



### **Information Needed to Review Exam Scores Online**

- User ID and Password. (If you do not have a User ID and Password, please submit an email to [certification@nraef.org](mailto:certification@nraef.org) with your Name, Instructor/Proctor Number, Title, Organization, Address, Phone/Fax Number and Email Address to have one created.)
- Results are typically available online within 10 business days of the exam date.

### **How to Obtain Exam Results Online**

- Go to [www.ServSafe.com](http://www.ServSafe.com). Click on "Instructor Resource Center."
- Under "Administer Classes and Exams", click "Scores/Results."
- Enter your User ID and Password. Click "Login."
- Click the drop down box and select "All" if given the option under drop down box reading Select Organization.
- Select the preferred method for searching score results by clicking on the appropriate hyperlink.

#### **Search by Class Number**

- Type Class Number. Click on "Submit."

#### **Search by Date Range**

- Enter the appropriate date range. Click on "Submit."
- Click on Program Name for the course.

#### **Search by Examinee SS#**

- Enter the ss# or the examinees Last and First name. Click on "Submit."
- Click on Program name for the course.

### **Instructor Curriculum Report**

- Bottom of the screen shows total number of examinees, total number of examinees passed, total number of examinees failed, average class point score, and average class percent score for each class. All information can be downloaded into a Microsoft® Excel® file.
- Click on "Domain Scores" at the bottom of the screen to view overall score breakdown by domain for all classes listed.
- Click on "Domain Scores" to the right to view overall score breakdown by domain for a single class.
- Click on "Class Number" to the left to access Class Score Analysis Detail Report for a single class.

### **Class Score Analysis Detail**

- Screen shows all examinees overall point and percent scores from selected class. All information can be downloaded into a Microsoft® Excel® file.
- Click the corresponding number below the last examinee name if all examinees do not appear on the initial screen.
- Click on "Student Details" button across from examinee name to access Examinee Score Analysis Detail Report for detailed information about an individual examinee.

### **Examinee Score Analysis Report Detail**

- Screen shows class information, the examinees' actual Percent Score, and examinee strengths/weaknesses by presenting the overall percent breakdown by Exam Domain.

### **Certificates/Results**

- Certificates/Results are sent to the address on the Exam Information Form within one business day of being posted to the website.