

## Florida Department of Business and Professional Regulations: FAQs

### What do I need in hand to complete an on-line test reservation?

In order to make an on-line reservation, you will need the following:

- Your social security number
- Form of payment, for example: debit/credit card (AMEX, Visa, MC), current checking account information or a pre-paid voucher.
- Know the name of the examination that you have been authorized to take.

### How do I Login and register?

- **Log-in** to Pearson VUE's web site for test registration at [www.catglobal.com](http://www.catglobal.com).
- **Enter your ID and password**

#### **For the Electrical, Alarm Contractors and Construction Business and Finance examinations:**

- Your **ID** is "FLE" followed by your social security number. *For example: FLE123456789*
- Your **password** is just your nine digit social security number.

#### **For all other DBPR programs:**

- Your **ID** is "FLP" followed by your Social Security Number. *For example: FLP123456789*
- Your **password** is the same as your ID, "FLP" and your Social Security Number.

Once you enter your ID and password, click "LOG-IN".

#### **Please Note:**

If your ID and Password are not recognized by the system, please contact Promissor, at 1-888-204-6230 for additional information.

- **Update Your Account**  
If any demographic information is incorrect, for example: address or telephone number, you will not be able to change it. On the day of your examination, please request a change form at the test center. At that time, you may update your information or it will be forwarded to the Department of Business and Professional Regulations on your behalf.

## SELECT YOUR TEST

- **How do I select my test?**

The Register page will provide you with the examination(s) that you have been authorized to take by the Department of Business and Professional Regulations. If the examination that you are authorized for is not correct, please contact the Department of Business and Professional Regulations Customer Contact Center: 850-487-1395 or via e-mail: [call.center@dbpr.state.fl.us](mailto:call.center@dbpr.state.fl.us).

- **What are the steps for registration?**

**Step 1:** Log-in – your log-in ID is set up for you, for example:

FLP123456789 – **SEE Enter Your ID and password instructions above.**

**Step 2:** Select the Sponsor: Florida Department of Business and Professional Regulations

**Step 3:** Select the Test Program (the examination that you have been authorized to take)

**Step 4:** Select a test center – NOTE: The page will refresh itself after selecting the test center.

**Step 4:** Select a date and time – NOTE: The page will refresh itself after selecting the date and time.

**Step 5:** Select Add to Shopping Cart

**Step 6:** Select Proceed to Checkout

**Step 7:** Review your shopping cart to ensure that you have selected the examination, test center, date and time that you want

**Step 8:** Select Proceed to Checkout if all is okay. If not okay, select Change or Remove and repeat Steps 2-7 above.

**Step 9:** Pay for the examination – NOTE: Payment is required at the time of reservation. Acceptable forms of payment are: electronic check (must have a checking account) or debit/credit card. If neither of these is available, please see the instructions below for requesting a pre-paid voucher.

**Step 10:** Print receipt and receive e-mail confirmation. NOTE: The e-mail confirmation indicates the allotted time for examination, for example: 8:00 a.m.-12:00 noon. This **DOES NOT** mean that you can arrive any time between 8:00 a.m.-12:00 noon. What it **DOES** mean is that your examination is scheduled to begin promptly at 8:00 a.m. You should plan to arrive 30 minutes prior to any scheduled examination.

## REFUNDS AND CANCELLATIONS

### **What if I need to cancel/change my reservation?**

To cancel a test and receive a refund on your credit card or checking account, you must cancel at least 48 hours -- NOTE: not 2 days, but no less than 48 hours prior to your exam, e.g., exam time is 10:00 a.m. on

February 16. You must cancel no later than 10:00 a.m. on February 14 in order to be eligible for a full refund. There are exceptions to this policy, for questions please contact our customer care facility at 1-888-204-6289.

To review, change or cancel an existing reservation you must:

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

## **TECH ADVICE**

### **I cannot register – what's wrong?**

- If you attempt to register in the middle of the night (between 12:00 midnight and 5:00 a.m.), Pearson VUE's servers are being updated and therefore, the system may not be available.
- If you are using AOL or another 3<sup>rd</sup> party browser other than Internet Explorer or Netscape (4.7 or higher), occasionally communication problems between CATGlobal and the 3<sup>rd</sup> party browser arise. The best solution in this case is to close the browser and open a new browser window using Internet Explorer or Netscape in order to facilitate online testing.
- Some schools or businesses may have firewalls installed that interfere with your ability to connect with the CATGlobal examination registration system. In this case, you may need to register from another computer that does not have a firewall or via the telephone at 1-888-204-6289.

## **CUSTOMER SERVICE**

### **What do I do if I get stuck?**

- Technical issue – contact [Helpme@catinc.com](mailto:Helpme@catinc.com)
- Customer Service Issue – contact 1-888-204-6289