Thank you for taking the Online Food Worker Card class.

To make sure your experience using this product is free of any problems, be sure you have the following four (4) items available before starting the test.

1. Ensure the latest version of Adobe Flash is installed on your computer. You can get the latest version at www.adobe.com.

2. Ensure your pop up blocker is turned off. If the pop up blocker is on, you may not be able to sign on.

3. Ensure you are connected to a **working** printer before you start the class. The card is not offered as a pdf file to be printed later.

4. Make sure you have a valid credit card available before starting the class. We accept Visa, Master Card, and Discover Card. We also accept any debit card that has a MasterCard/Visa logo. You cannot make arrangements to pay later by credit card or by cash.

FAQ's

1. If you have problems running the software, send an email to FoodWorkerCard@tpchd.org.

2. If you do not complete and pay for your online food worker card class and test within 30 days, your session will be removed from the data base and you will need to start from the beginning of the class.

3. If you have a current unexpired Washington State food worker card and would like a 3 year card, please go to our local Health Department for assistance. Local health department's have the ability to directly issue a new 3 year card. A 5 year card can also be issued to you if you have completed an approved advanced training course such as a Serve Safe for Food Mangers. Please take your old card and a copy of Serve safe certificate to your local health department. You may retake the online food worker card class no earlier than 60 days prior to your cards expiration date. If you take the class after your old card expires, you will only receive a 2 year card.

4. If you cannot print, please check your printer connections. Ensure the printer is on and that the printer is connected to your computer. Try using your word processor and see if your printer works or print a test page. If it still doesn't print, you should not continue, you cannot get your card.

5. To reprint a copy of food worker your card after the online session ends, please go back to the beginning of the online course and select the Login button instead of Registration button. Sign back in to print your card. You can get a copy of your food

worker card free for 4 days after you pass your test. After 5 days, you will be charged to reprint your card.

6. Equipment and system requirements: You will need the following software and equipment to successfully use the online food worker card class; Windows XP with SP3, Vista, or Windows 7 must be installed. Ensure your screen resolution is set to at least 1024 by 768 pixels. Apple computers should work as long as flash is installed. It is recommended, your computer have at least 1 gigabyte memory, a 1.6 gigahertz single processor or above, speakers, and have a printer installed.