

Driver Testing Business FAQ's

Question(s)	Answer
I'm locked out of MILogin (www.milogin.michigan.gov) who can I contact for help?	Call Department of Technology, Management and Budget (DTMB) MILogin assistance 877-932-6424.
I'm logged into MILogin; but cannot open CARS eServices who can I contact for help?	Call Department of State Information Center (DSIC) 888-767-6424.
I'm logged into MILogin, but my CARS eServices account is locked who can I contact?	Contact your DTB CARS eServices Account Manager it will be likely your DTB designated representative and/or owner. Your account was locked because it was inactive for 60-days or more.
What is my DTB ID 6-digit number needed for CARS eServices?	Your DTB ID is your current DTB number preceded by three zeros. For example, if your DTB number is 123, then your DTB ID number to be entered is 000123.
When will the new scheduling procedure begin?	Driver Testing Businesses (DTBs) will begin using the CARS eServices system on March 16, 2021.
What to do with unused certificates?	DETS analysts will be in contact with each DTB to determine how best to get them returned.
When there is a motorcycle failure, will we have to still fax in scoresheet of failure or will just entering failure in CARS be enough?	This procedure has been updated by reporting the results electronically in CARS. There is no need to submit a copy of the RST score sheet to the department if the RST was scheduled and reported in CARS.
What if a number is entered incorrectly or was given to us wrong?	The system will not allow you to schedule the skills test.
When a customer calls for an auto skills appointment, what required information do we collect from the customer?	Test applicant's legal name Michigan driver's license number Date of birth Phone number Email address (if applicable) GDL Level 1 license issuance date (if applicable) Segment 2 certificate issuance date (if applicable) Segment 2 certificate number (if applicable)
Is there a way for a customer to get some sort of temporary license to drive sooner than the 2–3-week period wait?	The driving skills test receipt will have instructions on how the applicant can create a CARS eservices account and print their TOP if applicable.

<p>If a test is administered on Sunday, does that still need to be entered by 11pm on Sunday?</p>	<p>Yes</p>
<p>How will we enter a license number for someone with a foreign license. At this time, they are not required to get a TIP, only a 1 cent receipt.</p>	<p>Test applicants from foreign countries will first be required to visit a branch office and will be issued Driver Skills Test Authorization Receipt (DSTAR), the document will have a Michigan driver license number on it that can be used to schedule the driving skills test in CARS.</p> <p>The DTB will be required to collect the test applicant date of birth, that is not printed on the DSTAR.</p>
<p>I have a test applicant who is under the age of 18-years old and they presented to me a DSTAR; how do I schedule this teen in CARS?</p>	<p>When scheduling this specific test applicant your DTB will answer the question of "Were they issued a red and white Segment 2 (DES-002) Certificate of Completion B#####?" as No.</p> <p>Your DTB will not be required to enter a legacy segment 2 certificate number in CARS when reporting the driving skills test result.</p>
<p>Do we still need to generate the examiner monthly summary reports (TPT-090)?</p>	<p>No.</p>
<p>Do we still need to mail in the driving skills test score sheets each month?</p>	<p>Yes. This procedure has not changed.</p>
<p>Do we continue scanning in score sheets and keeping them on file for 2 years?</p>	<p>Yes. This procedure has not changed.</p>
<p>Will the system tell us WHY they are not eligible for a test?</p>	<p>No.</p> <p>Your DTB will be shown the default message in CARS of "This individual is not eligible for a skills test."</p>
<p>I attempted to schedule a driving skills test and received the message in CARS of "Cannot take a driver skills test at this time!"; what do I do?</p>	<p>Direct the test applicant to contact the Driver Assessment Support Unit at 517-335-7051.</p> <p>Please note that this is different from the default message normally displayed "This individual is not eligible for a skills test."</p>
<p>How are technical issues going to be handled? For instance, if the CARS site is completely down or there are issues connecting and info cannot be entered, or WIFI is down due to power outages, etc.</p>	<p>If the DTB does not have an internet connection and a test cannot be scheduled in CARS, the test cannot be administered.</p>
<p>Are DTB that only test CDL's required create a CARS account?</p>	<p>No.</p>
<p>Can an applicant have more than one test scheduled?</p>	<p>An applicant can be scheduled at more than one testing business on a given day.</p>

I have scheduled a test applicant for a driving skills test in CARS, now for some reason I cannot report the results in CARS. What should I do?	Email MDOS-drivertesting@michigan.gov immediately and provide the test applicant driver license number requesting assistance.
Can pre-payment be accepted when the appointment is booked? Is that the DTB's obligation to manage until the test is administered?	It is up to the business practice of the DTB as to when payment is collected. The Driver Education and Testing Section does not manage the fees or when they are incurred.
What happens if we have a partial license number? Will we be able to enter it without full license number?	No test can be scheduled. The DTB is required to obtain the full driver license number and date of birth to schedule a test.
I attempted to schedule a driving skills test and received the message in CARS of "This individual could not be found"; what do I do?	The information that your DTB entered in CARS is not accurate, please verify the test applicant driver license number and date of birth. One or both items are incorrect.
What is the start time, early or late, without having to adjust the time in CARS?	The skills test needs to be administered at the scheduled start time. The test cannot begin early; however, a skills test should not be administered more than 30 minutes after the scheduled start time. If it is later than 30 minutes, the initial test should be canceled, and the applicant should be rescheduled.
How far in advance can scheduling be done? I sometimes schedule 2-3 months out.	Tests can be scheduled a year in advance.
Will we be able to view upcoming scheduled tests, and if so, how far into the future will we be able to view our scheduled tests?	Scheduled tests can be viewed up to 1 year ahead. CARS reporting is the official schedule and only tests scheduled in the CARS system should be administered.
Can we dispense with a backup appointment book?	If they choose to do so, a DTB may continue to use an external appointment book in addition to the required CARS system for scheduling.
If someone that is scheduled shows up without proper paperwork or something is wrong with their car and they leave to get it fixed and come back an hour later to test, do we have to schedule them again in the system?	Yes. The previous test should be recorded as a failure with a proper comment and then rescheduled in the system for the new date and time.
If all receipts are printed the morning the of the test and the 9AM comes in, and there is no 3rd brake light. Rescheduled same day 2pm. What receipt is given? The morning appointment's receipt or a new one.	The first test should be recorded as a failure with a comment as to the reason. Then the applicant should be rescheduled in CARS eServices and a new skills test receipt should be issued with the corresponding date and time the test was administered.

<p>What do we need to collect when scheduling a test applicant?</p>	<p>Test applicant’s legal name Michigan driver’s license number Date of birth Phone number Email address (if applicable) GDL Level 1 license issuance date (if applicable) Segment 2 certificate issuance date (if applicable) Segment 2 certificate number (if applicable)</p>
<p>When scheduling, do we need the Segment 2 completion date?</p>	<p>No. Michigan DL number Date of Birth GDL level one issuance date Segment 2 certificate number, without the certificate number the DTB doesn’t know if they have a CARS generated or legacy certificate that was issued to the teen. CARS generated segment 2 certificate number (EXM##### or #####) Or Legacy segment 2 certificate number (B#####)</p>
<p>We have scheduled a GDL automobile test applicant in CARS. We answered the answer the question “Were they issued a red and white Segment 2 (DES-002) Certificate of Completion B#####?” as Yes. But now CARS is informing us the certificate number is not valid it will not accept the CARS generated certificate number ##### or EXM#####; what do we do now?</p>	<p>Your DTB will need to cancel the driving skills test that was scheduled in CARS. Reschedule the driving skills test in CARS then answer the question as No instead. Then report the driving skills test results.</p>

<p>If we have Segment 2 information and the test is scheduled and they forget their Segment 2 or lost their Segment 2, can we still test?</p>	<p>No. It is still the examiners responsibility to ensure the applicant is eligible for the skills test before it is administered by reviewing all testing documents.</p>
<p>After March 16, 2021, do TIP individuals receive a passed receipt or do they go to eServices to print a temp license?</p>	<p>All successful skills test applicants who have been scheduled in CARS should receive a skills test receipt. The receipt will give them instructions on how to go about getting their Temporary Operator License.</p>
<p>If the applicant has a paper TIP or GDL 1, do you also give them a driving skills test receipt along with a road test certificate?</p>	<p>No. After March 16, 2021, if they are scheduled in CARS eServices you will only issue the driving skills test receipt. Any applicant scheduled in CARS will not get a driving skills test certificate.</p>
<p>The teen automobile driving skills test applicant who I administered a test to cannot print their Temporary Operator Permit (TOP) from CARS?</p>	<p>The teen will not be eligible to print their TOP from CARS until on or after their 16th birthday.</p>
<p>If we are to use remaining Driver Skills Test Certificates (TPT-010) until May 15, do we begin printing Driving Skills Test Receipt and reporting on Mar 16 or wait until May 15?</p>	<p>Skills test certificates may be issued to applicants that were scheduled prior to March 16, 2021. Once you transition to using CARS on March 16, 2021, only the driving skills test receipt needs to be used if they passed the driving skills test.</p>
<p>Do we issue a printed driving skills test receipt to an applicant if the test results in a failure?</p>	<p>No. Each DTB is required to provide each test applicant a financial receipt for the driving skills test that was administered regardless of the test result; pass or fail. Items that need to be included on the financial receipt can be found in the Examiner Manual Chapter E Organization Requirements, Page 2, Revision 07-25-08.</p>
<p>What do we do with preprinted driving skills test receipt and the test applicant fails?</p>	<p>Securely destroy the driving skills test receipt. Each driving skills test applicant is required to be issued a financial receipt for the test that was administered regardless of the test result; pass or fail.</p>
<p>If someone fails on the parking portion of the test, can the examiner pick up another waiting test right away?</p>	<p>Yes, however, the new driving skills test must be scheduled in CARS prior to the test being administered.</p>

<p>How would equipment or document failures be entered?</p>	<p>They should be recorded as a failure and use the drop-down menu to select "Document" for the reason why.</p>
<p>Does or can the printed driving skills test receipt from CARS replace the receipts we currently provide each applicant?</p>	<p>No.</p> <p>If the test applicant passes the driving skills test, they are to be provided with the CARS generated driving skills test receipt on the same date the test was administered.</p> <p>If the test applicant failed the driving skills test, they are not to be given the CARS generated driving skills test receipt.</p> <p>Each driving skills test applicant is required to be issued a financial receipt for the test that was administered regardless of the test result; pass or fail.</p>
<p>Is there a time limit to how early we can print the Driving Skills Test Receipt. (If they book 2 months in advance, can we print when they book or do, we wait until the day of the test)?</p>	<p>Yes.</p> <p>The department procedure states driving skills test receipts may be printed the night before but should not be printed for more than one day's number of tests. These receipts contain applicant data that should be treated in a secure manner.</p>
<p>Will we be required to furnish receipt of payment to the applicant in addition to the new receipt/certificate we are printing out?</p>	<p>Yes.</p> <p>Each driving skills test applicant is required to be issued a financial receipt for the test that was administered regardless of the test result; pass or fail.</p>
<p>Will we be required to give a receipt as in the past? Will we need to record the driver's license number and phone number as in the past?</p>	<p>Each test applicant who successfully completes the driving skills test is to be provided a driving skills test receipt generated by CARS.</p> <p>If the test applicant fails the driving skills test, they are not to be given the CARS generated driving skills test receipt.</p> <p>Each driving skills test applicant is required to be issued a financial receipt for the test that was administered regardless of the test result; pass or fail.</p>

<p>If an applicant loses their driving skills test receipt, do we reprint one for them?</p>	<p>Yes. They can be reprinted up to 1 year after the test has been administered for a passing driving skills test.</p>
<p>I noticed that the receipt said that they had to go to the S.O.S. branch office...I thought that the whole point was to avoid them going back to the branch, is that not, correct?</p>	<p>The driving skills test receipt is customized for the test applicant based upon what credentials are on file in CARS and what requirements they need to submit to obtain their driver license.</p> <p>Example 1: an applicant that was issued a TIP prior to CARS will need to return to the branch to get their photo taken.</p> <p>Example 2: an applicant was issued GDL 1 issued prior to CARS will need to return to the branch to get their photo taken.</p> <p>Example 3: an applicant passed RST and possess a current CDL; they will need to return to the branch to have their TOP issued.</p>
<p>We have been required to keep applicant info on file (name, address, phone) – will that still be required?</p>	<p>No.</p> <p>It is recommended that you only maintain the applicant’s name and contact information. The other data that was required no longer needs to be retained.</p>
<p>Do Driver Education Providers that already have an account, use that account for the road testing?</p>	<p>Yes.</p> <p>You will need to request access for the DTB account using your current eServices account.</p>
<p>Will our examiners have their own account to access CARS?</p>	<p>Each DTB will be issued a CARS account, the Designated Representative will then grant access to those employees who will be using the system. CARS accounts <u>cannot</u> be shared between individuals.</p>
<p>Will the permit specify the eligibility date for every road skills test applicant?</p>	<p>Temporary Instruction Permits (TIPs) will have an eligibility date on them. Level 1 license applicants will still have to have the 6 months calculated.</p>
<p>What do we do if the TIP does not have the waive the 30-Day practice period pre-printed?</p>	<p>The driving skills test cannot be scheduled in CARS until on or after the Road Test Eligibility Date preprinted on the TIP.</p> <p>When the TIP is created by the branch staff they are required to indicate in CARS if the test applicant has the 30-day practice period is waived.</p> <p>“Waived 30-day” ink stamp on TIP or hand-written “Waived 30-day” on TIP cannot be accepted by DTB to schedule the test applicant before the Road Test Eligibility Date preprinted on the TIP.</p>

<p>I attempted to schedule one of my examiners for a driving skills test in CARS eServices and they were not listed; what do I do?</p>	<p>The examiner in question doesn't have an active testing status in CARS currently. Your DTB will need to email MDOS-drivertesting@michigan.gov. provide the examiner name and inquire why you're not able to schedule the examiner.</p>
<p>Information about my DTB test site location on CARS eServices webpage is not accurate; what do I do?</p>	<p>Email MDOS-drivertesting@michigan.gov immediately and provide the revised contact information so that we can update CARS accordingly.</p>
<p>The test applicant who I had scheduled in CARS didn't show up, what do I do?</p>	<p>Report the test as Canceled in CARS on the same day that the test was scheduled to be administered.</p>
<p>When is my DTB required to report the driving skills test results in CARS?</p>	<p>Driving skills test results (pass, fail or canceled) are required to be reported in CARS eServices by 11:00PM EST on the same day the driving skills test is scheduled.</p>
<p>Can my DTB except an expired TIP, expired CLP, or expired Segment 2 permit?</p>	<p>Effective 12/1/2021 No. The test applicant will need to obtain valid testing documents before your DTB may schedule them in CARS. If this changes we will inform all DTB in writing.</p>
<p>In error I submitted the driving skills test results in CARS eServices incorrectly, what do I do?</p>	<p>Email MDOS-drivertesting@michigan.gov immediately with the test applicant driver license number along with correct information that should have been entered. Your DTB is required to perform this task even if you were able change the driving skills test result on the same day that the test was administered.</p>