

ServSafe® Food Safety Online Exam Creation and Administration

To Schedule Exam

1. Go to **ServSafe.com** and Log In.
2. Select **Instructors/Proctors** in the ribbon at the top of the page and then click on **Exam Management** in the teal ribbon on the following page.
3. Click the **SCHEDULE EXAM** button to the right of the exam you are ordering.
4. Read the *Examination Request Agreement Form*. Click the **I ACCEPT** button at the bottom of the form.
5. Select **Online Exam**.
6. Select language/version 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 are in Spanish or Chinese. The navigation and instructions are in English.
7. Please note the following details:
 - Online exams are bilingual and currently have a translation feature that allows examinees to toggle between the foreign language translation and English.
 - 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 exam sessions. One exam session must be created for all English-language examinees, another exam session created for all Spanish-language examinees, and another exam session for all Chinese-language examinees, etc.
 - A new exam access code will need to be purchased if an examinee changes language preference after the exam has begun. The Association will not reimburse exam access code costs for an exam already in progress.
8. Complete the **EXAM REQUEST FORM**. If your organization does display in the list, you must search for your company by clicking the **ORGANIZATION** link. If your organization is not listed, contact the Customer Care Center.
9. When all fields are completed, click **SAVE**. You will be provided both an exam session number and a proctor 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 Access Codes

1. Select **ServSafe Manager** in the ribbon at the top of the page and then select **Buy Manager Products** in the teal ribbon on the following page.
2. Under the **Manager Online Training and Certification Exams** section, select **Manager Online Training and Certification Exams**.
3. Click the **ADD TO SHOPPING CART** button for the ServSafe Manager Certification Online Exam (electronic voucher SSONLINEX). **Note:** If you are not already logged in, the **LOG IN** page will display. You must log in to continue.
4. A message displays about needing a proctor for the examination. Close the message window. **Note:** No refunds will be given for online products.
5. Enter the quantity and click the **GO TO CHECKOUT** button. Ensure that the email address to send the exam access codes is accurate.
6. Provide payment information on the **CHECKOUT** page.
7. Review your order on the **ORDER REVIEW** page. If your order is correct, click the **PLACE ORDER** button. If your order is NOT correct, click the **GO BACK TO SHIPPING & BILLING INFORMATION** button.
8. Your order number and status will display on the **ORDER PLACED SUCCESSFULLY** page. Print this page for future reference. You will receive the exam access codes 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, observe examinee behavior, and take frequent walks around the exam location during exam administration to prevent cheating.
- Have your *ServSafe Food Safety Manager Certification Proctor Checklist* available and use as a guideline for exam administration.
- Have your *Read Before Exam Script* available.



To Begin an Online Exam

- Select **ServSafe Manager** in the ribbon at the top of the page and then select **Take Online Exam** in the teal ribbon on the following page.
- The examinee will log in.
- Under **ServSafe Manager**, then the examinee should click the exam to take and select the version.
- The examinee must read the EXAMINEE TEST USE AGREEMENT and click the **I ACCEPT** button.
- The examinee enters the exam access code and clicks the **CONTINUE** button.
- The examinee verifies or updates the EXAMINEE PERSONAL INFORMATION section. The proctor enters the proctor access code to begin the exam. Do NOT give the proctor access code to examinees. The examinee selects the **START EXAM** button. **Note: Make sure the correct proctor access code is entered prior to beginning the exam. The proctor access code is linked to the exam language and the exam access code entered. Linking an examinee to an exam language that is NOT their preference will require the purchase of a new exam access code.**
- Inform examinee(s) that they will have two hours to complete the exam, unless they have an approved exam accommodation.
- To monitor online exam progress (on a separate computer), select **Instructors/Proctors** in the ribbon at the top of the homepage and then click on **Exam Management** in the teal ribbon on the following page. Select **EXAM ACTIVITIES**, then click **Monitor or Submit Online Exam Session for Grading**.
- Log in if you are not already logged in under **Exam Management**.
- Scroll down to the **VIEW EXAM SESSION STATUS** section and change the sorting information, if desired.
- Scroll to find the appropriate exam session number.
- Click the **VIEW PROGRESS** button.
- 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 followed. **Do not leave the room while the exam is in progress!**
- When the examinee completes the exam, enter the proctor access code, and select **FINISH**. Pass/fail results are given immediately.



To Officially Complete Exam

- Select **Instructors/Proctors** in the ribbon at the top of the page and then select the **Exam Management** in the teal ribbon on the following page.
- Log in if you are not already logged in.
- Scroll down to the **VIEW EXAM SESSION STATUS** section and change the sorting information, if desired.
- Scroll to find the appropriate exam session number.
- Click the **VIEW PROGRESS** button.
- After all examinees in the exam session have completed the exam, scroll to the bottom of the page and click the **GRADE EXAM SESSION** button.
- If you are grading an exam session with more examinees assigned than completed the examination, a message displays. You can click the **YES** button to continue grading the exam session. Completed exams will be graded and the exam session will be closed. Click the **NO** button to cancel exam session grading.
- To view examinees' percent scores, scroll 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 available immediately.