



Ordering the ServSafe® Food Safety and/or ServSafe Alcohol® Print-Based Exam Online

General Guidelines for Ordering Online

- The date Exam Booklets are needed must be at least nine business days from the date the order is placed.
- Exams and Certificates cannot be sent to PO Boxes.
- Exam Answer Sheets do not accompany the Exam Booklets.
- If you need to order Exams three business days or less prior to the exam date, you can not order online. You must complete the paper *Exam Request Fax*.

To Order Pencil-and-Paper Exams Online

- Go to www.ServSafe.com. Click on **"Instructor Resource Center"**
- Under **"Administer Classes and Exams,"** click **"Order Print-Based Exams."** Enter your User ID and Password, click **"Login."** Click **"Create Class"** next to 09-ServSafe Food Safety Manager Certification Exam or 08-ServSafe Alcohol Course and Advanced Exam.
- Select **"Print Based."**
- Complete all fields under the **"Request Form for Print-Based Exams."** If your organization does not appear under the **"Select One"** option you must search for your company by clicking on the blue **"Organization"** hyperlink, if your Organization is not listed please contact Exam Administration.
- Once all fields are completed click **"Save."**
- You will be provided a Class Number, please print this screen or copy this number for future reference. You will receive this information via email if a valid email address is on file.

Edit a Print-Based Exam Order Online

- Go to **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** click **"Order Print Based Exams."** Enter your User ID and Password and click **"Login."**
- If the exams *have not* been sent, your class will appear under **"Request Approved"** in the drop down **"Status"** box at the bottom of the page. Alter the information by clicking **"Edit."** Update the necessary information and click **"Save."**
- If the exams have been sent, fax an *Exam Request Form* to order additional exams. To obtain a form, go to **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** click **"Exam Admin, Info and Documents."**

Canceling a Print-Based Exam Order Online

- Go to **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** click **"Order Print-Based Exams."** Enter your User ID and Password, click **"Login."**
- If the exams *have not* been sent, your class will appear under **"Request Approved"** in the drop down **"Status"** box at the bottom of the page.
- Click **"Cancel,"** provide a reason if applicable, then click **"Cancel Exam Request."**
- If exams have been sent, upon receipt indicate why the class was cancelled on the *Exam Information Form* and return to NRA Solutions using the pre-paid mailing label.

To Track the Status of a Print-Based Class

- Click **"Instructor Resource Center."** Under **"Administer Classes and Exams"** click **"Class Tracking."**
- Enter the Class number. Click **"Submit"** and view the current status of your class. **-OR-**
- Click **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** click **"Class Tracking."** Enter your User ID and Password and click **"Login."**
- Scroll towards the bottom, click the drop down box next to **"Status"** under Sort Class Views on the right side of the screen, and search until you find your class.