

A How-To Guide for Independent Learners


RISEUPTM

HOW TO SET UP AN ACCOUNT

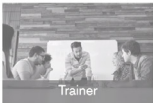
To set up an account, select Learner and enter your information.

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](#)




Learner



Trainer



Proctor



Partner

Register for training and earn credentials.
[Learn more about RISE credentials](#)

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 <small>Please Select</small>	Suffix <small>Optional</small>
Date of birth <small>MM/DD/YYYY</small>	Password
Gender <small>Please Select</small>	Confirm password
Race <small>Please Select</small>	Race <small>Please Select</small>

[Sign up as a learner](#)

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.

Please note: Once you have submitted your information and verified your account, you will only be able to update this information if you contact Castle.


WHERE TO PURCHASE TRAINING MATERIAL

To purchase training material, visit the **ONLINE STORE** tab to make your purchases.


[Home](#) [Partner](#) [Additional Resources](#) [Vouchers](#) [Online Store](#) [Reports](#)

Online Store


Store



Retail Industry Fundamentals




Customer Service and Sales and Advanced Customer Service and Sales



Retail Management Certification

Purchase history



Shopping Cart (0)

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

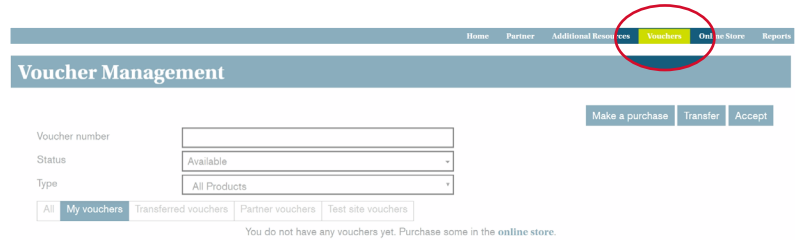
- Retail Industry Fundamentals
- Customer Service and Sales and Advanced Customer Service and Sales
- Retail Management

For items labeled for individual learners or for organizations, make sure to select the voucher with a title that includes (For Learners).



WHERE TO FIND YOUR PURCHASED ITEMS

Visit the **VOUCHERS** tab to see and redeem the vouchers you have purchased.



Once you have found your voucher, click accept. You have now redeemed your voucher and your training materials (e.g. Learner's Guide, etc.) will be in the **TRAINING MATERIAL** tab. Click on each module's Learner's Guide to download the document to your computer.

If you purchased a Retail Industry Fundamentals eLearning (For Learners) voucher, your eLearning materials can be found in the **ELEARNING** tab.

HOW TO SIGN UP TO TAKE YOUR RISE UP CREDENTIAL EXAM

If you do not want to affiliate with a Partner, log in to your RISE account and visit the HOME tab. Scroll down to the page section “Affiliated with a Partner” and select the “I do not want to associate with any partners” button. Even if you opt to not affiliate, you may still choose to share your scores with a partner organization.



Learners, instructors and proctors can associate with a partner organization for training, education and testing activities. Partners may provide training and testing vouchers.

In the “Select a partner” search box below, please enter the first three letters of your partner’s name (example: “App” for “Appalachian”). Select your partner from the list that appears. You can be affiliated with more than one partner. If you cannot find your organization, please contact 1-844-NRF-Exam.

Once you’ve selected your partner(s), you can specify if you want your training or test results to be shared with them. You can change your partner affiliations and permissions at any time.

Select partner(s)

I am not currently associated with any partners.

Continue scrolling on the HOME page to the page section “Credential Exams” and click the “Start Your Registration” button. If you click “Save and Close” your registration status will change to “In Progress.” You can click the “Continue Registration” button to return to your credential exam registration.

Click the “Next” button to fill out all the required information on each credential application tab.

The tabs you will need to complete are:

- **Credential** – Identify which exam you want to apply for.
- **Eligibility Requirement** – Verify you meet the requirements.
- **Contact Information** – Enter your information. The name and email fields will be populated with information associated with your account.
- **Registry** – Agree or disagree to participate in NRF’s public registry and/or authorize the release of your contact information. You may remove yourself from the registry at any time. If you are under the age of 18, you cannot participate in the public registry.

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WHERE TO FIND YOUR CREDENTIAL EXAM SCORES

- **Request Accommodations** – Apply for exam accommodations needed for a disability. If you have selected no, proceed to the next tab. If you have selected yes, check all accommodations that apply, select the “I Agree” button at the bottom of the page, and you may be required to submit documentation. If testing at a Castle site and requesting accommodations, learners need to contact Castle.
- **Attestation** – Read the agreement and check the box at the bottom to indicate an electronic signature.
- **Submit** – Verify you have entered the correct information and click submit to finalize your exam registration.

After you click submit, you will be given two options to take the exam: On-site exam or Online exam. Please note, if you no longer wish to take the exam you have registered for, you can click the “Reset My Registration” button to start over. Once you are ready to test, select the appropriate testing option:

- Since you will be taking the exam at a Castle testing center or with an online proctor, click the “Schedule a Testing Session” button to select a date, time and location. Please note, there is an additional fee required to take the exam at a Castle testing center that you will need to pay online at the time of scheduling. Please note, vouchers cannot be used for testing at a Castle site, and once you have scheduled an exam, you cannot cancel in the RISE portal, but you can cancel if you log back in to your Confirmation or NTS email for a fee.

Visit the REPORTS tab to find a copy of your purchase receipts and your score reports.

The screenshot shows the RISEUP portal's Reports section. At the top, there is a navigation bar with links for Home, Training Materials, eLearning, Additional Resources, Vouchers, Online Store, and Reports. Below this, the 'Reports' dropdown menu is open, showing 'Order Receipts' as the selected option. There are input fields for 'Start Date' (9/9/2017 12:00:00 AM) and 'End Date' (1/9/2017 12:00:00 AM), along with a 'View Report' button. Below the date fields is a table titled 'Order Summary' with columns for Order #, Voucher Transaction ID, Payment TransID, Date, Description, and Total. The table contains one row of data. At the bottom of the page, it shows 'Executed Date: 10/9/2017 4:35:15 PM' and 'Executed By: mckercoslightover@yahoo.com'.

Use the Reports dropdown menu to select “Score Reports.” Once your exam scores are available, select view score report to open your scores as a PDF.

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HOW TO ACCESS YOUR CREDENTIAL BADGE AND CERTIFICATE

If you pass the exam, you will receive an email to access and share your digital badge and personalized electronic certificate.