

## Testing SOP, Communication Flow and FAQ

### 1. Where are my scores, I took the test already on Everblue?

- a. If call to FDACS – check your system for uploaded score, if not there, direct them to PIO
- b. If call to PIO – check for proctor hold or ID hold, check date, if more than 5 days contact Everblue [fl.pesticide@support.goeverblue.com](mailto:fl.pesticide@support.goeverblue.com)

Provide voucher number, test, and date of exam

- c. If call to Everblue – check for proctor hold, if none send to PIO

### 2. Don't agree with proctor fail decision

- a. Call to Everblue – immediately route to PIO
- b. Call to FDACS – route to Tamara, if letter has been sent your call, if no letter, route to PIO
- c. Call to PIO – If they got a letter, refer them to Tamara. If no letter route to Brett, if gone, Emily, if both gone Jay. If ALL gone, Daisy tell them you will write down their issue and one of us will get back with them.

### 3. I can't find my login for the exam?

- a. Call to FDACS – route to Everblue contact 1-888-502-8151
- b. Call to PIO – route to Everblue contact 1-888-502-8151
- c. Call to Everblue – you got it. If you can't find them, forward with their info to PIO
- d. Can additionally have them reset password but they need their username or email:  
[https://fl.pesticide.onlinetestportal.com/login/forgot\\_password.php](https://fl.pesticide.onlinetestportal.com/login/forgot_password.php)

### 4. I need my test score now

- a. Call to PIO – check if score is in FDACS database, if so have them contact FDACS to finalize license process. If FDACS doesn't have the score check how long ago the test was taken and if ID or proctor hold. If no hold and longer than 5 days, contact Everblue [fl.pesticide@support.goeverblue.com](mailto:fl.pesticide@support.goeverblue.com) to find why score hasn't loaded. If less than 5 days, then nothing can be done, test takers are warned up front it could take this long.
- b. Call to FDACS – check system to see if score loaded, if it is in FDACS system direct to get license. If not in system, simply direct to PIO to further explore.
- c. Call to Everblue – simply refer them to PIO

### 5. Voucher not working

- a. Call to PIO – check voucher status, if “everblue” send them to everblue. If not working at all, contact FDACS for 482, if 487 just get new voucher.
- b. Call to FDACS – check if everblue, if so direct to everblue. If not FDACS can fix
- c. Call to Everblue – send to PIO

**6. Breakdown of % by category**

- a. Call to PIO – we can look it up in the system
- b. Call to FDACS – refer to PIO
- c. Everblue – refer to PIO

**7. Having problem during exam**

- a. Call to PIO – refer to everblue 1-888-502-8151
- b. Call to FDACS – refer to everblue 1-888-502-8151
- c. Call to Everblue – they know how to handle

Primary Contacts

FDACS – Tamara – [tamara.james@fdacs.gov](mailto:tamara.james@fdacs.gov)

PIO – Brett – [bwbult@ufl.edu](mailto:bwbult@ufl.edu)

Everblue Jamie and [fl.pesticide@support.goeverblue.com](mailto:fl.pesticide@support.goeverblue.com) (general help 1-888-502-8151)