

Introduction of Booking-only System (Driver's License Knowledge Test)

1 Those who will be affected by the change

Individuals who will take Driver's License Knowledge Test on or after
Thursday, February 1, 2024

2 Services available to book a slot (location, day/time)

(1) Online Booking Service

<https://www.keishicho.metro.tokyo.lg.jp/menkyo/menkyo/web.html>

(2) Automated Phone-Booking Service

[Tel:050-1808-5070](tel:050-1808-5070)

3 Documents to have ready

Your driving school course Completion Certificate or the like (You will
need to enter your number from the Certificate.)

4 Other notes

(1) Read the relevant Web pages before in-office visits.

(2) You can book a slot 24/7 (unavailable during maintenance hours.)

(3) One booking per person. Cancel the existing booking before changing
to a new slot.

6 FAQ

Q1. Why are you introducing a booking process?

A. We are hoping to reduce congestion and waiting and stay times at our facilities for the convenience of visitors.

Q2. How many minutes before the appointed time am I supposed to be at your facility?

A. You are supposed to be at our facility at the appointed time for registration. You may not be registered for the slot you booked if you are late for the appointed time.

Q3. Can I get a family member or friend to book a Driver's License Renewal/Knowledge Test slot for me?

A. Yes, but it must be done under your name, date of birth and other details of yours.

Make sure to get your QR code screenshot or printed out, or get your Booking Number written down on your License Renewal Notice. Your QR code and Booking Number will be shown at the completion of the booking.

You will need the QR code or Booking Number on the day of your visit for registration.

Q4. Is there a deadline for booking? Like how many hours before the License Renewal Course or Knowledge Test I intend to take starts?

A. You can book a slot until registration starts for the slot you intend to book.

For example, for the registration starting 8:00 am, you must have the Booking Completed page displayed by 7:59 am.

Q6. How far ahead will the booking slots be shown on the Web?

A. You will see License Renewal booking slots up to 80 days ahead on the Web, but note that you can only book a slot for your date of birth or a day within one month before or after your date of birth (i.e., a day within your license renewal period.) As for Knowledge Test, you can book a slot up to 90 days ahead.

Q7. Can I directly contact a police station or any other police facility by phone and have a slot booked for me?

A. Sorry, you can't have our staff book a slot for you by phone.

Q8. How far (many days) ahead can I book a slot?

A. You can book a slot up to 90 days ahead. Please note this time frame may change in the future.

Q9. Once the appointed time has passed for my slot, I can't take the Knowledge Test arranged for the slot, can I?

A. As for Knowledge Test, the appointed time is arranged, considering the time required to process your registration, so, depending on the time of your arrival, you may not be able to take the test.

Q10. How can I change the Driver's License Knowledge Test location after booking a slot?

A. First cancel the existing booking and then book a new slot.

Q11. On your Online Booking page, what's the difference between those with *Certificate of Completion* and those with *Skills Test Certificate*?

A. Those with Certificate of Completion have finished designated driving school courses and are only required to take Knowledge Test at a Driver's License Testing and Issuing Center, while Skills Test Certificate is issued to those who have passed a driving skills test at a driver's license center or the like other than one in Tokyo..

Q12. *At Koto Driver's License Testing and Issuing Center, only those who have completed or are exempted from New License Holder Course can register for Knowledge Test, what does this mean?*

A. At Koto Driver's License Testing and Issuing Center, New License Holder Course is not arranged and thus driver's licenses will only be issued to

those who have already completed or are exempted from New License Holder Course.

Q13. What does that mean, *Other*?

A. *Other* applies to those who will take Knowledge and Driving Skills tests and follow New License Holder Course (you may be exempted from Skills Test or New License Holder Course) at Fuchu or Samezu Driver's License Testing and Issuing Center, instead of completing designated driving school courses.

Q14. I attend a driving school and will soon complete my course there. Can I book a slot before completing my course at the school?

A. When you book, you will need to enter data from your Certificate of Completion, so you are supposed to book after completing your driving school course.

Q15. Can I cancel the existing booking or change to a different slot?

A. You can do so through our Online Booking or Automated Phone-Booking service. To change to a different slot, first cancel the existing booking and then book a new slot.

Q16. If I'm late for the appointed time, what should I do?

A. You may not be registered for the booked slot and even when you are registered, you may have to wait long. It's best to cancel your booking and book a new slot.

If you have trouble registering for application on our registration machine, talk to our staff.

Q17. I have found a mistake in my name and phone number for the slot I have booked...

A. You don't have to cancel the existing booking or book a new slot. Have your QR code or Booking Number ready and go ahead and register for application on our registration machine on the day of your visit.

Q18. I have booked the wrong time and location of registration.

A. Cancel the existing booking and book a new slot.

Q19. Can I wait for a cancellation?

A. Sorry, we don't have a waiting list.

Q20. I can't find how to print out the Booking Completed page or take its screenshot.

A. See the Booking Completed page. You will find how to take its screenshot.

Otherwise, take notes of your Booking Number and bring it for registration.

Q21. Your Online Booking sites show no opening left for the slot I intend to book. Can I book the slot through your Automated Phone-Booking system?

A. Sorry, since there is no opening left for the slot, you can't book the slot even through our Automated Phone-Booking system.

Q22. Can I cancel my booking on the day of my visit? If yes, up to how many hours before the appointed time?

A. You can cancel your booking at any hour on the day of your visit. For example, you can even cancel the booking for 13:00 at 14:00. Past midnight, our system will automatically cancel your booking. After cancellation, you can go ahead and book a new slot.

Q23. What is the *12-digit Booking Number*?

A. You will see or hear the Number at the completion of your booking on our Online Booking site or over our Automated Phone-Booking system. You will need to enter the Number on our registration machine on the day of your visit. Instead, you can save or print out your QR code and visit us.

For your convenience, License Renewal Notice has a space for taking notes of your Booking Number.