



Texas Department of Motor Vehicles  
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# Registration and Title System (RTS) Practice and Learn (PAL) Frequently Asked Questions

## What is RTS PAL?

RTS PAL, short for Registration and Title System Practice and Learn, is the training application for RTS Point-of-Sale (the system where county users perform daily transactions for customers).

## How is PAL different from RTS Point-of-Sale?

PAL is a standalone application with no integration with RTS Point-of-Sale. Only test records are available in PAL, and real customer information is not. Any transaction performed in PAL does not update once completed and no receipt is generated (print functionality is disabled in PAL).

## Does PAL have all of the same features/events as RTS Point-of-Sale?

No. There are some features and events that are not available in PAL. For example, access to webDEALER and webAGENT (webSUB) are not available since they are separate systems, so access to those through PAL is unavailable. Additionally, integrations with other systems, such as the “inspection cloud” is also unavailable, so RTS PAL will always require a manual verification of the inspection. However, most features and RTS events are available.

## Do full-service deputies have access to RTS PAL?

Yes. All RTS workstations have access to RTS PAL.

## Can RTS PAL be accessed from a non-RTS workstation, such as a county computer?

No. RTS PAL is only accessible from a state issued RTS workstation.

## How do I log in?

Each RTS workstation has an RTS PAL icon. A user will access RTS PAL in the same manner as RTS Point-of-Sale by clicking on the applicable icon. Afterwards, if the user has an RTS PAL profile, they will select their county, office, and an available workstation for the applicable drop-down lists.

## Why am I getting a blank screen when attempting to login?

RTS PAL has a statewide limit of 750 concurrent users. If this limit is reached, the additional users will receive a blank screen. Wait a few minutes and attempt to access the RTS PAL again.

### If a user is added to RTS Point-of-Sale, do they automatically get access to RTS PAL?

No. Application access is not integrated between RTS Point-of-Sale and RTS PAL. A user must be added to both applications independently for access.

It should be noted that all users with RTS Point-of-Sale access when RTS PAL was launched February 4, 2021, were copied over to RTS PAL with their existing RTS Point-of-Sale permissions. After this date, any new users or changes to permissions must be made in each application individually.

### How is a new user added to RTS PAL?

A new user is added to RTS PAL in the same manner as RTS Point-of-Sale. An existing RTS PAL user with the "Security" permission must create the user's RTS PAL profile and assign permissions.

### If I change RTS Point-of-Sale permissions, does that impact RTS PAL? What about the RTS PAL impacting RTS Point-of-Sale?

No. Changes made in one application have no impact to the other application. For example, a user can have limited RTS Point-of-Sale permissions, but have every available permission in RTS PAL.

### Are there any prerequisite training requirements for RTS PAL access?

No. Unlike RTS Point-of-Sale, which requires completion of eLearning modules based on the permission, RTS PAL has no training requirement. RTS PAL permissions can be changed at any time without eLearning training requirements applying.

### Are there test records available for use?

Yes. Test records are available to all RTS PAL users. A copy of the test records document is located on the TAC Hub ([www.TxDMV.gov/tax-assessor-collectors](http://www.TxDMV.gov/tax-assessor-collectors)) under the "Training" tab.

### Which test records can I use?

Any test record can be used, regardless of the county listed as the "registration county."

### What happens if a test record is used? When can it be used again?

Once a transaction is completed in RTS POS, the record does not update, so the test record can be utilized immediately or as often as desired for any purpose. A test record can be used as many times as desired, and there is no unusable time for a test record.

### Does RTS PAL correct a user if they are processing transactions incorrectly?

No. RTS PAL does not have transaction validations. Hands on training is still required.

### If RTS PAL prompts for an Authorization Code, what should I use?

The RTS PAL Authorization Code is 260ZZZ001000000.

### If RTS PAL prompts for a Supervisor Override, what should I use?

The RTS PAL Supervisor Override is zzzzzz.

### When I complete a transaction, no receipt prints. Why?

All printing functionality has been disabled in RTS PAL for security and fraud prevention purposes.

### Can I take a screenshot of RTS PAL?

Yes. RTS workstations have the ability to take screenshots, so a user has the ability to take a screenshot of the RTS PAL application.

### Who do I contact for assistance?

RTS PAL support is the same as RTS Point-of-Sale support.

If you have a procedural question (e.g., the steps to perform a transaction), contact your local TxDMV Regional Service Center.

If you have a technical question (e.g., receiving an unexpected error message), contact the TxDMV Service Desk.