

## Submitting an Online Irregularity Report

### When to Submit an Online Irregularity Report

- ☐ An examinee experiences any type of technical difficulty while taking the exam.
- ☐ There is a deviation in exam administration protocols as outlined in the *ServSafe Food Safety*.
- ☐ It is not necessary to submit an irregularity report if no irregularities occurred.



### How to Submit an Online Irregularity Report

- ☐ Send an email to Examsecurity@restaurant.org.
- ☐ Include the type of exam (ServSafe Food Safety), exam session number, and "Irregularity Report" in the subject line.
- ☐ For print exams, please make note of any irregularities in the Irregularity section on the exam information form.



### Information to be Included with an Online Irregularity Report

- ☐ Instructor/proctor user name and password, proctor access code, examinee name, exam access code, and a contact phone number for the instructor.
- ☐ The specific reason for submitting the irregularity report. If it is related to a technical error with the Association's website, be sure to include the error message exactly as it reads on the screen (if possible, copy and forward the message as part of the irregularity report).
- ☐ Resolution or action taken to resolve the irregularity (if applicable).



### Irregularity Report Resolution

- ☐ An Association representative will contact the instructor/proctor if necessary to resolve the issue.