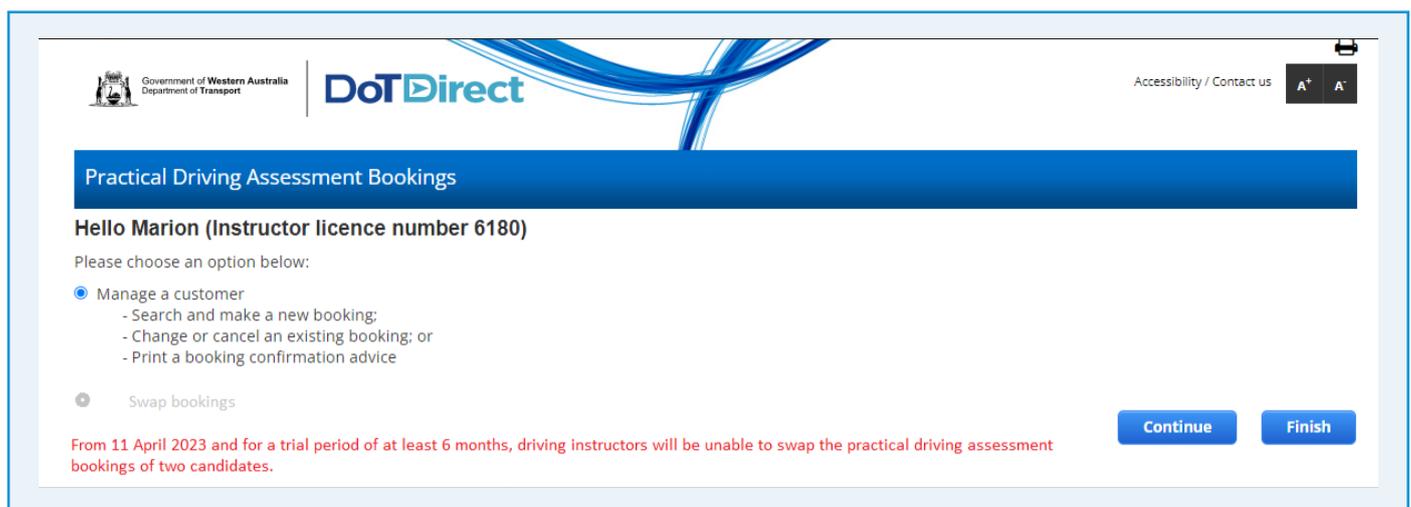
5.1 Logging in as an instructor

To login as a driving instructor, the radio button must be set to Yes on the first question. When the user does this, the system will remove the public user first name and surname fields and display the driving instructor number field.

To access the driving instructor functions, instructors are required to enter the following personal credentials:

- unique driving instructor number;
- driver's licence number;
- date of birth; and
- driver's licence expiry date.

For security, this information must match DVS records to gain access. Your driving instructor licence must also be active. If it has expired, you will not be able to log in. Once the information is entered, click Continue.



The screenshot shows the 'Practical Driving Assessment Bookings' page for an instructor. The page header includes the Government of Western Australia Department of Transport logo and the 'DoT Direct' branding. The user is identified as 'Hello Marion (Instructor licence number 6180)'. Below this, there is a prompt to 'Please choose an option below:' with two main options: 'Manage a customer' (selected) and 'Swap bookings'. The 'Manage a customer' option includes sub-options: '- Search and make a new booking;', '- Change or cancel an existing booking; or', and '- Print a booking confirmation advice'. The 'Swap bookings' option is currently disabled. At the bottom, there is a red warning message: 'From 11 April 2023 and for a trial period of at least 6 months, driving instructors will be unable to swap the practical driving assessment bookings of two candidates.' There are 'Continue' and 'Finish' buttons at the bottom right.

Driving instructor options page

After logging in, you will see the driving instructor options page.

Manage a client

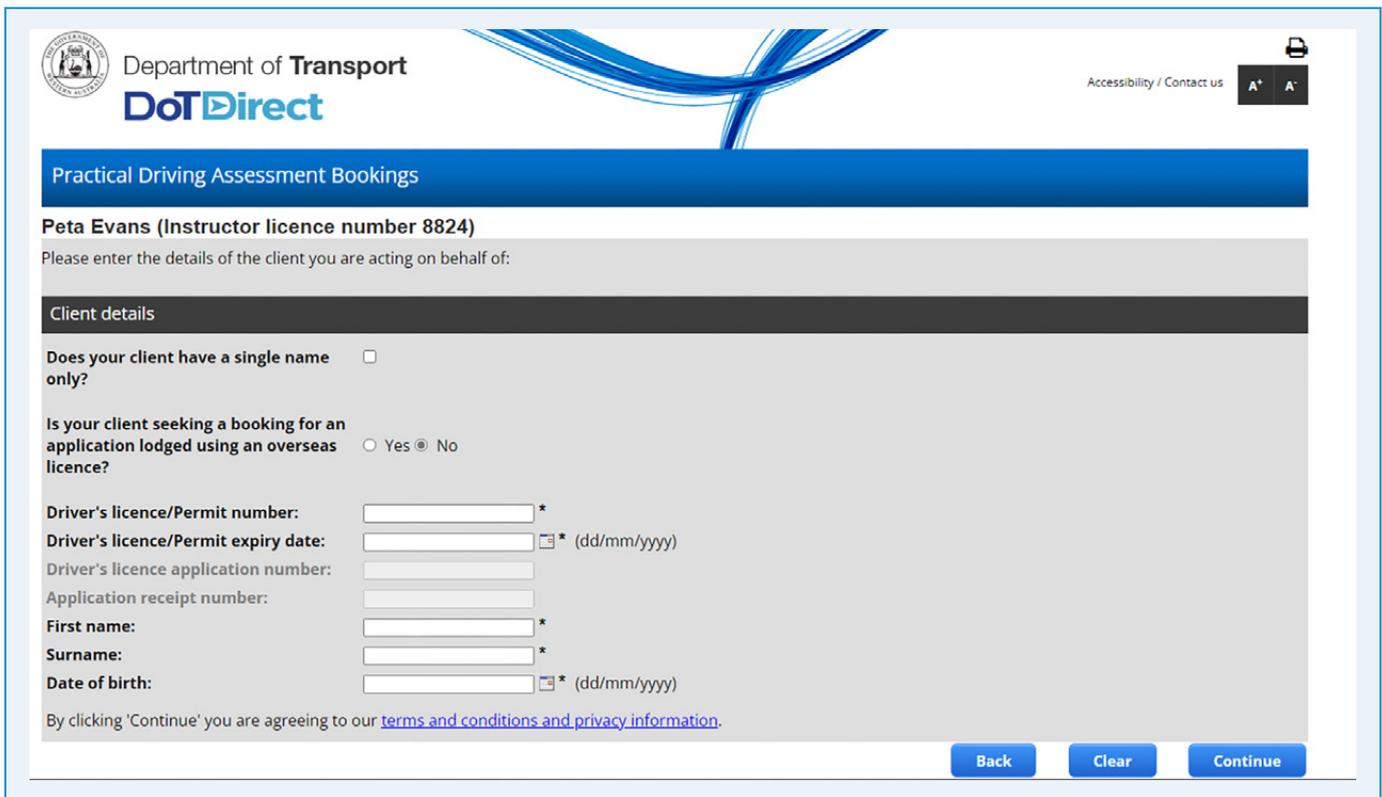
This option allows you to manage bookings on behalf of a single client. Transactions include:

- searching for available bookings at metropolitan and most regional locations;
- selecting and confirming a booking;
- where necessary, paying for a test entitlement via credit card, and print a receipt;
- printing a booking confirmation;
- changing a booking; and
- cancelling a booking.

Note: As part of a trial as of the 11 April 2023, DoT will switch off the function that allows authorised driving instructors to swap the PDA bookings of two already booked candidates.

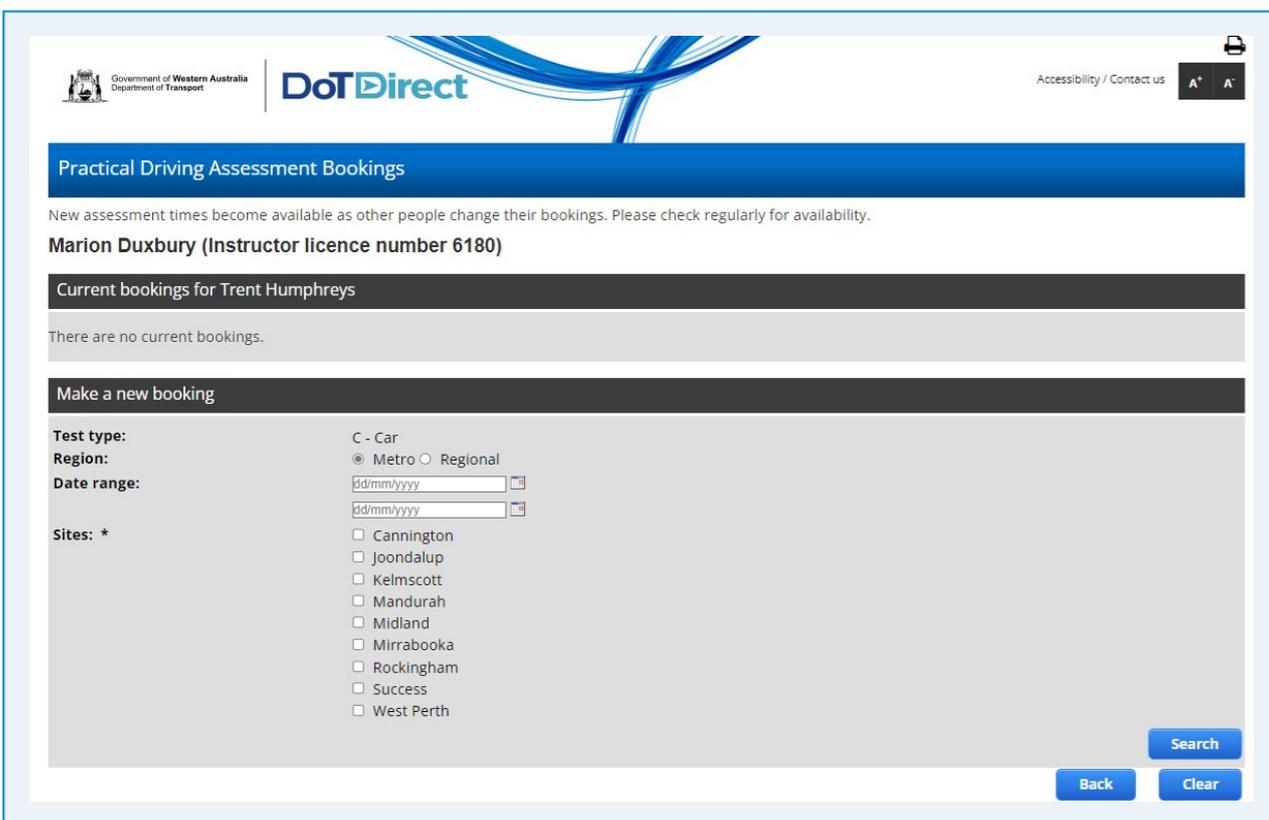
5.2 Managing a client

Enter the credentials for your client. These can be obtained from the client's learner's permit. Click Continue.



The screenshot shows the 'Practical Driving Assessment Bookings' page for Peta Evans (Instructor licence number 8824). The page includes the Department of Transport logo and 'DoT Direct' branding. A blue header bar contains the page title. Below the header, the client's name and licence number are displayed. A section titled 'Client details' contains several form fields: 'Does your client have a single name only?' (checkbox), 'Is your client seeking a booking for an application lodged using an overseas licence?' (radio buttons for Yes and No), 'Driver's licence/Permit number:' (text field), 'Driver's licence/Permit expiry date:' (calendar field), 'Driver's licence application number:' (text field), 'Application receipt number:' (text field), 'First name:' (text field), 'Surname:' (text field), and 'Date of birth:' (calendar field). A link to 'terms and conditions and privacy information' is provided. At the bottom right, there are 'Back', 'Clear', and 'Continue' buttons.

Once logged in, the following screen will display if your client has no current bookings.



The screenshot shows the 'Practical Driving Assessment Bookings' page for Marion Duxbury (Instructor licence number 6180). The page includes the Government of Western Australia Department of Transport logo and 'DoT Direct' branding. A blue header bar contains the page title. Below the header, a message states: 'New assessment times become available as other people change their bookings. Please check regularly for availability.' The client's name and licence number are displayed. A section titled 'Current bookings for Trent Humphreys' shows 'There are no current bookings.' Below this, a section titled 'Make a new booking' contains several form fields: 'Test type:' (radio buttons for C - Car, Metro, and Regional), 'Region:' (radio buttons for Metro and Regional), 'Date range:' (two calendar fields), and 'Sites: *' (checkboxes for Cannington, Joondalup, Kelmscott, Mandurah, Midland, Mirrabooka, Rockingham, Success, and West Perth). At the bottom right, there are 'Search', 'Back', and 'Clear' buttons.

To make a booking for your client, select the Test Type and then Search. Proceed as instructed in Section 3.4 of this document.

6. PDA Online availability

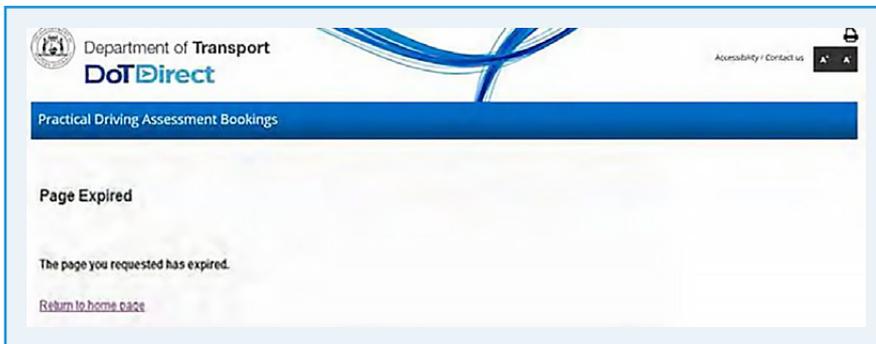
Online booking functions will generally be available both during and after normal business hours. However, from time to time, PDA Online may be unavailable for short periods while maintenance is being undertaken.

Maintenance will typically take place outside normal business hours and any major outages will be scheduled for weekends. Service continuity is important for all DVS customers using online service, and systems are only taken offline for as long as necessary to effect changes or upgrades.

The online system depends on a stable internet connection to function correctly. Although the system has been designed to work efficiently, it is possible that some users may experience web performance fluctuations, particularly at peak times.

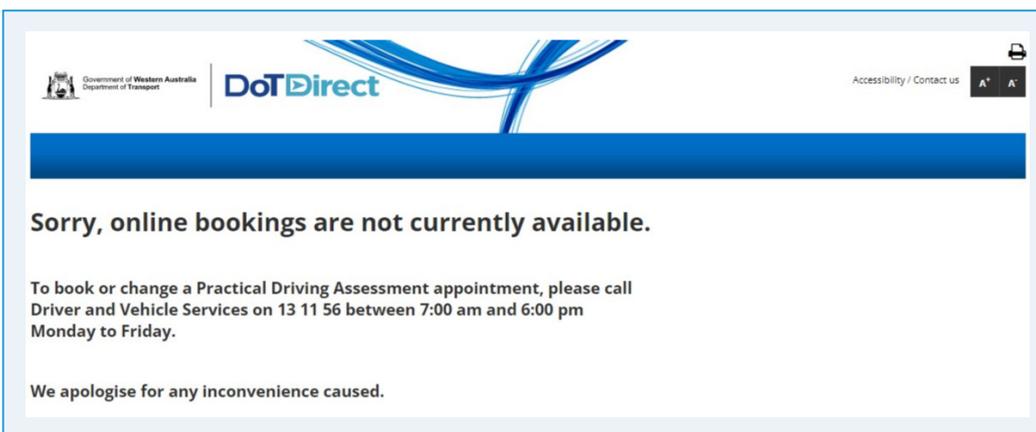
6.1 Page expires

If you have logged in and left the computer unattended for more than 30 minutes, you may see the screen below.



6.2 Maintenance outage

If the PDA Online application is undergoing temporary maintenance, users may see the following screen. If your booking transaction is urgent, please contact DVS by telephone on 13 11 56 from 7:00am to 6:00pm Monday - Friday.



7. Frequently Asked Questions

How can I book a Practical Driving Assessment (PDA)?

Bookings can be made:

- in person at a Driver and Vehicle Services Centre (between 8:15am and 4:30pm); or
- at a regional office/agency (for the location nearest to your region please contact us on 13 11 56 from 7:00am to 6:00pm); or
- online at www.transport.wa.gov.au/dotdirect

Does it cost to access PDA Online?

Making a booking through PDA Online is a free service. To make a booking you must have (or pay for) a test entitlement before being able to search for a vacancy.

Who can access PDA Online?

Online bookings are available at most DVS centres and agents for the following classes and types of tests:

- Moped (R-N)
- Car (C)
- Motorcycle (R-E)
- Motorcycle (R)
- Light Rigid (LR)
- Medium Rigid (MR)
- Heavy Rigid (HR)
- Aged test (persons aged 85 years or more, with only one class of licence held)

How can I book a Practical Driving Assessment online?

To make a booking you must have (or pay for) a test entitlement before being able to search for a vacancy.

Access the PDA Online application from the DVS web pages and enter your credentials. The system will prompt you to pay if you do not have a test entitlement already.

Why can't I log into PDA Online?

Online bookings are not available for:

- Heavy Combination (HC) class.
- Multi Combination (MC) class.
- Heavy Rigid (HR) class where the test will be held with an Approved Provider.

You cannot book online if your PDA is required as a result of:

- A medical condition;
- An extraordinary licence application;
- A conditional licence application;
- Your licence or permit is subject to a sanction, e.g. unpaid fines.

Please call 13 11 56 to book your PDA if any of these circumstances apply to you.

If you are a Driving Instructor you cannot use PDA Online when your instructor licence is cancelled, suspended or expired.

What information do I need to provide to book online?

For security reasons, if you are the Licence/Permit Holder, to book online, you will need to provide:

- Your driver's licence/permit number;
- Your date of birth;
- Your driver's licence/permit expiry date;
- Your first name;
- Your surname, or surname only if radio button for single name only is selected; or
- If you do not hold a WA driver's licence/permit number you will need to provide the driver's licence application number and application receipt number. These can be found on the receipt provided at the time payment was made to apply for a WA licence using an overseas licence.

The details should be entered as they appear on your permit, licence or receipt. If you have only one name, please ensure that the radio button for single name only is selected.

For security reasons, if you are a Driving Instructor, acting on behalf of a student, you will need to provide the following details:

- Your Driving Instructor number;
- Your driver's licence/permit number;
- Your driver's licence/permit expiry date;
- Your date of birth; and once logged in;
- Your student's licence/learner's permit details (as above)
- Where your student does not have a WA driver's licence/permit number, their driver's licence application number and application receipt number is required. These can be found on the receipt provided to the applicant at the time payment was made to apply for a WA licence using an overseas licence.

Your student's details should be entered as they appear on their driver's licence and/or learners permit/receipt.

If your student does not have either a first name or a surname, please contact your nearest DVS centre, DoT regional office or authorised agent.

Which web browser can I access PDA Online from?

The Transport website supports a number of commonly used web browsers. PDA Online can be accessed using the following internet browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Opera
- Apple Safari

For more information on how to make our website work for you and to upgrade your web browser to the latest version, please go to our Website Accessibility page.

Can I access PDA Online from a mobile device?

Yes. PDA Online can be accessed from phone and tablet devices.

Can I use PDA Online outside business hours?

Yes. Online booking functions will generally be available both during and after normal business hours.

From time to time, systems may be unavailable for short periods while maintenance is undertaken. Maintenance will typically take place outside normal business hours, and any major outages will be scheduled for weekends.

Service continuity is important for all DoT customers using online services, and systems are only taken offline for as long as necessary to effect changes or upgrades.

Are the timeslots available online different to those I can get if I call or visit a Driver and Vehicle Services Centre or Agent office?

No. All available timeslots are held in one system and equally available online, via the phone or in person.

Others may be considering the same timeslot time you are. The first person to confirm a booking in an available timeslot will secure it. If that is not you, then you will be prompted to select an alternate vacancy.

Are Driving Instructors given priority access to bookings?

No. All available timeslots are equally available to the public and the Driving Instruction industry.

How far ahead can I book?

You can make your PDA booking up to six months into the future.

When are PDA test timeslot vacancies released?

Test timeslots are released frequently and often during business hours on Monday to Friday. There is no concentrated release on any specific day or time.

Can I search for a specific date?

Yes. You may search for test timeslots at a specific site on a specific date.

Is there a limit to how many searches I can perform in a day?

Yes. Once you have reached the search limit an error message will appear.

If I search for a specific date and there are no vacancies, will I be shown vacancies on the days before or after the one I searched?

No. However you can search again with a different date specified.

Why can't I book a timeslot that is showing as available?

Although you may hold a licence or permit and can access PDA Online, you will not be able to book an assessment unless you meet the age, eligibility and experience requirements.

For example: If you hold a learner's permit for an R (motorcycle) class, you must have held the R-E licence for at least one year, so when searching for a booking you must select a test booking date that is at least one year after the issue of your R-E licence.

Can someone else like a parent or relative make my booking for me?

Yes. If they have your credentials and learner's permit details, they can log on and conduct booking transactions on your behalf.

Is there a limit to how many times I can change my booking?

No. You can change your booking as many times as you need to, providing it is outside two full working days.

For example: A Friday PDA booking must be cancelled or changed no later than Tuesday 23:59:59 online, or by close of business at the Customer Contact Centre or a DVS centre.

What will happen if I change or cancel a booking and give less than 2 full working days' notice?

You will not be able to change a booking with less than two full working days' notice as this option is not available. You may cancel the booking, and you will have to pay again to make another booking.

How is a full working day calculated?

A full day is calculated as 00:00 and 01 second to 23:59 and 59 seconds. Working days do not include public holidays or weekends.

What will happen to the booking I have changed or cancelled?

Once you have confirmed a new booking or cancelled an existing booking the previously held booking is released into the system as a vacancy and made available to others for selection.

Can I book a timeslot for today?

No. Same day bookings are not permitted. If you attempt to book at 11:58 pm for the following day, the booking will be confirmed if it is successful before 11:59 and 59 seconds.

Can I change my booking on the day of the test?

Yes. You may cancel your test on the day and re-book, however you will forfeit your test entitlement and are required to pay for the PDA prior to making the new booking.

If I have two learner's permits, can I book a test for one or both classes online?

If you can login to PDA Online, you may use PDA Online to book a timeslot for each class (excluding HC and MC classes) provided you meet age, experience and eligibility requirements for the class.

Can I have more than one booking for the same licence class?

No. A PDA Candidate can only hold one active test booking per class.

I want to search for the first available vacancy at any location. Can I do this?

No. You must nominate the site before using the 'first available' search function.

I searched a site for the first available vacancy. A list of 9 vacancies was returned. Does this mean there are only 9 bookings available at that site?

No. There may be other bookings available at that site, but only 9 are returned in a 'first available' search. Use the 'specific date' search if you wish to see the available bookings at that site and date.

Why can't I see my local Regional PDA site in the list?

Some regional agency sites offer limited licensing services and PDA bookings are not available online.

If your regional agent is not listed in PDA Online, you will need to contact them directly for PDA booking enquiries. The contact details are available on the DoT Regional Agent's page.

Why do I see different vacancies, or no vacancies when searching the same day and site as someone else?

You may not see the same search results as someone else because of the licence class eligibility and experience requirements for different customers. The vacancies displayed are also subject to DVS resource availability.

I made my booking over the phone. Can I change it online?

Yes. Any current bookings will be displayed when you log in.

A friend has a PDA booking and wants to swap it with mine. Can we do this online?

No. There are no swap functions.

If my friend cancels their booking and I cancel mine, can I then book the one they cancelled?

Yes, provided nobody else selects and confirms that vacancy before you can.

My Driving Instructor made my booking for me. Can I change it, or does my Driving Instructor need to change it for me?

You can change your own booking, or your Driving Instructor can change it on your behalf.

Can I select an assessment date that is after my licence/permit expiry date?

You can make a PDA booking and you can go out on a PDA but you cannot practice or have lessons on an expired permit.

Your licence/permit is not valid beyond the expiry date until payment has been accepted. If you wish to renew your licence/permit, please attend a DVS centre, regional office or authorised agent.

Why is the 'Change' option not available to me?

If you have a current test booking that is within two full working days, you can only cancel it. This is because changes are not permitted with less than two full working days' notice.

If you choose to cancel it when you make a new booking you will be required to pay for another test.

I have failed a PDA. Can I book another assessment online?

Yes. If you need to re-sit your PDA, the online service will prompt you to make a credit card payment (MasterCard or Visa Card only) for another test entitlement prior to searching for a test vacancy.

Can I pay by credit card?

Payment can be made by MasterCard or Visa card. To pay by credit card you will be required to provide the following specific details (as shown on the credit card):

Credit Card Payments	
Field name	What do I select or enter into PDA Online?
Card Holder's name	The name as printed on the front of your card
Card Number	Type the appropriate numbers printed as on the credit card – spaces are not required
Card Expiry Date	Select the month and year matching the card expiry date values
CSC	This is the 3 digit number on the back of the Master/Visa card

Are my payment and credit card details secure?

Yes. DoT has robust security for all online payments.

Can my parents or Driving Instructor pay for my entitlement?

Yes. Any valid Visa or MasterCard can be used to make payment.

What happens if I close the web browser midway through a search or payment?

Closing the web browser effectively ends the 'session'. Unless a payment or booking is confirmed, details of that activity will be lost.

I have failed a PDA and paid for another test. When can I book another test?

If you have not passed a PDA and need to re-sit the test you may book another test online. The date of your next PDA must be more than seven calendar days after the date of the failed test.

Can I print my Practical Driving Assessment Supplementary Fee Receipt again?

No. This receipt can only be printed while you are on the 'payment confirmed' page. The receipt will be presented in PDF which can be saved locally or printed.

The payment receipt is not stored by DoT and we cannot provide you a copy of this receipt. It is strongly recommended if you need this original receipt for tax or other purposes to print it off at this time.

If you are using a mobile device with no printing capacity, we recommend you save the PDF or email it to your account.

After booking, will I receive a printed Booking Confirmation?

Customers are able to print their Booking Confirmation advice at the time the booking is made. If the Booking Confirmation is not printed at the time of booking, you are able to log in to the PDA Online system at any time prior to the booking date and time, to print/reprint the Booking Confirmation advice.

A Booking Confirmation will only be mailed to the licence/learner's permit holder if the booking or any changes made against the licence/permit are completed by a Driving Instructor.

Why have I received a Booking Confirmation when I have not made or changed a booking?

A Booking Confirmation advice will be mailed to the licence/learner's permit holder for any booking or changes made against that licence/permit, including those completed on your behalf by a Driving Instructor.

If you (or your Driving Instructor) have not made or changed your booking and you have received a Booking Confirmation, please contact Driver and Vehicle Services on 13 11 56 between 7:00am and 6:00pm Monday to Friday.

I cancelled my PDA online. Will I receive confirmation of this?

You will have the cancellation confirmed on the screen, but you will not receive any formal cancellation notice.

How do the electronic notifications work?

Enter your email address and/or mobile telephone number and click the electronic notification button.

For email confirmations, you will receive an email with the Booking Confirmation attached as a PDF document.

For SMS confirmations, you will receive a short message confirming your licence number, test location, date and time.

If I enter my details for electronic notification, will I get a reminder message before my PDA is due?

No.

Will you store my email address and mobile number, so I don't have to enter it each time I change a booking?

No. DoT is not currently able to store your contact details entered through PDA Online.

Can I log back in and check my booking?

Yes. Your current bookings are always displayed and you can check the details and print the Booking Confirmation at any time.

What happens if I am logged in and leave my computer running?

After 30 minutes of inactivity, your session will expire. You will need to log back in again to carry on with booking transactions.

I clicked a command and the spinning wheel is displayed but nothing seems to be happening. Why is this?

From time to time, the performance of the internet is affected by a range of factors including traffic loads, the specification of the device you are using and your method of connection (e.g. direct to modem, local network or Wi-Fi).

In peak times, you may experience slower response times to commands. If the service appears excessively slow, try logging out, close and reopen your browser and log in again.

Do I have to give my permission for a Driving Instructor to make bookings on my behalf?

While there are no formal arrangements for authorising a Driving Instructor to make bookings on your behalf, it is recommended that you discuss this with your instructor and agree on any arrangements made for booking your PDA.

Can a Driving Instructor see my booking?

Yes. Any current bookings will be displayed when the instructor logs in and enters your credentials to manage your bookings.