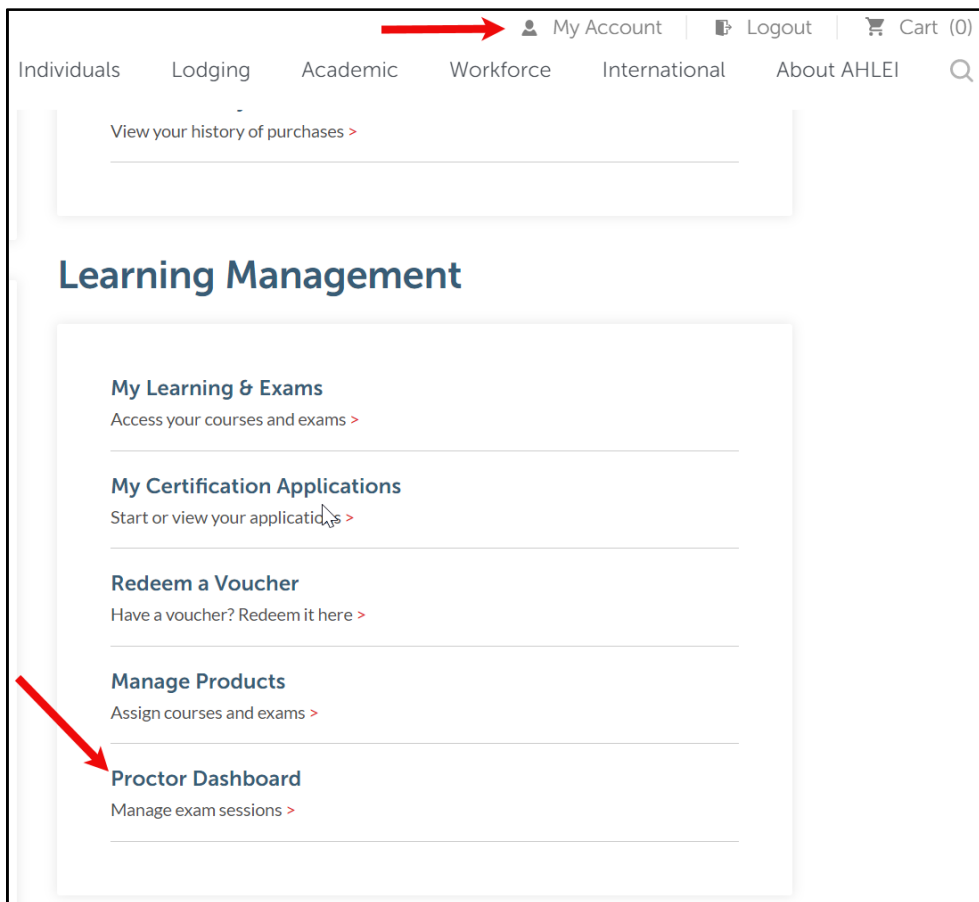

AHLEI

Administering an Exam on Exam Day

This document provides instructions, best practices and tips for administering an exam on the day of the exam. If you have not scheduled your exam and enrolled your students, please refer to the comprehensive [How To Schedule and Manage an AHLEI Online Exam Guide](#).

Please note the Important or Best Practice Tips that are highlighted in Red Bold Font. These tips help explain common practices and tips that must be followed to minimize challenges during exam day.

1. Log into your account on AHLEI.com. Go to **“My Account”**. Scroll down to Learning Management and under Proctor Dashboard, Select **“Manage exam session”**.



If you need further assistance, please email the National Restaurant Association's AHLEI Customer Care Team at certification@ahlei.org or Call 800-349-0299 (International callers +1-407-999-8100)

- You can view exam details, verify students have enrolled in the exam session (by clicking the Invitation Link URL) or change the exam date from the Proctor Dashboard. Go to your exam session and select **“Manage”**.

Exam Sessions

Welcome to your proctor dashboard! This is where you can create, manage, and edit exam sessions for proctoring your exams and view your examinees' results.

All **Open** High Stakes Low Stakes Closed

All Search

+ New Session

Session	Date/Time	Program	Exam	Seats Enrolled	Pending	Status	Actions
000338	1/27/2021 05:00 PM CST	Academic Instructor - Hospitality and Operations - Exams	Understanding Hospitality Law Exam	001/15	014	Under Review	View Details Manage

- From the Exam Session, you can see the student(s) enrolled in the exam. You can use this page to do the following:
 - Un-enroll a student;
 - Edit the session;
 - Copy User Invitation Link to resend it to your students.

Exam Session Scheduled

Exam Session ID# 271 - Scheduled

Academic Instructor - Hospitality and Operations - Exams

Hospitality Today: An Introduction Exam

Sponsored by NATIONAL RESTAURANT ASSOCIATION & AHLEI

Time: 01/14/2021 02:00 PM, America/New_York Timezone

Location: 233 Wacker Dr, Chicago, Illinois 60606, US

Exam Details: Advertised Session, User Invitation Link

Requires Exam Codes: *****

Cancel Session

Examinees (1)

Name	Language	Email	Status	Actions
O'Brien, Elizabeth	English	eobrien@restaurant.org	Enrolled	Unenroll Button Here

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Important: In order for students to enroll in the exam session, they must complete these 2 steps prior to enrollment. If these 2 steps are not complete, the student(s) will receive an error message when they try to enroll in the exam and they will not show up as an Examinee in Exam Session Details.

- **Student must create an account on AHLEI.org.** They will need to remember their user name (email address) and password to access the exam on the exam date.
- **The Student must have a purchased exam in their account.** A purchased exam can be added to the student's account 3 different ways:
 - The **exam was assigned** by an instructor or administrator via email or an assignment URL. The product assignment step is a different and separate link than the enroll in an exam session link;
 - The **exam was purchased directly** from AHLEI.org; or
 - The student has an **exam voucher**. The exam voucher must be redeemed in the student's account before enrolling in the exam session.

4. **Important: It is highly recommended that your students enroll in the exam session prior to your scheduled exam day/time to minimize any potential delays and issues prior to starting the exam.** To verify the number of students enrolled, you can go to the Proctor Dashboard to see the number of Seats Enrolled and how many students are pending for enrollment. To see student names, select **“Manage”** on exam sessions page.

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All Open High Stakes Low Stakes Closed All Search + New Session

Session	Date/Time	Program	Exam	Seats Enrolled	Pending	Status	Actions
000258	1/12/2021 07:00 AM CST	Academic Instructor - Hospitality and Operations - Exams	Hospitality Today: An Introduction Exam	001/1	000	Graded	View Details Manage
000271	1/14/2021 02:00 PM EST	Academic Instructor - Hospitality and Operations - Exams	Hospitality Today: An Introduction Exam	001/5	004	Scheduled	View Details Manage

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- Under the Examinee(s) section on the Exam Session, you can verify who is enrolled. **IMPORTANT: If you start the exam prior to your students enrolling in the exam, they will NOT be able to access the exam.**

Exam Session Updated Close

[Back to Sessions](#)

Exam Session ID# 371 - Graded Edit Session

AHLEI
Academic Instructor - Hospitality and Operations - Exams
Managing Housekeeping Operations Exam
 Sponsored by NRA123

Time
 02/01/2021 08:30 AM
 America/Chicago Timezone

Location
 233 S. Wacker Drive, Suite 3600
 Chicago, IL
 60606
 US

Examinees (2)

<input type="checkbox"/>	Name	Language	Email	Status	
<input type="checkbox"/>	Bonilla, Jennifer	English	jbonilla@ahlei.org	Completed	Unenroll Button Here
<input type="checkbox"/>	Schleining, Alisha	English	alishagulden@gmail.com	Completed	Unenroll Button Here

- When you are ready to administer the exam to your students and start the exam, select **“Manage”** on exam sessions page.

Exam Sessions

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All **Open** High Stakes Low Stakes Closed All Search + New Session

Session	Date/Time	Program	Exam	Seats Enrolled	Pending	Status	Actions
000258	1/12/2021 07:00 AM CST	Academic Instructor - Hospitality and Operations - Exams	Hospitality Today: An Introduction Exam	001/1	000	Graded	View Details Manage
000271	1/14/2021 02:00 PM EST	Academic Instructor - Hospitality and Operations - Exams	Hospitality Today: An Introduction Exam	001/5	004	Scheduled	View Details Manage

- Select the **“Control Panel”** tab, then select **“Start Session”**.

Settings Users **Control Panel**

Start Session Start Session
 Starts the session to allow learner to launch the exam

Cancel Session Cancel Session
 Changes this session status as cancelled and system will send an email notification to all the users about the cancellation.

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Important: The exam period is dictated by you, the Instructor/Proctor. While AHLEI allows no more than 3 hours to complete any academic exam and 2 hours for any certification exam, you as the Instructor/Proctor determine the time frame in which your students must complete the exam.

- The students can use the timer in their exam session as a guide, however they must complete the exam before the timer runs out OR before the Instructor/Proctor ends the exam session.
 - If you as the Instructor/Proctor end the exam session prior to a student completing, the exam session will end and the student will not be able to finish the exam. Any question that was not completed by the student will be marked as unanswered and will be graded as a wrong answer.
 - It is important that students start the exam session on time if the Instructor/Proctor is going to end the exam at a set time to ensure they have the entire time to take the exam. For example, if the Instructor/Proctor tells students the exam is from 1:00 pm – 4:00 pm and starts the exam at 1:00 pm and ends the exam at 4:00 pm, the students can start the exam anytime between 1:00 pm and 4:00 pm. If a student starts at 2:00 pm (an hour late) and the instructor ends the exam session at 4:00 pm, the student will only get 2 of the 3 hours allotted for to complete exam.
8. Once the exam session is completed, you will need to end the exam session and publish the exam results. From the Proctor Dashboard, select **“Manage”**.

Exam Sessions

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All **Open** High Stakes Low Stakes Closed

All Search

+ New Session

Session	Date/Time	Program	Exam	Seats Enrolled	Pending	Status	Actions
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9. To end the exam session, select **“Control Panel”** and select **“End Session”** to close the exam session for all students. **IMPORTANT: If you select End Session, the session will be terminated for all students. If a student has not yet completed the exam, any unanswered questions will be marked as an incorrect answer. A student will not be able to restart this exam.**

*Note: If you Select on **“Submit”** next to each individual student’s name, you can submit that student’s exam for grading while remaining students complete their exam.

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Session List Manage Session

Settings Users **Control Panel**

Status Start Time

In Progress 1/27/21 4:51:14 PM

End Session End Session

Ends the session for all the users

First Name	Last Name	Email	Status	Start Time	Result	Score	Actions
Alisha	Schleining	alishagulden@gmail.com	Completed	1/27/21 7:49:25 PM			Submit

10. After you end the exam session, you will be able to see “Pass/Fail”. In order to see scores, publish exam results and enable students to see their exam scores, you must click **“Publish Score”**.

Session List Manage Session

Settings Users **Control Panel**

Status End Time

Completed 1/27/21 8:38:10 PM

Publish Session Publish Score

Publishes score for all users

First Name	Last Name	Email	Status	Start Time	Result	Score	Actions
Alisha	Schleining	alishagulden@gmail.com	Completed	1/27/21 7:49:25 PM	Passed	--	

11. After you publish exam results you can see exam scores and a Score Card for each student.

Session List Manage Session

Settings Users **Control Panel**

Published Close

First Name	Last Name	Email	Status	Start Time	Result	Score	Actions
Alisha	Schleining	alishagulden@gmail.com	Completed	1/27/21 7:49:25 PM	Passed	87%	Score Card

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