

TXCNA SMT Voucher Guide

Version 9.0 April 2025

For Training Programs



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

- Where to go to Purchase a Voucher
- How to Purchase a Voucher by Credit Card or Check
- Which Examination Voucher to Choose
- How to Assign a Voucher
- How to Complete Batch Voucher Assignments (multiple candidates)
- How to Unassign/Cancel Voucher
- How to Resend Voucher Email
- Designate staff to Manage Vouchers
- 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 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.**

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](#)

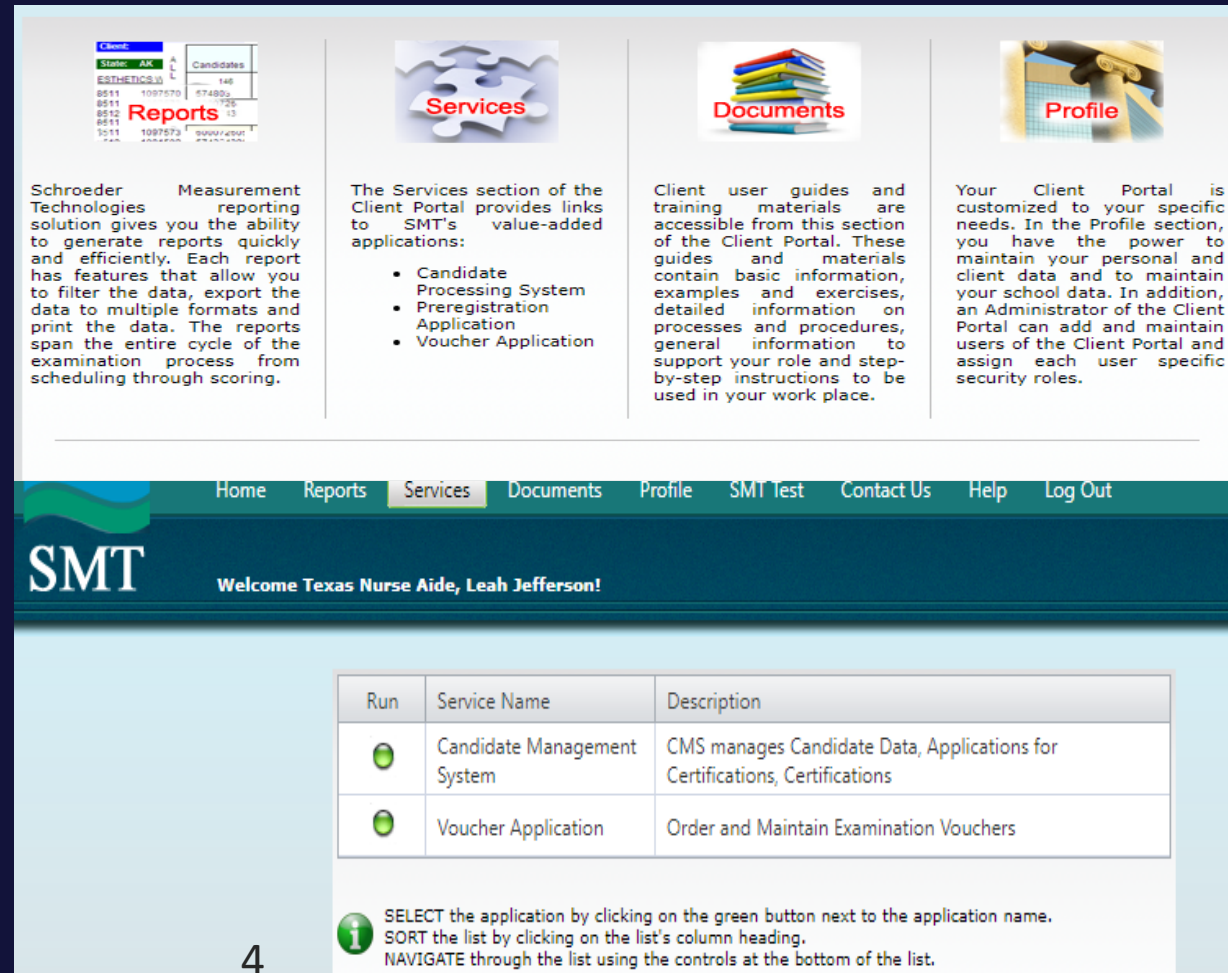
[Login FAQ](#)

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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 password.



- Once you log in, select “SERVICES”



The screenshot displays the SMT portal interface. At the top, there are navigation tabs: Home, Reports, Services (highlighted), Documents, Profile, SMT Test, Contact Us, Help, and Log Out. Below the navigation is a header with the SMT logo and the text "Welcome Texas Nurse Aide, Leah Jefferson!". The main content area is divided into three columns:

- Reports:** A small table with columns "Client", "State", "AK", "Candidates", and "Reports". Below it, text describes Schroeder Measurement Technologies reporting solution.
- Services:** A puzzle piece icon with the word "Services" below it. Text describes the Services section of the Client Portal and lists three applications: Candidate Processing System, Preregistration Application, and Voucher Application.
- Documents:** An icon of a stack of books with the word "Documents" below it. Text describes client user guides and training materials.
- Profile:** An icon of a person's profile with the word "Profile" below it. Text describes the customized Client Portal.

At the bottom of the Services section, there is a table with the following data:

Run	Service Name	Description
	Candidate Management System	CMS manages Candidate Data, Applications for Certifications, Certifications
	Voucher Application	Order and Maintain Examination Vouchers

Below the table, there is an information icon (i) and the following text:

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.

- Then select “Voucher Application”

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".
- 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.

A screenshot of the SMT Client Portal. The top navigation bar includes links for Client Portal, SMT Test, Contact Us, Help, and Log Out. Below the navigation bar, the SMT logo is displayed, followed by a welcome message: "Welcome Texas Nurse Aide, Leah Jefferson!". The main content area features a dropdown menu for "Contract" set to "Texas Nurse Aide" and another dropdown for "Organization" set to "<< Show All >>". Below these are tabs for "Order Vouchers", "Voucher Maintenance", "Reports", and "Tools". A prominent orange banner reads "EASY 4 STEP PROCESS TO ORDERING VOUCHERS". Below the banner, a list of four steps is provided: 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 to the right of the steps. At the bottom of the page, a progress bar shows four steps, with the first step, "STEP 1: Choose Voucher Type, Item and Quantity", selected and highlighted.

Examination Vouchers



Examination Voucher

- Exam is for a candidate taking the exam for the first time.
- Exam Retake is for a candidate that needs to reschedule.

Note: Purchase vouchers that end in TNAE and NOT (TNAE)

Purchase Oral & Reading Comp vouchers for anyone needing the Oral exam.

Contract: Texas Nurse Aide
 Organization: TX

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: Examination

Name	Price	Quantity	Total
< Select Exam Item >	\$ 0.00		\$ 0.00
< Select Exam Item >	\$ 0.00		\$ 0.00
Exam Retake: Oral & Reading Comprehension Combined English (ORCME)	\$ 45.00		
Exam Retake: Oral & Reading Comprehension Combined English ORCME	\$ 45.00		
Exam Retake: Oral & Reading Comprehension Combined Spanish (ORCMS)	\$ 45.00		
Exam Retake: Oral & Reading Comprehension Combined Spanish ORCMS	\$ 45.00		
Exam Retake: Oral English (ORE)	\$ 45.00		
Exam Retake: Oral English ORE	\$ 45.00		
Exam Retake: Oral Spanish (ORS)	\$ 45.00		
Exam Retake: Oral Spanish ORS	\$ 45.00		
Exam Retake: Reading Comprehension (RC)	\$ 45.00		
Exam Retake: Reading Comprehension RC	\$ 45.00		
Exam Retake: Texas Nurse Aide Written English (TNAE)	\$ 35.00		
Exam Retake: Texas Nurse Aide Written English TNAE	\$ 35.00		
Exam Retake: Texas Nurse Aide Written Spanish (TNAS)	\$ 35.00		
Exam Retake: TX Nurse Aide Clinical	\$ 90.00		
Exam: Oral & Reading Comprehension Combined English (ORCME)	\$ 45.00		
Exam: Oral & Reading Comprehension Combined English ORCME	\$ 45.00		
Exam: Oral & Reading Comprehension Combined Spanish (ORCMS)	\$ 45.00		
Exam: Oral & Reading Comprehension Combined Spanish ORCMS	\$ 45.00		
Exam: Texas Nurse Aide Written English (TNAE)	\$ 35.00		
Exam: Texas Nurse Aide Written English TNAE	\$ 35.00		
Exam: Texas Nurse Aide Written Spanish (TNAS)	\$ 35.00		
Exam: Texas Nurse Aide Written Spanish TNAS	\$ 35.00		
Exam: TX Nurse Aide Clinical	\$ 90.00		

Total: \$ 0.00

Next

Exam: Texas Nurse Aide Written English TNAE

Exam Retake: Texas Nurse Aide Written English TNAE

Exam: Oral & Reading Comprehension Combined English ORCME

Different Types Of Vouchers, Continued

Below are voucher options you will **not** use.

Cert Renew by CEU or Cert Renew by Exam

You will **NEVER** select these voucher types; 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

Oral and Reading Comprehension

You will **NEVER** select Oral and Reading Comprehension individually. They must be purchased as a combination. See the previous page for the correct Oral/Reading Comp to select.

Exam Retake: Oral English (ORE)	\$ 45.00
Exam Retake: Oral English ORE	\$ 45.00
Exam Retake: Oral Spanish (ORS)	\$ 45.00
Exam Retake: Oral Spanish ORS	\$ 45.00
Exam Retake: Reading Comprehension (RC)	\$ 45.00
Exam Retake: Reading Comprehension RC	\$ 45.00

How to Purchase a Voucher by Credit Card

- The following page will display the payment portion.
- Enter contact name and email address.
- Click Next.
- Read statement and click the box
- 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.

Note:

- 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.
- Maximum limit for one charge is \$10,000. If voucher request is more than \$10,000 you will need to make multiple purchases. Let credit card company know where they won't deny the charges thinking your card has been hacked.

The image displays two screenshots of a web-based voucher ordering system. The top screenshot shows the 'STEP 2: Provide Payment Details' screen. It includes dropdown menus for 'Contract: Texas Nurse Aide' and 'Organization: TX'. Below these are tabs for 'Order Vouchers', 'Voucher Maintenance', 'Reports', and 'Tools'. A progress bar indicates the current step. The main form contains fields for 'Contact Name', 'Contact Email', and 'Payment method' (set to 'Credit Card'). A 'Next' button is visible on the right. The bottom screenshot shows 'STEP 3: Accept Terms of Use'. It features a scrollable text area with the following text:
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 credit card as Exam Services and that if I should reject this charge with my...
Below the text is a checkbox: By clicking this checkbox, I certify that I have read and understand the Terms of the Voucher Purchase Agreement. A 'Next' button is located at the bottom right.

How to Purchase a Voucher by Credit Card

Contract: Texas Nurse Aide
Organization: TX 9999 Sample TXNA Facility!

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

Edit	Voucher Item Name	Quantity	Total Price
	Exam Retake: Texas Nurse Aide Written English TNAE	4	\$ 124.00
	Exam: TX Nurse Aide Clinical	4	\$ 356.00
	Total:		\$ 480.00

Edit **Payment Details**

Email: Cindy.Patterson@prometric.com
Method: Credit Card

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.

- The following page will display the payment portion.
- Click Submit.

- Payment Process Confirmation
 - Click Ok

Payment Process Confirmation

You have selected the organization:

TX

Important:

Do you want to submit this Order?

Click the OK button to confirm and proceed, System will redirect you to our payment provider portal.

Once the payment is complete, you will be returned back to the Voucher application with the payment confirmation and continue.

Please do not close or refresh your browser window during this process.

How to Purchase a Voucher by Credit Card

- The following page will display the payment portion.
- Enter Email address
- Enter Credit Card information
- Enter name on credit card
- Enter zip code
- Click Pay



Texas Nurse Aide - TX 9999 Sample TXNA Facility! - Voucher Purchase	\$480.00
Total	\$480.00

Pay with card

Email

Card information
1234 1234 1234 1234

MM / YY CVC

Cardholder name
Full name on card

Country or region
United States

ZIP

How to Purchase a Voucher by Credit Card

- Receipt
- Be sure to print or save it as once you exit the screen, it can't be retrieved

Note:

- 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.
- Maximum limit for one charge is \$5,000. If voucher request is more than \$5,000 you will need to make multiple purchases. Let credit card company know where they won't deny the charges thinking your card has been hacked.

SMT - A Prometric Company - Voucher Order Receipt

SMT
A Prometric Company

Print

VOUCHER ORDER RECEIPT

Receipt Number
7632

Order Date
3/28/2025

Voucher Items	Quantity	Total Price
Exam Retake: Texas Nurse Aide Written English TNAE	4	\$ 124.00
Exam: TX Nurse Aide Clinical	4	\$ 356.00
		Total: \$ 480.00

Payment Details

Email: [REDACTED]

Method: Credit Card

Payment Reference ID: [REDACTED]

The total amount should not be exceeded more than the maximum amount allowed \$5000.00 to make the voucher purchase by using the credit card payment method in one single transaction. Please reduce the quantity And submit the transaction.

How to Purchase a Voucher by Check

- The following page will display purchasing vouchers by check.

- Please enter Contact name and email address

- Click drop down for payment method and choose check

- Click Next

- Click box

- Click Next

The screenshot displays the 'EASY 4 STEP PROCESS TO ORDERING VOUCHERS' interface. At the top, 'Contract' is set to 'Texas Nurse Aide' and 'Organization' is partially visible. The process is divided into four steps: STEP 1 (Choose Voucher Type, Item and Quantity), STEP 2 (Provide Payment Details), STEP 3 (Accept Terms of Use), and STEP 4 (Verify and Submit Order). In the first screenshot, STEP 2 is active, showing fields for 'Contact Name', 'Contact Email', and 'Payment method'. The 'Payment method' dropdown is open, with 'Check' selected. A 'Next' button is visible. In the second screenshot, STEP 3 is active, displaying the 'Prometric/IQT Voucher Terms and Conditions of Use' and a 'Payment Acknowledgement' section. A checkbox is checked, indicating agreement with the terms. A 'Next' button is also present.

How to Purchase a Voucher by Check

- The following page will display the payment portion.
- Click Submit

Contract: Texas Nurse Aide
Organization: TX [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

Edit	Voucher Item Name	Quantity	Total Price
	Exam Retake: Texas Nurse Aide Written English TNAE	1	\$ 31.00
		Total:	\$ 31.00

Edit **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

- You will be re-directed to the Payment Process Confirmation page
- Click OK

[REDACTED]

Payment Process Confirmation

You have selected the organization:

TX [REDACTED]

OK Cancel

How to Purchase a Voucher by Check

- The following page will display the voucher receipt.
- Receipt
- Be sure to print or save it as once you exit the screen, it can't be retrieved
- Send check to:
Prometric
7941 Corporate Drive
Nottingham, MD 21236
- **Send package with the check and receipt.**
- **Send package with a tracking number.**
- **Keep a copy of check, receipt and tracking information.**
- Vouchers will 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.

SMT - A Prometric Company - Voucher Order Receipt

SMT
A Prometric Company

Print

VOUCHER ORDER RECEIPT

Receipt Number
7633

Order Date
3/28/2025

Voucher Items	Quantity	Total Price
Exam Retake: Texas Nurse Aide Written English TNAE	1	\$ 31.00
		Total: \$ 31.00

Payment Details

Email: [REDACTED]

Method: Check

Mailing Address

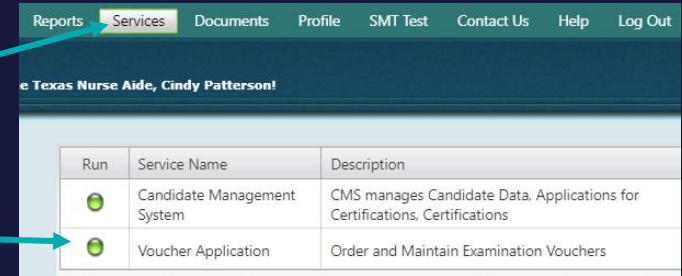
Prometric
7941 Corporate Drive
Nottingham, MD 21236

IMPORTANT: IF THE INCORRECT VOUCHER IS PURCHASED

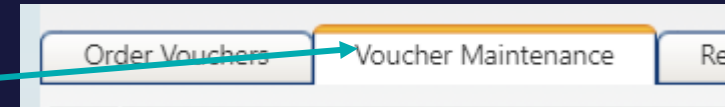
- **Please choose voucher type carefully.**
- If the incorrect voucher type is chosen, you will experience a delay in release of the vouchers and ability to get candidates tested. You will receive an error processing the voucher and will need to email OpsServiceTeam@Prometric.com for assistance.
- To properly assist you in correcting an incorrect voucher purchase, please email the following information to the Operations Team:
 - Your facility's information (Name and facility code)
 - What kind of vouchers were purchased?
 - Voucher #'s
 - What kind was supposed to be purchased?
 - How many were purchased?
 - Were they purchased with a credit card or a check?

How To Locate Available Vouchers

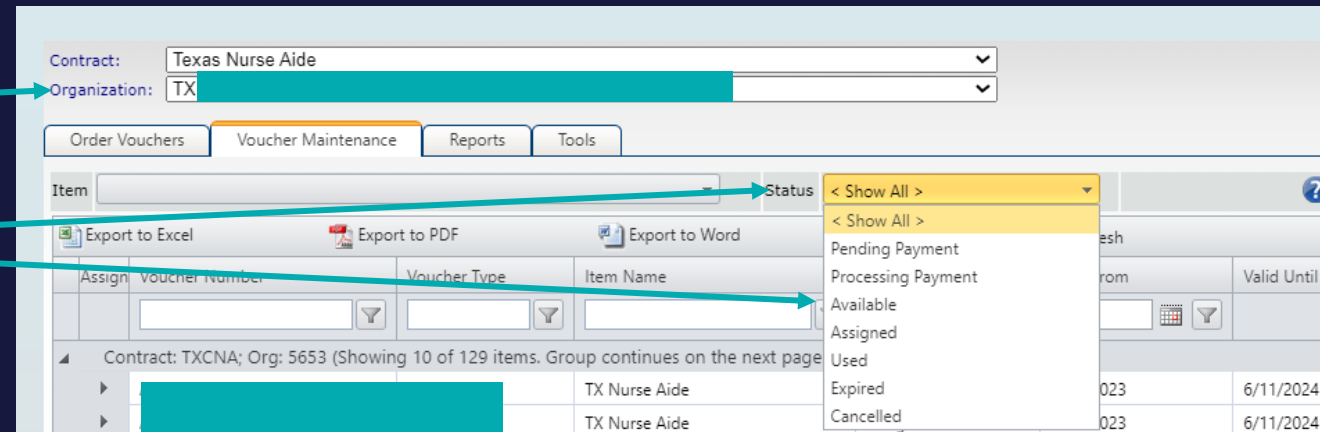
- Once logged into SMT, select Services and “Voucher Application”.



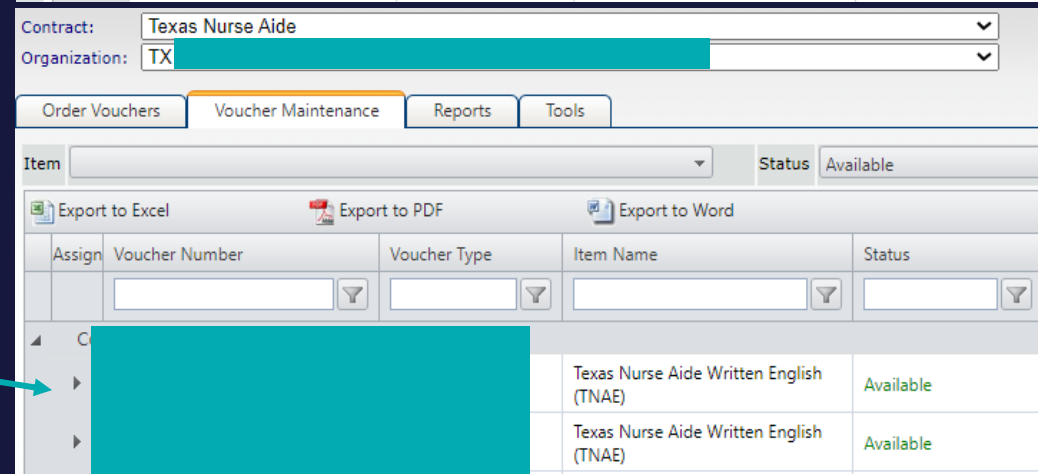
- Then select “Voucher Maintenance”.



- Select the Organization (Training Program) if not already listed



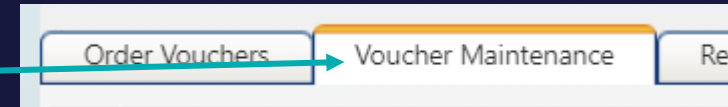
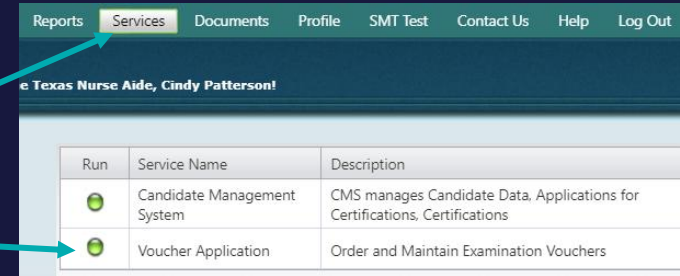
- Change Status from Show All to Available



- Available vouchers to be assigned

How To Assign A Voucher Individually

- Once logged into SMT, select **Services** and “Voucher Application”.
- 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.

Examination	Service Name	Status	Start Date	End Date
	Texas Nurse Aide Written English (TNAE)	Available	5/1/2023	4/30/2024

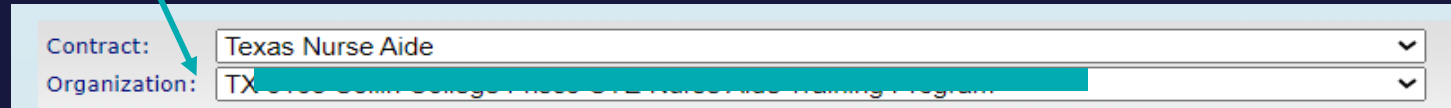
+ Click here to Assign Voucher

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

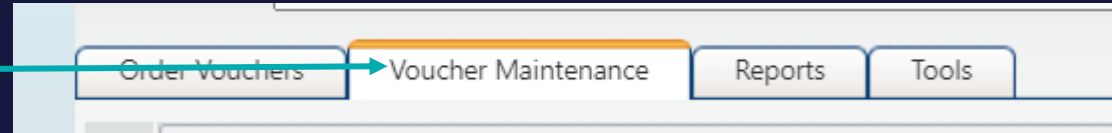
- Check the box to “Send Email” to the candidate.
- Click the Green Check to save the assignment.

How To Assign A Voucher by Batch Assignments

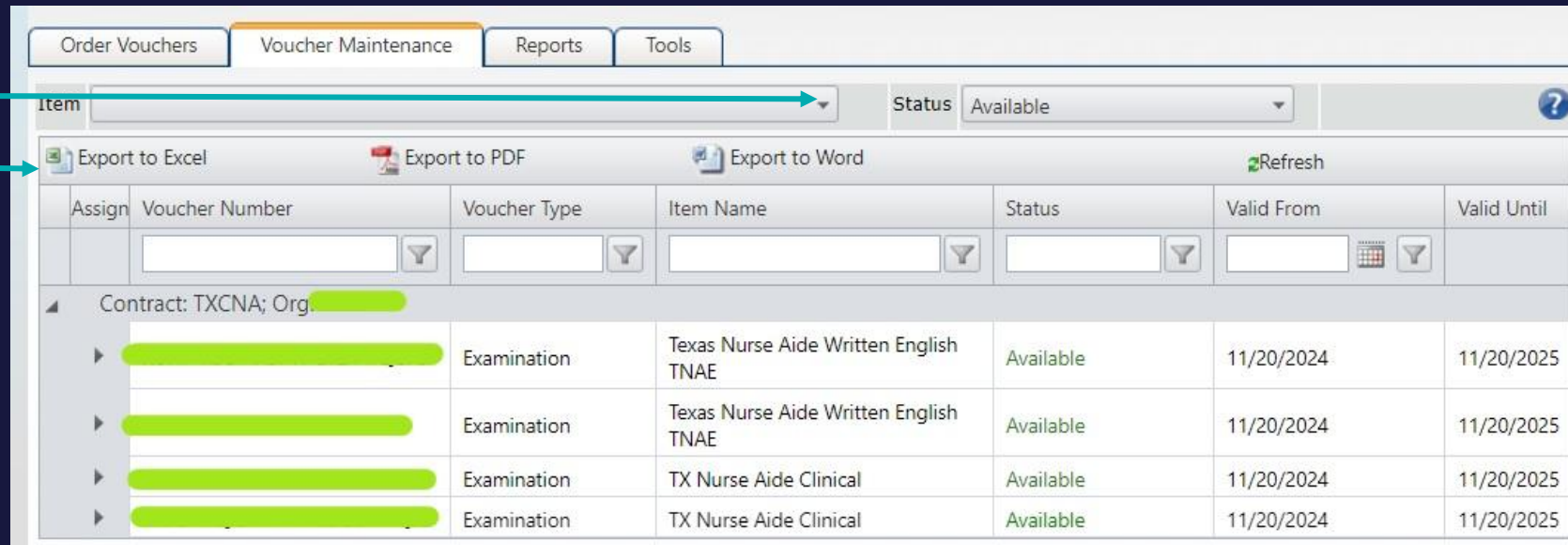
- Once logged into SMT, select **Services** and “**Voucher Application**”.
- Select **Organization** (correct school) if not already listed.



- Then select “**Voucher Maintenance**”.

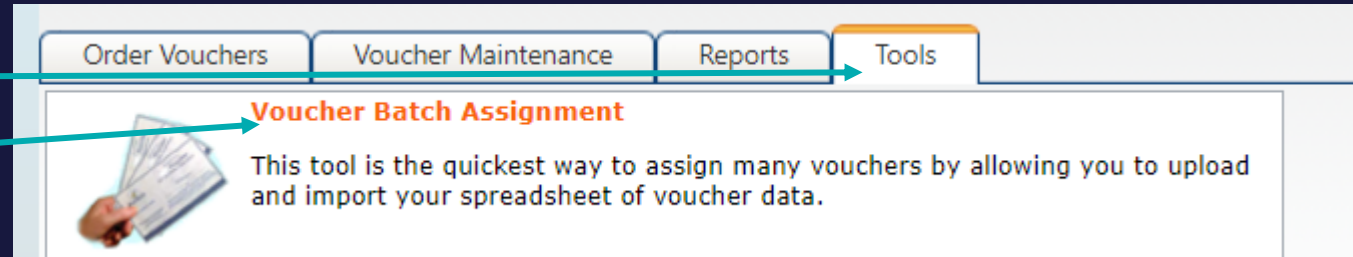


- Change Status to Available
- Export to Excel
- Save the document

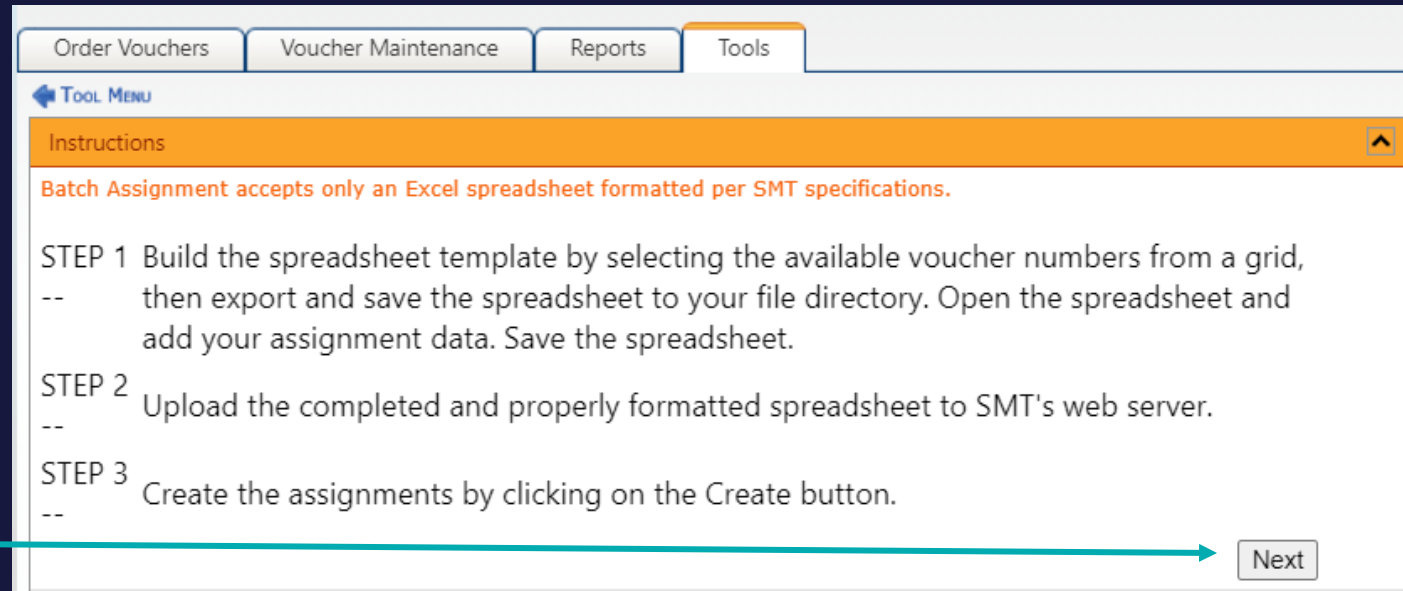


How To Assign A Voucher by Batch Assignments

- Click Tools
- Click Voucher Batch Assignment



- Select Next



How To Assign A Voucher by Batch Assignments – Written exams

- Choose Written 30 days prior for the written exams
- Choose Clinical Reschedule__ for Clinical Skills and follow the same process

Order Vouchers | Voucher Maintenance | Reports | Tools

TOOL MENU

Instructions

STEP 1: Build Spreadsheet Template

Select Voucher Item: Export To Excel ?

- Exam: Texas Nurse Aide Written English TNAE 30 days prior
- Exam: Texas Nurse Aide Written English TNAE Error Sept 2020
- Exam: TX Nurse Aide Clinical already paid fee for both exams
- Exam: TX Nurse Aide Clinical Cancel 30 Days Out
- Exam: TX Nurse Aide Clinical Discount Prior to 30 days
- Exam: TX Nurse Aide Clinical Error with Registration Fee
- Exam: TX Nurse Aide Clinical Reschedule Clinical
- Exam: TX Nurse Aide Clinical VOUCHER NOT WORKING FOR CANDIDATE

- Click Export to Excel

Contract: Texas Nurse Aide

Organization: TX

Order Vouchers | Voucher Maintenance | Reports | Tools

TOOL MENU

Instructions

STEP 1: Build Spreadsheet Template

Select Voucher Item: Exam: Texas Nurse Aide Written English TNAE 30 days prior Export To Excel ?

Refresh

VoucherNumber	Voucher Item Name	ValidUntil
[REDACTED]	Texas Nurse Aide Written English TNAE	11/20/2025
[REDACTED]	Texas Nurse Aide Written English TNAE	11/20/2025

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

How To Assign A Voucher by Batch Assignments – Written exams

- Complete the information below and save the spreadsheet
 - First name
 - Last name
 - Email address
 - Mark X to send email – **This is important if you want the email to be sent.**

A	B	C	D	E	F	G	H	I	J	K
VoucherNumber	Voucher Item Name	ValidUntil	FirstName	LastName	EmailAddress	Address1	City	StateCode	ZipCode	SendEmail(X)
KDWE-R9UF-A3GW-L1X1-XRT45	Texas Nurse Aide Written E	11/20/2025 12:00:00 AM	John	Doe	johndoe@abc.com					X
65XR-J7Z9-7827-E9F7-STBCD	Texas Nurse Aide Written E	11/20/2025 12:00:00 AM	Jane	Doe	Janedoe@cbs.com					X

Click Select to find the spreadsheet

Click Upload File

The screenshot shows a software interface with a 'Tools' menu. The menu is expanded to show 'STEP 2: Upload Spreadsheet' selected. Below the menu, there is a text prompt 'Select the file then click Upload.' followed by a file selection input field. To the right of the input field are 'Select' and 'Clear' buttons. Below the input field is an 'Upload File' button. In the bottom right corner, there is a 'Next' button.

How To Assign A Voucher by Batch Assignments – Written exams

- Look for the message, upload task completed successfully".

- Click Next

- Click Create

- Successful batch assignments

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

Contract: Texas Nurse Aide
Organization: T[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 2: Upload Spreadsheet [v]
STEP 3: Create Assignments [^]

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

RESULTS:

spreadsheet.

RESULTS:

Voucher Number	Assigned To	Email Address	Address	Import Result	Email Sent	Message
[REDACTED]	Jane Doe	jane.doe@abc.com		Already assigned	Yes	
[REDACTED]	John Doe	john.doe@cbs.com		Already assigned	Yes	

How To Unassign/Cancel 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 # to be assigned. New voucher # will be listed once the bad voucher has been successfully cancelled. The new voucher # will be listed under available vouchers.
- **Please note: You can unassign a voucher from the wrong candidate, but you cannot manually correct choosing the wrong voucher type.**

Contract: Texas Nurse Aide
Organization: << Show All >>

Order Vouchers Voucher Maintenance Reports Tools

Item Status Available

Export to Excel Export to PDF Export to Word Refresh

Assign	Voucher Number	Voucher Type	Item Name	Status	Valid From	Valid Until
		Examination	Texas Nurse Aide Written English (TNAE)	Assigned	10/30/2020	10/30/2021

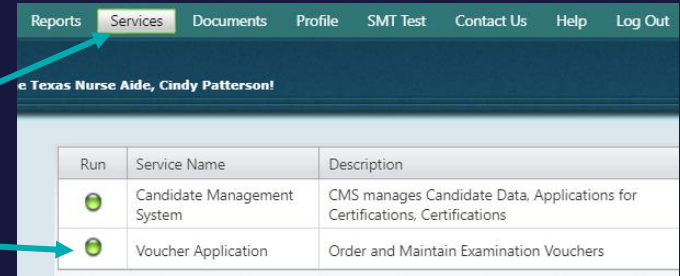
+ Click here to Assign Voucher Refresh

Edit	First Name	Last Name	Email Address	Cancel Assignment
				X

Your voucher assignment has been successfully cancelled. Your new voucher number is :



How To Resend Voucher Email



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



- Select the voucher.

The screenshot shows a table with columns for voucher details. A red box highlights the first row of the table.

Examination	Texas Nurse Aide Written English (TNAE)	Available	5/1/2023	4/30/2024
[Red Box]	[Red Box]	[Red Box]	[Red Box]	[Red Box]

- Check the box to “Send Email” to the candidate.
- Click the Green Check to save the assignment.

The screenshot shows a form titled '+ Click here to Assign Voucher'. It has a table header with columns: 'Edit', 'First Name', 'Last Name', 'Email Address', and 'Cancel Assignment'. Below the header, there are input fields for 'First Name', 'Last Name', 'Email Address', 'Address', 'City', 'State', and 'ZipCode'. A 'Send Email' checkbox is checked. At the bottom left, there are two icons: a green checkmark and a red 'X'.

Designate Staff To Manage Vouchers

HHSC allows Program Directors to have a staff member designated to manage the vouchers. If you want to designate someone you must email the request with the information below to cindy.patterson@prometric.com.

- Request staff member to manage vouchers
- Name
- Email Address
- Cell phone #
- NATCEP name
- NATCEP code

The screenshot displays 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 visible, along with a personalized welcome message: "Welcome Texas Nurse Aide, Cindy Patterson!".

The main content area features two dropdown menus: "Contract:" with "Texas Nurse Aide" selected, and "Organization:" with "<< Show All >>" selected. Below these are four tabs: "Order Vouchers" (highlighted in orange), "Voucher Maintenance", "Reports", and "Tools".

An orange banner reads "EASY 4 STEP PROCESS TO ORDERING VOUCHERS". Below this, a paragraph explains the process: "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." A red warning message follows: "Per our company policy, users are allowed to make the voucher purchase by using the credit card payment method for the maximum amount \$5000.00 or less in one single transaction. Please submit a separate transaction, if you want to purchase more."

The steps are listed as follows:

- 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 to the right of the steps. Below the steps is a "Step Bar" with four items, each with a dropdown arrow:

- 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

Helpful hints

- Candidates must receive email from SMT to schedule their exams.
- Oral and Reading Comp exams require an Oral and Reading Comp voucher. Oral voucher will not work.
- Voucher # goes in payment section when scheduling an exam.
- Once the candidate finishes scheduling one exam they need to sign back in and schedule the second exam.
- **Vouchers should only be used for the TXCNA exams. If the candidate registers in IQTesting and pays for any other exam, the voucher will be used and can't be refunded.**
- If candidates have issues with the voucher #, please email Cindy.Patterson@Prometric.com and provide the candidates name, email address and voucher #.
- **Do NOT provide candidates with Cindy or Operations contact information. It is for training programs only.**

