



**HEALTH DEPARTMENT**  
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## Frequently Asked Questions

### **I cannot print my card. What do I do?**

Many users are unable to print their food worker card for a variety of reasons after successfully completing the online course and paying for their card. A returning user has up to 5 days to log back in and print their food worker card without charge. After 5 days an established card replacement fee will apply.

### **What types of payment may be used?**

Visa, Mastercard or Discover credit cards may be used. Also debit cards with the Visa or Mastercard logo may also be used.

### **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.

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

A user's place in the course is bookmarked after each section. If a user disconnects, accidentally or intentionally, their place is saved. When they log back in they are returned to the last section they completed. \*\*\*The test must be completed in a single session. If a user is disconnected during the test they will be returned to the start of the test.\*\*\*

### **What happens if I change my name?**

A user may change their last name by logging in and selecting "Update My Information." A new card with the revised last name may be printed but the established card replacement fee will apply.

### **What happens if I change my e-mail address?**

A user may change their e-mail address by logging in 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 questions 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 Clark County for my county of residence, but there is a \$10.00 charge on my credit card from "Tacoma-Pierce County Health." Is this correct?**

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