Self Service Training Guide Purchasing Vouchers - Update

For Facility Use – Version 1.2

PROMETRIC

At the end of this guide, you will know the following:

- Where to go to Purchase a Voucher
- How to Purchase a Voucher
- Which Voucher to Choose – Application or Exam Voucher
- How to Assign/Unassign Vouchers

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Where To Purchase A Voucher

- When purchasing a Voucher for a candidate you must log into the SMT Prometric portal. https://www.smttest.com/ClientPortal/home.aspx

- Your log-in information for access to this website was emailed to you as provided to Prometric. Prometric does not have your log in information. If you need your log in ID or have forgotten your log in ID information, please email Opsserviceteam@prometric.com

- You should have received your log in ID email when first signing up with Prometric. Please check your original email for your log-in ID before emailing the Ops Service Team.

- If you have your username, but need your password reset, please reach out to Opsserviceteam@prometric.com to have the password reset.

➢ **Please note: Prometric will not have your log in information for security reasons, we can only reset the password**

How To Purchase A Voucher

When purchasing a voucher for a candidate you must log into the SMT portal. Your log-in information for the website was emailed to you, via the email address on file for you. Prometric does not have your log in information.
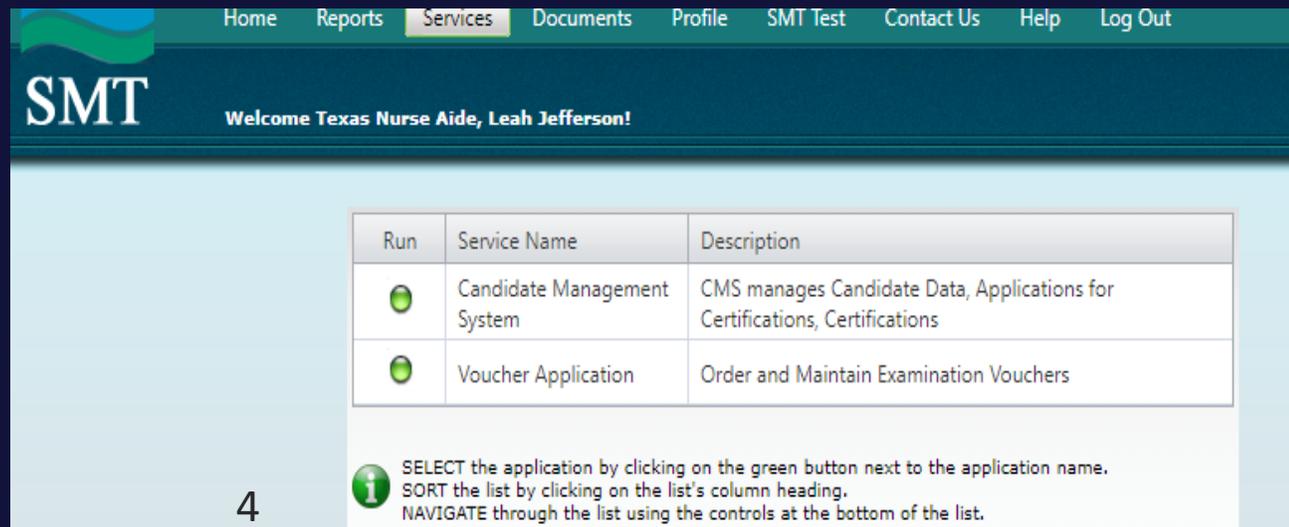
- Once you log in, select "SERVICES"

- Then select "Voucher Application"

How To Purchase A Voucher

- The picture on the right will display on your screen.

- Please select your facility's name under "Organization"

- Select step one, "Choose Voucher Type, Item and Quantity"

- A page will appear asking you to select which type of voucher is needed and how many.

Next Step: Voucher Choice

You must first know which type of voucher you need to select. Do not guess. Choosing incorrectly will cause considerable delays.

5

Next you will see the four types of voucher options and when to use them.

Different Types Of Vouchers:

Application Voucher

is used for **FIRST-TIME** Testers; Someone who has never taken the Texas CNA Exam This is used by a Facility.

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Different Types Of Vouchers, Continued

Examination Voucher

is for **RE-TESTERS** Only; This is used by a Facility.

7

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Different Types Of Vouchers, Continued

Below are voucher options you will <u>not</u> use.

Cert Renew by CEU

You will **<u>NEVER</u>** select this voucher type; this is used by the state ONLY.

Cert Renew by Exam

You will **<u>NEVER</u>** select this voucher type; this is used by the state ONLY
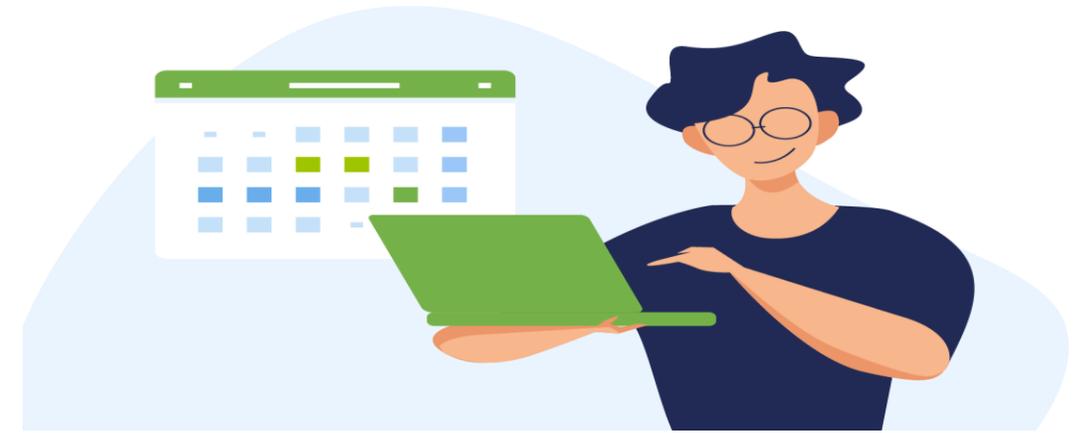
Cert Renew by CEU	▼
< Select Item >	▼
< Select Item >	▼
Cert Renew by Exam	▼
< Select Item >	▼
< Select Item >	▼

$ 0.00

$ 0.00

$ 0.00

$ 0.00

Total $ 0.00

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How To Purchase An Application Voucher

First you must know and will have to select the correct voucher type that is needed. Please choose voucher type carefully. Choosing the wrong voucher type will cause avoidable delays.

- If your candidate is a FIRST-TIME TESTER, the ONLY voucher they can use is an "APPLICATION" voucher.

- Under Voucher type, select "Application"

- In the next drop down, please select the test, "TX- Nurse Aide"

EASY 4 STEP PROCESS TO ORDERING VOUCHERS

STEP 1: Choose Voucher Type, Item and Quantity

Voucher Type and Item		Price	Quantity	Total
Application				
App: TXCNA- - TX Nurse Aide		$ 125.00	1	$ 125.00
< Select Item >				$ 0.00
Cert Renew by CEU				
< Select Item >				$ 0.00
< Select Item >				$ 0.00
Cert Renew by Exam				
< Select Item >				$ 0.00
< Select Item >				$ 0.00
			Total	$ 125.00

Next

STEP 2: Provide Payment Details

STEP 3: Accept Terms of Use

STEP 4: Verify and Submit Order

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How To Purchase An Application Voucher For Written and Clinical Test

- When selecting the type of test, please select the <u>FIRST</u> option listed at $125.00 for TX Application for Certification – Clinical Written.

- Do not choose the second option listed at $125.00. That option is for State Submissions only. Choosing the second option will cause delays.

10

How To Purchase An Application Voucher For Oral and Clinical Test

- When selecting the type of test, please select the <u>FIRST</u> option listed at $135.00 for TX Application for Certification – Clinical and Oral Exam

- Do not choose the second option listed at $135.00. That option is for State Submissions only. Choosing the second option will cause delays.
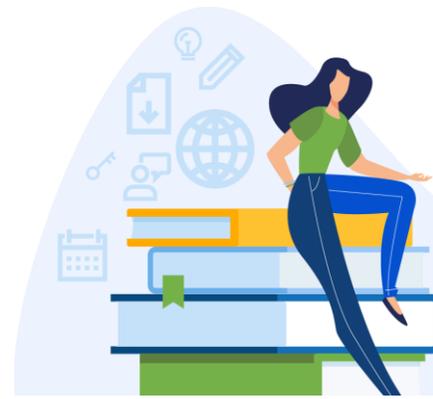
11

How To Purchase An Exam Voucher

- If your candidate is a "RE-TESTER" an "EXAMINATION" voucher must be purchased for them. If the incorrect voucher is assigned to the candidate, they will be unable to use that voucher for payment.

  - A "Re-Tester" is defined as a candidate that has failed before and is retaking their exam. Note, if you choose an "Application" Voucher for a student who is retesting, you will receive an error and will have to call or email our OpsServiceTeam@prometric.com

- Under Voucher type select "Examination"

- In the next drop down, please select the test needed; Written, Oral or Clinical

- Then enter the amount of Application vouchers needed in the "Quantity" box

Order Vouchers	Voucher Maintenance	Reports	Tools

EASY 4 STEP PROCESS TO ORDERING VOUCHERS

STEP 1: Choose Voucher Type, Item and Quantity

Voucher Type and Item

	Price	Quantity	Total
Examination			
Exam Retake: Texas Nurse Aide Written English (TNAE)	$ 35.00	1	$ 35.00
Exam Retake: TX Nurse Aide Clinical	$ 90.00	1	$ 90.00
< select voucher type >			
< select voucher type >			

Total $ 125.00

Next

STEP 2: Provide Payment Details

STEP 3: Accept Terms of Use

STEP 4: Verify and Submit Order

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How to Purchase a Voucher

- The following page will display the payment portion.

- Please enter all fields with an asterisk *

- After the payment is entered, there will be an agreement page. Once you agree, then it will allow you to submit the order.

- Payments by Credit Card are preferred. Credit card payments are instant and will allow your voucher purchase to be processed immediately and your vouchers will be available for students to test.

- Payments by check: Vouchers will not be released until the check is received, cleared and applied to your account. This may cause delay and mailing by a trackable method is recommended. We do not accept e-checks.

13

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IMPORTANT: IF THE INCORRECT VOUCHER IS PURCHASED

- **Please choose voucher type carefully.**

  - If the incorrect voucher type is chosen, you will experience a delay in release of the vouchers and ability to get candidates tested. You will receive an error processing the voucher and will need to call 1-866-794-3497 or email OpsServiceTeam@Prometric.com for assistance.

- To properly assist you in correcting an incorrect voucher purchase, please have the following information available and ready for the Operations Specialist when you call or email the Operations Team:

  - What kind of vouchers were purchased?

  - What kind was supposed to be purchased?

  - How many were purchased?

  - Were they purchased with a credit card or a check?

  - Your facility's information (Name and facility code)

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How To Assign A Voucher

- Once logged into SMT, select "Voucher Application"

- Then select "Voucher Maintenance"

- Enter the last 4 Digits of the voucher in the "Voucher Number" box (Filter the box to "Contains")

- Select the voucher.

- Select "Click here to assign voucher."

- Please enter all candidate information carefully and accurately so the voucher can be assigned to the correct candidate. Check Spelling.

- Check the box to "Send Email" to the candidate

- Click the Green Check to save the assignment

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How To Unassign A Voucher

- Once logged into SMT select "Voucher Application".

- Then select "Voucher Maintenance."

- Enter the last 4 of the voucher in the "Voucher Number" box (Filter the box to "Contains").

- Select the voucher (The candidate who the voucher is assigned to will display).

- Click the "X" under "Cancel Assignment" and the voucher will be unassigned from the candidate and free for another candidate to use.

- This will remove the voucher from the list and provide a new voucher for assignment.

- Please note: You can unassign a voucher from the wrong candidate, but you cannot manually correct choosing the wrong voucher type.

16