



## FLORIDA DEPARTMENT OF LAW ENFORCEMENT: EXAMINATION REGISTRATION GUIDE

### Pilot Exam Information

FDLE is updating its paper and pencil Law Enforcement FCMS exam to a new, computer-based test format. As part of this transition, you will need 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.

For 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/](http://www.pearsonvue.com/fdle/).\*

### Exam Authorization

Before you can schedule your exam with Pearson VUE, you must first be authorized by the Florida Department of Law Enforcement. If you are receiving this information from your training site's instructor or facilitator, you have been or will be authorized to take the Law Enforcement FCMS exam in the very near future. You will not be able to schedule your exam until Pearson VUE receives an authorization file for you from FDLE. You will be authorized to take the exam shortly after your training facility submits your final course passing status to FDLE.

### Exam Scheduling

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 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/](http://www.pearsonvue.com/fdle/).
2. Click Schedule Online.

- Under “New users, please sign up” in the highlighted box, click Create a Web Account.

Returning users, please sign in:

Username:

Password:

[I forgot my username.](#)  
[I forgot my password.](#)

[Sign In](#)

**New users, please sign up:**  
[Create a web account.](#)

Click this link.

- Enter your First Name, Last Name, Date of Birth, and your Email Address as instructed. Then click Next. **NOTE: You only need to submit your First Name, Last Name, and Date of Birth.**

**New users, please sign up for a web account**

\*Have you received your FDLE ID?  Yes, my FDLE ID is:

Yes, I have received my FDLE ID, but I do not have it with me.

No, I have not received my FDLE ID.

**Personal**

IMPORTANT: YOU MUST ENTER YOUR LEGAL NAME EXACTLY AS IT APPEARS ON THE IDENTIFICATION YOU WILL PRESENT AT THE TEST CENTER. If there is not an exact match, you will not be able to take your test and you will not be reimbursed for any fees paid.

Title:   
Example: Mr., Ms., Mrs., Dr.

\*First Name / Given Name :

Middle Names:

\*Last Name / Surname / Family Name:

Suffix:   
Example: Jr., Sr., II, III, IV

\*Date of Birth: Month  Day  Year

Answer No to this section. This field is to be used only by FDLE and Pearson VUE staff for troubleshooting purposes. Instead, enter your First Name, Last Name, and Date of Birth in the Personal section below.

- Follow the instructions and complete any additional required information (Mailing Address, etc.) that is missing or incomplete.
- Create a login ID. Use this ID to log into your Pearson VUE account, check the status of your exam reservation, or to make a future reservation.
- Create a password for your account.
- Provide answers to the security questions when prompted.

After completing this process you will either receive a notification indicating that your account has been created, in which case you can proceed to the next step, or you will receive a notice indicating that the information you entered is under review and you will be contacted by Pearson VUE within 24 hours to schedule your exam. If you receive this latter message, it may mean that additional information is needed to verify your identity before you can create your online account.

### ***Scheduling an Exam Online***

1. **Point** your Web browser to [www.pearsonvue.com/fdle/](http://www.pearsonvue.com/fdle/).
2. **Click** Schedule Online.
3. **Enter** the ID and password you submitted in the Creating a Web Account section above and 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. NOTE: Only one or two test centers may be available when you schedule your exam
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 want.
11. **Select** Proceed to Checkout. Select Change or Remove and repeat Steps 2-7 above if you wish to make any changes.
12. **Pay** for the examination. NOTE: Payment for the pilot exam may be made through the use of a pre-paid voucher. If you do not have a pre-paid voucher number, please contact your training site facilitator.
13. **Print** your receipt and receive an e-mail confirmation of your appointment. NOTE: The e-mail confirmation indicates the allotted time you're your examination, for example: 8:00 a.m.-12:00 noon. This does **NOT** mean that you can arrive for the exam at any time between 8:00 a.m.-12:00 noon. This **DOES** mean 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.

### **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 on your credit card or checking account, 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 no later than 10:00 a.m. on October 13 in order to be eligible for a full refund.

#### ***Reviewing, changing or canceling an existing reservation***

- **Log-in** to [www.pearsonvue.com](http://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.

**Technical Advice*****I cannot register. What's wrong?***

- Pearson VUE may not have received your authorization to test from FDLE.
- 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.

- Please call for assistance FDLE

877-242-1697

**Customer Service*****What do I do if I get stuck?***

- Technical issue: contact [pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)
- Customer Service issue: use the following number:

- Please call for assistance FDLE

877-242-1697

**Exam Site Information**

The computer-based Law Enforcement FCMS exam will be offered at the location listed below.

1200 West International Speedway Blvd  
Assessment Services  
Bldg 100 Room 107  
Daytona Beach, FL 32114

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.