

## Avoiding No Show/Late Cancel fees for BTW and Observation Drives

From your homepage, click on the **Edit Account** Button

The screenshot shows a user account dashboard with the following sections:

- Classroom Instruction** (thumbs up icon):
  - Required Performance Hrs: 34:00
  - Completed Performance Hrs: 22:00
  - Prerequisite to continue [Met]: 1st Attendance
- Observation Drive** (calendar icon):
  - Required Observation Hrs: 1:00
  - Completed Observation Hrs: 0:00
- Behind the Wheel** (calendar icon):
  - Required Performance Hrs: 5:00
  - Completed Performance Hrs: 0:00
  - Please complete before: 2023-09-03

Below the metrics are several navigation links, each with a small icon:

- [Schedule Observation Drive »](#)
- [Schedule Behind the Wheel »](#)
- [View Payment History »](#)
- [View Class History »](#)
- [View Transcript »](#)
- [Edit Account »](#) (highlighted in yellow)

Make sure you have entered your email address and cell phone numbers correctly – If you want to receive text message reminders, enter your cell phone numbers into the cell phone field.(You can enter your cell phone number into both home phone and cell phone fields.

Then click on the send notifications boxes for email and text messages.

Cell Phone

Send Notifications

By Email:  (Not Confirmed) *Confirm Now*







By Text:  (Not Confirmed) *Confirm Now*

If the cell phone field and email addresses are filled and these boxes are checked, you will receive a notification email and text message 36 hours before the drive **allowing you to cancel in time to avoid a late cancel fee** if you are unable to make the drive. You will also receive notifications 6 hours before the drive reminding that you have a drive scheduled later that day.

## Canceling an Observation or BTW drive.

Log into your home page and find the drive you want to cancel.

### Your Behind the Wheel Schedule

Sun, Mar 05, 2023   03:15 pm - 04:15 pm   Mr. D Turner   		
	<b>PICK-UP LOCATION:</b> North Spokane - Main Office 329 W Hastings Rd, Spokane	<b>DROP-OFF LOCATION:</b> North Spokane - Main Office 329 W Hastings Rd, Spokane
		
Sat, Mar 11, 2023   01:00 pm - 02:00 pm   Mr. D Turner   		
	<b>PICK-UP LOCATION:</b> North Spokane - Main Office 329 W Hastings Rd, Spokane	<b>DROP-OFF LOCATION:</b> North Spokane - Main Office 329 W Hastings Rd, Spokane
		

[Print Your Itinerary](#)

Click on the small x on the right side of the drive you want to cancel.

***To avoid a late cancel fee, drives must be cancelled at least 24 hours in advance.***