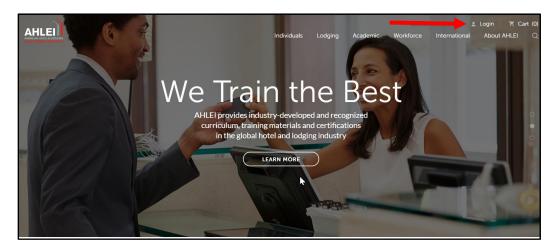
AHLEI Student: Accessing your AHLEI Programs

1. Go to AHLEI.org and select "Login".



 On the "My Account" page, scroll down to Learning Management in the righthand column, under "My Learning and Exams" select "Access Your Courses and Exams" to access your programs.

| Account Info | ormation | Online Store & Order History |
|-----------------|--|--|
| Email | a_schleining@hotmail.com | Browse Products View our online catalog > |
| | EDIT CHANGE PA | OPBOFILE Shopping Cart SSWORD View Items in your shopping cart > |
| AHLA Member | Not a Member | Order History View your history of purchases > |
| | Please note: The email address used to create your ahlei.or account must be the same as the email on your AHLA acco If they do not match, contact AHLA directly to update. | Lorrning Management |
| | | My Learning & Exams |
| Billing Address | First Name | Access your courses and exams > |
| | Last Name | My Certification Applications Start or view your applications > |
| | Address 1 | Redeem a Voucher |
| | Address 2 | Have a voucher? Redeem it here > |
| | United States (US) | Manage Products Assign courses and exams > |
| | Select State | Proctor Dashboard (For approved proctors and instructors only) Manage exam sessions > |
| | City/Town/Locality | |
| | | |

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

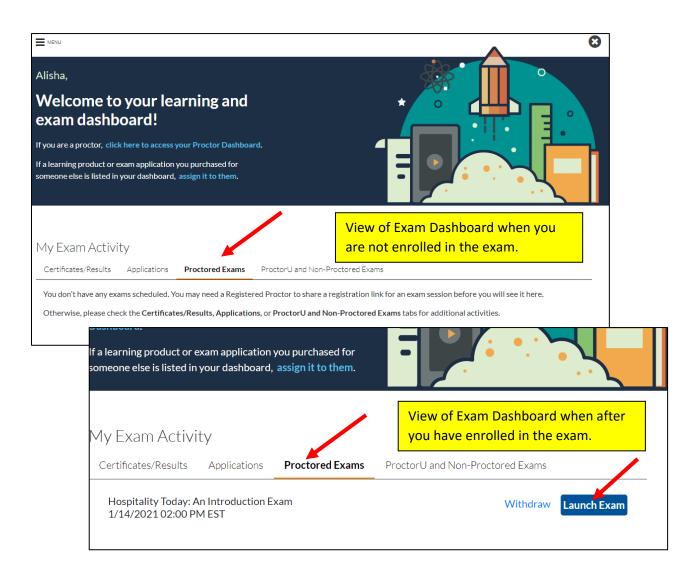
- 3. You will be able to access your Certificates, Certification Applications, Courses and Exams on the Learning and Exam Dashboard.
 - Your online courses and non-proctored exams will appear in My Courses under "In Progress". Click "Launch" to start your program. (For example: Guest Service Gold or a START program)

| | 8 | | | |
|--|---------------------|--|--|--|
| Alisha, | | | | |
| Welcome to your learning and * | | | | |
| 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 | | | | |
| My Courses | ç | | | |
| In Progress Recently Completed | | | | |
| | | | | |
| Guest Service Gold: Making Connections | Launch | | | |
| Subscription Ends 1/21/22 | | | | |
| 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 | | | |

 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.



If you need further assistance, please email the National Restaurant Association's AHLEI Customer Care Team at <u>certification@ahlei.org</u> or Call 800-349-0299 (International callers +1-407-999-8100) • **Applications** for Certification Programs and Instructor/Proctor are under My Exam Activity and "**Applications**". Click "Launch" to start your Application.

| If you are a proctor, clid If a learning product or someone else is listed ir | exam application y | ou purchased for | |
|---|---------------------|------------------|----------------------------------|
| My Exam Activ Certificates/Results | ity Applications | Proctored Exams | ProctorU and Non-Proctored Exams |
| Proctor Applicat Status: Not Started Certified Hotel A | ion - Professional | | Launch |

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

| 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 | |
| Results 1- Sofó CGSP: Certified Guest Service Professional: Tourism Exam | |
| Issued Date: 2021-02-02 | |
| Back-of-the-House Pre-Production Certificate Issued Date: 2019-08-09 | |
| Front-of-the-House Service & Communication Certificate Issued Date: 2019-08-09 | |
| Basic Business Operations Certificate | |
| Back-of-the-House Production Certificate Issued Date: 2019-08-08 | |
| | |

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.

| From: <u>no-reply@trainingcertificationedge.com</u> < <u>no-reply@trainingcertificationedge.com</u> Sent: Tuesday, February 2, 2021 9:54 AM To: Neeley Carlson |
|--|
| Subject: Congratulations! Certificate Issued: CGSP: Certified Guest Service Professional: Tourism Exam |
| Certificate Issued |
| Hello Neeley, |
| Congratulations! You have earned a certificate CGSP: Certified Guest Service Professional: Tourism |
| Certificate ID: 1234567 |
| Click <u>here</u> to download your certificate. |
| lf you have any questions, please contact <u>Customer Care</u> . Best Regards, Customer Care Team |
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