Proctor How-To Guide

RISEUP™

1   HOW TO SET UP AN ACCOUNT

You will only be able to set up a Proctor account when a partner has registered your email to a testing site. Once this occurs, you will receive an email that directs you to create an account and complete the proctor training.

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.

# 2   WHERE TO PURCHASE A CREDENTIAL VOUCHER AND/OR TRAINING MATERIALS

Visit the ONLINE STORE tab to purchase credential exam vouchers and/or training materials.
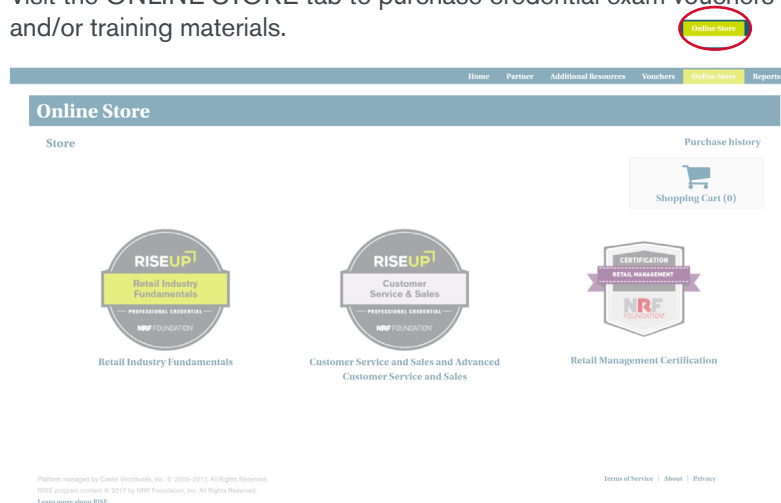
Select one of the following credentials to view your voucher options:

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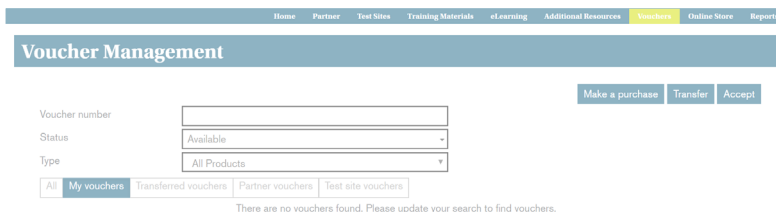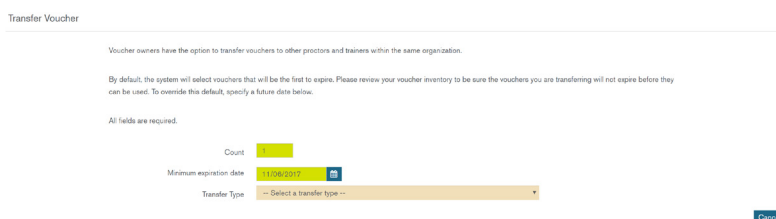
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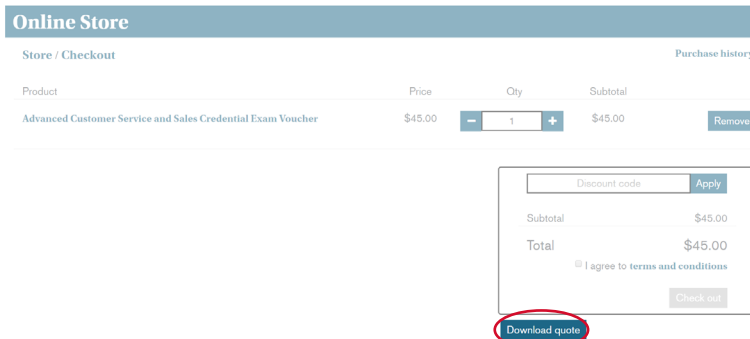
If you purchase materials to be shipped to you (e.g. CSS and ACSS Instructor-Led Trainer Guide), you must enter your shipping information before you can proceed to enter your payment information.

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

3 HOW TO TRANSFER A VOUCHER

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

You can then use the drop down 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.

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HOW TO FIND OUT WHO TESTED AT YOUR SITE

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

Additionally, within the REPORTS tab, if you click ORDER RECEIPTS from the drop-down menu, all purchase receipts will be displayed.