
AHLEI

Student: Take an Exam

Important: In order to take an exam you must have a purchased exam in your account and you must enroll in your exam session prior to taking your exam.

It is highly recommended that you do the following 3 steps prior to your scheduled exam to allow you to focus on your exam on exam day and minimize any potential issues prior to starting the exam.

1. Create an account on AHLEI.org.

- Remember your user name (email address and password as you will need this to access your exam at a later date.

2. You must have a purchased exam in your account. A purchased exam can be added to your account 3 different ways:

- You were **assigned an exam** by an instructor or administrator. You must click on the product assignment link to add the product to your account before enrolling in the exam session or you will receive an error message. The product assignment link is a different and separate link than the enroll in an exam session link;
- You **purchased the exam directly** from AHLEI.org; or
- You have an **exam voucher**. You must redeem the exam voucher in your account before enrolling in the exam session or you will receive an error message.

3. You must be enrolled in your exam session.

- Your Instructor/Proctor will provide you with a URL link to enroll in the 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)

1. On the day of the exam, login to AHLEI.org and go to My Account. Under the Learning Management section in the right column and click **“Access your courses and exams”**.

The screenshot shows a user's account dashboard with three main sections:

- Account Information:** Includes fields for Email (ncarlson@restaurant.org) and Member status (Not a Member). There are links for "EDIT PROFILE" and "CHANGE PASSWORD" next to the email field, and an "UPDATE" button next to the member status field.
- Online Store & Order History:** Includes links for "Browse Products" (View our online catalog >), "Shopping Cart" (View items in your shopping cart >), and "Order History" (View your history of purchases >).
- Learning Management:** Includes links for "My Learning & Exams" (Access your courses and exams >), "My Certification Applications" (Start or view your applications >), "Redeem a Voucher" (Have a voucher? Redeem it here >), "Manage Products" (Assign courses and exams >), and "Proctor Dashboard" (Manage exam sessions >). A red arrow points to the "My Learning & Exams" link.

Below the Learning Management section is a "Billing Address" form with fields for First Name, Last Name, Address 1, Address 2, United States (US) (dropdown), Select State (dropdown), City/Town/Locality, and Zip/Postal Code.

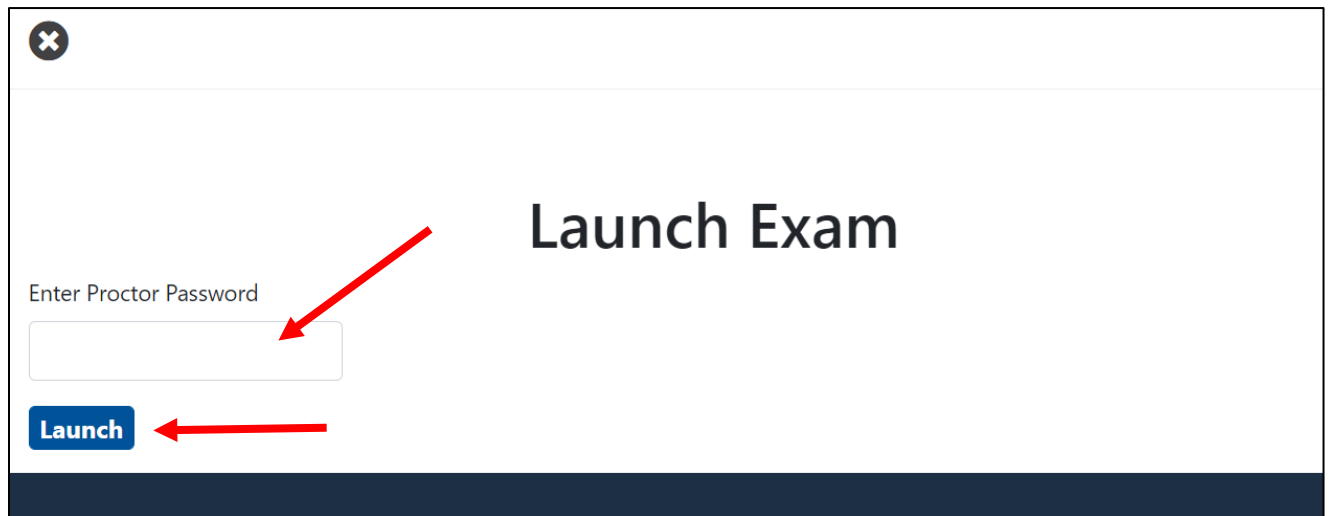
2. Under My Exam Activity, Click **“Proctored Exams”** at the scheduled start time or when your Instructor/Proctor informs you that the exam session has started. To begin your exam click **“Launch Exam”**.

The screenshot shows the "My Exam Activity" section of the dashboard. At the top, there is a message: "If a learning product or exam application you purchased for someone else is listed in your dashboard, [assign it to them](#)." Below this, there is a navigation bar with tabs: "Certificates/Results", "Applications", "Proctored Exams" (highlighted with a red arrow), and "ProctorU and Non-Proctored Exams". Below the navigation bar, there is a list of exams. The first exam is "Hospitality Today: An Introduction Exam" with a scheduled start time of "1/14/2021 02:00 PM EST". To the right of the exam name, there are two buttons: "Withdraw" and "Launch Exam" (highlighted with a red arrow).

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)

3. Your Instructor/Proctor will provide a Proctor Password that will allow access to the exam. **“Enter Proctor Password”** and click **“Launch”** to begin your exam.



Enter Proctor Password

Launch

4. Read the Test Candidate Agreement and click **“I accept”**.



AHLEI
AMERICAN HOTEL & LODGING
EDUCATIONAL INSTITUTE

Hospitality Today: An Introduction
Exam

HONOR CODE INTRODUCTION

Candidate Test Use Agreement

I, THE CANDIDATE, HEREBY CERTIFY THAT I HAVE READ, UNDERSTAND, AND AGREE TO ALL OF THE BELOW TERMS, CONDITIONS, AND OTHER PROVISIONS

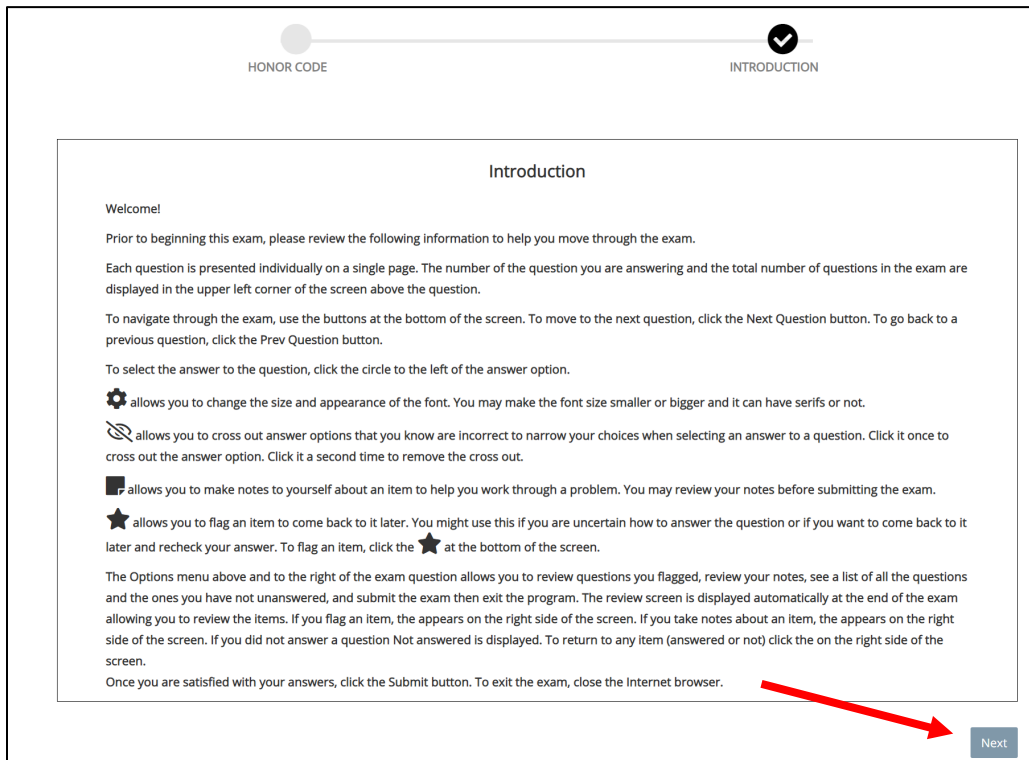
By clicking on 'I accept' below you are agreeing to the Terms of Service above

I accept

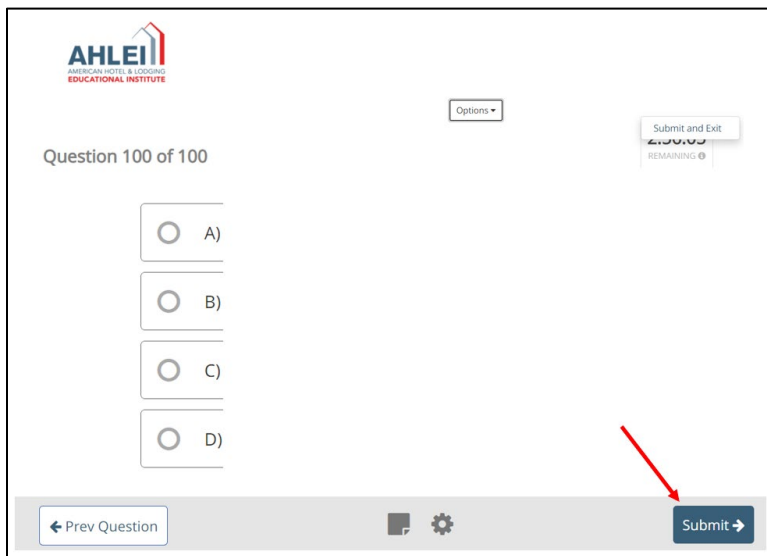
If you need further assistance, please email the National Restaurant Association’s AHLEI Customer Care Team at certification@ahlei.org or Call 800-349-0299

(International callers 407-999-8100)

5. Review the Introduction for instructions on how to navigate the exam. Your exam and the exam timer will start after you click **“Next”**.



6. Complete the exam in the time allotted by your Instructor/Proctor. You can use the timer in your exam session as a guide, however you must complete the exam by the time designated by your Instructor/Proctor. After the final question in the exam, click **“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

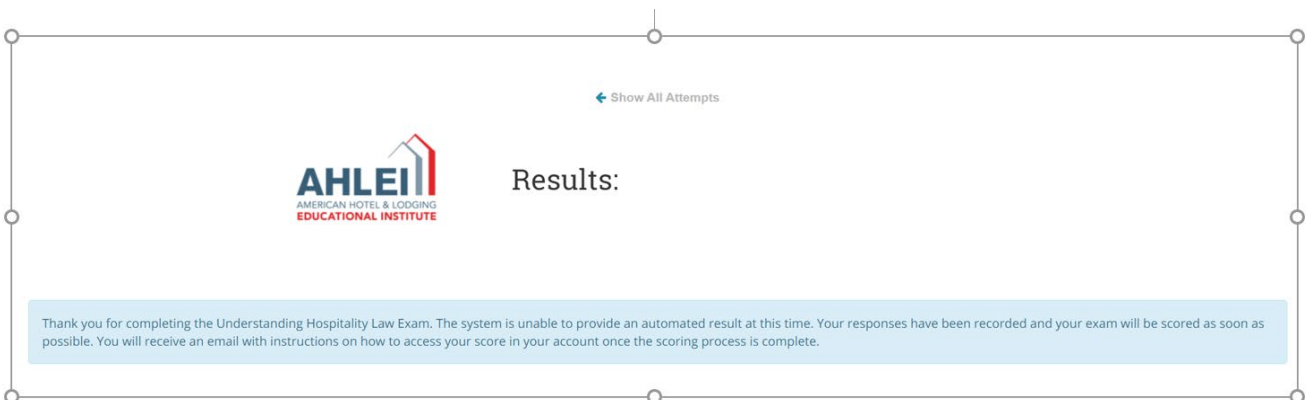
(International callers 407-999-8100)

Important: Your exam time is dictated by your Instructor/Proctor and your Instructor/Proctor will determine the time that your exam must be completed by.

While AHLEI allows no more than 3 hours to complete any academic exam and 2 hours for any certification exam, this time may be shortened by your Instructor/Proctor. It is important to follow your Instructor/Proctor's directions on exam day.

- If your Instructor/Proctor states that your exam must be completed within a set time and you start your exam late, you may not have the full 2 or 3 hours for your exam.
- You can use the timer in your exam session as a guide, however you must complete the exam by the time your Instructor/Proctor states.
- Your Instructor/Proctor may end the exam session at the time they scheduled, and if they do so, your exam session will end and you will not be able to finish the exam.
- Any question that you have not completed will be marked as unanswered and will be graded as a wrong answer.
- It is important that you start your exam session on time as directed by your Instructor/Proctor to ensure you have the entire time to take your exam.

7. After Exam is submitted you will receive notification that results will be available once the scoring process is complete.



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)