OSK ONE

USER MANUAL · 2.1

From first sign-in to a completed lesson.

Step-by-step guides, real screens and answers to everyday operational problems.

Driving-school office

Students, staff, fleet, working hours, availability and planning.

Instructor

Own schedule, actual time, tasks, notes and confirmations.

Student

School link, course, bookings, notifications and progress.

20 · 42 · updated 2026-09-15

Instructions describe verified product flows. Availability of a module does not by itself confirm that it is enabled in a particular deployment.

USER MANUAL

Find your task

Click a title to open the guide.

G01 First sign-in and setup order

G02 Add a student together with their course

G03 Add an instructor and prepare access

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G18 I cannot see my course, lesson or free slots

G19 Review school settings without accidentally changing rules

G20 Report a problem so it can be reproduced

FAQ: Driving-school office

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FAQ: Instructor

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FAQ: Student

G01 · DRIVING-SCHOOL OFFICE / GETTING STARTED

First sign-in and setup order

Open the correct panel and prepare the school before scheduling the first lesson.

WHERE TO CLICK
Sign in → Dashboard → school setup

Before you start

An owner or office account assigned to the correct driving school. Instructor and student accounts do not grant administrative access.

Follow these steps

1. **Sign in as the school**

   Open OSK staff sign-in. Enter Email and Password, then select Sign in. If the centre chooser appears, select the school you intend to work in.

2. **Verify the school name**

   On the Dashboard check the school name and your account. Do not enter data if you are signed in to the wrong organisation.

3. **Prepare core data**

   In Settings verify School data. Then add instructors and vehicles, and in Students create the student together with the course.

4. **Set availability and planning mode**

   In Schedule save instructor working hours. Then choose one path: schedule a specific lesson or publish slots for student self-booking.

5. **Verify the first lesson**

   Open the saved lesson in Schedule. Compare student, instructor, vehicle, date/time and pickup point. Ask the instructor and student to verify their own views.

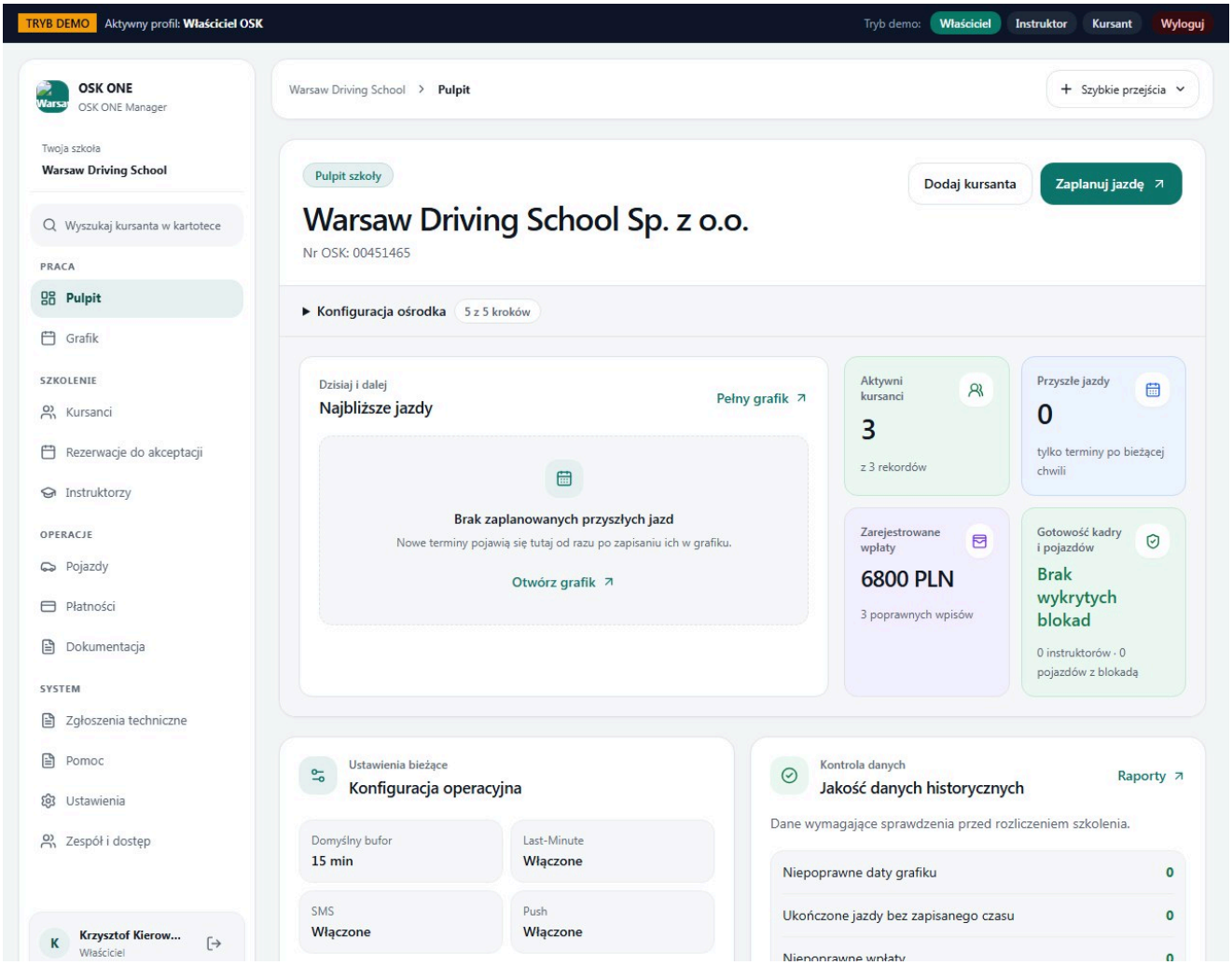
VERIFY THE RESULT

You know which school you are signed in to and have the data needed to schedule lessons. A green Dashboard card does not replace verification of the first lesson.

If something goes wrong

DEMO role-switch buttons are for demonstration only and do not grant permissions in a real school.

Forgot password starts password recovery. Do not create a second account to bypass a problem with the existing one.



Real web panel with local demonstration data. The screenshot illustrates the interface, not production state.

G02 · DRIVING-SCHOOL OFFICE / STUDENTS

Add a student together with their course

Complete the correct form and verify that both the person and the course were saved.

WHERE TO CLICK
Students → Add student and course

Before you start

Student details, their real PKK number, confirmed theory pathway and agreed course parameters. Search for the person first to avoid duplicates.

Follow these steps

1. **Open the form**
   Choose Students, then Add student and course. The New student and course dialog opens.
2. **Enter personal details**
   Fill in first name, last name, PKK number, phone and email. Copy the PKK from the student's documentation; do not guess missing digits.
3. **Set course data**
   Choose category B and the actual theory qualification. Enter required practice hours and the agreed course price.
4. **Assign the lead instructor**
   In Lead instructor (optional), choose the correct person or leave Do not assign now. Lead instructor and instructor for a specific lesson are separate assignments.
5. **Save and verify the record**
   Select Create student and course. After confirmation, find the person and open their record. Verify that the expected course is present.

VERIFY THE RESULT

The directory contains one correct person with the course saved. If there are several courses, open the student record and select the one relevant to the lessons.

> **If something goes wrong**
>
> Could not confirm save does not prove that nothing was saved. Refresh the directory and search for the person first.
>
> No enrolment and Several courses — choose in record are different states. Do not add another person to solve course selection.

Fields and important distinctions

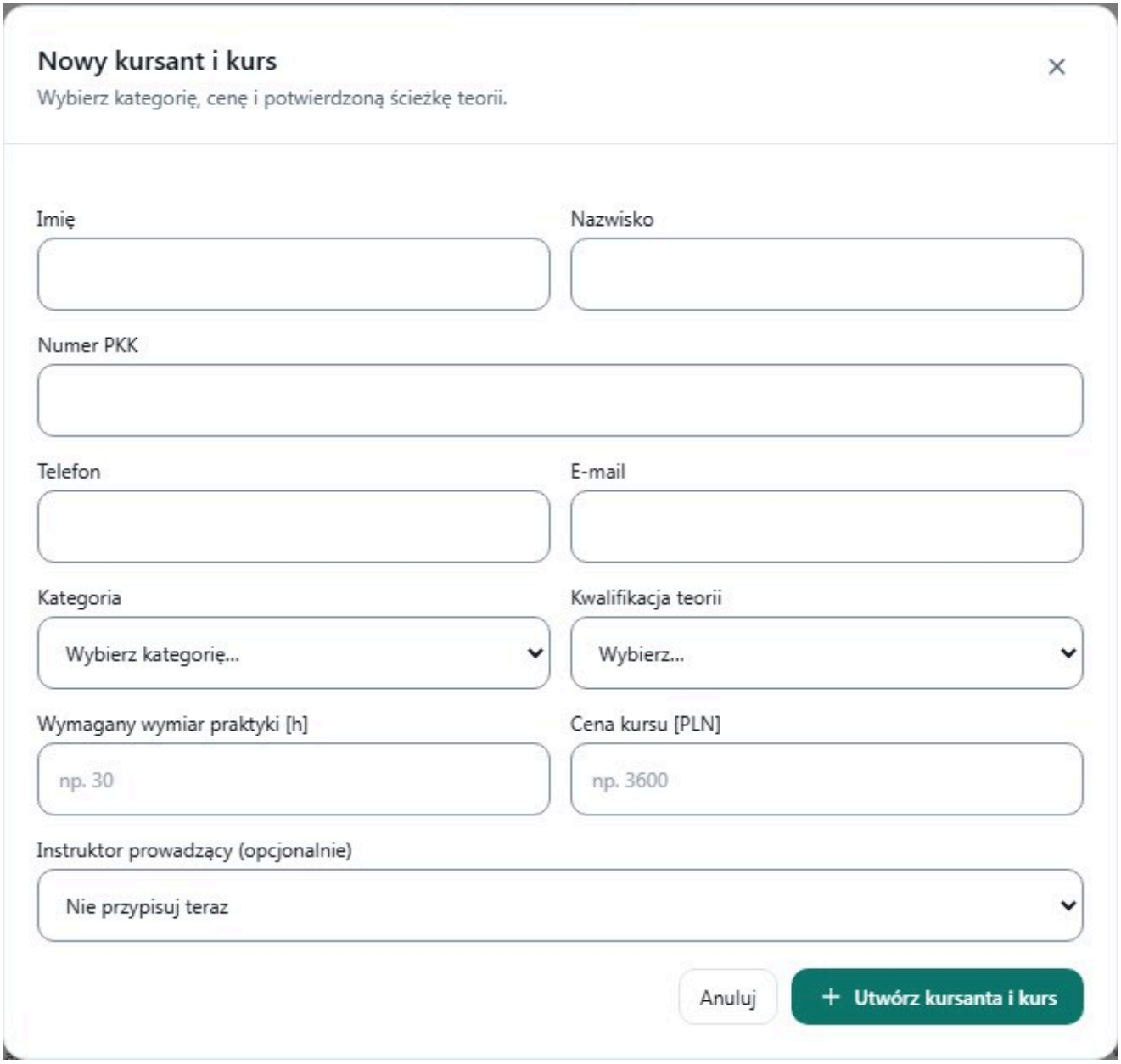
First name, last name, phone, email
Contact details for the person. The email address must belong to that student.

PKK number
The real number from the documentation; fix any format error in this field.

Theory qualification
Theory at the driving school or theory passed earlier at WORD — only according to confirmed status.

Required practice [h]
Enter hours, not minutes. For example 30 means 30 hours, not 1800.

Course price [PLN]
The agreed price for this course. A sample amount shown in a form is not the school's price list.



Real web panel with local demonstration data. The screenshot illustrates the interface, not production state.

G03 · DRIVING-SCHOOL OFFICE / TEAM AND FLEET

Add an instructor and prepare access

Keep the instructor record separate from the account used for sign-in.

WHERE TO CLICK
Instructors → Add instructor → Manage instructor accounts

Before you start

Instructor details, licence number, categories, medical/psychological/workshop dates and the correct email address.

Follow these steps

1. **Add the person to staff**
   Choose Instructors, then Add instructor. Enter first name, last name, licence number, phone and email.
2. **Complete operational data**
   Enter the real medical, psychological and workshop dates. Select licence categories and the correct status. Do not invent dates just to remove a warning.
3. **Save the staff record**
   Complete required cooperation fields and submit Add instructor. Verify the new row in the list.
4. **Prepare the account**
   Open Manage instructor accounts. Check whether the person already has an active account, pending invitation or missing data. Do not create a second access for the same person.
5. **Deliver access securely**
   When generating an invitation, copy the displayed link and send it only to that instructor. Do not paste it into public support. After acceptance verify the account status, then configure working hours.

VERIFY THE RESULT

The instructor exists in staff, has the correct email, and the account is unambiguously linked to that record.

If something goes wrong

Missing email or an inactive instructor can block an invitation. Correct the existing record rather than creating another person.

Invitation links expire. For an expired invitation, issue a new one from the office.

Fields and important distinctions

Email

The address the instructor will use for activation and sign-in.

Licence categories

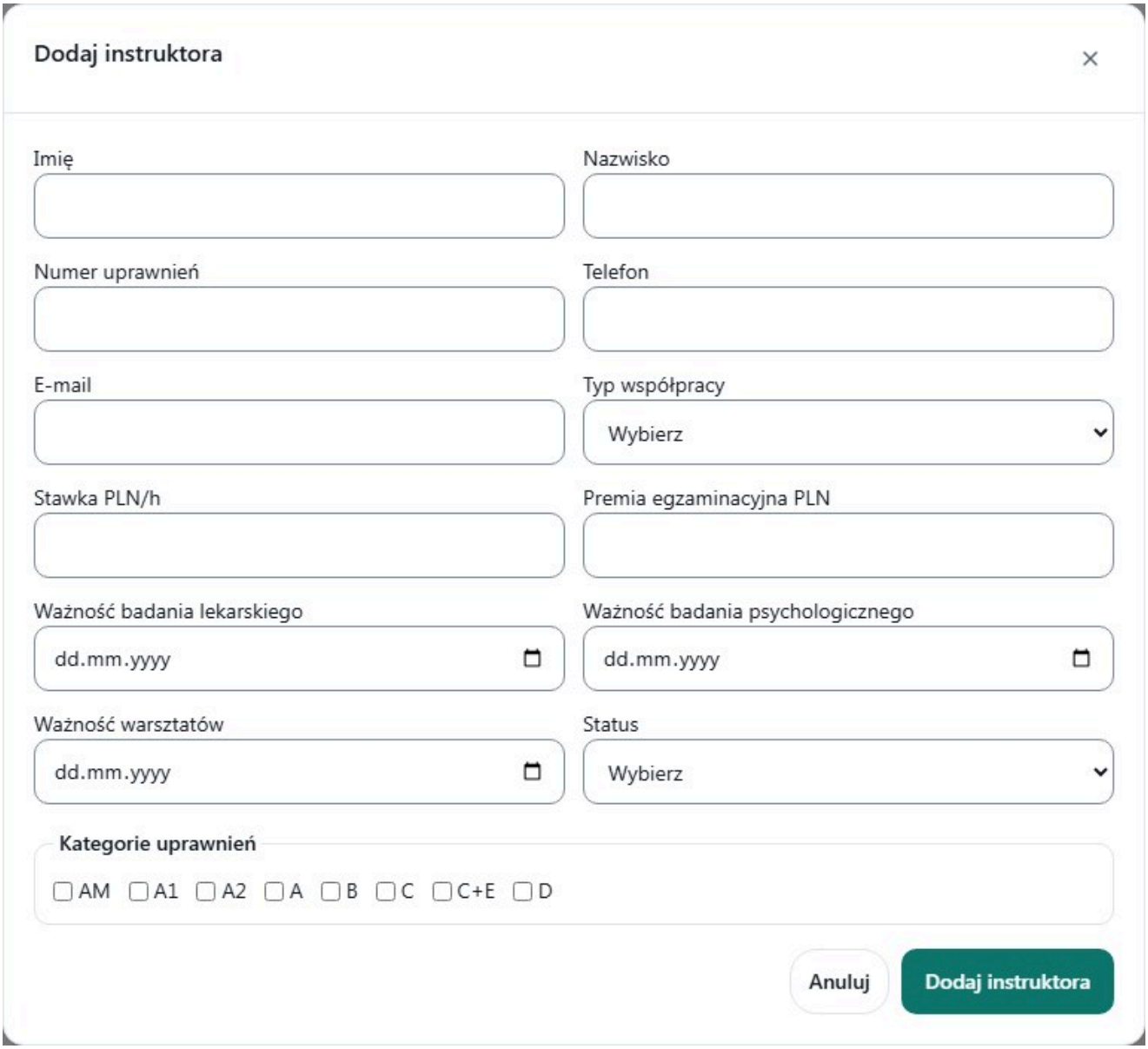
Select only categories actually held; the correct category B qualification is needed for V1 lessons.

Status

Active or Inactive. An active staff record does not automatically mean an activated account.

Rate / bonus / cooperation type

Cooperation data for the instructor, not the course price or a payment collected from the student.



Real web panel with local demonstration data. The screenshot illustrates the interface, not production state.

G04 · DRIVING-SCHOOL OFFICE / TEAM AND FLEET

Add a vehicle and verify availability

Prepare a car that can later be selected when scheduling a lesson.

WHERE TO CLICK
Vehicles → Add vehicle

Before you start

Real vehicle, transmission and document data. Search the current fleet for the registration number first.

Follow these steps

1. **Open the fleet**
   Choose Vehicles, then Add vehicle. Do not use the service-ticket form to add a car.
2. **Enter vehicle data**
   Fill in make, model, registration number, category and transmission. Manual and automatic are different variants relevant to student assignment.
3. **Verify dates and parameters**
   Enter the real mileage, production year, inspection and insurance dates and other required fields. AC insurance has a separate optional field.
4. **Set status and save**
   Choose Active only for a vehicle cleared for work. Submit Add vehicle and verify registration, category, transmission and status in the row.
5. **Check warnings before scheduling**
   Review Technical inspection and insurance and Service issues. A vehicle custodian does not mean the car is assigned to every lesson of that instructor.

VERIFY THE RESULT

The vehicle has correct data and a visible status. When creating a lesson it still has to be selected in Vehicle.

If something goes wrong

Active status alone does not guarantee there is no time conflict with another lesson.

If the vehicle breaks down, review already scheduled lessons. Do not assume a status change moved them to another vehicle.

Fields and important distinctions

Category / transmission

Select the correct category and Manual or Automatic.

Inspection valid to / insurance valid to

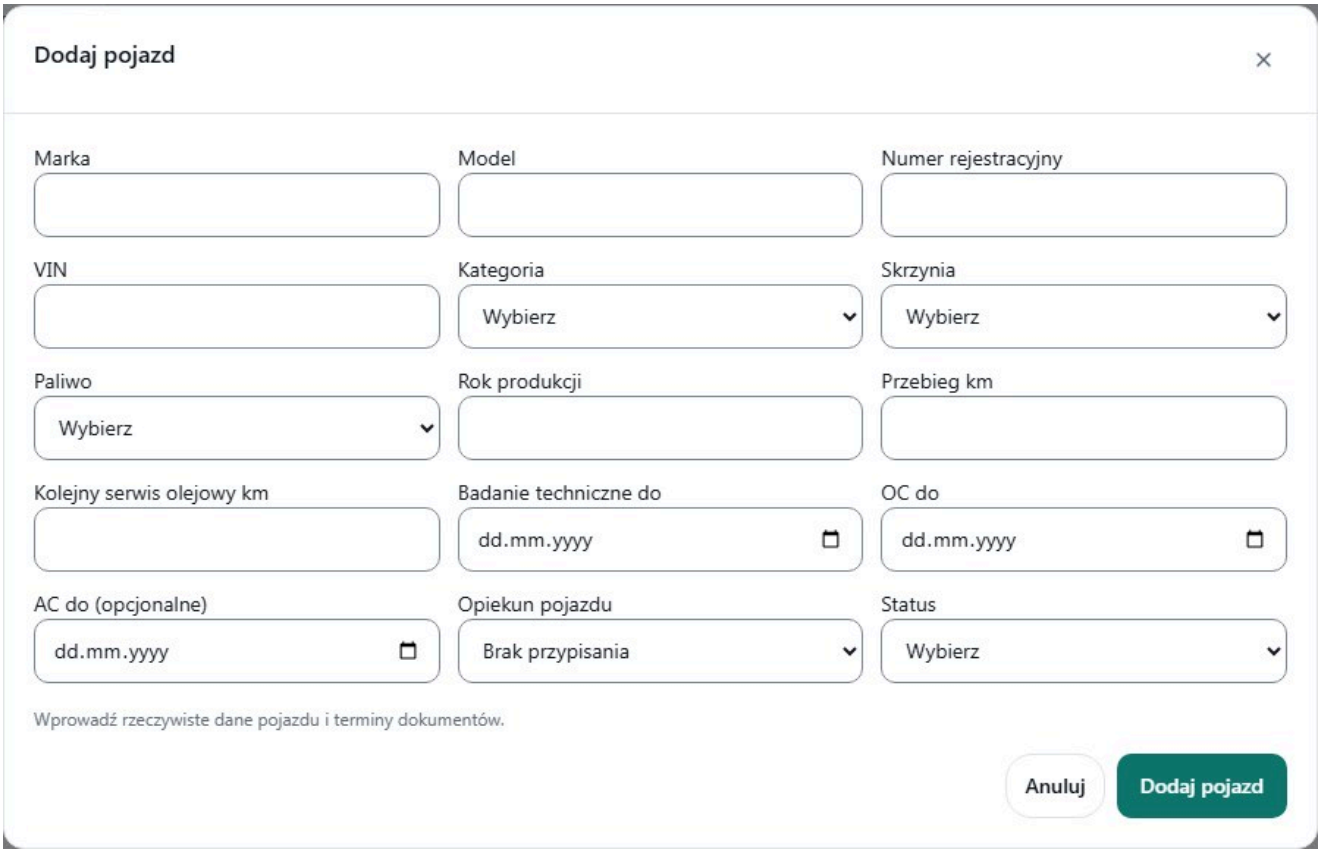
Dates copied from documents, not example future dates.

Status

Active or Disabled. Disabling a vehicle does not automatically reschedule existing lessons.

Vehicle custodian

Optional responsibility assignment; it is not a vehicle reservation.



Real web panel with local demonstration data. The screenshot illustrates the interface, not production state.

G05 · DRIVING-SCHOOL OFFICE / SCHEDULE

Set weekly instructor working hours

Save real working intervals. These are not yet slots visible to students.

WHERE TO CLICK
Schedule → Instructor working hours — setup → Set working hours

Before you start

An active instructor plus agreed days, time ranges and schedule validity period.

Follow these steps

1. **Open setup**
   Under Schedule expand Instructor working hours — setup and select Set working hours.
2. **Select instructor and dates**
   Choose the instructor. Enter Valid from; fill Valid to only when the schedule has a defined end date.
3. **Add intervals**
   Select Add interval. For each row choose Day, From and To. For a midday break, create two separate ranges, for example 08:00–12:00 and 14:00–18:00.
4. **Review the full week**
   Remove unnecessary rows. Ranges for the same day cannot overlap and end time must be after start time. Times use Warsaw time.
5. **Save and verify**
   Select Save working hours. Refresh Schedule and verify the intervals for the correct instructor. To let students choose slots, continue to publishing.

VERIFY THE RESULT

Schedule shows the saved working intervals for the instructor. Saving them alone does not create student bookings.

If something goes wrong

Changing weekly hours does not remove slots already published. Review those separately.

Multiple active schedules requires investigation by the system operator. Do not add another schedule just to test.

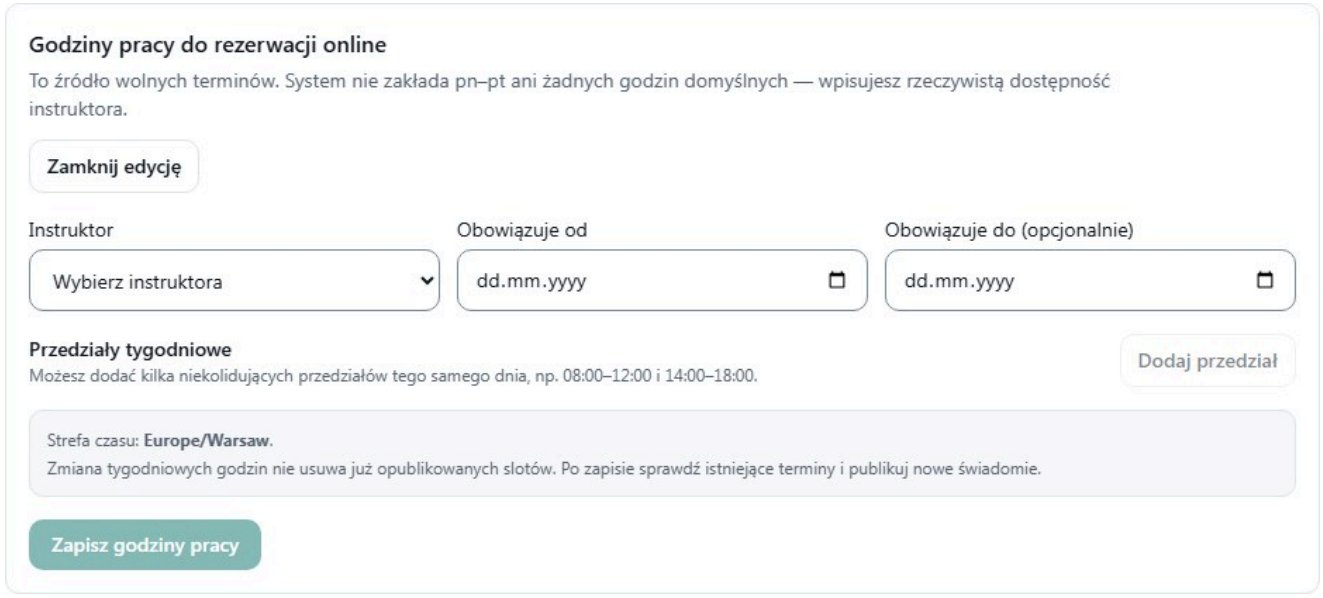
Fields and important distinctions

Valid from / to

The validity period of this recurring schedule, not the date of one lesson.

Day, From, To

Recurring weekly ranges. An empty value does not create default working hours.



Real web panel with local demonstration data. The screenshot illustrates the interface, not production state.

G06 · DRIVING-SCHOOL OFFICE / SCHEDULE

Publish slots for student booking

Turn working hours into specific slots with vehicle, duration and booking mode.

WHERE TO CLICK
Schedule → List, week and lesson operations → Bookable slots

Before you start

A saved schedule for an active instructor and a suitable vehicle. Select a future date range.

Follow these steps

1. **Open publishing**
   In Schedule open List, week and lesson operations, then Bookable slots. Select Publish availability.
2. **Select resources and dates**
   Choose Instructor, Vehicle, From and To dates and category B. Publishing uses the working hours previously saved for that instructor.
3. **Set slot parameters**
   Enter lesson duration and buffer in minutes. Choose Instant booking or Requires office approval. Enter an unambiguous pickup location.
4. **Review preview**
   Select Preview. Check the number of possible slots. Zero means there is nothing to publish for the chosen data. After changing parameters, generate the preview again.
5. **Confirm publishing**
   Select Confirm publishing. Refresh the slot list and verify the date range. Check that an eligible student can see the published slots.

VERIFY THE RESULT

Published slots exist in the list. This does not mean any student has already booked a lesson.

If something goes wrong

Preview does not reserve resources. Between preview and save, another operation can occupy a slot.

If no new slots were published, refresh the preview. Do not invent availability to bypass a conflict.

Fields and important distinctions

Lesson duration — minutes

For example 120 means two clock hours; do not enter 2 in a minutes field.

Buffer between lessons — minutes

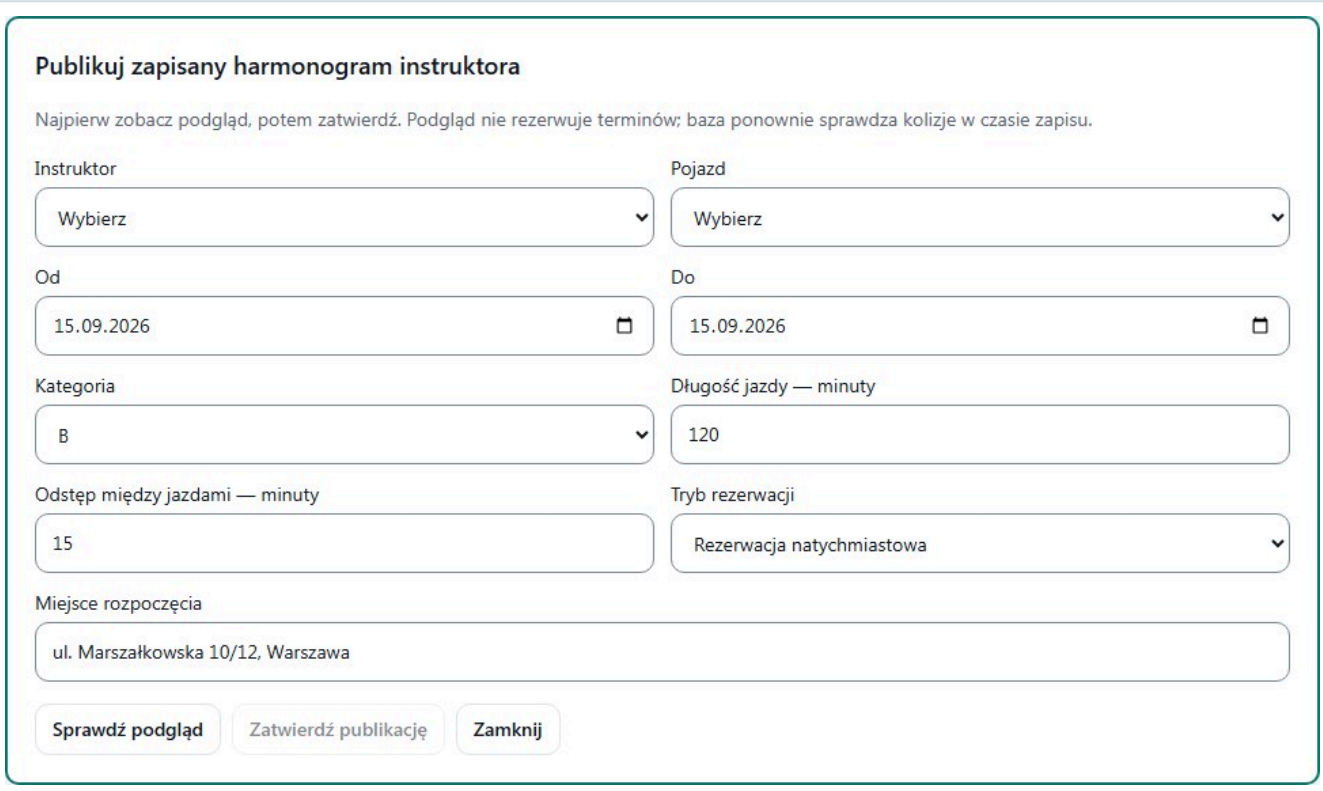
A planning break agreed by the school. It is not additional training time.

Booking mode

Instant or requiring an office decision. A 180-minute duration by itself does not define the whole booking policy.

Pickup location

A specific meeting point, for example the office entrance at a given address.



Real web panel with local demonstration data. The screenshot illustrates the interface, not production state.

G07 · DRIVING-SCHOOL OFFICE / SCHEDULE

Schedule one lesson for a specific student

Add a lesson manually and verify all organisational data before saving.

WHERE TO CLICK
Schedule → Day · instructors → time cell

Before you start

An existing student and the correct course, active instructor, suitable vehicle, availability and fulfilled practice-start conditions.

Follow these steps

1. **Choose day and instructor**

   In Day · instructors set the date and find the instructor column. On a phone choose the instructor in the mobile instructor field.

2. **Open the lesson form**

   Select an available future time cell. Alternatively use List, week and lesson operations and select Schedule new lesson.

3. **Select student and course**

   Choose the person and then the correct course. If courses did not load or there is no active enrolment, return to the student record. Do not choose a similarly named course at random.

4. **Verify resources and time**

   Fill instructor, vehicle, pickup location, start and end. Time fields use Warsaw time. Verify that the vehicle matches the arrangements for this student.

5. **Save once and verify**

   Select Save lesson. After confirmation open the card in Schedule and compare all data. Refresh the page: the lesson should still be visible.

VERIFY THE RESULT

Schedule shows one saved lesson for the correct course with instructor, vehicle, time and pickup point.

If something goes wrong

A light calendar background means saved working time, not a guarantee that the vehicle and student are free. Final checks happen during save.

After an unknown-result message, reload Schedule and find the slot. Do not immediately create a second identical lesson.

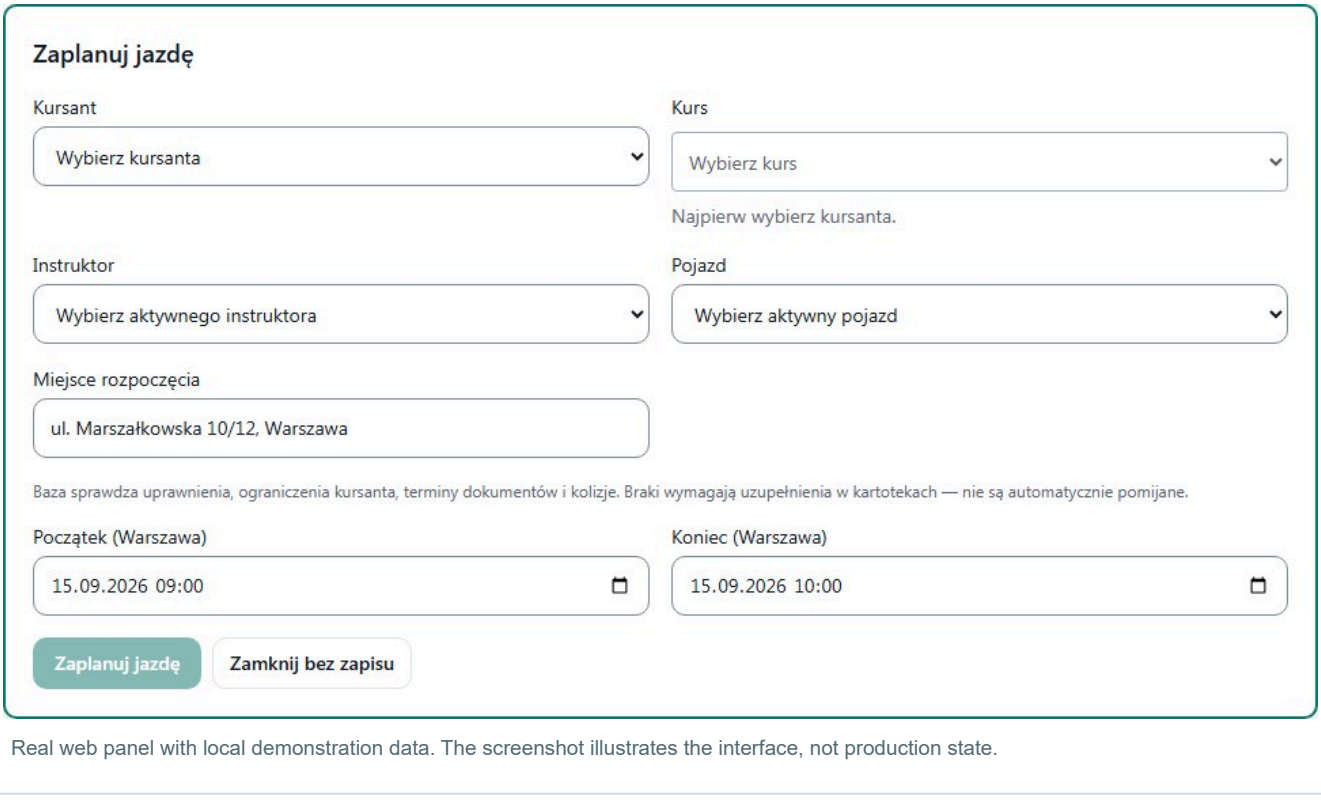
Fields and important distinctions

Student and course
The person and the specific training enrolment — both links are required.

Lesson instructor / vehicle
The person teaching this lesson and the car used at this time.

Start / end
Date and times. End must be after start; do not schedule in the past.

Pickup location
A meeting point the student can understand, not just a city name.



Real web panel with local demonstration data. The screenshot illustrates the interface, not production state.

G08 · DRIVING-SCHOOL OFFICE / SCHEDULE

Build a day or week draft in the planning assistant

Generate proposed lessons, review them and only then approve the save.

WHERE TO CLICK
Schedule → Planning assistant

Before you start

Category B courses, instructor availability, and verified eligible vehicles/instructors for each course. The planner configuration must be available.

Follow these steps

1. **Set the first day**
   Choose a start date in Schedule, then open Planning assistant.
2. **Prepare the course**
   For the course select Availability and resources. Add student availability windows, allowed instructors and vehicles, lesson duration, minutes to plan and pickup location. Confirm the data.
3. **Select courses and generate**
   Select prepared courses. Choose Propose day or Propose 7 days. Proposals are a draft: they do not reserve slots and do not send notifications.
4. **Review the draft**
   Check every date, instructor, vehicle and meeting point. Deselect unsuitable items. Read Remaining to schedule; not everything has to fit.
5. **Approve deliberately**
   Tick the verification confirmation, then select Approve and save … lessons. Refresh the day and verify the saved lessons.

VERIFY THE RESULT

Lessons become saved only after approval. Dashed proposal cards are not bookings.

> **If something goes wrong**
>
> If buttons are disabled, check course planning data and planner read state. Report a read error instead of assuming there are no courses.
>
> After changing preferences, generate a new draft. The assistant does not automatically give VIP courses special priority.

Fields and important distinctions

Minutes to schedule
The part of the training you want to plan now, not automatically the whole course.

Allowed instructors and vehicles
The office confirms transmission, language and exam-location compatibility. The assistant does not guess these arrangements.

Draft validity
Read the expiry time on screen. After expiry, generate a new draft.

G09 · DRIVING-SCHOOL OFFICE / SCHEDULE

Reschedule or cancel an existing lesson

Modify the existing lesson instead of adding a new one and leaving the old one active.

WHERE TO CLICK
Schedule → lesson card → Reschedule / Cancel

Before you start

The correct lesson that has not started yet. Do not correct completed training by creating another lesson.

Follow these steps

1. **Find the correct lesson**
   Choose the day and locate the student. If needed use List, week and lesson operations plus person/date filters.
2. **Verify what you are changing**
   Open the card and compare name, date/time, instructor and vehicle. Similar surnames are not enough to identify a lesson.
3. **Reschedule: enter a new time**
   Select Reschedule lesson in day view or Reschedule in the list. Enter new start and end, save and verify the new time. The day form changes time; it is not for changing instructor or vehicle.
4. **Cancel: confirm the decision**
   Select Cancel and read the confirmation. If the list form asks for a reason, provide it. Do not mark a cancelled lesson as completed.
5. **Verify result and communication**
   Refresh Schedule. The old time should not remain as a second active lesson. Check change communication with the instructor; the student should see the current status.

VERIFY THE RESULT

There is one current lesson state and the change is recorded. You can identify the valid time to the student.

If something goes wrong

Do not promise an automatic refund. Cancellation and settlement rules are confirmed by the school.

After an interrupted save, read the current state first; do not alternate reschedule and cancel attempts blindly.

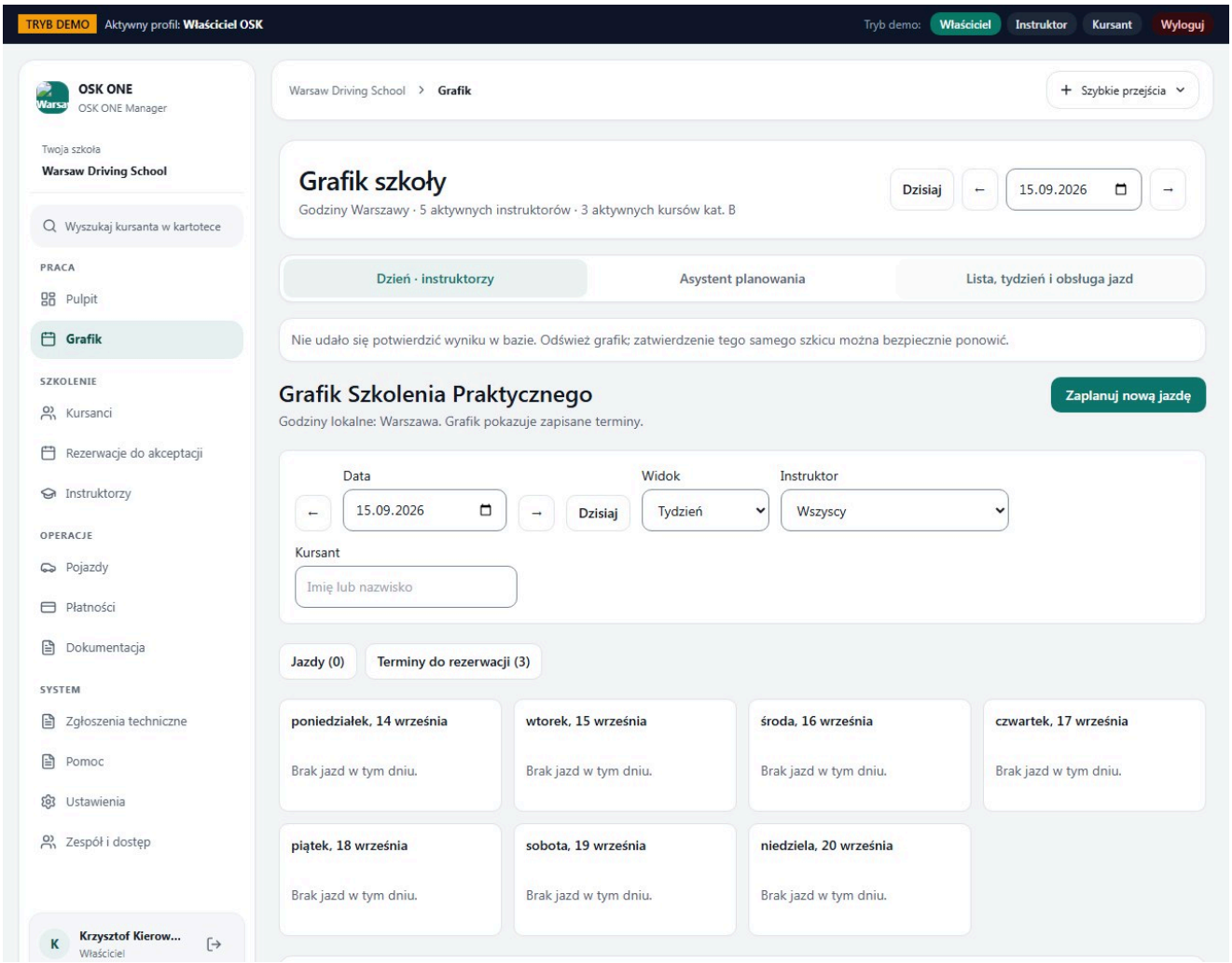
Fields and important distinctions

Reschedule

Changes the time of the existing lesson and re-runs save validation.

Cancel vs No-show

Cancellation means the appointment is cancelled. No-show records that the student did not attend. These are different events.



Real web panel with local demonstration data. The screenshot illustrates the interface, not production state.

G10 · DRIVING-SCHOOL OFFICE / BOOKINGS

Decide a booking request that requires approval

Verify the slot and its hold, then approve or reject it with a reason.

WHERE TO CLICK
Bookings pending approval → request card

Before you start

A pending booking request and office access. The view requires a working connection to school data.

Follow these steps

1. **Open the queue**
   Choose Bookings pending approval and find a card marked Pending approval.
2. **Verify all information**
   Read student, time, duration, instructor, vehicle and pickup location. Check Held until as well. Do not treat an expired request as a guaranteed slot.
3. **Approve**
   Select Approve when the data and conditions are correct. Wait for confirmation, then verify the booking in Schedule.
4. **Reject**
   Enter a short explanation in Rejection reason — only for rejection, then select Reject. A reason is required.
5. **Verify final state**
   Refresh the queue and Schedule. The student should see the decision rather than the previous pending state. If saving fails, read the state before retrying.

VERIFY THE RESULT

The request has a stored decision; after approval you can verify a confirmed lesson, and after rejection the student knows the reason.

If something goes wrong

Approval does not bypass training limits, availability or resource conflicts. Office approval cannot repair incorrect data.

A queue loading error is not the same as No requests pending approval. Do not decide from a stale list after a read error.

Fields and important distinctions

Pending approval
The request was submitted, but the lesson is not yet confirmed.

Rejection reason
A specific, polite explanation, for example Please choose another time after contacting the office.

Longer lesson, e.g. 180 min
Approval depends on slot mode and school rules, not on the phrase 3h alone.

G11 · INSTRUCTOR / INSTRUCTOR WORK

Sign in and find your lessons

Check the day, student, vehicle and meeting point in the mobile-friendly instructor panel.

WHERE TO CLICK
Instructor sign-in → Instructor area → My lessons

Before you start

Your own account accepted from an office invitation and linked to your instructor record. The panel runs in the browser; no separate instructor app is required.

Follow these steps

1. **Open your own account**

   Use instructor sign-in with your own email and password. After sign-in you should see the Instructor area, your school and your name.

2. **Find My lessons**

   Scroll to My lessons. Check Today, Upcoming and, if present, Times requiring a decision. No lessons today does not mean the next days are empty.

3. **Read the lesson card**

   Compare date, time, student, vehicle and meeting point. If Pickup location not set is shown, agree the location with the office before the lesson.

4. **Prepare for training**

   In Student training journal review earlier notes for the student you are authorised to teach. You do not need to sign in as the previous instructor.

5. **Check schedule changes**

   Open Schedule changes. If an item requires confirmation, perform the separate confirmation action after reading it.

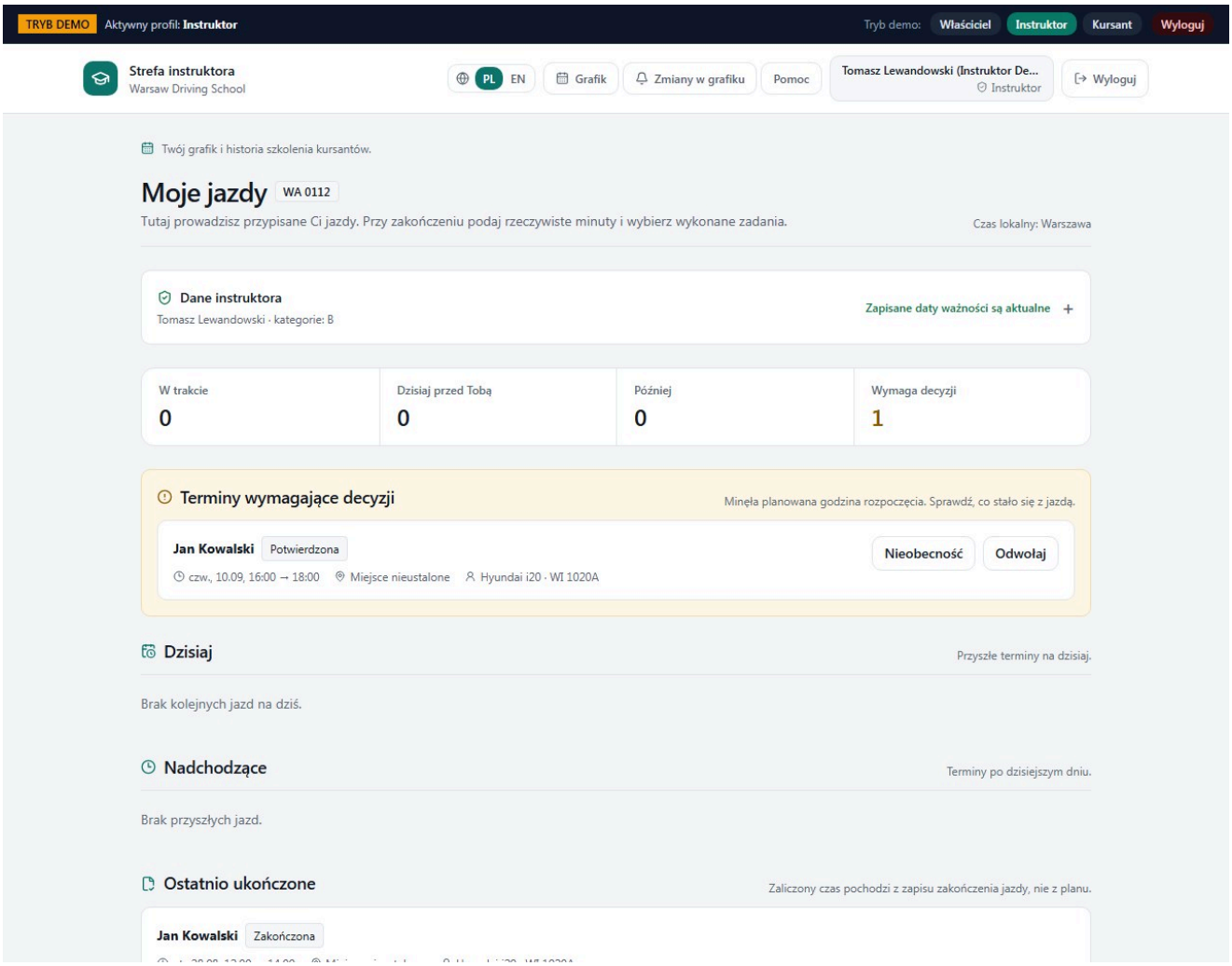
VERIFY THE RESULT

You have the current list of assigned lessons and all information needed to meet the student.

If something goes wrong

If you see the wrong school, another person, or an empty schedule despite an assignment, ask the office to verify the account and instructor record. Do not use a shared login.

A future lesson may not yet offer a Start action. Check the day and status before assuming the button is broken.



Real web panel with local demonstration data. The screenshot illustrates the interface, not production state.

G12 · INSTRUCTOR / INSTRUCTOR WORK

Start and finish a lesson with the actual time

Record the start, completed tasks and actual minutes — do not copy planned time automatically.

WHERE TO CLICK
Instructor area → My lessons → Start → Finish lesson

Before you start

An assigned lesson you are actually delivering. Record start and finish during the lesson, not as a test on a real student record.

Follow these steps

1. **Verify the correct lesson**
   Before starting, compare student and time. Select Start on that lesson and wait for the saved In progress state.
2. **Finish after the lesson**
   After the real lesson ends, open Finish lesson for the active lesson. Verify the student and recorded start time.
3. **Enter actual minutes**
   In Actual training time — minutes enter only real training time. If 120 minutes were planned but 90 were delivered, enter 90, not 120.
4. **Select tasks and add a note**
   Under Tasks actually completed select the exercises performed. In Note for the next instructor record what was practised and what should be revisited.
5. **Submit and verify**
   Select Finish lesson. Check Recently completed and credited time. After refresh the completion and note should remain saved.

VERIFY THE RESULT

The lesson is completed with actual time and selected tasks. Credited training does not follow merely from a calendar entry.

> **If something goes wrong**
>
> If start is missing or actual time is wrong, contact the office about correction. Do not create another lesson after the fact.
>
> Do not add minutes beyond the time actually available between start and finish. A save error is not a reason to invent time.

Fields and important distinctions

Actual training time — minutes
Number of minutes of real practice. Planned time is displayed separately.

Tasks actually completed
Select tasks that were performed; required data must be present before completion can be submitted.

Note for the next instructor
A concise training note, for example Parallel parking practised. Next lesson: repeat observation before changing lanes.

G13 · INSTRUCTOR / INSTRUCTOR WORK

Read history and leave a useful note

Keep training continuity, including after an instructor change.

WHERE TO CLICK
Instructor area → Student training journal

Before you start

Current permission to view this student's data. Not every instructor can access every student record.

Follow these steps

1. **Select the correct student**
   Open Student training journal and verify whose history you are reading. If several courses exist, compare the course as well.
2. **Read earlier entries**
   Review date, author, recorded exercises, time and note. No additional note does not mean the lesson did not happen.
3. **Check data gaps**
   An entry showing missing time or exercise scope requires correction by an authorised person. Do not interpret undetermined progress as zero hours.
4. **Add a note after your lesson**
   In the completion form use Note for the next instructor. Record what was practised, what needs repetition and the suggested next step.
5. **Verify the save**
   Return to history and check the newest entry. If the instructor changes, the office must also update the assignment; a note itself does not grant access.

VERIFY THE RESULT

The next authorised instructor receives a concrete training handover instead of a generic lesson OK.

If something goes wrong

Do not edit another instructor's history by deleting lessons. Report an incorrect entry with its date and required correction.

Practice history is not the same as a complete official electronic training card with signatures.

Fields and important distinctions

Example of a useful note

Hill start completed independently. Repeat perpendicular parking and pedestrian observation when turning.

Do not include

Passwords, sign-in data, full PKK, personal judgements or information unrelated to training.

G14 · INSTRUCTOR / NOTIFICATIONS

Read a change and confirm it separately

Reading a message does not replace explicit confirmation of the new time.

WHERE TO CLICK
Instructor area → Schedule changes

Before you start

Your own instructor account and a message about an assigned lesson.

Follow these steps

1. **Open changes**
   Open Schedule changes. Check unread items and those requiring confirmation.
2. **Compare the data**
   Read the change, student and current time. After a reschedule, do not rely on an old screenshot or an older phone notification.
3. **Record read status**
   Select Mark as read. This records reading, not the separate confirmation.
4. **Confirm the required change**
   If confirmation is required, select Confirm change after reading the current data. Do not substitute the read action for confirmation.
5. **Verify the stored state**
   Refresh the list and compare indicators. The office should be able to distinguish delivery, read and confirmation. If you cannot attend the new time, contact the office.

VERIFY THE RESULT

The message has the correct read state and, when required, a separate confirmation.

If something goes wrong

Opening a phone screen alone is not evidence that the instructor accepted the change.

An empty list after a successful load is normal. A list read error must be handled separately.

Fields and important distinctions

Delivered

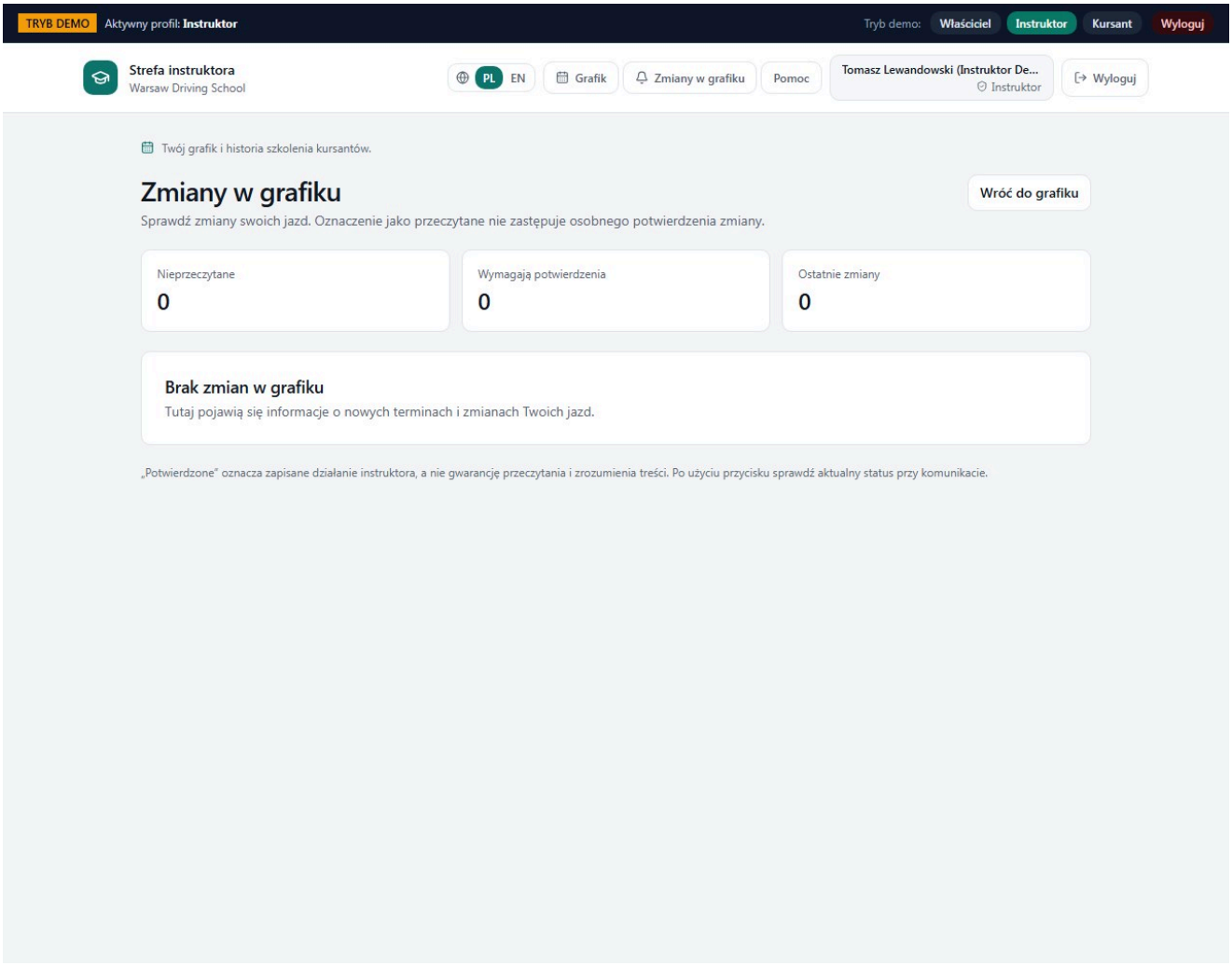
The information was made available to the recipient.

Read

The message read state was recorded.

Confirmed

A separate confirmation action was stored; a loading indicator disappearing is not proof on its own.



Real web panel with local demonstration data. The screenshot illustrates the interface, not production state.

G15 · STUDENT / GETTING STARTED

Connect the student account to the school

Select the correct course and do not create a second account when training is not visible.

WHERE TO CLICK
Student app → My school → connect school

Before you start

Your student account and an invitation or connection data received from the office. The app account and the OSK student record must be linked.

Follow these steps

1. **Check the account**
   Sign in to the account you use for learning. If connection requires an account, make sure you are not only using a guest profile.
2. **Open My school**
   In the app open My school. If no school is connected, use the connection flow and invitation supplied by the driving school.
3. **Verify the invitation**
   Make sure it refers to you and the correct school. Ask the office to verify an expired or incorrect link; never use another student's invitation.
4. **Select the correct training**
   If several enrolments exist, use Choose school and course. Compare school, your name and category. Subsequent screens refer to the selected course.
5. **Check the summary**
   Read the school card, contact information and next lesson. If the course is still missing, ask the office to verify the account link, student record and enrolment.

VERIFY THE RESULT

You can see your school and the correct course. This link allows assigned lessons to be read; an account alone is not enough.

If something goes wrong

Do not disconnect the school or create a new account as the first attempt to fix a missing lesson.

App section names are based on the app code. Screenshots in this guide show web panels, not native iOS or Android screens.

Fields and important distinctions

App vs browser

In the app the entry point is My school. In the web portal student sign-in is separate at /student-login.

Several courses

This is not necessarily an error or duplicate. Select the course relevant to the planned lesson.

G16 · STUDENT / BOOKINGS

Choose a slot and verify whether the lesson is confirmed

Distinguish an ordinary booking from a request awaiting an office decision.

WHERE TO CLICK
My school → Available slots; web: Book a lesson

Before you start

Connected school, the correct active course and eligibility for practice booking. The office must publish slots first.

Follow these steps

1. **Open available slots**
   In the app: My school → Available slots. In the portal: Book a lesson. Verify the selected course and remove overly narrow filters if the list is empty.
2. **Compare details**
   Check date, start/end, instructor, vehicle, pickup location and booking mode. Do not choose based on time alone.
3. **Book or send a request**
   For an instant slot, select Book. For approval mode, the Request booking dialog contains Send request.
4. **Read the result**
   Pending approval means you are waiting for the school's decision; it is not a confirmed lesson. If rejected or expired, choose another slot or contact the office.
5. **Check your bookings**
   In the app open My bookings and history; in the portal My appointments. Refresh and verify current status. Cancel only through the action available for that booking and confirm cancellation.

VERIFY THE RESULT

You know whether you have a confirmed lesson or only a pending request. The refreshed booking state is authoritative.

> **If something goes wrong**
>
> If the app shows Operation awaiting confirmation, use Check operation result. Do not immediately submit another booking.
>
> Do not assume every 3-hour lesson requires approval or can always be approved. Slot mode, school rules and training conditions apply.

Fields and important distinctions

Available slot
An offer to choose; it may be taken before you confirm.

Pending approval
The office received the request. Wait for a decision and verify final status.

Confirmed lesson
A stored booking with concrete organisational details.

G17 · STUDENT / NOTIFICATIONS

Check school messages and reminders

Read the current lesson state even if the phone did not display a notification.

WHERE TO CLICK
App → My school → Notifications / history

Before you start

A connected course and internet access to refresh data. Reminder delivery also depends on school configuration and phone permissions.

Follow these steps

1. **Open school history**
   In the app select Notifications / history. Read the message for the correct lesson and course.
2. **Compare with the booking**
   After a change message, check My bookings and history. The current booking record is more important than an older lock-screen notification.
3. **Enable available school notifications**
   If your version offers Enable school notifications, use it and grant the phone's system permission. If you denied it earlier, review the app permission in device settings.
4. **When a notification is missing, check data**
   Refresh the school and history. Verify that you are using the correct account and course, and that the phone is not suppressing the app.
5. **Report a recurring issue**
   Provide app version, phone OS, event time and whether the message is visible in history. Do not send passwords or sign-in data.

VERIFY THE RESULT

You can read a change and verify the booking regardless of whether a phone reminder appeared.

If something goes wrong

No reminder does not mean the lesson is cancelled. Verify the time in your course or with the office.

There is no promise here of SMS, email or reminders exactly 24h/2h before a lesson. The school confirms enabled channels and timing.

Fields and important distinctions

History vs phone notification

History stores messages in the system. A phone notification is an additional attention channel.

Web portal

In the browser, student settings are under Notifications and alerts. It is not the same set of controls as the mobile app.

G18 · STUDENT / TROUBLESHOOTING

I cannot see my course, lesson or free slots

Check account, course, filters and stored state in order instead of creating another account.

WHERE TO CLICK
My school / Student dashboard → correct course → bookings

Before you start

Identify what is missing: the whole course, one lesson or selectable slots. Note the exact message.

Follow these steps

1. **Check account and school**

   Compare your account, school name and selected course. If you have several courses, switch to the correct one. If the school is absent, ask the office to verify the connection.

2. **Separate no booking from pending state**

   Open history and your appointments. Pending, rejected or expired requests are not confirmed future lessons.

3. **Check list and filters**

   For free slots remove instructor or slot-type filters. An empty list may mean the school has not published slots, not that the account is broken.

4. **Read the blocking message**

   Cannot confirm selected course data or missing practice eligibility requires the office to check course data. Repeated booking clicks cannot fix it.

5. **Refresh and report specifically**

   After refresh compare the result. If the issue remains, give the office the date of the missing lesson and the message. For a technical issue create a support ticket.

VERIFY THE RESULT

You know whether you need to adjust filters, ask the office to correct data or submit a technical ticket, and you have concrete diagnostic information.

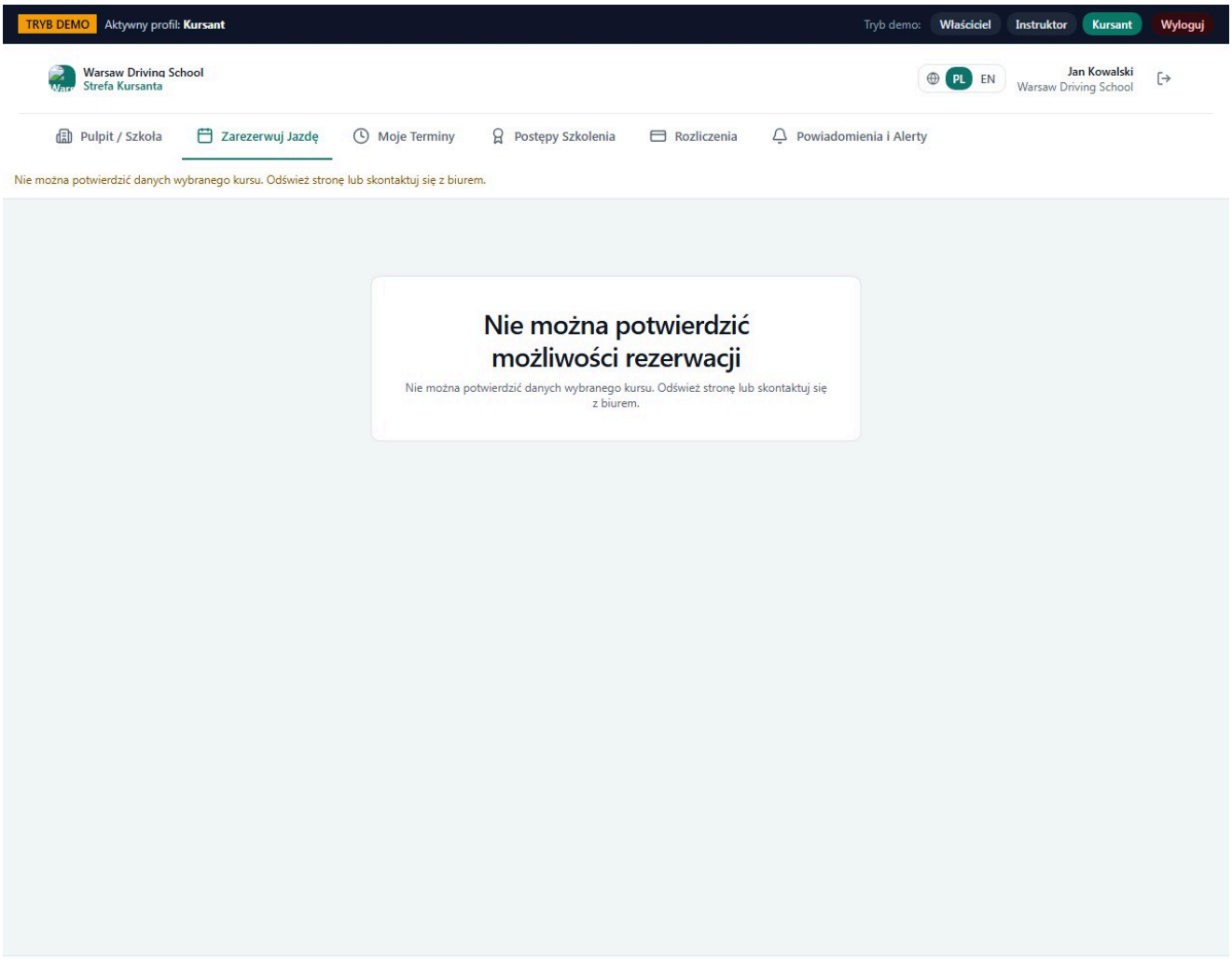
> **If something goes wrong**
>
> Do not uninstall the app or disconnect the school as the first step. That may make account and pending-operation checks harder.
>
> A screenshot with a warning may show a test state. It is not information about your own course or proof that the school's environment is down.

Fields and important distinctions

No free slots
Check filters, slot publishing and course eligibility.

Lesson disappeared
Check school decision, cancellation, reschedule and selected course.

Progress: undetermined / needs verification
This does not automatically mean zero hours. Actual minutes or course linkage may be missing.



Real web panel with local demonstration data. The screenshot illustrates the interface, not production state.

G19 · DRIVING-SCHOOL OFFICE / GETTING STARTED

Review school settings without accidentally changing rules

Find the correct configuration area and distinguish an active option from a version-scope notice.

WHERE TO CLICK
Settings → selected section

Before you start

An authorised school account and confirmed organisational data. Agree changes to booking-affecting settings before applying them.

Follow these steps

1. **Choose the correct area**

   Open Settings. Use Search settings or the section menu. Do not try to change instructor working hours inside school contact data.

2. **Verify organisation data**

   Open School data and compare name, address and contact details. School name and appearance configures identity; it does not move your account to another OSK.

3. **Review operational rules**

   In Schedule and availability, Bookings, and Notifications and cancellations, read option descriptions before saving. Working hours for a specific instructor are edited in Schedule.

4. **Save and read again**

   After saving wait for confirmation and reopen the section. If reading fails, do not replace unread data with guessed defaults.

5. **Review version scope**

   Open Version scope and integrations. A module name does not prove it is enabled. Payments, GPS, a full electronic training card and signatures are not automatically part of the base V1 delivery.

VERIFY THE RESULT

School data and available rules are configured deliberately. Additional functions remain separated from basic operating instructions.

> **If something goes wrong**
>
> Do not promise official integrations, online payments or GPS merely because a name appears in the menu.
>
> Do not change booking rules only to force a test lesson through validation.

Fields and important distinctions

Read failed / Not read

Does not mean an empty database or a zero value. Restore a reliable read first.

Team and access

Office invitations and permissions have their own section. Do not share the owner account with all staff.

G20 · DRIVING-SCHOOL OFFICE / TROUBLESHOOTING

Report a problem so it can be reproduced

Include screen, time, steps and error text — without passwords or confidential student data.

WHERE TO CLICK
Help → Report technical problem

Before you start

Your own signed-in account. Organisational issues such as changing a lesson time or a missing course should first be clarified with the school office.

Follow these steps

1. **Check state after the error**
   If an error occurred during a save, refresh the relevant list and see whether the operation was already stored. Do not immediately repeat adding a person or booking.
2. **Open the support form**
   After sign-in choose Help, then Report technical problem. The public help centre does not expose private tickets.
3. **Choose category and subject**
   Select a category such as Schedule, Booking or Data not visible. Use a specific subject, e.g. No confirmation after refreshing a saved slot.
4. **Describe the event**
   In What is happening? include role, screen, date/time, steps, expected result, actual result and exact message. For a phone add OS and app version.
5. **Send and keep the number**
   Select Send ticket. Save the number only after confirmation and check My tickets. If the register is unavailable, send the description through the agreed support channel.

VERIFY THE RESULT

The ticket has a concrete description and number so the same issue can be continued without duplicates.

If something goes wrong

Do not send passwords, tokens, full connection headers or invitation links. Support does not need them in the ticket body.

No form response is not proof of submission. Check the ticket register and avoid creating many identical tickets.

Fields and important distinctions

Ready-to-use description pattern

Role: … | Screen: … | Date/time: … | Steps: 1… 2… | Expected: … | Actual: … | Message: … | After refresh: …

Severity

Choose according to operational impact. Urgent does not by itself create a guaranteed response time.

Screenshot

Hide passwords, full PKK, invitation links, medical data and unnecessary personal data. Keep the error message visible.

FAQ / DRIVING-SCHOOL OFFICE

Questions and solutions

How do I add a student so they immediately have a course?

Students → Add student and course. Enter personal data, PKK, category, theory qualification, required hours and price. Confirm Create student and course. After confirmation, find the person and verify the enrolment in their record. A sign-in account alone does not replace course enrolment.

Add a student together with their course →

Is the lead instructor the instructor for every lesson?

No. You may select a lead instructor when creating the student and course. When scheduling a specific lesson, you separately choose that lesson's instructor. Verify both assignments before changing staffing; choosing someone in the lesson form is not a course-wide instructor reassignment.

Schedule one lesson for a specific student →

I added a car but cannot see it while scheduling. What should I check?

Open Vehicles and verify the car's status, category and data. Scheduling may show only active vehicles of the required category. Also check documents, service issues and suitability for the student. After correcting data, refresh the lesson form. Do not add the same registration again.

Add a vehicle and verify availability →

Where do I set instructor working hours?

Schedule → expand Instructor working hours — setup → Set working hours. Choose the person and validity period. Add ranges with Day, From and To, then select Save working hours. Two ranges on the same day must not overlap.

Set weekly instructor working hours →

I saved working hours. Why can the student still not see slots?

Working hours are not published slots. Open Schedule → List, week and lesson operations → Bookable slots → Publish availability. Choose vehicle, dates, duration, buffer and booking mode. First Preview, then Confirm publishing. The student also needs the correct course and booking eligibility.

Publish slots for student booking →

How do I schedule a lesson manually?

In Schedule choose the date and select a future available time in the instructor column. Choose the student and course, lesson instructor, vehicle, pickup location and time. Select Save lesson and verify the card after refresh. The alternative path is List, week and lesson operations → Schedule new lesson.

Schedule one lesson for a specific student →

How do I approve a request for a longer lesson?

Open Bookings pending approval. Verify the details and Held until time, then select Approve. After confirmation verify the lesson in Schedule. A 3-hour duration alone does not determine the mode — slot settings and school rules matter.

Decide a booking request that requires approval →

Why can't I reject a request without a reason?

For rejection, the Rejection reason — only for rejection field is required. Enter a short explanation, then select Reject. This tells the student why the slot was not accepted. If the save outcome is not confirmed, refresh the queue and read the state before retrying.

Decide a booking request that requires approval →

How do I reschedule a lesson without leaving two active times?

Find the existing lesson and use Reschedule lesson in day view or Reschedule in the list. Enter the new start and end. After saving, refresh Schedule and verify the new time. Do not add a separate lesson while leaving the old one active. The day-view reschedule form changes time, not staffing.

Reschedule or cancel an existing lesson →

What is the difference between Cancel, No-show and Finish?

Use Cancel when the appointment is cancelled. No-show records that the student did not attend. Finish applies to a lesson that actually took place and requires training data. Do not finish a cancelled lesson merely to remove it from the list — that would distort practice history.

Reschedule or cancel an existing lesson →

Where can I check what happened after a schedule change?

First open the lesson and its current time. Check instructor communication in Schedule under Schedule change communication or its history. The student has a separate school-message history. Message delivery does not replace checking the booking state.

Reschedule or cancel an existing lesson →

Does Read mean the instructor confirmed the change?

No. Reading and explicit confirmation are separate actions. Check the confirmation marker, not only the read state. Missing confirmation does not prove a fault, but it means the required instructor action is not stored. Clarify the change with the instructor if the time is close.

Read a change and confirm it separately →

An error appeared after I clicked Save. Should I click again?

First refresh the relevant list and find the record. No response does not prove there was no save. For a lesson check student and time; for a record check name and contact data. Only after establishing the current state should you decide whether to retry. Do not create a new record just to make the message disappear.

Report a problem so it can be reproduced →

Does an assistant draft already book lessons?

No. Proposals do not reserve slots and do not send notifications. Review the data, deselect unsuitable lessons, confirm verification, and only then use Approve and save … lessons. After draft expiry or data changes, generate a new one. A proposal does not guarantee that it can later be saved.

Build a day or week draft in the planning assistant →

The student record shows several courses. Should I delete a duplicate?

Do not assume the person is duplicated. Select Choose course in the student record and pick the correct enrolment. Only then assess practice, finances and instructor. If enrolments are genuinely wrong, resolve them with the system operator instead of deleting training history.

Add a student together with their course →

Does Needs verification mean zero completed hours?

No. Actual minutes of completed lessons, course linkage or other confirmed data may be missing. Check the indicated gap in the record and history. Do not copy planned time as completed just to make the counter look correct.

Read history and leave a useful note →

I forgot my password or sign-in fails. What should I do?

Check the email address, correct sign-in panel and error message. Use Forgot password? and check email including spam. For a new account, ask the office to verify activation and school assignment. After a too-many-attempts message, wait; do not create a second account.

First sign-in and setup order →

Is everything visible in the menu part of the base V1?

No. The base process covers students, staff, fleet, schedule and communication. An additional module appearing in the menu does not confirm acceptance or production enablement. Payments, GPS, the full electronic training card and electronic signatures require separate scope confirmation. Check Version scope and integrations.

Review school settings without accidentally changing rules →

Does the break between lessons count toward student training time?

Do not add the technical buffer to completed training. In slot publishing, Lesson duration — minutes defines the lesson and Buffer between lessons — minutes is a separate planning break. At completion, the instructor records actual training minutes, not the whole block including the break.

Publish slots for student booking →

Does an approval loading error mean the queue is empty?

No. A correctly loaded empty queue shows No requests pending approval. An error means there is no reliable read. Refresh, and if the error repeats report it with time and error number. Do not tell the student a request was rejected just because the list failed to load.

Decide a booking request that requires approval →

FAQ / INSTRUCTOR

Questions and solutions

I am on the school's staff but cannot sign in. Why?

An instructor record and an active account are separate. Ask the office to check your email and account state under Manage instructor accounts. Use your own valid invitation and then your own credentials. Do not sign in with the owner's or a colleague's account.

Sign in and find your lessons →

Today is empty. Where are the lessons for the next day?

In My lessons scroll to Upcoming. Today shows only relevant appointments for that day. Also check Times requiring a decision for older unresolved lessons. If the office sees a new lesson and you do not, ask them to verify the assigned instructor and account.

Sign in and find your lessons →

Where do I check the student, vehicle and pickup location?

On the lesson card in My lessons. Before starting compare the person, date, vehicle and meeting point. Pickup location not set is not an address — clarify it with the office. Lead-instructor data does not replace checking the staffing of the specific lesson.

Sign in and find your lessons →

Can I see a note from the previous instructor?

Open Student training journal and select the correct person. History is available within your current permissions for students you teach. If the student is missing, the office must verify the assignment. Do not ask for the previous instructor's password.

Read history and leave a useful note →

The plan was 120 minutes but training lasted 90. What do I enter?

In Finish lesson enter 90 in Actual training time — minutes, select the tasks completed and save. Do not copy 120 from the plan. Afterwards verify credited time in history. Resolve a time error or missing start with the office instead of adding fictitious minutes.

Start and finish a lesson with the actual time →

What should a post-lesson note contain?

In Note for the next instructor record the exercises completed, one specific item to repeat and the next step. Example: Parallel parking independently. Repeat observation before changing lanes. Do not include private judgements or unnecessary sensitive data.

Read history and leave a useful note →

Where can I check rescheduled and cancelled lessons?

Open Schedule changes, read the item and compare it with the current schedule. Do not rely on an earlier screenshot. If confirmation is required, reading and confirmation are separate actions.

Read a change and confirm it separately →

I read the change. Do I still need to confirm it?

Yes, if the message requires separate confirmation. Mark as read records only reading. Use the confirmation action and verify the marker after refresh. If you cannot attend the new time, agree this with the office instead of treating reading as your response.

Read a change and confirm it separately →

The Finish lesson button is disabled. What is missing?

Check the actual-minutes field and the selection of tasks actually completed. The form requires these data; a note alone is not enough. Also make sure you are editing an active lesson with a recorded start. If there is an error, do not enter fictitious time — report the state to the office.

Start and finish a lesson with the actual time →

FAQ / STUDENT

Questions and solutions

I have an app account. Why is my school missing?

A learning account is not automatically linked to the OSK record. Open My school and use the invitation received from the office. Verify which account you are signed in to. If the school is still missing, ask the office to check the linkage; do not create another account.

Connect the student account to the school →

Which course should I choose if I have several?

Select the school and course relevant to the planned lessons. Check the school name and category on the card. Lessons, progress and history refer to that selection. If you do not recognise the enrolments, ask the office instead of booking under a random course.

Connect the student account to the school →

There are no free slots. Is the app broken?

First check the selected course and remove instructor or slot-type filters. The school must publish slots; saved instructor working hours alone are not enough. If practice eligibility is missing, the office must verify the course data. A correctly loaded empty list and a read error are different states.

I cannot see my course, lesson or free slots →

How do I know I really booked a lesson?

After confirming, open My bookings and history in the app or My appointments in the portal. Refresh and read the status and time. Pending approval is not a confirmed lesson. Clicking a button without a confirmed result is not enough.

Choose a slot and verify whether the lesson is confirmed →

What does Pending approval mean for a 3-hour lesson?

The school received your request but has not confirmed the lesson yet. Check the decision later in your bookings and history. Do not send several identical requests. Approval depends on slot mode and school rules; lessons of the same duration can have different flows.

Choose a slot and verify whether the lesson is confirmed →

How do I cancel a lesson and verify it was cancelled?

Open your bookings, find the correct lesson and use the cancellation action available for it. Read the date confirmation and confirm. Refresh the list and verify the status. If the action is missing or cancellation rules are unclear, contact the office; a missing button does not itself release the slot.

Choose a slot and verify whether the lesson is confirmed →

Where can I find information about a changed time?

In the app open Notifications / history, then compare the message with My bookings and history. If messages concern several courses, verify the correct course. An older lock-screen notification may no longer show the current time.

Check school messages and reminders →

How do I enable phone notifications?

If your version shows Enable school notifications, use it and allow notifications in the phone system. If you previously denied permission, review app permissions in device settings. Ask support about a missing button or messages; delivery also depends on school configuration.

Check school messages and reminders →

I cannot see my course after sign-in. What should I tell the office?

Tell the office which account you use, which school you see and the message shown in My school. Ask them to verify the account-to-record link and active course enrolment. Do not send your password or full PKK. After correction, refresh the school and course selection.

I cannot see my course, lesson or free slots →

The office confirmed a lesson but I cannot see it. What should I do?

Check the correct course, date and your appointments, then refresh. Read change history: the lesson may have been rescheduled or cancelled. If still missing, give the office the date and time so they can verify course assignment. Do not blindly book another lesson at the same time.

I cannot see my course, lesson or free slots →

What should I do with Operation awaiting confirmation?

In the app select Check operation result. This checks the previous save attempt; it is not a new booking. Then compare your bookings and history. Do not submit another identical request while the previous result is unknown.

Choose a slot and verify whether the lesson is confirmed →

I did not receive a reminder. Is the lesson cancelled?

You cannot infer that from a missing notification. Open your course and check the current time and status. If you cannot read them, confirm the lesson with the office. Checking phone permissions is useful, but it does not replace checking the booking itself.

Check school messages and reminders →

Why is my progress counter incomplete despite completed lessons?

History may be missing actual minutes or course linkage for some lessons. Undetermined does not automatically mean zero completed practice. Give the office the lesson dates to check. Do not switch course or account merely to display a different counter.

I cannot see my course, lesson or free slots →

VERSION AND SCOPE

What this guide documents

This guide explains how to use OSK ONE. It is not a production acceptance protocol or an official legal record. Feature visibility depends on role, course data, configuration and deployed version. Full official e-KPZ readiness is not established merely by the presence of the Docs module.

Instructions describe verified product flows. Availability of a module does not by itself confirm that it is enabled in a particular deployment.

`src/content/help-manual.en.json` · 2.1 · 2026-09-15