

## Schedule Your Exam

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1. Create an account on [ProctorU.com](https://proctoru.com). On the registration form, select "ServSafe" as your Institution. You will need to confirm your account by checking your email for the ProctorU link.
2. Schedule your Exam. Give yourself 2.5 hours for the set-up and examination.
3. View [Minimum System Requirements](#) and [test your equipment](#).
4. Download the latest version of [Google Chrome](#) or [Mozilla Firefox](#). Download the ProctorU Extension: [Chrome](#) or [Firefox](#).

## Before Your Exam

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- 1-2 days before your scheduled exam, please be sure to review ProctorU's [Exam Readiness Guide](#) and [test the equipment](#) you plan to use the day of your exam. Also, watch [ProctorU Pre-Exam Checklist](#) video so you know what to expect on exam day.
- If you wish to cancel or reschedule your exam, please login to your ProctorU account and select the "Reschedule" or "Cancel" option. If that option is not available, please connect with a [ProctorU Live Chat Representative](#).

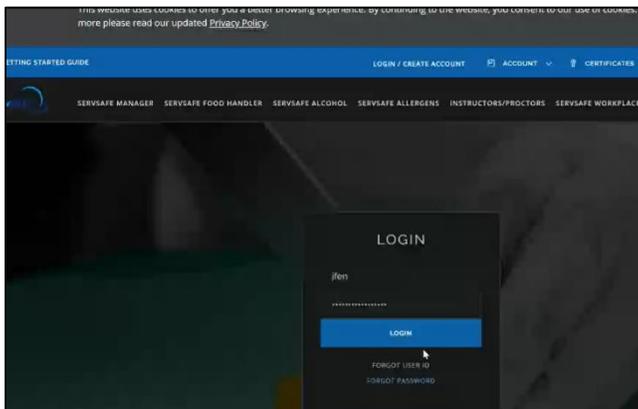
## Day of Your Exam

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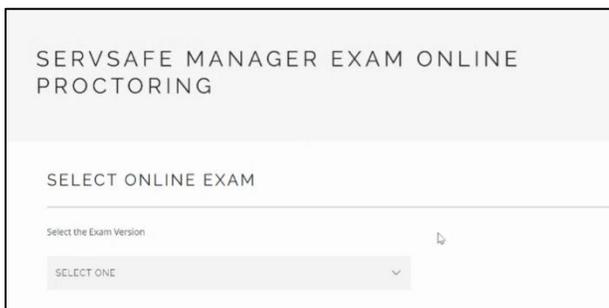
- **Prepare Your Workspace.** You must be in a private location with a clean desk area. You must also remove headphones, non-religious headwear, and smartwatches. Additional information regarding the process and workplace requirements are available [here](#).
- **Have your ID ready.** You must have a government-issued or school ID to verify your identity.
- Approximately 20 minutes prior to your scheduled exam time, **log in to your ProctorU account.**
- **Follow the prompts** as directed to download the required software, which will allow ProctorU access to your system and to record the exam session, and assess your computer and internet connection.
- **Connect to a proctor via live chat** who will supervise you during your exam using your computer screen, camera and microphone. They will guide you step-by-step in the start-up process, which includes verifying your identity and securing your testing location.



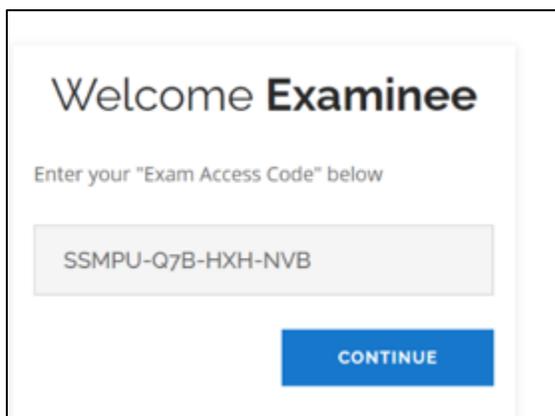
- **Follow the Proctor’s instructions** to login to your company’s portal. Make sure you have your ServSafe.com login and password, and the exam access code ready.
- The proctor will enter a secure [link](#) in the browser; **log in with your ServSafe credentials**



- **Select the exam version and language.**

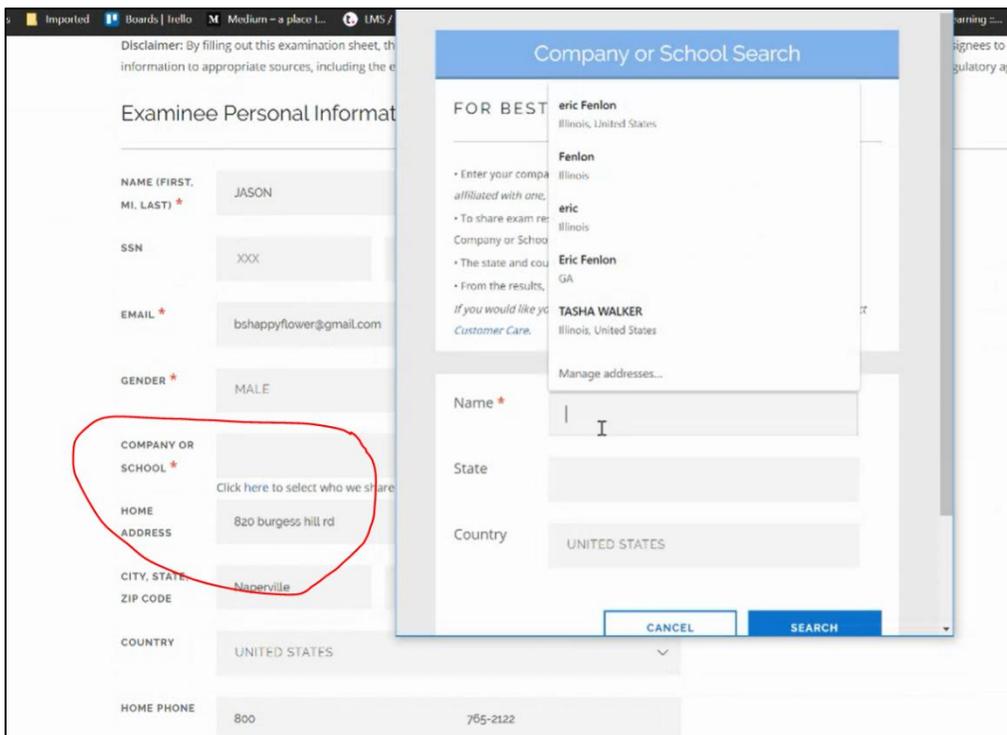


- **Accept the Examinee Test User Agreement** by selecting ‘I accept.’
- **Enter the exam access code** and select the ‘continue’ button. The exam access code will use all capital letters and dashes. Your proctor may allow you to open your email to copy and paste the code directly. Make sure there are no extra spaces at the beginning or periods at the end.

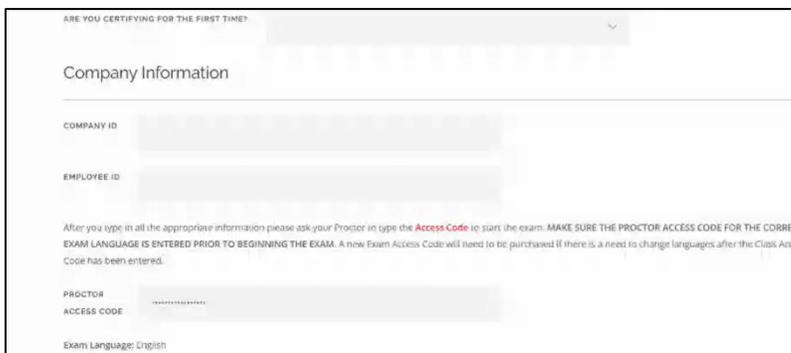


- Complete the **Examinee Personal Information** page.

- Select your company, school, or organization from the list in the pop out window



- Allow the Proctor to enter in the Proctor Access Code to start the exam.



- You will have 2 hours to complete your exam.
- Once you have answered all the questions, you will be able to review your answers on the "Answer Review" screen before you submit them for grading
- Once you have finished reviewing all of your selected answers and you're ready to grade your exam, select "Submit".
- You'll receive a pass/fail notification, the Proctor will end the Exam Session and you'll receive official notification of your results via email and can view them under My Exam Scores on ServSafe.com.

### After the Exam

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- **If you pass:** You will be able to print your official electronic ServSafe Food Protection Manager certificate immediately after you complete the exam. Simply log on to ServSafe.com, click on the Certificates tab, and can choose the "Download certificate" option to print the certificate.
- **If you fail:** If you do not pass your exam, you may schedule another exam following our Retesting policy. You will need to purchase another exam access code.
  - Our retesting policy states an examinee may take the exam the first two times within a 30-day period, if necessary. If three or more attempts are required, the examinee must wait at least 60 days from their last attempt. No more than four attempts are allowed in a 12-month period.

If you need assistance, contact the Service Center at (800) 765-2122 or [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org).