

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 can I learn more about these exams and the content they cover?

The Candidate-Certificant Handbook covers everything you need to know about the certification program and the exams. The handbook also contains other helpful information and privacy notices. Check out the Handbook by clicking on the link at the bottom of eLuminate's webpage!



How can I study for this exam?

In our resources section there is a document that gives information about the exam and where you can get information to study for these exams [here](#).

How do I find an exam?

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

How do I purchase an exam?

Locate the exam you are interested in and then click on the [add](#) button to add to your cart. Once you add all the exams 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.

Frequently Asked Questions

How do I know if I passed and how do I receive my certificate?

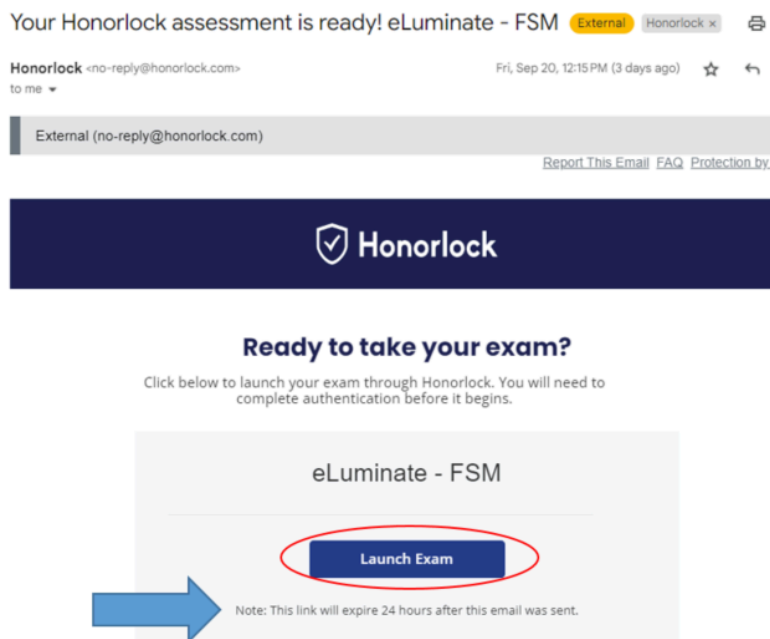
If you receive a passing score on your exam, your passing status and certificate will be sent to the [email address associated with your profile](#). This will be sent by Accredible, our third party certificate provider.

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 take my exam with a proctor?

After you complete the exam course in eLuminate you will receive the email below to the email address associated with your profile.



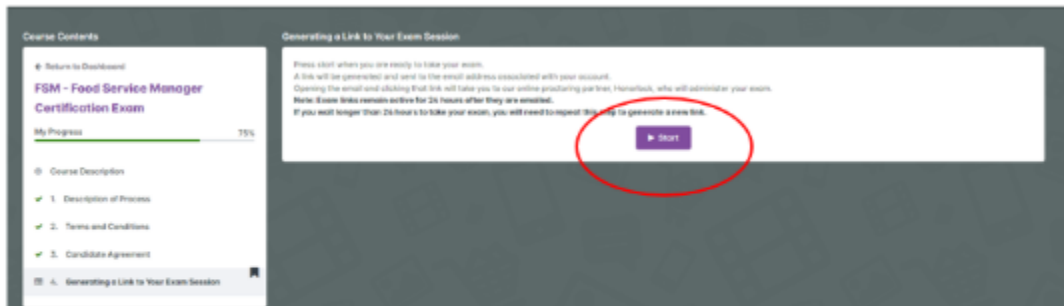
Click on Launch Exam when you are ready to take the exam.

After you click on the link you will be sent to Honorlock, our exam proctor.

Frequently Asked Questions

I clicked on the link to access Honorlock 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@eluminatecertifications.com.



Generating a Link to Your Exam Session

Save and exit



FSM EXAM LINK

A link to take your FSM Exam has been sent to your email address. Open your email and click on the link to begin your exam.

Please make sure that you are ready to take your exam before you click on the email link. All books, study materials, and unauthorized devices must be removed from the testing area before you begin.

If you can not immediately take your exam, save the email containing the exam link. **The exam link is unique to you and is the only way to access your exam session.**



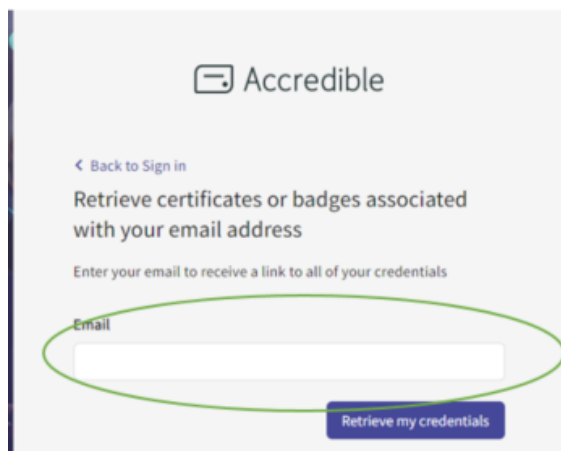
Frequently Asked Questions

I did not receive my email with my certificate.

Go to eLuminate website and click on “My Certificates”



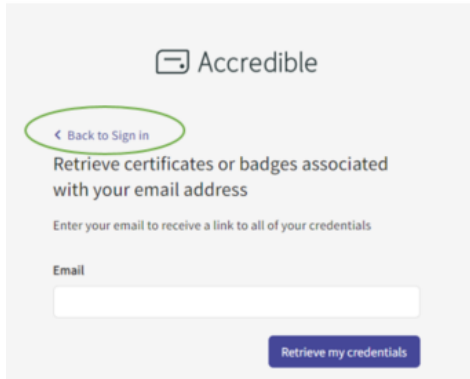
This will direct you to the following page.



You can simply enter your email address and click the “Retrieve my credentials” button. You will get an email with a link directing to your credential.

If you are looking to see what certificates you have earned, you can click on “Back to sign in” and then enter your login information.

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Accredible

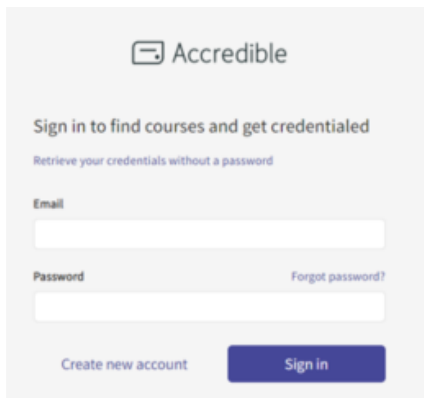
[← Back to Sign in](#)

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

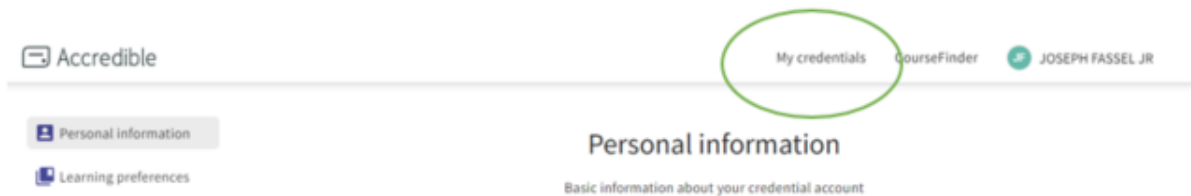
[Retrieve your credentials without a password](#)

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](#)

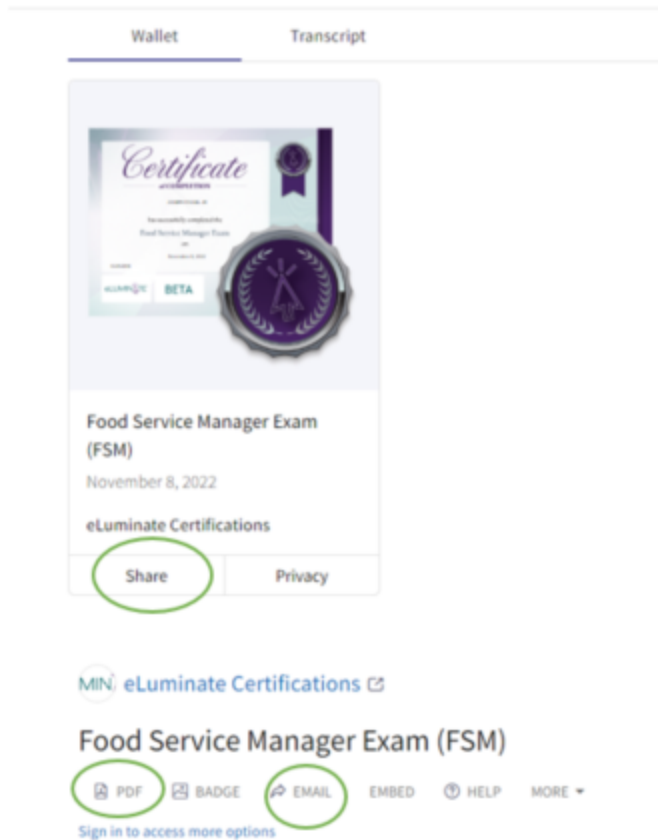
[Learning preferences](#)

Personal information

Basic information about your credential account

You will then be directed to a page with your credentials

Frequently Asked Questions



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

You can also click on “Share” to share this credential on many platforms.

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

SHARE TO SOCIAL MEDIA

The best way to share your professional achievement is via **LinkedIn**



Add your certification to your **LinkedIn** profile with 1 click

[Add to my profile](#)

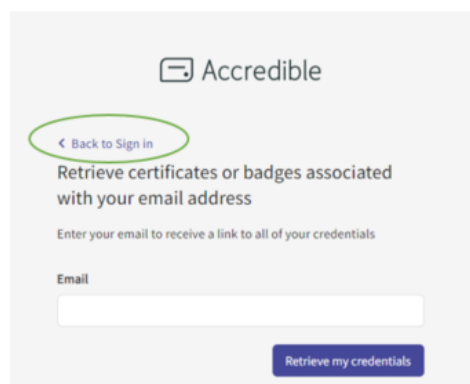
- LinkedIn no longer shares profile updates to your network. Click the share button above to share your credential instead.

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.

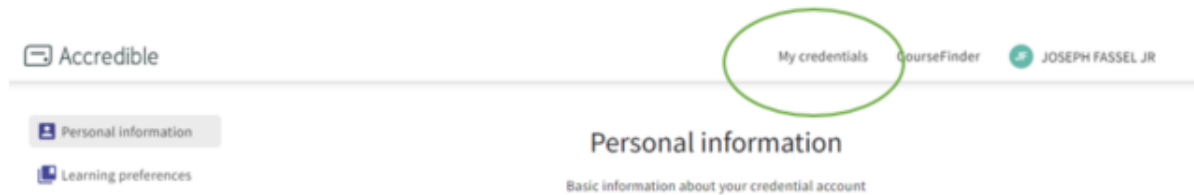


On the next page click on “Back to sign in” and log into your profile.

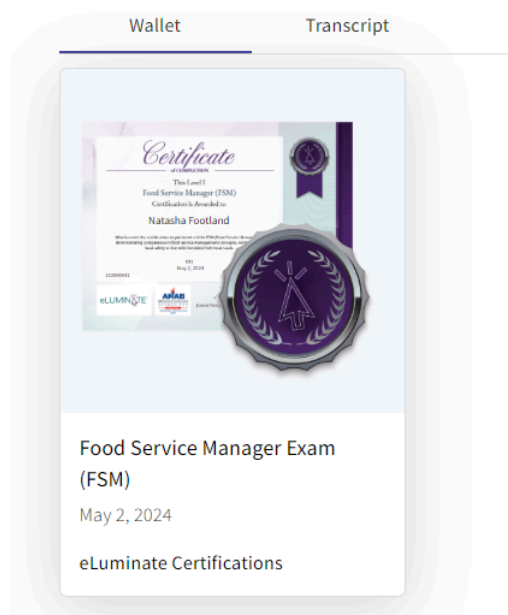


Once logged in go to “My credentials”

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On the next page your credential will show, click on the credential you are looking to change.

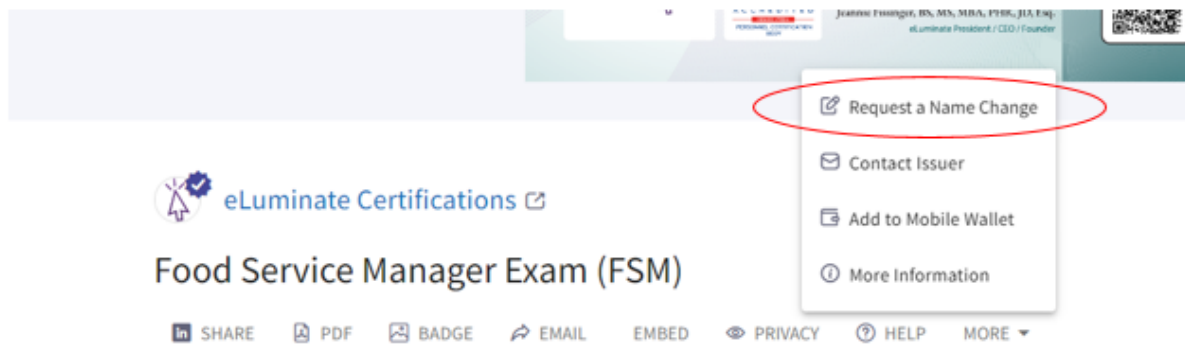


Scroll down and click on more



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Select Request Name Change



Enter the name you want displayed in both fields and click request

A screenshot of the 'Request Name Change' form. The form has two input fields: 'New name on the credential' and 'Confirm new name'. The first field contains the text 'Natasha Footland'. At the bottom of the form, there are two buttons: 'Cancel' and 'Request'. The 'Request' button is circled in red.

Then a message will be sent to eLuminate to approve the request. Once approved you will receive an email with your updated credential.



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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 (eLuminate) 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.