

ServSafe® Manager Certification Instructions

Thank you for taking the time to complete the ServSafe® Food Protection Manager Certification for your organization! This manager-level certification is required for SLO Food Bank Agency Partners conducting a “Full Meal Site,” which is the preparation of from-scratch, ready-to-eat meals served to the public for immediate consumption. This certification is administered by the National Restaurant Association®, an external, independent organization from the SLO Food Bank. These instructions cover how to obtain the ServSafe® Manager Certification online which includes the online course and online proctored exam for a total cost of \$179. Once the Manager-level certification is obtained, it is valid for 5 years. Please read the following instructions below on how to obtain the ServSafe® Manager Certification.

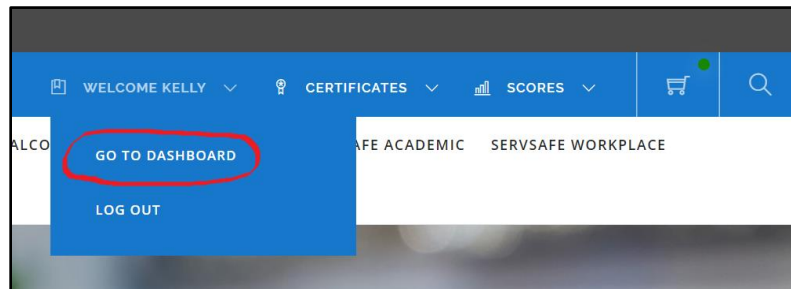
Purchasing the ServSafe® Manager Course with Online Proctored Exam

1. Go to the ServSafe® website at www.servsafe.com.
2. Select **ServSafe® Manager** on the menu bar.
3. In the center of the next page under *Buy Products*, select **Buy**.
4. Select **Buy Now** under *Manager Online Training and Certification Exams*.
5. Select **Add to Cart** under *ServSafe® Manager Course with Online Proctored Exam (SSMCT7XONLPROC)*.
 - Important: Select [Check your device](#) before completing the purchase to ensure your computer will work for the exam.
6. You will then be brought to a sign-in page. If you have an account, sign in. If not, select **Create New Profile**.
 - For new users, please complete the *New User Registration* process. Once you have, return to the “*Get Started Now*” page and follow the above steps.
7. Once you have successfully added the course and exam to your cart, please view your cart by clicking the **blue shopping cart icon** in the upper right-hand corner of the web page. Select **Checkout** to complete the transaction.
8. Complete the transaction.

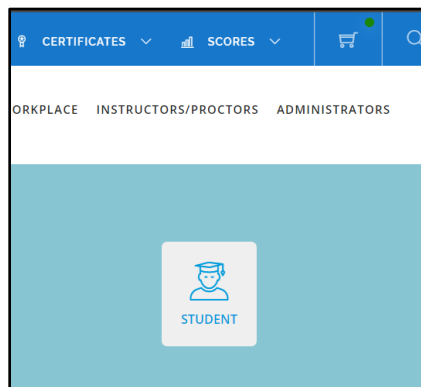
You will now be able to start the online ServSafe Manager training.

Completing the ServSafe® Manager Course Online

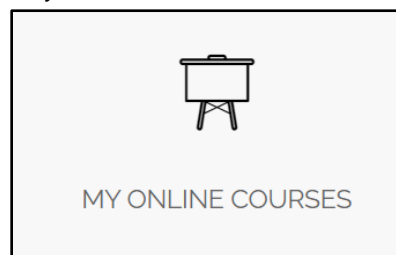
1. You will start with the ServSafe® Manager course. The course is self-paced and will take up to 8 hours to complete. The course can be completed in one-sitting or over multiple sessions. You can pause at any section of the course and return to where you left off.
2. To access the course, log into www.servsafe.com using the account created when you purchased the course and exam.
3. Hover your mouse over the button that says, “Welcome *Your Name*”, and then click on **Go To Dashboard** on the drop-down menu that appears.



4. Next, click on the **Student** icon.



5. Then scroll down to and click **My Online Courses** below the blue welcome banner.



6. From there, you can begin or resume the course.

7. At the end of the informational videos, you will be prompted to take a practice test. This practice test is a requirement of the course, but is not your final exam. Information about the final exam can be found below.

Registering and Completing the Online Proctored Exam

After completing the ServSafe® Manager-level course, you may schedule your exam through *ProctorU*, a virtual proctoring service to ensure the integrity of various online assessments. Further instructions regarding the online proctored exam will be provided to you through an email from ServSafe®. Exams do not need to be completed immediately after finishing your course. In fact, we often recommend giving yourself a few days to study and prepare for the test.

It is highly recommended that you read the [Online Proctor Exam Instructions](#) page in its entirety before scheduling your exam. This webpage outlines the instructions for the proctored portion of the ServSafe® Food Protection Manager online exam and covers how to schedule the exam, how to test your computer's compatibility with the ProctorU software, and what to expect the day of the exam.

Please note that ProctorU has strict requirements regarding the testing environment to ensure the fairness and validity of these remotely proctored exams. While a full list of these requirements may be found on this [webpage](#), some of these requirements are listed below:

- Your computer must have a working camera/webcam, microphone, and audio.
- You must have your back to a door and have the door be visible in the frame.
- You need your phone at the beginning of the test, but then it must be placed away from your testing station and not accessed until the test is complete.
- The proctor may ask to see your keyboard, which may require you to hold a phone or mirror to your webcam so they can see the full keyboard.
- You cannot have any other recording devices present, including, but not limited to, other computers, security cameras, etc.
- You will need your Exam Access Code in order to complete the test. You may either have it written down ahead of time, or easily searchable on your computer prior to your test.
- The test will take between 1-2 hours to complete.

In the case that you do not have access to a suitable testing location, please contact Suzie Freeman or Kelly Boicourt ahead of time, and we will be able to set up an appropriate room at the SLO Food Bank for you to complete the exam.

Congratulations, Food Safety Manager!

Thank you for putting forth the time and dedication required to complete this level of coursework. You have gone above and beyond to better serve the community! After successfully completing the proctored manager exam, please send a copy of the certification along with the name of the organization you represent to kboicourt@slofoodbank.org.

If you have any further questions, please contact either:

Kelly Boicourt, Partner Services Manager, (805) 457-5471, kboicourt@slofoodbank.org

Natalie DeRose, Community Programs Coordinator, (805) 457-5470, nderose@slofoodbank.org