

## Information Network of Arkansas

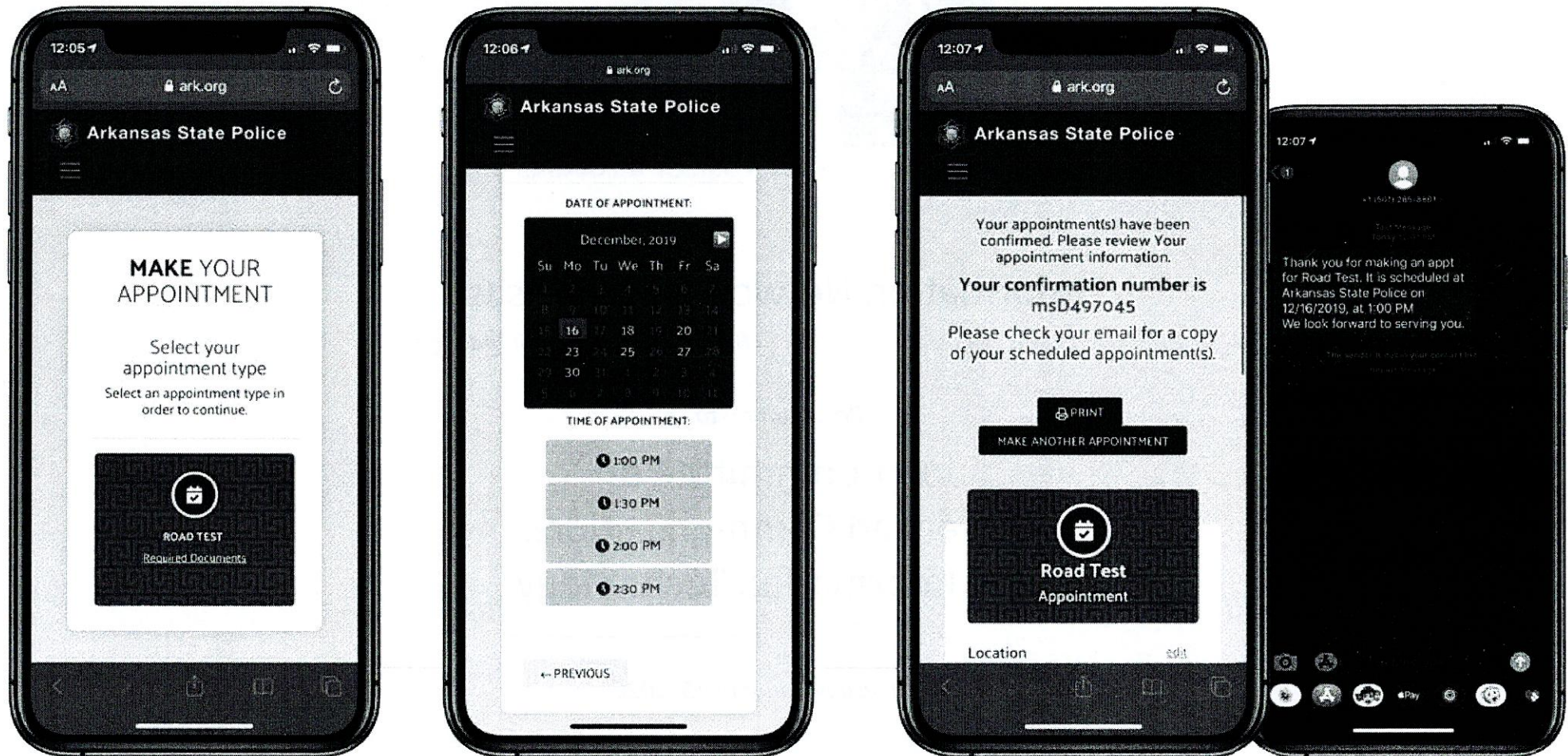
*Bob Sanders, General Manager*

*Presentation to:*

### Joint Committee on Advanced Communications and Information Technology

*Wednesday, January 15, 2020*

# Dept. of Public Safety Driver's Test Scheduling





# Dept. of Public Safety Driver's Test Scheduling

Arkansas State Police

SEARCH FOR APPOINTMENT

Email / Confirmation

Admin

Manage

APPOINTMENT TYPES

LOCATIONS

CALENDAR

MANAGE USERS

Appointments: Arkansas State Police He

December 10, 2019 current day / 0 appointments

TODAY

WEEK

MONTH

<

>

7:30 AM

SCHEDULED (0) / AVAILABLE (3)

8:00 AM

SCHEDULED (0) / AVAILABLE (3)

8:30 AM

SCHEDULED (0) / AVAILABLE (3)

9:00 AM

SCHEDULED (0) / AVAILABLE (3)

Add Appointment

FIELD OFFICE LOCATION

Arkansas State Police Headquarters

APPOINTMENT TYPE

Appointment Types

FIRST NAME

LAST NAME

EMAIL, REQUIRED WITHOUT INFO

User will receive a confirmation email

DATE

12/10/2019

LUNCH BREAK HOURS

-- Start Time --

-- End Time --

LOCATION HOURS

|           |                                     |                  |                |
|-----------|-------------------------------------|------------------|----------------|
| Monday    | <input checked="" type="checkbox"/> | 2:00 PM          | 4:00 PM        |
| Tuesday   | <input checked="" type="checkbox"/> | 2:00 PM          | 4:00 PM        |
| Wednesday | <input checked="" type="checkbox"/> | 2:00 PM          | 4:00 PM        |
| Thursday  | <input checked="" type="checkbox"/> | 2:00 PM          | 4:00 PM        |
| Friday    | <input checked="" type="checkbox"/> | 2:00 PM          | 4:00 PM        |
| Saturday  | <input type="checkbox"/>            | -- Start Time -- | -- End Time -- |
| Sunday    | <input type="checkbox"/>            | -- Start Time -- | -- End Time -- |

# Dept. of Public Safety Driver's Test Scheduling

## Features

- Flexible days/hours system
- Cancellation handling (user or office)
- Reminders via email and SMS
- Obtained from NIC in New Mexico

## Launch Schedule

- Pilot developed for DPS at no charge
- Skills test in January (over 60,000)
- Written test later (over 171,000)

The screenshot displays the 'Arkansas State Police' website header with navigation links for Home, Help, and Log in. The main heading reads 'IN LINE ONLINE: The Appointment Scheduler for the Arkansas Drivers Skill Exam'. Below this, a 'WELCOME TO IN LINE ONLINE' section explains the service and lists available appointment types, with 'ROAD TEST' highlighted. A 'SCHEDULE YOUR APPOINTMENT' section provides instructions and a 'MAKE APPOINTMENT' button. A 'RESEND CONFIRMATION' section includes instructions and a 'SUBMIT' button next to an email input field.

Arkansas State Police Home Help Log in

### IN LINE ONLINE: The Appointment Scheduler for the Arkansas Drivers Skill Exam

**WELCOME TO IN LINE ONLINE**

The Inline Online service offers the opportunity to make appointments online or from your mobile device or computer, allowing you to avoid the inconvenience of standing in line. The following appointment types are now available. Click the links below for more information.

**ROAD TEST**

**SCHEDULE YOUR APPOINTMENT**

To schedule an appointment, please click the 'Make Appointment' button. Customers will have up to 15 minutes to schedule an appointment.

**MAKE APPOINTMENT**

**RESEND CONFIRMATION**

To have your appointment confirmation resent, please enter the exact email address you scheduled the appointment under and click the 'Submit' button.

Email  **SUBMIT**