

Administering an Online Exam (page 1 of 2)

Exam Location Requirements

- Ensure a computer with Internet access, mouse, and keyboard is available to each examinee.
- Review Exam Location Standards in this handbook.



Administer an Online Exam

- Have examinees take out their calculators and dictionaries (if English is a second language) at this time. Examinees should clear their desks/work areas of all other belongings. Scratch paper is not allowed.
- Direct examinees to myprostart.chooserestaurants.org. If examinees have not created an account, they may create one by selecting “**Register**” on the top, right corner of the home page.
- Under the “**Students**” tab, examinees select “**Take Exams.**”
- Examinees enter their email address and password or create one at this time.
- Examinees select an exam **Title** from the drop-down menu.
- Instruct examinees to read the Examinee Test Use Agreement and select “**I Accept.**”
- Have examinees complete Steps 1–3; then enter their Exam Access Code, and then select “**Continue.**”
- Examinees then verify or update the **Personal Information** section of the Exam Registration Form. The educator enters the Proctor Access Code, which will allow access to the exam.

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During the Exam

- The exam should take about an hour to complete. However, examinees should be given as much time as needed to complete their exam.
- No talking is allowed during the exam. Examinees with questions should raise their hands for assistance.
- Without disturbing the examinees, take frequent walks around the testing room to prevent cheating; ensure that students are successfully following directions and are able to have inquiries answered.
- Only one examinee at a time may go to the restroom during the exam. Examinees should close the browser before leaving the room. Upon return, log them back into the exam using the procedure followed in the beginning. Anything answered previously has been recorded; examinees can proceed to the question where they stopped.



To Complete an Online Exam

- When the examinee completes the exam, the educator enters the Proctor Access Code and then selects **“Finish.”** Pass/fail results are given immediately.
- Upon completion of the exam, examinees will be able to view their scores and print their certificates. An automated email will go to the examinee informing them that the score is now available.
- If any irregularities occurred during the exam, the educator should email these to ServiceCenter@restaurant.org after all of the examinees have completed their exam.
- The online class will automatically close 24 hours after the class has been opened.
- Answer each question to the best of your ability. If you are unsure and would like to come back to a question, select the option “Mark for Review” just above the question.
- While taking the exam, you can select the option for “Question/Answer Review”. This will show a list of all questions and indicate whether or not they have been answered. It will also indicate any questions that have been “Marked for Review.” To select a question that has been “Marked for Review” or indicates “No” for being answered, you can select the text under the question section. This will bring you back to that specific question.
- Do not select “Finish” until you have confirmed all questions have been answered.