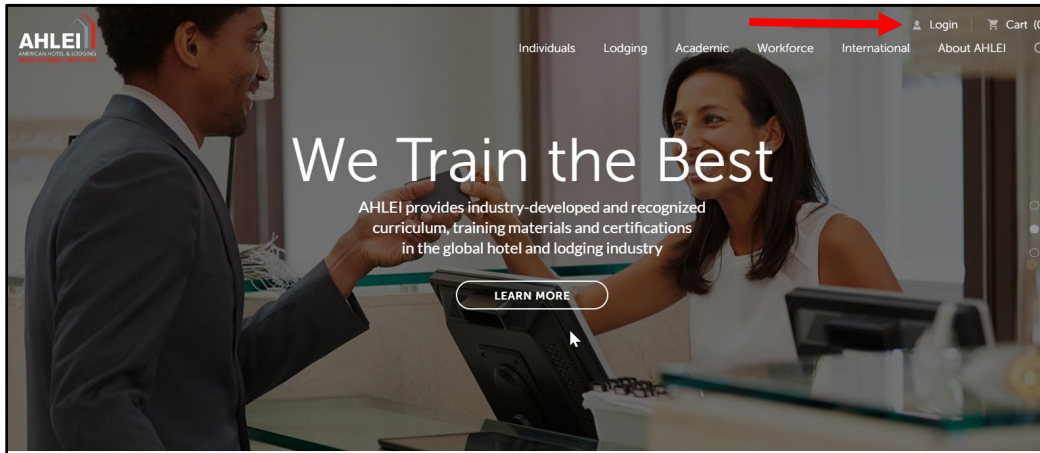
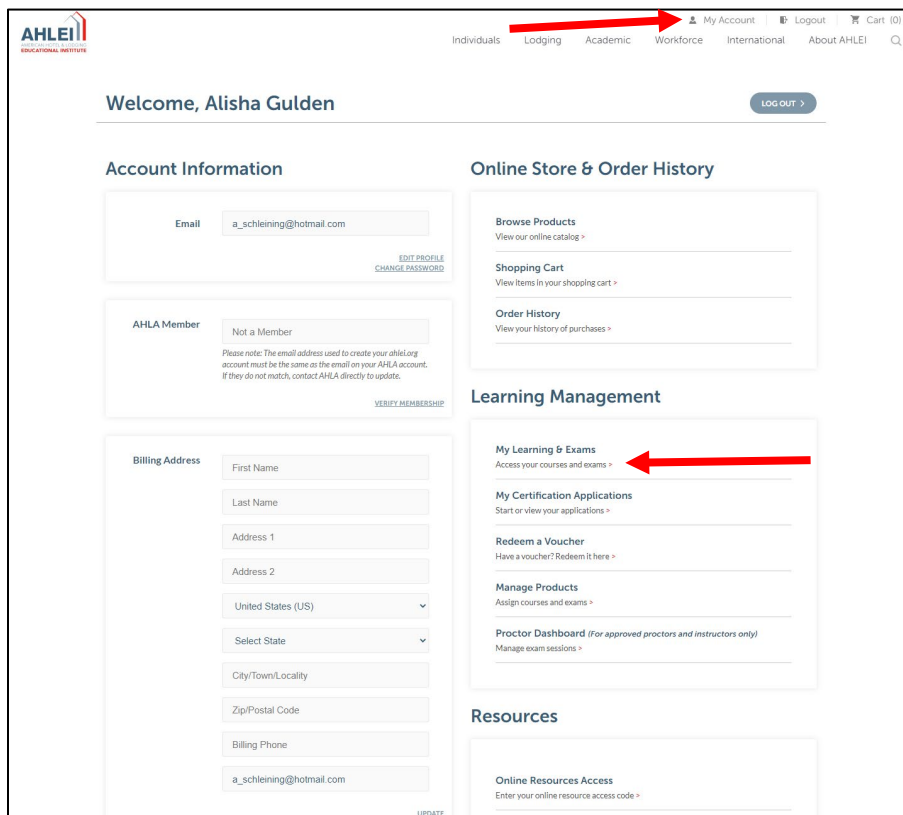

AHLEI

Student: Accessing your AHLEI Programs

1. Go to AHLEI.org and select “**Login**”.



2. On the “**My Account**” page, scroll down to Learning Management in the right-hand column, under “My Learning and Exams” select “**Access Your Courses and Exams**” to access your programs.



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)

3. You will be able to access your Certificates, Certification Applications, Courses and Exams on the Learning and Exam Dashboard.

- **Your online courses and non-proctored exams** will appear in My Courses under **“In Progress”**. Click **“Launch”** to start your program. (For example: Guest Service Gold or a START program)

MENU

Alisha,

Welcome to your learning and exam dashboard!

If you are a proctor, [click here to access your Proctor Dashboard](#).

If a learning product or exam application you purchased for someone else is listed in your dashboard, [assign it to them](#).

My Exam Activity

Certificates/Results Applications Proctored Exams ProctorU and Non-Proctored Exams

You haven't earned any certificates yet. Please check the **Applications** tab or either **Exams** tab for additional activities.

My Courses

In Progress Recently Completed

Guest Service Gold: Making Connections
Subscription Ends 1/21/22 [Launch](#)

CGSP: Certified Guest Service Professional: Making Connections Exam
Subscription Ends 1/21/22 [Launch](#)

TripAdvisor: Reputation Management for Front-Line Staff
Subscription Ends 1/21/22 [Launch](#)

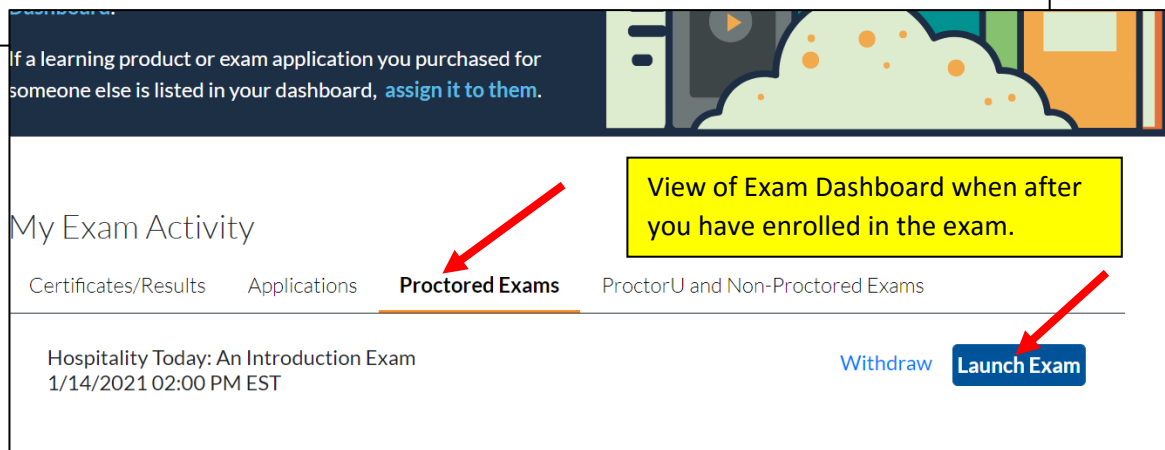
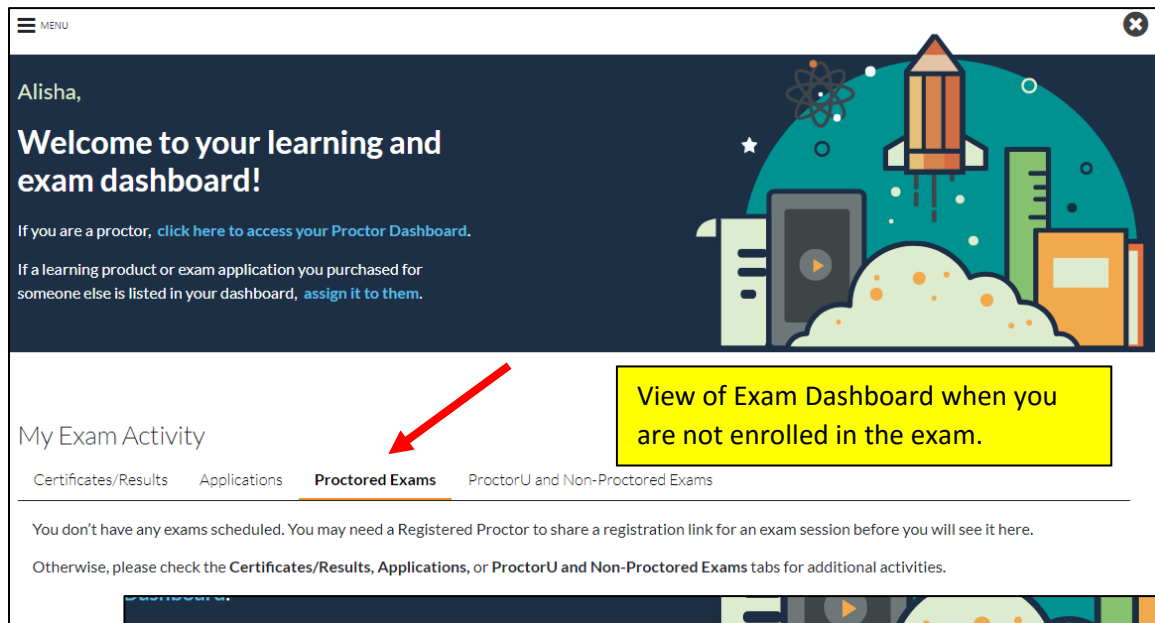
[View All My Courses](#)

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- Your exams that require an Instructor or Proctor to administer the exam (For example college courses or certification exams), will appear in My Exam Activity under **“Proctored Exams”**.

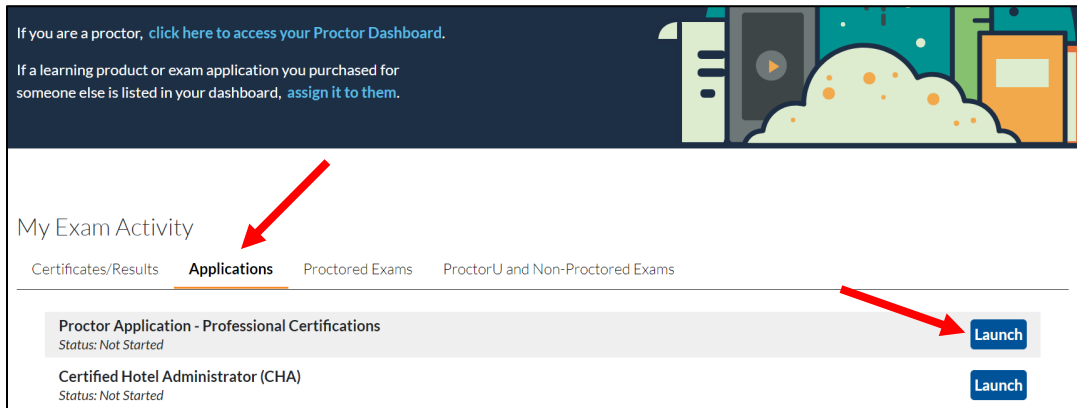
Your exam will appear after you enroll in your exam session. At the scheduled start time or when your Instructor/Proctor informs you that the exam session has started, to begin your exam click **“Launch Exam”**.

Important: If you have purchased a Proctored Online Exam or are redeeming a Voucher Code for an Academic Exam, you will not see an exam in the Course and Exam Dashboard until you enroll in an Exam Session. Your Instructor/Proctor will provide a URL link when the exam session is scheduled, and it is time to enroll.

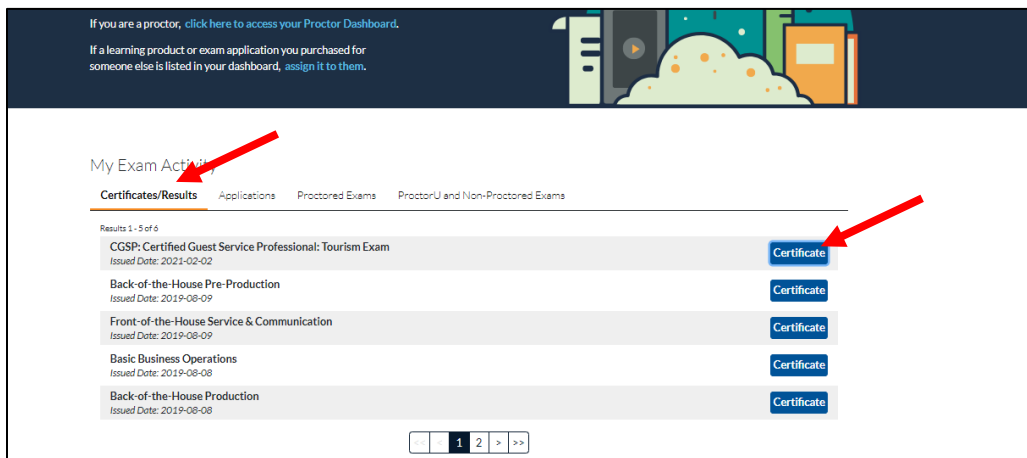


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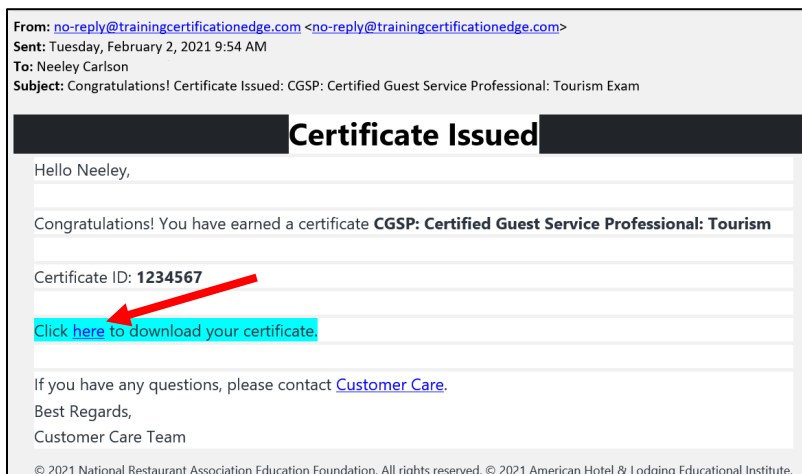
- **Applications** for Certification Programs and Instructor/Proctor are under My Exam Activity and “**Applications**”. Click “**Launch**” to start your Application.



- **Certificates** for all passed exams, are under My Exam Activity and “**Certificates/Results**”. Click “**Certificate**” next to the respective program.



You will also receive an email with your exam results. If you passed the exam, your email includes a link to your certificate. You can forward this email to anyone to share your certificate, for example your Instructor/Proctor or employer.



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)