Using A
Penn Foster Account in
Customer Service

and the
www.ATGfreshstart.com
website

A T&G FRESH START, LLC

CONTACT US

Our team has been training teachers across Louisiana for several years, and our passage rate is 98% with about 1,000 teachers certified. We also use the training to explain how teachers can apply for a MERA grant for which they can get vouchers paid for their students. If you need to contact either of us, click our name below.

Rae Broussard

Paul Grethel

Rae Broussard is a former high school teacher who is certified in Customer Service and taught it for several years. She now works for Keller Williams as a real estate agent in the greater Baton Rouge area. In her spare time, Rae coaches volleyball.

Paul Grethel is a retired high school teacher having been certified in Customer Service for over 15 years. He now works as a consultant for MERA, for Knowledge Matters, and is the Louisiana DECA State Association Advisor. In his spare time, he also runs his own supply company.

Visit
13967 J R Drive
Walker, LA 70785

Call
T: 504-301-7194
F: 225-683-8610

Contact
paul.grethel@gmail.com

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MERA GRANTS
(for public high school students)

1. Apply for **Customer Service Grant** for licenses for your students. This will save you $55 per student as MERA provides them in a grant.
2. Apply for **The Business of Retail** for licenses for your students. This IBC will earn your school 110 points on the school's report card.
3. Apply for the **Workforce Prep grant**. This is a series of 10.5 hours of online course work which prepares teens and young adults for the workplace. Each set of courses is $200 and paid by MERA.
   BONUS: high school seniors who complete the Workforce Prep are put in a drawing for 10 scholarships.
   teachers who have 75% of their students complete the Workforce Prep course will be put in a drawing for a $250 gift card.
4. Apply for the **School-Based Business Grant**. The grant is for $500 and can help start a business, buy equipment or buy inventory.
5. Apply for a **DECA Conference Grant**-the grant will pay registration costs for the state conferences held by the DECA student organization.

A T&G Fresh Start LLC
Website

www.atgfreshstart.com
Help for teachers, proctors, trainers, students

Our Customer Service Teacher Website

We have our own website for Louisiana teachers who teach **Customer Service** and **Business of Retail**.
Please pull up www.atgfreshstart.com.

Think of this website as your file cabinet.

A T&G FRESH START, LLC

REGISTRATION CS TRAINING

REGISTRATION BoR TRAINING

CUSTOMER SERVICE TRAINING

The Business of Retail: Operations & Profit TRAINING

We are offering the virtual **Training & Certification** classes for teachers, and they will be posted here.

The **Customer Service** Training and Certification classes for teachers will be held as follows with the trainings. Please note Register By Date as we need time to ship a textbook to the teacher.	The **Business of Retail: Operations & Profit** Training and Certification classes for teachers will be held as follows with the trainings. Please note Register By Date as we need time to ship a textbook to the teacher.

Date	Register by Date	Date	Register by Date
June 1, 2022—8 a.m.-2 p.m.	May 25	June 15, 2022—8 a.m.-2 p.m.	June 8
July 6, 2022—8 a.m.-2 p.m.	June 30	July 13, 2022—8 a.m.-2 p.m.	July 6
August 24, 2022—8 a.m.-2 p.m.	August 17	August 31, 2022—8 a.m.-2 p.m.	August 24
September 21, 2022—8 a.m.-2 p.m.	September 21	September 28, 2022—8 a.m.-2 p.m.	September 21

Registration is $275/person and includes the training class, a Customer Service & Sales Fundamentals textbook, full access to	Registration is $295/person and includes the training class, a Business of Retail textbook, full access to this website, and a

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STUDENT RESOURCES

NRF FOUNDATION
RISE UP

Click Here to Register for a Student Learner Account

Click Graphic on left to get to register for a Penn Foster account so that you can take the exam.

Click Graphic on right to get to Create your Account and to login to take the exam.

PENN FOSTER

Welcome to Penn Foster!

Sign in to your account

Enter your username

Enter your password

Create Account   Next

Enable Pop Up Blocker

Click the button to download directions on how to enable the pop-up blocker in order to take the CS credential exam.

Student Directions-Penn Foster

Students must click this button to get instructions on how to set up their learner account and take the exam

Sign In to Penn Foster Account

Click the button to get to get to Penn Foster site & then login

MERA Online Screening Test

Click the navy button to enter the MERA Online Screening Test. Students use their first and last name as their username. For the Passcode, Proctors must look it up on Class Materials page (at the bottom of the page). This is also where a proctor can access and download a hard copy of the screening test.

Click the Sample Test button to show your students what the screens looks like in the actual exam. The questions are
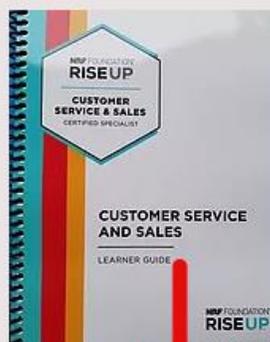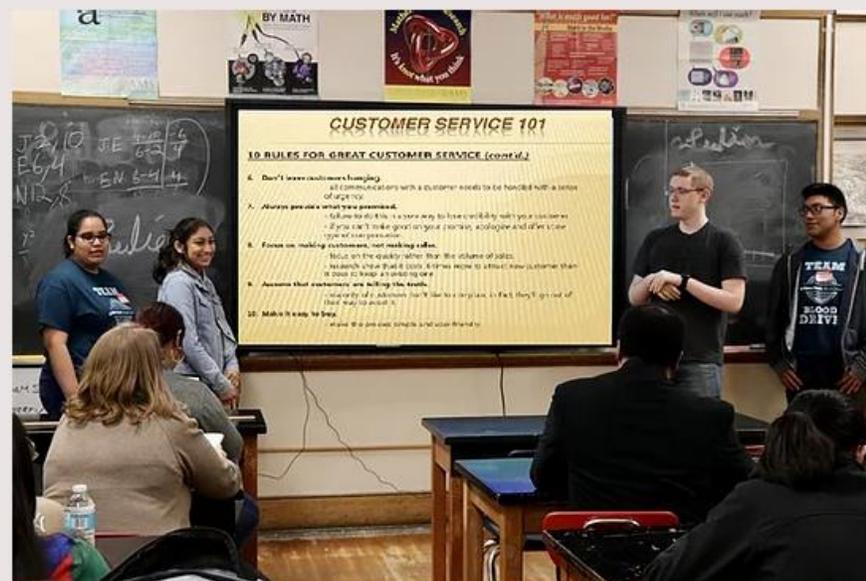
Guest Area

Please enter the password below.

········· ⬅️ **FreshStart**

Go

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CLASSROOM MATERIALS

CUSTOMER SERVICE 101

Please note that those links below with an "x" mark at the end have not been updated. Those without an "X" mark have been updated.

Customer Service & Sales

Teacher Materials
Teacher Pacing Guide
Customer Service & Sales Fundamentals Syllabus
Customer Service IBC Exam Competencies
Customer Service Information Sheet

Student Workbook Pages

Customer Service & Sales Fundamentals

Teacher Materials
Teacher Pacing Guide
Customer Service & Sales Fundamentals Objectives
Customer Service IBC Exam Competencies
Information Sheet

Student Workbook Pages

Guest Area

Please enter the password below.

.... ⬅**FreshStart**

Go

A T&G FRESH START, LLC

Textbook PowerPoints

Chapter 1 PowerPoint
Chapter 2 PowerPoint
Chapter 3 PowerPoint
Chapter 4 PowerPoint
Chapter 5 PowerPoint

Study Guide & Testing

Study Guide and Key
Customer Service Credential Sample Exam (in Word-15 questions)

Vocabulary

Credential Exam Vocabulary List and Definitions
Chapter 1 Vocabulary Puzzle
Chapter 2 Vocabulary Puzzle
Chapter 3 Vocabulary Puzzle
Chapter 4 Vocabulary Puzzle
Credential Exam Vocabulary List Puzzle

Math Problems Answer Key

Chapter Tests

Test Chapter 1
Test Chapter 1 Answer Key
Test Chapter 2
Test Chapter 2 Answer Key
Test Chapter 3
Test Chapter 3 Answer Key
Test Chapter 4
Test Chapter 4 Answer Key

MERA Screening Test

MERA CS Screening Test (download a hard copy)
MERA CS Screening Test Answer Key
For the online version of the screen test, go to the link below.
Students use their first/last name and **"voucher"** as the password.
MERA Online CS Screening Test

(right column)

Textbook PowerPoints

PowerPoint Chapter 1
PowerPoint Chapter 2
PowerPoint Chapter 3
PowerPoint Chapter 4

Study Guide & Testing

Study Guide and Key
Customer Service Credential Sample Exam (in Word-15 questions)
Student RISE Testing Directions
Teacher RISE Testing Directions

Vocabulary

Credential Exam Vocabulary List and Definitions
Chapter 1 Vocabulary Puzzle
Chapter 2 Vocabulary Puzzle
Chapter 3 Vocabulary Puzzle
Chapter 4 Vocabulary Puzzle
Credential Exam Vocabulary List Puzzle

Math Problems Answer Key

Chapter Tests

Test Chapter 1
Test Chapter 1 Answer Key
Test Chapter 2
Test Chapter 2 Answer Key
Test Chapter 3
Test Chapter 3 Answer Key
Test Chapter 4
Test Chapter 4 Answer Key

MERA Screening Test

MERA CS Screening Test (download a hard copy)
MERA CS Screening Test Answer Key
For the online version of the screen test, go to the link below. Students use their first/last name and **"voucher"** as the password.
MERA Online CS Screening Test

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RESOURCES

ROLE PLAYING SCENARIOS

Role Play 1-Angry Customers
Role Play 2-Difficult Customers
Role Play 3-Difficult Customers
Role Play 4-Angry Customer
Role Play 5-Listening Skills and Store Policy
DECA CS Role Play 1
Role Playing-Solve Problems and Gain Loyal Customers

ACTIVITIES

Eight Phone Problem Lessons
Change a Selling Feature into a Selling Benefit
Customer Service Introduction
Customer Needs & Wants
Customer Problems
Customer Problems Solved
Letter & Email
Phone Problem Lesson
50 Customer Service Activities
Disability Awareness Packet
Understand the Customer 1.2 Fill in the Blanks   Teacher's Key
Customer Service Practice Situations
Legal Cases   Student Worksheets   Teacher's Key
Vocabulary Words/Terms
Customer Service Classroom Activities
Math Problems (answer key found in Class Materials)

ADDITIONAL CLASSROOM MATERIALS

MBAResearch.org-go to this sit and click current List of LAP Modules for names of resource materials you can purchase for a small amount.
Kahoot.It-online question/answer CS challenges
Flashcards-you or your students can create their own flashcards to use to review.

TEACHER RESOURCES

Student Learning Target (SLT)-Sample 1
Student Learning Target (SLT)-Sample 2

TEXTBOOK INFO

The textbook used to teach the Customer Service class and prepare for the credential is titled Customer Service and Sales . The new books are priced as follows and can be ordered by the Voucher Designee in your school district.
Customer Service and Sales-textbook $65.00
Customer Service and Sales-Teacher Guide $265.00
Shipping charges will be added to any order

ORDERING VOUCHERS/BOOKS

Use the Purchase Tile on your home screen to order vouchers licenses and textbooks. If you do not have access to this tile, check with your Voucher Designee.

VIDEOS AND ADDITIONAL POWERPOINTS

BellWork PowerPoints
Funny Customer Service video
Customer Service Video-Johnny, the Bagger
Killer Customer Service Words That Should Not be Used
Top 6 Ways to Get An Angry Customer to Back Down
Seinfeld Bad Customer Service
Starbucks Customer Service
80/20 Rule (2:23 time)
Maslow's Hierarchy of Needs (why people behave a certain way)
Getting to Know Your Customers
What are Purchase Order and Invoices
Shoplifting
Open-Ended vs. Closed-Ended Questions
Safety-How to Lift Boxes Properly (or click video to right)
Seven Steps of a Sale
Get to Know Your Customers
Suggestion Selling
Customer Service Fundamentals
Buying Motives
Maslow's Hierarchy of Needs

T.H.A.N.K.S. Method (Click Title)

WORKBOOK WORKSHEETS #1

(use with Teacher Leader Guide #1)-ANSWER KEYS BELOW
Leader Guides are no longer available; try an internet search
Workbook 1, pages 3-8
Workbook 1, pages 21-22
Workbook 2, pages 15-20
Workbook 2, pages 31-36
Workbook 3, pages 13-17
Workbook 3, pages 21-40
Workbook 4, pages 3-6
Workbook 4, pages 25-29
Leader Guide #1 PowerPoint
Workbook 1 Answer Key
Workbook 2 Answer Key

UPack How to Lift Boxes

Video below will show your students in four minutes h
to detect counterfeit money at work.

TED Ed How to spot a counterfeit bill - Tien Nguy

HOW TO SPOT A COUNTERFEIT

Video below will show your students in 7 minutes how to d
themselves in many different industries when doing suggesti

MERA CS GRANT RESOURCES

MERA Grant Application

Click the green button to download a copy of the MERA Grant Application. Everyone must complete (type) all pages of the grant application. You must mail your grant application in to the address of MERA in the grant application.

Customer Service Voucher & Pass/Fail Form

When you applied for your grant, you email to Paul Grethel a list of all students who might be taking the Customer Service credential exam during this school year. Click the green button to download a blank form (if needed). After you have given your students the Screening test and they have scored 80% or higher, you must re-submit the same form you sent in with your grant application with any names removed that are not taking the exam, their screening test scores, mark if the student passed or failed and the date the student tested. Email this form in Excel format (not .pdf) again to Paul Grethel. Students must be 15 years old when testing (or in 10th grade).

PII Confidentiality Agreement

Click the button to download the Confidentiality Agreement if you need one between your school and MERA.

MERA Evaluation Form

Click the button to download a copy of the MERA Evaluation form. This form must be filled out by any student who used a MERA grant vouchers. The teacher must also fill one out. Mail these to the MERA office by mid-March.

Coping Skills PowerPoint

Click the Coping Skills PowerPoint button to the left to download a PowerPoint that goes with Coping Skills.

Simplified Business Plan for SBE Grant

Click the Simplified Business Plan button to the left to download an easy 1-page version for the MERA SBE Grant Business Plan.

A T&G FRESH START, LLC

NRF FOUNDATION RISE UP
PARTNER PORTAL

Enter your User ID *

Enter your Password *

Sign In

Click the graphic on left to access proctor site.

Click the graphic on right to access student/learner site.

NRF FOUNDATION RISE UP

Click Here to Register for a Student Learner Account

Using Penn Foster (PowerPoint Training) for CS

Using Penn Foster (PowerPoint Training) for Retail

NRF FOUNDATION RISE UP
CUSTOMER SERVICE & SALES
CERTIFIED SPECIALIST

CUSTOMER SERVICE AND SALES
LEARNER GUIDE

NRF FOUNDATION RISE UP

PENN FOSTER PROCTOR/TRAINER

If you are ready to test and are about using your MERA Grant voucher licenses, after you've requested your licenses by filling out the Customer Service/Business of Retail License Order form (attached), then do the following steps.

If you have licenses purchased by your school district, you must sign into that account, which is a different account than MERA's. Penn Foster Account. If you are using district-purchased licenses, for Step 3, change your organization name to your school district name (most likely) and your location name to your school's name (most likely). Call me if you're confused on this.

SCREENING TEST: Make sure your students have completed the Screening test and earned 80% or higher. This is required by MERA in order for the student to "earn" their license. They can access the online version of the Screening test by going to www.atgfreshstart.com, clicking on the Student tab and then clicking the online Screening test button. They sign in with their name and the passcode is "voucher."

Proctor Page

IF USING LICENSES PURCHASED BY YOUR SCHOOL DISTRICT
If you have Customer Service or Business of Retail licenses **purchased by your school district** and then transferred to your district Penn Foster account, you must sign into that account and replace Steps 1-4 above with these steps:

1. To have students register for the exam, have each click this link: www.atgfreshstart.com.   Students then go to the Students tab (at top) and will click the graphic at the top of the screen to get to it to the NRF RiseUp registration screen.
2. On the small screen that pops up, have them click **Enroll Now** (at the bottom)
3. The organization name for your MERA vouchers is (type in your school district's name)
4. The location name is (type in your school's name)

Between 1-2 days students will receive an email with a link to their certificate. You can also access their certificate, download and print the certificates under your Certificate Documents tile.

GETTING AN UNUSED LICENSE BACK TO YOUR ACCOUNT
If you enroll a student a 2nd time by accident, or if you enroll a student who never sets up their username and password, you can get that license back from Penn Foster. To do so use the link below to request that a license assigned to a student but never used can be returned to your proctor account as a reallocation:
https://forms.office.com/Pages/ResponsePage.aspx?id=NyffwHoW40uSo1-YIN2-ht1Y3mTTIFDqNHm8eGWkm5URE0wMThKUVBRREZBWU4zSU5PWkEzOTZGTC4u

STUDENTS WHO FAIL THE EXAM
If you have a student fails either the Customer Service exam or the Business of Retail exam, you must get a different license that is the same as the original test name but has Retake at the end of the name of the license.
Example: Regular credential license name might be Customer Service & Sales-Exam Only
                         Retake credential license name will be Customer Service & Sales-Retake

The MERA Grant does not provide a student a 2nd license, so your school district administrator who has the Partner Account at Penn Foster will need to make this purchase for you at $25/retake (instead of $55/license). This person is usually a CTE Supervisor but can be another person.

For this person to purchase the Retake license, have them go to **https://pfdev8.mybigcommerce.com/additional-products/** to select and purchase the Customer Service & Sales – Retake exam license or Business of Retail—Retake exam license. Students can retake the exam immediately, but we suggest you have them study before retaking it. They have 30 days to retest.

The administrator will need to transfer the license to your Penn Foster account which you use for your school district—not the one you use for MERA grants (if you have a grant). The student will need to register all over again to your district account. The student's first account (where they failed) is no longer good to use, so they must re-register.

ARE YOU MISSING LICENSES?
Please check the following:

1. Did you possibly enroll any students twice, but they only used 1 license?
2. Did any student test 2 times and use 2 licenses?
3. Check your Learner's tile to see if anyone is listed there who did not test. Do not count any that failed.

To figure out how many licenses you have enrolled/used,

1. Count how many students have their certificates in your Certificate Documents tile.
2. Count how many students failed in your Learners tile.
3. Count how many students are listed in your Learner's tile who haven't tested.
4. The total you get is how many licenses you have used and enrolled.

Proctor Page

ACCOMMODATIONS

The NRF Foundation wishes to ensure that individuals with disabilities are not deprived of the opportunity to participate in the assessment solely because of a disability. The NRF, Penn Foster and Rise Up (testing partner) follow the ADA laws on accommodations. Keep in mind that anyone assisting the test-taker with an accommodation must be a certified proctor. The testing facility must have any required equipment for accommodations. The accommodations include:

- Braille or large-print exam booklets;
- Google Chrome has an extension you can add that gives you screen reading technology. Look for **Natural Reader Text to Speech.** Do not contact Paul Grethel for information on this extension or the use of this technology.
- Scribes to transfer answers to Scantron bubble sheets or record dictated notes and essays;
- Extended time;
- Wheelchair-accessible testing stations;
- Distraction-free rooms;
- Physical prompts (such as for individuals with hearing impairments); and
- Permission to bring and take medications during the exam (for example, for individuals with diabetes who must monitor their blood sugar and administer insulin).

After the Learner is register and before the proctor Enrolls the student to take the online exam, the proctor/trainer must fill out the Accommodations form. The Learner (student) must have an IEP, approved documentation from a licensed professional or certified specialist who diagnosed the learner with a disability and is recommending the accommodation. To access the Accommodations forms, click on the Proctor tile and look the the right side. There is a form for Time Accommodations and a different form for other ADA Accommodations.

OTHER LANGUAGES

There is a Spanish version of the Customer Service credential exam. The Partner account holder can purchase it for $55.

Re-Take Exam

$25

RETEST

A student can retake an exam one time and can do so immediately as long as the student has completed the steps to begin a test and the student has a new "retake license". We recommend that a student take a day or so to review before re-taking the exam. The Penn Foster Administrator in your school district can purchase them by clicking the blue button to above and purchasing the Retake Legacy exam license for Customer Service (bottom of page) at a cost of $25.
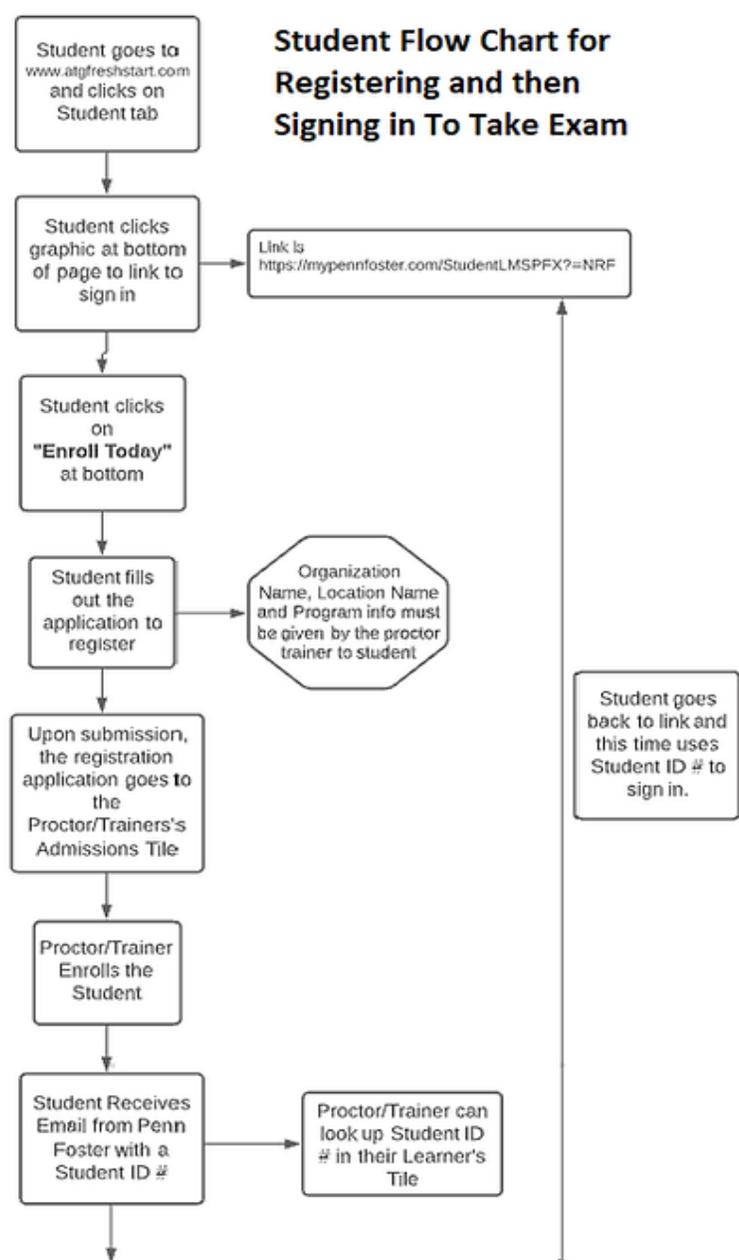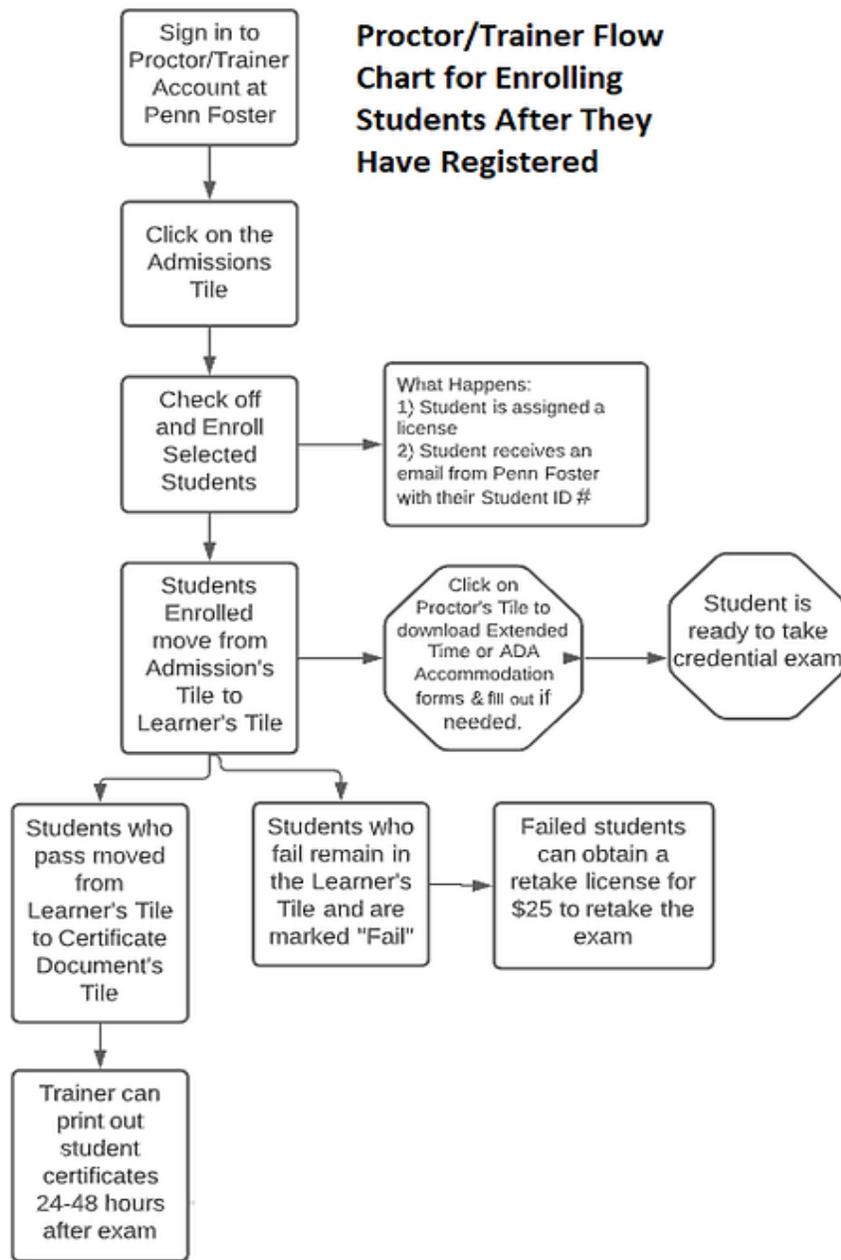
Re-Certification

RE-CERTIFICATION

Every 3 years a certified teacher must renew their certification. The teacher does not re-take the exam but can retake the training and exam if wanted. The teacher will just complete the renewal form and pay $25 to the NRF. It is the teacher's responsibility to keep his/her certification up-dated. Click the blue button to the left to get to re-certify.

Click on Customer Service & Sales (in the middle) or Business of Retail (on right side). You will have to sign in once you have your recertification in your shopping cart and pay $25 with a credit card to renew your credential.

A student's certification is good for 3 years and he/she can re-new his/her certification the same way that a teacher does. The Louisiana DOE states that the certification must be earned while in high school. This means that if a 14-year old earns the certification but does not graduate within the 3 year certification period that the certification will still count toward the graduation requirement.

If you fail the credential exam today, contact Paul. You must mail us a check for $25, and we will purchase your Retake exam so you can retest.

Proctor/Trainer Flow Chart for Enrolling Students After They Have Registered

Sign in to Proctor/Trainer Account at Penn Foster

↓

Click on the Admissions Tile

↓

Check off and Enroll Selected Students

→ What Happens:
1) Student is assigned a license
2) Student receives an email from Penn Foster with their Student ID #

↓

Students Enrolled move from Admission's Tile to Learner's Tile

→ Click on Proctor's Tile to download Extended Time or ADA Accommodation forms & fill out if needed.

→ Student is ready to take credential exam

↓ (splits into two)

Students who pass moved from Learner's Tile to Certificate Document's Tile

Students who fail remain in the Learner's Tile and are marked "Fail"

→ Failed students can obtain a retake license for $25 to retake the exam

↓

Trainer can print out student certificates 24-48 hours after exam

Student Flow Chart for Registering and then Signing in To Take Exam

Student goes to www.atgfreshstart.com and clicks on Student tab

↓

Student clicks graphic at bottom of page to link to sign in

→ Link is https://mypennfoster.com/StudentLMSPFX?=NRF

↓

Student clicks on "Enroll Today" at bottom

↓

Student fills out the application to register

→ Organization Name, Location Name and Program info must be given by the proctor trainer to student

↓

Upon submission, the registration application goes to the Proctor/Trainers's Admissions Tile

↓

Proctor/Trainer Enrolls the Student

↓

Student Receives Email from Penn Foster with a Student ID #

→ Proctor/Trainer can look up Student ID # in their Learner's Tile

Student goes back to link and this time uses Student ID # to sign in.

PENN FOSTER ADMINISTRATOR

BELOW ARE TYPICAL THINGS A PENN FOSTER ADMINISTRATOR WILL DO

1. **CREATING ADMINISTRATOR ACCOUNT**: Go to https://lpp.learnermanagement.com/Partners/NewPartner.aspx to set up your account as the Administrator.   You will need your school district's Federal Tax ID in order to register, so please make sure you have that on hand. Having this account will allow you to order Customer Service licenses for students to take the credential exam, to purchase textbooks and other materials, and to add proctor/trainers and school locations for your school district. Only 1 person per school district is allowed to create an account; you can, however, add other people to your account to give administrative roles.
Once you submit the application, it may take 1-2 days to get approval. You should receive an email from Penn Foster approving your account. You then create your username and password for the account. Log in to your account at https://lpp.learnermanagement.com. Once you have logged in, please click on the PURCHASE Tile in Order to complete your account set up.

2. **PURCHASING MATERIALS**: To make a purchase of vouchers or books, the Administrator will sign into Penn Foster at https://lpp.learnermanagement.com and click on the Purchases tab. Move mouse over Customer Service & Sales (middle section of screen) or Business of Retail (if that license is needed and select Tax Exempt from pull-down menu, select Individual Products (for just a few copies) or Bundle & Save (for larger quantities), select whether you want the exam licenses or the textbook and follow screen instructions.

3. **ADDING PROCTOR/TRAINERS** (teachers): Next, you will want to add your teachers. Click on the Add Users tile to do that. Add each teacher in your school district as a PROCTOR/TRAINER. Trainers can then add their own students for teaching. Each trainer that you add will receive an email with login information to their account.

4. **ADDING SCHOOL LOCATIONS**: You can now add your testing locations (school names) by clicking on the Add Locations tile and then click on Create New Site. Because the CS credential was originally set up for businesses, they will ask for your business name and store #. What you can do is set up the school name as the business name. Then assign each teacher a 3-digit number and put that in the Store # box. This will help keep everyone's vouchers separate. After completing this step, you can then use the "Manage Licenses" tile to divide licenses up between proctors and school sites.

5. **MANAGING/TRANSFERRING LICENSES**: Once you have ordered licenses, they will appear in your account. Click on Manage Licenses tile. You should see your purchased licenses on the top half of your screen under Open Licenses. To transfer them to a proctor/school site, click on Manage Licenses (right side of line where your order licenses show up). Click YES to continue. Click on +add site. Select your site/proctor and put in the # of licenses you want to transfer to that proctor. Now click Transfer. The transferred license(s) should now appear on the bottom half of your screen under Transferred/Location Licenses.   If any licenses are not used, you can always move any licenses later on but clicking on Manage Licenses on the bottom half of your screen.

6. **PURCHASING RE-TAKE LICENSES FOR THOSE STUDENTS WHO FAIL**: <u>CLICK HERE</u>. Scroll down to the bottom and look for the Re-Take button. Click it and it will link you to the page where you can order retake licenses for **$25.**

7. **REALLOCATION REQUEST**: If a proctor enrolls a student (meaning the student has been issued the license) and the student never takes the exam, you probably want to license back. To do this, tell your proctors (teachers to send you the student's name and student ID license #. Then click on the Resources tile, look in the top right corner for the Reallocation Request link, click it and submit the information. Penn Foster will send you a replacement for that license and it will show up under your Mange Licenses tile.

8. **CHANGING ADMINISTRATORS**: If you will be leaving your position, you should turn your Administrative account over to the

The Penn Foster Site

For Proctors, Trainers, Administrators and Student Testing

Setting Up Your Penn Foster Account

For today's class, you are the student under the organization named **AT&GFreshStart**.
After you get your certification, you will no longer use this account. Never give this organization name to your students.

Setting up username in Penn Foster.

PENN FOSTER

For today's class and your certification, you set up your account under AT&GFreshStart.
The location name is also AT&G FreshStart.

Once you finish this class and are certified, do the following:
1) contact your school district's Partner Account Holder (the Administrator on the main account)
2) Have that person add you as a proctor/trainer along with your school's name as the location. When they do this, you will set up a new account (your 2nd account) under your school district's name (or charter name) with a new username and password.

The Partner Account Holder (administrator) person is the only one who can purchase vouchers, books, etc. and has to add you as a proctor/trainer. This is the person you will contact when you need vouchers added to your account for your students.

MERA SCREENING TEST

We recommend that you give your students the **MERA Screening Test** after you have taught the Customer Service Curriculum.

We also recommend that a student not take the CS credential exam unless they receive 80% or higher on the 100 QUESTON Screening Test.

To access the written screening test, you can download it on the Class Materials page of the CS website located at www.atgfreshstart.com. Password for the page is **FreshStart**. Download the test and the answer key. Your students will Take a paper and pencil test.

Another Option:
Take the online screening test. It is grade immediately, and the student's score is given on the last screen. Tell students NOT to exit their test until you see their screen.
Get your students to the link for the online version by telling them to go to www.atgfreshstart.com and click on the Student page. The link is toward the bottom. They click it, fill in their first and last name, and type in the passcode of **voucher**. Every student uses the same password.
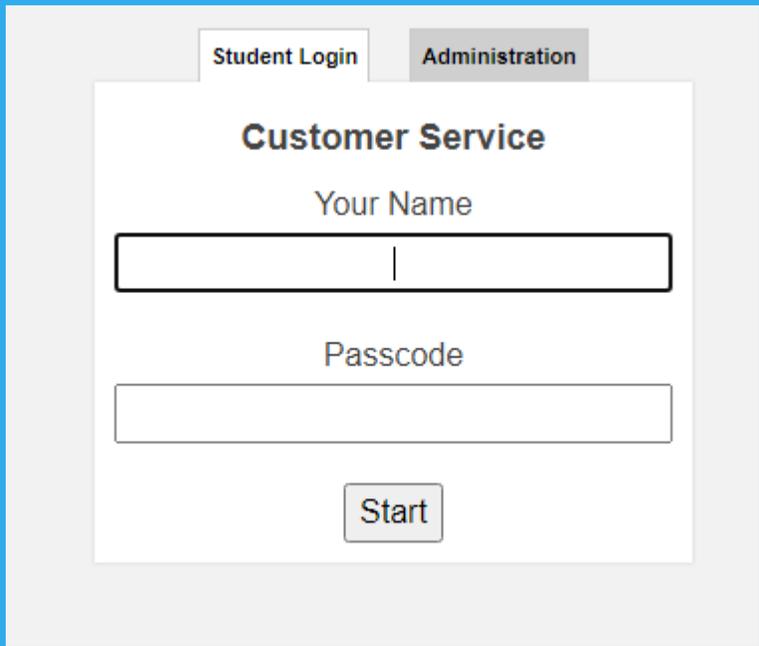
Student Login	Administration

Customer Service

Your Name

Passcode

Start

How Do Your Students Register for a Penn Foster Account?

They will click on the graphic link shown found at www.atgfreshstart.com/Students (shown below)
 to get to the site where they would register. They also use this later on to sign in to take their exam.

You have a handout with this link.
The handout is also on the Student page
of our website.

On the screen that comes up, tell your students
what to put in the first 3 blanks (Organization,
Location and Program Name.
They will out the rest of the form and submit it.

NRF FOUNDATION
RISE UP

**Click Here to
Register for a
Student Learner
Account**

.

Q Look up a student   Go!   CONTACT U

LEARNER INFORMATION

Which organization are you affiliated with? *
(If your Organization is not listed, please contact your administrator.)

Mobile Number(ex. 5705551234) *

Mobile Number

You must know these 3 bits of information in order to get your students to the correction location and test.

Location *
(If your Location is not listed, please contact your administrator.)

Alternate ID

Alternate ID

Program *

Select a Program

Email Address *

Email Address

First Name *

First Name

Verify Email *

Email Address

Last Name *

Last Name

Date of Birth *, **Gender**

MM/DD/YYYY   Select Gender

Address *

Address Line 1 *

Ethnicity

Select Ethnicity

Address Line 2

Address Line 3

Are you a Veteran of the United States Military?

Select an answer

Address Line 4

City, State, Zip Code *

City   Select a State   Zip Code

All fields with an * are required

By clicking the submit button, I understand that the NRF Foundation and Penn Foster may email, call, and/or text me about educational services and for related purposes at the email address and phone number provided, including a wireless number, using automated technology. I understand that I am not required to provide this consent to participate in RISE Up courses. As an alternative to providing this consent, you may receive information and/or enroll in a RISE Up course by calling 800-986-6482.

Add as an Enrollment

Which organization are you affiliated with? *
(If your Organization is not listed, please contact your administrator.)

[▼]

Location *
(If your Location is not listed, please contact your administrator.)

[▼]

Program *

[Select a Program   ⌄]

For today's class with you as the student

Organization is **A T&G Fresh Start** (you'll never use this again.
Your location is **A T&G Fresh Start**
You Program is **Customer Service & Sales - Exam Only**

When you have your students register for vouchers in your district account, use this:

Organization is (**school district name**)
Your location is (**the name of your school**)
You Program is **Customer Service & Sales - Exam Only**

When you have your students register for vouchers in your MERA Grant account, use this:

Organization is **MERA School Year 22-23**
Your location is (**the name of your school-your initial & last name**)
You Program is **Customer Service & Sales - Exam Only**

Which organization are you affiliated with? *
(If your Organization is not listed, please contact your administrator.)

[dropdown   ]

Location *
(If your Location is not listed, please contact your administrator.)

[dropdown   ]

Program *

Select a Program [   ]

For today's class with you as the student ~~Organization is P&G Fresh Start (you'll never use this again. Your location is A Test Fresh Start You Program is Customer Service & Sales - Exam Only~~

When you have your students register for vouchers in your district account, use this:

Organization is (**school district name**)
Your location is (**the name of your school**)
You Program is **Customer Service & Sales - Exam Only**

When you have your students register for vouchers in your MERA Grant account, use this:

Organization is **MERA School year 22-23**
Your location is (**the name of your school-your initial & last name**)
You Program is **Customer Service & Sales - Exam Only**

SIGNING INTO PENN FOSTER

STUDENT SIGN IN: Direct your students to sign by clicking this link
found on the Student page of the website

Students will fill in the first 3 lines with the correct info (shown on previous slide). They then fill out the rest of that registration page and hit submit. They will then get an email from Penn Foster telling them that they have registered. They are not finished yet.

NRF FOUNDATION®
RISE UP™

Click Here to Register for a Student Learner Account

PROCTOR/TRAINER SIGN IN: The proctor will sign into their
Proctor account by clicking this link
which can be found on our website
on the Proctor page:

NRF FOUNDATION®
RISE UP™
PARTNER PORTAL

Enter your User ID *

Enter your Password *

Sign In

Proctor/Trainer Page at Penn Foster
Approving Students for Enrollment

You will see that on your Admissions Tile that in red and white there is a #.

This is the # of students who have registered.
In the sample, there is 1 student. There could be any number here.

Click on the Admissions Tile to see which student has registered.

NRF FOUNDATION RISE UP

Admissions [1]

Purchase

Proctor

Add Users

Add Locations

Manage Licenses

Learners

Reports

Admissions RISE Up

Q Look up a student   Go!   CONTACT US

ENROLL

To enroll a learner immediately and use a license click New Enrollment and fill out the for the student will take the exam.

To add a learner as a lead and save their information for later enrollment click New Lead

To Enroll a Lead click on the View button next to the learner's name

To enroll more than one learner at a time select the desired learners using the check boxes and click Enroll Selected

To add more than one learners as leads and save their information for later enrollment click Bulk Leads

To delete one or more learners select the desired learners using the check boxes and click Delete Selected

Don't enroll unless you are sure the student will take the exam.

+ New Enrollment   + New Lead   + Bulk Leads   ☑ Enroll Selected   🗑 Delete Selected

LEADS

Search Q   Pending ▼

☑	#	Last Name	First Name	Status	SubmittedOn	LastStatusOn	Action
☑	1	Gonzalez	Allison	Pending Enrollment	Sep 18, 2020	Sep 18, 2020	📄Edit 📄 View

Once you check the name(s) off and click **Enroll Selected**, students get a voucher license assigned to them, a Student ID is generated and emailed to the student (which they use to sign in), and the student moves to your Learners tile.

Click on the Enroll button, Status clock will rotate, and student should be enrolled.

Admissions RISE Up

Look up a student | Go!

✅ **Success !** Selected lead/s deleted successfully. ✕

NRF FOUNDATION
RISE UP

- HOME
- MY PROFILE
- LOGOUT (Paul Grethel)

Admissions [1]
Purchase
Proctor
Add Users
Add Locations
Manage Licenses
Learners
Reports
Resources
Certificate Documents

ENROLL

To enroll a learner immediately and use a license click New Enrollment and fill out the form

To add a learner as a lead and save their information for later enrollment click New Lead

To Enroll a Lead click on the View button next to the learner's name

To enroll more than one learner at a time select the desired learners using the check boxes and click Enroll Selected

To add more than one learners as leads and save their information for later enrollment click Bulk Leads

To delete one or more learners select the desired learners using the check boxes and click Delete Selected

[+ New Enrollment] [+ New Lead] [+ Bulk Leads] [☑ Enroll Selected] [🗑 Delete Selected]

LEADS

Search 🔍   Pending ▾

☐	#	Last Name	First Name	Status	SubmittedOn	LastStatusOn	Action
☐	1	Abram	Shunerica	Lead Enrolled - 57936011	Aug 31, 2022	Aug 31, 2022	✏ Edit 📄 View
☐	2	Lemaire	MelJoanne	Lead Enrolled - 57935931	Aug 31, 2022	Aug 31, 2022	✏ Edit 📄 View
☐	3	Bryant	David	Lead Enrolled - 57935923	Aug 31, 2022	Aug 31, 2022	✏ Edit 📄 View
☐	4	George	Brandon	Lead Enrolled - 57935894	Aug 31, 2022	Aug 31, 2022	✏ Edit 📄 View
☐	5	May	Audrey	Lead Enrolled - 57935860	Aug 31, 2022	Aug 31, 2022	✏ Edit 📄 View
☐	6	Chester	Abrielle	Lead Enrolled - 57935851	Aug 31, 2022	Aug 31, 2022	✏ Edit 📄 View
☐	7	LeBlanc	Carrie	Lead Enrolled - 57935843	Aug 31, 2022	Aug 31, 2022	✏ Edit 📄 View

Once you have Enrolled your Selected Students, click on the Learners Tile (or Proctor tile) to see your students and their Student ID numbers. If your student did not get the email with their Student ID, you can pull this up and give him/her the number or check the Pending (All) under the Admissions Tile.

If a student needs their Student ID #, you can find it in your Proctor/Trainer account under the Proctor or under the Learner's tiles.

STEP 1: With the Student ID number, the student goes back to the login screen, and click on Create Account. The picture is linked to
https://my.pennfoster.com/Login/?cd=cf=nrf
(*students can find this on our website on the Student Page.*)
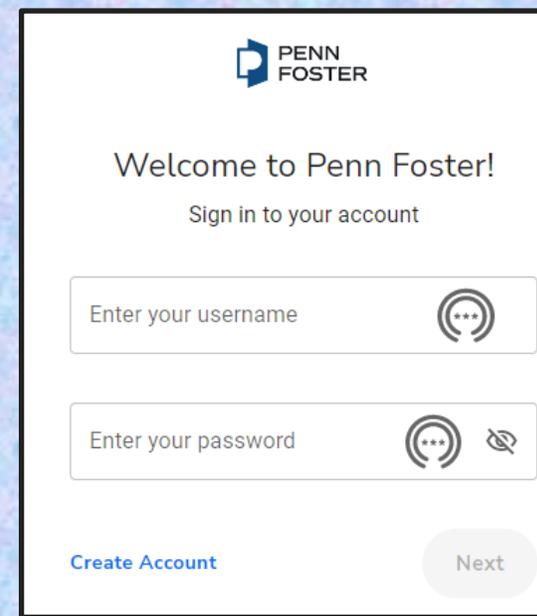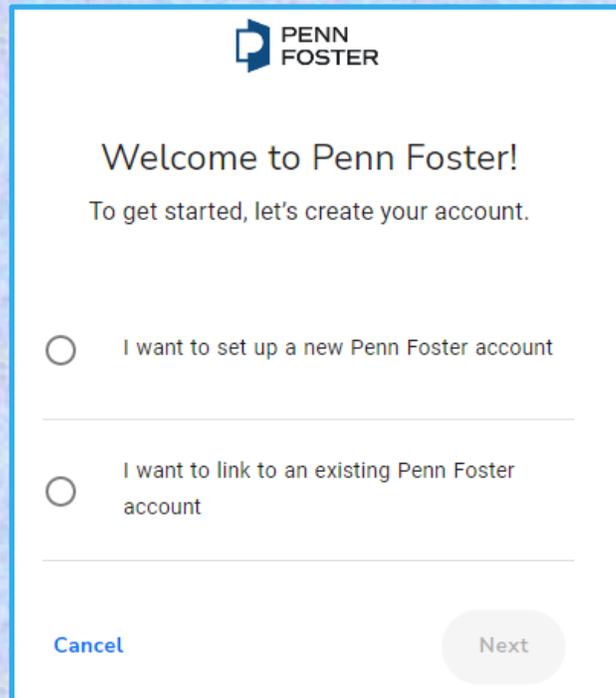
PENN FOSTER

Welcome to Penn Foster!

Sign in to your account

Enter your username

Enter your password

Create Account   Next

PENN FOSTER

Welcome to Penn Foster!

To get started, let's create your account.

○   I want to set up a new Penn Foster account

○   I want to link to an existing Penn Foster account

Cancel   Next

STEP 2: Students will click on "I want to set up a Penn Foster account."

STEP 3: They will enter their Student ID # on next screen.

STEP 4: STUDENT CREATES ACCOUNT

Once you have Enrolled your Selected Students, click on the Pending/All to see your students and their Student ID numbers. If your student did not get the email with their Student ID, you can pull this up and give him/her the number by clicking on Admissions and looking at Pending.

They will Create new username and password.

Create a username of at least 6 characters, numbers or symbols
Create a password of at least 6 characters, numbers or symbols

PENN FOSTER

Welcome to Penn Foster!

Sign in to your account

Enter your username

Enter your password

Create Account

Next

STEP 5: After the account is created, they sign back in using their username/password to take the exam.

https://my.pennfoster.com/Login/?cd=cf=nrf

Once a student has created their username and password, on the next screen, they will click on the course name they are taking. In this case it is Business of Retail.

Students will need the PASSWORD of the day from the Proctor/Trainer to start the test.
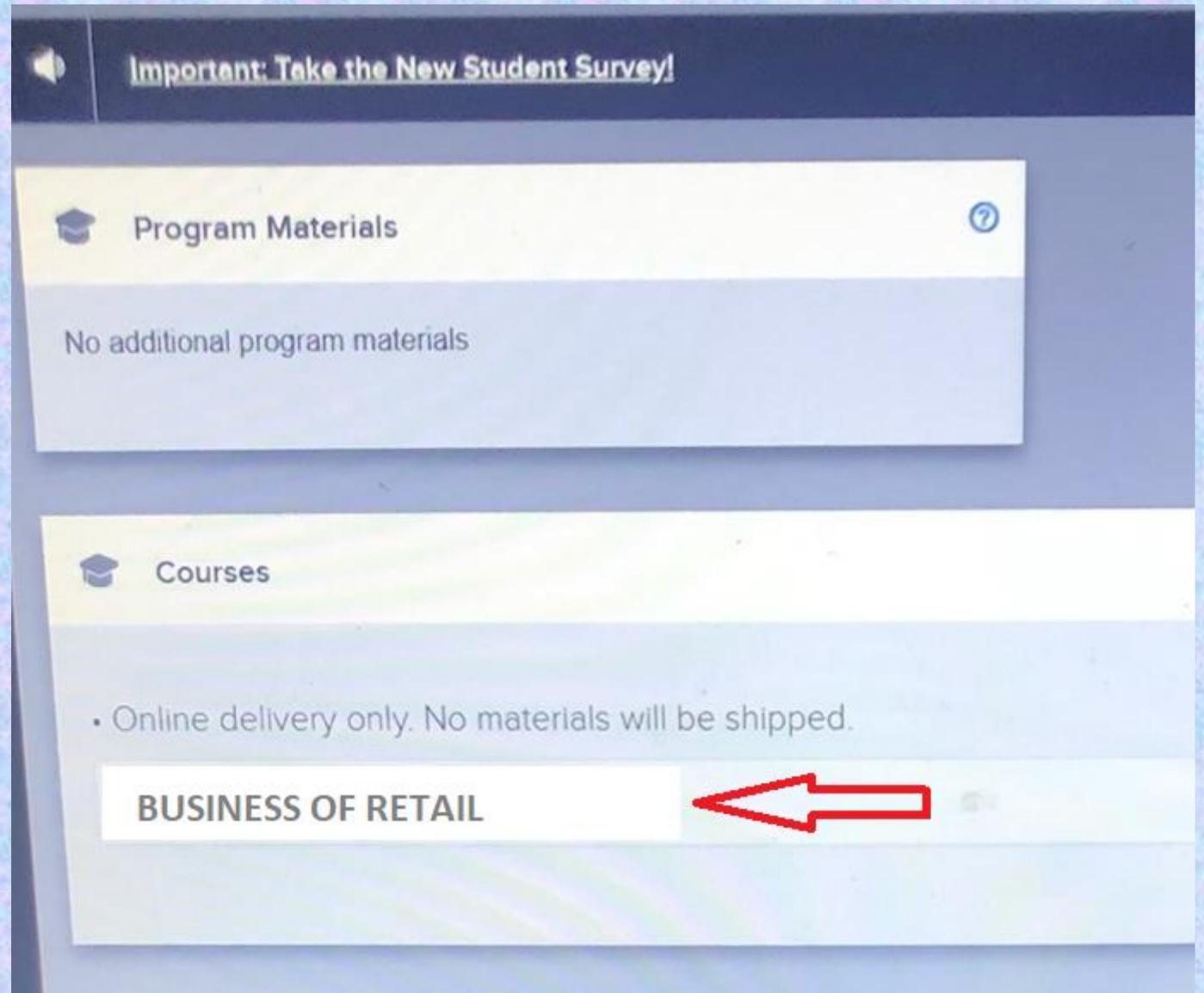
Giving Accommodations to Students

Sign into your Penn Foster Account and click on the Proctor Tile

To get an Accommodation, you first must have the student register and you must approve him/her. You will need to know their Student ID#.

Time Accommodations

Other ADA Accommodations

Daily Testing Password

NRF FOUNDATION
RISEUP

Admissions | Purchase

Proctor | Add Users

Add Locations | Manage Licenses

Learners | Reports

Resources | Certificate Documents

Proctor

👥 ACTIVE STUDENTS

Location(s): A T&G FreshStart

Before releasing the exam password, please validate all student IDs.
If a student does not follow any of the exam rules please mark the violation and report it at the end of your session.

Search 🔍

ID Check	Name	Student ID	Violation
✅	Bell April	56392066	🚩
✅	Cruz Fernando	55935145	🚩
✅	Davidson Emmanuel	56390255	🚩
✅	Figaro Tuskani	55571581	🚩
✅	Guillaume Gerline	54702462	🚩
✅	Haley Shelly	55942960	🚩
✅	Hunter Michael	55631499	🚩
✅	James Priscilla	55930851	🚩
✅	Johnson Jeffrey	56416996	🚩
✅	Kidd Christian	56395283	🚩

◄◄ ◄ Page 1 of 2 ►► ►| 10 ▾ | View 1 - 10 of 18

Report violation

🔒 TODAY'S PASSWORD

Once all IDs have been validated and prohibited material have been put away please distribute the password. Once you share the password all exam rules will be in effect

JPRJBB9843

Exam Rules

List of Prohibited Items
- Notes,Books or other materials.
- Cell phones and smart devices.
- Web searches or other tabs/windows open on their computer.

Students must have a valid government issued Id.

Students can not leave the room at any point during their exam.

Students have 90 minutes to complete their exam. The exam will automatically close once time is up.

Exam Time Extensions

To request additional time, please complete this online form.

Take 1-5 days

ADA Accommodations

To accommodate a student's disability, please complete this online form.

Violation Protocol

If a student breaks any of the exam rules, flag the violation under 'Active Students'. The student does not need to leave the room. After the exam use the 'Report Violations' button to have their exam nullified.

After the exam, if you look under your Learner Tile, you can see who failed the exam.
To get a copy of the certificate for those who passed, click on Certificate Documents Tile. You will have to put in a date range at the top and you can Look up a student by name. Once you have this screen, download a copy of their certificate by clicking the download graphic at the end of the line.

![PENN FOSTER logo]

Admissions **Proctor**

View Licenses **Learners**

Reports **Resources**

Certificate Documents

Certificate Documents

CERTIFICATE DOCUMENTS

Download certificates, badges, and completion documents from this page. You can choose as individual students document or a group of bulk download.
1. Choose a date range and click the "Apply" button.
2. Use the filters to narrow down the results. You can clear filter choices within the dropdown.
3. You can select individual student documents by using the check boxes on the left of the table, to download all files just click "Download".
4. Click the "Download" button to start the download process.

Completion Date Range: From: 2021-01-01   To: 2021-01-24   **Apply**

Filter By:

☐ Program   ☐ Location/Partner   ☐ Department/Sites   Look up a student by name 🔍

	Select All	Student Id	First Name	Last Name ⇅	Program	Location/Partner	Department/Sites	Completion Date	
☐		55874274	Garlington	Zachary	CUSTOMER SERVICE AND SALES - EXAM ONLY	Marketing Ed Retail Alliance c/o LRA	Marksville HS - Dupond	Jan 08, 2021	⬇
☐		55889370	Evans	Victoria	CUSTOMER SERVICE AND SALES - EXAM ONLY	Marketing Ed Retail Alliance c/o LRA	Beekman Charter School - Freeland	Jan 14, 2021	⬇
☐		55920824	Summitt	Tylar	CUSTOMER SERVICE AND SALES - EXAM ONLY	Marketing Ed Retail Alliance c/o LRA	Anacoco High School - Draughn	Jan 22, 2021	⬇
☐		55882039	Crymes	Trenton	CUSTOMER SERVICE AND SALES - EXAM ONLY	Marketing Ed Retail Alliance c/o LRA	Beekman Charter School - Freeland	Jan 13, 2021	⬇
☐		55882362	Eckman	Travis	CUSTOMER SERVICE AND SALES - EXAM ONLY	Marketing Ed Retail Alliance c/o LRA	Denham Springs HS - Carter	Jan 13, 2021	⬇
☐		55928367	Albert	Tiliyah	CUSTOMER SERVICE AND SALES - EXAM ONLY	Marketing Ed Retail Alliance c/o LRA	East Ascension HS - Taylor	Jan 22, 2021	⬇
☐		55859200	Davis	Tashalynn	CUSTOMER SERVICE AND SALES - EXAM ONLY	Marketing Ed Retail Alliance c/o LRA	Donaldsonville HS - Butler	Jan 08, 2021	⬇
☐		55871719	Jackson	Tamara	CUSTOMER SERVICE AND SALES - EXAM ONLY	Marketing Ed Retail Alliance c/o LRA	Glenmora HS - Newman	Jan 07, 2021	⬇
☐		55916868	Rivera	Scarleth	CUSTOMER SERVICE AND SALES - EXAM ONLY	Marketing Ed Retail Alliance c/o LRA	East Ascension HS - Taylor	Jan 19, 2021	⬇
☐		55880156	Phillips	Savannah	CUSTOMER SERVICE AND SALES - EXAM ONLY	Marketing Ed Retail Alliance c/o LRA	Alexandria Senior High - Savage	Jan 14, 2021	⬇

Page 1 of 11   10 ⌄   View 1 - 10 of 105

Resource Library Page at Penn Foster

Proctor/Trainer Flow Chart for Enrolling Students After They Have Registered

```
Sign in to Proctor/Trainer Account at Penn Foster
        │
        ▼
Click on the Admissions Tile
        │
        ▼
Check off and Enroll Selected Students ──────▶ What Happens:
        │                                       1) Student is assigned a license
        │                                       2) Student receives an email from Penn Foster
        │                                          with their Student ID #
        ▼
Students Enrolled move from Admission's Tile to Learner's Tile
        │        │
        │        └─────▶ Click on Proctor's Tile to download Extended Time or ADA Accommodation forms & fill out if needed. ──────▶ Student is ready to take credential exam
        │
   ┌────┴────┐
   ▼         ▼
Students who pass moved from Learner's Tile to Certificate Document's Tile      Students who fail remain in the Learner's Tile and are marked "Fail" ──────▶ Failed students can obtain a retake license for $25 to retake the exam
   │
   ▼
Trainer can print out student certificates 24-48 hours after exam
```

Student Flow Chart for Registering and then Signing in To Take Exam

```
Student goes to www.atgfreshstart.com and clicks on Student tab
        │
        ▼
Student clicks graphic at top of page to link to sign in ──────▶ Link is https://mypennfoster.com/StudentLMSPFX?=NRF
        │
        ▼
Student clicks on "Enroll Today" at bottom
        │
        ▼
Student fills out the application to register ──────▶ Organization Name, Location Name and Program info must be given by the proctor trainer to student
        │
        ▼
Upon submission, the registration application goes to the Proctor/Trainers's Admissions Tile
        │
        ▼
Proctor/Trainer Enrolls the Student
        │
        ▼
Student Receives Email from Penn Foster with a Student ID # ──────▶ Proctor/Trainer can look up Student ID # in their Learner's Tile
        │
        ▼
Student goes back to link and this time uses Student ID # to sign in.
```

Any Questions

Download this PowerPoint on the Proctor Page of our Website