

## Online Examination Creation and Administration

- To administer a ManageFirst Program exam you must be a registered instructor or proctor and have a user ID and password.

### To Create a Class/Administer an Online Exam

- Go to [ManageFirst.Restaurant.org](http://ManageFirst.Restaurant.org).
- Click **"Instructor Resource Center"** located on the top left side of page. Under the Administer Exams column, click **"Schedule an Online Exam."**
- Enter your user ID and password and click **"Login."**
- Click **"Create Class"** under the heading **"Action"** next to the course name you will be administering.
- Complete all fields with an asterisk (\*) under the **"Request Form for Online Exams."** If your organization does not appear under the **"Select One"** drop down box option, you must search for your company by clicking on the Organization hyperlink. If your organization is not listed, please contact the Service Center 800.765.2122, ext. 6703.
- You must make sure the course you select is the same course as that which appears on the online exam voucher (seat registration number). If the incorrect course is selected, you will need to create another class.

### To Purchase Online Exam Vouchers

- To purchase online exam vouchers (seat registration numbers) visit [MyPearsonStore.com](http://MyPearsonStore.com) or call Pearson Education Customer Service at 800.922.0579.

### Exam Location Requirements

- Ensure there is a computer with Internet access, mouse, and keyboard available for each student.
- Review the Association ManageFirst Program Exam Administration Handbook to ensure exam standards are being met.
- Identify each examinee accurately and observe examinee behavior during exam administration to prevent cheating. **Do not leave the room while the exam is in progress!**

### To Begin the Online Exam

- Go to [ManageFirst.Restaurant.org](http://ManageFirst.Restaurant.org).
- Under **"Student Resources,"** located on the bottom left side of the page, click **"Take an Online Exam."**
- Have the examinee(s) enter their web user ID and password and click **"Login."** If the examinee does not have one, select **"Create New Profile"** and complete the new user registration.
- Have examinee(s) review the exam instructions and complete the practice exam.
- Have examinee(s) check the **"I Accept"** box and enter their online exam voucher number (seat registration number). Click **"Continue."**
- The examinee(s) must complete the **"Personal Information"** section.
- The proctor enters the class access code for the appropriate exam. Click **"Start Exam."**
- When the examinee(s) have completed the exam, the proctor enters the class access code and selects **"Finish."** The pass/fail results are given immediately. However, to obtain official results and a score analysis, the exam proctor must grade the class by following instructions given on the next page.

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## To Officially Complete the Online Exam

- Have examinee(s) log off from the website.
- Click **“Instructor Resource Center”** in the upper left hand corner.
- Under the **“Administer Exams”** column, click **“Monitor and Grade Online Exams.”**
- Enter your user ID and password and click **“Login.”**
- From the drop down box at the bottom of the page, select **“In-Progress Online.”**
- Click **“View Progress”** next to the class you wish to grade.
- Scroll to the bottom of the page and click **“Grade Class.”**
- To view the examinees percent scores click **“View Score Analysis.”**
- If anything unusual occurs during the exam administration, including technical difficulty, send an *Irregularity Report* to [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org).
- Online exam administration is now complete and certificates/results will be mailed out within one business day.