

Partner How-To Guide



HOW TO SET UP AN ACCOUNT

To set up an account, select Partner and enter your information. Once you have submitted your information, an email will be sent to the email address you provided in the form, asking you to verify your account.

RISE

Select your role

You can register with RISE as a Learner, Trainer, Proctor or Partner. Select a role to learn more.

Already have an account? [Log in](#)



Offer training and credentials to learners in your organization. Access, distribute or purchase products from the online store.

First name	Last name
Email address	Confirm email address
Password	Confirm password

Sign up as a partner

Required Fields Missing

Once you have registered as a partner, fill out the partner application for your company or institution. Normally, there is only one partner administrator per account. However, to add an additional administrator, the second individual should register as a partner but should not fill out the partner application. As the original partner administrator, you will need to send an email to rise@nrf.com with the second individual's name, email, and the partner organization they need to be added to.

You may only use a purchase order after you have completed the partner application and been approved. After you have submitted your information, your status button will be changed to pending. It takes two to three business days to receive approval.

Please note: If you need to make any changes to your name and/or email address after you have submitted your information and verified your account, please contact Castle.

WHERE TO PURCHASE A CREDENTIAL VOUCHER AND/OR TRAINING MATERIALS

Visit the ONLINE STORE tab to purchase credential exam vouchers and/or training materials.

Home Partner Additional Resources Vouchers **Online Store** Reports

Online Store

Store Purchase history

Shopping Cart (0)

Retail Industry Fundamentals Customer Service & Sales Retail Management Certification

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Learn more about RISE.

Terms of Service | About | Privacy

Select one of the following credentials to view your voucher options:

- Retail Industry Fundamentals
- Customer Service and Sales and Advanced Customer Service and Sales
- Retail Management

Once you have added all needed materials to your cart, select the “Check out” button to enter your payment information. Review your order and select the “I agree to terms and conditions” button to proceed. To view a quote of your purchase, select the “Download quote” button and a PDF price quote will open.

Online Store

Store / Checkout Purchase history

Product	Price	Qty	Subtotal
Advanced Customer Service and Sales Credential Exam Voucher	\$45.00	1	\$45.00

Discount code

Subtotal \$45.00

Total \$45.00

I agree to terms and conditions

If you purchase materials to be shipped to you (e.g. CSS and ACSS Instructor-Led Trainer’s Guide), you must enter your shipping information before you can proceed to enter your payment information.

Only partner and proctor accounts can use a purchase order as a payment method on the online store.

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HOW TO REGISTER TEST SITES

You will only be able to register a testing site after you have submitted a partner application and the non-refundable test site fee. Once you submit a partner application, even if it is pending, the TEST SITES tab will appear. Fill in the information, including test site main contact, IT contact, trainers and proctors, and billing contact.

Home Partner **Test Sites** Training Materials eLearning Additional Resources Vouchers Online Store Reports

Test Sites

Register a new test site

All fields are required.
Test site applications are subject to a \$175 fee.

Test site name

Website

Phone number

Address line 1

Address line 2

City

State Zip code

Limited to U.S. locations only.

Required Fields Missing

RISE Test Site

Conveniently located test sites are places for training and taking exams. Partners pay \$175 fee to set up a new test site.

[Learn more about RISE.](#)

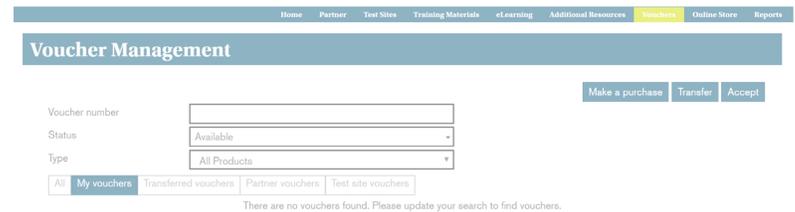
4

HOW TO TRANSFER A VOUCHER

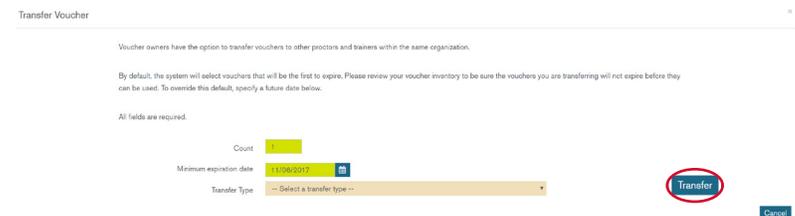
These individuals may be the same person if needed. Additionally, the proctor and trainer registered at a test site may be the same individual. You may add as many proctors and trainers as you wish to a testing site, but you must have at least one trainer and proctor at each site.

Once you have submitted the application and paid the non-refundable fee, the testing site request will be sent for approval, which takes two to three business days.

To send a voucher, go to the **VOUCHERS** tab and click transfer.



You can then use a dropdown menu to choose between test sites and individuals. Test sites will not appear in the dropdown menu until they are approved. If you send a voucher to a test site then any proctor affiliated with the test site can use the voucher. If you are transferring a voucher to an individual, then you will need that individual's email address.



You cannot transfer a voucher back from a test site. However, if you send a voucher to an individual proctor then he or she can transfer it back to you. If you need to transfer a voucher back from a test site please contact rise@nrf.com.

Once the voucher is transferred, the individual you have transferred it to will receive an email with a link and a transfer key. He or she must click the link and then enter the transfer key and his or her personal email within the RISE portal.

Please note: All vouchers purchased after July 17, 2017 will appear in the **VOUCHERS** tab, but anything purchased before this date will only appear if you enter a transaction number. Transaction numbers can be found in purchase confirmation emails or under the **REPORTS** tab.

HOW TO FIND OUT WHO TESTED AT YOUR SITE

Click the REPORTS tab and then select SCORE REPORTS in the drop-down menu. This will allow you to see who has tested at your site and released their scores.

Reports

Report: Score Report for Partners

Exam Start Date: 11/06/2016 Exam End Date: 11/07/2017 View Report

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Partner Scores

Status Description

- User not affiliated:** Learner has taken exam, exam is scored, but Learner has not affiliated with a Partner and answered the score release questions.
- Affiliated, not released:** Learner has taken exam, exam is scored, Learner has affiliated and declined release of scores.
- Scored - Passed:** Learner has taken exam, exam is scored and Learner has approved release of scores. Learner has passed exam.
- Scored - Fail:** Learner has taken exam, exam is scored and Learner has approved release of scores. Learner has failed exam.

First Name	Last Name	Exam Date	Exam	Status	Test Site
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Additionally, within the REPORTS tab, if you click ORDER RECEIPTS from the drop-down menu, all purchase receipts will be displayed.