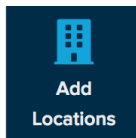


This guide will cover the basics to get you started. Need additional help or have more questions?  
Email us at [support@nrfriseup.com](mailto:support@nrfriseup.com) or call 800-986-6482.

### PARTNER PORTAL

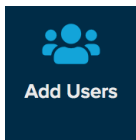
#### How do I log in to the Partner Portal?

- Click [HERE](#) to launch the Partner Portal application
- Enter the username and password that were emailed to you from RISE Up

#### How do I set up additional classroom locations?

- Click "Add Locations" from the menu options on the left
- Click on the "Create New Site" button
- Enter the Location, Site Name, and Store Number
- Click "Create Site"

*Note: You can also edit the default location that is set as your partner name. This will be searchable on the enrollment and trainer applications.*



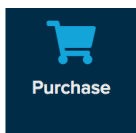
#### How do I set up my trainers/proctors in the Partner Portal?

##### New User

- Click "Add Users" from the menu options on the left
- Click on "Create New User."
- Enter the users Role, Location, and Information
- Click "Create User"

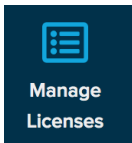
##### Pending User

- Select "Add Users" from the menu options on the left
- Click on "Create New User."
- Click on "Pending Action"
- Review information and to approve click "Create User:"



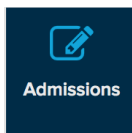
#### How do I purchase licenses?

- Click on "Purchase" from the menu options on the left
- A new tab will open up in the BigCommerce storefront
- Add the licenses and bundles you wish to purchase to your cart
- Click "Check out"
- Enter Billing and Payment Information/P.O. number
- Click "Place Order"



### How do I transfer licenses to classroom sites?

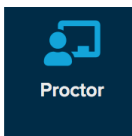
- Click on “Manage Licenses” from the menu options on the left
- Click on “Transfer Licenses” on the program you wish to transfer in the Open Licenses section (right side of the screen)
- Select “Yes” on the pop up if you would like to transfer licenses
- Choose one or multiple sites you wish to transfer licenses. If you have not created a site yet, you can in the locations tile
- Use the arrows or type in how many licenses you wish to transfer
- Click “Transfer” to complete the process
- The licenses will now move from the “open license” section to the “transferred license section”



### How do I approve or enroll learners?

- Click on the “Admissions” tile from the menu options on the left
- Click “View” next to each enrollment to view their information
- Click on either “Approve” or “Deny” to complete the process

*Note: Each learner enrolled will deduct once seat license from your account. You can also enroll individuals directly by selecting “Create New Enrollment.”*



### How do I become a proctor?

- Click on the “Proctor” tile from the menu options on the left
- Click “Accept & Sign” from the pop up window
- Review the document and click on the yellow button to electronically sign

### How do I check in students and find their exam password as a proctor?

- Click on the “Proctor” tile from the menu options on the left
- Check in students by clicking on the check mark next to their name
- Find their password in the list at the bottom of the page
- To mark a violation click on the flag to the right of the students name