

Self Service Training Guide Purchasing Vouchers - Update

For Facility Use – Version 1.2



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

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](#)

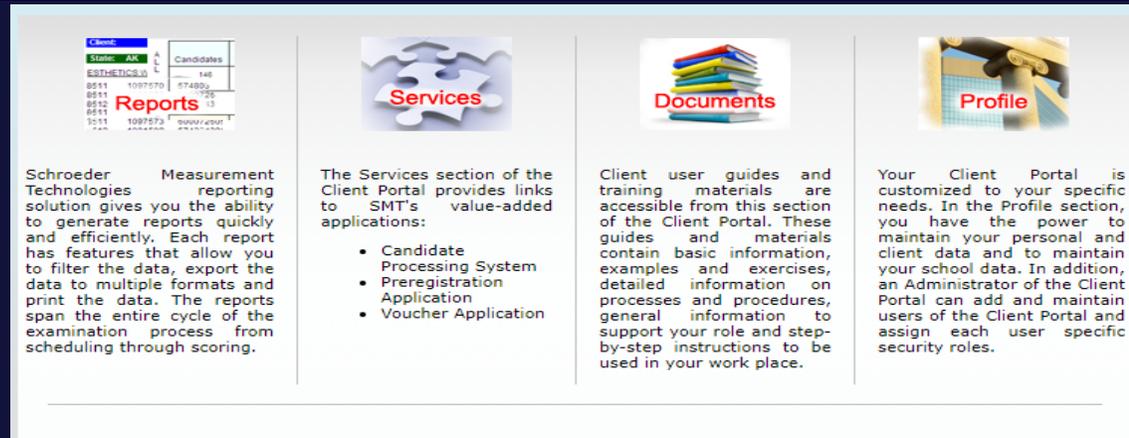
[Login FAQ](#)

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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 your log in information.

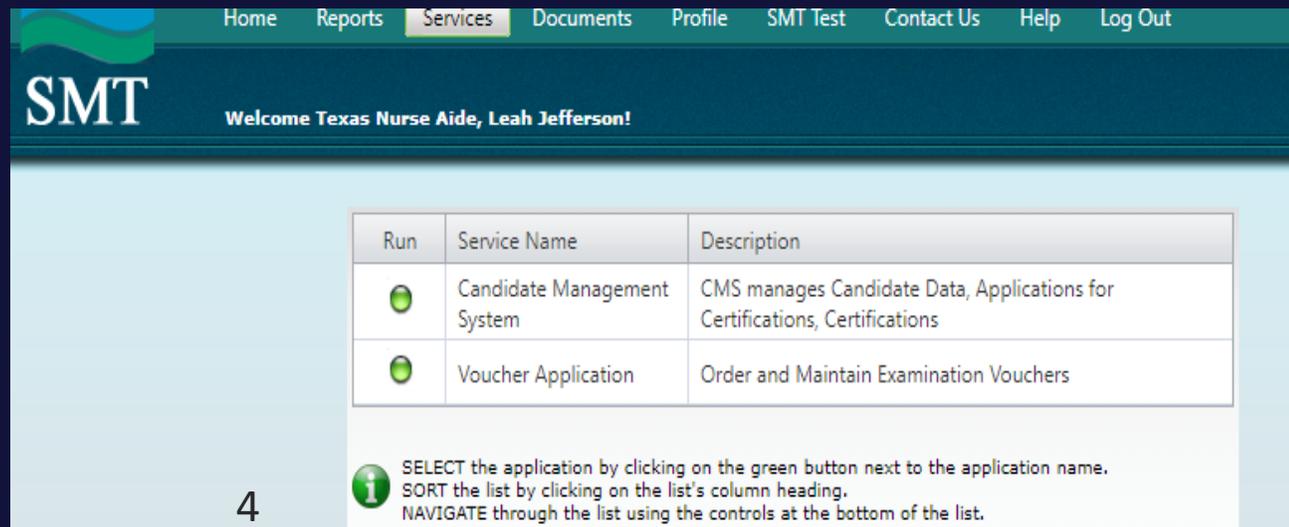
- Once you log in, select “SERVICES”



The screenshot shows the SMT Client Portal navigation menu with four main sections: Reports, Services, Documents, and Profile. Each section has a corresponding icon and a brief description of its functionality.

- 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 Client Portal interface. The navigation menu at the top includes Home, Reports, Services, Documents, Profile, SMT Test, Contact Us, Help, and Log Out. The main content area displays a table of services, with the 'Voucher Application' service selected.

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

4

1 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.

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. The main header features the SMT logo and a personalized welcome message: "Welcome Texas Nurse Aide, Leah Jefferson!". Below the header, there are two dropdown menus: "Contract:" with "Texas Nurse Aide" selected, and "Organization:" with "<< Show All >>" selected. A tabbed interface shows "Order Vouchers" as the active tab, with other tabs for "Voucher Maintenance", "Reports", and "Tools". A prominent orange banner reads "EASY 4 STEP PROCESS TO ORDERING VOUCHERS". Below this, a detailed 4-step process is outlined: 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, a progress bar shows four steps, each with a dropdown arrow: "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".

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.

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
Application			
App: TXCNA- - TX Nurse Aide	\$ 125.00	1	\$ 125.00
< Select Item >			\$ 0.00

Different Types Of Vouchers, Continued

Below are voucher options you will not use.



Cert Renew by CEU

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



Cert Renew by Exam

You will **NEVER** 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 >

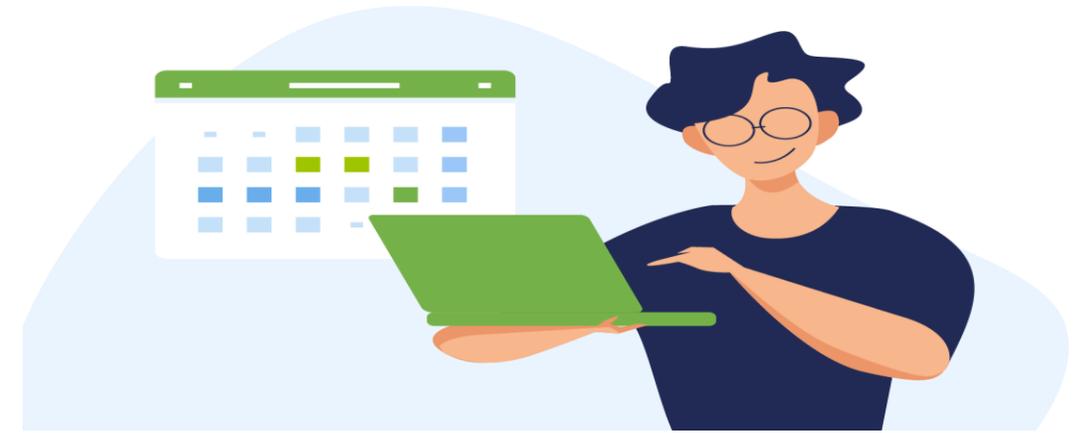
< Select Item >

		\$ 0.00
		\$ 0.00
		\$ 0.00
		\$ 0.00
Total		\$ 0.00

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

How To Purchase An Application Voucher For Written and Clinical Test

- When selecting the type of test, please select the FIRST 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.

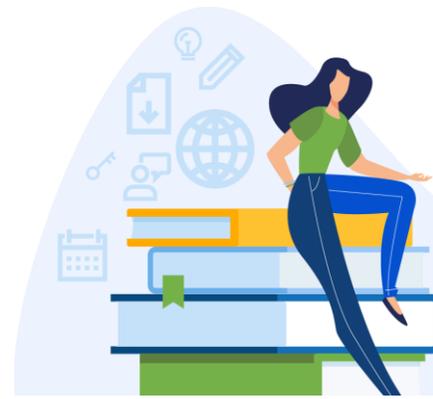
EASY 4 STEP PROCESS TO ORDERING VOUCHERS

STEP 1: Choose Voucher Type, Item and Quantity

Voucher Type and Item	Price	Quantity	Total
Application			
App: Nurse Aide TX Application for Certification - Clinical and Written Exams	\$ 125.00	1	\$ 125.00
Name	Price		\$ 0.00
< Select Item >	\$ 0.00		
App: Nurse Aide TX Application for Certification - Clinical and Oral Exams	\$ 135.00		
App: Nurse Aide TX Application for Certification - Clinical and Written Exams	\$ 125.00		
App: Renew Nurse Aide TX Application for Certification - Clinical and Oral Exams	\$ 135.00		
App: Renew Nurse Aide TX Application for Certification - Clinical and Written Exams	\$ 125.00		
Total			\$ 125.00

Next

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

A screenshot of the Prometric voucher ordering interface. The interface has a navigation bar with tabs: "Order Vouchers", "Voucher Maintenance", "Reports", and "Tools". Below the navigation bar is a header "EASY 4 STEP PROCESS TO ORDERING VOUCHERS" with a dropdown arrow. The main content area is titled "STEP 1: Choose Voucher Type, Item and Quantity" and contains a table with columns "Voucher Type and Item", "Price", "Quantity", and "Total". The table has two rows of data: "Exam Retake: Texas Nurse Aide Written English (TNAE)" with a price of \$35.00 and quantity of 1, and "Exam Retake: TX Nurse Aide Clinical" with a price of \$90.00 and quantity of 1. Below the table are two more rows of input fields for voucher type and item selection, each with a dropdown menu and a "Quantity" box. At the bottom right of the table, there is a "Total" row showing a total price of \$125.00 and a "Next" button. Below the table are four steps: "STEP 2: Provide Payment Details", "STEP 3: Accept Terms of Use", and "STEP 4: Verify and Submit Order", each with a dropdown arrow.

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.

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

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: Leah Jefferson

Contact Email: LeahJefferso

Payment method: Credit Card

* Card Type: < Select Card Type >

* Card First Name: Leah

* Card Last Name: Jefferson

* Credit Card Number:

* Expiration Date: Month: Feb, Year: 2022

* Security Code:

* Billing Address:

* Billing City:

* Billing Country: United Kingdom

* Billing State/Province:

* Billing Zip Code:

Next

STEP 3: Accept Terms of Use

STEP 4: Verify and Submit Order

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)

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

The screenshot displays the 'Voucher Maintenance' interface in the SMT system. At the top, there are dropdown menus for 'Contract' (Texas Nurse Aide) and 'Organization' (<< Show All >>). Below these are tabs for 'Order Voucher', 'Voucher Maintenance', 'Reports', and 'Tools'. The 'Voucher Maintenance' tab is active, showing a table of vouchers. The table has columns for 'Assign', 'Voucher Number', 'Voucher Type', 'Item Name', 'Status', 'Valid From', and 'Valid Until'. A voucher with 'Voucher Number' 'cnesu' is selected. Below the table, there is a section for 'Contract: TXCNA' with a highlighted row for 'PGLU-A7PB-6MM2-PB/Q-CNESU' of type 'Application' for 'TX Nurse Aide', with status 'Available' and valid dates '9/24/2020' to '9/24/2021'. A link '+ Click here to Assign Voucher' is visible. Below this link is a form for entering candidate information, including fields for 'First Name', 'Last Name', 'Email Address', 'Address', 'City', 'State', and 'ZipCode'. There is also a 'Send Email' checkbox and a 'Date Sent' field. At the bottom of the form, there are two buttons: a green checkmark and a red 'X'. A message at the bottom of the interface states 'Voucher is not assigned.'

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.

