Food Safety Portal Users Guide

Version 2.2
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1 Introduction to Food Safety Portal

The Prometric Food Safety Portal is an online, fully mobile system for administering testing for Food Safety programs. With 24 x 7, 365-day access, you can perform food safety tasks when convenient and gain access to important information when you need it from your desktop, laptop, tablet or smart phone. In addition, you will have access to historical and real-time data that you can view on a dashboard or share on a report. The Food Safety Portal offers a simple, secure, self-service gateway to what’s important to you.

2 Proctor Onboarding

2.1 First Time Registration – Independent proctors

To register as an independent proctor, open a web browser and navigate to: https://foodsafety.prometric.com. Proctor applicants can click Register as Independent Proctor to register.

Once all required fields are complete, click Register.

2.2 First Time Registration – Brand proctors

Agents and Proctors associated with a Food Service Brand will receive an email invitation from their Brand Agent.
Brand Proctors and Agents will then simply click on the link provided in the email to complete the registration process.

2.3 Registration form
After successfully registering, users will receive an Email Notification indicating next steps.

When the Link within the email is clicked, users will be directed to create their password.
After successfully creating the password, users will be redirected to the **Home Screen** where they will be able to manage onboarding, order products, manage events and review history.

### 2.4 Service Agreement

Before managing orders and events, all Proctors will be required to take and pass the Competency Exam. To get started, the terms of our services agreement must be read and accepted.

Click **Manage Onboarding**.

Read the Services Agreement and select the box to show agreement to the terms and conditions and click Continue.
Once service agreement terms have been accepted, the proctor application is set to pending approval by our Proctor Management team.

2.5 Proctor Competency Exam

Once the Proctor Management team approve, the status will change from “Pending Approval” to “Accepted”. Please allow up to 48 business hours for acceptance. From Accepted, the Proctor can then launch Competency exam.
3 Ordering products and managing events

Once the exam is completed and credentials are finalized, proctors may begin ordering materials and administering exams.

- **Manage Account** – moves page back to home screen to view dashboard and other resources
- **Manage Orders** – brings the proctor back to the dashboard
- **Order Products** – used to order Certified Professional Food Manager exams
- **Order History** – used to view previous orders
3.1 Ordering Procedures (Paper-Based Testing)

Select **Order Products**.

The following page will show available products for ordering from Prometric or from under the brand. Select the number of exams or materials needed and select **Add to Cart**. Once the order is complete, select **Checkout**.
3.2 Payments Information

In the Checkout screen, you will have the opportunity to provide the date your materials are needed as well as the expected administration event date. The preferable window between ordering and the event date is 10 days.

Shipping fees for orders over 6 days from event date are free. A $35 shipping fee will be charged for windows where order date is between 3 and 6 days from event date. Orders under 3 days from the event date will be charged an overnight fee of $75.

Payment options:

The independent proctor will have the ability to pay by credit card (Visa, MasterCard, or American Express).

Brand proctors may have the ability to pay by credit card or pay by proctor (brand or proctor is invoiced by Prometric).
Note: Prior to completing the order, our notice regarding refunds and reimbursements is displayed. Please pay close attention to the procedure as submitting the order confirms understanding and acceptance of the policy.

REFUNDS AND REIMBURSEMENTS

All purchases of Food Safety products, including but not limited to exam(s) and/or other services are final and nonrefundable. By completing a purchase you agree not to alter, reproduce or copy course exams or content contained within exam booklets, and not to disseminate course exam(s) and/or other content except to deliver an exam which you agree to collect and return to Prometric. You understand and agree that clicking through to 'submit' means that you have completed a purchase and that there are no refunds granted for purchases in question, even if you purchased a specific exam and/or other service by mistake. Additionally, any exams submitted that violate a proctor procedure or policy will not be scored and fees will not be refunded. It will be the responsibility of the proctor to contact the candidates, administer another exam and submit additional fees.

3.3 Summary and Order History
After successfully placing the order and payment, you will receive a summary of the order.

3.4 Ordering Procedures (Internet-Based Testing - IBT)
Internet based is offered on an individual order by order basis as the candidate must create a profile and log in to their account to order the exam. This associates the candidate profile to the exam during the event and allows for secure access to their results and certification.
Product Selection

**NOTE:** The Pay by Proctor payment option within the IBT exam will require proctor authorization and authentication prior to enabling the candidate to start the online test.
Once the pay by proctor message is accepted by the candidate, the refund and reimbursement message will appear.

Submitted orders will appear in the candidate’s order history.
To launch the IBT exam ordered, click on Exams and then click the **Launch** button. The Proctor Authentication pop-up window shows and requires the proctor to enter their credentials (portal UN / PWD) to launch.

**Note:** If the Pay by Proctor option was chosen and the associated brand is not enabled for the pay by invoice option the system will reject the proctor authentication and the exam will not be enable for launching.
Pay by Credit Card

After the candidate completes the Credit Card and the Billing details
To view exams ordered, click Exams

Again, IBT exams ordered by candidates are Proctor Required events. Once the candidate is ready to test, an authorized certified Prometric Food Safety proctor credentials are required to authenticate and authorize the test.

Once the Authorization is validated the exam will be launched on the browser and allow the candidate to confirm, accept the NDA and complete the exam.
Once the exam is completed, the Exam History can be viewed from the Candidate’s Portal

Candidate Email Notification when the exam results received to the Portal
By Selecting **Order History**, proctors will also be able to view and track the status of each order.

### 4 Managing Events

An event must be declared for all paper-based events. Through the **Manage Account** option, the ability to add new and view previous paper-based testing events is supported. This event id must be penciled in on each candidate’s answer sheet to properly record the exams delivered within each event and associate the proctor to each exam answer sheet and booklet.

#### 4.1 Adding/Declaring New Event

To add a new event, go to **Manage Account** and then select **Manage Events**. Click **Add New Event**.

Fill out all fields to note number of candidates, when and where the event will take place. The manage event page is also where requests for certificates to be mailed directly to the proctor can be found.
**Note:** if the option to “Mail Certificates to Proctor” is not checked, certificates will be sent to the individual candidate address.
4.2 Delivering the event
Candidates are required to have a unique portal id which must be obtained through the Food Safety Portal @ https://foodsafety.prometric.com/s/login/

Once the event is created, the order is received and candidates all have a portal id, proctors can then hold the event.

IMPORTANT * A clear and complete answer sheet will ensure Prometric is able to properly associate the proctored event with each unique test form.

Please ensure that these forms are properly completed, and that each candidate has created a Food Safety Portal Profile prior to beginning the event.

1. Instruct candidates to go to the portal to create their accounts.
   a. This can also be completed in advance of the event requesting they bring their portal id in as well as remember the exact name used when creating the account.
2. Ask candidates to keep their portal id handy for penciling in on the answer sheets.
3. On the day of the event candidates should clearly enter and mark:
   a. their first and last name exactly as they did when they created their account.
   b. their unique candidate portal id number under the “CONFIRMATION NUMBER” section (see 10126 in the sample Answer Sheet on page 20 below).
   c. the test date and book number in the fields provided.
   d. the test code and form code from the test booklet cover page provided to the candidate.
   e. the Portal Event ID that was issued in the portal upon declaration of the proctor for this event (see section 4 page 18) in CUSTOM FIELD 1 (10364 in the sample Answer Sheet on page 20 below).
4. Notes:
   a. Marking incorrect event or portal ids will result in the inability to properly score the exam. Please be sure to review each sheet prior to completing the event and excusing candidates.
   b. Prometric will scan and score the event answer sheets which will automatically issues provisional certificates to candidates via the portal if they passed the exam.
   c. Prometric will mail the ANSI certified certificates to the candidate using the portal address as entered in their portal account unless the proctor checked Mail Certificates to Proctor (see section 4 page 18). When that box is checked certificates will be mailed directly to them when the proctor who declared the event.
4.4 Support contact information

Should Prometric email or phone support be needed, please use the following information.

- Orders in process - ExamShipping@Prometric.com
- Proctor Support - Foodsafetyproctors@Prometric.com
- Candidate Services Examorders@Prometric.com
  Or Monday- Friday- 9AM EST to 6PM EST 1-800-624-2736