



RISE Up Platform INDEPENDENT STUDENT USER GUIDE

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NRF FOUNDATION
RISE UP

Independent Student User Guide

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Enrolling as an Independent Student

If you will be taking a RISE Up program on your own independently (and not as part of a group), you will enroll in RISE Up when purchasing your first program.

1. Go to <https://RISEUp.kaleidolearning.com/indivsignup>
2. Select the program in which you want to purchase and enroll in, and click **NEXT**.
3. Enter your personal information and click **NEXT**
(If a user with that email address already exists, the system will pop up a dialog saying that and will not further process the signup.)
4. Enter the additional requested information and click **NEXT**.
5. Enter your payment information and click **NEXT**. The system will tell you if your payment information is not in the correct format.
6. Review your order and click **NEXT**.
7. Enter your name and initials.
8. Click **ENROLL & E-SIGN**. The system will tell you if your payment does not go through, otherwise, you will see a dialog saying “Your purchase has been successfully processed. You will receive an email shortly with purchase and login details.”

Taking an Online Course

To take a course that you have purchased, you will first need to login to the platform.

1. Visit <https://RISEUp.kaleidolearning.com> and login.
2. You will see the course (s) that you have purchased after you login.

3. To begin a course, click **LAUNCH COURSE** on your dashboard.
4. To continue a course that you have already started and is in progress, click **RESUME COURSE** on your dashboard.
5. To review a completed course, click **REVIEW COURSE**.

Taking an Exam

The exams for Customer Service & Sales and Business of Retail are proctored online exams. If you are taking them as an independent, self-pay student, you'll set up a time with a remote proctor.

At the time of your exam, you'll click **TAKE EXAM** on your dashboard. You'll be prompted to enter an activation code, which your proctor will provide. These exams are timed, so your session will end when you are out of time. If you have an accommodation for extra time, your time will automatically be extended.

The exam for Warehousing, Inventory, & Logistics and Retail Industry Fundamentals are not proctored. You can take it at your convenience by clicking **TAKE EXAM** on your dashboard.

There is one retake exam included with each unproctored exam, so if you fail the exam the first time, you can retake it. If you fail the exam a second time, you can purchase an Exam Retake.

Taking an Exam with Online Exam Proctor

If you are an independent, self-pay student, follow these steps to take your online exam with MonitorEDU Proctoring, the proctoring service that will proctor your exam.

Before the exam:

Students will need to test their mobile phone to make sure that it can connect to the service. Google Meets is used as the primary video connection. Students can use an alternate second device that has internet access and a camera, including the use of a second laptop or tablet.

Before the exam, students should go to: <https://monitoredu.com/faq>

1. Read all instructions
2. Download Google Meets
3. Test their connection
4. Watch the proctoring 101 video

When you are ready to take the exam::

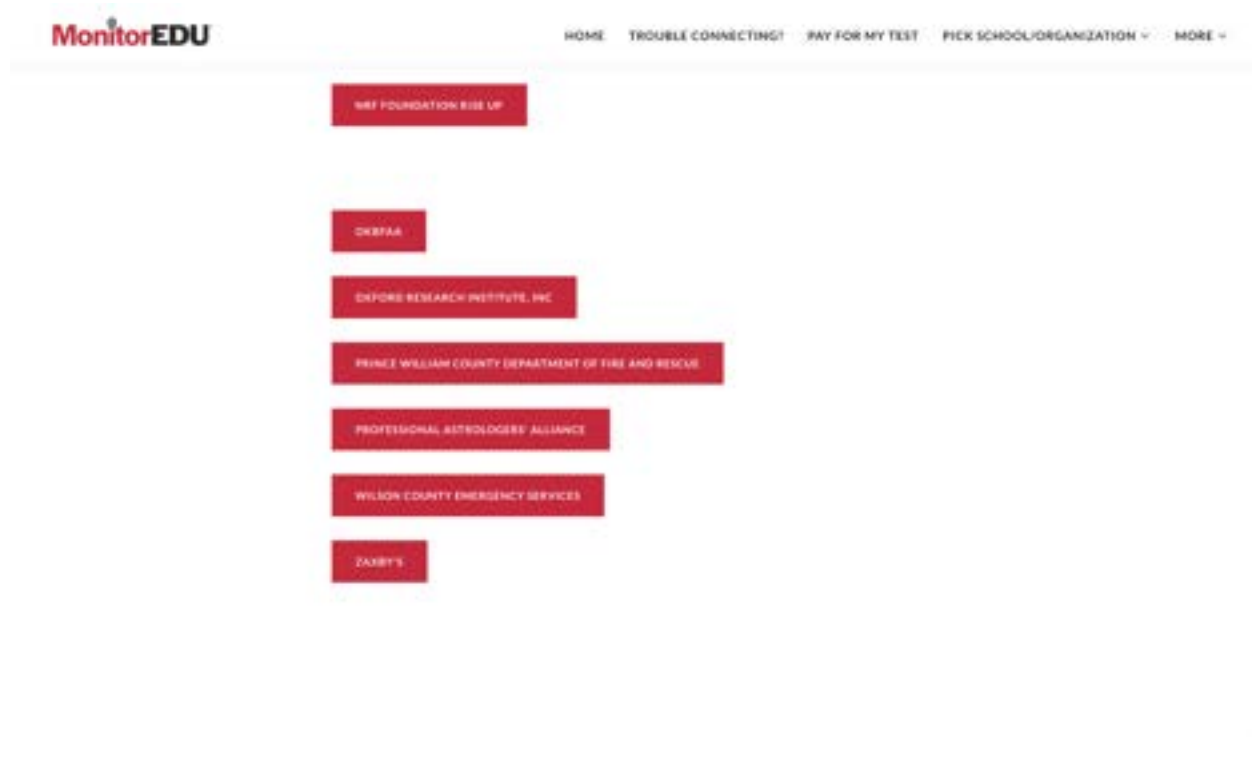
1. Go to MonitorEDU's site: <https://takemytest.live/>.



2. Click **Pick School/Organizations** and select **US Other Organizations** from the dropdown menu.



3. Scroll down to locate NRF Foundation RISE Up and select it.



4. Click **New Conversation**.

Or you can click the button [XX](#) in the Platform next to Launch Exam and go directly to the **Start Chat** page.

5. Enter your information on the chat page and Click **Start Chat** to connect to a proctor.
6. The proctor will walk you through all the steps via Chat. Follow the proctor's instructions to set up.

If any issues come up, the proctor will escalate the issue to ensure a quick resolution and make sure you complete your assessment.

Requesting Accommodations

If you are taking an exam as an independent, self-pay student and require testing accommodations (like additional time), you can request extra time for yourself.

1. Click **REQUEST ACCOMMODATIONS** from your dashboard.
2. Fill in the Request Accommodations form.
3. Click **SUBMIT**. Your request will be submitted, and the requested accommodations will appear as "pending" for the student. You will receive a response by email, and the status of the accommodations will be updated in the system. If you are granted extra time, it will be given to you in the exam automatically.