

All Questions

Can I cancel my subscription at anytime?

Absolutely. We kindly ask for a 30-day notification period. Once all outstanding payments have been settled, we will promptly return all student data in electronic format.

Can I change my plan later on?

Absolutely! You can upgrade or downgrade your plan anytime.

Do you offer any discounts?

Yes! Schools have the option to pre-pay for students in advance, and we offer discounts of up to 15% off on all pricing plans.

How am I billed?

At the end of each month, we compile all student activations and generate an invoice for you. You have the option to make payments either through the credit card we have on file or via ACH (Automated Clearing House). For larger payments, we recommend using ACH or bank transfer to minimize merchant account fees.

General

Who owns the data?

You do. Our terms and conditions, as well as our privacy policy, clearly state that you retain ownership of all student data and information. This data is never shared with any third party. Furthermore, we are proud to be the only FERPA-certified driving school software solution, which means we strictly adhere to the rigorous student data privacy regulations set by the US Government.

Can this software help me if I have a fairly small school?

YES! Our software is designed to assist schools of all sizes, including small schools. It streamlines administrative tasks and reduces the need for extensive customer service, allowing you and your staff to allocate more time towards delivering an exceptional driver's education experience and expanding your business. In fact, small schools often experience significant benefits from the increased efficiency and productivity provided by our software. Our software will cut down on administrative tasks and customer

service needs, freeing up time for you and your staff, so you can focus on providing a great drivers ed. experience and growing your company.

I have a large school with multiple locations. Can I still use your software?

Absolutely! Our software is designed to accommodate large schools with multiple locations. It acts as a robust solution to efficiently manage all your locations, vehicles, and instructors.

Its flexibility and scalability make it easy to adapt as your company grows. Whether you need to adjust to new market conditions or comply with new state rules, our software has you covered.

Additionally, if you plan to expand your services or introduce new offerings, our software can assist you every step of the way.

We already handle some of the largest driving schools in both United States and Canada.

What if I haven't opened school yet?

No need to worry! If you haven't opened your driving school yet, we're here to assist you. We can help you with the setup and customization of the software even before your opening day, ensuring a seamless process and ensuring that your students and parents are happy right from the start.

Additionally, we offer complimentary services such as setting up your new school's website, including hosting and design at no cost.

We also have a wide network of contacts in various areas, including merchant account providers, insurance companies, online course providers, and more.

This helps expedite your setup process and get your driving school up and running faster. Our goal is to provide comprehensive support to ensure the success of your new venture.

If my school grows in the future? Will the software be able to handle new students and/or locations?

Certainly! As your school grows in the future, our software will readily adapt to accommodate new students and locations. There are no restrictions on the number of students or locations that our software can handle.

We provide comprehensive training and support to ensure that adding students and locations is a seamless process for you and your staff. In fact, many of our clients have started with just one or two instructors and have successfully expanded to become some of the largest driving schools in their respective states.

Our software has played a significant role in their growth and success.

You can rely on DrivingSchoolSoftware.com to support your school's growth ambitions.

Can you customize reports for my school?

Most certainly! In addition to the extensive range of reports already included in the software, we offer the ability to customize reports specifically for your school. We understand that every school has unique needs and requirements when it comes to tracking data.

Our software allows for the creation of custom reports, ensuring that you can easily access and analyze the information that is most relevant and valuable to your office.

We are dedicated to providing you with the flexibility and tools necessary to effectively manage and monitor your school's data.

Can my students sign contracts and agreements?

Absolutely! With our software, students and parents can conveniently sign contracts and agreements using our proprietary digital signature technology.

This streamlines the process and eliminates the need for physical paperwork. Additionally, if you prefer to retain "wet signatures" in certain cases, our software provides the functionality to save and store those signatures electronically, ensuring that all necessary documentation is securely stored and easily accessible when needed.

We prioritize convenience and efficiency, allowing you to manage agreements and contracts seamlessly within our software.

Setup

What is the setup process?

The setup process begins once we receive your terms of use, privacy policy, and deposit. We will reach out to you to discuss the degree of customization required, which may involve custom fields, business rules, and more. After gathering all necessary information, we move forward with the software setup.

Upon its completion, your dedicated onboarding account manager will get in touch with you to initiate the training process. We strive to make this transition as seamless as possible for you and your team.

What about my existing students?

What about my existing students?

We will gladly import your existing students free of charge. Just let your account manager that you want to import existing students. We require data to be provided in electronic format (preferable Excel file format). We do require data to be in certain format and we will provide you with a sample of how we need information provided.

How long it takes to setup software?

It usually takes 5-7 business days. though we have setup systems before in as many as couple of days.

What if i need to add new data fields after software is setup?

That is not a problem. Just let us know at any time if you wish to capture any additional data fields.

How do I process credit cards?

Our software is highly adaptable and supports nearly any merchant account and processor, including Stripe and Square. Additionally, we have a partnership with Celero for handling credit card processing, but you are certainly free to use your preferred processor.

If you're utilizing a different merchant account processor, the only requirement is the presence of an Authorize.net payment gateway account. This ensures a seamless connection between our software and your merchant account.

To avail of competitive rates and potentially save money, we recommend reaching out to Celero Bank Card, who have exclusive pricing for our clients.

Please remember that we do not provide merchant accounts ourselves; you will need to establish that separately if you want to accept online credit card payments.

What happens when credit card is processed?

When a credit card payment is processed, the funds are directly transferred into your bank account. However, the timeframe for the deposit of these funds is determined by your bank and merchant account, and is beyond our control.

In our software, all processed transactions – INCLUDING refunds – pertaining to a specific student's account are diligently recorded for accurate tracking.

Do I still need a credit card swipping machine?

That's entirely your decision. Generally speaking, it's not necessary, as you or your staff can manually input the credit card details directly into our software. Once entered, the transaction will be processed and recorded automatically.

Support

Who do I contact if I have questions or need tech support?

We offer both phone and email support during the business hours (9am to 6pm EST) or email anytime.

If we are not available on the phone you can leave a voice mail and our system will automatically create and transcribe your message into a ticket.

We believe that customer service is very important for both yours and our success, so we prioritize timely and thorough responses to your questions.

How is training done?

All training is done online, over the phone and through Zoom. We usually break the training into 5-6 sessions, though we can do more if needed at no additional cost.

After each training session we expect new schools to start using features that they were trained on.

Is there any cost for staff training?

NOPE. IT IS FREE AND INCLUDED. We normally train the owners and managers of the ins and outs of the software, so that they can have full understanding of the capability and how it will help school run better.

Training of the schools instructors and office staff we leave up to the school. Reason for that is that we do not know the technical aptitude of those employees, but more importantly every school has a different way of introducing and rolling out the new software.

So for those two reasons, we stay away from training office staff. However we do provide necessary support at any time.

What if something needs to be fixed?

We categorize service responses based on urgency levels. Since our software is "mission critical" we have our customer support and developer support available 7 days a week, including major holidays, so in case that something goes wrong during the weekend, we can fix and address the issue within 24 hours.

We also have ticket management system that will allow you to view the status of your requests.

How long does it take to fix any issues?

Usually within 24 hours or 1 business days. We also have some limited technical team availability on the weekends for urgent matters.

Website

What is the cost of website?

The website design includes a mobile-responsive design, SEO optimizations, and integration with social media platforms. We also ensure the website has a fast loading speed and a user-friendly interface. We can also customize the design based on your branding and preferences.

Our hosting service ensures your website is always accessible. We manage all the technical aspects, so you never have to worry about it. Our maintenance services include regular updates of the website content and troubleshooting any technical issues that occur.

You'll be amazed at the quality of our work, and the best part is: it's completely FREE. All you have to pay for is the annual security certificate, which is necessary to keep your website secure and to improve the trust between you and your clients. We take care of all the aspects related to the installation and maintenance of SSL, while you can focus on growing your business.

Please contact us if you ever have any questions - we're happy to help!

What about website hosting and emails?

We're excited to continue offering FREE website hosting to our software clients, with no hidden fees. However, as a result of a comprehensive review of our security and legal policies, we have chosen to discontinue our email services starting in early 2023.

This decision came about for two significant reasons. First, your email communications may contain sensitive information, and in order to uphold the highest standards of privacy, we believe that it's not necessary for us to have access to this information.

Second, email systems can sometimes be a soft target for security breaches, and dealing with such incidents can detract from our primary focus - to provide excellent software and hosting services. In light of these risks, we truly believe it's the best for all

parties involved, especially our valued driving school clients, that each driving school secure their own unique email account.

You have a wealth of options available, from Microsoft Office365, Google's Gmail, to GoDaddy and others, all providing secure and reliable email services. We're confident that this will be a beneficial move for your privacy and security.

As always, we are here to help with any questions or assistance you may need during this transition.

How is website maintained?

Website maintenance? We've got that covered for FREE! Our dedicated development team is at your disposal, ready to implement any changes you request within one to two business days, if not sooner. However, we provide limited direct access for driving school owners to make changes to the websites, mainly because such changes are seldom urgent.

We discourage clients from maintaining their own websites for several key reasons:

1. The reality is that most school owners may not be technologically inclined or well-versed in website design and its associated technologies.
2. Secondly, it's always beneficial to have a second opinion before making design or content alterations. Our team is ready to provide input based on industry norms concerning security measures, integration, and effective strategies to improve the overall user experience.

Should you have any ideas for changes, we encourage you to share them with us. We are eager to advise you on the best course of action for implementing these changes. After all, it is in our best interest for your website to not only appear professional but also function seamlessly.

Can my website be accessed on smartphones and tablets?

Absolutely! Every website we design is tailored to be mobile-friendly. This means our websites are equipped to automatically adapt to whatever device they are being accessed from, be it smartphones or tablets.

What sets us apart from our competitors is our unwavering commitment to staying ahead of technological trends. We always ensure that we incorporate the latest technology into our designs so that your website stays current and accessible. This is a crucial aspect of our services that we believe profoundly enhances your web presence.

I am new school and don't have domain name yet?

No worries if you're a new school and have yet to secure a domain name. While we can assist you in this process, we generally advise that you handle this aspect yourself. It's recommended that you opt for well-known and trusted domain registrars like godaddy.com, Google Domains, or Networksolutions.com instead of opting for cheaper alternatives.

Why? It's all about the quality of service. The companies mentioned are leading providers in the domain name industry, offering round-the-clock customer support. Saving a few dollars by choosing to work with potentially unreliable offshore services could end up causing unnecessary stress and inconvenience. So for peace of mind, we suggest opting for established, reputable domain registrars.

Security

Is your software secure?

Absolutely, our software is secure. We adhere to the most cutting-edge industry standards pertaining to server, application, and database security.

All our pages are accessed exclusively over encrypted connections, ensuring robust protection of data transfer. Our security measures also meet a number of compliance standards, including PCI DSS Level 2, HIPAA, FERPA and CSP. For more details, [you can visit our compliance page](#).

We enhance our security further by partnering with McAfee Secure. It serves as our third-party provider and auditor, conducting daily checks on our servers and applications for potential vulnerabilities. If any are discovered, rest assured, we're required to address these within 72 hours. This stringent method allows us to deliver a secure and reliable software service.

Where is data stored?

The data we handle is securely stored in the Microsoft Azure data center located in Boydton, Virginia. This data center operates round the clock, every day of the year, and is equipped with top-tier physical and digital security measures.

Furthermore, the center has multiple internet connections and power generators to ensure constant uptime, with strict biometric access controls for staff enhancing security even more.

We take data protection and security seriously, hence, we also have implemented geo-redundancy measures. This ensures your data is backed up, stored, and accessible from different geographical locations, providing an extra layer of security and failure protection.

[Click here to learn more about Microsoft Azure.](#)

Is data encrypted when I use your software?

Indeed, when you use our software, your data is fully encrypted. Not only are our administrative pages, online enrollment, staff and student centers protected using advanced SSL technology, but data is also encrypted both in resting state within the database and as it transits.

We have also integrated various security measures such as around-the-clock monitoring, protective firewalls, real-time security scanning, and the use of security service monitoring tools to bolster data protection.

I don't want my staff to be able to do whatever they want. Can I limit their user rights?

Absolutely. Understanding the need for differentiated access in any organization, we have designed our software to provide a detailed and extensive set of user rights. These can be used to regulate access to specific information and functionalities based on the user group.

For instance, if you don't want your instructors to be able to modify lessons, we can set the system to restrict this action. This way, you have full control over what each member of your team can view or do within the system.

Was there ever a data breach?

No, there has never been a data breach. We strive to maintain this record by implementing stringent security measures, including segregating different databases. This ensures that in the unlikely event of a breach, it would not impact the data of other clients.

What if my computer is damaged or the office experiences some kind of disaster?

Certainly, such occurrences can be a massive setback. However, you can rest assured that your data remains safe and accessible. Even if a natural or accidental disaster impacts or damages your o