

# Tax Collector Online Training via Gauge and ProctorU

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



# Overview

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

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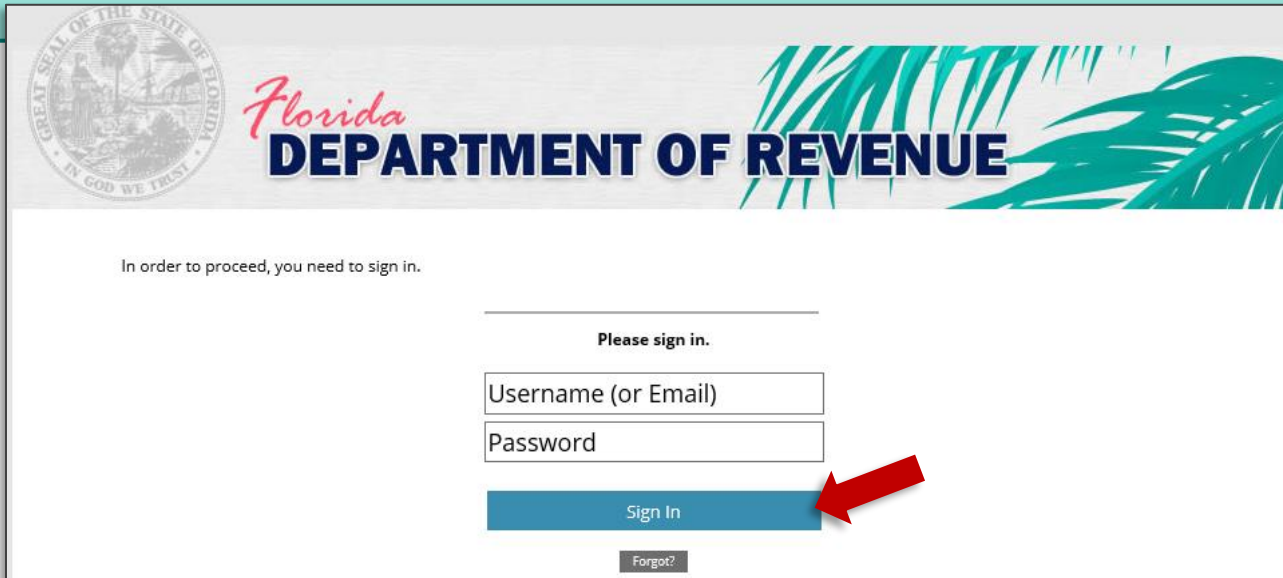
# Log in to Gauge

[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." which contains 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 link that says "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)

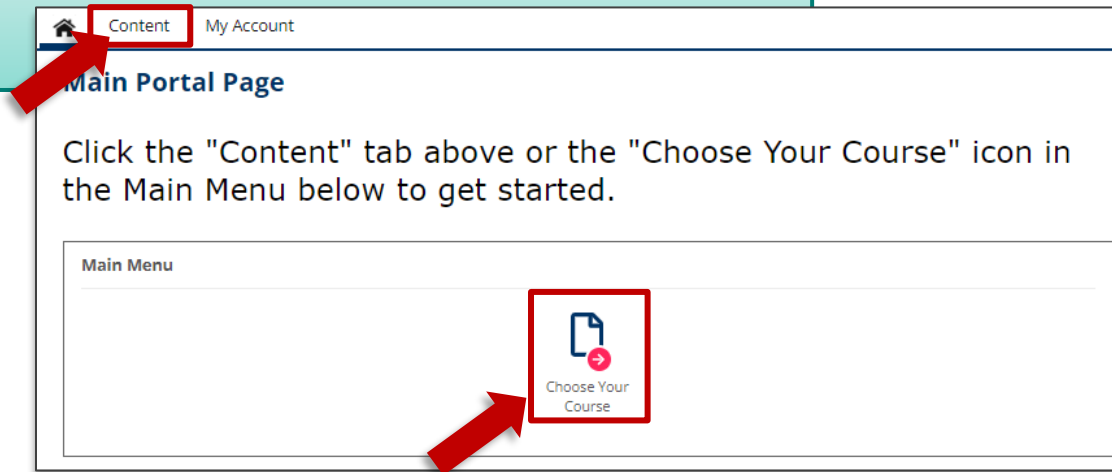
Validate:  (retype the password entered above to validate)



Update My Account

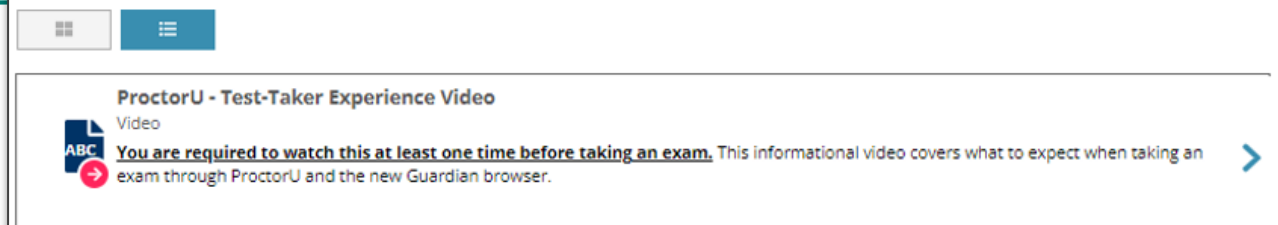
# Complete Course Prerequisite

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"><li>• Exam Preparation and Instructions</li><li>• Exam Scheduling and Rescheduling</li><li>• Approved Resource - Exam Day Steps and Resources</li></ul>

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](mailto:PTOTraining@floridarevenue.com).

1wpp4w462e98q... 1 / 2 | — 80% + | [Icons] [Download] [Print] [More]

### 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.

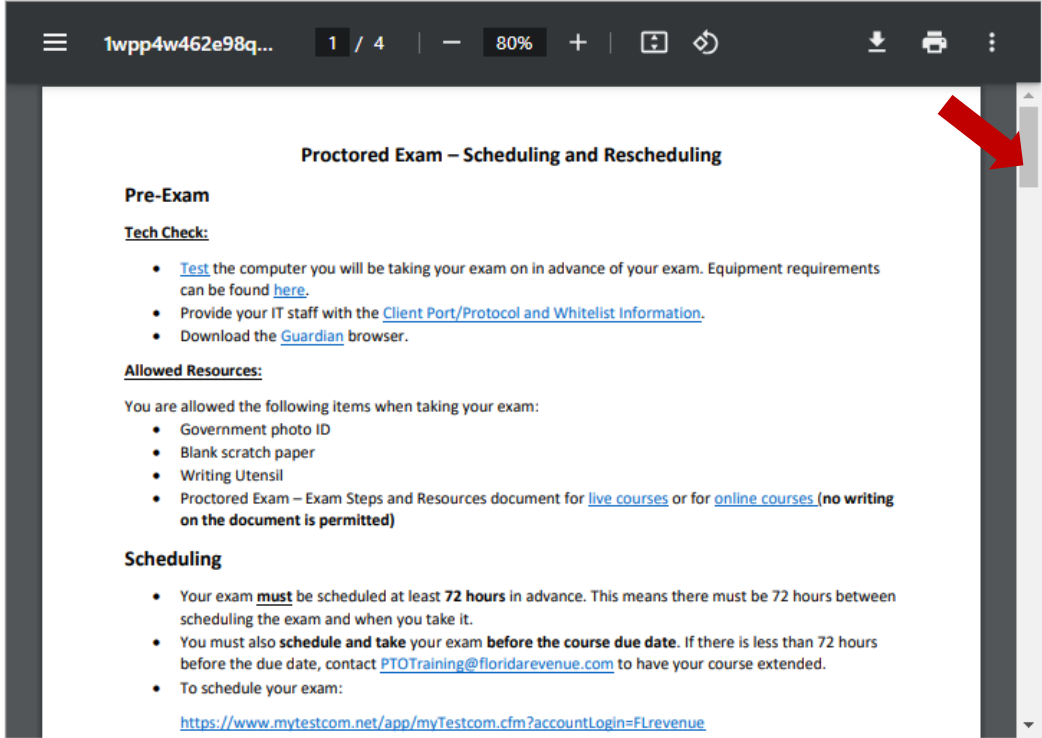
Lesson Page

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](mailto: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.**

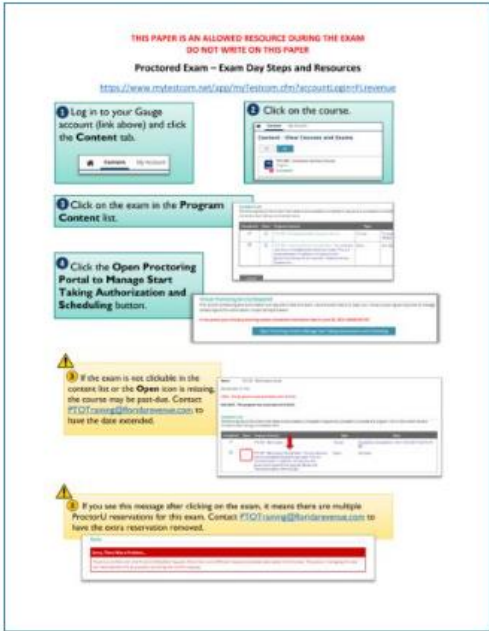
Click the **Complete Lesson** button to continue.

**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=10701>

- 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](mailto: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](mailto:PTCUTtraining@mytestroom.com) to have the extra reservation removed.

**Complete Lesson**


Stop and Restart/Resume Later

# Select the Course


**Content - View Courses and Exams**

Grid icon | List icon

---



**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.

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**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



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 **TCC 001 - Bankruptcy Course**  
Program 



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

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 **TCC 003 - Customer Service Course**  
Program 

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 **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

- 2 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

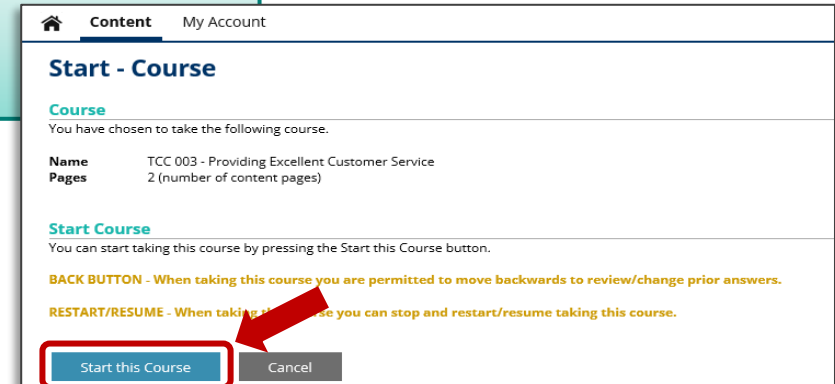
The following lists all the content that needs to be successfully completed in sequence to successfully complete this program. Click on the content name to choose and start taking uncompleted items.

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.

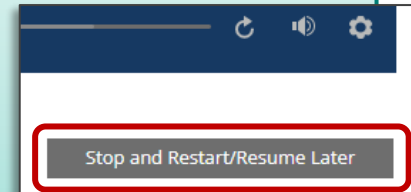
A screenshot of the 'Next -> Page' button, which is a teal button with white text. It is highlighted with a red rectangular box.

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



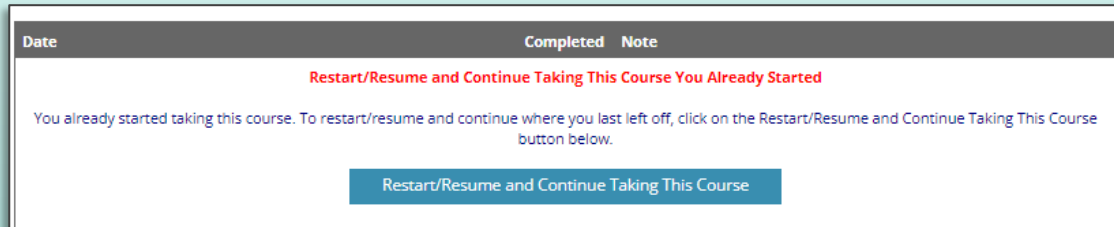
When resuming the course, you must use the same computer and internet browser that you used to begin the course. Using a different computer or browser will restart the course.



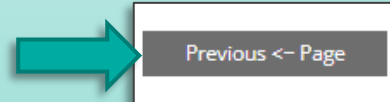
# Take the Course

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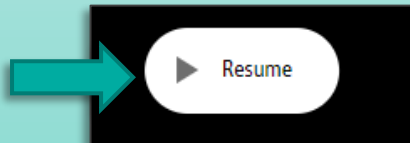
**2d** To resume, click the course title from the **Content** page. Click the **Restart/Resume and Continue Taking This Course** button. The course survey page will open.



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



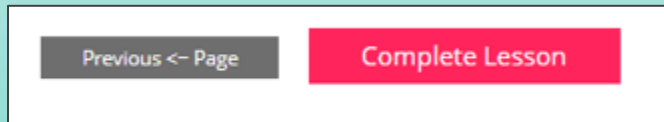
Click **Resume** to continue the course.



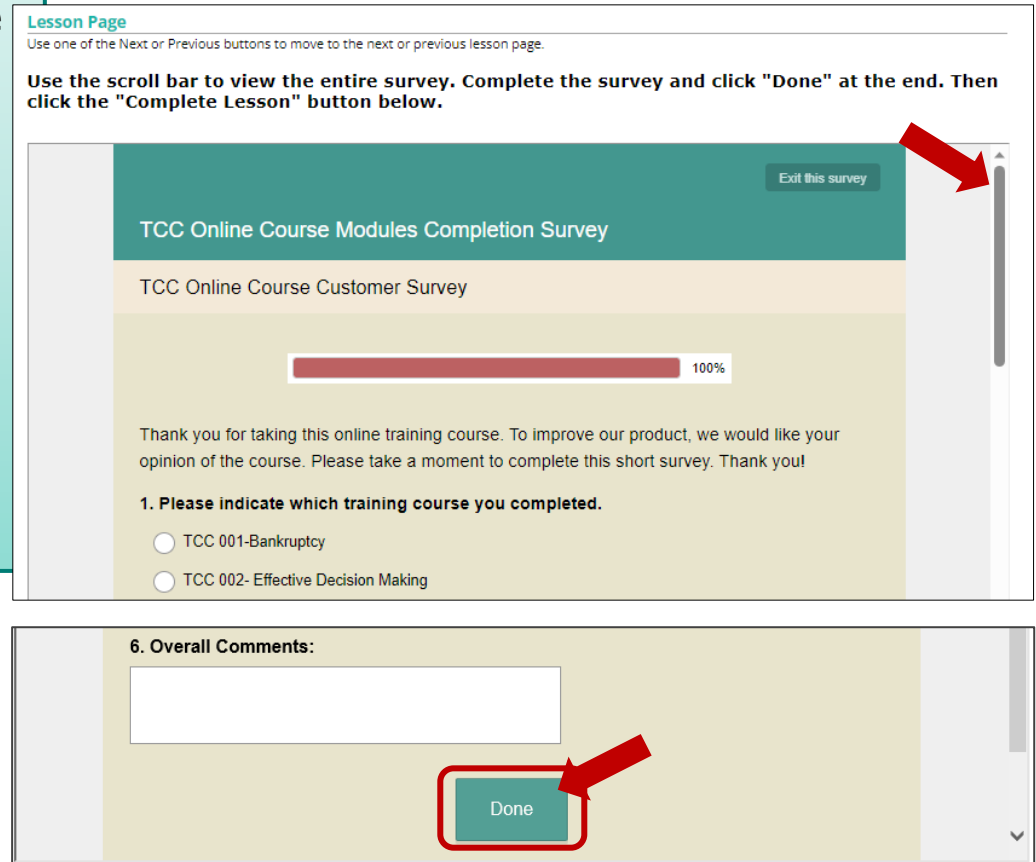
# Take the Course

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 Options

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The Department now offers examinees the option to pay a fee to “Take it Now” or “Take it Soon” for all course exams. This fee is in addition to any registration, exam retake, or no-show fees paid to the Department.

**Take it Now** allows examinees to schedule an exam within 24 hours. The fee for this option is \$12 and must be paid on the ProctorU site before scheduling the exam.





**Take it Soon** allows examinees to schedule an exam within 72 hours. The fee for this option is \$8.00 and must be paid on the ProctorU site before scheduling the exam.

**Standard** allows examinees to schedule an exam a minimum of 72 hours in advance. The fee for this option is included with the initial registration.

# 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	<a href="#">Check your exam rules</a> <b>Schedule</b>

## 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**.

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	<b>SELECT</b>
12:40PM EDT Monday, May 6, 2024 11 days from now	TCC 003 - Customer Service Course Exam	<b>SELECT</b>
12:50PM EDT Monday, May 6, 2024 11 days from now	TCC 003 - Customer Service Course Exam	<b>SELECT</b>
1:20PM EDT Monday, May 6, 2024 11 days from now	TCC 003 - Customer Service Course Exam	<b>SELECT</b>
1:40PM EDT Monday, May 6, 2024 11 days from now	TCC 003 - Customer Service Course Exam	<b>SELECT</b>

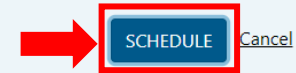
**5** The available times closest to the time you selected display. Click **Select** next to the exam time of your choice.

# Schedule the Exam

6 Click **Schedule** to confirm.

Please click "Schedule" to confirm your time:

1:20PM EDT  
Monday, May 6, 2024



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
<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 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	<a href="#">Check your exam rules</a> <a href="#">Reschedule</a> <a href="#">Cancel</a>

## 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	<a href="#">SELECT</a>
11:50AM EDT Tuesday, May 7, 2024 12 days from now	TCC 003 - Customer Service Course Exam	<a href="#">SELECT</a>
12:00PM EDT Tuesday, May 7, 2024 12 days from now	TCC 003 - Customer Service Course Exam	<a href="#">SELECT</a>
12:20PM EDT Tuesday, May 7, 2024 12 days from now	TCC 003 - Customer Service Course Exam	<a href="#">SELECT</a>
12:50PM EDT Tuesday, May 7, 2024 12 days from now	TCC 003 - Customer Service Course Exam	<a href="#">SELECT</a>



# 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

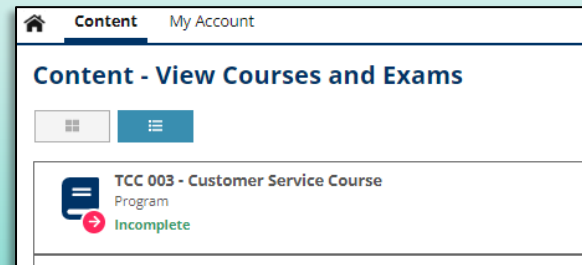


[Click here to access Gauge.](#)

- 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.

Content My Account

## Start - Exam

**Exam**

You have chosen to take the following exam.

<b>Name</b>	TCC 003 - Customer Service Course Exam
<b>Description</b>	Your exam <b>must</b> be completed within <b>30 days of beginning the course</b> and <b>must</b> be scheduled a <b>minimum of 72 hours in advance</b> . You will have <b>one hour</b> to complete and submit your exam. This is a proctored exam. A private room, webcam, microphone, and government issued ID are <b>required</b> .
<b>Questions</b>	Please email any questions to <a href="mailto:PTOTraining@floridarevenue.com">PTOTraining@floridarevenue.com</a> .
<b>Time Limit</b>	20 (number of questions) 60 (minutes)

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.

## Start Exam

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.

**I Agree and Acknowledge** 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.

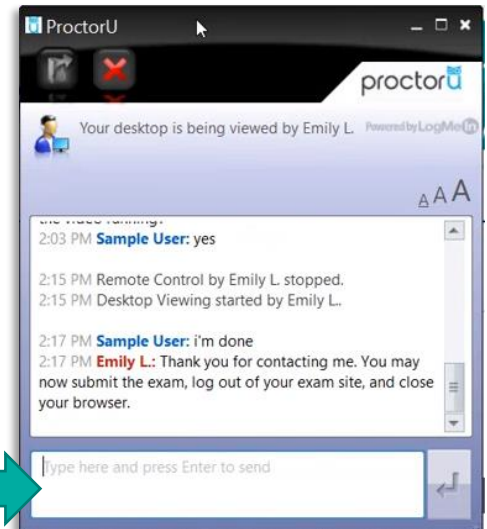
Submit ← Back

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](mailto: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](mailto: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](#) | 

# Re-exam and No-show Fee

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

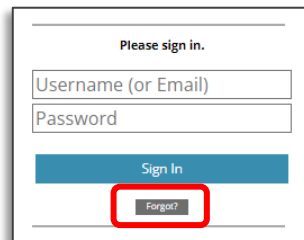
- Re-exams (any exam taken after the first attempt)
- No-shows (not attempting to take the exam at the scheduled date and time)

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

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



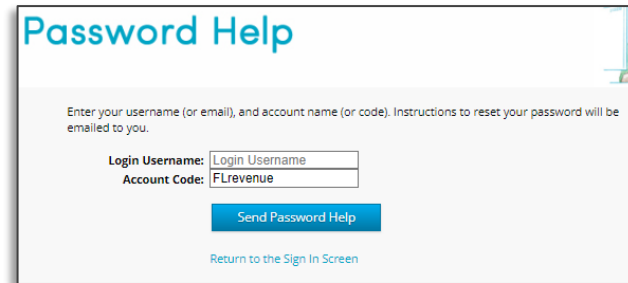
Please sign in.

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:

Account Code:

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](mailto:PTOTraining@floridarevenue.com).