

Trainer How-To Guide



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HOW TO SET UP AN ACCOUNT

To set up an account, select Trainer 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.

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](#)



Teach learners and provide training resources.

Please enter your name and date of birth as appears on a government-issued ID (e.g. Driver's license).

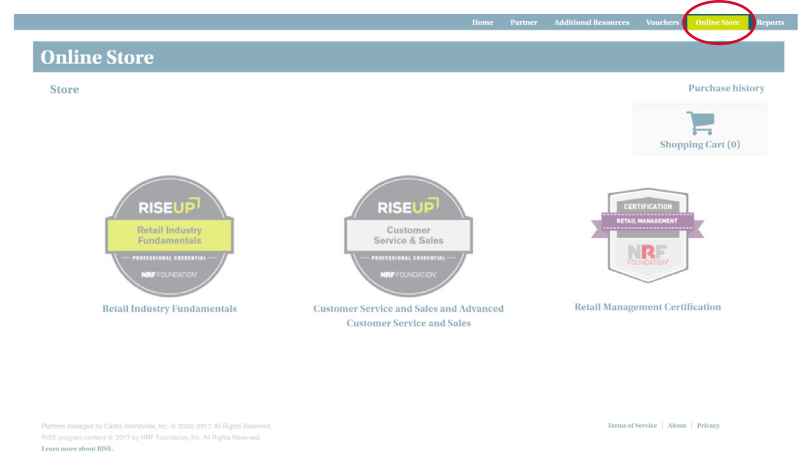
First name			Email address		
Last name			Confirm email address		
Prefix	<div> <div>Please Select</div> <div>▼</div> </div>	Suffix	<div> <div>Optional</div> <div>▼</div> </div>	Password	
Date of birth	MM/DD/YYYY		Confirm password		
Gender	Please Select		Race	Please Select	

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.

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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

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WHERE TO LOCATE COURSE TRAINING MATERIALS

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.

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 enter your payment information.

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

Visit the VOUCHERS tab to redeem the vouchers you have purchased or that have been provided to you.

If a partner organization has purchased a voucher on your behalf and transferred the voucher, you will be notified over email to redeem the voucher. Visit the VOUCHERS tab and click the “Accept” button to find your transferred vouchers. Enter the Transfer Key number provided in your notification email along with the email address associated with your account and click the “Find” Button.

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WHERE TO FIND YOUR RECEIPTS

Once you have redeemed a voucher, your training materials (e.g. Trainer's Guide, etc.) will be in the TRAINING MATERIALS tab. Click on each module's Trainer's Guide to download the document to your computer.

Visit the REPORTS tab to view a summary of your purchases. Select your start and end date to view purchases in a specific date range.

The screenshot shows the RISEUP1 website's Reports section. The 'Reports' tab is highlighted in the top navigation bar. Below the navigation bar, the 'Reports' section is titled 'Order Receipts'. It includes a 'Start Date' field set to '6/9/2017 12:00:00 AM' and an 'End Date' field set to '11/9/2017 12:00:00 AM'. A 'View Report' button is visible. Below the date fields, there is a table header for 'Order Summary' with columns: Order #, Voucher Transaction ID, Payment TransID, Date, Description, and Total. The table is currently empty. At the bottom, it shows 'Executed Date: 10/9/2017 4:35:15 PM' and 'Executed By: nicksonghtower@yahoo.com'.