

## Examinee Instructions to View Scores Online

### Information Needed to Review Exam Scores Online

- Results typically are available within 10 business days of the exam date for print exams. Scores for online exams are available immediately following exam completion.
- Availability of results online is dependent upon information provided on the answer sheet.
- Class number can be obtained from the course instructor/proctor or via email if an accurate email address was completed on the answer sheet.
- If you did not provide the necessary information on your answer sheet, do not have a class number, or cannot obtain your results from the website, you will need to contact your instructor/proctor to obtain this class number and/or your score.
- The Association is not authorized to release exam score/result information or class numbers directly to examinees.



### How to Obtain Exam Results Online

- Go to [ManageFirst.Restaurant.org](http://ManageFirst.Restaurant.org).
- Under **Student Resources** located on the lower left-hand side of page, click **“Exam and Scores.”**
- Click **“Check your Exam Score.”**
- Students should enter their user ID and password and click **“Login.”** If you do not have a log in, click **“Create New Profile”** and complete the new user registration.
- Your score results will be displayed under **“My Exams.”**
- If you do not see your class, scroll down to the box titled **“Don’t see your class?”** and enter the requested information and click **“Find Class.”**
- If you are still unable to find your class results, it is possible we may need to merge your exam transcript records. Please contact us at [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org) or 800.765.2122, ext. 6703 to resolve.



### Examinee Score Analysis Detail Report

- To view a score analysis report, click the class ID number next to the course title.
- The screen will show class information, a student’s actual percent score, and your strength/weaknesses by presenting the overall breakdown by exam domain.
- Please note:** Your original certificate is distributed to the student by the instructor/sponsor of your class.
- Click **“Tracking”** to view when certificates/results were sent to the instructor/sponsor of your class.



### Certificate/Results

Certificate/results are mailed to the instructor/proctor of your class within one business day of scores being posted to the website.

## Resolving a Technical Issue

### When You Have a Technical Issue

Most technical issues will include instructions on how to resolve the issue. If no instructions are provided, proceed to the instructions below.



### If No Instruction is Provided

- Make note of the error by taking a screen shot and close the browser. (Ctrl+Alt+Prin Screen to take a screen shot. When you are ready, right click and select **"Paste"** on your page.)
- Return the examinee to the **"Welcome Examinee"** screen and proceed with exam. The examinee will be able to continue from where they left off with their exam.
- If restarting the browser does not resolve the issue, call the Service Center at 800.765.2122 (312.715.1010 in the Chicago area), ext. 6703, and report the error so the Association may assist in resolution.
- Note any technical difficulties that occur during exam administration in an *Irregularity Report*.