# Customer Service & Sales Certification: creating your rise account before testing day

1. Log into your **EMAIL** & show your teacher you have a working email & USE this email when logging in to register.

# COMPLETE SYSTEM REQUIREMENTS CHECK

1. Go to **ATGFRESHSTART.COM**, click **STUDENTS.**
2. Click the link: [**computer check requirements**](https://www.castleworldwide.com/pass/PassLogin/SystemRequirements.aspx)
   * Click: **Click Here to Test Now.** All programs should say passed.
     + If pop up blockers fail then you should go to settings in the top right corner, choose advanced settings, content settings, & then click allow pop ups OR go to settings in the top right corner, choose internet options, click the privacy tab, & then uncheck the box to allow popups.

# create A RISE ACCOUNT

1. Go back to ATGFRESHSTART.COM & then **STUDENTS** & click the link: **create a rise account**
2. Complete the **REGISTRATION** on the home page.
   * You must put the same email address that you logged in to above.
3. Click **SIGN UP AS A LEARNER.** Fill in the boxes on this registration page.
   * Please use the same password as your email so you will remember it.
4. Go to your email & **CONFIRM** your account. It should make you login to **RISE.**

# associate all of the FOLLOWING partnerS that are listed

1. Make sure you are on the Rise HOME Page. Scroll down & click in the box next to add partner & type   
   MERA (Marketing Education Retail Alliance) and then click ADD PARTNER, click I AGREE twice & click SAVE.
2. Make sure you are on the Rise HOME Page**. Scroll down &** click in the box next to add partner & type   
   **(your schoolboard’s name)** and then click **ADD PARTNER**, click **I AGREE** twice & click **SAVE.**
3. Make sure you are on the Rise HOME Page**. Scroll down &** click in the box next to add partner & type   
   **(your school’s name)** and then click **ADD PARTNER**, click **I AGREE** twice & click **SAVE.**

**start registration**

1. Still on the Rise HOME tab scroll down to **START REGISTRATION.** 
   * If you were logged out or had to confirm the email from your phone, go back to the **Rise website & click** **Login**.
2. **CREDENTIAL:** 
   * Choose **CUSTOMER SEVICE & SALES CERTIFICATION** (the second one, NOT advanced)**,** then click **NEXT**
3. **ELIGIBILITY REQUIREMENTS:**
   * Click **I AGREE,** then click **NEXT**
4. **CONTACT INFORMATION**
   * Complete the Registration by **answering all questions**.
     1. Make sure you to use your **LEGAL NAME, SPELL CORRECTLY, & FIRST LETTERS ARE CAPITALIZED.**
     2. You are required to put two phone #’s. You may put the same # twice if needed.
     3. Put your home address. If you don’t know it, then you may put the school address.
   * Click **NEXT.**
5. **REGISTRY**
   * **Read** the statement & click **either** **I AGREE OR DISAGREE**, then click **NEXT.**
6. **REQUEST ACCOMODATIONS**
   * Click no for accommodations **unless** you have an IEP with accommodations, then click **NEXT.**
7. **ATTESTATION:**
   * Read the statement, then **CHECK THE BOX,** then click **SUBMIT.**  Click **CLOSE.**
     1. If you **can’t** click submit, then you must have missed completing a step in the registration. Click on each tab at the top to check that you have completed each section. Then click **SUBMIT.**  Click **CLOSE.**

# Customer Service & Sales Certification: Testing Directions for testing day!

**# of questions:** 75 **Time to test:** 1 & ½ hours

**Requirement:** Must be 15 years of age or in 10th grade.

1) Go to **ATGFRESHSTART.COM**, click **STUDENTS**

2) Click the link: **register to take the exam**

3) **LOGIN** to your **RISE ACCOUNT.** Click on the Home Tab at the top & then Scroll down to the bottom of the page.

4) Click **TAKE EXAM. TYPE THE TEST SIDE CODE** that your teacher gives the class.

5) You will need to **WAIT** on the proctor to assign you the available voucher. Once he does so, it will take you to the next screen.

6) Check all of the boxes & type: **I ATTEST**.

7) You may watch the **DEMO** page if you would like & then **TAKE THE EXAM.** Good luck!

8) You will receive an EMAIL OF YOUR CERTIFICATE. You need to PRINT that & turn it into your TEACHER.

**IF AN ERROR OCCURS:**

* + Student needs to log back his Rise account & scroll down to the bottom of the home page & click take exam. They will need to re-enter the test site code & you will need to assign the same voucher to him for him to get back to the test.
  + Call Rise customer service representative for assistance, phone # 1-844-673-3926