

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	7
4. Take the Course	10
5. Exam Instructions	15
6. Schedule the Exam	19
7. Reschedule the Exam	22
8. Take the Exam	25
9. Assistance	29

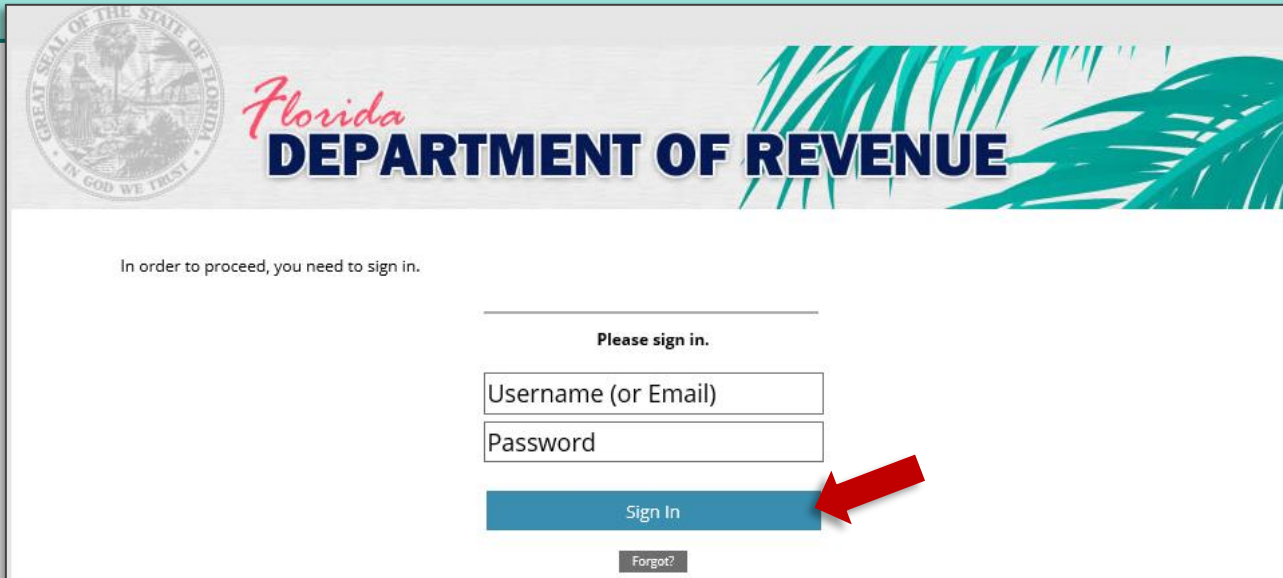
Log in to Gauge


[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.



 *Florida*
DEPARTMENT OF REVENUE

In order to proceed, you need to sign in.

Please sign in.

Username (or Email)

Password

Sign In

Forgot?

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)

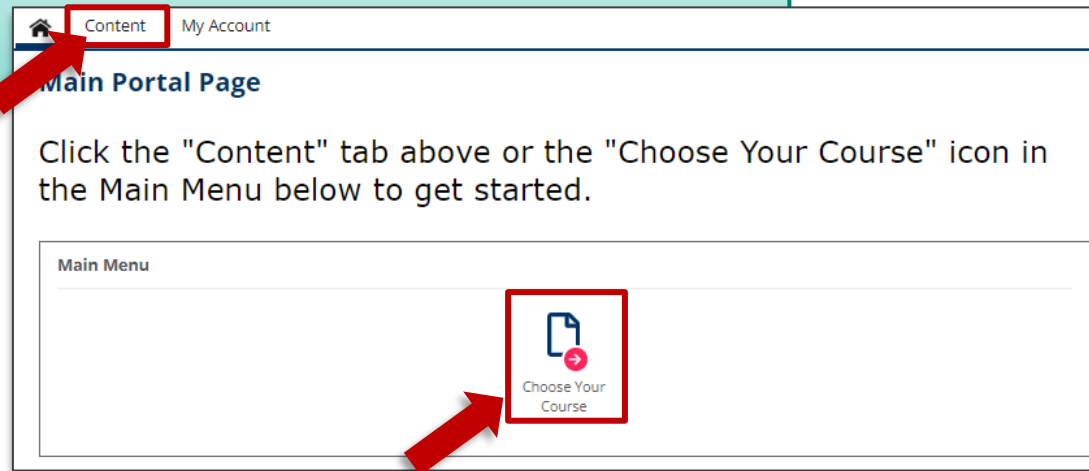
Password (required)

Validate: (retype the password entered above to validate)



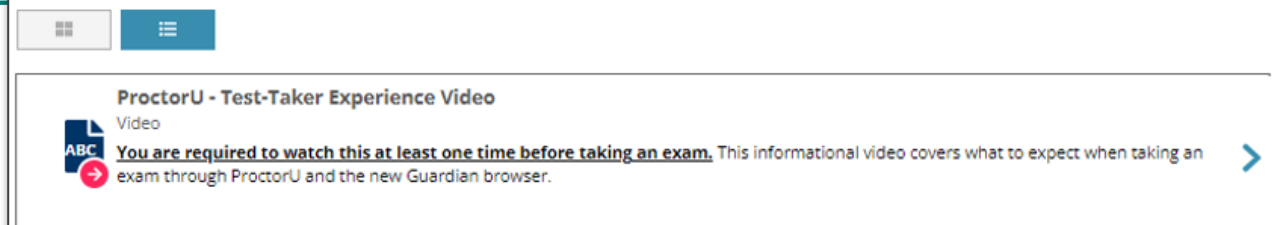
Complete Course Prerequisite

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

7:00

Test-Taker Experience (PT-Guardian)

Complete Lesson

Select the Course

Content - View Courses and Exams

ProctorU - Test-Taker Experience Video
Video
ABC 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. >

ProctorU Resources
Materials
Included documents:
ABC
• 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.

2 Click the **Choose Program** button. You are permitted 30 days to complete the course (including the exam) once you click **Choose Program**. If you're not ready to begin the course yet, click **Cancel**.

Choose this Program

You can choose this program by pressing the Choose Program button.

DUE DATE - Once selected this program must be completed in 30 days from today.

Choose Program

Cancel

Select the Course



2 If you have not watched the **ProctorU – Test-Taker Experience Video** at least once, you cannot begin a course. Click the video title to watch the video.

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
<input type="checkbox"/>	ProctorU - Test-Taker Experience Video - Informational video on 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

Select the Course

3 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: 8/2/23

LIMIT - This program is only accessible until: 9/1/23.

DUE DATE - This program has a due date of: 9/1/23.

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 Online Course Exam Information - Included Documents: Exam Preparation and Instructions Exam Scheduling and Rescheduling Approved Resource - Test Taker Tips	Instructions	Cannot take until prior content has been successfully taken and completed
<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



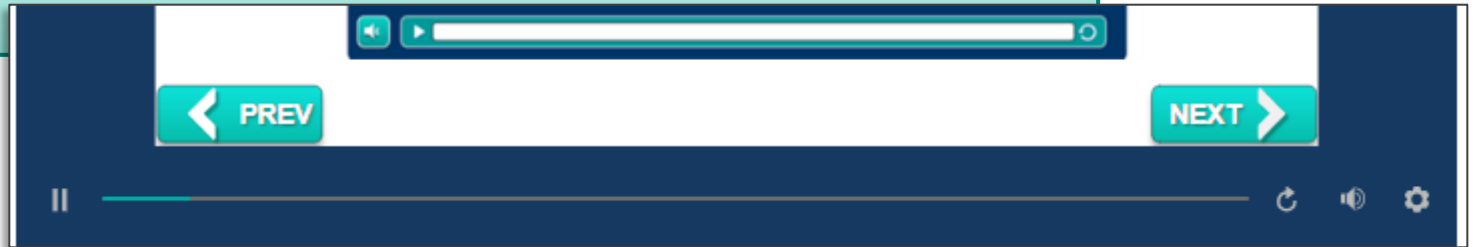
NEXT >

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

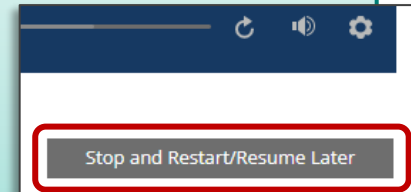
2b After completing the course, click the **Next → Page** button to proceed to the course survey.

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

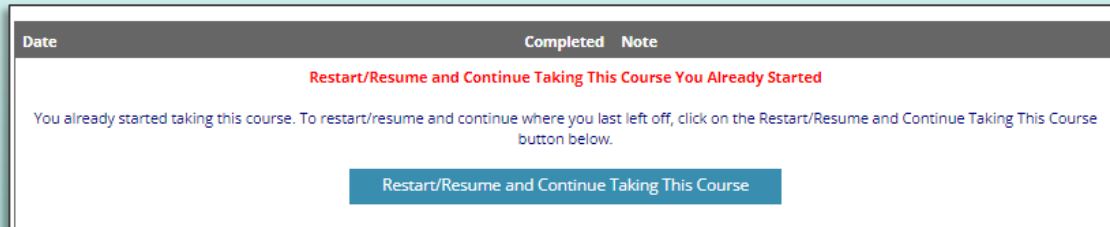
Stop Taking



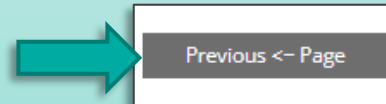
When resuming the course, you must use the same computer and internet browser that you used to begin the course. Using a different computer or browser will restart the course.

Take the Course

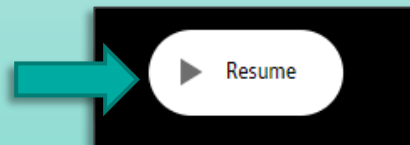
2d To resume, click the course title from the **Content** page. Click the **Restart/Resume and Continue Taking This Course** button. The course survey page will open.



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

Exam Instructions

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

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
<input type="checkbox"/>		TCC Online Course Exam Information - Included Documents: Exam Preparation and Instructions Exam Scheduling and Rescheduling Approved Resource - Test Taker Tips	Instructions	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

2 Click the **Start Instructions** button.

Start - Instructions

Instructions

You have chosen to take the following instructions.

Name TCC Online Course Exam Information
Description Included Documents:

- 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

Exam Instructions

3 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%

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

Exam Instructions

4 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

Exam Instructions

5 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.mylestern.net/app/m/lesson.cfm?account=gauf11revenue>

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

⚠ If the exam is not clickable in the course list or the Open icon is missing, the course may be past-due. Contact F102training@berndereuse.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 F102training@berndereuse.com to have the extra reservation removed.





Complete Lesson

Stop and Restart/Resume Later

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 within a 3 to 30 day window of time.

[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

← July 2023 →

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	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

Select a Time

11 : 00 AM

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

← July 2023 →

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	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

Select a Time

11 : 00 AM

Submit

10:30AM EDT Tuesday, July 11, 2023 6 days from now	TCC 003 - Customer Service Course Exam	SELECT
10:40AM EDT Tuesday, July 11, 2023 6 days from now	TCC 003 - Customer Service Course Exam	SELECT
10:50AM EDT Tuesday, July 11, 2023 6 days from now	TCC 003 - Customer Service Course Exam	SELECT
11:10AM EDT Tuesday, July 11, 2023 6 days from now	TCC 003 - Customer Service Course Exam	SELECT
11:20AM EDT Tuesday, July 11, 2023 6 days from now	TCC 003 - Customer Service Course Exam	SELECT

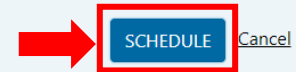
Schedule the Exam

6 Click **Schedule** to confirm.

Please click "Schedule" to confirm your time:

11:10AM EDT

Tuesday, July 11, 2023



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	07/11/2023 11:10AM 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 July 11, 2023 11:10:00 AM 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: July 11, 2023 11:10:00 AM 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	07/11/2023 11:00AM EDT	Scheduled	Check your exam rules Reschedule Cancel

Reschedule Session

Select a Date

← July 2023 →

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	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

Select a Time

10 : 25 AM

Submit

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

← July 2023 →

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	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

Select a Time

10 : 25 AM

Submit

10:20AM EDT Thursday, July 13, 2023 8 days from now	TCC 003 - Customer Service Course Exam	SELECT
10:40AM EDT Thursday, July 13, 2023 8 days from now	TCC 003 - Customer Service Course Exam	SELECT
10:50AM EDT Thursday, July 13, 2023 8 days from now	TCC 003 - Customer Service Course Exam	SELECT
11:20AM EDT Thursday, July 13, 2023 8 days from now	TCC 003 - Customer Service Course Exam	SELECT
11:40AM EDT Thursday, July 13, 2023 8 days from now	TCC 003 - Customer Service Course Exam	SELECT

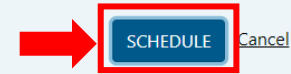
Reschedule the Exam

6 Click **Schedule** to confirm.

Please click "Schedule" to confirm your time:

11:20AM EDT

Thursday, July 13, 2023



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	07/13/2023 11:20AM 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: July 13, 2023 11:20:00 AM EDT

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

Take the Exam

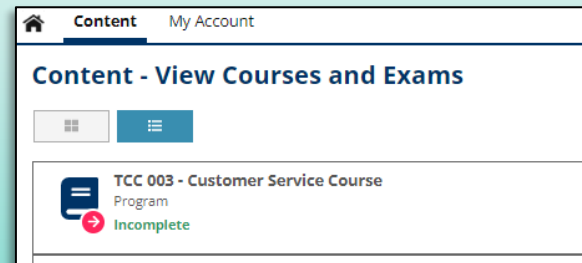


[Click here to access Gauge.](#)

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 complete 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

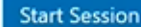
Prior proctor scheduling and authorization are required to take this exam. Use the button below to open your virtual proctoring service portal to manage scheduling and for authorization to start taking this exam.

In the portal your virtual proctoring session scheduled reservation date is: July 13, 2023 11:20:00 AM EDT

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

Take the Exam

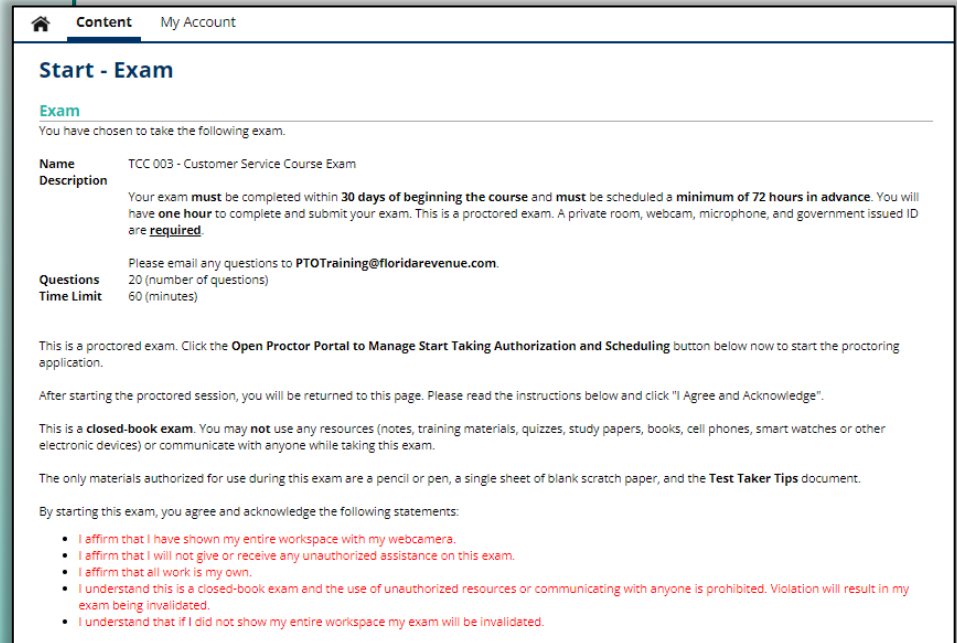
5 Click the **Start Session** button. Follow the on-screen instructions to begin the proctoring session.



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. At the top, there are navigation links for 'Content' and 'My Account'. The main heading is 'Start - Exam'. Below this, it says 'Exam' and 'You have chosen to take the following exam.' The exam details are as follows:

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	Please email any questions to PTOTraining@floridarevenue.com .
Time Limit	20 (number of questions) 60 (minutes)

Below the details, 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.'

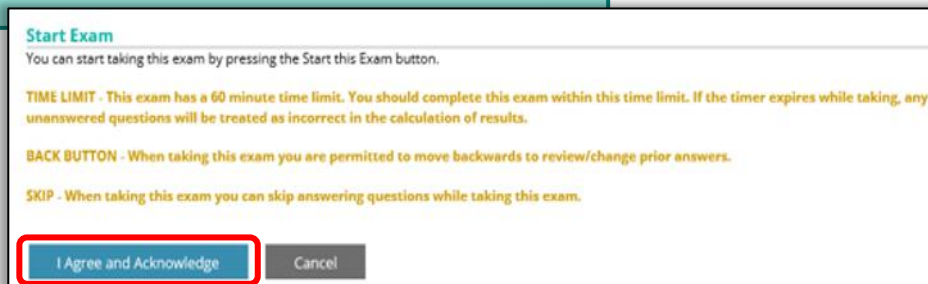
After starting the proctored session, you will be returned to this page. Please read the instructions below and click "I Agree and Acknowledge".

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.

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.

By starting this exam, you agree and acknowledge the following statements:

- 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.
- I understand that if I did not show my entire workspace my exam will be invalidated.



The screenshot shows a dialog box titled 'Start Exam'. It contains the following text:

You can start taking this exam by pressing the Start this Exam button.

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.

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 box) 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.

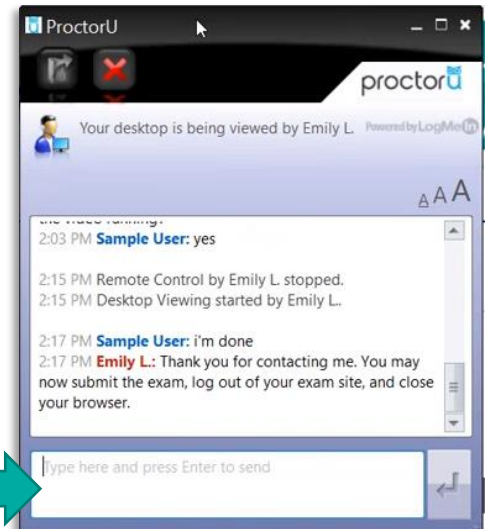
Submit ← Back

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 can click **Return to Content** to schedule the exam again.

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 box and let the proctor know you are done.

Score **PASS**
18 points scored (or 90.0%) 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

Click the "Return to Program" button below to retake this exam now. If this is your second unsuccessful attempt, please contact PTOTraining@floridarevenue.com.

Score **FAIL**
5 points scored (or 25.0%) out of 20 maximum points
(a score of 70.0% or greater is needed to pass this test)

Return to Program

FAIL 5 points scored (or 25.0%) 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.

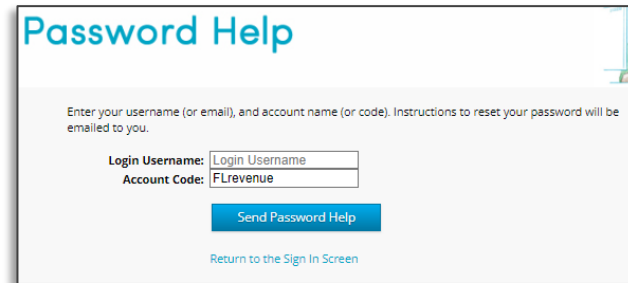
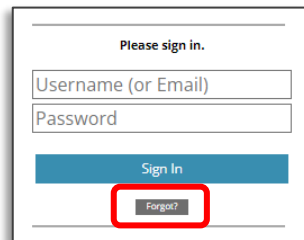
Click **Return to Content** or click **Sign Out** to exit.

Return to Content

AAA | [] [] [] | Sign Out | []

Assistance

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



- ▶ 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.