

Massachusetts Allergen Training

Courses and Certificate FAQ's

Q: How do I purchase the Massachusetts Allergen Training Video?

A: In order to purchase and access the video please follow the instructions below.

- Go to www.servsafe.com/allergen/ma
- Login with your user ID and password or create one if you do not have a login
- Click on the button Add to Shopping Cart
- Click on the Go to Checkout button once quantity has been verified.
- Enter payment information and click Go to Order Review
- Review all information entered then click Place Order to finalize the order. You will receive an order confirmation number and email.

Q: How do I access the Massachusetts Allergen Training Video?

A: In order to access the video, please follow the instructions below.

- Go to www.servsafe.com
- Login with your user ID and password
- Click on the computer icon that is located on the right side of the orange bar toward the top of the page. A new window will appear.
- You will then click the Launch button to begin the course.

Please check your pop-up blockers! They must be disabled or allowed for our website.

Q: Why won't the video load/play?

A: Below are a few possibilities that may be causing the issue, for further information on correcting these issues please reference the Massachusetts Allergen Training Technical Requirements FAQ's:

- Check to make sure your pop-up blocker is turned off.
- Make sure you're viewing the video through Internet Explorer, at this time it's not supported on Safari.
- You may need a faster internet connection. At a minimum it should be viewed with a 56K modem that has an actual connection speed greater than 40Kilobytes per sec

Courses and Certificate FAQ's Continued

Q: Why can't I print my Massachusetts Allergen certificate?

**A: You should have received an email with a link to print your certificate or you can follow the links on the following page:
www.servsafe.com/allergen/ma**

If there are no certificates available to print, you may need to complete the course again.

Please check the system requirements with what you are using. There is a system check link that will verify if your computer is compatible with the course.

Q: How do I assign Massachusetts Allergen Training Videos after I've purchased them?

A: Assign Course by ServSafe User ID

A user can assign a course to an existing ServSafe user. After you have successfully logged in, follow the steps below to assign by ServSafe User ID.

- Visit ServSafe.com/Starters
- Under the "Administrators" section click "Manage Courses and View Course Results".
- Under the "Assign Courses" tab select the course to be assigned from drop-down box by clicking on arrow.
- Select "By ServSafe User ID" from the options to assign course.
- Enter the User ID of the student in the required field. If the student does not have a login, they will need to create one at www.servsafe.com.
- Click the "Assign" button.
- Click the "OK" or "Cancel" button on the confirmation window. The following message will display on page: Course assignment for SampleUser was successful.
- The course will automatically link to the student's profile to launch. The student will also receive an email from servicecenter@restaurant.org that will provide all of the instructions on how to begin the course.

