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Dear Parents and Guardians,

The DMV/Tax Collectors offices recently switched to a new system that is used to look up students' test results once they complete the course through the school district. Unfortunately, there is a glitch in their new system that causes some students' results not to show up. We apologize for the inconvenience some of you may have already experienced. We want to let you know that this is a problem on the DMV side of things due to their new system. They are advising us to have students wait a week before going to the DMV. We also recommend that you call the DMV before going and ask if they can find your student's information and test results in their system.

In an effort to assist you with this issue, we are sending the Florida Department of Highway Safety and Motor Vehicles lists of students who report that the DMV was unable to find them in the system. If the DMV is unable to find your student in the system, please email driverseducation@hcps.net and include your student's:

First and Last Name:
IDEMIA Customer Number (listed on their certificate):
Date they were tested (listed on their certificate):
School they were tested at:
Teacher that tested them:
Date of Birth of Student:
Learners Permit Number:
Your email address:

Once the state looks into your student's account and provides us with an update, we will reach out to let you know. We apologize for the inconvenience and are partnering with you to resolve the issue.

Thank you,
Lauren Woodward
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Hillsborough County Public Schools
driverseducation@hcps.net
813-272-4952