

Florida Bureau of Fire Safety Training: FAQ's

NOTE: Use the "back" button on your Web browser to return to the previous screen.

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 Student Identification Number
- Date of birth.
- 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 by clicking on the "register for an exam" button located on the Florida Bureau of Fire Safety landing page.

• **Enter your ID and password:** Your ID is "FLP" followed by your Student Identification Number. **For example: FLP12345**

Your password is your date of birth. A birthday of May 26, 1959 would be 05261959 (mm dd yyy).

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

NOTE: If your **ID and Password are not recognized by the system**, email **Pearson VUE**, at Helpme@catinc.com.

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 Florida Bureau of Fire Safety Training.

If the examination that you are authorized for is not correct, please contact the Florida Bureau of Fire Safety Training at:

• 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 State Fire Marshal.

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 5: Select a date and time

NOTE: The page will refresh itself after selecting the date and time.

Step 6: Select "Add to Checkout"

Step 7: Select "Proceed to Checkout"

Step 8: Review your shopping cart to ensure that you have selected the examination, test center, date and time that you want

Step 9: Select "Proceed to Checkout" if all is okay. If not okay, select "Change" or "Remove" and repeat Steps 2-7 above.

Step 10: Pay for your exam (credit cards, e-check and vouchers are accepted)

Step 11: 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.**

This **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.

CANCELLATIONS

What if I need to cancel/change my reservation?

To cancel a test without penalty,
you must cancel at least **48 hours prior to the exam time.**

NOTE: Not 2 days, but no less than 48 hours prior to your exam.

Example: 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 paying for the exam again.

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

- **Log in to 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 3rd party browser other than Internet Explorer or Netscape (4.7 or higher)**, occasionally communication problems between CATGlobal and the 3rd 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.

CUSTOMER SERVICE

What do I do if I get stuck?

- Technical issue: contact Helpme@catinc.com