

## Frequently Asked Questions

### **How do I create a profile?**

Click on [Get started](#) - then a new page will open with our exam catalog. Click on the [Sign in](#) button in the top right corner then click on [don't have an account](#) and follow the steps to create a profile.

### **How do I find a course or exam?**

Navigate to the exam catalog by clicking on [exams](#) and enter the name of the course you are looking for in the search bar.

### **How do I purchase a course or exam?**

Locate the course you are interested in and then click on the [add](#) button to add to your cart. Once you add all the courses you need, click on your [cart icon](#) to proceed to the checkout and make the payment.

### **Must you complete the FSM before you can take the LTC FSM?**

Successful completion of the FSM Exam is [required](#) in order to sit for the LTC-FSM exam.

### **How do I know if I passed and how do I receive my cert?**

If you receive a passing score on your exam, your passing status and certificate will be sent to the [email address associated with your profile](#). This will be sent by Caveon via API to Accredible. Accredible is a third-party service provider to eLuminate.

### **What is a proctor and why do I need one?**

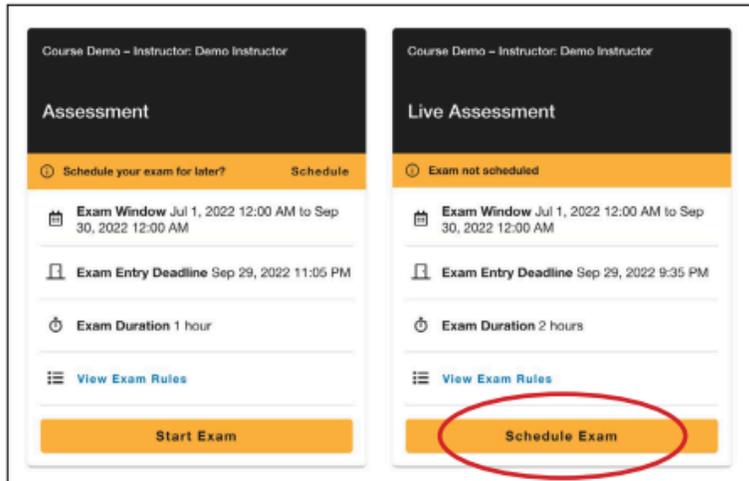
A proctor is a third-party professional who monitors students while they take an exam. Academic institutions hire these professionals to ensure the professional overseeing the test-taking process is unbiased and has no motivation to allow the students to use outside resources to pass the exam.

### **How do I schedule an exam with a proctor?**

After you enroll in the exam you will receive an email from [Examiity](#), our proctoring partner. In this email there is a link that you can use to complete your profile and schedule your exam.

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The Examy dashboard is where you will schedule, reschedule, cancel, and start exams. In addition, your dashboard offers access to edit your profile information. For live proctored exams, you will need to schedule the date and time of the exam in advance. To schedule your exam, click on the **“Schedule Exam”** button and follow the process.



### How long do I have to schedule my exam with a proctor?

All exams have a **30 day window** where you can schedule your exam. After 180 days from the date of purchase, your examination will expire.

### Why are there no available sessions to schedule my exam with a proctor?

You may have passed your 30 day exam window. Please contact [support@eluminatcertifications.com](mailto:support@eluminatcertifications.com) for assistance on getting this window extended.

### I can't log into my profile to take my exam on Examy

If you need assistance logging into Examy to take your exam please contact Examy with the information below. They have 24 hour support and have a very receptive chat feature on the website.

Phone number: 855-392-6489

Email address: [support@examy.com](mailto:support@examy.com)

Link to Examy: <https://on.ttui.examy.com/login>

## Frequently Asked Questions

### **I clicked on the link to schedule my exam with Examity and the page is blank**

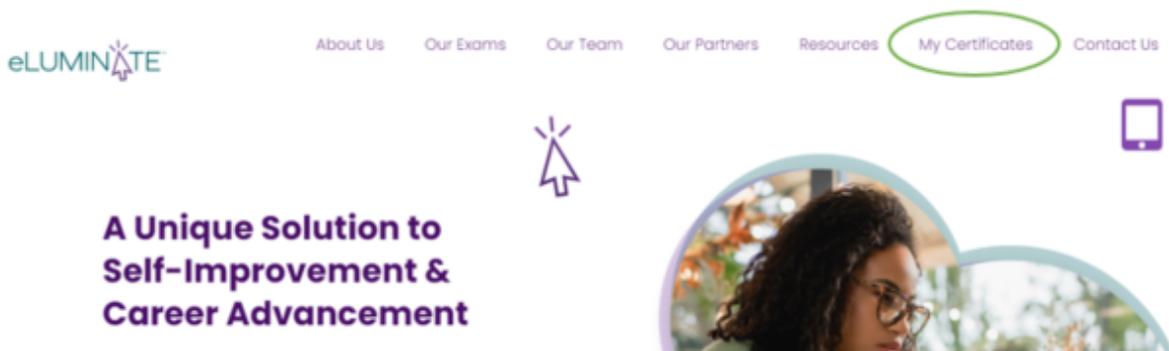
Please clear your browser cache, close and restart the browser and try again. If the problem persists please contact [support@eluminatcertifications.com](mailto:support@eluminatcertifications.com).

### **I need to change the name on my profile on Examity**

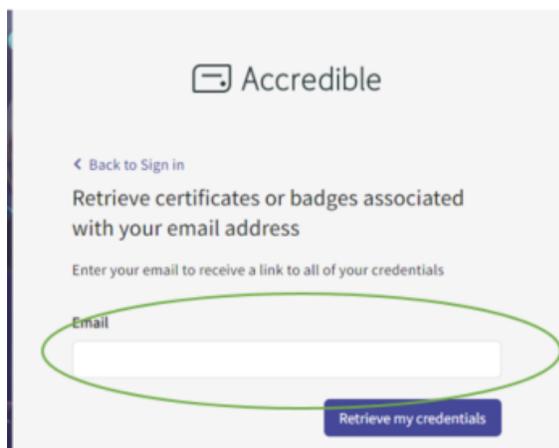
Please go to Examity <https://on.ttui.examity.com/login> and navigate to “Profile.” On this page you can manually update your name.

### **I did not receive my email with my certificate.**

Go to eLuminate website and click on “My Certificates”



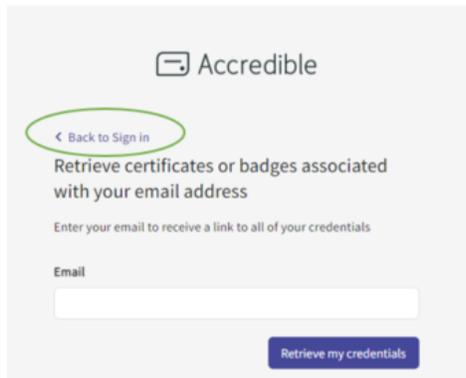
This will direct you to the following page.



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You can simply enter their email address and will get an email with a link that will direct them to your credential.

If you are looking to see what certificates you earned you can click on back to sign in and then enter your login information.



Accredible

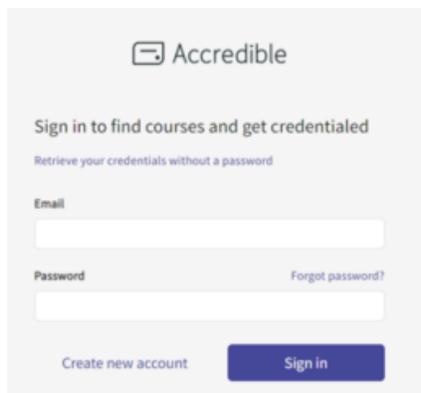
[< Back to Sign in](#)

Retrieve certificates or badges associated with your email address

Enter your email to receive a link to all of your credentials

Email

[Retrieve my credentials](#)



Accredible

Sign in to find courses and get credentialed

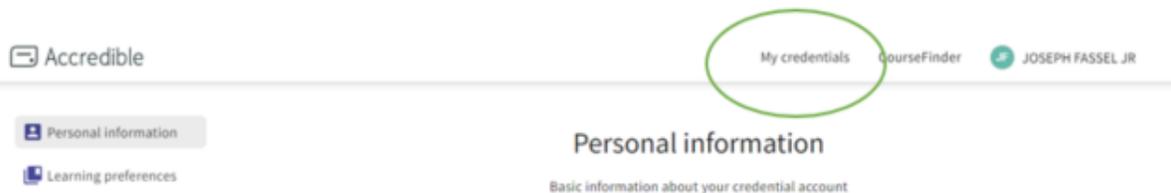
Retrieve your credentials without a password

Email

Password [Forgot password?](#)

[Create new account](#) [Sign in](#)

Once logged in go to “My credentials”



Accredible

[My credentials](#) [CourseFinder](#) [JOSEPH FASSEL JR](#)

[Personal information](#)

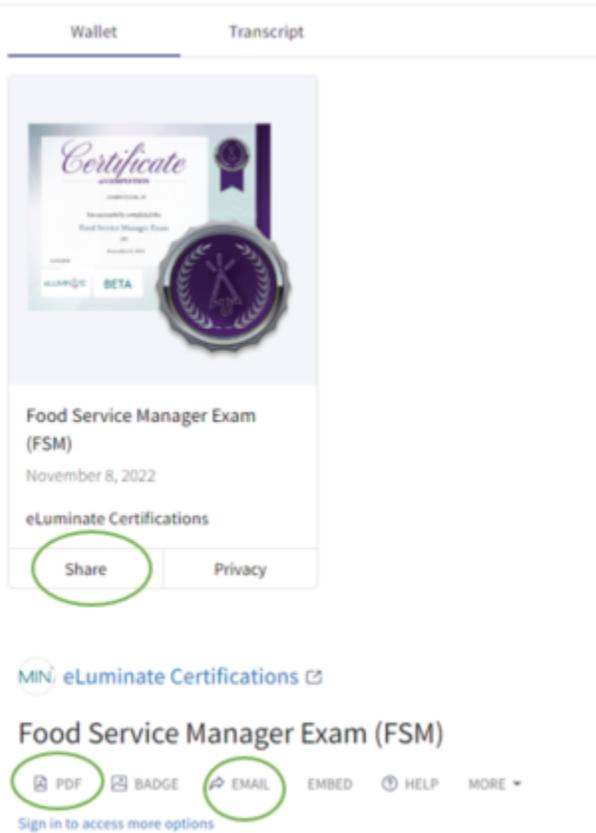
[Learning preferences](#)

### Personal information

Basic information about your credential account

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You will then be directed to a page with your credentials



You can click on the pdf to get the certificate to download, or email to email the link with the pdf.

## Frequently Asked Questions

You can also click on share to share this credential on many platforms

Share your **Food Service Manager Exam (FSM)** credential ✕

SHARE TO SOCIAL MEDIA  
The best way to share your professional achievement is via [LinkedIn](#)

[f](#) [t](#) [s](#) [in](#) [LinkedIn](#) [...](#)

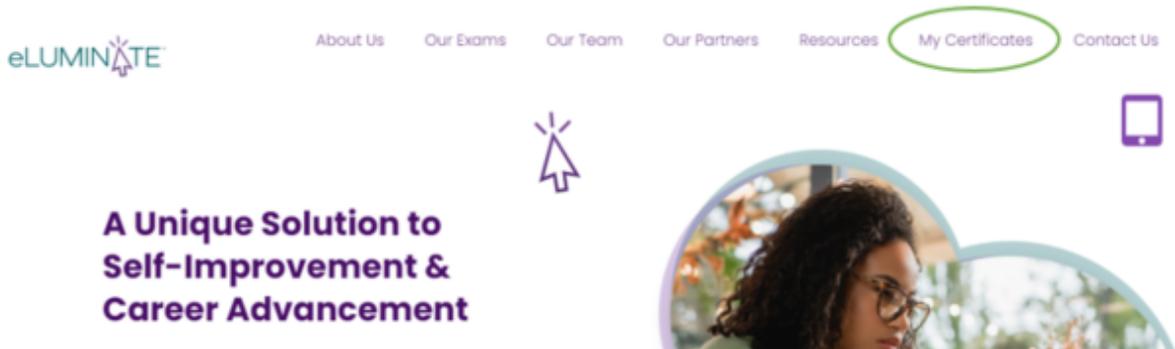
Add your certification to your [LinkedIn](#) profile with 1 click

[in](#) Add to my profile

- LinkedIn no longer shares profile updates to your network. Click the share button above to share your credential instead.

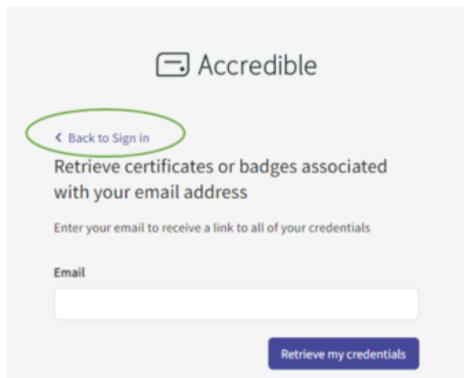
### I need to change the name on my certificate after it is awarded

Navigate to your certificate by clicking on “My certificates” on the eLuminate website.



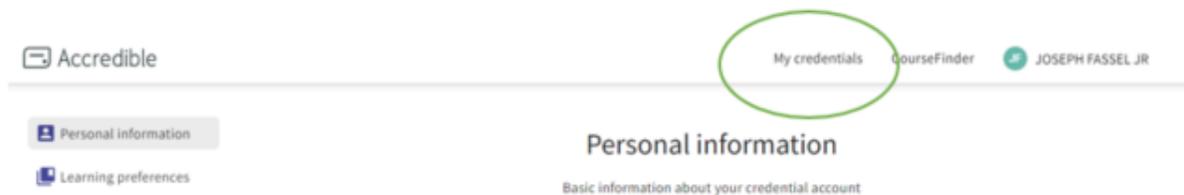
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On the next page click on “Back to sign in” and log into your profile.



The screenshot shows the Accredible interface. At the top left is the Accredible logo. Below it, a link labeled “Back to Sign In” is circled in green. The main heading reads “Retrieve certificates or badges associated with your email address”. Below this, there is a sub-heading “Enter your email to receive a link to all of your credentials”. A text input field labeled “Email” is present, followed by a blue button labeled “Retrieve my credentials”.

Once logged in go to “My credentials”



You will then be directed to a page with your credentials

1. Click on that credential you wish to change
2. Along the bottom of the credential window, click the 'MORE' button.
3. In the pop-up menu, select the 'Request a Name Change' option.
4. Please enter the name as you would like it to appear in **both** fields
5. Click 'Request'.



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### **What Happens Next**

#### **You've requested a major change:**

If the name change you've requested is substantially different from the name that currently appears on your certificate, your request will be sent to your issuer (eLumniate) for them to approve or deny your request.

#### **You've requested a minor change:**

If the name change you've requested is to fix a small typo and your issuer has given us permission to approve small changes, the system will automatically correct and update your certificate.