



FLORIDA DEPARTMENT OF LAW ENFORCEMENT: EXAMINATION REGISTRATION GUIDE

NOTE: You will not be able to create an account or schedule your exam until your training site uploads your scores to FDLE. Once your scores are received by FDLE, FDLE will then need to send a notice to Pearson VUE, authorizing you to schedule your exam. The entire process may take 2 – 3 days from the date your training center sends your scores to FDLE.

FDLE's New Computer Based Test (CBT)

FDLE is updating its paper and pencil Law Enforcement FCMS exam to a new, computer-based test (CBT) format. As part of this transition, you will be able to schedule your Law Enforcement FCMS exam at a Pearson VUE test center near your training location. The steps for making your reservation are outlined below.

The transition from paper and pencil to computer based tests will take place through the middle of 2014. Paper and pencil test facilities will be retired as more test centers begin offering the computer based version of the test.

Exam Authorization

If you are receiving this information from your training site, you have been or will be authorized to take a Florida Law Enforcement FCMS exam in the very near future. You must first be authorized by the Florida Department of Law Enforcement before you can schedule your exam with Pearson VUE. You will be authorized to take the exam shortly after your training facility submits your course passing status to FDLE. FDLE must then send an authorization file to Pearson VUE on your behalf. This process can take anywhere from 48-72 hours.

Exam Scheduling

Once you are authorized to take your exam, you can schedule an exam with Pearson VUE in one of two ways, either online or by phone. Regardless of which scheduling method you choose, you will need to provide the following information:

- your legal name as submitted in your application to your training facility
- your date of birth
- a form of payment (e.g., a debit/credit card number or a pre-paid voucher number)
- the name of the examination that you have been authorized to take

Scheduling Option 1: Scheduling Online

If you wish to schedule your exam online, you will first need to create a Web account with Pearson VUE.

Creating a Web Account

1. Point your Web browser to www.pearsonvue.com/fdle/.

2. Click Schedule Online.
3. Under “New users, please sign up” in the highlighted box, click Create a Web Account.

4. Enter your First Name, Last Name, Date of Birth, and your Email Address. Then click Next.

5. Follow the instructions and complete the additional information as requested.
6. Create a login ID for the Pearson VUE Website. Use this ID to log into your Pearson VUE account, check the status of your exam reservation, or to cancel or change your reservation.
7. Create a password for your account.
8. Provide answers to your account security questions when prompted.

At the end of this process, you will either receive a notification indicating that your account has been created and you can now schedule your exam, or that the information you submitted is under review. If you receive a message indicating that your information is under review, additional information may be needed to verify your identity before you can create your online account. Pearson VUE will contact you by email within 48 hours with a notice indicating that your information has been reviewed successfully and you can now schedule your exam or that additional information is needed before you can proceed.

Scheduling an Exam Online

After creating your online account, follow the steps below to schedule your exam online.

1. **Point** your Web browser to www.pearsonvue.com/fdle/.
2. **Click** Schedule Online.
3. **Enter** the ID and password you submitted in the Creating a Web Account section above. Click Log In.
4. **Select** the Sponsor: Florida Department of Law Enforcement
5. **Select** the Test Program (the examination that you have been authorized to take)
6. **Select** a test center.
7. **Select** a date and time. NOTE: The page will refresh itself after selecting the date and time.
8. **Select** Add to Shopping Cart.
9. **Select** Proceed to Checkout.
10. **Review** your shopping cart to ensure that you have selected the examination, test center, date and time that you desire. (If you wish to make any changes Select Change or Remove and repeat Steps 2-7 above.)
11. **Select** Proceed to Checkout.
12. **Pay** for the examination. (Payment can be made with a credit card number or, if your school offers it, a pre-paid voucher.)
13. **Print** your receipt. You will also receive an e-mail confirmation of your appointment.

NOTE: Plan to arrive for your examination at least 30 minutes early. For example, if the allotted time for your exam is 8:00 a.m.-12:00 noon, please show up for your exam at 7:30.

Scheduling Option 2: Scheduling by Phone

To schedule by phone, please contact the Pearson VUE call center at **877-242-1697** and select option 6 to schedule an exam. NOTE: You will need to provide the same information above listed above under Scheduling Online before you will be able to schedule your exam through a call center agent.

Refunds and Cancellations

What if I need to cancel/change my reservation?

To cancel a test and receive a refund, you must cancel at least 48 hours before your test date and time. In other words, if your exam is scheduled for 10:00 a.m. on October 15, you must cancel your exam no later than 10:00 a.m. on October 13 in order to be eligible for a refund. Failure to cancel your exam within 48 hours of your appointment will result in forfeiting your entire exam fee.

Reviewing, changing or canceling an existing reservation

To cancel your exam online:

- **Log-in** to www.pearsonvue.com (Pearson VUE's registration/test delivery web site).
- **Select** "View Schedule" to see your scheduled examination.
- The system will prompt you through the process of changing or canceling your reservation.

To cancel your exam by phone:

- Contact the Pearson VUE call center at 877-242-1697.

Technical Advice

I cannot register. What's wrong?

- Pearson VUE may not have received your authorization to test from FDLE. Please wait 48 – 72 hours after your training center uploads your scores to FDLE before attempting to schedule your exam or to contact FDLE for assistance.
- If you attempt to register in the middle of the night (between 12:00 midnight and 5:00 a.m.), Pearson VUE's servers may be in the process of being updated while you are attempting to schedule your exam. The system may not be available during that time.

Customer Service

What do I do if I get stuck?

- Technical issue: contact pearsonvuecustomerservice@pearson.com
- Customer Service issue: use the following number:

- Please call for assistance FDLE

877-242-1697

What to Bring to the Test Center, Exam Site Information, etc.

To view more information about the exam, how to make a reservation, what to bring to the test center, etc., please be sure to download and review the candidate handbook located at www.pearsonvue.com/fdle/.

Additional information, such as the most current list of exam locations, will also be made available at the www.pearsonvue.com/fdle/ Web site.

Please do NOT contact the test site for information about the exam. All questions concerning your exam reservation should be directed to 877-242-1697.