

On-line Food Workers Card

Frequently Asked Questions

Q: Can I stop during the training and complete it later on?

A: Yes. Your training session is good for 30 days from the date you originally started the training. You can log back in and just click on the Complete button to finish the training any time during this 30 day period. After the 30 days your training session will expire and you will need to start back at the beginning. If you stop during the test, you will be required to retake the entire test.

Q: My session has timed out. Now what do I do?

A: The online training will time out after about 30 minutes if there is no activity. Simply, sign out and then log back in again to complete the training.

Q: How do I print or reprint a card?

A: You can print or reprint a card for free within four days of completing the test. After the four days, there is a charge to print your card. Go back to the beginning of the online course, select the Login button and sign back in. Be sure to use the exact same registration information you originally signed in with.

Q: How can I get a card that is valid for three years?

A: If you have an unexpired Washington State Food Worker Card, bring your old card and the card you received online into your local Health Department and we will issue you a three-year card. If your old card has expired, you will only be able to receive a two-year card. You can receive a five-year card if you have completed an approved advanced training course such as Serve Safe Food Managers Course.

Q: Why does it cost \$10?

A: The \$10 fee is set in state regulation, Washington Administrative Code 246-217-025. The fee is used by local health departments to defray the costs of food worker training and education, administration of the program, and testing of applicants.

For more Frequently asked questions please go to Washington State Website at <http://www.doh.wa.gov/ehp/food/workercardfaq.html>

Q: Who do I contact if I have a problem with the online class?

A: If you are having a problem you can email us at FoodWorkerCard@tpchd.org. When leaving a message or sending an email, please include:

- Your full name;
- Phone number and/or email address;
- A description of the problem you are having.
- You can also call your participating county 360-642-9382 or 360-875-9356