



Okanogan County Public Health

Food Worker Cards ~ Online Testing FAQs

How do I contact technical support?

If you have technical problems associated with the online program or payment issues, please call: 253-798-6145 for technical assistance Monday through Friday from 8:00 a.m. to 4:30 p.m. After 4:30 p.m., please leave a message and someone will get back to you on the next workday. You may also email the site administrator at foodworkercard@tpchd.org. In any phone or email message, please leave your full name, phone number, and email address and describe the nature of your concerns.

How do I get a three-year food worker card?

A three-year card (renewal card) can be issued to you if you currently have an unexpired Washington State Food Worker Card. However, the online program will only issue you a two-year card unless it recognizes you as a returning user with a valid card. (This means your current food worker card was obtained by completing both the training and test online at the same website.) If you qualify for a three-year card but did not obtain your current card using the same online program, use one of the following options:

1. Take the class, the test, and pay for your card online. Print your two-year card then contact Okanogan County Public Health (OCPH) at 422-7140 for further instructions.
2. Take the class and the test online, but pay for your card at OCPH, located at 1234 South 2nd Avenue, Okanogan.
 - a. Take the online class and test and stop once you have taken and passed the test, and before you make payment online.
 - b. Once you have completed the online class and test, bring payment of \$10.00 (cash, check or money order) to OCPH at 1234 South 2nd Avenue, Okanogan. Monday through Friday 9:00 a.m. to 2:30 p.m., and we will issue you a three year card

How do I get a five-year food worker card?

A five-year card can be issued to you if you have completed an approved advanced training course such as a ServSafe Food Manager course within the last two years and you have a Washington State Food Worker Card that is due to expire within the next 60 days. Take the online training, print your two-year card, and then contact OCPH to schedule a time to bring in documentation of your advanced certification, your old Washington State Food Worker Card, and your new online two-year card. Once we have verified the advanced training, your old card and your new valid two-year card, we will issue you a five-year card. Please contact us at 422-7140 to make arrangements if you believe you are eligible for a five-year food worker card.

What types of payment may be used?

If you are paying online – Visa, MasterCard or Discover credit cards may be used, in addition to debit cards with the Visa or MasterCard logo. If you are planning to use the Kiosks in our office, we accept cash, personal checks or money orders.

How long does the class take?

Experienced users are able to complete the instruction in just over 30 minutes. Typical users will take approximately one hour to complete the course and test.

I cannot print my card. What do I do?

If you are unable to print your food worker card after successfully completing the course and paying for the card it may be for a variety of reasons. You have five days to log back in and print your food worker card without additional charge. If you are still unable to print, contact Okanogan County Public Health at 422-7140 for assistance. We will print your card and you can either pick it up or we will make arrangements to send it to you.

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FOOD WORKER CARDS – ONLINE TESTING FAQs

How Do I reprint my Card?

To reprint a copy of your food worker card after the online session ends, return to the online food worker card website <https://www.foodworkercard.wa.gov/language.html> and select the Login button instead of the Registration button. Sign back in and follow the steps to print your card. You can get a copy of your food worker card free for five days after you pass your test. After five days, you will be charged to reprint your card.

What happens if I am unable to complete the course in a single session?

Your training session is good for 30 days from the date you originally started the training. Your place in the course is bookmarked after each section. If you disconnect, accidentally or intentionally, you can log back in and pick up where you left off (your last completed section) by clicking on the “Complete” button 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. *****The test must be completed in a single session. If you are disconnected during the test you will be returned to the start of the test.*****

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

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

What happens if I change my name?

You may change your last name by logging in to <https://www.foodworkercard.wa.gov/language.html> and selecting “Update My Information”. A new card with the revised last name may be printed but the card replacement fee will apply.

What happens if I change my email address?

You may change your email address by logging in to <https://www.foodworkercard.wa.gov/language.html> and selecting “Update My Information”.

I am a returning user and the system will not log me back in. What do I do?

Returning users must enter their first name, last name, date of birth, security question and security answer exactly as they were entered when they originally registered. Be careful of spaces in a security answer. For instance “Cougarfan” is not the same as “Cougar fan”.

I selected Okanogan County for my county of residence but there is a \$10.00 charge on my credit/debit card from “Tacoma Pierce County Health”. Is this correct?

Yes. All credit cards are processed by Tacoma-Pierce County Health

I want to get my food worker card online but am unsure if I am accessing the right website. How do I know I am accessing the right web site?

The only authorized online website for getting your online food worker card in Washington state is located at <https://www.foodworkercard.wa.gov/language.html>. Any other website or online service claiming to provide certification or comparable online testing to obtain your Washington State Food Worker Card is not valid. The link above takes you to the official website for obtaining your Washington State Food Worker Card and is a partnership of many Washington state counties, including Okanogan County.

Why does it cost \$10.00?

The \$10.00 fee is set by state regulation, Washington Administrative Code 246-217-025 (<http://apps.leg.wa.gov/WAC/default.aspx?cite=246-217>). 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.

What if I work in Okanogan County but live in another Washington county or live out of state?

If you work in Okanogan County but live out of state you can still participate in the online training. Click “Out of State” when starting the program and select the Zip Code of the area where you will be working. If you work in Okanogan County but live in another Washington county you can still participate in the online training through Okanogan County or you can contact the local health department in the county where you live for Food Worker Card training and testing.

Do I have to sign my card once I print it?

Yes. Your signature is required on your valid food worker card.

For more FAQs please visit:

www.doh.wa.gov/ehp/food/workercardfaq.html