



ServSafe® Food Safety Online Exam Creation and Administration

To Create a Class

- Go to www.ServSafe.com. Click on **“Instructor Resource Center.”**
- Under **“Administer Classes and Exams,”** select **“Create an Online Class.”** Enter your User ID and Password, click **“Login.”** Click **“Create Class”** under **“Action”** and next to **“09-ServSafe Food Safety Manager Certification Exam.”**
- Select **“Web”** and click **“I accept.”**
- Select language from the drop down menu and click **“Continue.”** Online exams are available in English, Spanish, Chinese and Instructor version (Note: For the Spanish-language and Chinese-language Exams *the questions and answers appear in Spanish or Chinese, the navigation/instructions are in English*).
- Please note the following details when creating a class.
 - Online Exams are not bi-lingual. Questions will only appear in English, Spanish, or Chinese, not both. Examinees cannot switch between languages.
 - Once an examinee starts an exam in one language, they must complete it in the same language.
 - The English, Spanish, Chinese and Instructor version of the exams **MUST** be administered by creating separate classes. One class must be created for all English-language examinees, another class created for all Spanish-language examinees, and another class for all Chinese-language examinees, etc.
 - A new Seat Registration Number will need to be purchased if an examinee changes their language preference after the exam has begun. The Association *will not* reimburse Seat Registration Numbers for an exam already in progress.
 - MAKE SURE THE CORRECT CLASS ACCESS CODE IS ENTERED PRIOR TO BEGINNING THE EXAM.** The Class Access Code entered is linked to the exam language and the Seat Registration Number entered. Linking an examinee to an exam language that is not their preference will require the purchase of a new Seat Registration Number.
- Complete all fields with an asterisk under the **“Request Form for Online Exams.”** If your organization does not appear under the **“Select One”** drop down box option, you must search for your company by clicking on the [Organization](#) hyperlink. If your organization is not listed, please contact the Service Center.
- Once all fields are completed click **“Save.”** You will be provided both a Class Number and Class Access Code. Print this screen or document these numbers for access to the exam. You will receive this information via email if a valid email address is on file.



To Purchase Online Exam Seats (if already purchased, go to next step)

- Click **“Access Online Course/Exam”** at the top of the page.
- Enter your user ID and password, click **“Login.”**
- Under **“Purchase Course/Exam”** located at the bottom center of the page, click **“ServSafe Food Safety Online Training and Exam.”**
- Under **“Online Products”** click **“Add to Shopping Cart”** for the **“ServSafe Manager Certification Online Exam Voucher.”**
- Ensure the email address to send Seat Registration Numbers is accurate. Enter the quantity and select **“Go to Check Out.”**
- Provide payment information and click **“Go to Order Review.”**
- Review information and click **“Place Order.”** Print the Order Confirmation for future reference. You will receive the Seat Registration Numbers via email if a valid email address is on file.



Exam Location Requirements

- Ensure a computer with Internet access, mouse and keyboard is available for every examinee.
- Review page 7 of the *ServSafe® Exam Administration Handbook*, to ensure Exam Location Standards are being met.
- Identify each examinee accurately and observe examinee behavior during exam administration to prevent cheating.

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To Begin an Online Exam

- Select **“Access Online Course/Exam”** at the top of the page (Instructor/Proctor should not be logged in on the examinees computer at this time).
- Examinee(s) enter their user ID and password(s) and select **“Login.”**
- Under **“Take Online Exam”** click on the arrow for the drop down menu and select **“ServSafe Manager Certification Online Examination.”** Below in the **“Select the Exam version”** drop down menu, select the language for which the Exam was created.
- Examinee(s) will read the **“Examinee Test Use Agreement”** and click **“I accept”** at the bottom of the page.
- Have examinee(s) complete Step 1, **Review Exam Instructions**, and Step 2, **Complete the Practice Exam**.
- Enter Seat Registration Number. Select **“Continue.”**
- Verify or update **“Personal Information”** section. Proctor enters the Class Access Code for the appropriate language needed to begin the exam. **Do not give the Class Access Code to your students.** Select **“start exam.”**
- To monitor Online Exam progress (on a separate computer), the Proctor must select **“Instructor Resource Center.”** Under **“Administer Classes and Exams,”** select **“Monitor and Grade Online Exams.”** Enter User ID and Password and select **“login.”**
- Scroll to the bottom of the page. Select **“In-progress (Online)”** from the drop down box next to **“Status.”**
- Find the appropriate class and select **“View Progress.”**
- Select the **“Suspend”** link to suspend the progress of an examinee and **“reset”** to resume.
- Without disturbing examinees, take frequent walks around the exam location to observe for cheating and to ensure directions are being flowed. **Do not leave the room while the exam is in progress!**
- When the examinee completes the exam and the Proctor enters the Class Access Code, the selects **“Finish.”** Pass/Fail results are given immediately.



To Officially Complete Exam

- To complete the Online Exam process, the Proctor must select **“Instructor Resource Center.”** Under **“Administer Classes and Exams,”** click **“Monitor and Grade Online Exams.”** Enter User ID and Password and select **“Login.”**
- Scroll to the bottom of the page select **“In-progress (Online)”** from the drop down box next to **“Status.”**
- Find the appropriate Class and select the **“View Progress,”** scroll down to the bottom of the page and select **“Grade Class.”**
- To view examinees percent scores, scroll down to find the appropriate class and select **“Score Analysis.”**
- If anything unusual occurs during exam administration, including technical difficulty, send an irregularity report to **servicecenter@restaurant.org.**
- Online exam administration is now complete and results/Certificates will be mailed out within one business day.