

**A How-To Guide  
for Learners  
(Associated  
with a Partner)**

**RISEUP<sup>TM</sup>**

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## 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).

<input type="text" value="First name"/>	<input type="text" value="Email address"/>
<input type="text" value="Last name"/>	<input type="text" value="Confirm email address"/>
Prefix <input type="text" value="Please Select"/> Suffix <input type="text" value="Optional"/>	<input type="text" value="Password"/>
<input type="text" value="Date of birth MM/DD/YYYY"/>	<input type="text" value="Confirm password"/>
Gender <input type="text" value="Please Select"/>	Race <input type="text" value="Please Select"/>

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.

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## WHERE TO FIND YOUR VOUCHER

If you need to purchase a voucher, visit the ONLINE STORE tab. If a partner organization has purchased a voucher on your behalf and transferred the voucher, you will be notified by email to redeem the voucher. Visit the VOUCHERS tab and click the "Accept" button to find your transferred vouchers.

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

**Voucher Management**

Voucher number

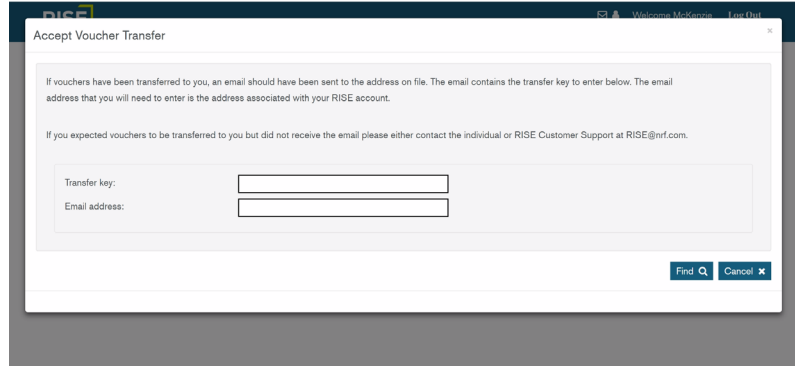
Status

Type

You do not have any vouchers yet. Purchase some in the online store.

Enter the Transfer Key number provided in your notification email along with the email address associated with your account and click the "Find" button.

## HOW TO REGISTER TO TAKE YOUR RISE UP CREDENTIAL EXAM



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.

If you wish 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 begin typing your organization's name (school, community college, nonprofit, etc.) into the search bar.



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 your associated partner and click the "Add Partner" button. You can change your associated partner and/or your preferences for releasing scores and training records at any time by visiting this page.

Once you have selected your affiliated partner, 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.
- **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.
- **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.

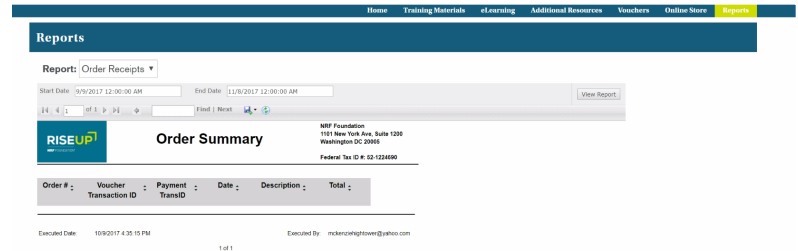
After you click submit, you will be given two options to take the exam: On-site exam or Online exam. Please note, if you no longer wish to take the exam you have registered for, you can click the “Reset My Registration” button to start over. On the day of the test, select the appropriate testing option:

- Since you will be taking the exam at an NRF partner location, you will select “Take the Exam” button located under On-site exam. On the day of the exam, you will need to enter the testing code provided by the test proctor and then select “BEGIN EXAM”.

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## WHERE TO VIEW YOUR CREDENTIAL EXAM SCORES

Scores are presented at the end of the exam, but to view them after visit the REPORTS tab to find a copy of your purchase receipts and your score reports.



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.