

Tax Collector Online Training via Gauge and ProctorU

Instructions for Logging In, Taking a Course and
Completing a Proctored Exam



Overview

Click any link below to navigate directly to a step or scroll through the job aid.

Step	Page
1. Log in to Gauge	3
2. Complete Course Prerequisite	5
3. Select the Course	11
4. Take the Course	14
5. Schedule the Exam	19
6. Reschedule the Exam	22
7. Take the Exam	25
8. Re-exam and No-show Fee	29
9. Assistance	30

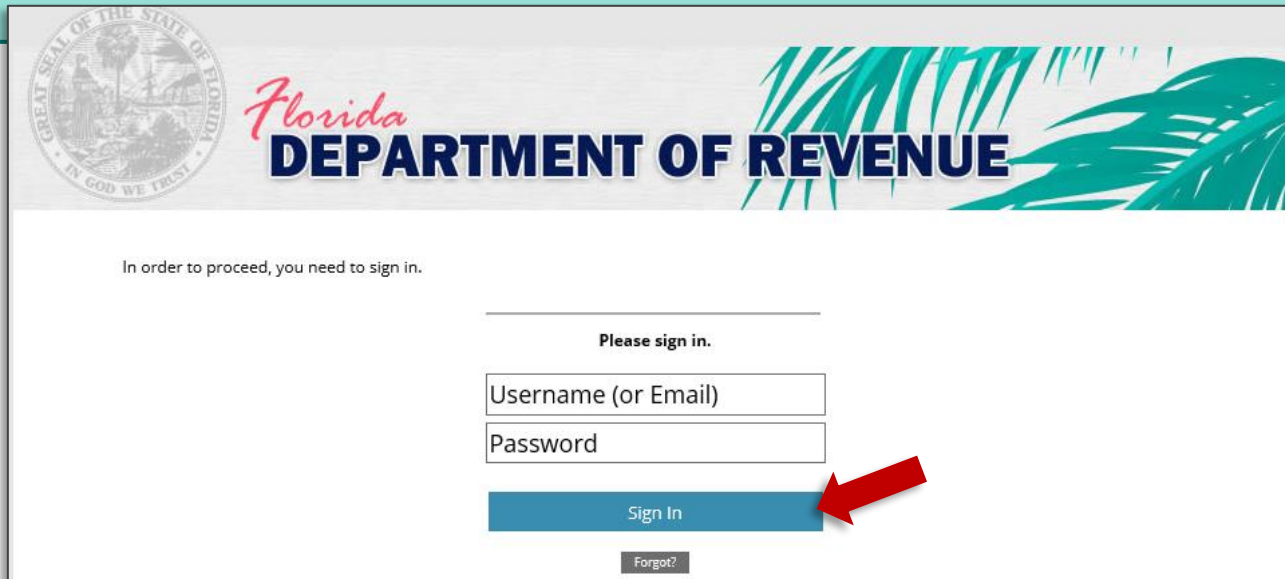
Log in to Gauge

[Click here to access Gauge.](#) 

1 Log in to your Gauge account (link above).

When logging into Gauge for the first time, use the credentials provided in your registration confirmation email. Then, go to Step 2.

If you have previously logged into Gauge, use your updated credentials to log in.



The screenshot shows the login page for the Florida Department of Revenue. At the top left is the Great Seal of the State of Florida. To its right, the word "Florida" is in a red script font, and "DEPARTMENT OF REVENUE" is in a bold, dark blue sans-serif font. Below this header, the text "In order to proceed, you need to sign in." is displayed. Underneath, there is a section titled "Please sign in." containing two input fields: "Username (or Email)" and "Password". Below these fields is a blue "Sign In" button, which is highlighted by a red arrow. At the bottom of the sign-in section is a small "Forgot?" link.

Log in to Gauge

2 When logging in for the first time, Gauge will prompt you to change your username and password.

Complete the required fields.

Click **Update My Account**.

My Account - Login and Password Change Required

Update Your Password and Login Username

Thank you for logging in.

In order to proceed you need to update or change your login AND password. Please update the following and then press the Update My Account button to proceed.

You will not be permitted to navigate to other areas on this application until you have successfully followed all the directions on this screen.

Login Username (required)

Password (required)

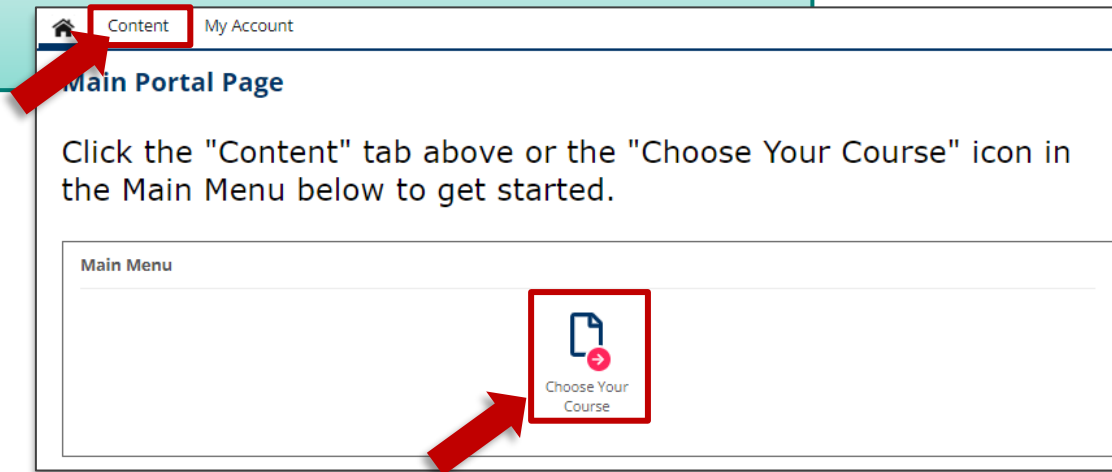
Validate: (retype the password entered above to validate)



Update My Account

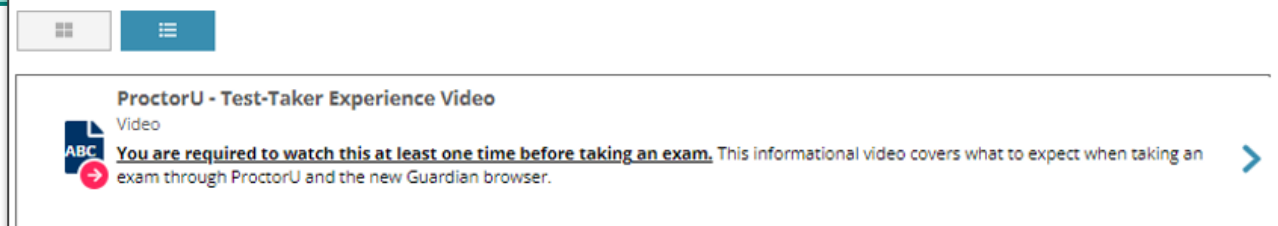
Complete Course Prerequisite

1 Click the **Content** tab or **Choose Your Course** icon.



2 Click the **ProctorU – Test-Taker Experience Video** link.
*This is a one-time requirement.

Content - View Courses and Exams



Complete Course Prerequisite

3 Click the **Play** button to begin the video.



Then click the **Complete Lesson** button, located below the video.

Video - ProctorU - Test-Taker Experience Video

Video -

You are taking the following video:

Name ProctorU - Test-Taker Experience Video

Lesson Page

This is the only page for this lesson to display.

After watching the video in its entirety, click the "Complete Lesson" button below.

MEASURE
LEARNING

MEASURE
LEARNING

7:00

Test-Taker Experience (PT-Guardian)


Complete Lesson

Complete Course Prerequisite


4 Click the **TCC Online Course Exam Information** link.

REQUIRED - TCC Online Course Exam Information
Instructions

You are required to review these documents at least one time before taking a course or exam.

 Included Documents:

- Exam Preparation and Instructions (updated 3-2024)
- Exam Scheduling and Rescheduling
- Approved Resource - Exam Day Steps and Resources



5 Click the **Start Instructions** button.

*This is a one-time requirement.

Start - Instructions

Instructions

You have chosen to take the following instructions.

Name	TCC Online Course Exam Information
Description	Included Documents: <ul style="list-style-type: none">• Exam Preparation and Instructions• Exam Scheduling and Rescheduling• Approved Resource - Exam Day Steps and Resources

Pages 3 (number of content pages)

Start Instructions

You can start taking this instructions by pressing the Start this Instructions button.

BACK BUTTON - When taking this instructions you are NOT permitted to move backwards to review/change prior answers. Your browser back button will refresh the current page instead of moving backward.

RESTART/RESUME - When taking this instructions you can stop and restart/resume taking this instructions.

Start Instructions

Cancel

Complete Course Prerequisite

6 Read the *Exam Preparation and Instructions* document. It contains important information on requirements for taking your proctored exam.

Use the scroll bar to view the entire document.

Click **Next → Page** to continue.



IMPORTANT

Lesson Page
Use the Next button to move to the next lesson page.

EXAM PREPARATION AND INSTRUCTIONS:

Your exam **must** be taken **within 30 days** of beginning the course and **must** be scheduled a **minimum of 72 hours in advance**. Review the exam preparation and instructions below.

Use the scroll bar to view the entire document. Click "Next>Page" to continue.

Please email any questions to PTOTraining@floridarevenue.com.

1wpp4w462e98q... 1 / 2 | 80% + | [Icons]

TCC ONLINE COURSE EXAM PREPARATION AND INSTRUCTIONS

Exam Preparation

All TCC course exams are hosted in Gauge and proctored through the ProctorU virtual proctoring service. A private room, webcam, microphone, and government-issued ID are required to take an exam.

To help ensure a smooth exam process, complete these steps at least **72 hours** prior to beginning your exam.

1. Watch the ProctorU Test Taker Experience video located in the **Content** section of your Gauge account. You are required to watch this video prior to taking your exam. If you have watched it previously, you do not have to re-watch the video.
2. Discuss the exam requirements with your manager. Determine a preferred date and time for your exam and identify a private room for taking the exam. If necessary, reserve the room.
Room requirements:
 - No one else is permitted in the room during your exam window.
 - Clear the area of food, beverages, unpermitted resources, electronic devices and secondary monitors.
 - The room should be well-lit with a table or desk for your computer.
 - If possible, seat yourself with your back facing the door.Review additional information on testing location requirements [here](#).
3. Schedule your exam. Review the *Proctored Exam – Scheduling and Rescheduling* and *Test Taker Tips* documents for detailed instructions on how to schedule your exam.
You must schedule your exam a minimum of 72 hours before your desired exam date and time. Your exam must be taken before the course due date.

Next → Page

Stop and Restart/Resume Later

Complete Course Prerequisite

7 Read the *Proctored Exam – Scheduling and Rescheduling* document. It contains steps for scheduling and rescheduling your proctored exam.

Use the scroll bar to view the entire document.

Click **Next → Page** to continue.

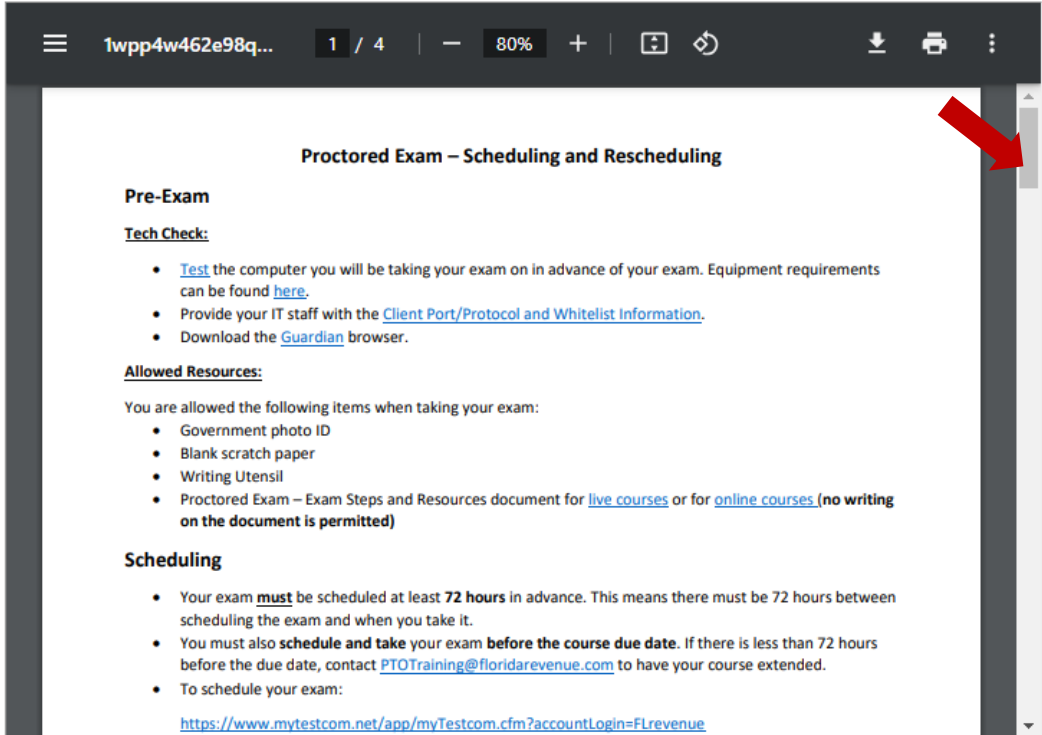
Lesson Page

Use the Next button to move to the next lesson page.

EXAM SCHEDULING AND RESCHEDULING:

Your exam **must** be taken **within 30 days** of beginning the course and must be scheduled a **minimum of 72 hours in advance**. Review the exam scheduling and rescheduling instructions below.

Use the scroll bar to view the entire document. Click "Next>Page" to continue.



Proctored Exam – Scheduling and Rescheduling

Pre-Exam

Tech Check:

- [Test](#) the computer you will be taking your exam on in advance of your exam. Equipment requirements can be found [here](#).
- Provide your IT staff with the [Client Port/Protocol and Whitelist Information](#).
- Download the [Guardian](#) browser.

Allowed Resources:

You are allowed the following items when taking your exam:

- Government photo ID
- Blank scratch paper
- Writing Utensil
- Proctored Exam – Exam Steps and Resources document for [live courses](#) or for [online courses](#) (no writing on the document is permitted)

Scheduling

- Your exam **must** be scheduled at least **72 hours** in advance. This means there must be 72 hours between scheduling the exam and when you take it.
- You must also **schedule and take** your exam **before the course due date**. If there is less than 72 hours before the due date, contact PTOTraining@floridarevenue.com to have your course extended.
- To schedule your exam:

<https://www.mytestcom.net/app/myTestcom.cfm?accountLogin=FLrevenue>

Next -> Page

Stop and Restart/Resume Later

Complete Course Prerequisite

8 Click the image to open the *Approved Resource* document.

Print this document and bring it with you to your exam. It is a quick reference you may use on exam day and gives instructions for what to do if you have issues.

***Writing on this document is not permitted.**

Click the **Complete Lesson** button to continue.

Lesson Page

Use the Next button to move to the next lesson page.

APPROVED RESOURCE - TEST TAKER TIPS:

Click on the thumbnail image to open the file. This document is an allowed resource for your exam. Print the file and bring with you to your exam. Then, click the "Complete Lesson" button below.

THIS PAPER IS AN ALLOWED RESOURCE DURING THE EXAM
DO NOT WRITE ON THIS PAPER

Proctored Exam - Exam Day Steps and Resources

<https://www.myltestroom.net/app/myltestroom.cfm?accountid=10701674>

- 1 Log in to your Gauguin account (link above) and click the Content tab.
- 2 Click on the exam in the Program Content list.
- 3 Click the Open Proctoring Portal to Manage Start Taking Authorization and Scheduling button.
- 4 Click on the course.

If the exam is not clickable in the content list or the Open icon is missing the course may be past-due. Contact PTCUTtraining@mytestroom.com to have the date extended.

If you see this message after clicking on the exam, it means there are multiple ProctorU reservations for this exam. Contact PTCUTtraining@mytestroom.com to have the extra reservation removed.

Complete Lesson

Stop and Restart/Resume Later

Select the Course

Content - View Courses and Exams

Video

ProctorU - Test-Taker Experience Video

You are required to watch this at least one time before taking an exam. This informational video covers what to expect when taking an exam through ProctorU and the new Guardian browser.

Materials

ProctorU Resources

Included documents:

- ProctorU Client Port/Protocol and Whitelist Information
- Exam Scheduling and Rescheduling Tips
- Test Taker Tips (allowed resource for your exam- print and bring with you)
 - Online Courses
 - Live Courses
- ProctorU - Before the Exam Instructional Video

TCC 001 - Bankruptcy Course
Program

TCC 002 - Effective Decision-Making in the Workplace Course
Program

TCC 003 - Customer Service Course
Program

TCC 503 - Collection and Distribution of Property Taxes and Special Assessments Course
Program

1 From the **Content** tab, click the course title. You are permitted 30 days to complete the course (including the exam) from the day you're registered for the course.

Select the Course



1 If you have not watched the **ProctorU – Test-Taker Experience Video** and reviewed the **TCC Online Exam Information** at least once, you cannot begin a course. Click the titles to watch the video or review the instructions.

Take a Program - Choose to Begin Taking a Program

Take a Program



You have selected the following program.

Name TCC 003 - Customer Service Course

Prerequisite List

You cannot select this program until you have successfully completed all of the following prerequisites.

You must complete the prerequisites before continuing.

Completed	Prerequisite	Type	Note
	REQUIRED ProctorU - Test-Taker Experience Video - You are required to watch this at least one time before taking an exam. This informational video covers what to expect when taking an exam through ProctorU and the new Guardian browser.	Video	You must have successfully completed this prerequisite in the last 365 days before you can continue
	TCC Online Course Exam Information - Included Documents: Exam Preparation and Instructions (updated 3-2024) Exam Scheduling and Rescheduling Approved Resource - Exam Day Steps and Resources	Instructions	You must have successfully completed this prerequisite in the last 365 days before you can continue

Select the Course

- Click the icon in the **Open** column to begin the course. Note the **due date** above the Content List.

Program - Launch and Choose to Take Content

Program

You have selected the following program.

Name TCC 003 - Customer Service Course

Started Date: 4/24/24

LIMIT - This program is only accessible until: 5/24/24.

DUE DATE - This program has a due date of: 5/24/24.

Content List

The following lists all the content that needs to be successfully completed in sequence to successfully complete this program. Click on the content name to choose and start taking uncompleted items.

Completed	Open	Program Content	Type	Note
<input type="checkbox"/>		TCC 003 - Providing Excellent Customer Service	Course	Not taken
<input type="checkbox"/>		TCC 003 - Customer Service Course Exam - Your exam must be completed within 30 days of beginning the course and must be scheduled a minimum of 72 hours in advance. You will have one hour to complete and submit your...	Exam	Cannot take until prior content has been successfully taken and completed

Cancel

Take the Course

1 Click the **Start this Course** button.

Content My Account

Start - Course

Course
You have chosen to take the following course.

Name TCC 003 - Providing Excellent Customer Service
Pages 2 (number of content pages)

Start Course
You can start taking this course by pressing the Start this Course button.

BACK BUTTON - When taking this course you are permitted to move backwards to review/change prior answers.

RESTART/RESUME - When taking this course you can stop and restart/resume taking this course.

[Start this Course](#) [Cancel](#)

Course - TCC 003 - Providing Excellent Customer Service

Course -

You are taking the following course:

Name TCC 003 - Providing Excellent Customer Service

Lesson Page

Use one of the Next or Previous buttons to move to the next or previous lesson page.

Complete this module using the buttons in the course player. Do not click the "Next Page" button until you've completed this module. If you need to exit before completing the module, click the "Stop and Restart/Resume Later" button below the course player.

TCC 003 Providing Excellent Customer Service

RESOURCES MENU NOTES EXIT



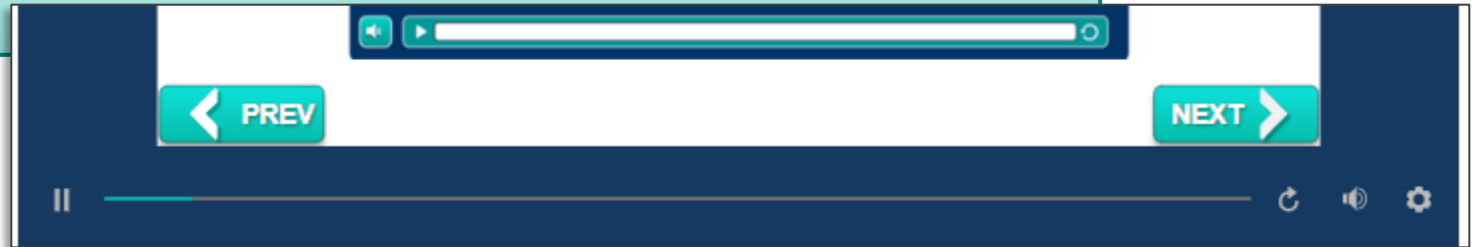
NEXT >

2 The course launches inside the Lesson Page section.

Use the controls in the course player to navigate through the course.

Take the Course

2a The **Previous**, **Next**, **Play/Pause**, and **Replay** buttons are located at the bottom of the course player.



Below the course player are two additional buttons – **Next → Page** and **Stop and Restart/Resume Later**. *Do not* click **Next → Page** until you have completed the course.

Next → Page

Stop and Restart/Resume Later

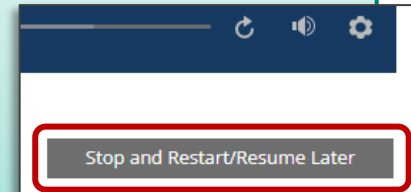
2b After completing the course, click the **Next → Page** button to proceed to the course survey.

Next → Page

Take the Course

2c If you must exit before completing the course, click the **Stop and Restart/Resume Later** button.

Then, click the **Stop Taking** button to confirm.



Stop and Restart/Resume Later

You have chosen to stop taking this course.

You can return later to restart/resume taking this course where you left off.

Cancel - Return to Taking This Course

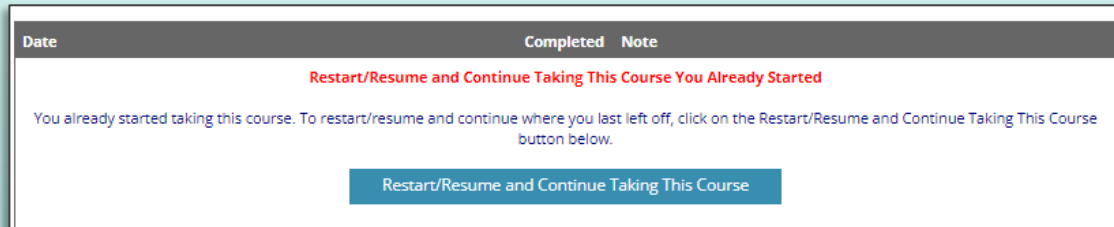
Stop Taking



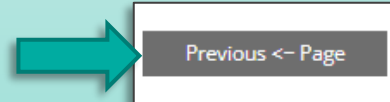
When resuming the course, you must use the same computer and internet browser that you used to begin the course. Using a different computer or browser will restart the course.

Take the Course

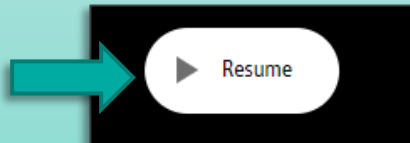
2d To resume, click the course title from the **Content** page. Click the **Restart/Resume and Continue Taking This Course** button. The course survey page will open.



Click **Previous** ← **Page** to return to the course.



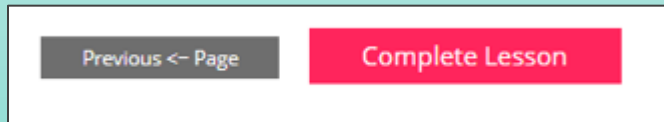
Click **Resume** to continue the course.



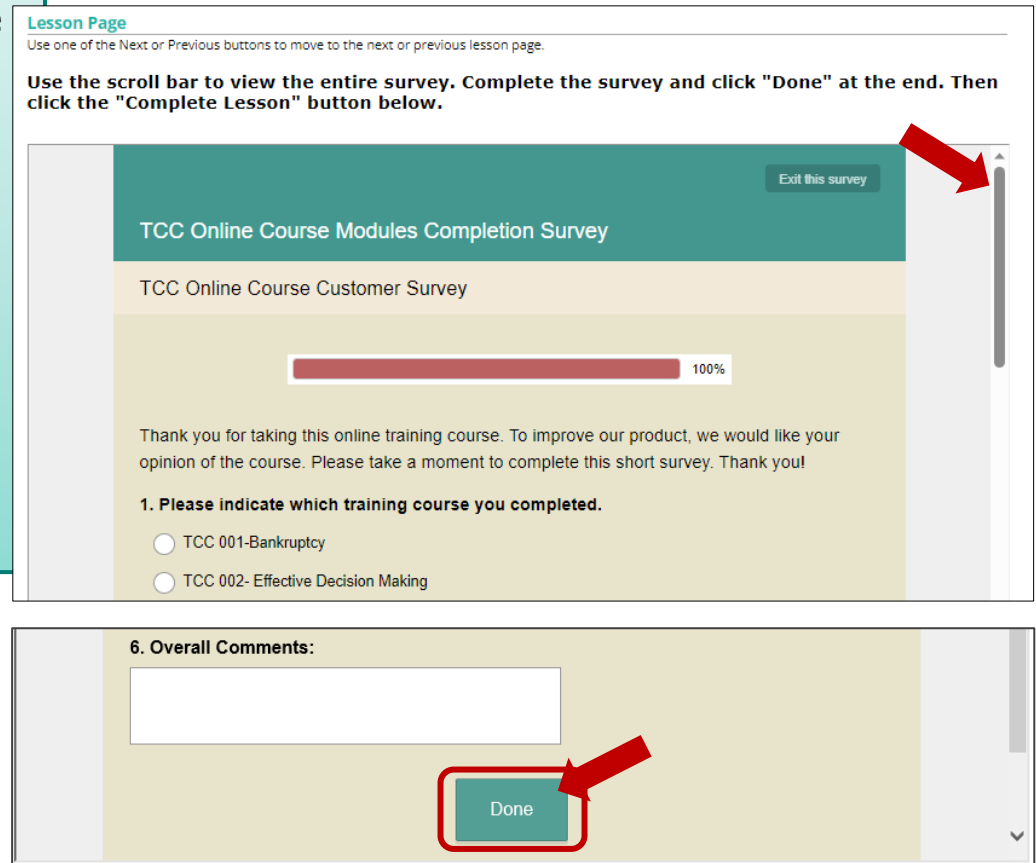
Take the Course

3 On the survey page, complete the survey. Use the scroll bar to view the entire survey. Then click **Done** to submit the survey.

Then click the **Complete Lesson** button.



Previous <- Page Complete Lesson



Lesson Page
Use one of the Next or Previous buttons to move to the next or previous lesson page.

Use the scroll bar to view the entire survey. Complete the survey and click "Done" at the end. Then click the "Complete Lesson" button below.

Exit this survey

TCC Online Course Modules Completion Survey

TCC Online Course Customer Survey

100%

Thank you for taking this online training course. To improve our product, we would like your opinion of the course. Please take a moment to complete this short survey. Thank you!

1. Please indicate which training course you completed.

☐ TCC 001-Bankruptcy

☐ TCC 002- Effective Decision Making

6. Overall Comments:




Done

Schedule the Exam

1 Click the icon in the **Open** column to open the exam.

Content List

The following lists all the content that needs to be successfully completed in sequence to successfully complete this program. Click on the content name to choose and start taking uncompleted items.

Completed	Open	Program Content	Type	Note
✓		TCC 003 - Providing Excellent Customer Service	Course	Successfully completed on: August 02, 2023 2:57:42 PM EDT
✓		TCC Online Course Exam Information - Included Documents: Exam Preparation and Instructions Exam Scheduling and Rescheduling Approved Resource - Test Taker Tips	Instructions	Successfully completed on: August 02, 2023 3:47:57 PM EDT
<input type="checkbox"/>		TCC 003 - Customer Service Course Exam - Your exam must be completed within 30 days of beginning the course and must be scheduled a minimum of 72 hours in advance. You will have one hour to complete and submit your...	Exam	Not taken

2 Click the **Open Proctoring Portal to Manage Start Taking Authorization and Scheduling** button. This opens the ProctorU dashboard.

Virtual Proctoring Service Required

Prior proctor scheduling and authorization are required to take this exam. Use the button below to open your virtual proctoring service portal to manage scheduling and for authorization to start taking this exam.

In the portal you should IMMEDIATELY schedule your virtual proctoring session. Reservation availability is LIMITED to be between April 24, 2024 12:00:00 AM EDT and May 24, 2024 11:00:00 PM EDT.

Open Proctoring Portal to Manage Start Taking Authorization and Scheduling

Schedule the Exam

3 Click **Schedule** on the ProctorU dashboard.

Scheduled Appointments				
Active Exams	Testing Center Information	Date & Time	Status	Actions
TCC 003 - Customer Service Course Exam Florida Department of Revenue	Online		Pending	Check your exam rules Schedule

Schedule Session

Select a Date

← May 2024 →

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	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	31	1
2	3	4	5	6	7	8

Select a Time

01 : 00 PM

Submit

4 Select the date and time you want to take the exam and then click **Submit**.

5 The available times closest to the time you selected display. Click **Select** next to the exam time of your choice.

Select a Date

← May 2024 →

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	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	31	1
2	3	4	5	6	7	8

Select a Time

01 : 00 PM

Submit

12:30PM EDT
Monday, May 6, 2024
11 days from now

TCC 003 - Customer Service Course Exam

SELECT

12:40PM EDT
Monday, May 6, 2024
11 days from now

TCC 003 - Customer Service Course Exam

SELECT

12:50PM EDT
Monday, May 6, 2024
11 days from now

TCC 003 - Customer Service Course Exam

SELECT

1:20PM EDT
Monday, May 6, 2024
11 days from now

TCC 003 - Customer Service Course Exam

SELECT

1:40PM EDT
Monday, May 6, 2024
11 days from now

TCC 003 - Customer Service Course Exam

SELECT

Schedule the Exam

6

Click **Schedule** to confirm.

Please click "Schedule" to confirm your time:

1:20PM EDT

Monday, May 6, 2024

SCHEDULE

Cancel

7

To verify the exam date, click the Gauge link at the top of the confirmation screen. Then click on the exam from the **Content** section. The scheduled exam date should display above the **Open Proctoring Portal to Manage Start Taking Authorization and Scheduling** button.

Reservation complete.

[Click here to return to your Gauge account.](#)

Your order was successful!

Session	Institution	Date & Time
TCC 003 - Customer Service Course Exam	Florida Department of Revenue	05/06/2024 1:20PM EDT

Virtual Proctoring Service Required

Prior proctor scheduling and authorization are required to take this exam. Use the button below to open your virtual proctoring service portal to manage scheduling and for authorization to start taking this exam.

In the portal your virtual proctoring session scheduled reservation date is **May 06, 2024 1:20:00 PM EDT**




Open Proctoring Portal to Manage Start Taking Authorization and Scheduling

Reschedule the Exam

1 Click the icon in the **Open** column to open the exam.

Content List

The following lists all the content that needs to be successfully completed in sequence to successfully complete this program. Click on the content name to choose and start taking uncompleted items.

Completed	Open	Program Content	Type	Note
✓		TCC 003 - Providing Excellent Customer Service	Course	Successfully completed on: August 02, 2023 2:57:42 PM EDT
✓		TCC Online Course Exam Information - Included Documents: Exam Preparation and Instructions Exam Scheduling and Rescheduling Approved Resource - Test Taker Tips	Instructions	Successfully completed on: August 02, 2023 3:47:57 PM EDT
□		TCC 003 - Customer Service Course Exam - Your exam must be completed within 30 days of beginning the course and must be scheduled a minimum of 72 hours in advance. You will have one hour to complete and submit your...	Exam	Not taken

2 Click the **Open Proctoring Portal to Manage Start Taking Authorization and Scheduling** button. This opens the ProctorU dashboard.

Virtual Proctoring Service Required

Prior proctor scheduling and authorization are required to take this exam. Use the button below to open your virtual proctoring service portal to manage scheduling and for authorization to start taking this exam.

In the portal your virtual proctoring session scheduled reservation date is: May 06, 2024 1:20:00 PM EDT

Open Proctoring Portal to Manage Start Taking Authorization and Scheduling

Reschedule the Exam

3 Click **Reschedule** on the ProctorU dashboard.

Scheduled Appointments				
Active Exams	Testing Center Information	Date & Time	Status	Actions
TCC 003 - Customer Service Course Exam Florida Department of Revenue	Online	05/06/2024 1:20PM EDT	Scheduled	Check your exam rules Reschedule Cancel

Reschedule Session

4 Select the new date and time, and then click **Submit**.

5 Click **Select** next to the new exam date and time.

Select a Date

← May 2024 →

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	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	31	1
2	3	4	5	6	7	8

Select a Time

12 : 05 PM

Submit

Select a Date

← May 2024 →

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	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	31	1
2	3	4	5	6	7	8

Select a Time

12 : 05 PM

Submit

11:40AM EDT
Tuesday, May 7, 2024
12 days from now

TCC 003 - Customer Service Course Exam

SELECT

11:50AM EDT
Tuesday, May 7, 2024
12 days from now

TCC 003 - Customer Service Course Exam

SELECT

12:00PM EDT
Tuesday, May 7, 2024
12 days from now

TCC 003 - Customer Service Course Exam

SELECT

12:20PM EDT
Tuesday, May 7, 2024
12 days from now

TCC 003 - Customer Service Course Exam

SELECT

12:50PM EDT
Tuesday, May 7, 2024
12 days from now

TCC 003 - Customer Service Course Exam

SELECT

Reschedule the Exam

6 Click **Schedule** to confirm.

Please click "Schedule" to confirm your time:

12:20PM EDT

Tuesday, May 7, 2024

SCHEDULE

Cancel

7 To verify the new exam date, click the Gauge link at the top of the confirmation screen. Then, click the exam in the **Content** section. The new exam date should display above the **Open Proctoring Portal to Manage Start Taking Authorization and Scheduling** button.

Reservation rescheduled successfully.

[Click here to return to your Gauge account.](#)

Your order was successful!

Session	Institution	Date & Time
TCC 003 - Customer Service Course Exam	Florida Department of Revenue	05/07/2024 12:20PM EDT

Virtual Proctoring Service Required

Prior proctor scheduling and authorization are required to take this exam. Use the button below to open your virtual proctoring service portal to manage scheduling and for authorization to start taking this exam.

In the portal your virtual proctoring session scheduled reservation date is **May 07, 2024 12:20:00 PM EDT**

Open Proctoring Portal to Manage Start Taking Authorization and Scheduling

Take the Exam

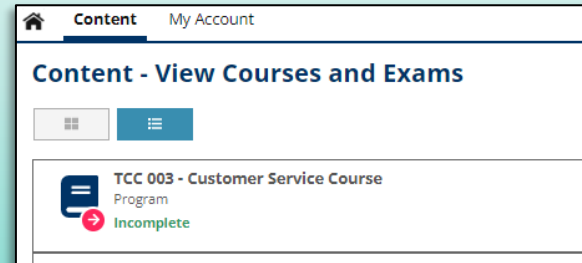


[Click here to access Gauge.](#)

- 1 Log in to your Gauge account (link above) and click the **Content** tab.



- 2 Click on the course.



- 3 Click the icon in the **Open** column to begin the exam.

Content List
The following lists all the content that needs to be successfully completed in sequence to successfully choose and start taking uncompleted items.

Completed	Open	Program Content	Type	
✓		TCC 003 - Providing Excellent Customer Service	Course	Su ED
✓		TCC Online Course Exam Information - Included Documents: Exam Preparation and Instructions Exam Scheduling and Rescheduling Approved Resource - Test Taker Tips	Instructions	Su ED
<input type="checkbox"/>		TCC 003 - Customer Service Course Exam - Your exam must be completed within 30 days of beginning the course and must be scheduled a minimum of 72 hours in advance. You will have one hour to complete and submit your...	Exam	No

- 4 Click the **Open Proctoring Portal to Manage Start Taking Authorization and Scheduling** button.

Virtual Proctoring Service Required

Prior proctor scheduling and authorization are required to take this exam. Use the button below to open your virtual proctoring service portal to manage scheduling and for authorization to start taking this exam.

In the portal your virtual proctoring session scheduled reservation date is: May 07, 2024 12:20:00 PM EDT

[Open Proctoring Portal to Manage Start Taking Authorization and Scheduling](#)

Take the Exam

5 Click the **Start Session** button. Follow the on-screen instructions to begin the proctoring session.

Start Session

6 The proctor will send you back to the exam page in Gauge after completing the authentication process.

Read the instructions.

Click the **I Agree and Acknowledge** button to begin your exam.

The screenshot shows the 'Start - Exam' page with a navigation bar at the top containing 'Content' and 'My Account'. The page title is 'Start - Exam'. Below the title, it says 'Exam' and 'You have chosen to take the following exam.' The exam details are listed: Name 'TCC 003 - Customer Service Course Exam', Description 'Your exam **must** be completed within **30 days of beginning the course** and **must** be scheduled a **minimum of 72 hours in advance**. You will have **one hour** to complete and submit your exam. This is a proctored exam. A private room, webcam, microphone, and government issued ID are **required**.', Questions '20 (number of questions)', and Time Limit '60 (minutes)'. There is a note to email questions to PTOTraining@floridarevenue.com. Below this, it states 'This is a proctored exam. Click the **Open Proctor Portal to Manage Start Taking Authorization and Scheduling** button below now to start the proctoring application.' It then says 'After starting the proctored session, you will be returned to this page. Please read the instructions below and click "I Agree and Acknowledge".' The next section states 'This is a **closed-book exam**. You may **not** use any resources (notes, training materials, quizzes, study papers, books, cell phones, smart watches or other electronic devices) or communicate with anyone while taking this exam.' It lists authorized materials: 'The only materials authorized for use during this exam are a pencil or pen, a single sheet of blank scratch paper, and the **Test Taker Tips** document.' It then says 'By starting this exam, you agree and acknowledge the following statements:' followed by a bulleted list of affirmations: 'I affirm that I have shown my entire workspace with my webcam.', 'I affirm that I will not give or receive any unauthorized assistance on this exam.', 'I affirm that all work is my own.', 'I understand this is a closed-book exam and the use of unauthorized resources or communicating with anyone is prohibited. Violation will result in my exam being invalidated.', and 'I understand that if I did not show my entire workspace my exam will be invalidated.'

The screenshot shows a 'Start Exam' dialog box with the title 'Start Exam' and the text 'You can start taking this exam by pressing the Start this Exam button.' It contains three sections of instructions: 'TIME LIMIT - This exam has a 60 minute time limit. You should complete this exam within this time limit. If the timer expires while taking, any unanswered questions will be treated as incorrect in the calculation of results.', 'BACK BUTTON - When taking this exam you are permitted to move backwards to review/change prior answers.', and 'SKIP - When taking this exam you can skip answering questions while taking this exam.' At the bottom, there are two buttons: 'I Agree and Acknowledge' (highlighted with a red rectangle) and 'Cancel'.

Take the Exam

7 You have one hour to complete the exam. Answer **all** questions before submitting your exam.

There are five questions per page. To go to the next page of questions, click **Submit → Forward**. To change or review an answer on a previous page, click **Submit ← Back**. Your answers are saved when you click either button.

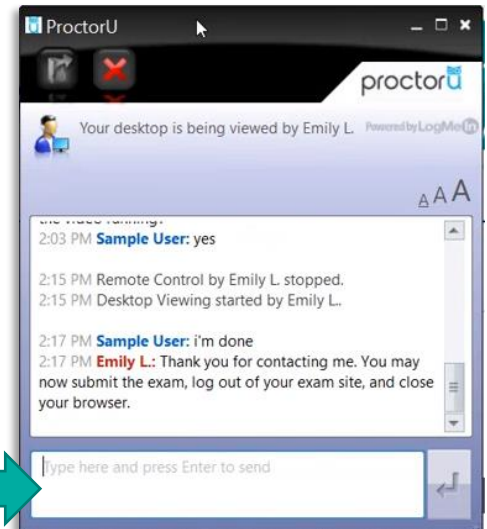
Submit ← Back

Submit → Forward

8 Click the **Save and Finish** button to submit your exam.

Save and Finish

9 Open the ProctorU chat and let the proctor know you are done. They will let you know when you can exit.



Take the Exam

- 10 After completing the exam, your preliminary results will display. If you did not pass, you may take the exam again. See the [next slide](#) for details.

Completed - Exam - TCC 003 - Customer Service Course Exam

Completed - Exam - TCC 003 - Customer Service Course Exam

You are finished taking the following exam:

Name TCC 003 - Customer Service Course Exam

This score is preliminary. Your final exam results will be emailed to you after the review of your proctoring session is complete. Please allow up to one week for the review. The email will come from "Gauge/TestCom Administrator (results@testcentral.com)."

Open the ProctorU chat and let the proctor know you're done. The proctor will review a completion checklist with you. Once finished, you can exit.

Score **PASS**
17 points scored (or 85.0%) out of 20 maximum points
(a score of 70.0% or greater is needed to pass this test)

[Return to Content](#)

PASS 18 points scored (or 90.0%) out of 20 maximum points

You are finished taking this exam. Now what would you like to do?
[Click here to return to the previous take a test, survey, exam, lesson or program page](#)

Completed - Exam - TCC 003 - Customer Service Course Exam

Completed - Exam - TCC 003 - Customer Service Course Exam

You are finished taking the following exam:

Name TCC 003 - Customer Service Course Exam

An examination fee of \$25 must be paid before you can retake this exam. Please make this payment on our [registration portal](#) and a new exam reservation will be made for you. For questions or issues, please contact PTOTraining@floridarevenue.com.

Score **FAIL**
10 points scored (or 50.0%) out of 20 maximum points
(a score of 70.0% or greater is needed to pass this test)

[Return to Program](#)

FAIL 10 points scored (or 50.0%) out of 20 maximum points

You are finished taking this exam. Now what would you like to do?
[Click here to return to the previous take a test, survey, exam, lesson or program page](#)

- 11 After passing the exam, your proctoring session will be reviewed. After the review of your proctoring session is complete, you will receive the final results from results@testcentral.com. Please allow up to two business days for the review.

Click **Return to Content** or click **Sign Out** to exit.

[Return to Content](#)

AAA | [Home](#) [Settings](#) [Sign Out](#) [Menu](#)

Re-exam and No-show Fee



Effective July 1, 2024, a \$25 fee must be paid for the following:

- Re-exams (any exam taken after the first attempt)
- No-shows (not attempting to take the exam at the scheduled date and time)

Payment can be made on our [registration portal](#) and a new exam reservation will be made for you. You will receive a pending reservation email from ProctorU. After receiving the ProctorU email, follow the steps beginning on [page 19](#) to schedule your exam.

Assistance

- ▶ For issues with Gauge login credentials, click **Forgot?** on the sign in page. Follow the on-screen instructions to reset your password.



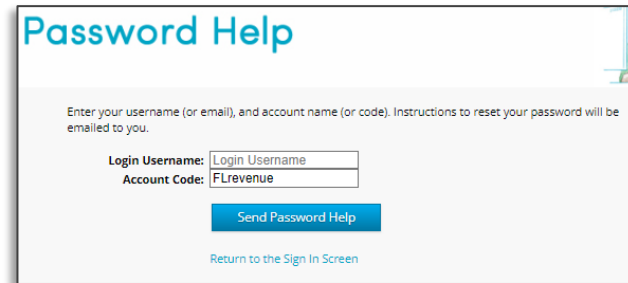
Please sign in.

Username (or Email)

Password

Sign In

Forgot?



Password Help

Enter your username (or email), and account name (or code). Instructions to reset your password will be emailed to you.

Login Username: Login Username

Account Code: FLrevenue

Send Password Help

Return to the Sign In Screen

- ▶ For other issues with Gauge, please contact [Gauge Customer Support](#).
- ▶ For issues with ProctorU, please utilize ProctorU's live chat feature or contact [ProctorU Support](#).
- ▶ For questions about the course or exam content, please contact PTOTraining@floridarevenue.com.