

Food Worker Card - Frequently Asked Questions

Online Troubleshooting

Before you get started:

- Plug speakers or earphones into your computer.
- Turn off pop-up blocker.
- Connect to a working printer.

NOTE: Once you pass the test and pay for your card, make sure to click the “Print” button (even if you are not connected to a working printer). This will send a copy of your card to your email address.

If you have a problem with the online class:

- Try using a different web browser (Google Chrome, Mozilla Firefox, or Internet Explorer).
- Make sure the newest version of Adobe Flash Player is installed on your computer.
- Delete browser history and cookies (in your browser’s “Tools” or “Options” menu).
- Try using a different computer.

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

If you are having a problem you can call (253) 798-6145. Our office hours are Monday through Friday, 8 a.m. to 4:30 p.m. If calling outside of office hours, leave a message and a staff member will return your call the next business day. You can also email us at FoodWorkerCard@tpchd.org. When leaving a message or sending an email, please include:

- Full name
- Birthdate
- Phone number and/or email address
- Description of the problem you are having

Can I stop during the training and complete it later?

Yes. Your training session is good for 30 days from the day you started. Log back in to www.foodworkercard.wa.gov and click “Continue the course where I left off” to finish your training. After 30 days, your training session will expire and you will need to restart the training from the beginning. If you stop during the test, you will be required to restart the test from the beginning.

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

The online training will time out after about 30 minutes of no activity. Sign out and then log back in to www.foodworkercard.wa.gov to complete the training.

How do I print or reprint a card?

After you pass the test and pay for your card, you have thirty days to print your card from www.foodworkercard.wa.gov for free. After that, you can reprint your card from www.foodworkercard.wa.gov, but a replacement fee may apply. Check with your county of residence for reprint fees.

How can I pay?

If you are paying online, you can use Visa, MasterCard or Discover (credit or debit). The charge will appear on your statement as “TPC ONLINE FOOD CARDS.” If you are paying at the Health Department, you can use cash, Visa or MasterCard.

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

If you renew your valid Washington State food worker card within 60 days before its expiration date, your renewal card will be good for three years. If you renew your card on or after its expiration date, your renewal card will be good for only two years.

How can I get a card that is valid for five years?

If you complete the ServSafe Food Managers Training Course (or an equivalent advanced training course), you can receive a five-year food worker card. For more information, see the Department of Health's list of approved advanced training courses.

Why does a card cost \$10?

The \$10 fee is required by Washington Administrative Code (WAC) 246-217. The fee is used by the Health Department to defray the cost of providing food worker training and education, administering the program and testing applicants.

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

Yes. Your card is not valid if it does not have your signature on it.

When will my card expire?

New cards are good for two years. Renewal cards issued before the previous card expired are good for three years. Look on the front of your food worker card for its expiration date.

More frequently asked questions are available on Washington State Department of Health's website at www.doh.wa.gov/foodworkercard.