

Take Your ServSafe® Manager Exam with an Online Remote Proctor with ProctorU.com

Proctors supervise exams to prevent cheating and protect exam information. Online proctors use webcams and screen-sharing technology to monitor exams over the internet.

What Do I Need to Take My Exam?

Use the equipment test* to check your exam computer setup. You will need:

- Government-issued photo ID
- Webcam (minimum resolution 640x480)
- Microphone
- Fast internet connection
- Up-to-date Google Chrome (preferred) or Mozilla Firefox web browser

Install the ProctorU extension:

- Chrome extension
- Firefox extension

If you need special accommodation during your exam, please send an [accommodation application](#) to examsecurity@restaurant.com.

**Adobe Flash is no longer required to take an exam with an online proctor. Please disregard this element of the equipment test.*

Where Can I Take My Exam?

Your testing environment must have:

- Closed doors
- Good lighting

- A clean surface for your computer to rest on (not your lap or sitting surface)

Your testing environment must **not** have:

- Noise
- Other people
- Food or drinks
- Personal items
- Study materials

If you choose to take your exam with an online proctor, you grant your proctor the right to disqualify your exam if he or she detects suspicious or questionable behavior during the exam. **If you are disqualified by the online proctor you are not refunded and the exam access code can not be re-used.**

Why Would My Exam Be Disqualified & Terminated?

The proctor will end your exam if he or she believes that your actions may compromise the integrity of the exam or your testing environment. You will receive a failing score if your exam is shut down. **If you are disqualified by the online proctor you are not refunded and the exam access code can not be re-used.**

Examples of when an exam may be shut down:

- You exit the testing area during the exam.
- Your connection to the proctor is disrupted.
- You refuse to follow the proctor's instructions.
- You behave disrespectfully toward the proctor.
- An unauthorized individual enters the testing area.
- You access unpermitted materials or electronic devices.
- You open unapproved computer applications or internet windows or tabs.

If you believe your exam has been shut down unfairly, please contact [ServSafe® customer support](#). If customer support is unable to resolve your concerns, you may submit a formal complaint or appeal using the ServSafe® [complaints](#) and [appeals procedure](#). If an exam is shut down due to crude or abusive behavior, ServSafe® may deny requests for future testing.

Before the Exam

Create Account & Schedule Exam: You will be sent an email with your Exam Access Code and instructions on how to create an account at ProctorU.com and schedule your exam.

Rescheduling/Canceling: If you cannot keep your scheduled appointment, please reschedule or cancel **24 hours before** your appointment. There is no fee for rescheduling or canceling an appointment prior to **24 hours before** your appointment time.

Connect to a proctor: At the appointed time, log back into your ProctorU.com account and click START to connect with a proctor and begin the exam.

Identity: Follow instructions to take a photo of your face and ID with your webcam. You may also complete a brief verification quiz based on your public records.

Environment check: Work with your proctor to secure the testing environment. Use the webcam to show all walls and corners of the room, the ceiling, floor, desk surface, and your sitting area. You will also need a small mirror or a cell phone with a front-facing camera to show your computer screen. If you cannot secure your testing environment, you may need to reschedule your exam.

Person check: Your proctor will check to make sure that you are not wearing any unauthorized testing aids. Be prepared to show your pockets,

wrists, and ears to the camera. You may need to remove accessories that could contain wearable technology. (These may include watches, hats, and large jewelry.) If you have long hair, you will need to pull it back to show your ears.

Computer check: Briefly give the proctor control over your mouse to secure the computer itself.

If you are uncomfortable with this process, please use an in-person proctor or testing center for exam proctoring.

During the Exam

Keep your eyes on your screen during your exam. You may not use the internet to search for exam answers, and your proctor may not assist you with the exam content. Keep your head and torso in view of the webcam during the entire exam. Continue to follow your proctor's instructions.