How to Schedule an Appointment at the Driver Resource Center

1. Go to https://www.portal.driverresourcecenter.tlc.nyc.gov and select the language you want to view the site in. Click “Schedule an Appointment”.

2. Enter in eligibility criteria to determine what services are available to you. Enter in your TLC Number, Zip Code and Last 5 digits of your SSN and click “Check Eligibility”.
3. Select the service you would like to schedule an appointment for under select service. Select preferred language using the drop-down menu. If you would like to connect to an interpreter during your appointment select “other” under “select preferred language”. Click “Next” after you have made both selections.

4. Select the time and date of appointment you want to schedule and then click “Next”.
5. Enter in your driver information with the most up-to-date information and click “submit”.

6. Click “Ok” to confirm your appointment.
7. If you need to cancel or re-schedule your appointment or any reason go to https://www.portal.driverresourcecenter.tlc.nyc.gov and click "cancel an appointment".

8. Select the appointment you wish to cancel and click “Cancel Appointment”.

9. Click “Confirm Cancellation” to cancel your appointment.