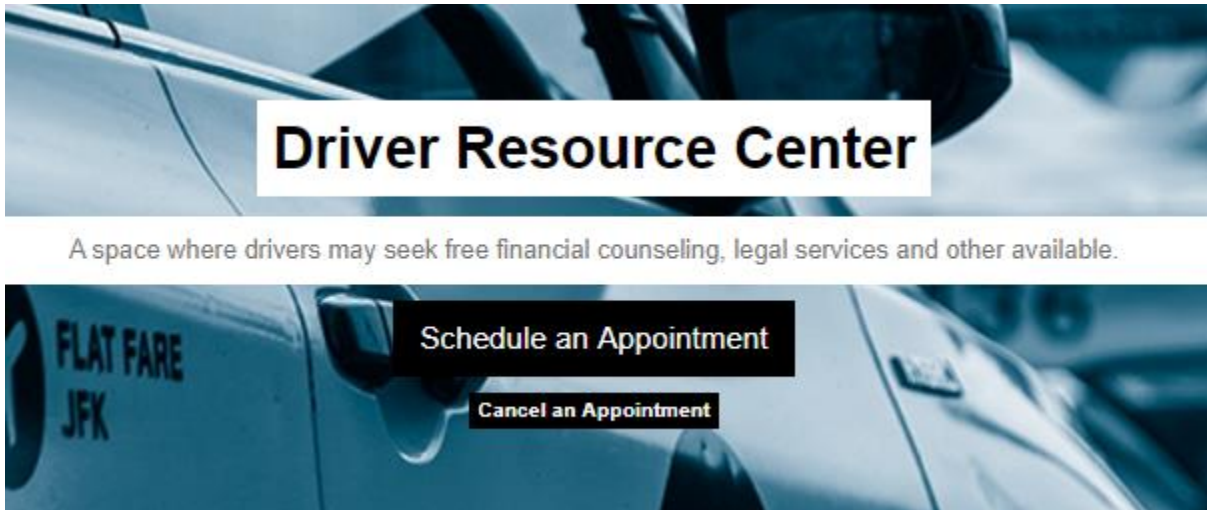
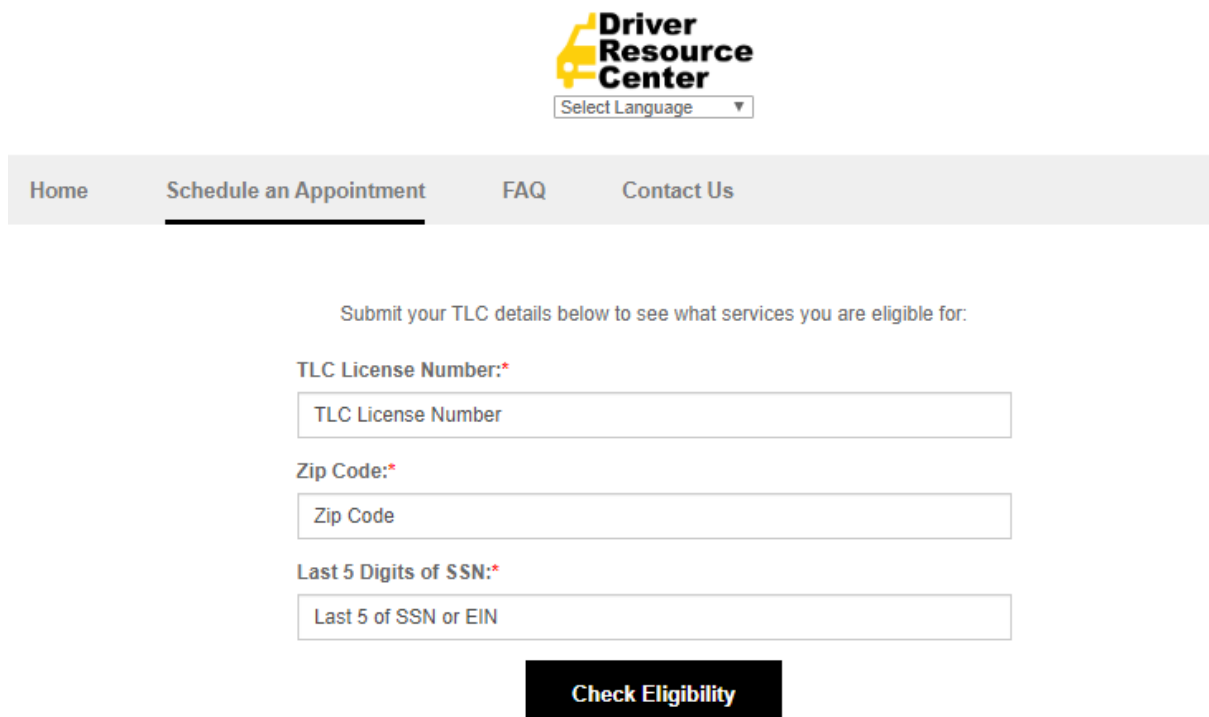


How to Schedule an Appointment at the Driver Resource Center

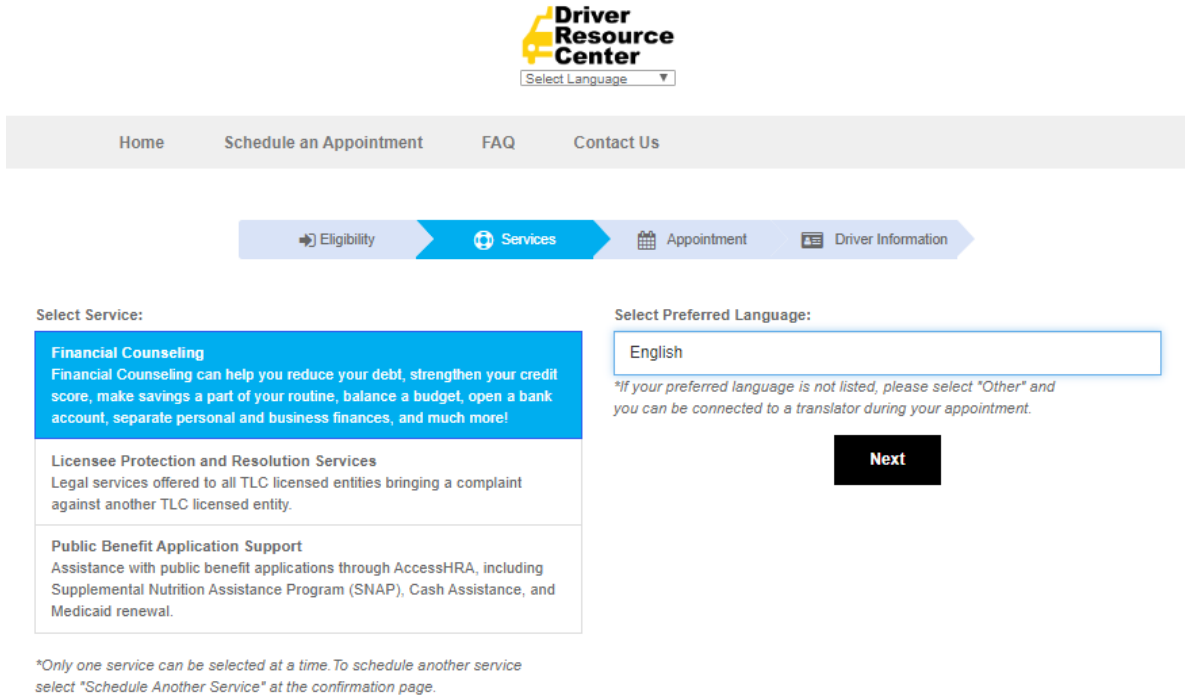
1. Go to <https://www.portal.driverresourcecenter.tlc.nyc.gov> and select the language you want to view the site in. Click "Schedule an Appointment".



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".

A screenshot of the Driver Resource Center website's eligibility form. At the top, the logo and a "Select Language" dropdown menu are visible. Below is a navigation bar with links for "Home", "Schedule an Appointment" (which is underlined), "FAQ", and "Contact Us". The main content area contains the instruction "Submit your TLC details below to see what services you are eligible for." followed by three input fields: "TLC License Number:*", "Zip Code:*", and "Last 5 Digits of SSN:*". Each field has a corresponding text input box. At the bottom of the form is a large black button with the text "Check Eligibility" in white.

- 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.



Driver Resource Center
Select Language

Home Schedule an Appointment FAQ Contact Us

Eligibility Services Appointment Driver Information

Select Service:

- Financial Counseling**
Financial Counseling can help you reduce your debt, strengthen your credit score, make savings a part of your routine, balance a budget, open a bank account, separate personal and business finances, and much more!
- Licensee Protection and Resolution Services**
Legal services offered to all TLC licensed entities bringing a complaint against another TLC licensed entity.
- Public Benefit Application Support**
Assistance with public benefit applications through AccessHRA, including Supplemental Nutrition Assistance Program (SNAP), Cash Assistance, and Medicaid renewal.

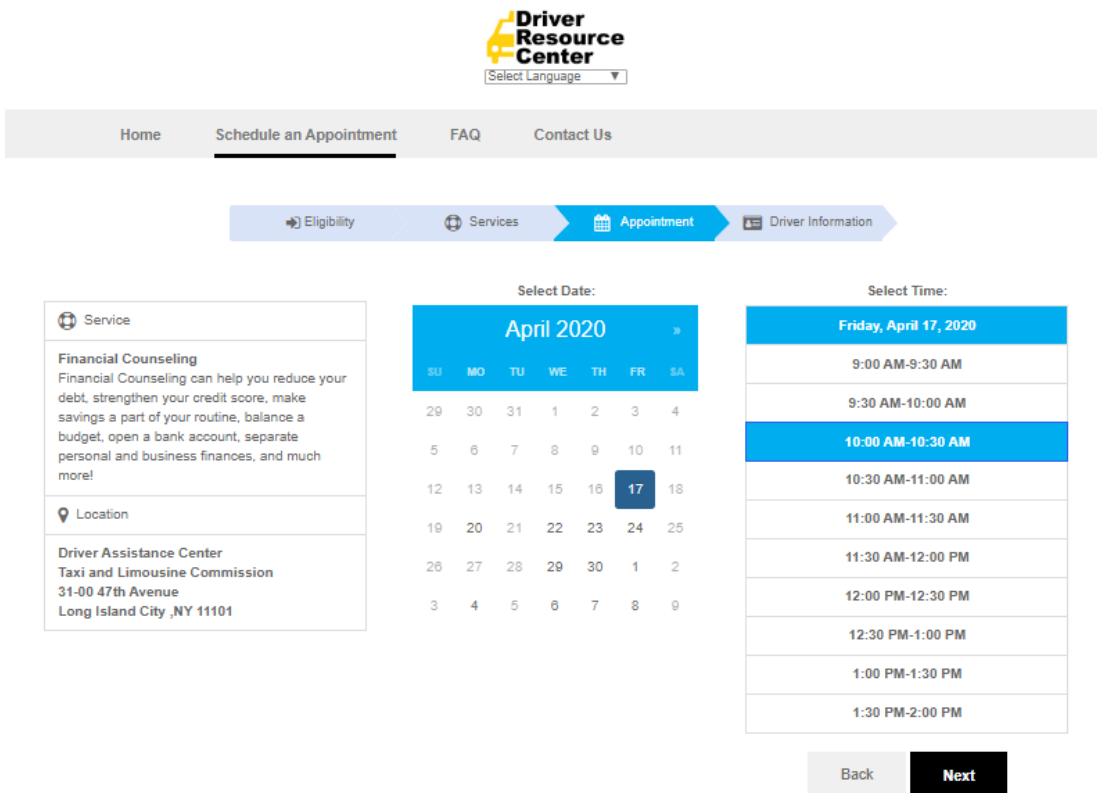
**Only one service can be selected at a time. To schedule another service select "Schedule Another Service" at the confirmation page.*

Select Preferred Language:
English

**If your preferred language is not listed, please select "Other" and you can be connected to a translator during your appointment.*

Next

- Select the time and date of appointment you want to schedule and then click “Next”.



Driver Resource Center
Select Language

Home Schedule an Appointment FAQ Contact Us

Eligibility Services Appointment Driver Information

Select Date:
April 2020

SU	MO	TU	WE	TH	FR	SA
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Select Time:
Friday, April 17, 2020

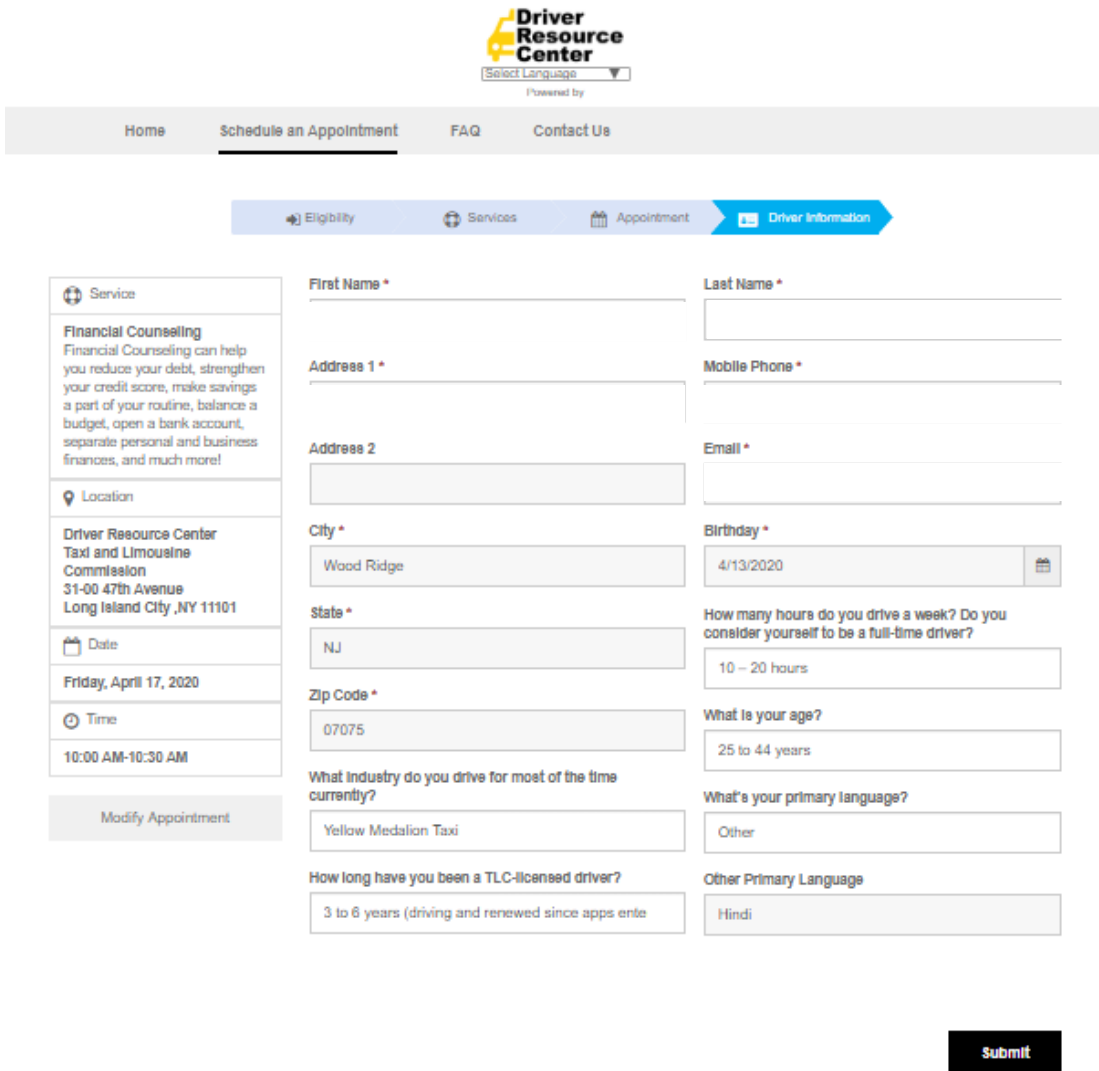
9:00 AM-9:30 AM
9:30 AM-10:00 AM
10:00 AM-10:30 AM
10:30 AM-11:00 AM
11:00 AM-11:30 AM
11:30 AM-12:00 PM
12:00 PM-12:30 PM
12:30 PM-1:00 PM
1:00 PM-1:30 PM
1:30 PM-2:00 PM

Service:
Financial Counseling
Financial Counseling can help you reduce your debt, strengthen your credit score, make savings a part of your routine, balance a budget, open a bank account, separate personal and business finances, and much more!

Location:
Driver Assistance Center
Taxi and Limousine Commission
31-00 47th Avenue
Long Island City, NY 11101

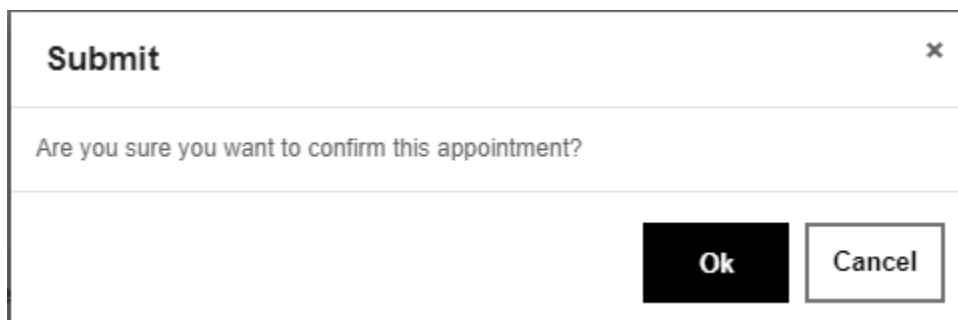
Back **Next**

5. Enter in your driver information with the most up-to-date information and click “submit”.



The screenshot shows the Driver Resource Center website interface. At the top, there is a navigation bar with links for Home, Schedule an Appointment, FAQ, and Contact Us. Below this is a secondary navigation bar with icons for Eligibility, Services, Appointment, and Driver Information. The main content area is a form for scheduling an appointment. On the left, there is a sidebar with a 'Service' section (Financial Counseling), a 'Location' section (Driver Resource Center Tax and Limousine Commission, 31-00 47th Avenue, Long Island City, NY 11101), a 'Date' section (Friday, April 17, 2020), and a 'Time' section (10:00 AM-10:30 AM). A 'Modify Appointment' button is located below the sidebar. The main form fields include: First Name, Last Name, Address 1, Address 2, City (Wood Ridge), State (NJ), Zip Code (07075), Mobile Phone, Email, Birthday (4/13/2020), How many hours do you drive a week? (10-20 hours), What is your age? (25 to 44 years), What's your primary language? (Other), and Other Primary Language (Hindi). A 'Submit' button is located at the bottom right of the form.

6. Click “Ok” to confirm your appointment.



The screenshot shows a confirmation dialog box titled 'Submit'. The dialog box contains the text 'Are you sure you want to confirm this appointment?' and two buttons: 'Ok' and 'Cancel'.

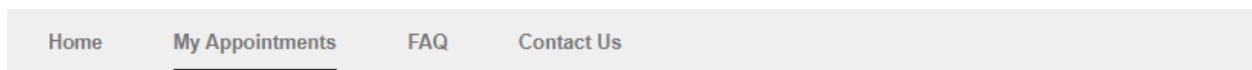
7. If you need to cancel or re-schedule your appointment or any reason go to <https://www.portal.driverresourcecenter.tlc.nyc.gov> and click "cancel an appointment".



A space where drivers may seek free financial counseling, legal services and other available.



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



Financial Counseling Thursday, April 16, 2020	Scheduled Cancel Appointment
Public Benefit Application Support Thursday, April 16, 2020	Scheduled Cancel Appointment

9. Click "Confirm Cancellation" to cancel your appointment.

