

Need to take your Learner's Permit exam online?

Starting June 10th, eligible customers will have the opportunity to complete the Class D (passenger) or Class M (motorcycle) Learner's Permit Exams online. **In order to maintain social distancing protocols, the RMV requires that eligible customers complete the Learner's Permit Exam online when possible.**

Online Learner's Permit Exam Requirements:

Customers who need to complete an Online Permit exam must first visit a Service Center to present their application. Customers must meet all existing requirements to be eligible to take the permit exam. At this time, the RMV is prioritizing Learner's Permit appointments for customers who turned 16 years old between March and April 2020.

Permit Appointments:

Prior to your visit to the Service Center, you will need to make an appointment through the **Make or Cancel a Reservation** transaction on www.Mass.GOV/myRMV. In order to expedite appointments, know what documentation you need, and maintain social distancing:

- Make an **Apply for a Learner's Permit** appointment online. Most available Service Center offer permit appointments from 5-8pm. Select Service Centers may offer permit appointment at additional times. You will be able to see the available days and times for a Service Center location when making the appointment.
- "Get Ready" online by completing your application using the **Apply for a Learner's Permit** transaction on www.Mass.GOV/myRMV



Key Facts for Online Learner's Permit Exams:

- The online exam is currently available in four languages: English, Spanish, Portuguese, and Mandarin (Simplified).
- You will have 25 minutes to correctly answer 18 of 25 total questions to pass the exam.
- You can temporarily skip up to 7 questions to move on to the next question; skipped questions will be revisited at the end of the exam.
- At the completion of the exam, you will be notified if you passed or failed.
 - If you pass the exam, you will need to print your official learner's permit and keep it with you while driving. You will not receive anything in the mail.
 - If you fail the exam, you have the ability to retake the exam from home for a \$30 fee.
- You have 60 days to take and pass the exam after completing your application at the Service Center!
 - If you exceed 60 days and have yet to take and pass a permit exam, you will need to call the Contact Center or make an appointment online with the Service Center to reset your application.

***Note: If you are not currently eligible for an online Learner's Permit Exam and must take the exam in person at a Service Center, you are required to wear a mask and gloves. Please bring your own headphones if possible.**



The Following Topics are Included in this Document:

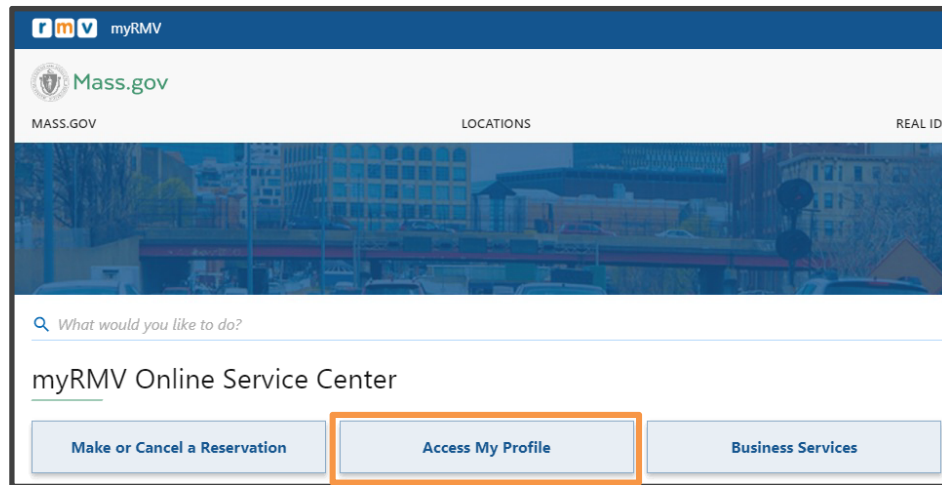
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Take Your Online Learner's Permit Exam

In order to take your Learner's Permit Written Exam online, the option first needs to be enabled during your Service Center trip to apply for your permit. Once you have completed your permit application at the Service Center, refer to the online Learner's Permit Exam Instruction sheet provided to you by the Service Center clerk and follow these instructions to take your exam:

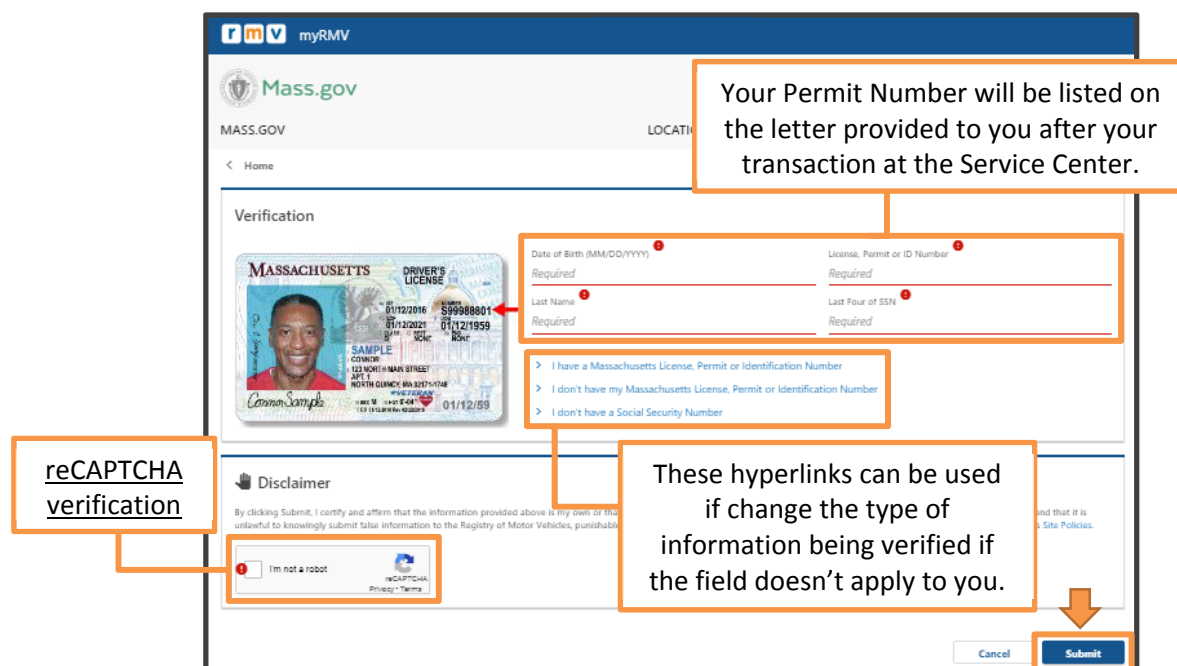
1

Navigate to the myRMV homepage at www.Mass.GOV/myRMV, select the **Access My Profile** button.



2

Complete the four verification fields with your relevant personal information and the reCAPTCHA verification then click **Submit**.



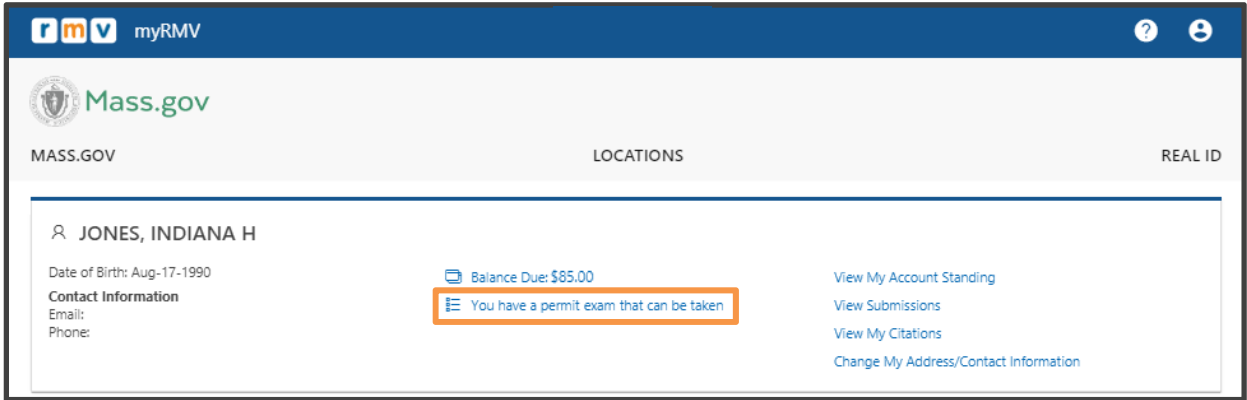
The screenshot shows the myRMV verification form. The 'Access My Profile' button from the previous step is highlighted in orange. The form contains the following fields and callouts:

- Date of Birth (MM/DD/YYYY):** Required field.
- License, Permit or ID Number:** Required field. A callout box states: "Your Permit Number will be listed on the letter provided to you after your transaction at the Service Center."
- Last Name:** Required field.
- Last Four of SSN:** Required field.
- reCAPTCHA verification:** A callout box points to the reCAPTCHA widget.
- Disclaimer:** A callout box states: "These hyperlinks can be used if change the type of information being verified if the field doesn't apply to you."
- Submit Button:** A callout box points to the 'Submit' button.

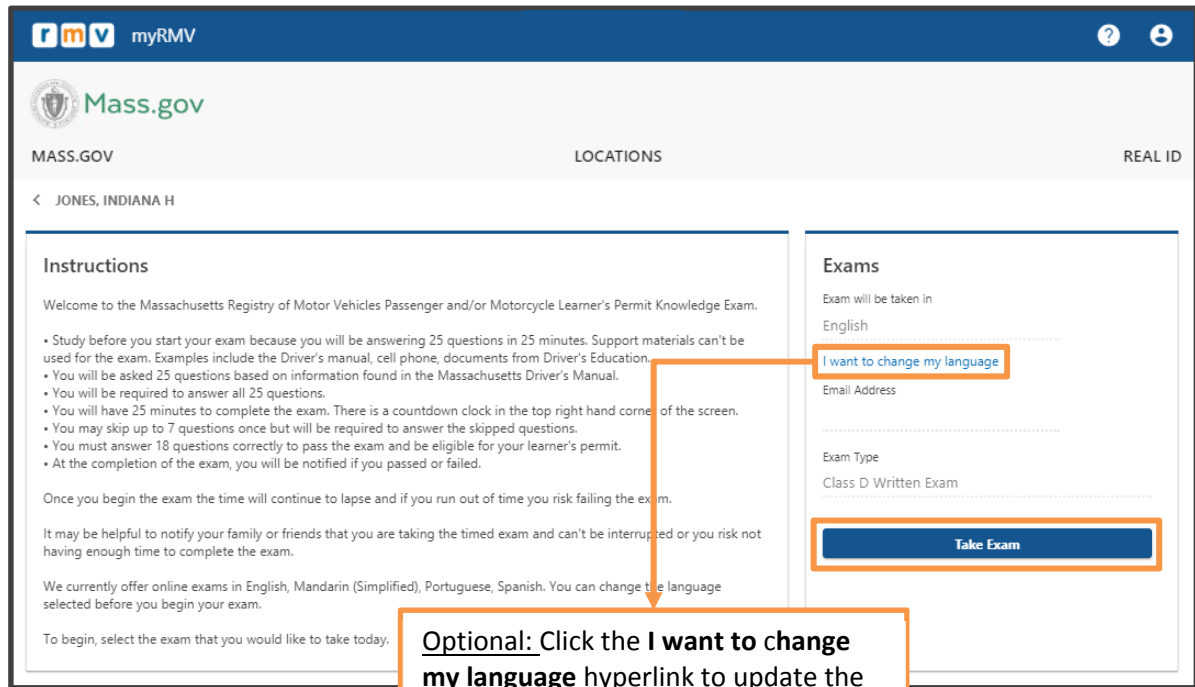
The form also includes a sample Massachusetts Driver's License image and a 'Disclaimer' section with a 'Submit' button at the bottom right.

3 From your profile, select the **You have a permit exam that can be taken** hyperlink.

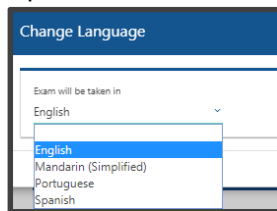
- Note:** If this is your first time signing into your profile, you will be prompted to set up multi-factor authentication methods to make sure your information is secure. Follow the prompts on the screen to set up authentication through an app, by text, or by email.



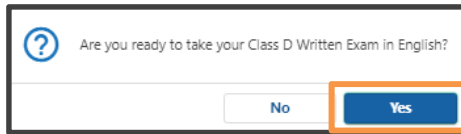
4 Confirm the information for your exam is correct and then select the **Take Exam** button.



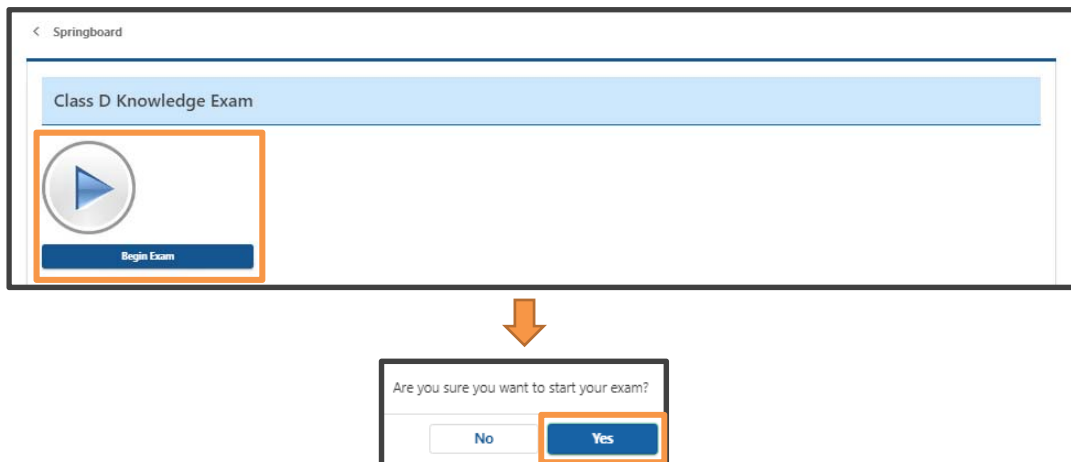
Optional: Click the **I want to change my language** hyperlink to update the exam language to one of the 4 available options:



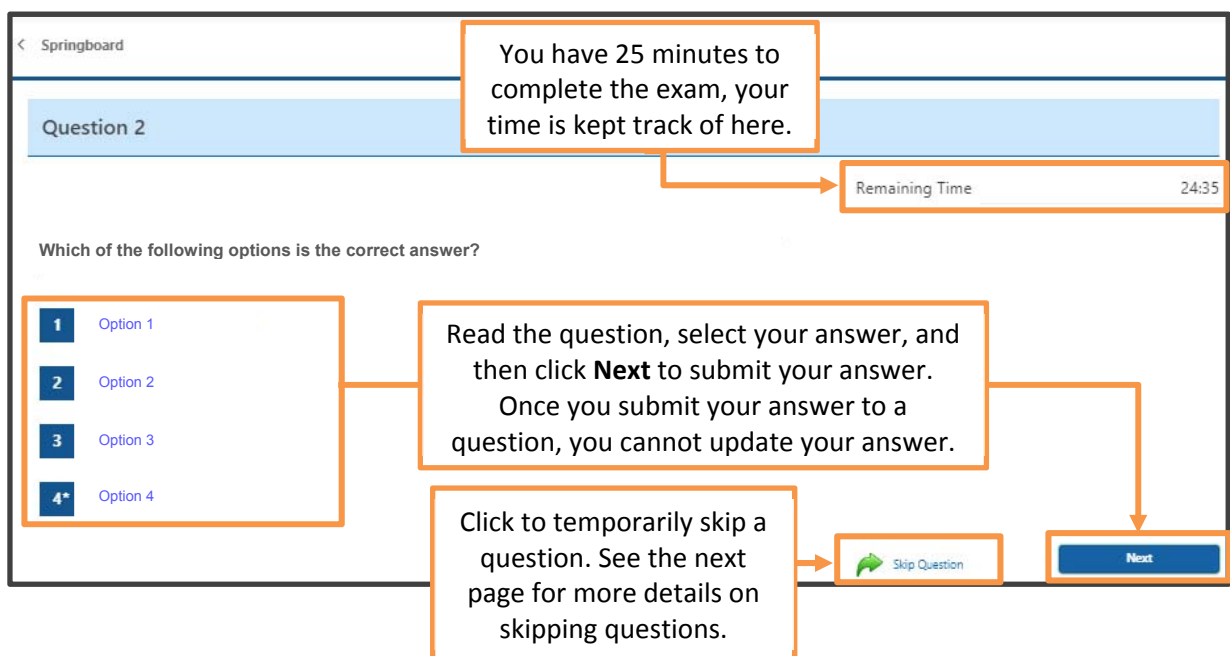
5 Select **Yes** to confirm that you are ready to take your exam in your chosen language.



6 When ready to start, select the **Begin Exam** button and then click **Yes**.

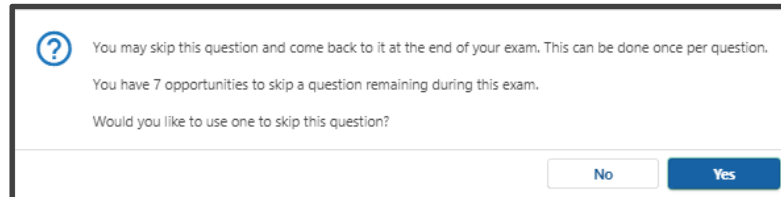


7 Navigate through the exam and answer questions until you get a pass or fail result.

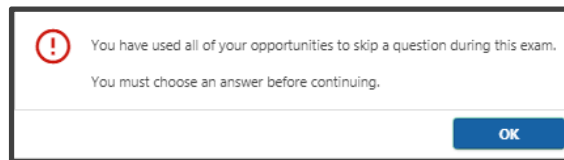


More Info on Skipping Questions:

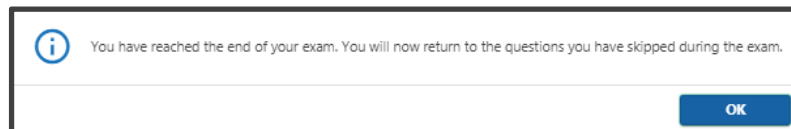
- You are allotted 7 questions that you can skip once during the exam to come back and answer at the end. This may help you manage your time more effectively to skip questions you are unsure of and complete the questions you can answer quickly first.
- When you skip a question, you will see the following pop-up box that will keep count of how many skips you have left. To move forward with skipping the question, you would answer **Yes**:



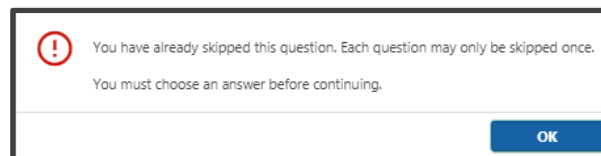
- If you use all 7 opportunities to Skip a Question, you will receive the following error message instructing you to select an answer if you try to skip an 8th question.



- Once you have either answered and/or skipped all of the questions in the exam you will receive the following message informing you that you must return to answer the questions that you previously skipped to complete the exam.



- When reviewing the questions you've already skipped once during the exam, if you attempt to skip a question again, you will receive the following error message instructing you to select an answer:



What to do if you Fail the Exam

What to do if you Fail the Exam

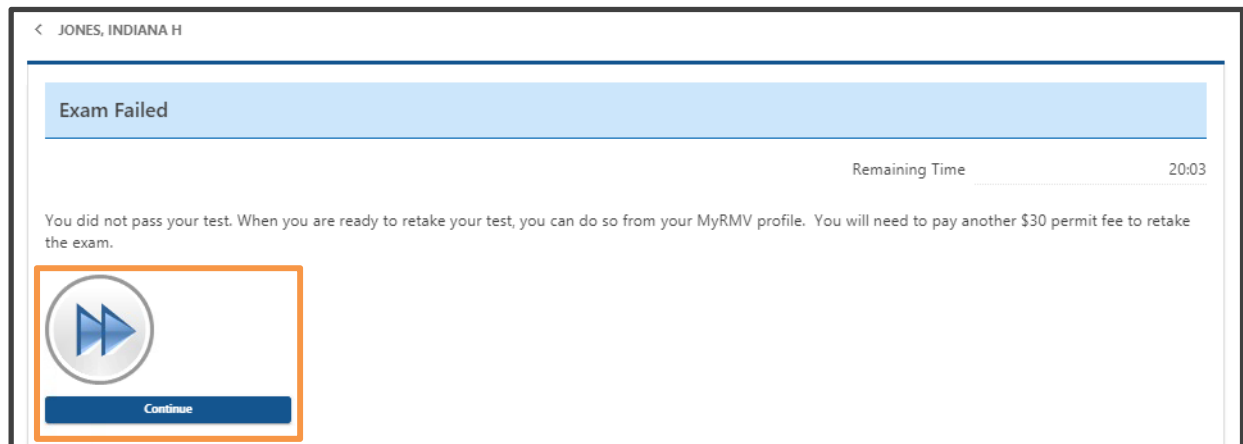
If you do not answer at least 18 of the 25 questions correctly, you will not pass the exam. If this happens, you have the ability to retake the exam online after paying another \$30 fee. This can be done immediately after failing the exam or at a later date. There is no limit to the number of times you can retake the exam.



Remember you must pass the exam within 60 days of submitting your application to the Service Center! If you exceed 60 days, you will need to call the Contact Center or visit the Service Center again to reset your application.

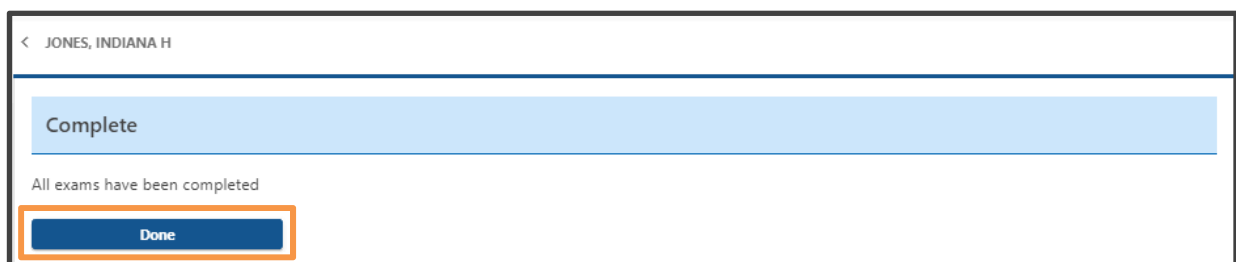
1

Review the Exam Failed message and then click **Continue**.



2

Select the **Done** button.



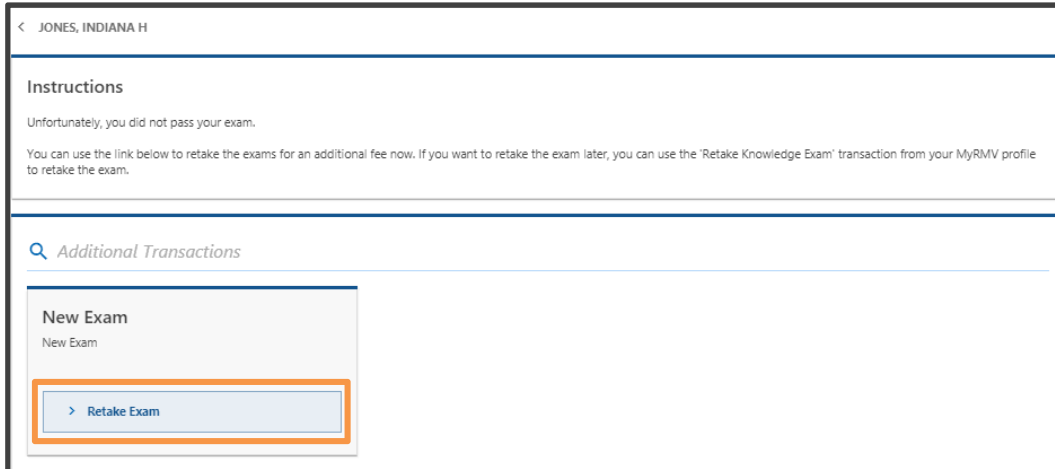
3

Initiate the **Retake Exam** transaction.

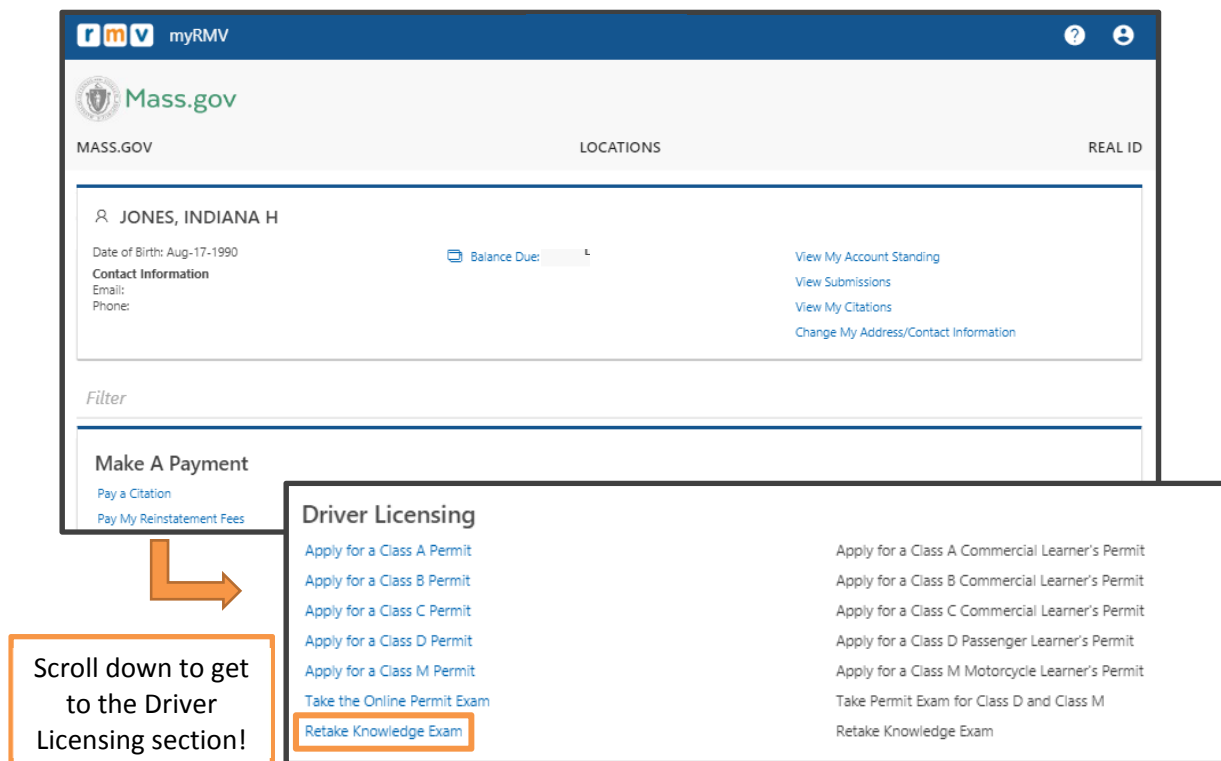
- This transaction will add a new online permit exam to your profile. Be prepared to pay the \$30 fee for the new exam.
- There are two ways to start this transaction (see next page):

What to do if you Fail the Exam

If you are ready to take the exam again immediately after failing, there will be a New Exam Section below your instructions about what to do next where you can select the **Retake Exam** hyperlink to start the transaction.

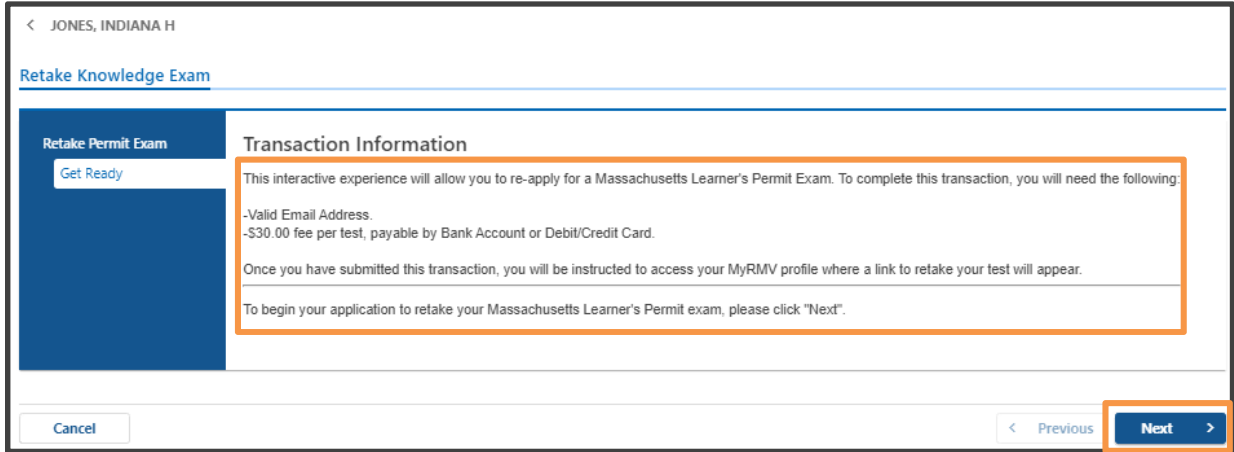


If you need additional time to [study](#) before retaking the exam, you can add the transaction from your profile at a later date within 60 days of your Service Center visit. Access your profile as you did when you first took the exam and then scroll down to the Driver Licensing section and select the **Retake Knowledge Exam** hyperlink.



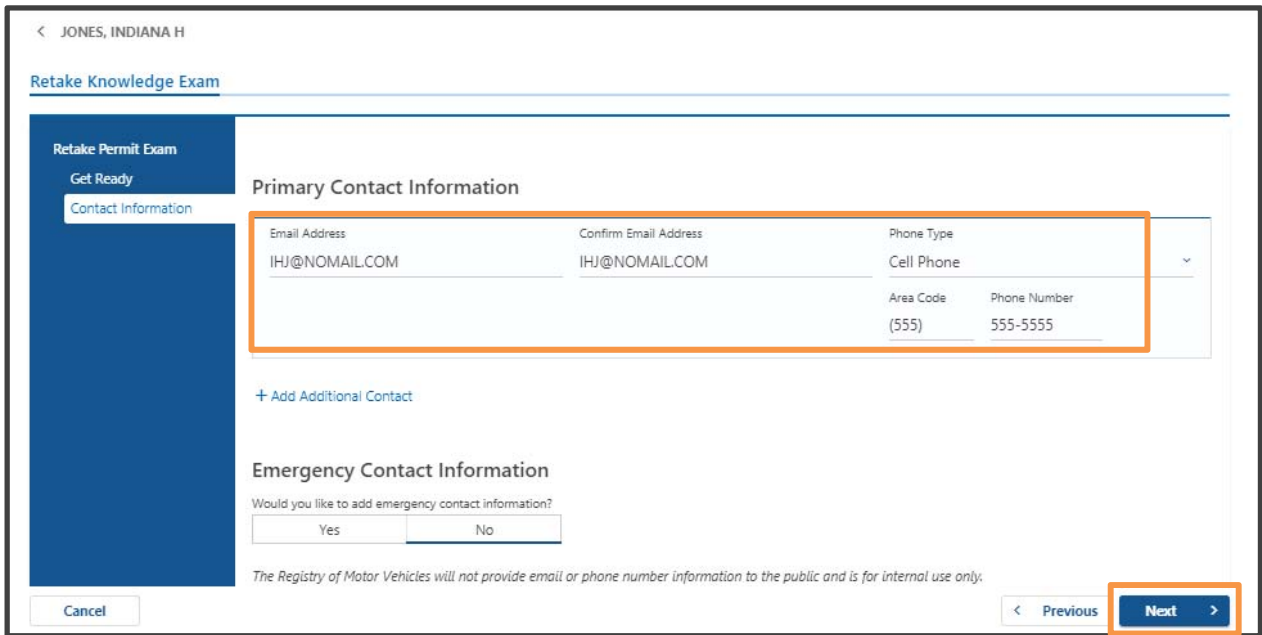
What to do if you Fail the Exam

4 Review the Transaction Information that displays for the Retake Knowledge Exam transaction and then click **Next**.



The screenshot shows a mobile application interface for a 'Retake Knowledge Exam'. On the left is a blue sidebar with 'Retake Permit Exam' and 'Get Ready' options. The main content area is titled 'Transaction Information' and contains the following text: 'This interactive experience will allow you to re-apply for a Massachusetts Learner's Permit Exam. To complete this transaction, you will need the following: -Valid Email Address. -\$30.00 fee per test, payable by Bank Account or Debit/Credit Card. Once you have submitted this transaction, you will be instructed to access your MyRMV profile where a link to retake your test will appear. To begin your application to retake your Massachusetts Learner's Permit exam, please click "Next".' At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

5 Enter your email address and phone information in the Primary Contact Information section. If needed, you can also add Emergency Contact Information to your profile. Click the **Next** button to continue.



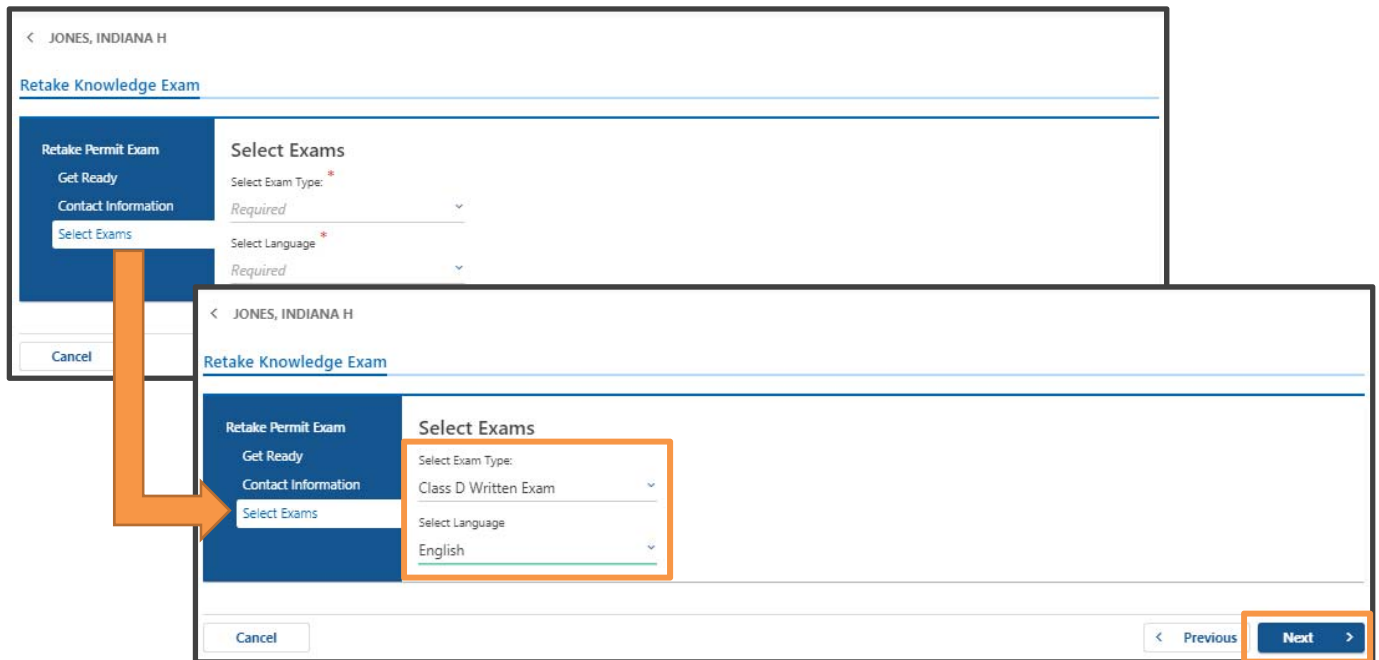
The screenshot shows the 'Primary Contact Information' section of the application. It includes a sidebar with 'Retake Permit Exam', 'Get Ready', and 'Contact Information' options. The main form contains fields for 'Email Address' (IHJ@NOMAIL.COM), 'Confirm Email Address' (IHJ@NOMAIL.COM), 'Phone Type' (Cell Phone), 'Area Code' (555), and 'Phone Number' (555-5555). Below this is a '+ Add Additional Contact' link and an 'Emergency Contact Information' section with a question 'Would you like to add emergency contact information?' and 'Yes'/'No' radio buttons. A footer note reads: 'The Registry of Motor Vehicles will not provide email or phone number information to the public and is for internal use only.' Navigation buttons 'Cancel', 'Previous', and 'Next' are at the bottom.

What to do if you Fail the Exam

6

Complete the Select Exams section to choose the type of exam you need to take and in what language, then click Next.

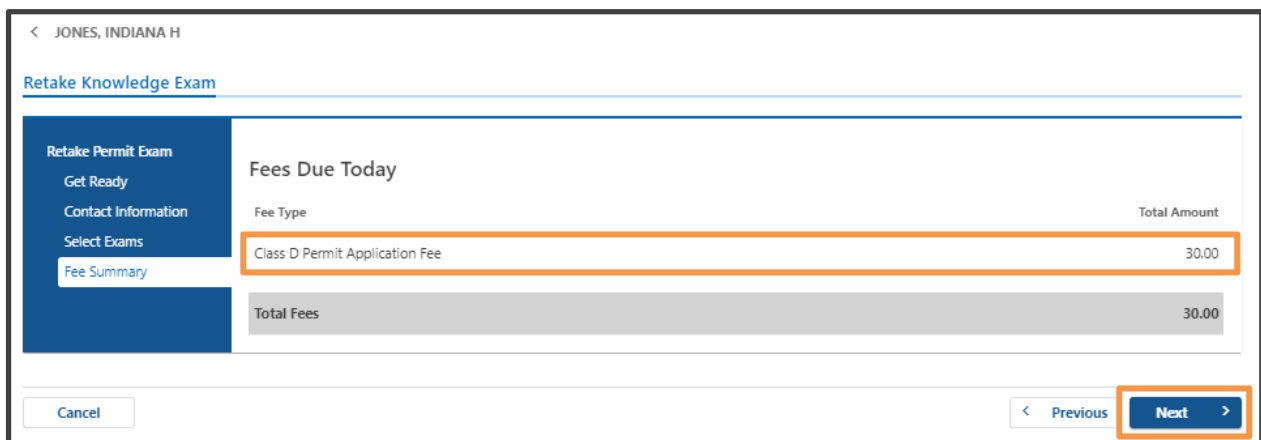
- Select Exam Type: This dropdown menu will only display exam types that the customer is eligible to take.
- Select Language: This dropdown menu will only display the 4 languages that are available for the exam online (English, Spanish, Portuguese, Mandarin(simplified)).



The screenshot shows the 'Retake Knowledge Exam' interface. On the left, a navigation menu includes 'Retake Permit Exam', 'Get Ready', 'Contact Information', 'Select Exams', and 'Fee Summary'. The 'Select Exams' section contains two dropdown menus: 'Select Exam Type' (set to 'Class D Written Exam') and 'Select Language' (set to 'English'). An orange arrow points from the 'Select Exams' menu item in the navigation bar to the 'Select Exams' section. At the bottom right, the 'Next' button is highlighted with an orange box.

7

Review the \$30 fee in the Fees Summary and then click **Next**.



The screenshot shows the 'Fees Due Today' section of the 'Retake Knowledge Exam' interface. A table lists the fees:

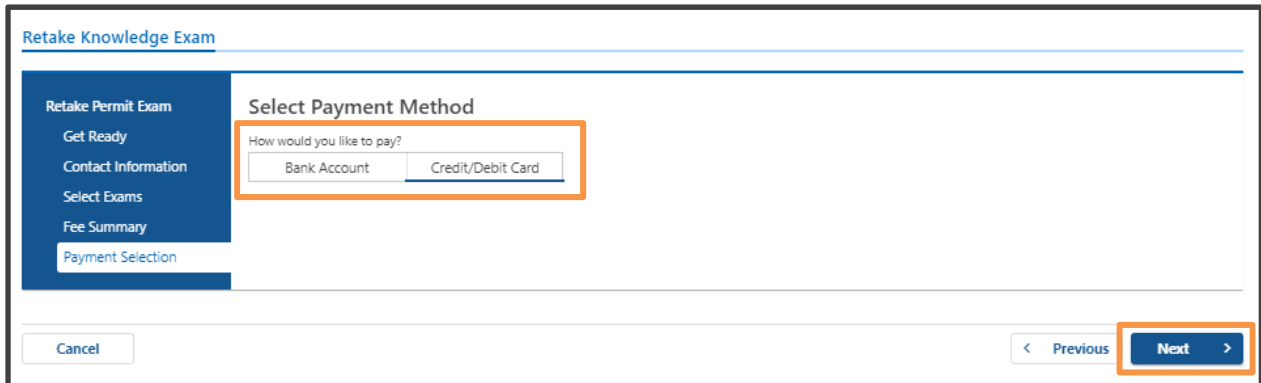
Fee Type	Total Amount
Class D Permit Application Fee	30.00
Total Fees	30.00

The 'Class D Permit Application Fee' row is highlighted with an orange box. At the bottom right, the 'Next' button is highlighted with an orange box.

What to do if you Fail the Exam

8

Select either **Bank Account** or **Credit/Debit Card** as the Payment Method you would like to use to pay the \$30 fee then click **Next**.



Retake Knowledge Exam

Retake Permit Exam
Get Ready
Contact Information
Select Exams
Fee Summary
Payment Selection

Select Payment Method

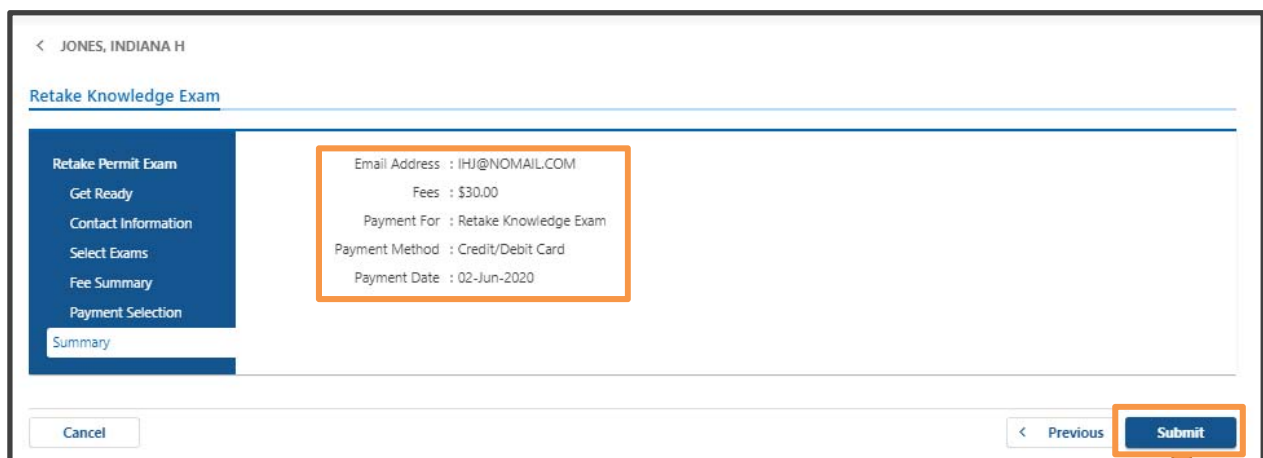
How would you like to pay?

Bank Account Credit/Debit Card

Cancel Previous Next

9

Review the Summary of the transaction and then click **Submit** to complete it.



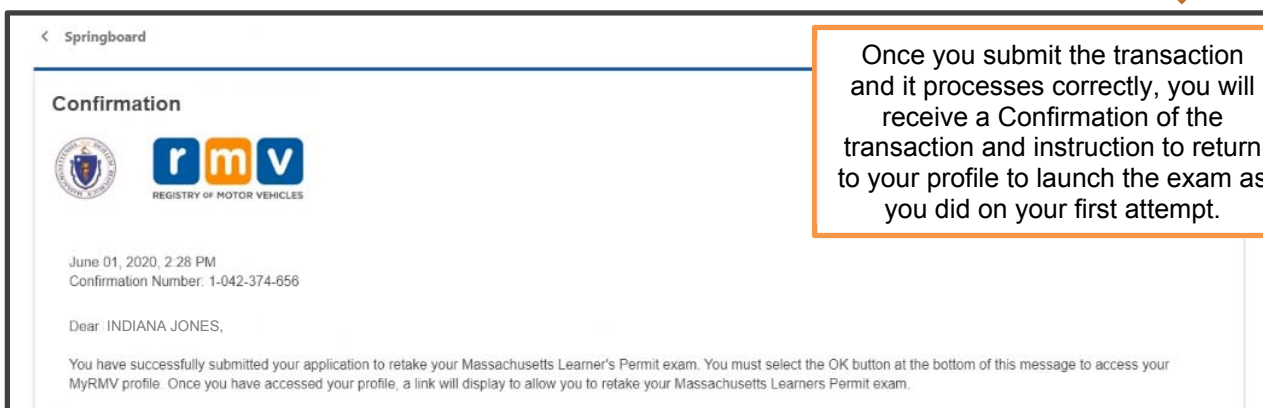
< JONES, INDIANA H

Retake Knowledge Exam

Retake Permit Exam
Get Ready
Contact Information
Select Exams
Fee Summary
Payment Selection
Summary


Email Address : IHJ@NOMAIL.COM
Fees : \$30.00
Payment For : Retake Knowledge Exam
Payment Method : Credit/Debit Card
Payment Date : 02-Jun-2020

Cancel Previous Submit



< Springboard

Confirmation



June 01, 2020, 2:28 PM
Confirmation Number: 1-042-374-656

Dear INDIANA JONES,

You have successfully submitted your application to retake your Massachusetts Learner's Permit exam. You must select the OK button at the bottom of this message to access your MyRMV profile. Once you have accessed your profile, a link will display to allow you to retake your Massachusetts Learners Permit exam.

Once you submit the transaction and it processes correctly, you will receive a Confirmation of the transaction and instruction to return to your profile to launch the exam as you did on your first attempt.

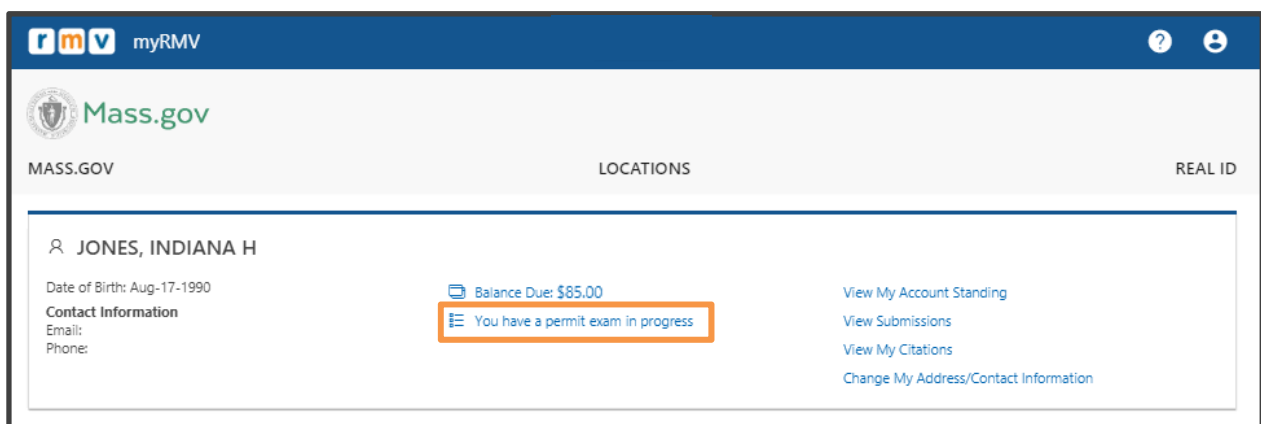
What to do if you Accidentally Exit the Exam Window

What to do if you Accidentally Exit the Exam Window

Once you begin the exam, the timer cannot be paused. If your screen freezes, you may try to refresh the screen. You should not navigate out of the window or open any other browsers. **If you do accidentally exit out of the exam window, your timer will not stop.** The time will continue to count down, but you will have the ability to re-access the exam in progress until your time runs out:

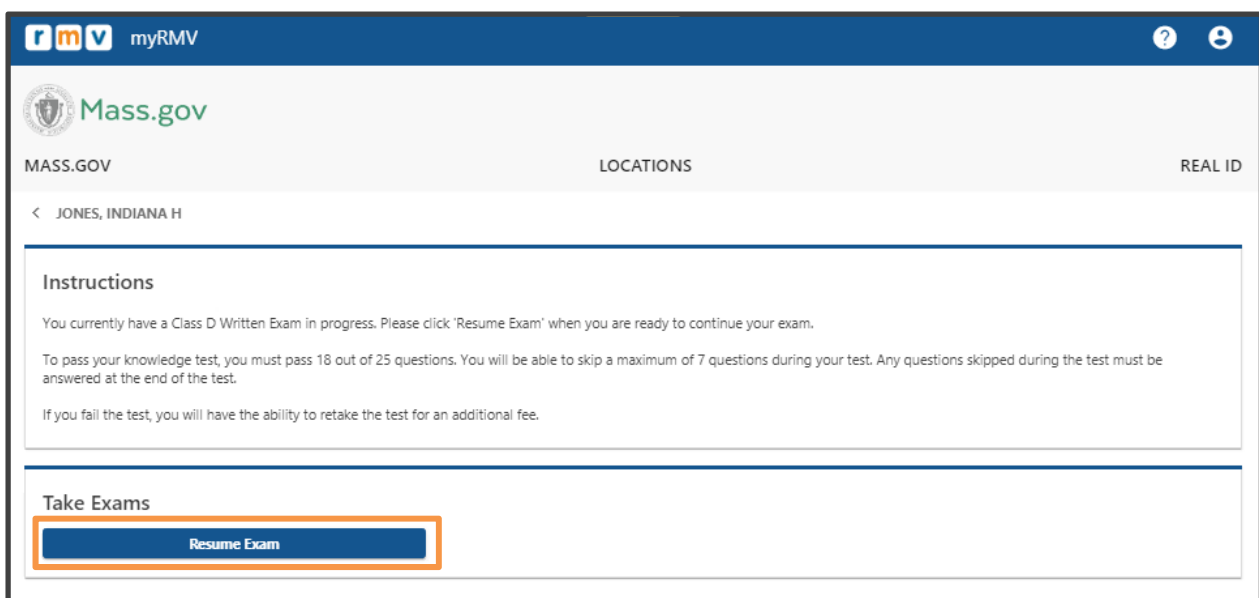
1

Access your myRMV profile again the way you did when you first started the exam and click the **You have a permit exam in progress** hyperlink.



2

Select the **Resume Exam** button to open the exam where you left off and complete the remaining questions.

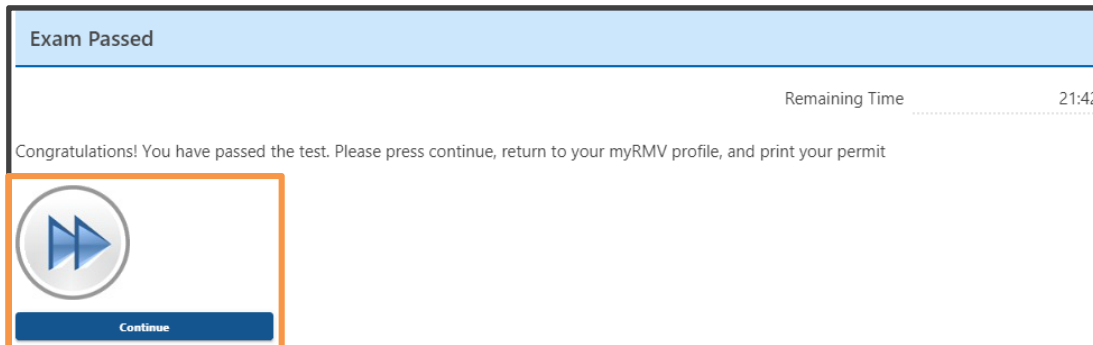


What to do Once You Pass the Exam

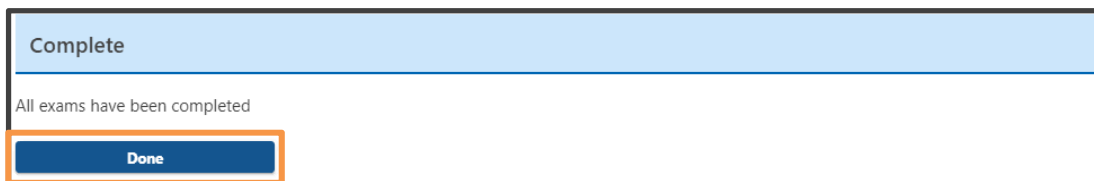
What to do Once You Pass the Exam

Once you pass your online Learner's Permit Exam, your permit is issued and you will need to return to your profile to print it.

1 Review the Exam Passed message and then click **Continue**.

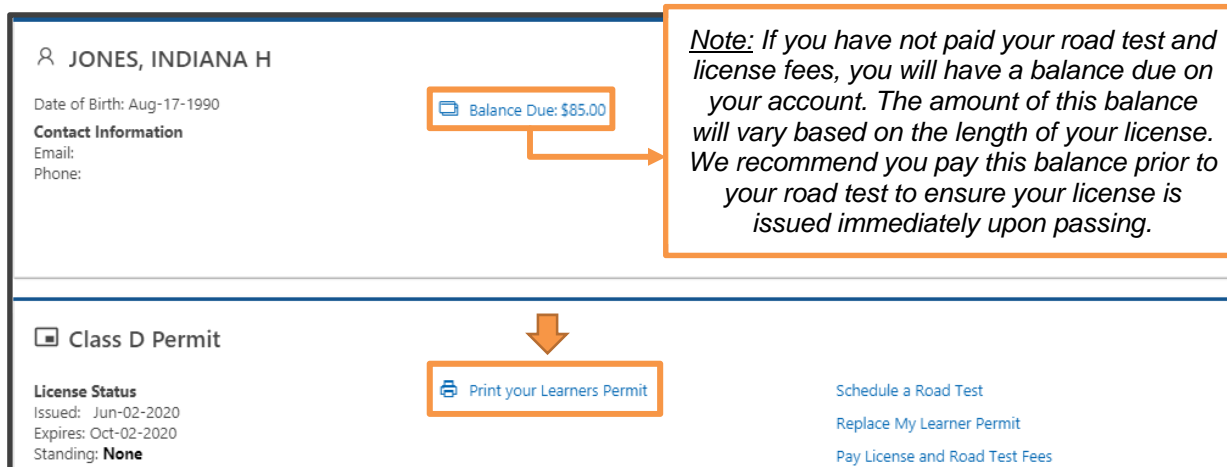


2 Click the **Done** button.



3 You will be returned to your profile page, under the new Class D Permit section, click the **Print your Learner's Permit** hyperlink to open a PDF of the permit.

- See the next page for a sample printable permit.



JONES, INDIANA H

Date of Birth: Aug-17-1990

Contact Information
Email:
Phone:

Balance Due: \$85.00

Class D Permit

License Status
Issued: Jun-02-2020
Expires: Oct-02-2020
Standing: **None**


[Print your Learners Permit](#)

[Schedule a Road Test](#)
[Replace My Learner Permit](#)
[Pay License and Road Test Fees](#)

Note: If you have not paid your road test and license fees, you will have a balance due on your account. The amount of this balance will vary based on the length of your license. We recommend you pay this balance prior to your road test to ensure your license is issued immediately upon passing.

Paper Permit Example:

- This document can be printed on plain, white 8.5 by 11-inch paper.
- This document is your official driving permit that can be used to operate a motor vehicle per the instructions on the document. You must have it in your possession when driving.
 - Note: The table toward the bottom of the document that does not apply for Class D and Class M permits.



Class D Passenger Permit


The Massachusetts Registry of Motor Vehicles

Number: SA3880376 Issue Date: 06/08/20 Exp Date: 06/08/22 Class Description: Class D Passenger Permit
 Restriction(s): N/A Endorsement(s): N/A

Sex: Male DOB: 07/31/90 Height: 5' 5" Eyes: Green
 Endorsement(s): N/A Restriction(s): N/A

NOT VALID FOR IDENTIFICATION

HARRY JAMES POTTER
 2 WITCH WAY
 SALEM MA 01970-1232



You applied for a Real Credential

Registered to vote today? Yes

James J. J. Registrar

Restrictions and Statutory Limitations

The holder of a learner's permit may operate a motor vehicle upon any way when accompanied by an operator duly licensed by his/her state of residence who is 21 years of age or over, who has had at least one year of driving experience, and who is occupying a seat beside the driver. A holder who is under the age of 18 may not operate a motor vehicle between the hours of 12:00AM and 5:00AM unless accompanied by his/her parent or legal guardian who is a licensed operator with at least one year of driving experience and whose license or right to operate is not revoked or suspended. The holder of a learner's permit may not operate in another state if it is in violation of that state's law. The holder of a motorcycle learner's permit (Class M) may not carry passengers and may not operate after sunset or before sunrise.

	Pass / Validate	Date	Fail	ID #	Date	Fail	ID #
1. Pre Trip							
2. Air Brake							
3. Forward & Back (Offset Alley)							
4. Parallel Park (Conventional)							
5. Parallel Park (Left Side)							
6. Alley Dock							
7. Road Test							

Only upon official validation of this section, this learner's permit shall become a driver's license for 60 days from the date of validation, subject to the class, endorsements, and restrictions noted on this document. License Validation Date: _____

VALIDATION:

RESTRICTIONS:

ADD _____ DELETE _____

 Examiner's Signature Examiner's Number

If you have not prepaid, you have 60 calendar days from the day you pass the road test to apply for a driver's license at an RMV branch; if you do not, you will have to take a new road test at your expense. It is illegal for you to drive if your permit expires prior to your obtaining a temporary license.