# **Trainer How-To Guide**



## 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 y	our role	
You		er, Proctor or Partner. Select a role to learn m n account? Log in	iore.
Learner	Trainer	Proctor	Partner
	Teach learners and pr	ovide training resources.	
Please enter your name and date of birt	h as appears on a government-issued ID (e	.g. Driver's license).	
First name		Email address	
Last name		Confirm email address	
Prefix	Suffix	Password	
Please Select *	Optional		
Date of birth		Confirm password	
MM/DD/YYYY			
Gender		Race	
Please Select	٣	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.

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

Online Store	Home Pariner	Additional Resources Vouchers Online Store
Store		Purchase history
RISEUP Betall Industry Indementation Remains controls Remains controls Remains controls	RISEUP Customer Service & Sales remnants futures Mar roscence	CERTIFICATION HERA AUMAGENERY INC.
Retail Industry Fundamentals	Customer Service and Sales and Advanced Customer Service and Sales	Retail Management Certification
atform managed by Castle Worldwide, Inc. © 2006-2017, Al Rights Reserved. ISE program context © 2017 by NRF Foundation, Inc. Al Rights Reserved. com more about ISE.		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



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

2

1

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.

Store / Checkout				Purchase his
Product	Price	Oty	Subtotal	
Advanced Customer Service and Sales Credential Exam Voucher	\$45.00	1 +	\$45.00	Rem
			Discount code	Apply
		Subtotal		\$45.00
		Total	I agree to terms	\$45.00 and conditions

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.

				_	_	
		Home	Partner	Additional Resources Voucher	Online Store	Reports
Voucher Manag	gement					
				Make a purchase	Transfer Acc	ept
Voucher number						
Status	Available -					
Туре	All Products					
All My vouchers Trans	ferred vouchers Partner vouchers Test site vouchers					
	You do not have any vouchers yet. Purchase so	me in the	online sto	re.		

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.

If vouchers have been transferred to you, an email should have been sent to the address on file. The email contains the transfer key to enter below. The email	
address that you will need to enter is the address associated with your RISE account.	
If you expected vouchers to be transferred to you but did not receive the email please either contact the individual or RISE Customer Support at RISE@nrl.com.	
Transfer key:	
Email address:	



#### WHERE TO LOCATE COURSE TRAINING MATERIALS

3

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.

#### WHERE TO FIND YOUR RECEIPTS

4

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.

					Home	Training Materials	eLearning	Additional Resources	Vouchers	Online Store	Reports
Reports											
Report: Order Receipts	v										
Start Date 9/9/2017 12:00:00 AM		End Date 11/8/2	17 12:00:00 AM					View Rep			
$[4] = 1 \qquad \text{of } 1 \Rightarrow [4] = \varphi$		Find   Next	• 🚯								
RISEUP	Orde	r Summa	ry	NRF Foundation 1101 New York A Washington DC Federal Tax ID #	we, Suite 120 20005	0					
Order # _ Voucher Transaction ID	Payment TransID	: Date :	Description :	Total 🛊							
Executed Date: 10/9/2017 4:35:15 F	м		Executed	By: mokenziehight	lower@yahoo.	com					
		1 of 1									

