

SMT Voucher Guide – WADOH

For Training Programs – Version 1.0 February 2024



By the end of this guide, you will understand the following:

- Where to Purchase a Voucher
- How to Purchase a Voucher by Credit Card or Check
- Which Voucher to Choose
- Application HCAC Self Pay
- Application HCAC Online application
- Application HCAC State Pay – N/A - Do not purchase
- How to Assign a Voucher
- Individual Voucher Assignments
- Batch Voucher Assignments
- How to Unassign/Cancel Voucher
- How to Resend a Voucher Email
- Voucher Email Example
- Helpful Hints

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 Ops Serviceteam@prometric.com
- You should have received your log in ID email. 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 Ops Serviceteam@prometric.com to have the password reset.
 - **Please note: Prometric will not have your password for security reasons, we can only reset the password**

Home Reports Services Documents Profile SMT Test Contact Us Help Log Out

SMT WELCOME!

Please log in.

Log In

Login Id:

Password:

Log In

[Forgot your password?](#)

[Change your password](#)

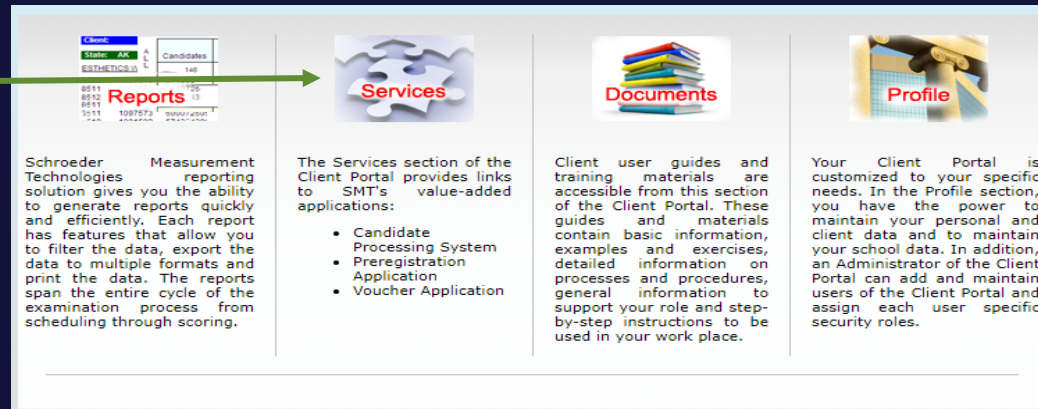
[Login FAQ](#)

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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 the password.

- Once you log in, select "SERVICES"



The screenshot shows the SMT portal home page with a green arrow pointing to the 'Services' tab. The page is divided into four main sections: Reports, Services, Documents, and Profile. The 'Services' section is highlighted with a green arrow and contains a list of applications: Candidate Processing System, Preregistration Application, and Voucher Application.

Reports

Schroeder Measurement Technologies reporting solution gives you the ability to generate reports quickly and efficiently. Each report has features that allow you to filter the data, export the data to multiple formats and print the data. The reports span the entire cycle of the examination process from scheduling through scoring.

Services

The Services section of the Client Portal provides links to SMT's value-added applications:

- Candidate Processing System
- Preregistration Application
- Voucher Application

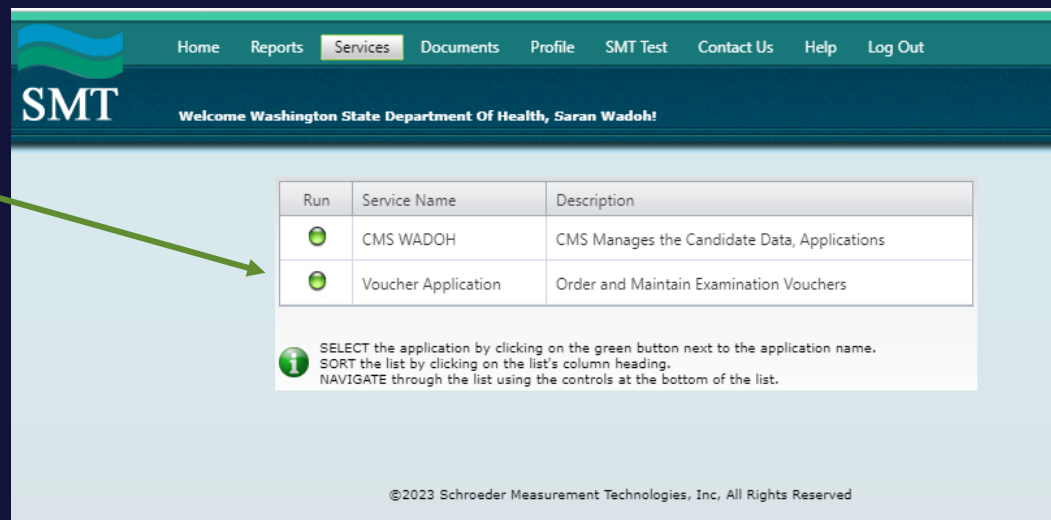
Documents

Client user guides and training materials are accessible from this section of the Client Portal. These guides and materials contain basic information, examples and exercises, detailed information on processes and procedures, general information to support your role and step-by-step instructions to be used in your work place.

Profile

Your Client Portal is customized to your specific needs. In the Profile section, you have the power to maintain your personal and client data and to maintain your school data. In addition, an Administrator of the Client Portal can add and maintain users of the Client Portal and assign each user specific security roles.



- Then select "Voucher Application"




The screenshot shows the SMT portal 'Services' page. The 'Services' tab is selected in the navigation menu. The page displays a table with two rows: 'CMS WADOH' and 'Voucher Application'. A green arrow points to the 'Voucher Application' row. Below the table is an information box with instructions on how to select an application and navigate the list.

Home Reports **Services** Documents Profile SMT Test Contact Us Help Log Out

SMT Welcome Washington State Department Of Health, Saran Wadoh!

Run	Service Name	Description
	CMS WADOH	CMS Manages the Candidate Data, Applications
	Voucher Application	Order and Maintain Examination Vouchers

 SELECT the application by clicking on the green button next to the application name.
SORT the list by clicking on the list's column heading.
NAVIGATE through the list using the controls at the bottom of the list.

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Voucher purchases continued

- A user who tries to purchase the Vouchers through the Voucher Application must be tagged with at least one training program and without having that reference they will not be able to purchase the Vouchers.
- **Note: Be sure to choose the correct Organization.**

The screenshot shows the SMT Client Portal interface. At the top, there is a navigation bar with links for Client Portal, SMT Test, Contact Us, Help, and Log Out. Below this, the SMT logo is displayed, followed by a welcome message: "Welcome Washington State Department Of Health, Saran Janagarajan!".

The main content area features a red underline above the text "Please select the organization". Below this, there are two dropdown menus: "Contract:" with the value "Washington Home Care Aide" and "Organization:" with the value "<< Show All >>". A green arrow points from the text "without having that reference they will not be able to purchase the Vouchers." in the adjacent list item to the "Organization:" dropdown menu.

Below the dropdown menus, there are four tabs: "Order Vouchers", "Voucher Maintenance", "Reports", and "Tools". The "Order Vouchers" tab is selected and highlighted in orange.

The "Order Vouchers" tab contains a section titled "EASY 4 STEP PROCESS TO ORDERING VOUCHERS". The text reads: "Ordering vouchers is an easy 4-step process. Complete the information contained in each step below. Change steps by clicking on the Next button or clicking on the Step Bar." Below this, there are four steps listed:

- STEP 1 - Select the voucher type, item and quantity.
- STEP 2 - Complete the payment information.
- STEP 3 - Review and accept the Terms of Use.
- STEP 4 - Verify and submit your order.

A "Next" button is located at the bottom right of the step list. Below the step list, there are four rows, each representing a step and a dropdown menu:

- STEP 1: Choose Voucher Type, Item and Quantity
- STEP 2: Provide Payment Details
- STEP 3: Accept Terms of Use
- STEP 4: Verify and Submit Order

Note: Vouchers expire 12 months from purchase date.

How To Purchase A Voucher

- The picture on the right will display on your screen.
- Please select your facility's name under "Organization"
- Click Next
- 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.



Contract: Washington Home Care Aide
Organization: << Show All >>

Order Vouchers | Voucher Maintenance | Reports | Tools

EASY 4 STEP PROCESS TO ORDERING VOUCHERS

Ordering vouchers is an easy 4-step process. Complete the information contained in each step below. Change steps by clicking on the Next button or clicking on the Step Bar.

STEP 1 - Select the voucher type, item and quantity.
-
STEP 2 - Complete the payment information.
-
STEP 3 - Review and accept the Terms of Use.
-
STEP 4 - Verify and submit your order.
-

Next

STEP 1: Choose Voucher Type, Item and Quantity
STEP 2: Provide Payment Details
STEP 3: Accept Terms of Use
STEP 4: Verify and Submit Order

Vouchers not used by WADOH

- Cert Renew by CEU
- Cert Renew by Exam
- App: Home Care Aide Certification Application State Pay - HCAC



•N/A for WADOH

- App: Home Care Aide Certification Application State Pay - HCAC

Contract: Washington Home Care Aide
 Organization: [Redacted]

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: Application

Name	Price	Quantity	Total
< Select Item >	\$ 0.00		\$ 0.00
< Select Item >	\$ 0.00		\$ 0.00
App: Home Care Aide Certification Application - HCAC	\$ 150.00		
App: Home Care Aide Certification Application Online Registration - HCAC	\$ 150.00		
App: Home Care Aide Certification Application State Pay - HCAC	\$ 150.00		

Total: \$ 0.00

Next

• N/A for WADOH

- Cert Renew by CEU
- Cert Renew by Exam

Voucher Type and Item

Application

- < select voucher type >
- Application
- Cert Renew by CEU
- Cert Renew by Exam
- Examination

Application Vouchers for first time candidates



Candidate(s) approved by Washington Dept. of Health (WADOH), and we received the "Benefit Payment" flag as either blank or "No" on the eligibility file and the system created an application with the "In Process" status and the candidate(s) will be submitting with the payment options Credit Card or Voucher

The screenshot shows the SMT Client Portal interface. At the top, there is a navigation bar with links for Client Portal, SMT Test, Contact Us, Help, and Log Out. Below this is a header with the SMT logo and a welcome message: "Welcome Washington State Department Of Health, Cindy Patterson!".

The main content area shows a dropdown menu for "Contract" set to "Washington Home Care Aide" and another dropdown for "Organization". Below these are four tabs: "Order Vouchers", "Voucher Maintenance", "Reports", and "Tools".

The "Order Vouchers" tab is active, displaying a section titled "EASY 4 STEP PROCESS TO ORDERING VOUCHERS". The first step, "STEP 1: Choose Voucher Type, Item and Quantity", is highlighted in orange. Below this step is a table with the following columns: "Voucher Type and Item", "Price", "Quantity", and "Total".

Voucher Type and Item	Price	Quantity	Total
Application			
App: Home Care Aide Certification Application - HCAC	\$ 150.00	5	\$ 750.00


Green arrows point from the text on the left to the "Application" dropdown and the "App: Home Care Aide Certification Application - HCAC" row in the table. A green oval highlights the "App: Home Care Aide Certification Application - HCAC" row.

Examination Vouchers for re-tester or candidate was no show

The Examination Voucher is applicable for the Re-Testers who failed on the particular exam(s) and they are still within the number of allowed maximum attempts.

Notes:

- If their training program offers a free re-test for their candidates, then they use this option to purchase the voucher and assign it to their candidates.



Exam Retake: WA Home Care Aide Knowledge Amharic	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Arabic	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge English	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Khmer	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Korean	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Laotian	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Russian	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Samoan	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Simplified Chinese Cantonese	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Simplified Chinese Mandarin	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Somali	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Spanish	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Tagalog	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Ukrainian	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge Vietnamese	\$ 49.00
Exam Retake: WA Home Care Aide Knowledge with Interpreter	\$ 49.00
Exam Retake: WA Home Care Aide Skills	\$ 101.00
Exam Retake: WA Home Care Aide Skills with Interpreter	\$ 101.00

How To Purchase A Voucher continued

- Note, if you choose an “Application” Voucher for a student who is retesting, you will receive an error during scheduling and will have to email our OpsServiceTeam@prometric.com.
- Under Voucher type select “Application or Examination”
- In the next drop down, please select the test needed; App Home Care Aide – HCAC or Exam retake Knowledge or Clinical)
- Then enter the amount of Application vouchers needed in the “Quantity” box
- Click Next

Voucher Type and Item	Price	Quantity	Total
Application			
App: Home Care Aide Certification Application - HCAC	\$ 150.00	5	\$ 750.00
< Select Item >			\$ 0.00
Examination			
Exam Retake: WA Home Care Aide Knowledge Amharic	\$ 49.00	2	\$ 98.00
Exam Retake: WA Home Care Aide Skills	\$ 101.00	2	\$ 202.00
< select voucher type >			
Total			\$ 1050.00

How to Purchase a Voucher by Credit Card

- The following page will display the payment portion.
- Enter Contact Name and email address
- Please enter all fields with a red asterisk * and click Next
- 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.
- The maximum limit for one charge is \$10,000. If your voucher request is more than \$10,000 you will need to make multiple purchases. Please let credit card company know so they won't deny the charges thinking your charge is fraudulent.

Contract: Washington Home Care Aide
Organization: [Redacted]

Order Vouchers | Voucher Maintenance | Reports | Tools

EASY 4 STEP PROCESS TO ORDERING VOUCHERS

STEP 1: Choose Voucher Type, Item and Quantity

STEP 2: Provide Payment Details

Contact Name: John Doe

Contact Email: John.Doe@ABCD.com

Payment method: Credit Card

* Card Type: < Select Card Type >

* Card First Name: [Text Box]

* Card Last Name: [Text Box]

* Credit Card Number: [Text Box]

* Expiration Date: Month: - Year: 0

* Security Code: [Text Box]

* Billing Address: [Text Box]

* Billing City: [Text Box]

* Billing Country: United States

* Billing State/Province: < Select State/Province >

* Billing Zip Code: [Text Box]

Next

How to Purchase a Voucher by Check

- Send check to:

Prometric
4400 140th Avenue North
Suite 230
Clearwater, FL 33762

- **Send package with the check and receipt.**

- **Send package with a tracking number**

- **Keep a copy of check, receipt and tracking information.**

- 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.

Contract:

Organization:

Order Vouchers | Voucher Maintenance | Reports | Tools

EASY 4 STEP PROCESS TO ORDERING VOUCHERS

STEP 1: Choose Voucher Type, Item and Quantity

STEP 2: Provide Payment Details

Contact Name:

Contact Email:

Payment method:

Prepare and mail check to:
Prometric
4400 140th Avenue North
Suite 230
Clearwater, FL 33762

Keep track of the check processing status using the Voucher Maintenance grid.
Complete the next 2 STEPS in the order process, so we can reserve your voucher order.

Next

STEP 3: Accept Terms of Use

How to Purchase a Voucher

- Verify Training Program is Correct
- Click box, "By clicking this checkbox....."
- Click Next



Contract:

Organization:

Order Vouchers | Voucher Maintenance | Reports | Tools

EASY 4 STEP PROCESS TO ORDERING VOUCHERS

STEP 1: Choose Voucher Type, Item and Quantity

STEP 2: Provide Payment Details

STEP 3: Accept Terms of Use

Prometric/IQT Voucher Terms and Conditions of Use

Voucher is applicable only for the specified voucher item. Voucher is not valid if resold. Neither Prometric nor IQT are responsible for lost, stolen, or misused vouchers. Voucher must be used within one year of purchase and it is the purchaser's responsibility to monitor the expiration date. A one-time extension of an addition year from the original expiration date is available at a cost of \$50.00 USD provided the purchaser makes payment prior to the original expiration date.

Prometric/IQT Voucher Payment Acknowledgement

I understand that by clicking on "Submit" I am obligated to pay the total amount listed above. I further understand that this charge will appear on my

By clicking this checkbox, I certify that I have read and understand the Terms of the Voucher Purchase Agreement.

Next

STEP 4: Verify and Submit Order

How to Purchase a Voucher

- Review information and if correct click Submit
- Pop up will appear for a final confirmation to verify the organization is correct. If correct, click OK



Contract: Washington Home Care Aide
Organization: [Redacted]

Order Vouchers | Voucher Maintenance | Reports | Tools

EASY 4 STEP PROCESS TO ORDERING VOUCHERS

STEP 1: Choose Voucher Type, Item and Quantity

STEP 2: Provide Payment Details

STEP 3: Accept Terms of Use

STEP 4: Verify and Submit Order

Voucher Item Name	Quantity	Total Price
App: Home Care Aide Certification Application - HCAC	5	\$ 750.00
Exam Retake: WA Home Care Aide Knowledge Amharic	2	\$ 98.00
Exam Retake: WA Home Care Aide Skills	2	\$ 202.00
Total:		\$1,050.00

Payment Details

Email: [Redacted]

Method: Check

I understand by clicking on Submit that this is an electronic signature unique to me, and to pay the total amount listed above for voucher fees.

Submit

www.smttest.com says

You have selected the organization [Redacted] Do you want to submit this Order?

OK Cancel

How to Purchase a Voucher

- A Pop up appears with the receipt. Please keep a copy of the receipt for your records.
- **Be sure to print the receipt or save it as a PDF. Once you exit from the receipt view it isn't retrievable.**
- Send a copy of the receipt in package if paying by check.
- **Reminder if paying by check:**
 - Keep a copy of receipt, check and tracking information for package
 - Mail the check along with a printed copy of the receipt to:
Prometric
4400 140th Avenue North
Suite 230
Clearwater, FL 33762

SMT - A Prometric Company - Voucher Order Receipt

SMT
A Prometric Company

VOUCHER ORDER RECEIPT

Receipt Number
4518

Order Date
2/5/2024

Voucher Items	Quantity	Total Price
App: Home Care Aide Certification Application - HCAC	5	\$ 750.00
Exam Retake: WA Home Care Aide Knowledge English	2	\$ 98.00
Exam Retake: WA Home Care Aide Skills	2	\$ 202.00
		Total: \$1,050.00

Payment Details

Email: Saravan.Janagarajan@Prometric.com
Method: Check

Mailing Address

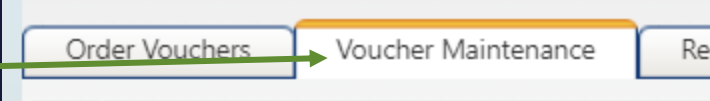
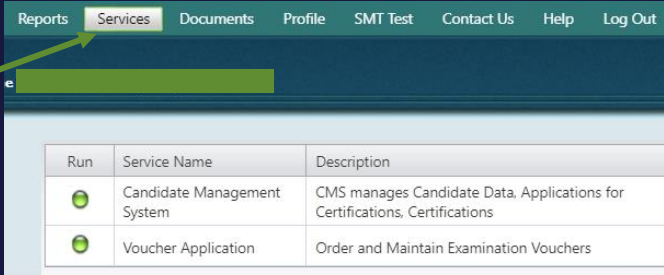
Prometric
4400 140th Avenue North
Suite 230
Clearwater, FL 33762

IMPORTANT: PLEASE CHOOSE VOUCHER TYPE CAREFULLY. IF THE INCORRECT VOUCHER TYPE IS CHOSEN, FOLLOW INSTRUCTIONS BELOW

- **Please choose voucher type carefully.**
- **If the incorrect voucher type is chosen, you will experience a delay in the ability to get candidates scheduled. The candidate will also experience an error during exam registration process.**
- **You will need to reach out to our support team by sending an email to OpsServiceTeam@Prometric.com for their assistance.**
- **Please include the following information on the email:**
 - Your facility's information (Name and facility code)
 - Date of purchase
 - 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?

How To Assign A Voucher – Individual Assignments

- Once logged into SMT, select Services and “Voucher Application”.
- Please select correct school if not already listed.
- Then select “Voucher Maintenance”



- Select the voucher.
- Select “Click + to assign voucher.”
- Please enter the **candidate's first name, last name, email address 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 mark to save the assignment.

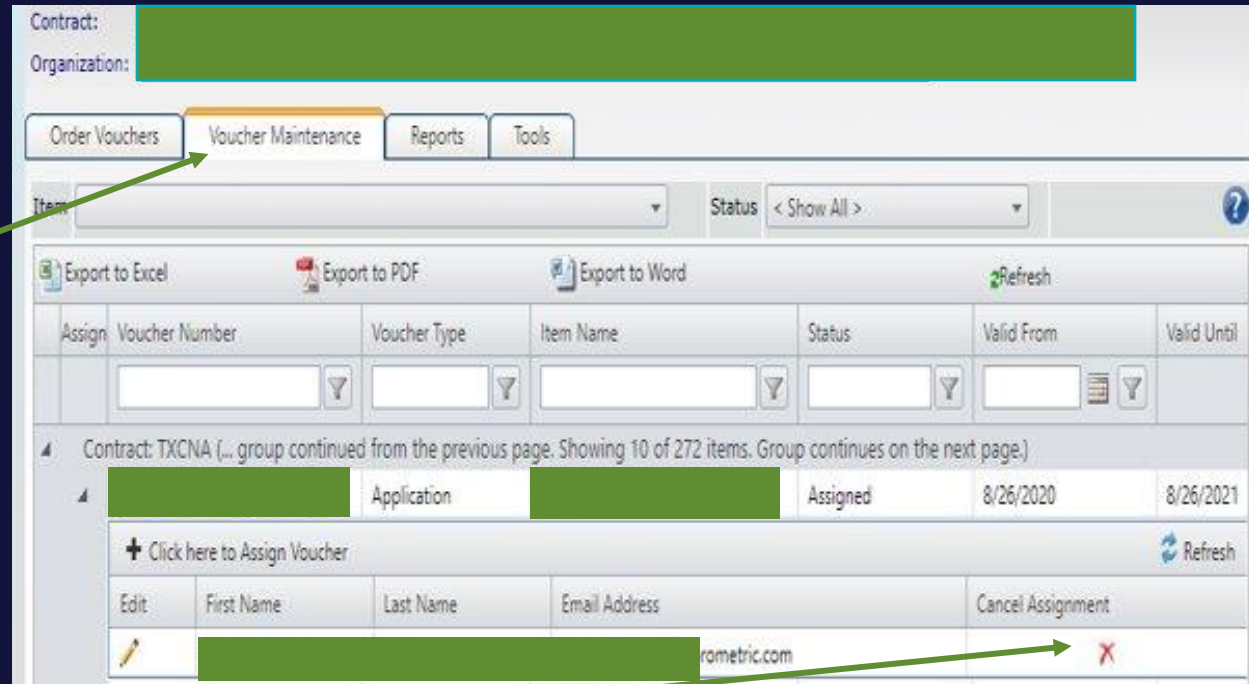
	Application	Home Care Aide Certification	Available	8/17/2023	8/16/2024
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+ Click here to Assign Voucher

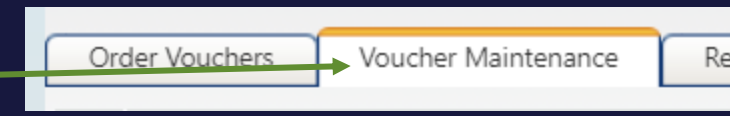
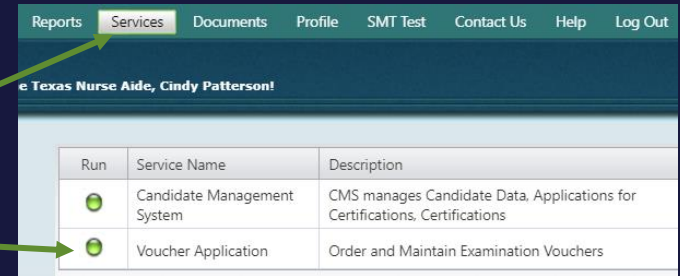
Edit	First Name	Last Name	Email Address	Cancel Assignment
	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	Address	<input type="text"/>		
	Last Name	<input type="text"/>	City	<input type="text"/>
	Email Address	<input type="text"/>	State	<< Show All >>
	Send Email	<input type="checkbox"/>	Date Sent	ZipCode

How To Unassign/Cancel 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. The candidate whom 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**



How To Resend Voucher Email



WA Home Care Aide Knowledge English	Available	6/30/2023	6/29/2024
-------------------------------------	-----------	-----------	-----------

+ Click here to Assign Voucher

Edit	First Name	Last Name	Email Address	Cancel Assignment
	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	Address	<input type="text"/>	City	<input type="text"/>
	Last Name	<input type="text"/>	State	<< Show All >>
	Email Address	<input type="text"/>	ZipCode	<input type="text"/>
	Send Email	<input type="checkbox"/>	Date Sent	

- Once logged into SMT, select Services and “Voucher Application”
- Select correct school if not already listed.
- Then select “Voucher Maintenance”.
- Select the voucher.
- Click Edit.
- Check the box to “Send Email” to the candidate.
- Click the Green Check to save the assignment.

Batch Voucher Assignments

- Choose your Organization.
- Click the "Tools" tab.
- Click "Voucher Batch Assignment".

The screenshot shows the SMT Client Portal interface. At the top, there is a navigation bar with links for 'Client Portal', 'SMT Test', 'Contact Us', 'Help', and 'Log Out'. Below this, the SMT logo is displayed along with a welcome message: 'Welcome Washington State Department Of Health, Cindy Patterson!'. The main content area features two dropdown menus: 'Contract:' set to 'Washington Home Care Aide' and 'Organization:' set to '<< Show All >>'. Below these are four tabs: 'Order vouchers', 'voucher maintenance', 'reports', and 'Tools'. The 'Tools' tab is selected and highlighted. Underneath the tabs, there is a section titled 'Voucher Batch Assignment' with a sub-header and a brief description: 'This tool is the quickest way to assign many vouchers by allowing you to upload a'.

This screenshot shows the 'Voucher Batch Assignment' instructions page. It includes the same dropdown menus for 'Contract' and 'Organization' as the previous screenshot. The 'Tools' tab is selected. Below the tabs is a 'TOOL MENU' section with a sub-header 'Instructions'. The instructions are as follows:
Batch Assignment accepts only an Excel 97-2003 spreadsheet formatted per SMT specifications.
STEP 1 Build the spreadsheet template by selecting the available voucher numbers from a grid, then export and save the spreadsheet to your file directory. Open the spreadsheet and add your assignment data. Save the spreadsheet as an Excel 97-2003 Workbook.
STEP 2 Upload the completed and properly formatted spreadsheet to SMT's web server.
STEP 3 Create the assignments by clicking on the Create button.
At the bottom right of the instructions, there is a 'Next' button. Below the instructions, there is a progress bar with three steps: 'STEP 1: Build Spreadsheet Template', 'STEP 2: Upload Spreadsheet', and 'STEP 3: Create Assignments', each with a dropdown arrow.

- Click "Next".

Batch Voucher Assignments

- Choose your Organization
- Choose the correct Voucher Item from the drop -down menu.
- Click Voucher Batch Assignment

Contract: Washington Home Care Aide
Organization: [Redacted]

Order Vouchers | Voucher Maintenance | Reports | Tools

← Tool Menu

Instructions [v]
STEP 1: Build Spreadsheet Template [^]

Select Voucher Item: [v]
App: Home Care Aide Certification Application - HCAC
App: Home Care Aide Certification Application Online Registration - HCAC
App: Home Care Aide Certification Application State Pay - HCAC
Exam: WA Home Care Aide Knowledge English

above. Next [v] [v]

- Vouchers appear – Click "Export to Excel".

STEP 1: Build Spreadsheet Template [^]

Select Voucher Item: App: Home Care Aide Certification Application - HCAC [v] [?]

Refresh [v] Export to Excel [v]

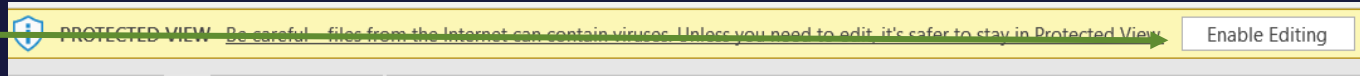
VoucherNumber	Voucher Item Name	ValidUntil
[input] [v]		[input] [calendar] [v]
S9K8-9P7D-1JGF-TQP1-KUFQ6	Home Care Aide Certification	8/16/2024
RY61-A4X8-DPFP-JPJ9-36JJV	Home Care Aide Certification	8/16/2024
262C-WGRY-9TTL-8GHM-VT66X	Home Care Aide Certification	8/16/2024
FEK2-GFKJ-G8QB-XHS2-3WVGJ2	Home Care Aide Certification	8/16/2024
1815-V3GZ-WXPN-KH9S-GVBYX	Home Care Aide Certification	8/16/2024
5CPW-SWDC-56Z0-767E-1TXFV	Home Care Aide Certification	8/16/2024
7A5X-LJ2U-PXZJ-8JWC-PQD33	Home Care Aide Certification	8/16/2024

To create your spreadsheet: 1. Filter the data. 2. Click 'Export to Excel' above. Next [v]

- Click "Next".

Batch Voucher Assignments

- Open the Excel spreadsheet
- Click "Enable Editing".
- Delete the rows that you don't need.



1	VoucherNumber	Voucher Item Name	ValidUntil	FirstName	LastName	EmailAddress	Address1	City	StateCode	ZipCode	SendEmail(X)
2	S9K8-9P7D-1JGF-TQP1-KUFQ6	Home Care Aide Certificati	8/16/2024 0:00								
3	RY61-A4X8-DPFP-JPJ9-36JJV	Home Care Aide Certificati	8/16/2024 0:00								
4	262C-WGRY-9TTL-8GHM-VT66X	Home Care Aide Certificati	8/16/2024 0:00								
5	FEK2-GFKJ-G8QB-XHS2-3WGJ2	Home Care Aide Certificati	8/16/2024 0:00								
6	1815-V3GZ-WXPN-KH9S-GVBYX	Home Care Aide Certificati	8/16/2024 0:00								
7	5CPW-SWDC-56Z9-767E-1TXFV	Home Care Aide Certificati	8/16/2024 0:00								
8	7A5X-LJ2U-PXZJ-8JWC-PQD33	Home Care Aide Certificati	8/16/2024 0:00								

- Enter First name, Last name, Email address and enter X to send email

1	VoucherNumber	Voucher Item Name	ValidUntil	FirstName	LastName	EmailAddr	Address1	City	StateCode	ZipCode	SendEmail(X)
2	1815-V3GZ-WXPN-KH9S-GVBYX	Home Care Aide Certi	8/16/2024 0:00	James	Doe	James@abcd.com					X
3	5CPW-SWDC-56Z9-767E-1TXFV	Home Care Aide Certi	8/16/2024 0:00	Jill	Doe	jill@abcd.com					X

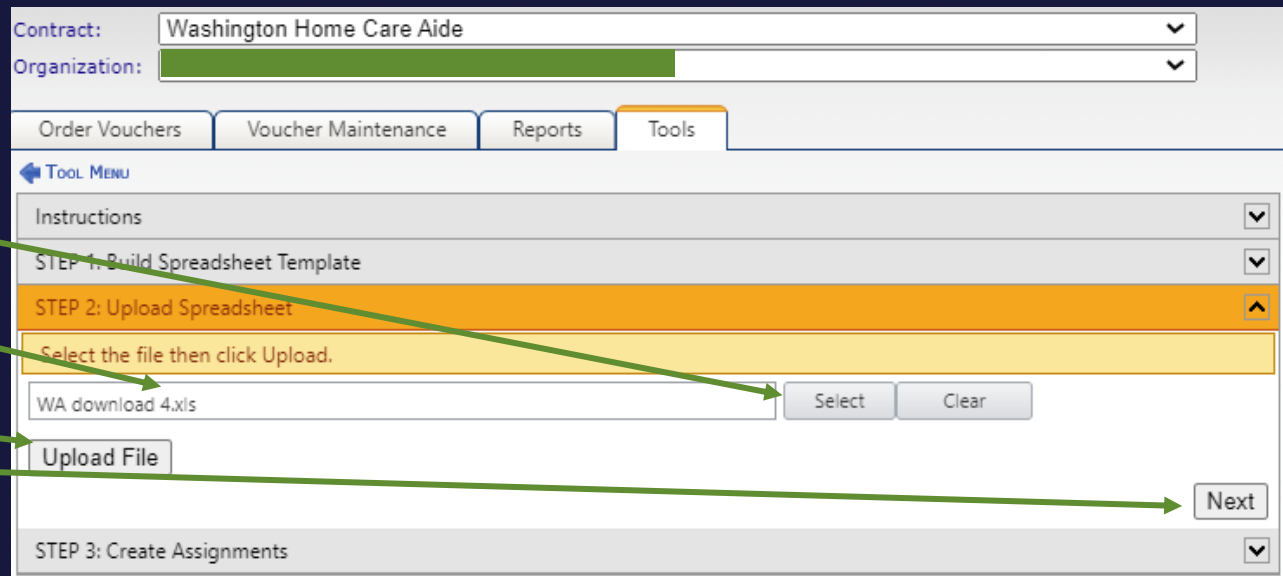
- Save the spreadsheet for uploading.

- Click "Select" and choose the Excel file.

➤ Make sure the file format is .xls.

- Click "Upload File".

- Once Upload is complete, click "Next".



Batch Voucher Assignments

- Look for the message that the File Transfer was successful.
- Click "Next" to create the assignment.
- Click "Create".

The upload task completed successfully. To complete the task of assigning vouchers, click Create Assignments.

Contract: Washington Home Care Aide
Organization: [Redacted]

Order Vouchers | Voucher Maintenance | Reports | Tools

TOOL MENU

Instructions [v]
STEP 1: Build Spreadsheet Template [v]
STEP 2: Upload Spreadsheet [^]
Select the file then click Upload.
[File Input] [Select] [Clear]
[Upload File] [Next]

STEP 3: Create Assignments [v]

Contract: Washington Home Care Aide
Organization: [Redacted]

Order Vouchers | Voucher Maintenance | Reports | Tools

TOOL MENU

Instructions [v]
STEP 1: Build Spreadsheet Template [v]
STEP 2: Upload Spreadsheet [v]
STEP 3: Create Assignments [^]

[Create] Click the Create button to create assignments from your uploaded Voucher Assignment spreadsheet.

RESULTS:

Batch Voucher Assignments

- Batch assignment was successful

The assignment task completed successfully.

Contract: Washington Home Care Aide
Organization: [Redacted]

Order Vouchers | Voucher Maintenance | Reports | Tools

TOOL MENU

Instructions [v]
STEP 1: Build Spreadsheet Template [v]
STEP 2: Upload Spreadsheet [v]
STEP 3: Create Assignments [v]

Create Click the Create button to create assignments from your uploaded Voucher Assignment spreadsheet.

RESULTS:

Voucher Number	Assigned To	Email Address	Address	Import Result	Email Sent
1815-V3GZ-WXPN-KH9S-GVBYX	James Doe	James@abcd.com		Successful	
5CPW-SWDC-56Z9-767E-1TXFV	Jill Doe	jill@abcd.com		Successful	

- View the "Voucher Maintenance" tab to see the list of vouchers as assigned.

Contract: Washington Home Care Aide
Organization: [Redacted]

Order Vouchers | Voucher Maintenance | Reports | Tools


Item [v] Status < Show All > [?]

Export to Excel | Export to PDF | Export to Word | Refresh

Assign	Voucher Number	Voucher Type	Item Name	Status	Valid From	Valid Until
	[v]	[v]	[v]	[v]	[v]	[v]
Contract: WAHCA; Org: UCMC-UMD						
▶	1815-V3GZ-WXPN-KH9S-GVBYX	Application	Home Care Aide Certification	Assigned	8/17/2023	8/16/2024
▶	5CPW-SWDC-56Z9-767E-1TXFV	Application	Home Care Aide Certification	Assigned	8/17/2023	8/16/2024


Voucher Email Example

Subject: → Application Voucher Assigned -Home Care Aide Certification Inbox x

From: →  **SMT Notice** registrations@isoqualitytesting.com via smttest0.onmicrosoft.com
to saran2reach+wadohprod3 ▾

Dear 

We are pleased to provide you with a Voucher for the "Home Care Aide Certification" Application. This voucher number can be used for payment when applying for your Application.

Voucher # → Voucher Number 

Expires: 08/14/2024

Copy this number into the payment detail field on the application web page. If you have any difficulties using this number, please call us at 800.xxx.xxxx.

Sincerely,

Prometric - WA Home Care Aide Program

Helpful Hints

- Self-Pay candidates must receive an email from SMT to complete application.
- The Voucher number goes in payment section.
- Once the candidate finishes the application, they will receive emails to schedule the exams.
- **Vouchers should only be used for the HCAE application. If the candidate registers in IQTTesting and pays for any other exam, the voucher will be used and is not refundable.**
- If candidates have issues with the voucher number, please email OpsServiceTeam@Prometric.com and provide the candidates name, email address and voucher number.

