



ServSafe Alcohol® Online Exam Creation and Administration

- Instructors in Wisconsin or Michigan must contact their State Restaurant Association before conducting a ServSafe Alcohol® course or Exam.

To Create a Class

- Go to www.ServSafe.com. Click on **“Instructor Resource Center.”** Under **“Administer Classes and Exams,”** click **“Create an Online Class.”** Enter your User ID and Password, click **“Login.”**
- Click **“Create Class”** next to **“08-ServSafe Alcohol® Course and Advanced Exam.”**
- Select **“Web.”** Click **“I accept.”**
- 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.



Exam Location Requirements

- Ensure a computer with Internet access, mouse and keyboard is available for every examinee.
- Review the *ServSafe Alcohol® 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.



To Begin an Online Exam

- Go to www.ServSafe.com.
- Under **“Access My Account”** enter your ID and Password.
- If you do not have a User ID and password, under **“Access My Account”** select **“New User? Register Here”** to create one.
- Click **“Access Online Course/Exam”** on the top of the page.
- Under **“Take Online Exam,”** select **“Primary or Advanced ServSafe Alcohol Online Exam.”**
- On the **“Welcome Examinee”** page, have the examinee(s) complete the **“Practice Exam”** and read through the **“Exam Instructions.”**
- Enter the seat registration number from your e-mail and have the examinee(s) check **“I Accept.”**
- Verify or Update the **“Personal Information”** section.
- Select the state the examinee(s) is employed in from the drop down box to access the required state-specific quiz. If your state is not listed, select **“Other,”** and click **“Continue.”** The Proctor enters the class access code and clicks **“Start Exam”** to begin the Advanced Exam (the state-specific Exam must be passed before taking the Advanced Exam).
- When Exam is complete, Proctor enters the Class Access Code and clicks **“Finish.”** Pass/Fail results are given immediately.
- Online Exam administration is now complete and results/Certificates will be mailed out within one business day.

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To Officially Complete Exam

- To complete the Online Exam process, the Proctor must click **“Instructor Resource Center.”** Under **“Administer Classes and Exams,”** click **“Monitor and Grade Online Exams.”** Enter User ID and Password and click **“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 click **“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 click **“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.