

Creating a ProctorU Account For the Online ServSafe Food Protection Manager Exam

IMPORTANT:

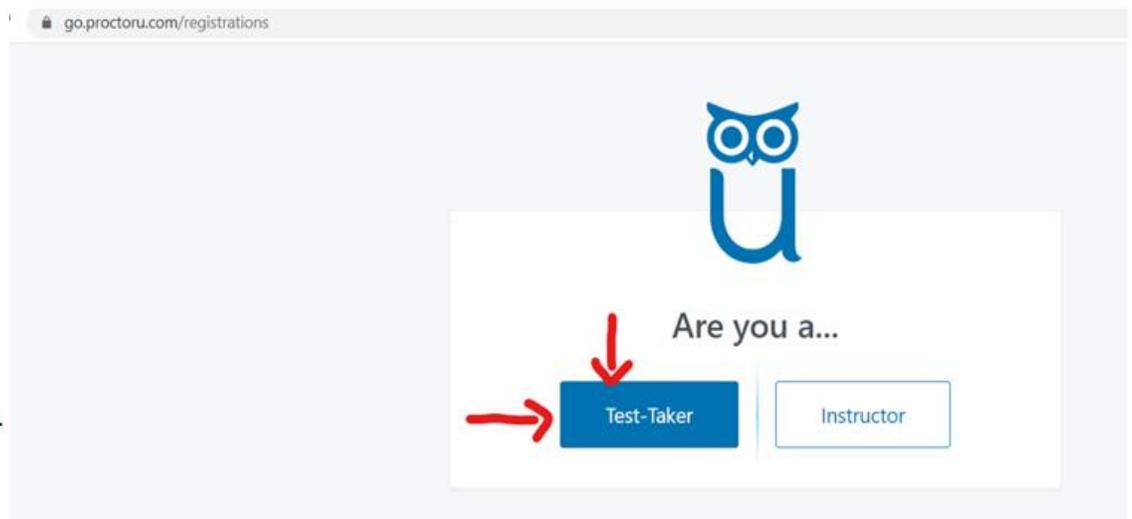
- You must create this account to schedule an exam appointment.
- On the day of the exam, you will need to sign in with your username and password to connect with a proctor and take the exam.

To create a ProctorU account, please visit <https://go.proctoru.com/registrations> and follow the steps below.

Step

1

Click on the "Test-Taker" button.

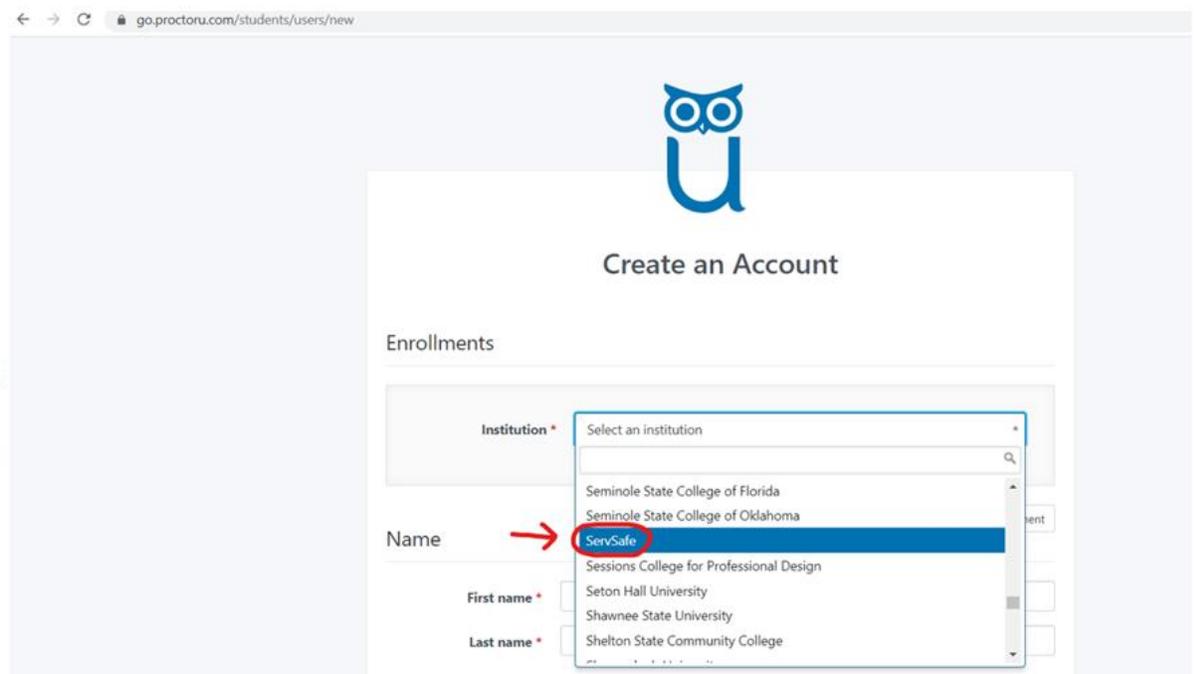


The screenshot shows the ProctorU registration page at go.proctoru.com/registrations. The page features the ProctorU owl logo and the text "Are you a...". Below this text are two buttons: "Test-Taker" and "Instructor". A red arrow points to the "Test-Taker" button, and another red arrow points to the "Test-Taker" button from the left.

Step

2

Fill out the registration form with your details and select "ServSafe" as your institution.



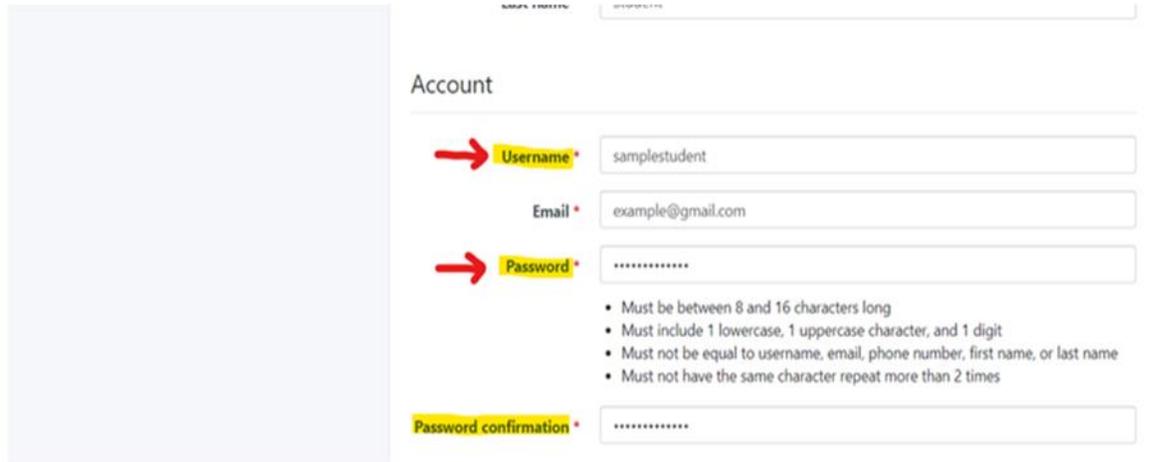
The screenshot shows the ProctorU "Create an Account" page at go.proctoru.com/students/users/new. The page features the ProctorU owl logo and the text "Create an Account". Below this text is a form with several fields: "Enrollments", "Institution *", "Name", "First name *", and "Last name *". The "Institution *" dropdown menu is open, showing a list of institutions. "ServSafe" is selected and highlighted in blue. A red arrow points to the "ServSafe" option in the dropdown menu.

* Please make sure to fill in the required fields marked with a red asterisk on the registration form.

Step

3

Here is where you will create a username and password to access your account.



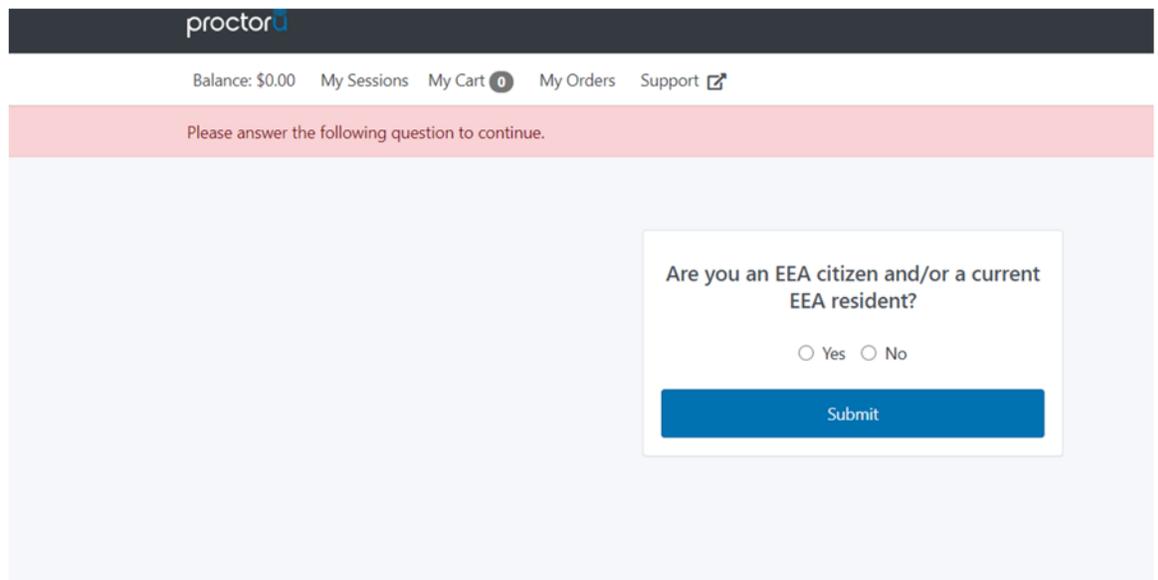
The screenshot shows the 'Account' creation page. It features four input fields: 'Username' (containing 'samplestudent'), 'Email' (containing 'example@gmail.com'), 'Password' (masked with dots), and 'Password confirmation' (masked with dots). Red arrows point to the 'Username' and 'Password' fields. Below the password field, there are four bullet points: 'Must be between 8 and 16 characters long', 'Must include 1 lowercase, 1 uppercase character, and 1 digit', 'Must not be equal to username, email, phone number, first name, or last name', and 'Must not have the same character repeat more than 2 times'.

Please save or write down your username and password and have it available the day of the exam.

Step

4

You will need to answer the following question to continue. **EEA** stands for European Economic Area.



The screenshot shows the ProctorU website header with the logo and navigation links: 'Balance: \$0.00', 'My Sessions', 'My Cart' (with a 0 icon), 'My Orders', and 'Support' (with an external link icon). Below the header is a pink banner with the text 'Please answer the following question to continue.' The main content area contains a white box with the question 'Are you an EEA citizen and/or a current EEA resident?' and two radio button options: 'Yes' and 'No'. A blue 'Submit' button is located below the options.

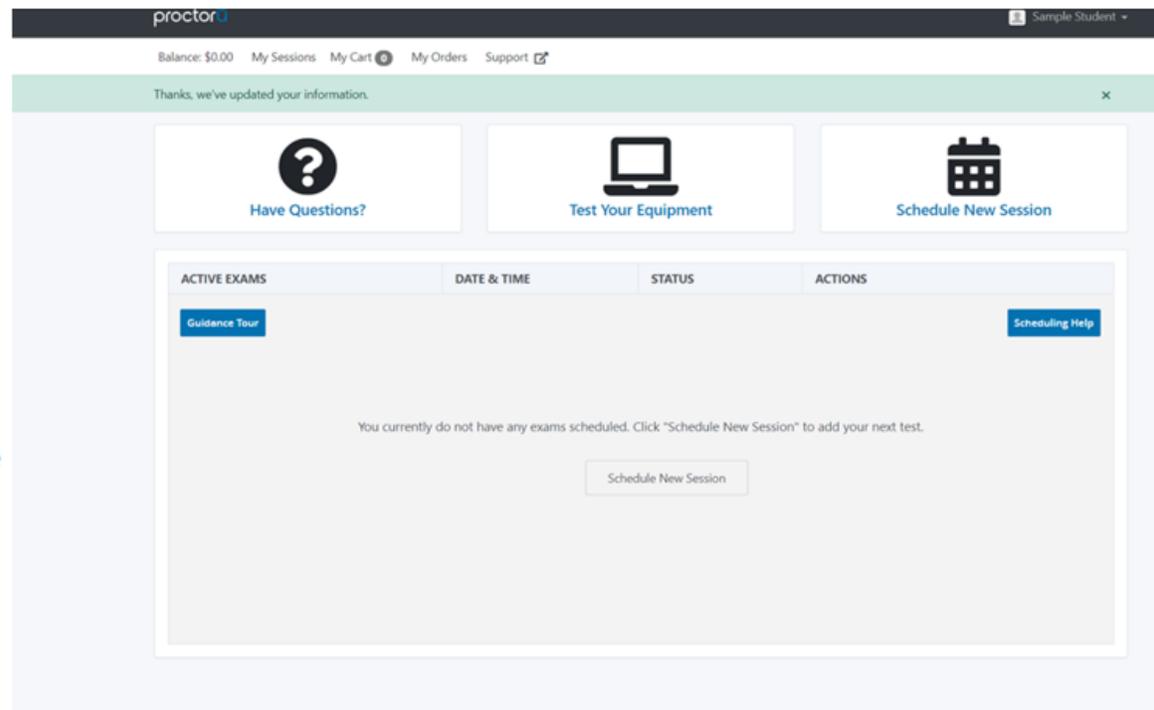
Please Note: The European Economic Area (EEA) comprises all of the countries of the European Union (Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Republic of Ireland, Romania, Slovenia, Slovak Republic, Spain, Sweden, United Kingdom) plus Iceland, Liechtenstein and Norway.

If you are a resident/citizen of the United States, you should answer “**No**” to this question.

If you are still unsure what to select as your answer, please contact **ProctorU** directly at 1-855-772-8678.

Step 5

Once you see this page, you are done creating the account.



Step 6

Check your email address to ensure that you received an Account confirmation email from ProctorU and confirm the account by clicking on the link included in the email.

Hello Sample Student! Welcome to ProctorU.

Your username is [REDACTED]

Please confirm your account by clicking the following link:

<http://go.proctoru.com/confirmations/2d7GkFXwMntS44iy1eUsW0RITXsL788umAVjAfsStMuPOZ5OxqPuSmQ/edit>

COVID-19 IMPACT

While we are currently not anticipating any disruption of service in the delivery of online proctoring for Spring or Summer terms, there may be short periods where the time it takes to connect with a proctor is longer than normal.

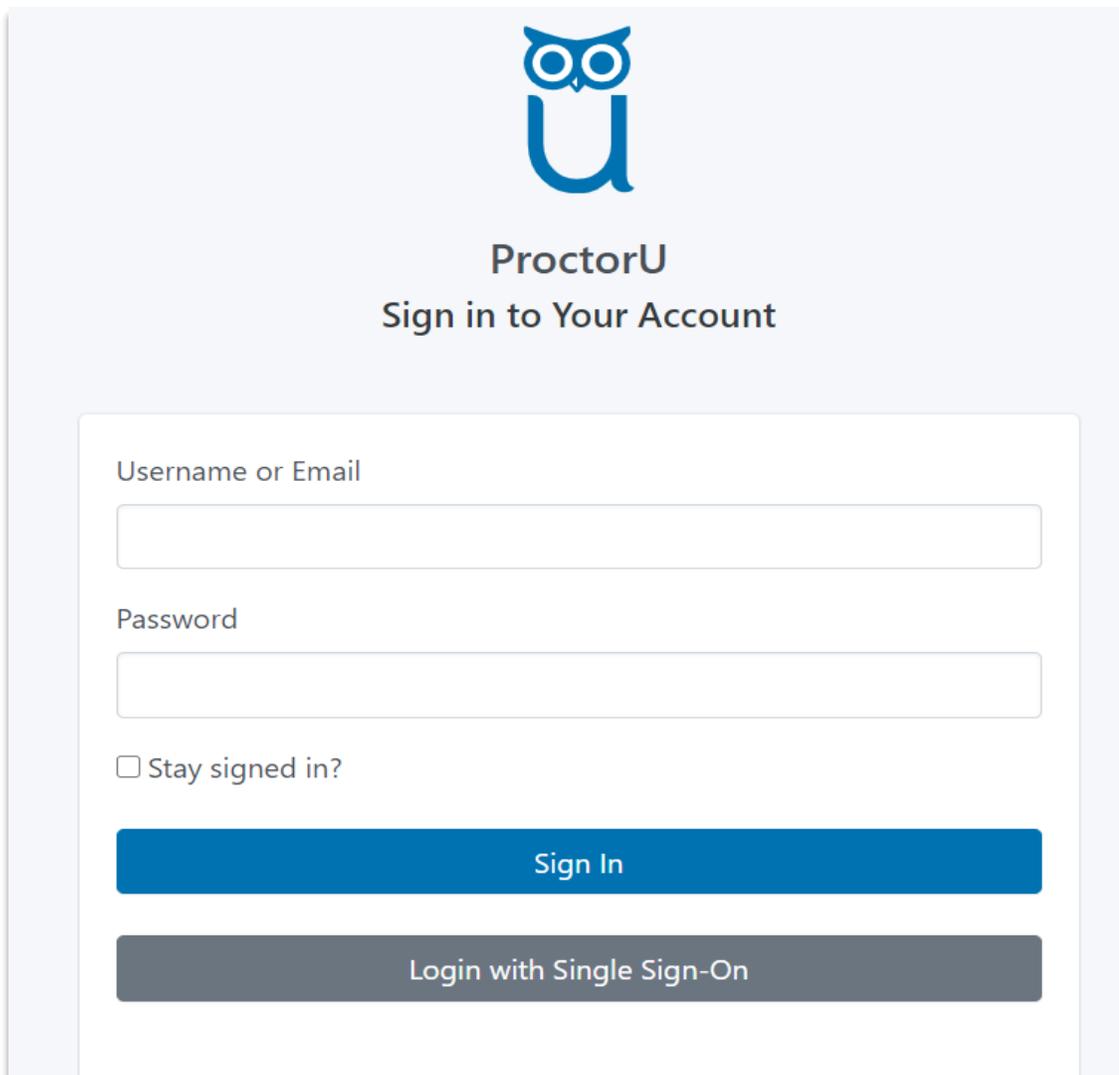
Please be patient with us as we adjust our staffing to accommodate all colleges and students equally, and provide the best service possible to every test-taker. These are challenging times, and we greatly appreciate your patience and understanding as we all get through them together.

Thank you!
ProctorU

Instructions to Schedule an Exam Appointment

STEP 1:

Log into your ProctorU account with your username and password by clicking on this link:
<https://go.proctoru.com/session/new>



The image shows a ProctorU login interface. At the top center is the ProctorU logo, which consists of a stylized owl head above a large letter 'U'. Below the logo, the text 'ProctorU' and 'Sign in to Your Account' is displayed. The login form is contained within a white box with a light gray border. It features two input fields: 'Username or Email' and 'Password'. Below these fields is a checkbox labeled 'Stay signed in?'. At the bottom of the form are two buttons: a blue 'Sign In' button and a gray 'Login with Single Sign-On' button.



ProctorU
Sign in to Your Account

Username or Email

Password

Stay signed in?

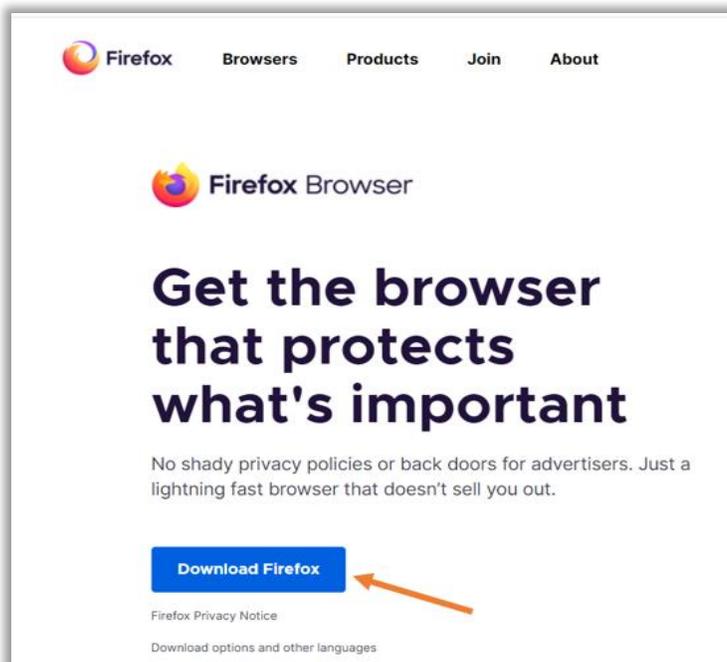
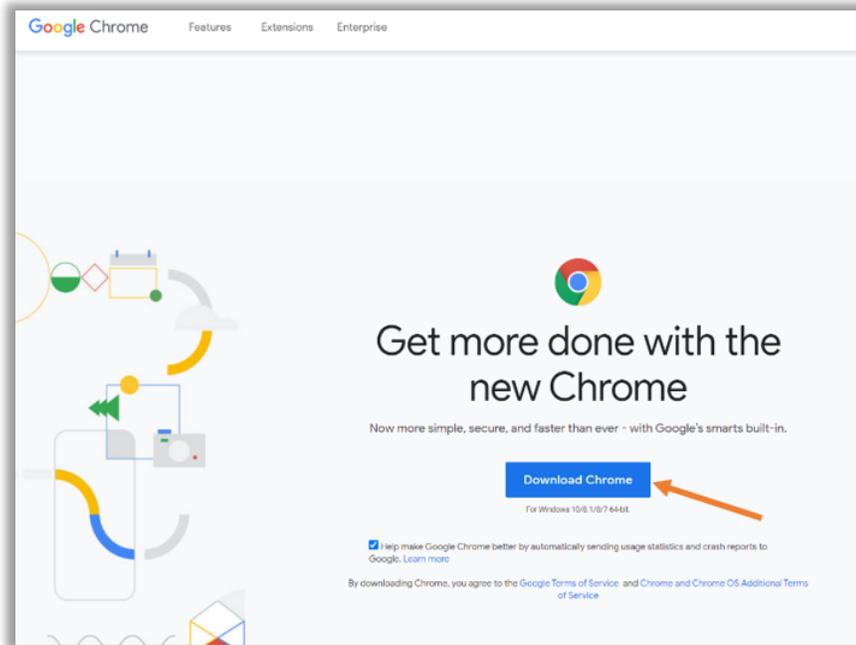
Sign In

Login with Single Sign-On

STEP 2:

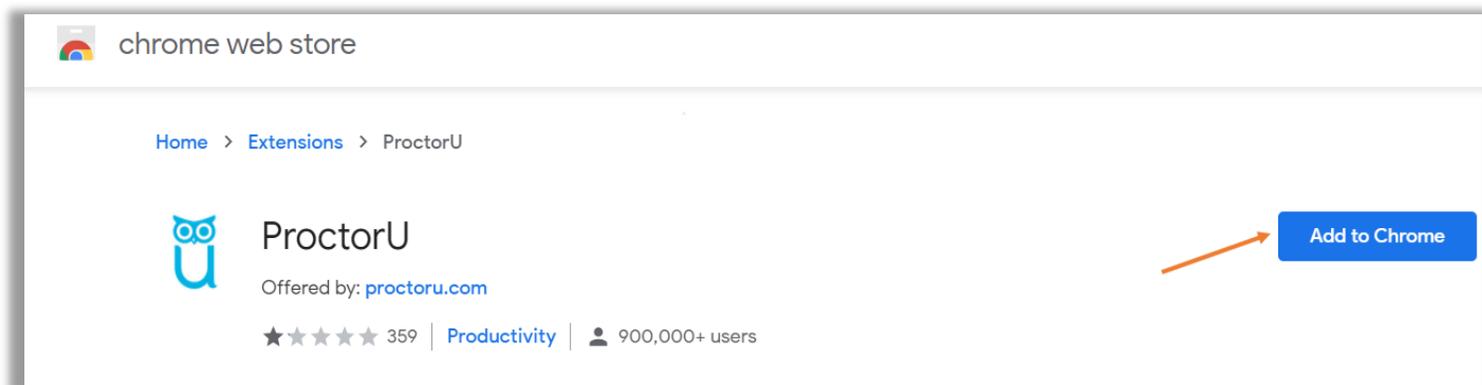
Download the latest version of [Google Chrome](#) or [Mozilla Firefox](#) if you have not yet done so. Download the ProctorU Extension: [Chrome](#) or [Firefox](#).

1 Download [Google Chrome](#) OR Download [Mozilla Firefox](#)

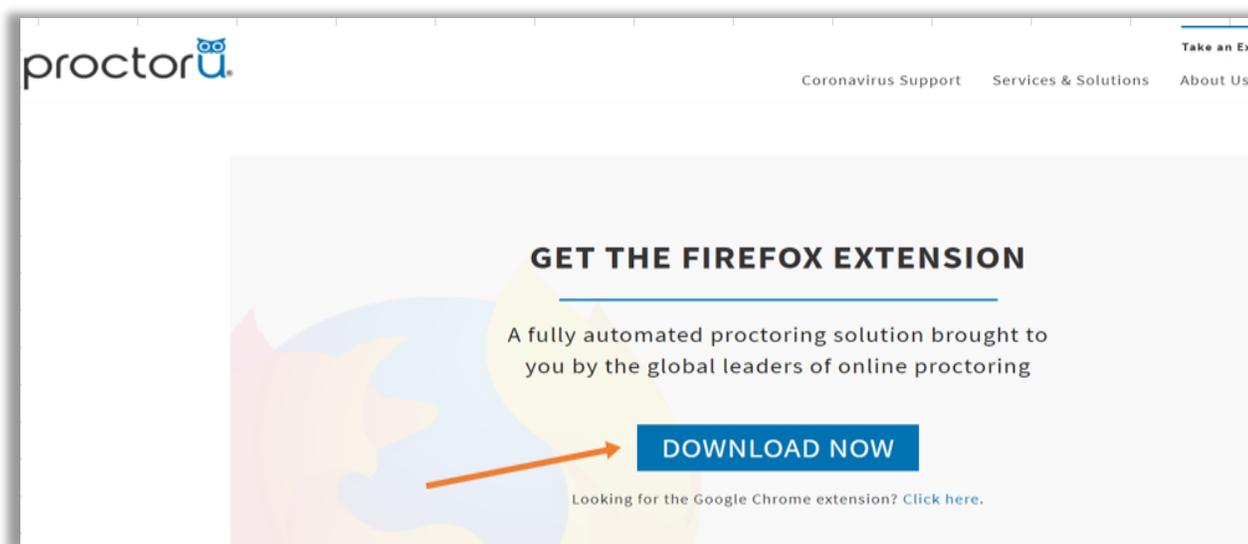


2 Download the corresponding extension to the browser.

Chrome Browser Extension: [Chrome](#)



Mozilla Firefox Browser Extension: [Firefox](#)



STEP 3:

Click on "[Test Your Equipment](#)" and follow the steps on the screen to ensure you meet [Minimum System Requirements](#). You may do this step before scheduling your exam session and before the day of the exam.

You should test on the PC or Mac computer that you plan to take your exam on. **Tablets and mobile devices are not supported.**

* See image on step 4 for reference.

STEP 4:

To schedule an exam appointment, click on “**Schedule a New Session.**”

The screenshot displays the ProctorU user interface. At the top, a navigation bar includes the ProctorU logo, a user profile icon, and links for Balance (\$0.00), My Sessions, My Cart (1), My Orders, and Support. A green notification banner reads "Thanks, we've updated your information." Below this are three main action buttons: "Have Questions?" (with a question mark icon), "Test Your Equipment" (with a laptop icon), and "Schedule New Session" (with a calendar icon). The "Test Your Equipment" button is highlighted with a red box and a callout box labeled "STEP 3" containing the text: "Click this button to check that your equipment meets the minimum system requirements." The "Schedule New Session" button is highlighted with a yellow box and a callout box labeled "STEP 4" containing the text: "Click this button to schedule an exam appointment." Below the buttons is a table with columns for ACTIVE EXAMS, DATE & TIME, STATUS, and ACTIONS. The table is currently empty, with a "Guidance Tour" button on the left and a "Scheduling Help" button on the right. A message in the center of the table states: "You currently do not have any exams scheduled. Click 'Schedule New Session' to add your next test." Below this message is a "Schedule New Session" button.

Step 5:

Confirm your institution as **ServSafe**, Select term as **ServSafe Manager**, and Select your exam as **ServSafe Food Protection Manager Certification**. Then click the “Find Sessions” button.

proctorU Sample Student

Balance: \$0.00 My Sessions My Cart My Orders Support

Select Exam for Sample Student

1. Confirm your institution ServSafe

2. Select a term ServSafe Manager

3. Select your exam ServSafe Food Protection Manager Certification

Find Sessions

STEP 6:

You may select a date and time from the list on this page. First select a date, then click on “**Find available times**” button.

Schedule Session

Select Different Time

Please select a date and time on the left. Once you have selected your date, please click the 'Find Available Times' button.

Step 1: Select a date on this calendar.

Step 2: After selecting a date click on "Find Available Times."

Step 3: Click on the "Select" button to confirm your date selection.

Select a Date	Select a Time	Available Times																																																	
<p>September 2020</p> <table border="1"><tr><th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr><tr><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr><tr><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td></tr><tr><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr><tr><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td></tr><tr><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td><td>3</td></tr><tr><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr></table>	Su	Mo	Tu	We	Th	Fr	Sa	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	<p>12 : 00 AM</p> <p>Find Available Times</p>	<p>11:50PM PDT Wednesday, September 16, 2020 2 days from now ServSafe Food Protection Manager Certification Exam SELECT</p> <p>12:30AM PDT Thursday, September 17, 2020 2 days from now ServSafe Food Protection Manager Certification Exam SELECT</p> <p>12:40AM PDT Thursday, September 17, 2020 2 days from now ServSafe Food Protection Manager Certification Exam SELECT</p> <p>12:50AM PDT Thursday, September 17, 2020 ServSafe Food Protection Manager Certification Exam SELECT</p>
Su	Mo	Tu	We	Th	Fr	Sa																																													
30	31	1	2	3	4	5																																													
6	7	8	9	10	11	12																																													
13	14	15	16	17	18	19																																													
20	21	22	23	24	25	26																																													
27	28	29	30	1	2	3																																													
4	5	6	7	8	9	10																																													

Balance: \$0.00 My Sessions My Cart 0 My Orders Support

Schedule Session

Select Different Time

Please select a date and time on the left. Once you have selected your date, please click the 'Find Available Times' button.

Select a Date

← September 2020 →

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Select a Time

↑ : 12 : 00 AM

↓

Find Available Times

Please click "Schedule" to confirm your time: **11:50PM PDT**

SCHEDULE Cancel

12:30AM PDT
Thursday, September 17, 2020
2 days from now
ServSafe Food Protection Manager Certification Exam **SELECT**

12:40AM PDT
Thursday, September 17, 2020
2 days from now
ServSafe Food Protection Manager Certification Exam **SELECT**

12:50AM PDT
Thursday, September 17, 2020
2 days from now
ServSafe Food Protection Manager Certification Exam **SELECT**

Step 4:
After you click on "Select," click on the "Schedule" button to confirm your time.

STEP 7:

You should see the following screen confirming your appointment was successfully scheduled.

Balance: \$0.00 My Sessions My Cart 0 My Orders Support

Reservation complete. ×

Your order was successful!

Print Receipt My Sessions

Session	Institution	Date & Time	Type ?	Price
ServSafe Food Protection Manager Certification Exam	ServSafe	09/16/2020 11:50PM PDT	Live+	\$0.00
Take it soon (ServSafe Food Protection Manager Certification Exam)	ServSafe	09/16/2020 11:50PM PDT	Take it soon	\$0.00
Total				\$0.00

Payment Information

Payment Method

Credit on Account

Reschedule

STEP 8:

Please check your emails to ensure that you received a **Reservation confirmation email**. If you did not receive a confirmation email you may click on this link to have it resent:

<https://go.proctoru.com/confirmations/new>

****Important Update**** Please make sure that you are using the current version of Chrome and have downloaded the ProctorU Chrome extension available at <http://bit.ly/proctoruchrome>.

Hello Sample Student!
Thank you for scheduling an exam with ProctorU.

Here are the details of your reservation:
ServSafe Food Protection Manager Certification Exam
ServSafe
2020-09-16
11:50PM (PDT-0700)

You can view this reservation here: <http://go.proctoru.com/students/reservations>
If you need to reschedule this reservation, you can modify your exam by following this link: <http://go.proctoru.com/students/reservations>

Watch our [Pre Exam Checklist video](#) so you are fully prepared for your exam session.

Please call ProctorU at 855-772-8678 or email support@proctoru.com if you have any questions.

COVID-19 IMPACT

While we are currently not anticipating any disruption of service in the delivery of online proctoring for Spring or Summer terms, there may be short periods where the time it takes to connect with a proctor is longer than normal. Please be patient with us as we adjust our staffing to accommodate all colleges and students equally, and provide the best service possible to every test-taker. These are challenging times, and we greatly appreciate your patience and understanding as we all get through them together.

Thank you & good luck on your exam!
ServSafe & ProctorU

STEP 9:

You can click on “**My Sessions**” to return to the home page of your account.

Balance: \$0.00 My Sessions My Cart 0 My Orders Support

Reservation complete.

Your order was successful!

Print Receipt My Sessions

Session	Institution	Date & Time	Type ?	Price
ServSafe Food Protection Manager Certification Exam	ServSafe	09/16/2020 11:50PM PDT	Live+	\$0.00
Take it soon (ServSafe Food Protection Manager Certification Exam)	ServSafe	09/16/2020 11:50PM PDT	Take it soon	\$0.00
Total				\$0.00

Reschedule

Payment Information

Payment Method

Credit on Account

STEP 10:

On the home page of your dashboard, you will see a timer that counts down to your appointment, a button to reschedule the appointment, and a button to cancel the appointment. Read the image below for detailed information on each item.

The screenshot shows the ProctorU dashboard with a navigation bar at the top containing 'Balance: \$0.00', 'My Sessions', 'My Cart', 'My Orders', and 'Support'. Below the navigation bar are three main buttons: 'Have Questions?', 'Test Your Equipment', and 'Schedule New Session'. A large central banner displays the text 'Time to hit the books! Your next exam begins in:' followed by a digital timer showing '1:23:20:54' (Days: 1, Hours: 23, Minutes: 20, Seconds: 54). Below the banner is a table of 'ACTIVE EXAMS' with columns for 'DATE & TIME', 'STATUS', and 'ACTIONS'. The table lists one exam: 'ServSafe Food Protection Manager Certification Exam' by 'ServSafe', scheduled for '09/16/2020 11:50PM PDT' with a status of 'Scheduled'. The 'ACTIONS' column for this exam contains 'Reschedule' and 'Cancel' buttons. A 'Showing 10 of 1 results' indicator is at the bottom left of the table.

This virtual clock countdown to your exam date and time appointment. Once the timer reaches 00:00, the option to connect/start your session will appear.

Note: Your exam time does not start until you enter the exam and start answering questions.

You can cancel your appointment by clicking on the "Cancel" button.

Note: The cancellation option will not be visible within 5 hours of your exam time.

You may reschedule your exam appointment by clicking on the "Reschedule" button.

Note: Rescheduling fees may apply.

STEP 11:

You are finished scheduling your exam appointment.

This screenshot shows the same ProctorU dashboard as in Step 10, but with a dark grey background and a white modal box overlay. The modal box contains the text 'Good luck on your upcoming exam!' and 'Explore your ProctorU account for additional resources.' with a 'By WalkMe' link. The background elements, including the navigation bar, buttons, and exam table, are dimmed.

Good luck on your upcoming exam!

Explore your ProctorU account for additional resources.

By WalkMe

Additional Information

Please read the information below to learn how to prepare before the day of the exam, what to expect the day of the exam, and after the exam. This information can be found on www.ServSafe.com at the following link: <https://www.servsafe.com/ServSafe-Manager/Online-Proctor-Exam-Instructions>

BEFORE YOUR EXAM:

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.

To learn more about what you can expect the day of the exam, you can also watch ProctorU's Pre-Exam Checklist video by clicking [here](#).

DAY OF YOUR EXAM:

- 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.
- Prepare Your Computer. Save and close all applications except for your browser prior to connecting, including Microsoft applications and chat programs.
- Have your ID ready. You must have a government-issued or school ID to verify your identity.
- Connect to Your Proctor. Approximately 3-5 minutes prior to your scheduled exam time, log in to your ProctorU account.
- After connecting with your Proctor. They will guide you step-by-step in the start-up process, which includes verifying your identity and securing your testing location.
- Connect to a live proctor in ProctorU's offices who will supervise you during your exam using your computer screen, camera and microphone.
- Download the required software, which will allow ProctorU access to your system and to record the exam session.
- When the timer reaches 00:00, download the LogMeIn software when prompted. This software will allow the proctor monitor and record your exam session.
- Follow the Proctors instructions to login to the exam. Make sure you have your ServSafe.com login ready.
- When you login to ServSafe.com, you will be need to read and accept the Examinee Test User Agreement.
- Enter the exam access code, if not automatically populated, and click the CONTINUE button.
- Complete the Examinee Personal Information page, including your Company/School affiliation for score reporting purposes. **Please indicate Premier Food Safety as your sponsoring organization, and select the Fullerton location.**
- 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:

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.

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.

You are done!

If you need further assistance in scheduling an exam appointment, please contact ProctorU Support at **1-855-772-8678**.