Welcome to Top Driver’s online in-vehicle scheduling! With this valuable tool, you can schedule or change your in-vehicle appointments whenever it’s convenient for you – day or night. This help document shows you how to use the features of online in-vehicle scheduling.

**Schedule Appointment Page**

At the top of the page, your in-vehicle lesson status is shown. This shows you how many hours you have purchased, how many hours you have completed, how many hours are scheduled in the future and how many hours are yet to be scheduled.

![In-Vehicle Status](image)

Below your In-Vehicle Status is shown your in-vehicle lesson history:

![In-Vehicle History](image)

This shows you all of the lessons that you have booked and their status.

**IMPORTANT:** Click on Driving Schedule on the left menu to validate your in-vehicle lesson dates, times, and pickup and drop-off locations.
Online In-Vehicle Lesson Scheduling

Status codes are:

- **Complete** status means the lesson was conducted and you have been marked present for the lesson.
- **Confirmed** status means the lesson is either yet to be conducted or attendance has not yet been processed (attendance processing can take up to 48 hours from the date of the appointment).
- **Cancelled** status means the appointment was cancelled. If lessons are cancelled within 24 hours of the appointment, then a cancellation fee may apply.
- **No Show** status means that the student did not show up for a scheduled lesson. A rescheduling fee will apply when a student does not show up for a scheduled appointment.

Below the In-Vehicle History is the Find Appointments filter:

![Find Appointments filter](image)

Use this to find open appointments (see Searching for Open Appointments below).

Below the Find Appointments filter are Open Appointments:

![Open Appointments](image)

This lists the lessons that are open at the time you searched for open appointments. Appointments are filled on a first-come, first-serve basis.
Online In-Vehicle Lesson Scheduling

Searching for Open Appointments

Use the Find Appointments filter to search for open appointments:

Click here to select a date to start your search
Click here to search for open appointments
Click here to select the pickup location
Click here to select the drop-off location

Pickup & Drop-Off Locations

"Pickup" location is where the lesson will start. "Drop-off" location is where the lesson will end. You can select any of the following as the pickup location, drop-off location, or both.

Top Driver Ed Center - This is the Top Driver Education Center in which you are enrolled. If the class you enrolled in is in a high school, then the high school will be the Top Driver Ed Center. To display the most open appointments, select Top Driver Ed Center as either the pickup location, drop-off location or both. This is the only valid option for students who reside outside the coverage area zip codes.

High School - This is the high school on your Top Driver account record.

Home - This is the home address on your Top Driver account record.

IMPORTANT: Click on My Info to validate your address, Ed Center and high school information.

For Home and High School selections, only locations within the coverage area zip codes are valid. Top Driver will ONLY pickup or drop-off at locations inside the coverage area zip codes and ONLY at any locations on the student’s record.
If you want to search another Top Driver location, specify a particular day or time of day, or search for a specific instructor, you can use the Advanced Search:
Selecting an Appointment

Once you click the Search button, the open appointments will be displayed in the Open Appointments list. These are the appointments that are available at the time you ran the search. The first person to select an open appointment will be booked into the appointment so it is possible the appointment may be booked by someone else if you delay in your selection.

To select an appointment:

<table>
<thead>
<tr>
<th>Select</th>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Day of Week</th>
<th>Instructor</th>
<th>Pickup Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Top Driver</td>
<td>10/20/2009</td>
<td>2:30 PM</td>
<td>4:30 PM</td>
<td>Tuesday</td>
<td>Clancy, Robert</td>
<td></td>
</tr>
<tr>
<td>Call Top Driver</td>
<td>10/20/2009</td>
<td>4:30 PM</td>
<td>6:30 PM</td>
<td>Tuesday</td>
<td>Clancy, Robert</td>
<td></td>
</tr>
<tr>
<td>Call Top Driver</td>
<td>10/20/2009</td>
<td>8:30 PM</td>
<td></td>
<td>Tuesday</td>
<td>Clancy, Robert</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10/21/2009</td>
<td>6:30 PM</td>
<td>8:30 PM</td>
<td>Wednesday</td>
<td>Clancy, Robert</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10/24/2009</td>
<td>4:30 PM</td>
<td>6:30 PM</td>
<td>Saturday</td>
<td>Clancy, Robert</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10/24/2009</td>
<td>6:30 PM</td>
<td>8:30 PM</td>
<td>Saturday</td>
<td>Clancy, Robert</td>
<td></td>
</tr>
</tbody>
</table>

Appointments scheduled within the next 24 hours cannot be booked online. You must call 1.800.374.8373 to book these appointments. They are denoted by “Call Top Driver” in the Select column.

Appointments must be at least three (3) days apart to allow time to practice newly acquired skills.
Cancelling or Rescheduling Appointments

To cancel an appointment, click the Cancel button in In-Vehicle History:

You will then be asked to confirm the cancellation:

If the appointment is scheduled within 24 hours, you will receive a warning stating that a rescheduling fee will be charged. If you proceed you will need to enter your credit card information to pay the rescheduling fee. The appointment will not be cancelled until you pay the rescheduling fee.

To reschedule an appointment, click the Reschedule button in In-Vehicle History:

If the appointment is scheduled within 24 hours, you will receive a warning stating that a rescheduling fee will be charged. If you proceed you will need to enter your credit card information to pay the rescheduling fee. The appointment will not be rescheduled until you pay the rescheduling fee.

Once you have paid the rescheduling fee (if applicable) then you can schedule your new appointment just like you search and select any new appointment.