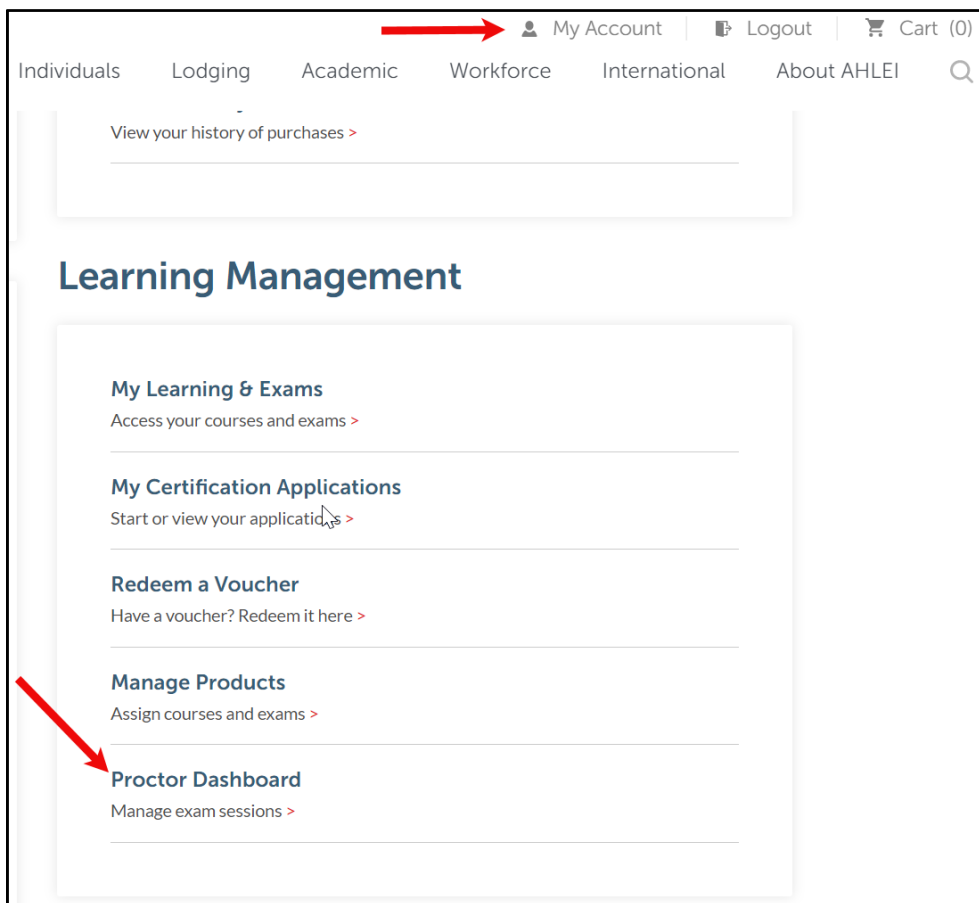

AHLEI

Schedule, Manage and Publish an Exam

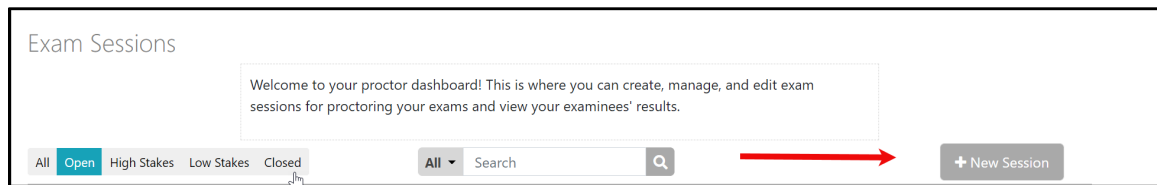
This document provides instructions, best practices and tips for scheduling and administering an exam. **Please note the Important or Best Practice Tips that are highlighted in Red Bold Font.** These tips help explain common practices and tips that must be followed to minimize challenges during exam 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 407-999-8100)

2. To create an Exam Session, click “+New Session” on the Proctor Dashboard.



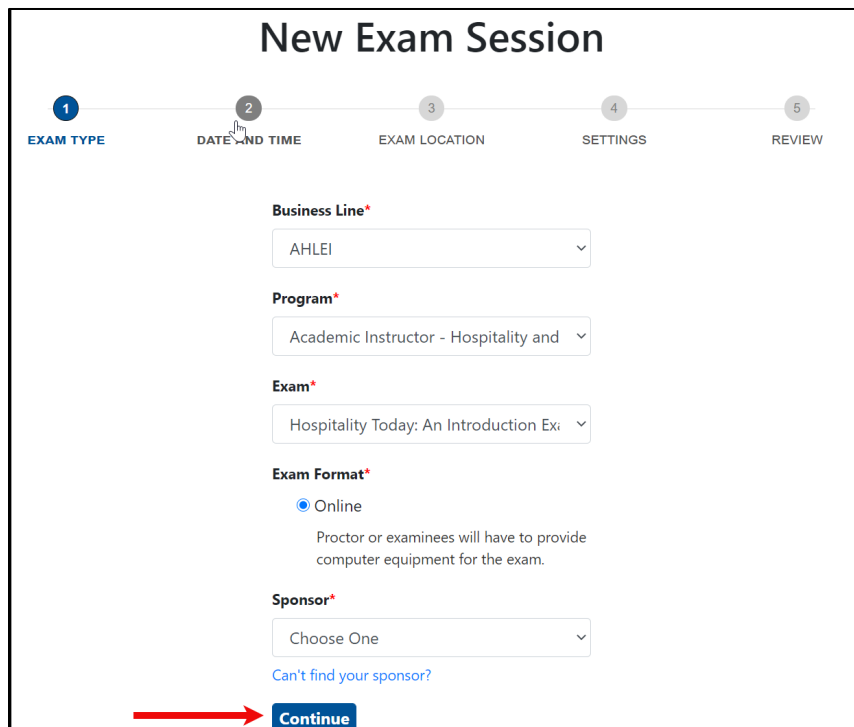
3. On Step 1: Exam Type, complete the required fields to select the Program and Exam.

The **Sponsor** will be the name of the Academic Institution, Organization, or Company administering the exam. Click “[Can’t find your Sponsor](#)” if your organization is not listed.

IMPORTANT:

- There are many Exam titles that have similar names, including retakes or different language. Make sure you select the correct Exam.
- Students taking an Academic Exam get two attempts to pass before they need to purchase access to the exam again. You will use the “Retake Exam” in instances where they have failed their second attempt and need to take the exam a 3rd or more times. You should use the regular exam for a second attempt.

Select your organization and then select “[Continue](#)”.



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4. On Step 2, enter the Exam Date, Time and Time Zone. Select **“Continue”**.

The screenshot shows the 'New Exam Session' form at Step 2, 'DATE AND TIME'. The progress bar at the top indicates five steps: 1. EXAM TYPE, 2. DATE AND TIME (current step), 3. EXAM LOCATION, 4. SETTINGS, and 5. REVIEW. The form contains three required fields: 'Scheduled Date*' with a text input showing 'MM/DD/YYYY' and a calendar icon; 'Scheduled Time*' with a dropdown menu showing 'Choose One'; and 'Time Zone*' with a dropdown menu showing 'Choose One'. At the bottom, there are two buttons: 'Previous' and 'Continue'. A red arrow points to the 'Continue' button.

5. On Step 3, provide the Exam Address and select **“Continue”**. You can use your school or organization address if the exam will be conducted virtually. Only Academic Exams can be conducted virtually. Certification exams must be conducted in-person.

The screenshot shows the 'New Exam Session' form at Step 3, 'EXAM LOCATION'. The progress bar at the top indicates five steps: 1. EXAM TYPE, 2. DATE AND TIME, 3. EXAM LOCATION (current step), 4. SETTINGS, and 5. REVIEW. The form contains several required fields: 'Exam Address*' with two text inputs for 'Street Address Line 1' and 'Street Address Line 2 (optional)'; 'City*' with a text input; 'State / Province*' and 'Zip / Postal Code*' with two text inputs; and 'Country*' with a dropdown menu showing 'United States'. At the bottom, there are two buttons: 'Previous' and 'Continue'. A red arrow points to the 'Continue' button.

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6. On Step 4, enter the following:
- Number of Students Expected: **Important: You can only administer the exam for the number of students entered. For example, if you enter 15 students expected, but 20 students try to enroll in the exam session, only 15 will get access.**
 - You will also need to enter a password for the student to unlock the exam on exam day. **Important: Use a simple password that is easy for a student to enter.**
 - Include your email address to receive an emailed copy of the exam results (these will also live in the Proctor Dashboard. You may also share exam results with another party using the “CC: to additional email address”).

Select “Continue” when all fields are complete.

New Exam Session

1 EXAM TYPE 2 DATE AND TIME 3 EXAM LOCATION **4 SETTINGS** 5 REVIEW

Number of Students Expected

Password to Unlock Exam*

Email Addresses for Results*

CC: to additional email address

Previous **Continue** ←

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 407-999-8100)

7. On Step 5, review the exam session information. Check the box to acknowledge and understand the terms of the policy and select **“Save Session and Register Users”**.

Important: After you save the Exam Session, you cannot change the exam Type, however, you can change the Date and Time and Exam Location. If you enter the wrong exam type, you will need to create a new Exam Session.

New Exam Session

1 EXAM TYPE 2 DATE AND TIME 3 EXAM LOCATION 4 SETTINGS 5 REVIEW

1. EXAM TYPE Edit

AHLEI
Academic Instructor - Hospitality and Operations - Exams
Hospitality Today: An Introduction Exam
NATIONAL RESTAURANT ASSOCIATION & AHLEI
Online Exam

2. DATE AND TIME Edit

01/14/2021
2:00 PM
Eastern Time

3. EXAM LOCATION Edit

233 Wacker Dr

Chicago
Illinois
60606
United States

4. SETTINGS Edit

5
Exam results will be emailed to:
tnewcomb33@yahoo.com
Exam results will be CC'd to:

ACKNOWLEDGEMENTS

I have reviewed and fully understand, acknowledge and agree to the terms of the policy.
[Click here to view the policy document](#)

Save Session & Register Users

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 407-999-8100)

8. Your Exam Session is confirmed as noted by the green Confirmation bar. To enroll your students, click **“COPY”** on the left bottom side of the page to copy the Invitation Link. Share this Invitation Link URL with your students via email and/or syllabus with the Exam Password.

Exam Session Scheduled

Close

Back to Sessions

Exam Session ID# 271 - **Scheduled** [Edit Session](#)

AHLEI
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](#)
[Copy](#)

Requires Exam Codes

Examinees (0)

Name	Language	Email	Status
No examinees enrolled yet. You can enroll up to 5 examinees: <ul style="list-style-type: none">By sharing an invite link			

9. 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

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 407-999-8100)

10. 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

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

Exam Details: Advertised Session, User Invitation Link, Copy

Examinees (1): O'Brien, Elizabeth, Unenroll Button Here

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.

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11. **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.

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
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

12. 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

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 407-999-8100)

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

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
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

14. 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](#)

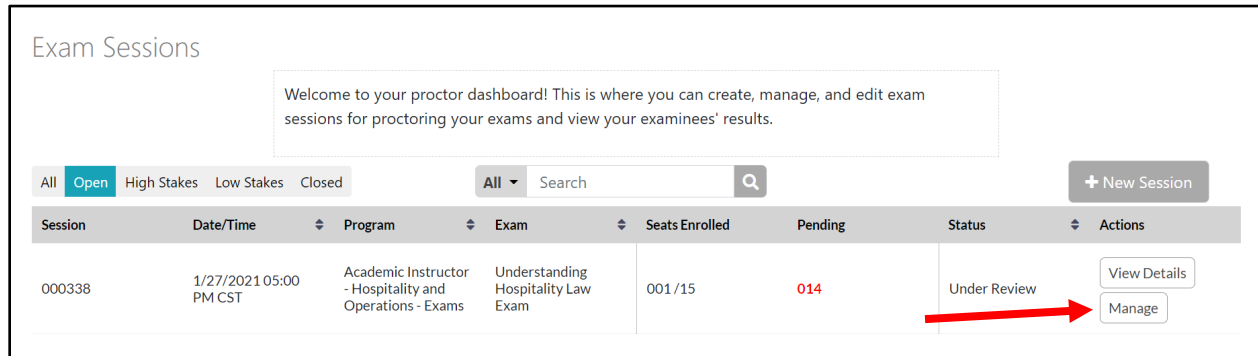
Changes this session status as cancelled and system will send an email notification to all the users about the cancellation.

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.

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15. 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

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

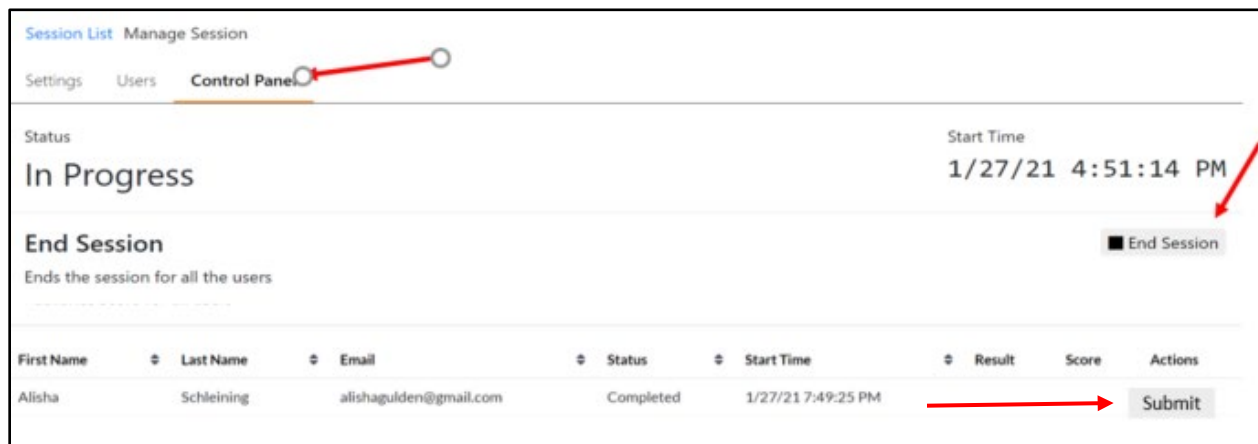
All Search

+ 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

16. 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.



Session List Manage Session

Settings Users **Control Panel**

Status **In Progress** Start Time 1/27/21 4:51:14 PM

End Session Ends the session for all the users [End Session](#)

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

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 407-999-8100)

17. 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 **Completed** End Time 1/27/21 8:38:10 PM

Publish Session
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	--	

18. 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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