

Important Notice

Driving Test Repeater Early Test Appointment Online Booking Service

New Measure of Identity Authentication

To enhance the security and fairness of the Repeater Early Test Appointment Booking Services (RETAS) System for driving tests, the RETAS online booking service will adopt the new measure of Identity Authentication with effect from 30 May 2022.

Under the new measure, candidates who access the RETAS system to make online reservation of repeater early test appointment must first authenticate their personal identity by using “iAM Smart” or a valid e-Cert (Personal) before proceeding to reservation. After successful reservation, candidates must pay the test form fee by the payment due date (i.e. within the following 2 working days after the date of successful reservation) to confirm reservation, either by (1) logging on the online service with ‘iAM SMART’ account with digital signing or with a valid e-Cert (Personal) for payment, or by (2) visiting the specified licensing office together with the required documents during office hours (9:00 a.m. – 5:00 p.m., Monday to Friday, except public holidays) in person or by authorized agent. For payment details, please refer to “Notes to Candidates on Repeater Early Test Appointment Booking Service”.

For candidates not possessing “iAM Smart” account or a valid e-Cert (Personal), they may continue making reservation by telephone (2866 8148) via the Interactive Voice Response System of the RETAS. Although possession of “iAM Smart” or a valid e-Cert (Personal) is not required for reservation by telephone, all reservations must still be made by inputting personal information.

For details of the new measure, please visit our Transport Department website www.td.gov.hk (Public Services / Licences & Permits / Driving Test / Repeater Early Test Appointment Booking Service). For enquiries, please contact Driving Test Appointment Office at 2771 7723.

Transport Department