**teacher Testing Directions**

# Customer Service & Sales Certification

# of questions:75

Time to test: 1 & ½ hours

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

1. You should have watched the Proctor video you received from the Rise team after your customer service training & testing & taken the proctor quiz.
   1. Make sure when you login to your account that you add MERA (Marketing Education Retail Alliance) as a partner as well as your schoolboard if you haven’t done so already.
2. Login to your RISE ACCOUNT that you created at your customer service training.
   1. *https://castleworldwide.com/Connect/rise/Account/Login*
3. Go to the bottom of the page & click **START GROUP TESTING.**
4. Give the students the **TEST SITE CODE** to type in. Wait for them to type this code in & then you will begin to see a list of their names.
5. Select the **BOX** before the student’s name, type the **VOUCHER #**, click **ASSIGN**, click **NEXT**, choose **my available vouchers.**
6. It should go from saying Ready to **TESTING** on the side of the student’s name**.** After all students are done testing, click **END TESTING SESSION.**