SMT Voucher Guide – WADOH

For Training Programs – Version 1.0 August 2023

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By the end of this guide, you will know 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 Assignment
  - Batch Assignments
- How to Unassign/Cancel Voucher
- How to Resend Voucher Email
- Voucher Email Example
- Helpful hints

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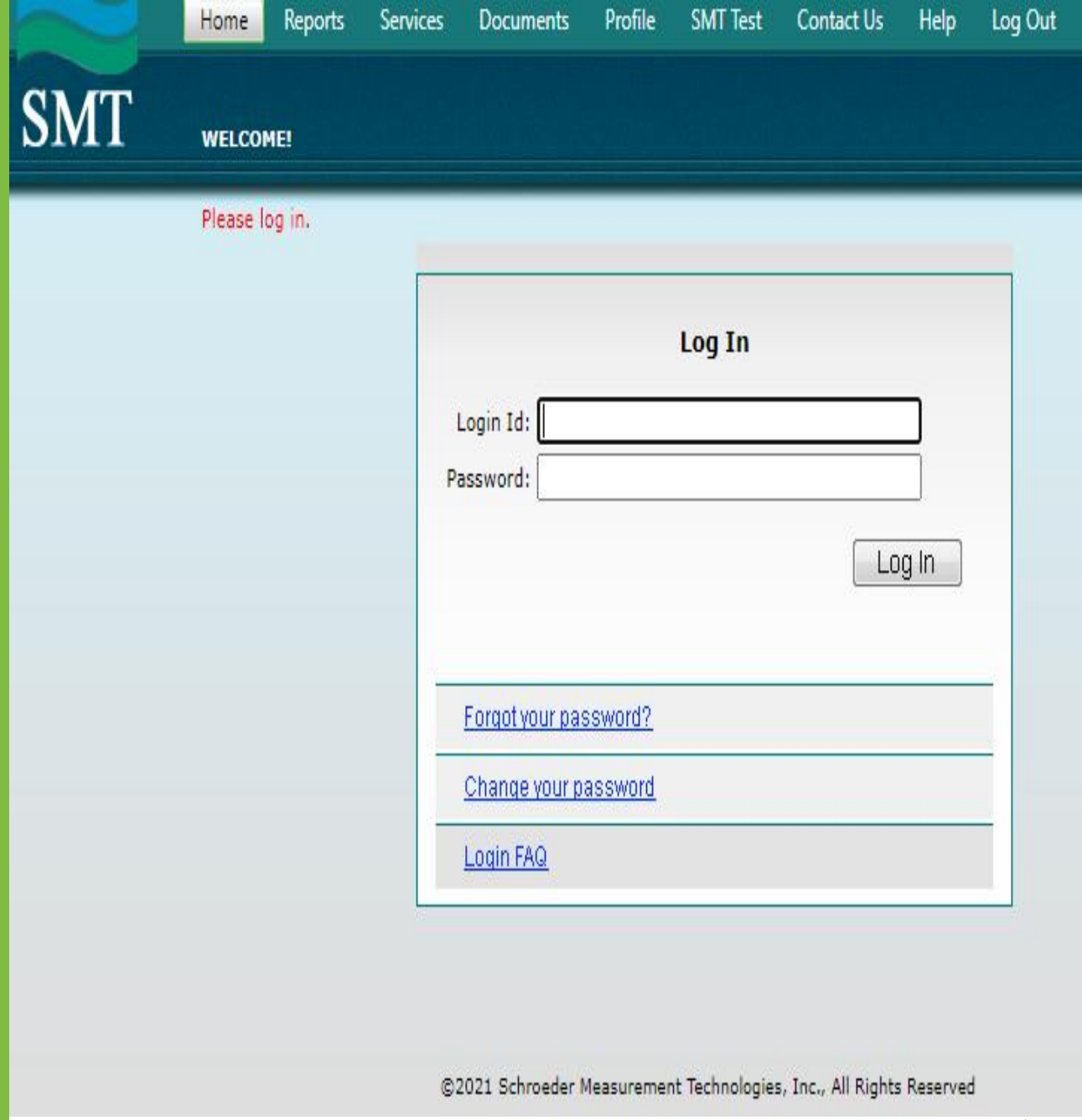
Where To Purchase A Voucher

- 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 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 password for security reasons, we can only reset the password**



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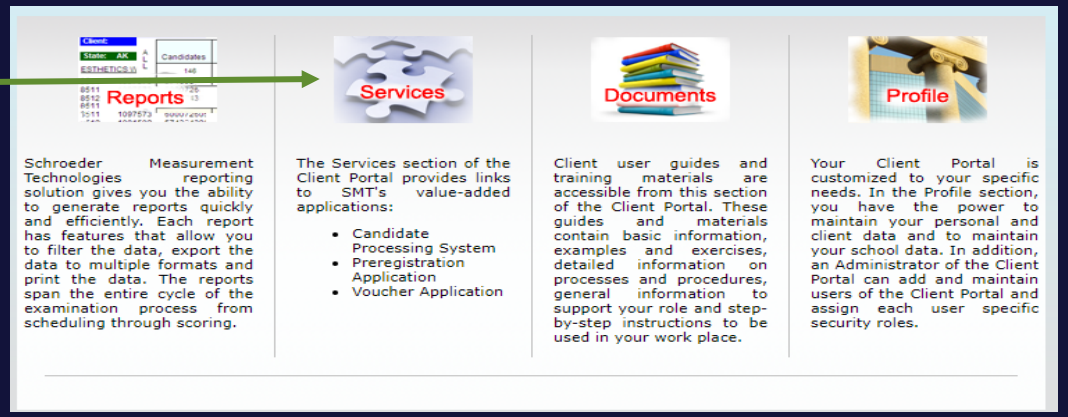
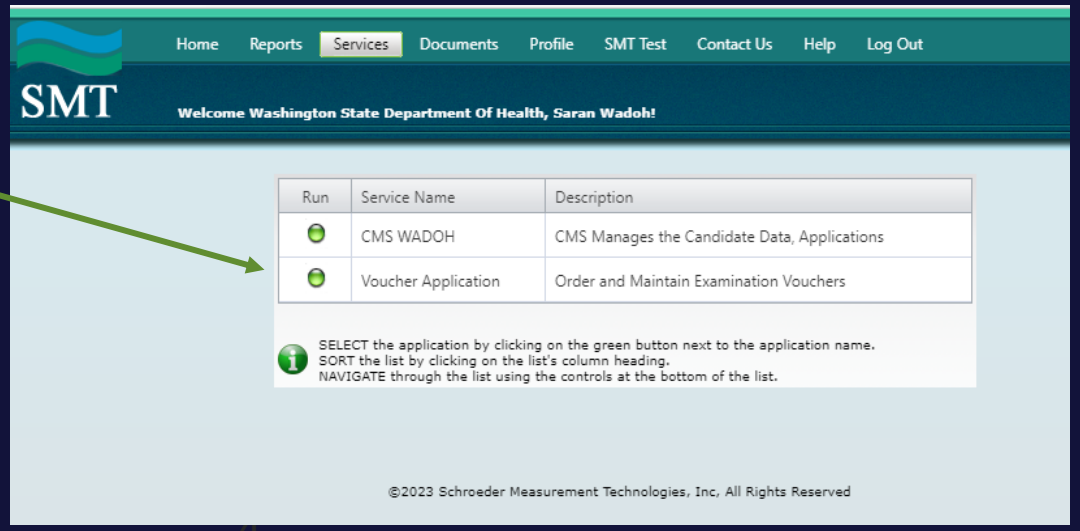
How To Purchase A Voucher

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"

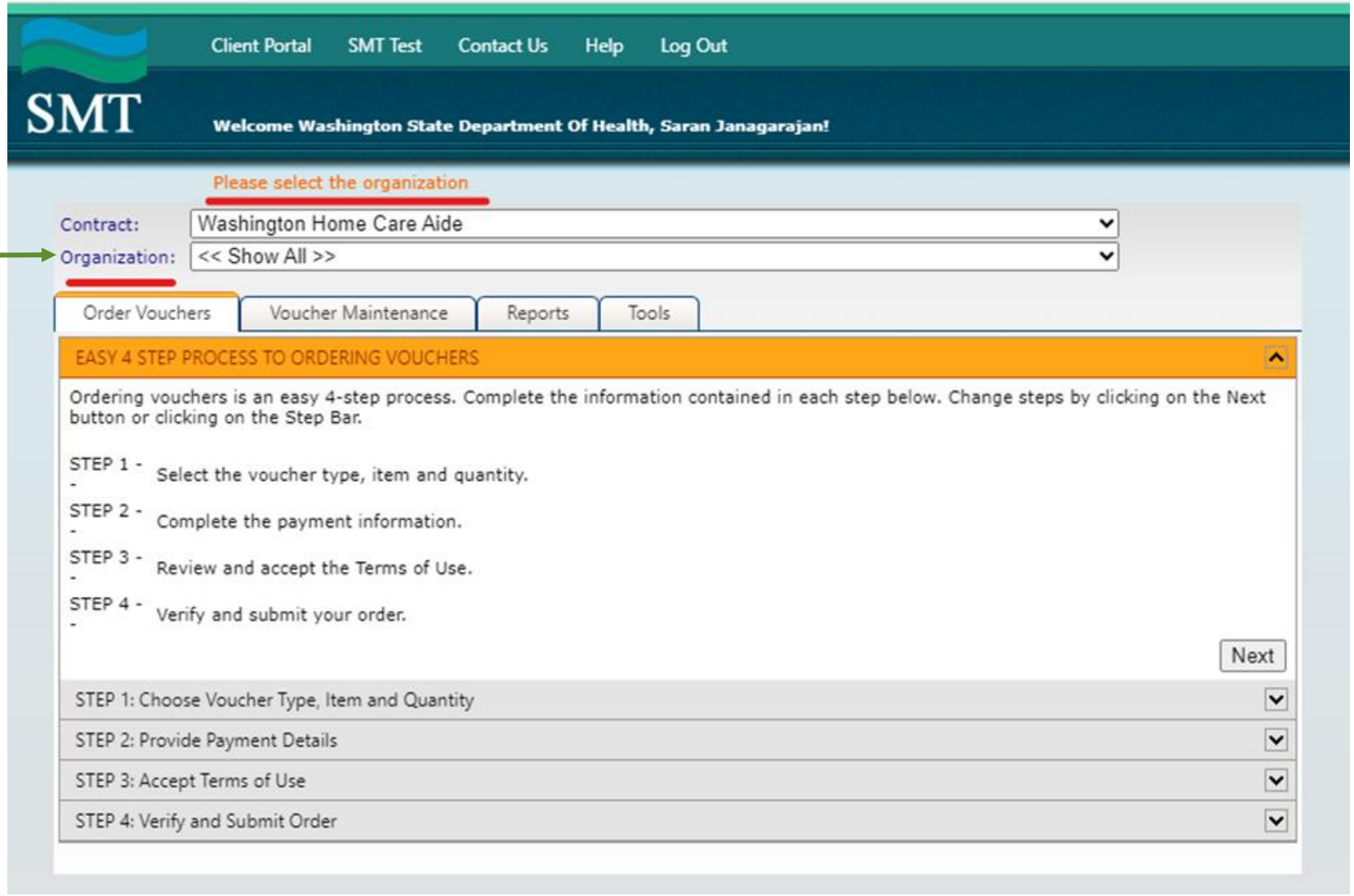


- Then select “Voucher Application”



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.



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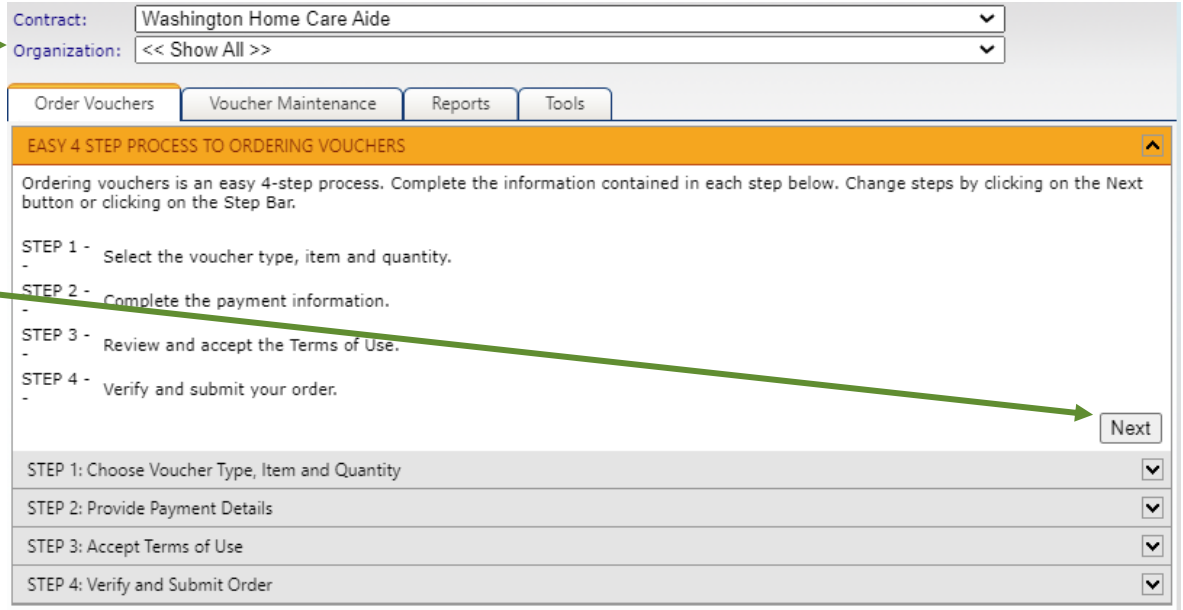
Note: Vouchers expire 12 months from purchase date.

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.

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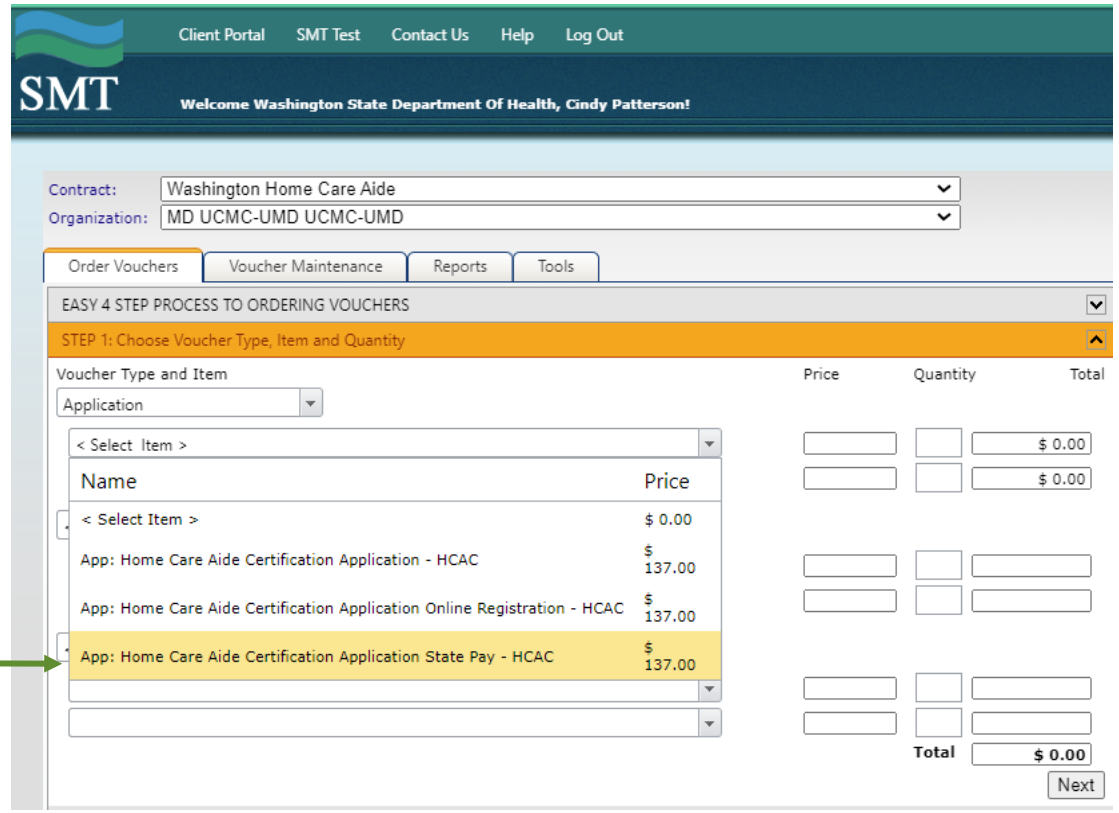
Vouchers not used by WADOH

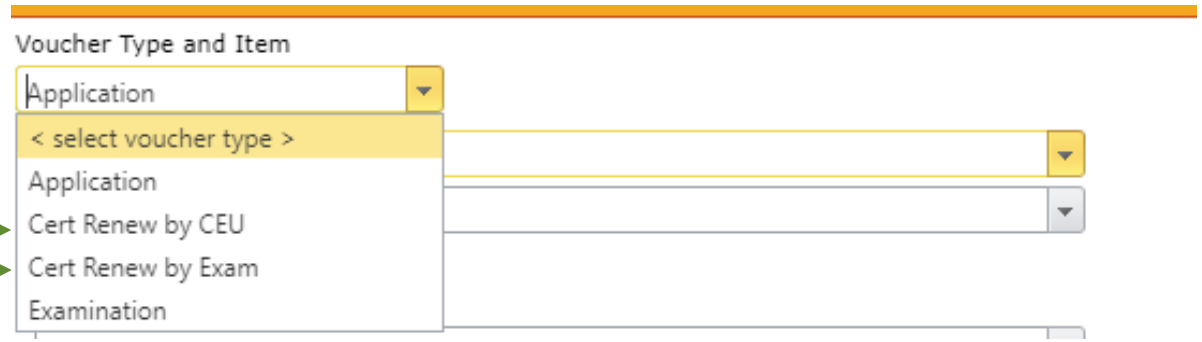
- Cert Renew by CEU
- Cert Renew by Exam
- App: Home Care Aide Certif[illegible]lication State Pay - HCAC

•N/A for WADOH

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



- **N/A for WADOH**
- ➢ Cert Renew by CEU
- ➢ Cert Renew by Exam



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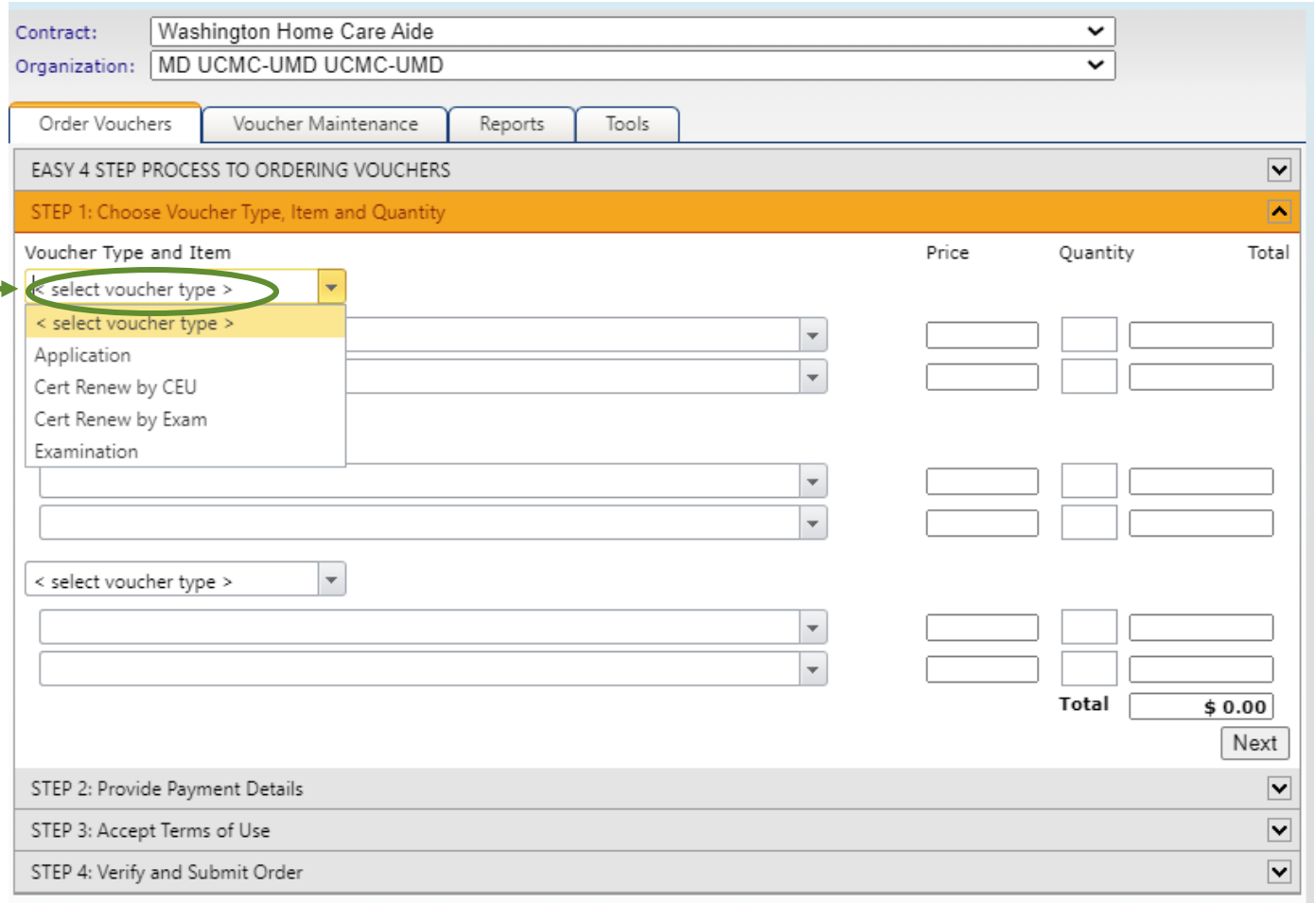
Next you will see the two types of voucher options

Different Types Of Vouchers:

- First Time Testers - Home Care Aide Certification Application – First time tester
- Home Care Aide Certification Application Online Registration – Re- tester with a new application filed by the candidate themselves
- Examination – Re-tester for Knowledge or Clinical Skills



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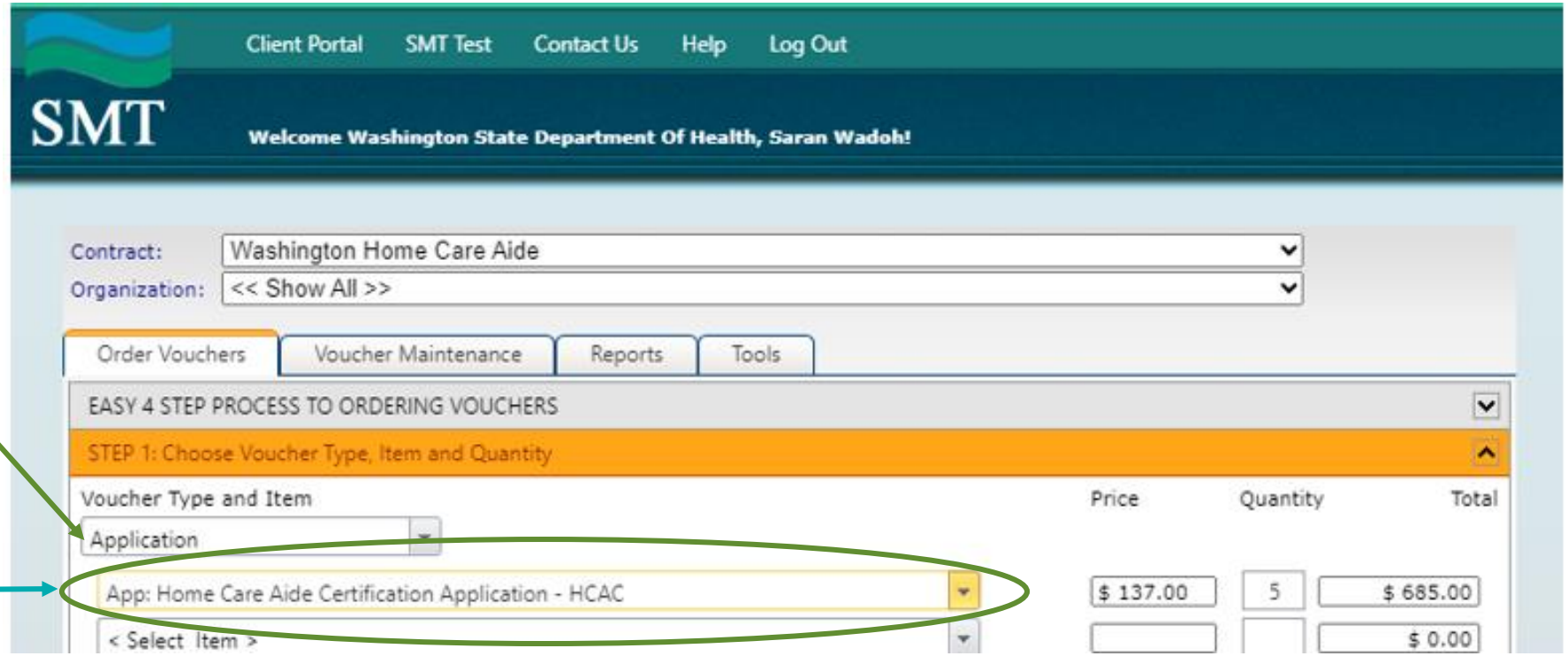
Application Vouchers for first time candidates

Candidate(s) approved by 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



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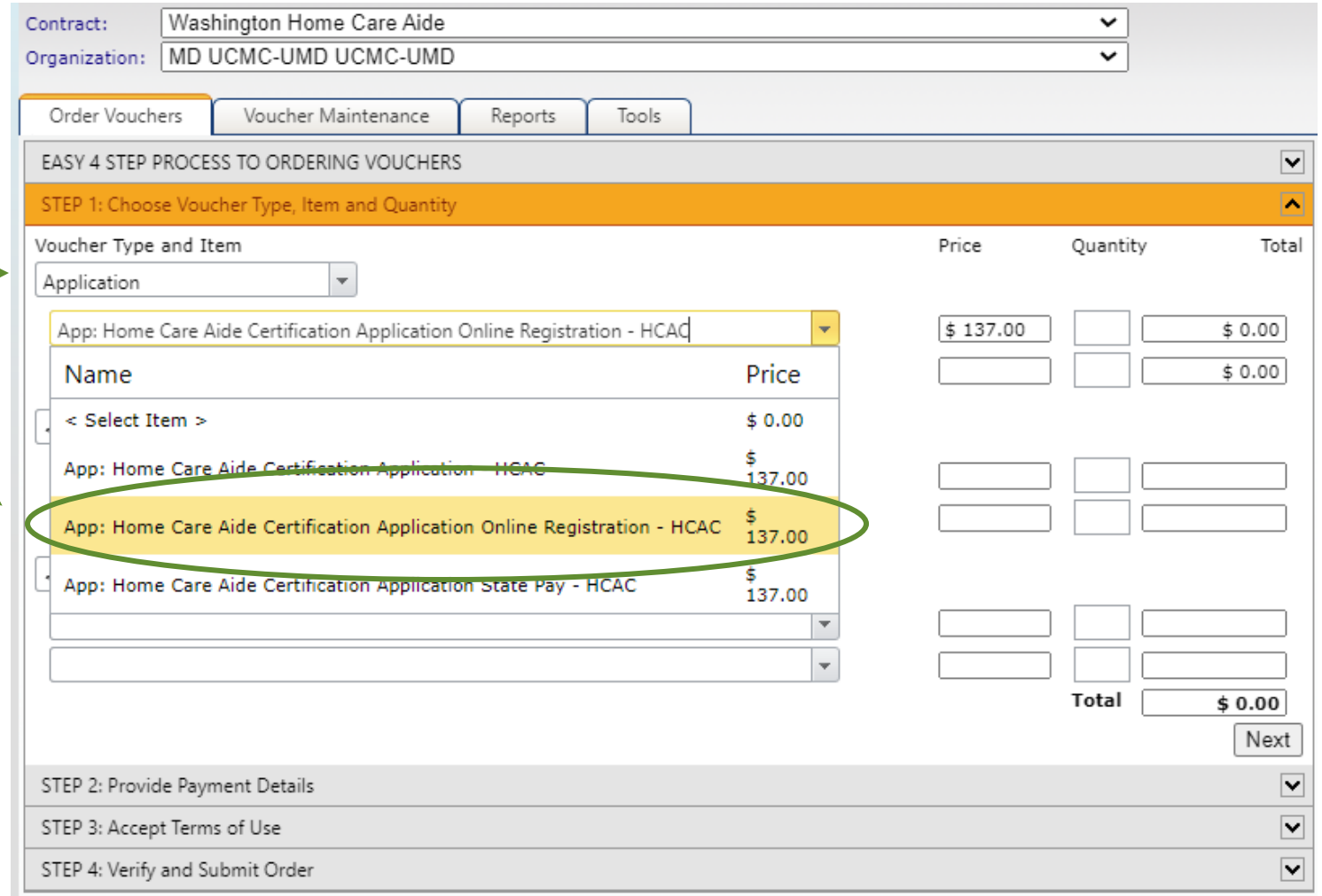
Application Vouchers for Re- tester with a new application filed by the candidate themselves

- Training Programs who purchase the Voucher and assigns it to their candidate(s).



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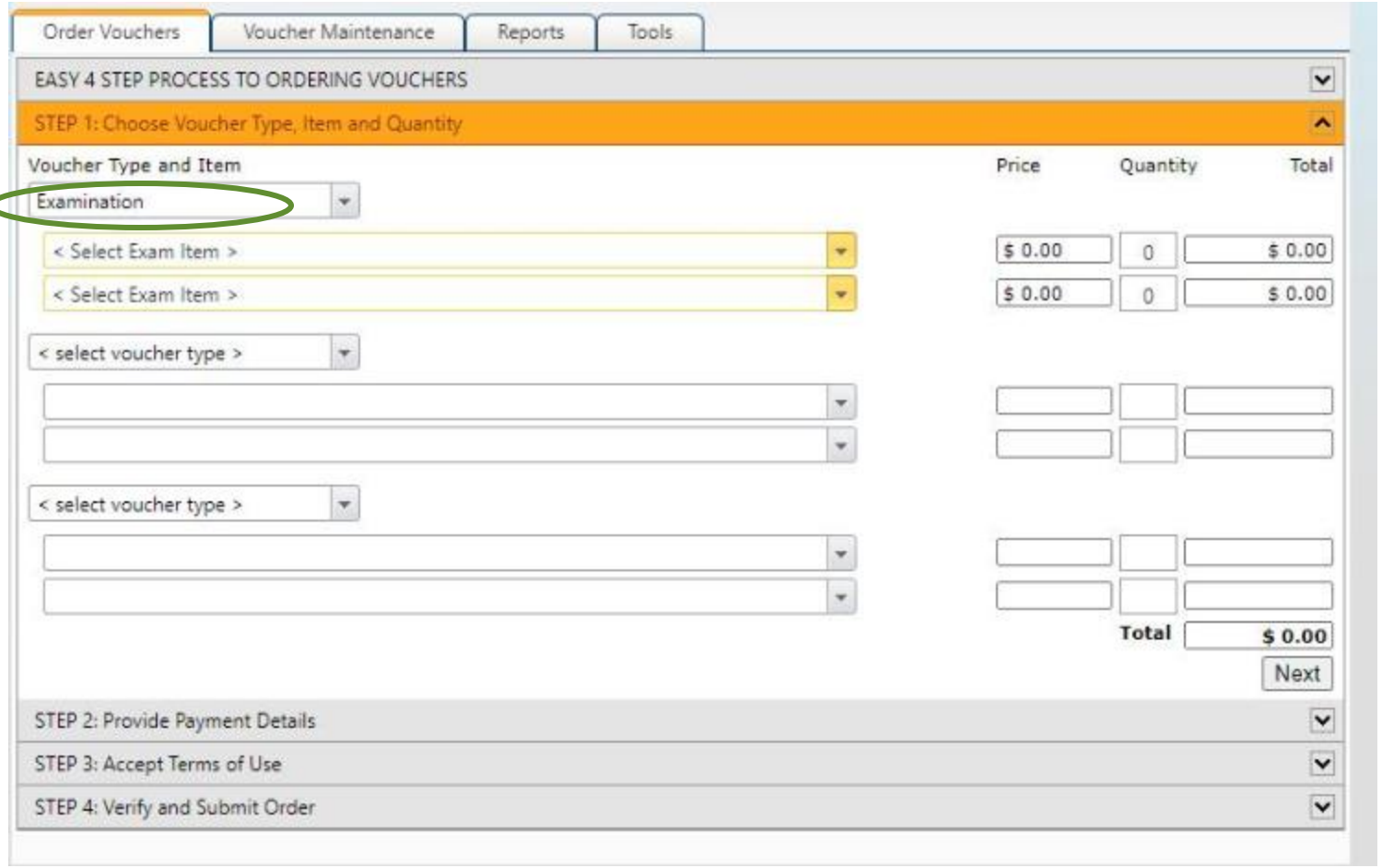
Examination Voucher for Re-Tester

Examination Voucher - Re-tester with a new application filed by the candidate themselves

Notes:

- Candidate(s) approved by the WADOH earlier and they had attempted but failed on all the maximum of allowed attempts on either Knowledge and/or the Skills Evaluation Exams and they went back and got some additional training and now they are applying directly through Prometric
- If their training program offers a free re-test for the candidate, then they purchase this and assign it to their candidates



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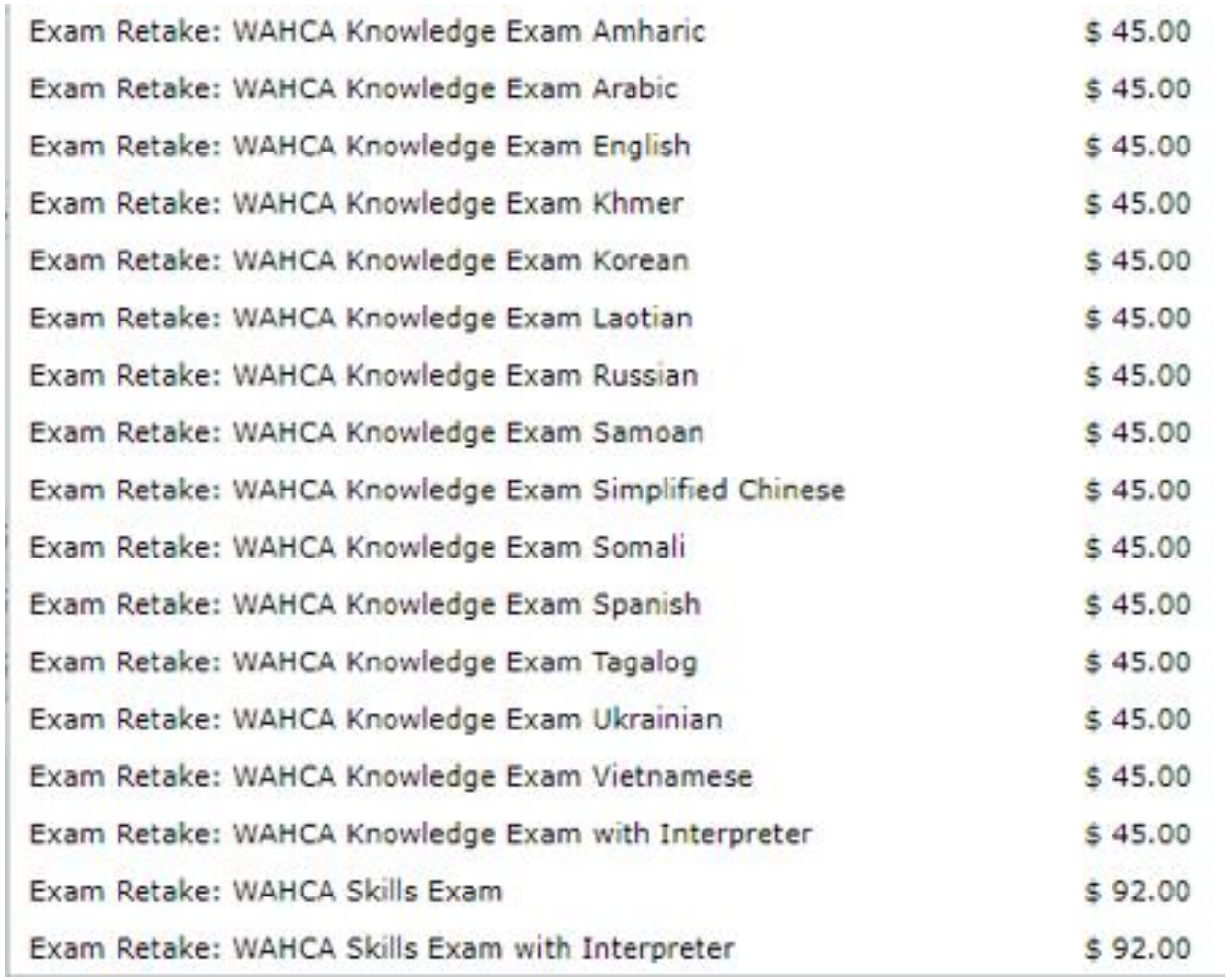
Examination Vouchers for re-tester or candidate was no show

Examination Vouchers - Re- tester with a new application filed by the candidate themselves. Choose the appropriate exam.

Notes:

- Candidate(s) approved by the WADOH earlier and they had attempted but failed on all the maximum of allowed attempts on either Knowledge and/or the Skills Evaluation Exams and they went back and got some additional training and now they are applying directly through Prometric
- If their training program offers a free re-test for the candidate, then they purchase this and assign it to their candidates



Exam Retake: WAHCA Knowledge Exam Amharic	$ 45.00
Exam Retake: WAHCA Knowledge Exam Arabic	$ 45.00
Exam Retake: WAHCA Knowledge Exam English	$ 45.00
Exam Retake: WAHCA Knowledge Exam Khmer	$ 45.00
Exam Retake: WAHCA Knowledge Exam Korean	$ 45.00
Exam Retake: WAHCA Knowledge Exam Laotian	$ 45.00
Exam Retake: WAHCA Knowledge Exam Russian	$ 45.00
Exam Retake: WAHCA Knowledge Exam Samoan	$ 45.00
Exam Retake: WAHCA Knowledge Exam Simplified Chinese	$ 45.00
Exam Retake: WAHCA Knowledge Exam Somali	$ 45.00
Exam Retake: WAHCA Knowledge Exam Spanish	$ 45.00
Exam Retake: WAHCA Knowledge Exam Tagalog	$ 45.00
Exam Retake: WAHCA Knowledge Exam Ukrainian	$ 45.00
Exam Retake: WAHCA Knowledge Exam Vietnamese	$ 45.00
Exam Retake: WAHCA Knowledge Exam with Interpreter	$ 45.00
Exam Retake: WAHCA Skills Exam	$ 92.00
Exam Retake: WAHCA Skills Exam with Interpreter	$ 92.00

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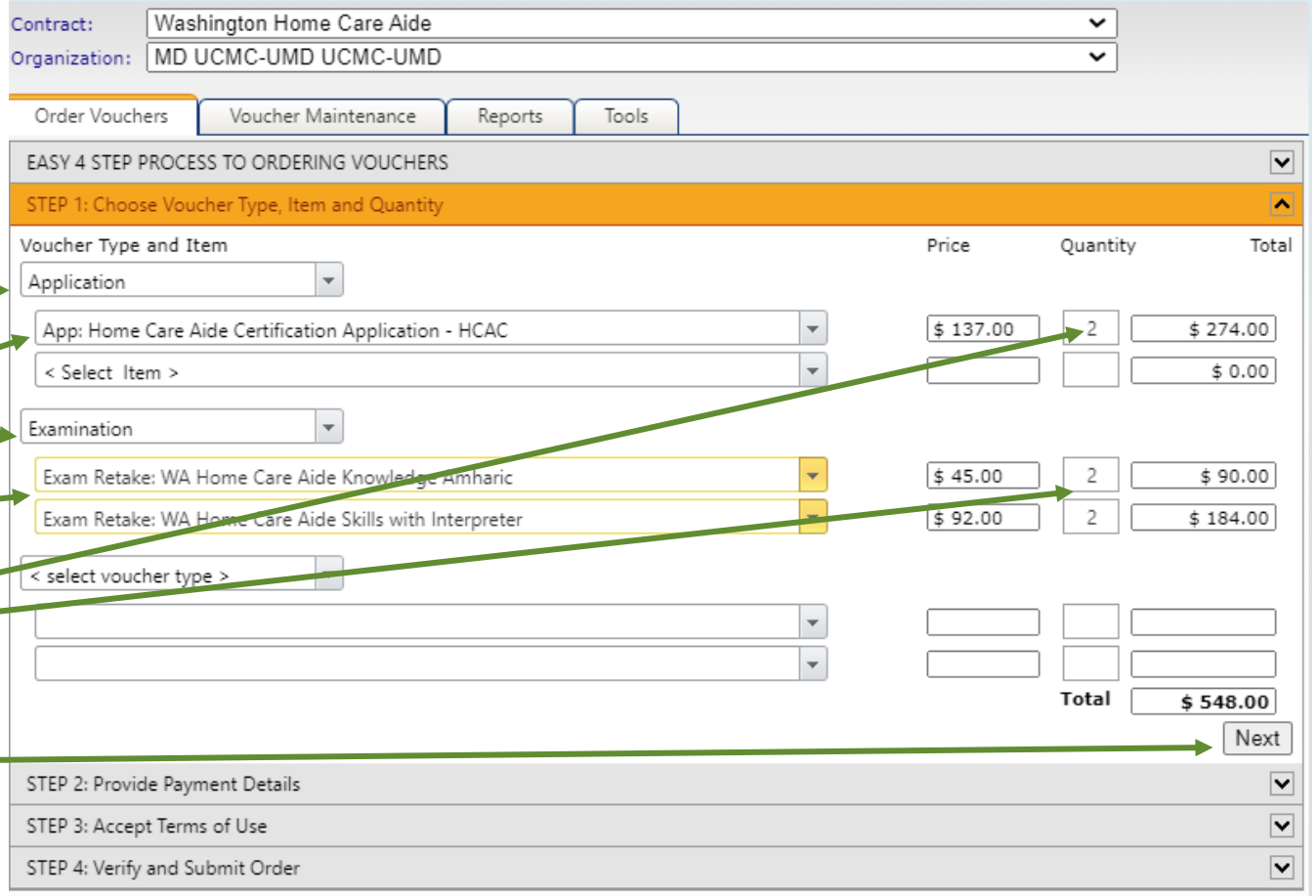
How To Purchase A Voucher continued

- 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 “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



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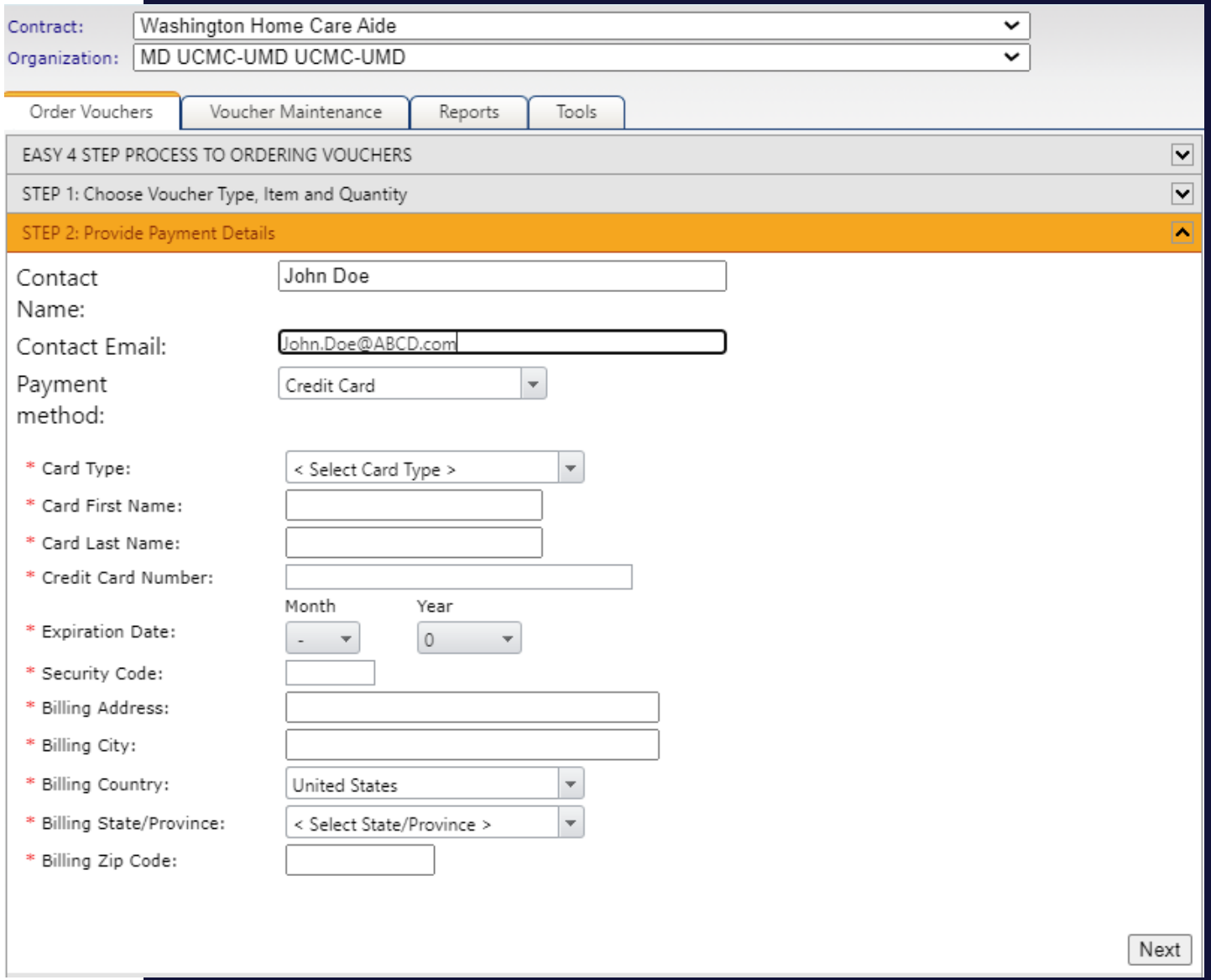
How to Purchase a Voucher by Credit Card

- 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.
- 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 so they won't deny the charges thinking your card has been hacked.



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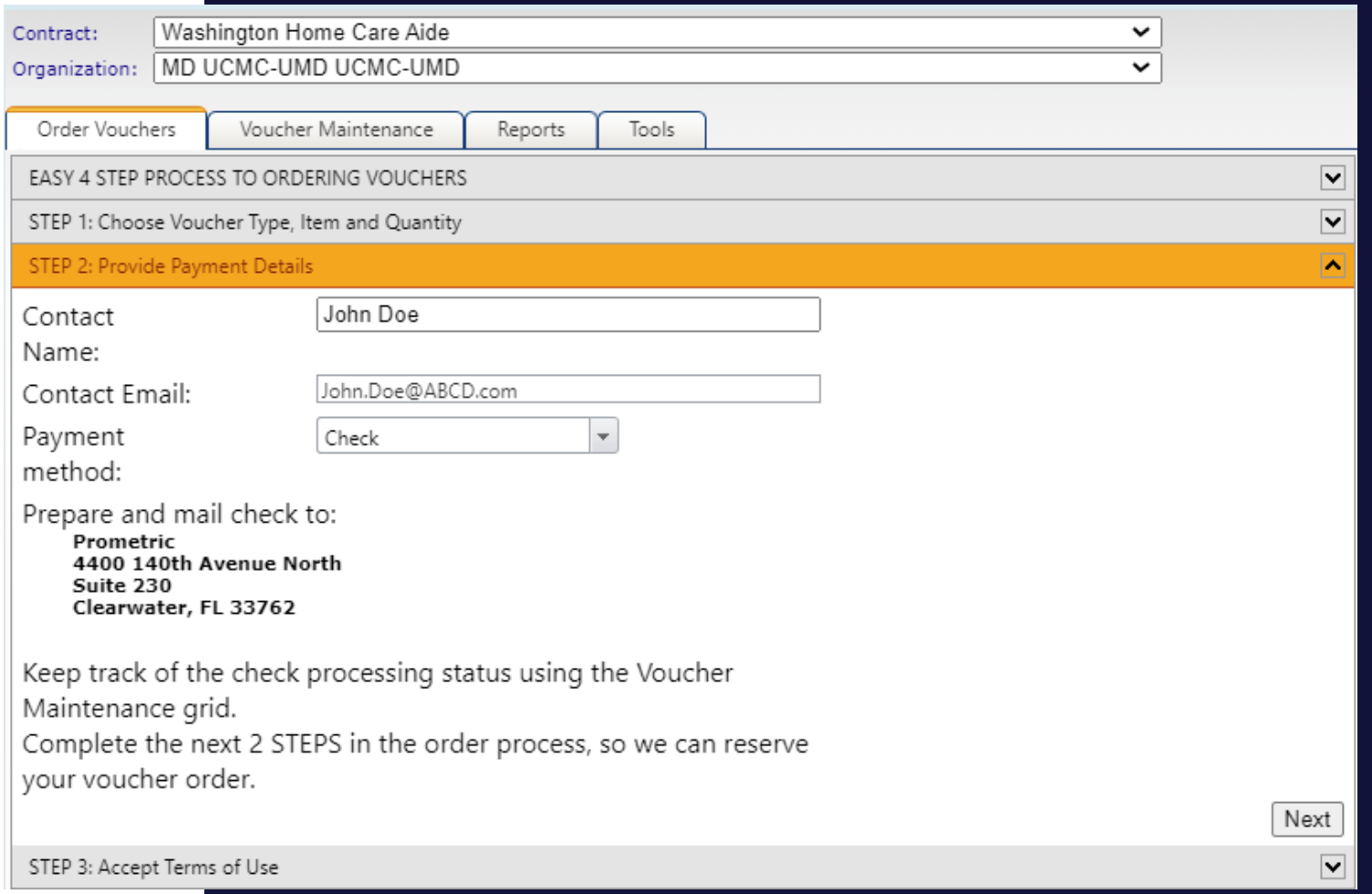
How to Purchase a Voucher by Check

- 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.



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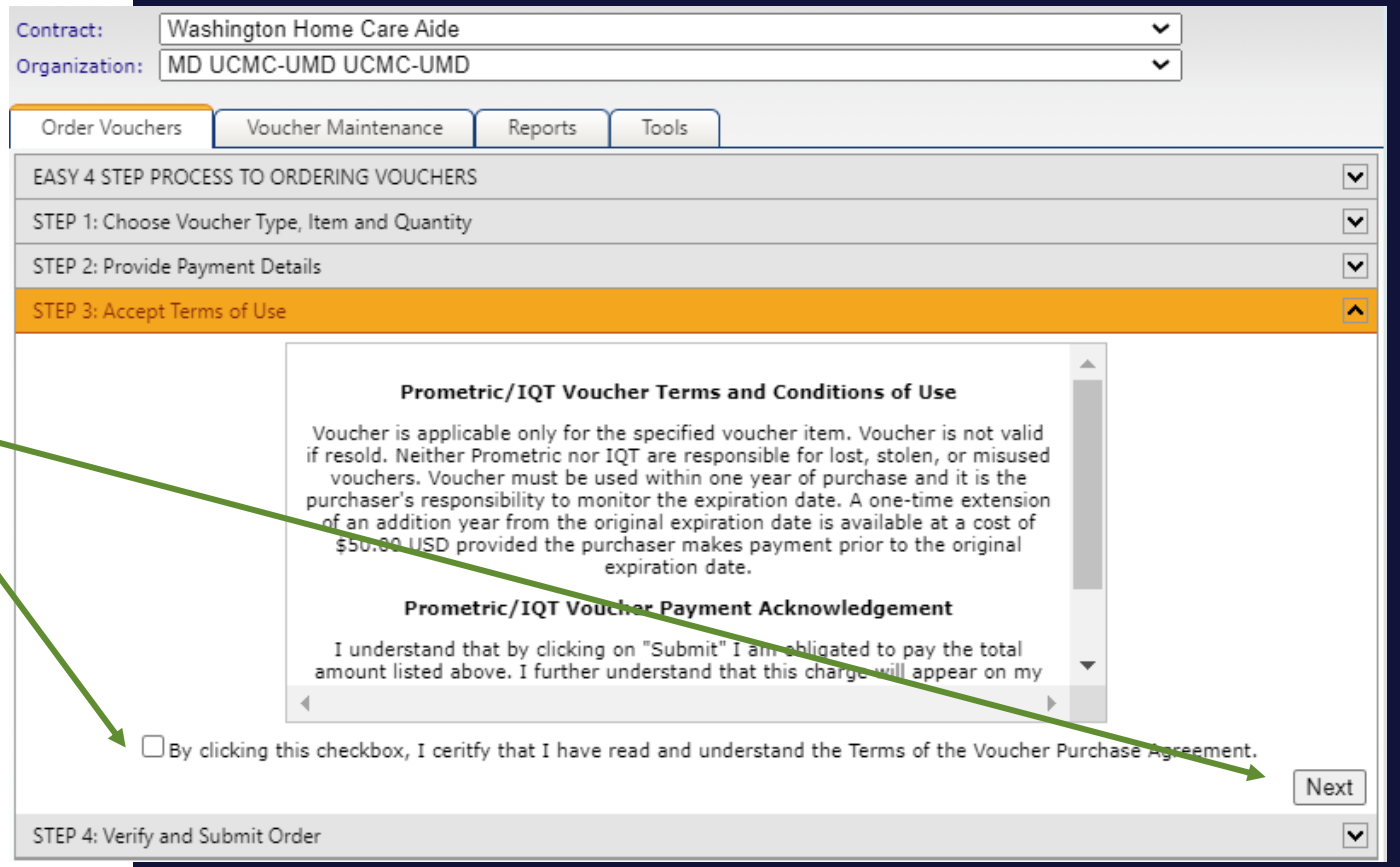
How to Purchase a Voucher

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



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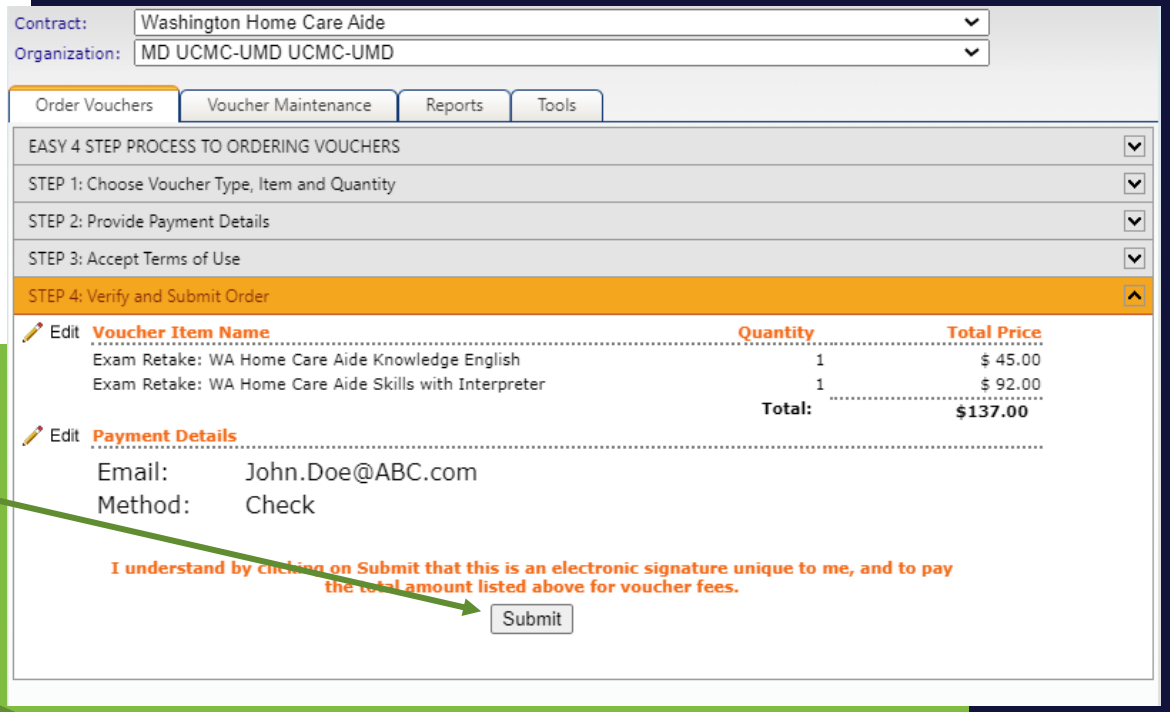
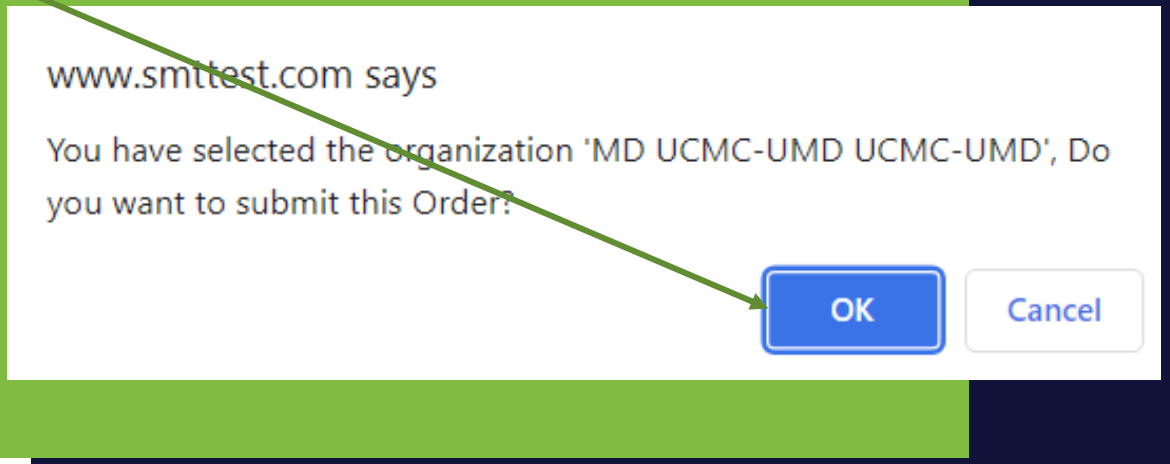
How to Purchase a Voucher

- 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





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How to Purchase a Voucher

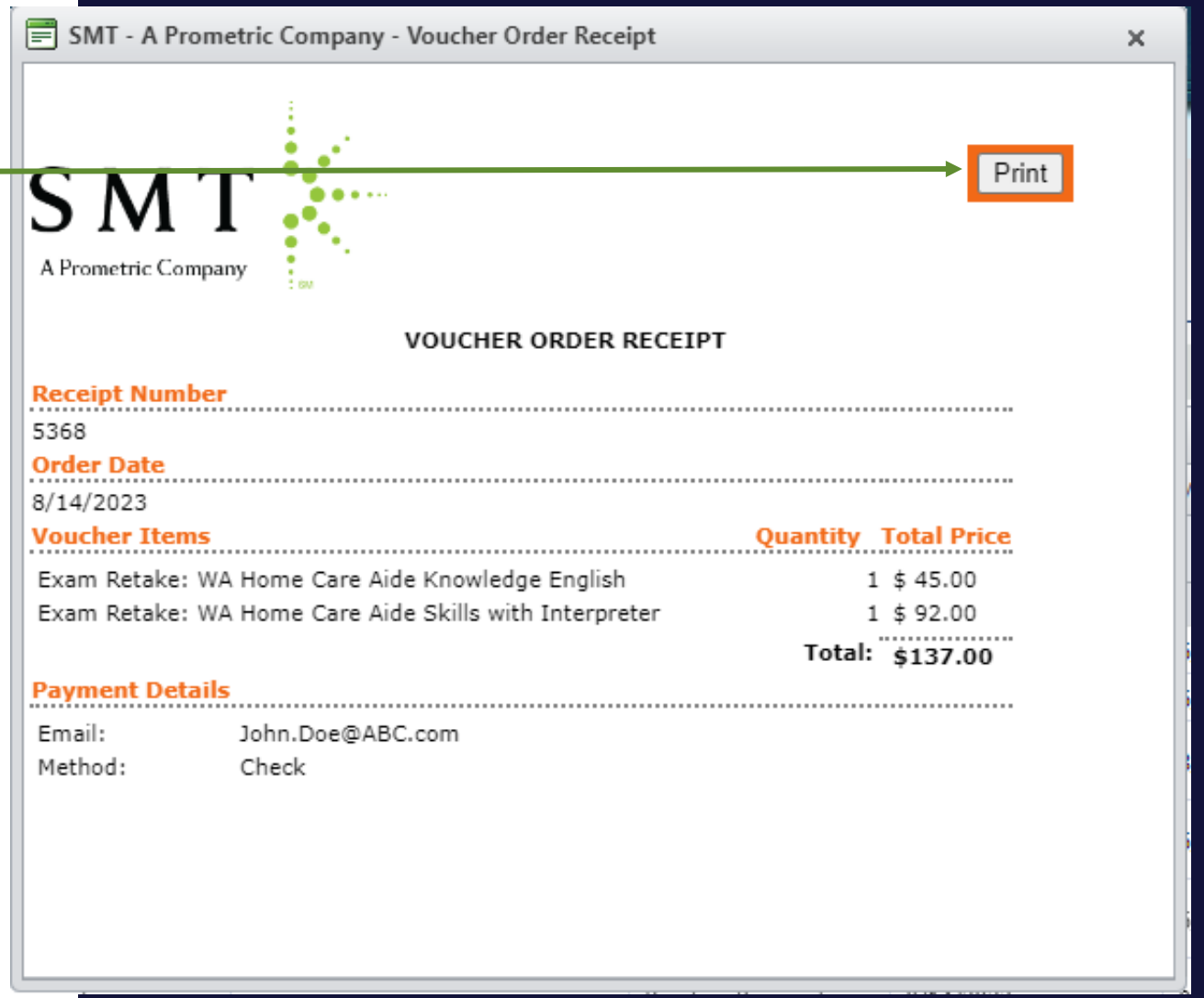
- Pop up appears with the receipt
- Click Print to print and be sure copy is sent in package if paying by check

- Reminder if paying by check:

➢ Keep a copy of receipt, check and tracking information for package

➢ Send package to

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



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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?

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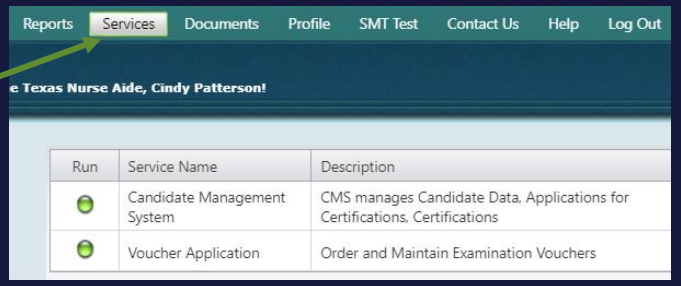
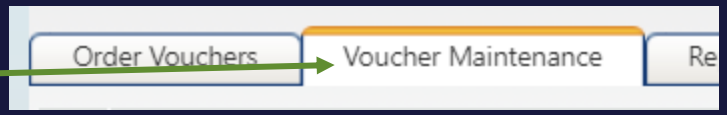
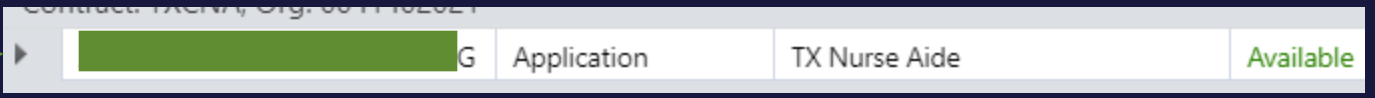
How To Assign A Voucher – Individual Assignments

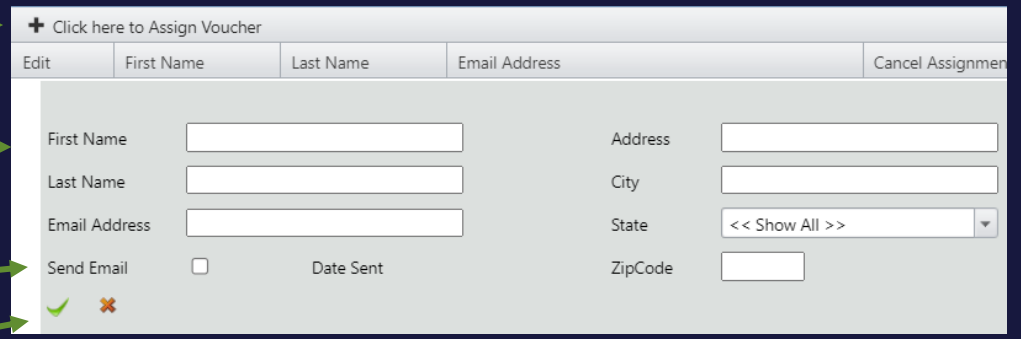
- Once logged into SMT, select Services and “Voucher Application”
- Select correct school if not already listed
- Then select “Voucher Maintenance”





- Select the voucher.
- Select “Click + to assign voucher.”
- Please enter the **candidates 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 to save the assignment





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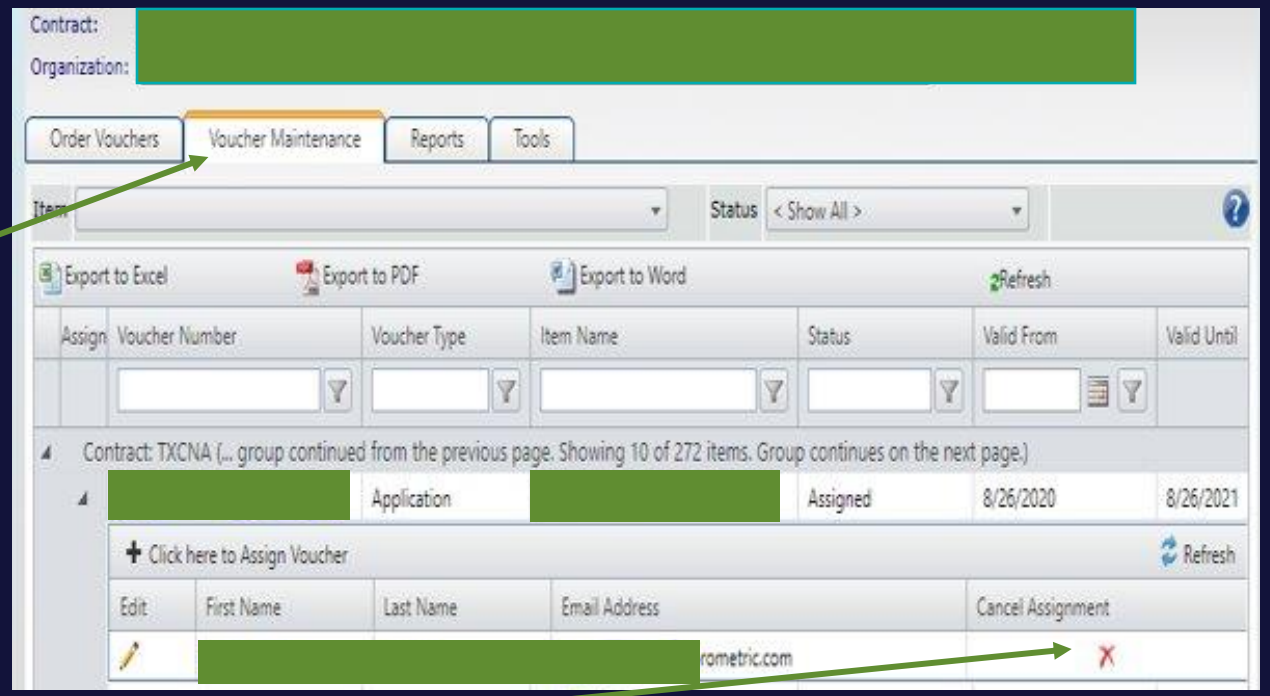
How To Unassign/Cancel A Voucher

- 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 #** for assignment.
- Please note: You can unassign a voucher from the wrong candidate, but you cannot manually correct choosing the wrong



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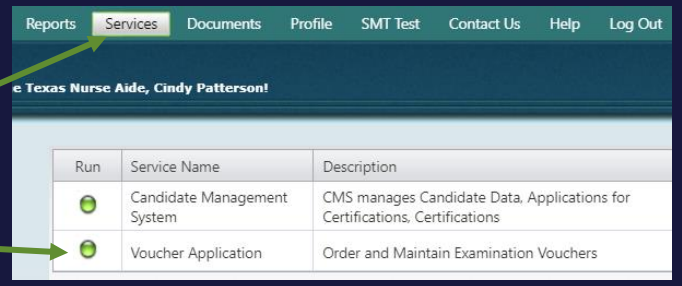
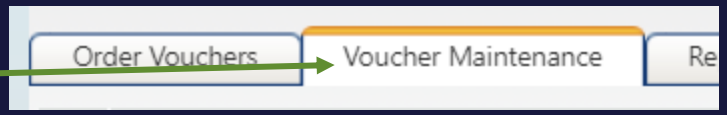
How To Resend Voucher Email

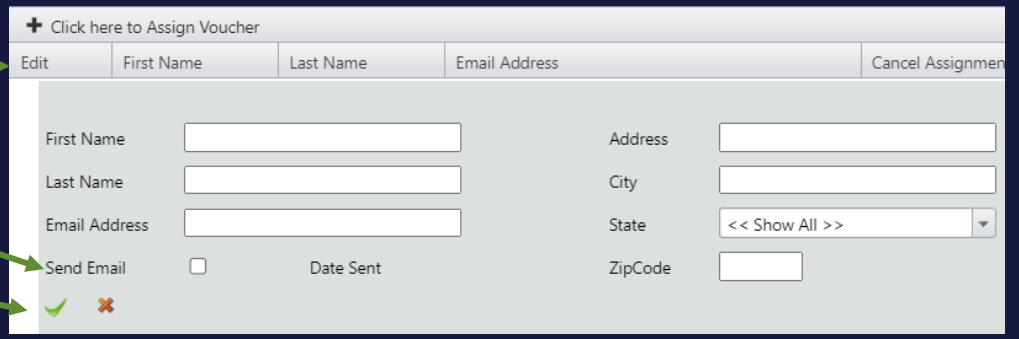
- Once logged into SMT, select Services and “Voucher Application”
- Select correct school if not already listed
- Then select “Voucher Maintenance”





- Select the voucher.

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



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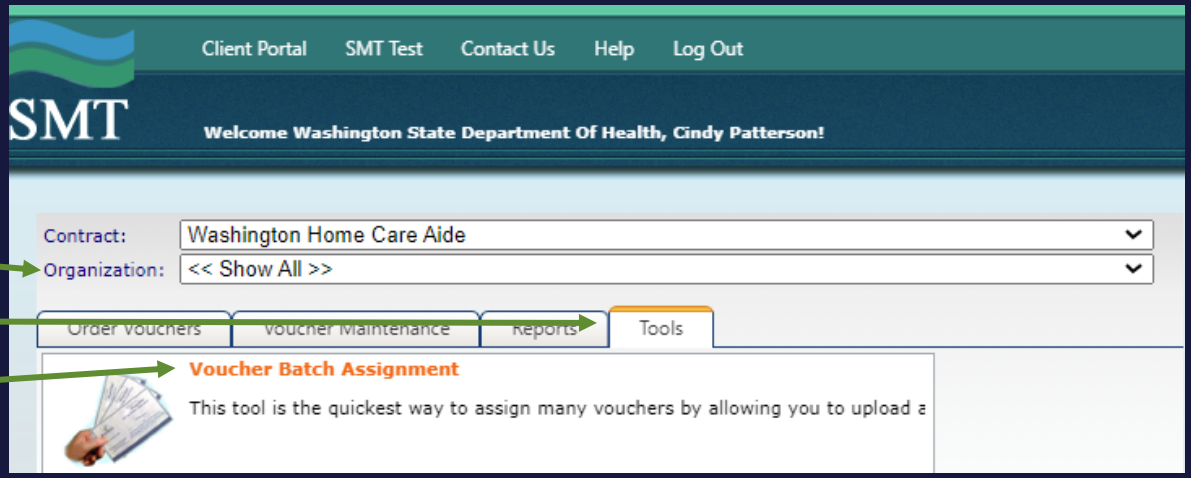
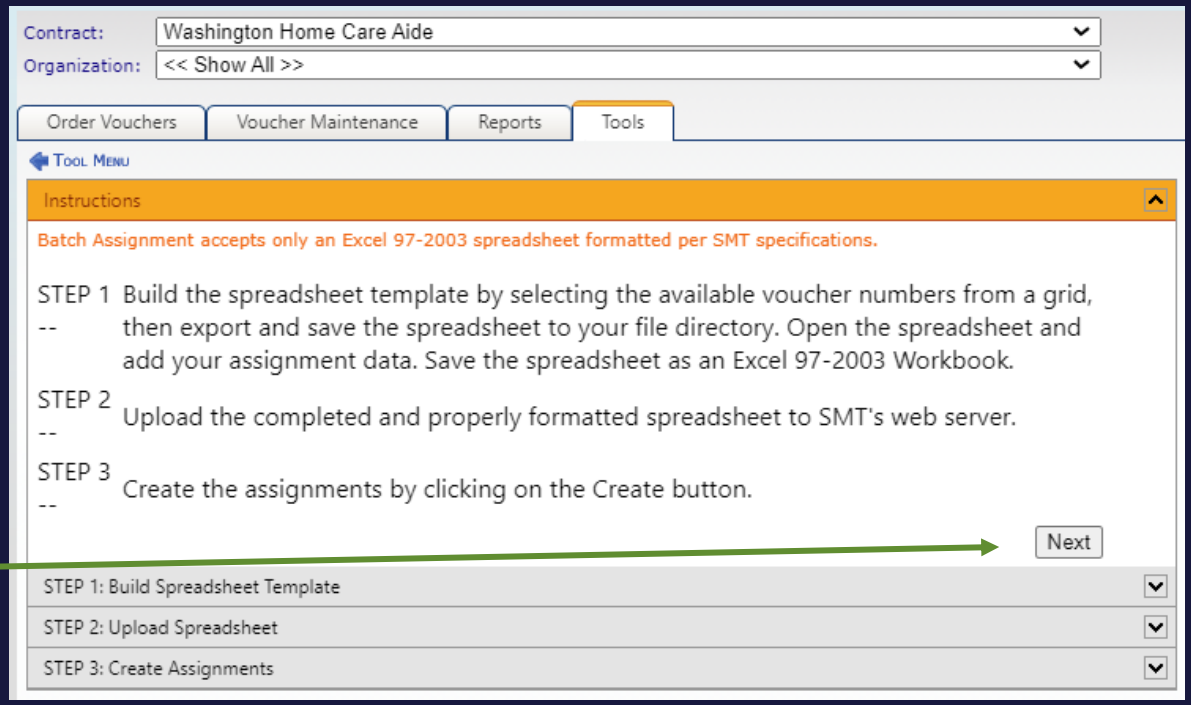
Batch Voucher Assignments

- Choose your Organization
- Click Tools
- Click Voucher Batch Assignment





- Click Next

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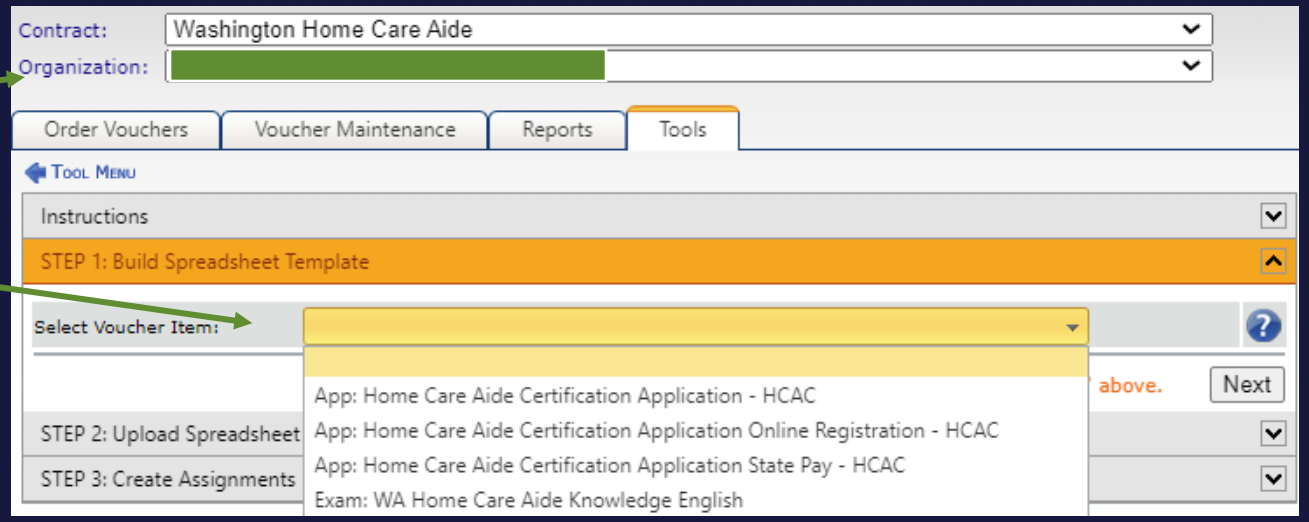
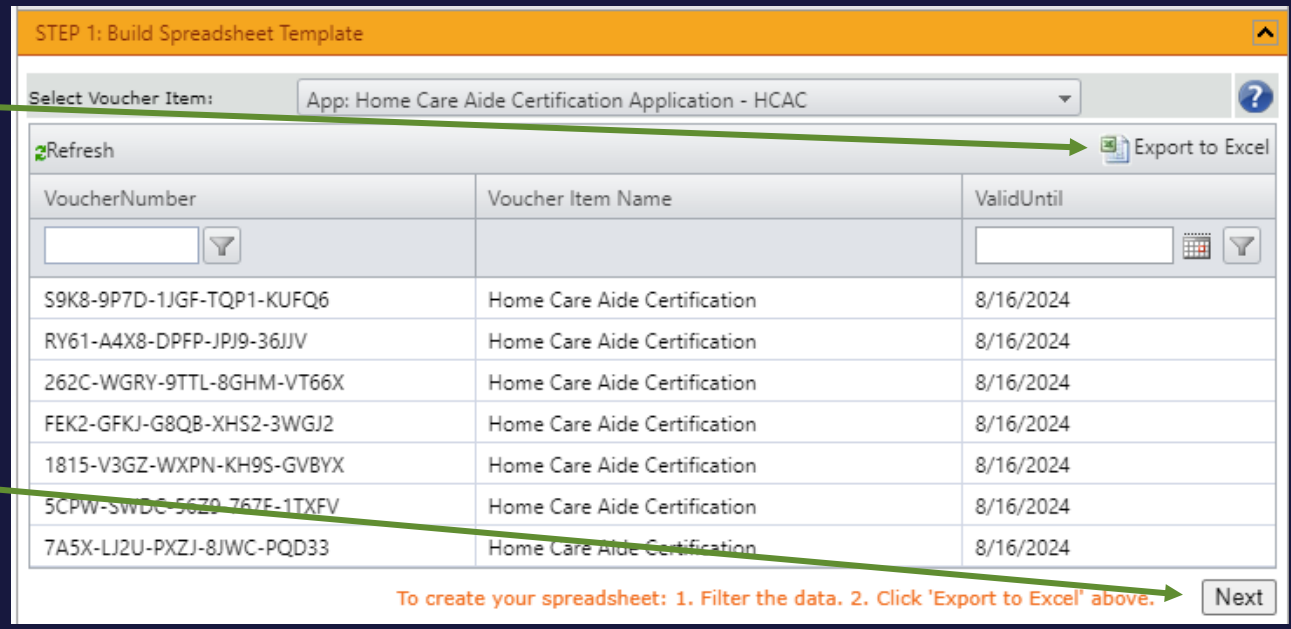
Batch Voucher Assignments

- Choose your Organization
- Choose Voucher Form
- Click Voucher Batch Assignment



- Vouchers appear – Click Export to Excel



- Click Next

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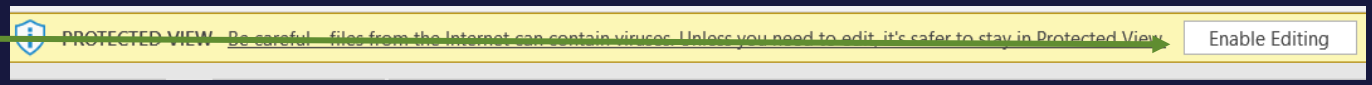
Batch Voucher Assignments

- Open excel spreadsheet
- Click Enable Editing



- Delete the rows that you don't need.

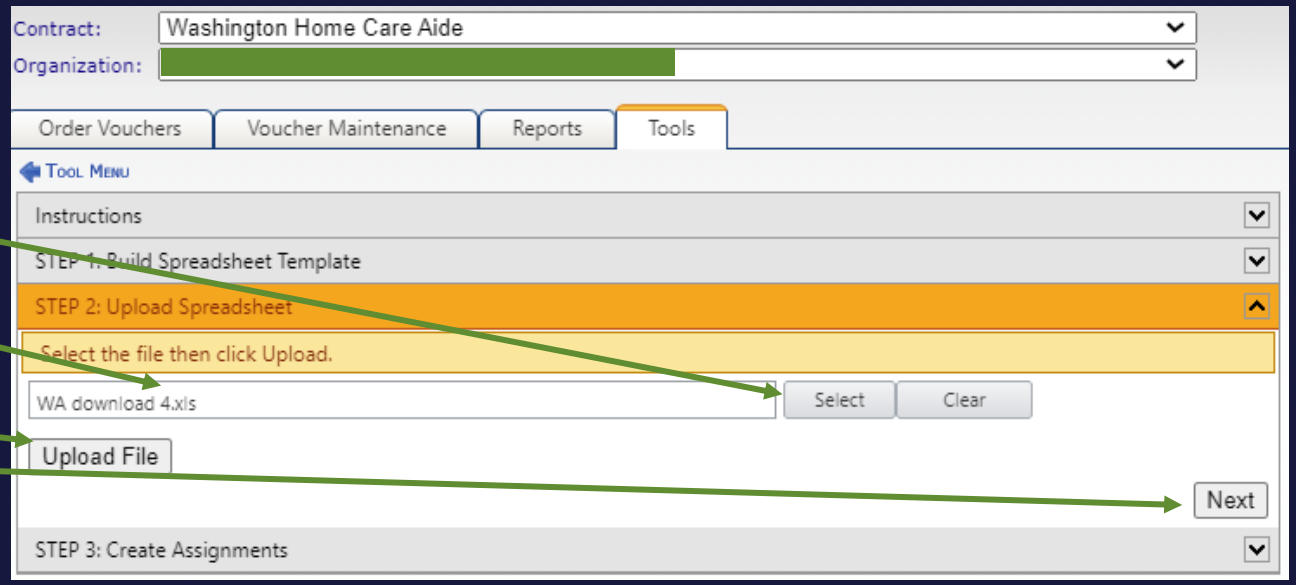
	VoucherNumber	Voucher Item Name	ValidUntil	FirstName	LastName	EmailAddress	Address1	City	StateCode	ZipCode	SendEmail(X)
2	S9K8-9P7D-1JGF-TQP1-KUFQ6	Home Care Aide Certificati	8/16/2024 0:00								
3	RY61-A4X8-DPFP-JPJ9-36JJV	Home Care Aide Certificati	8/16/2024 0:00								
4	262C-WGRY-9TTL-8GHM-VT66X	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

	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 spreadsheet for uploading

- Click Select and Choose Excel File
- ➢ Make sure the file format is xls
- Click Upload File
- Once Upload is complete, click Next



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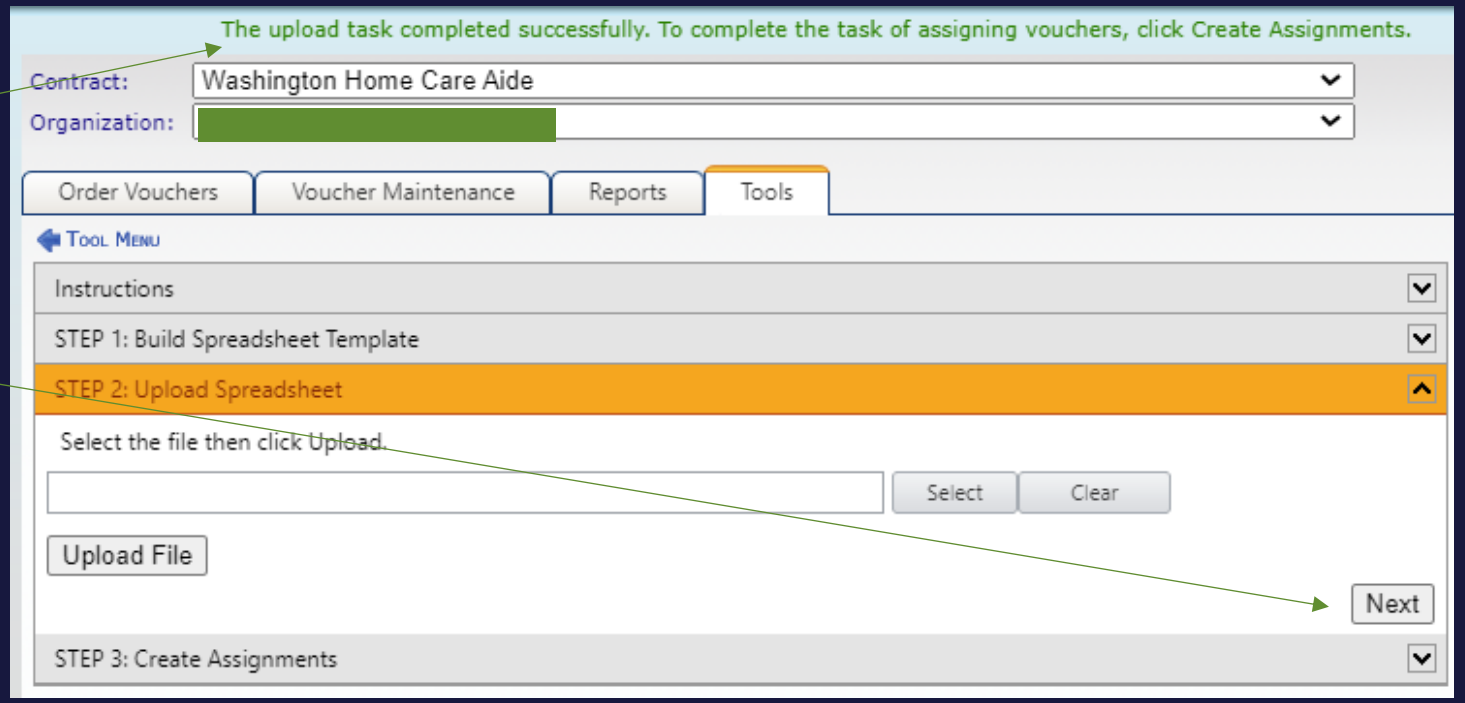
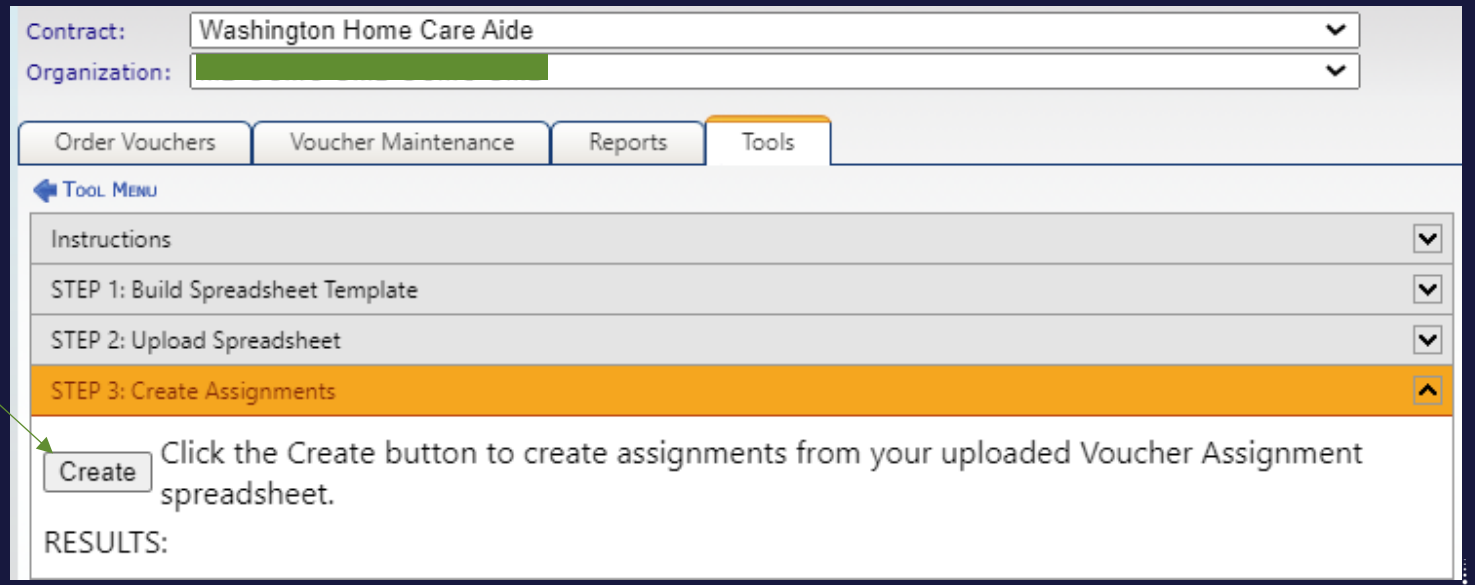
Batch Voucher Assignments

- File Transfer was successful
- Click Next to create the assignment
- Click Create





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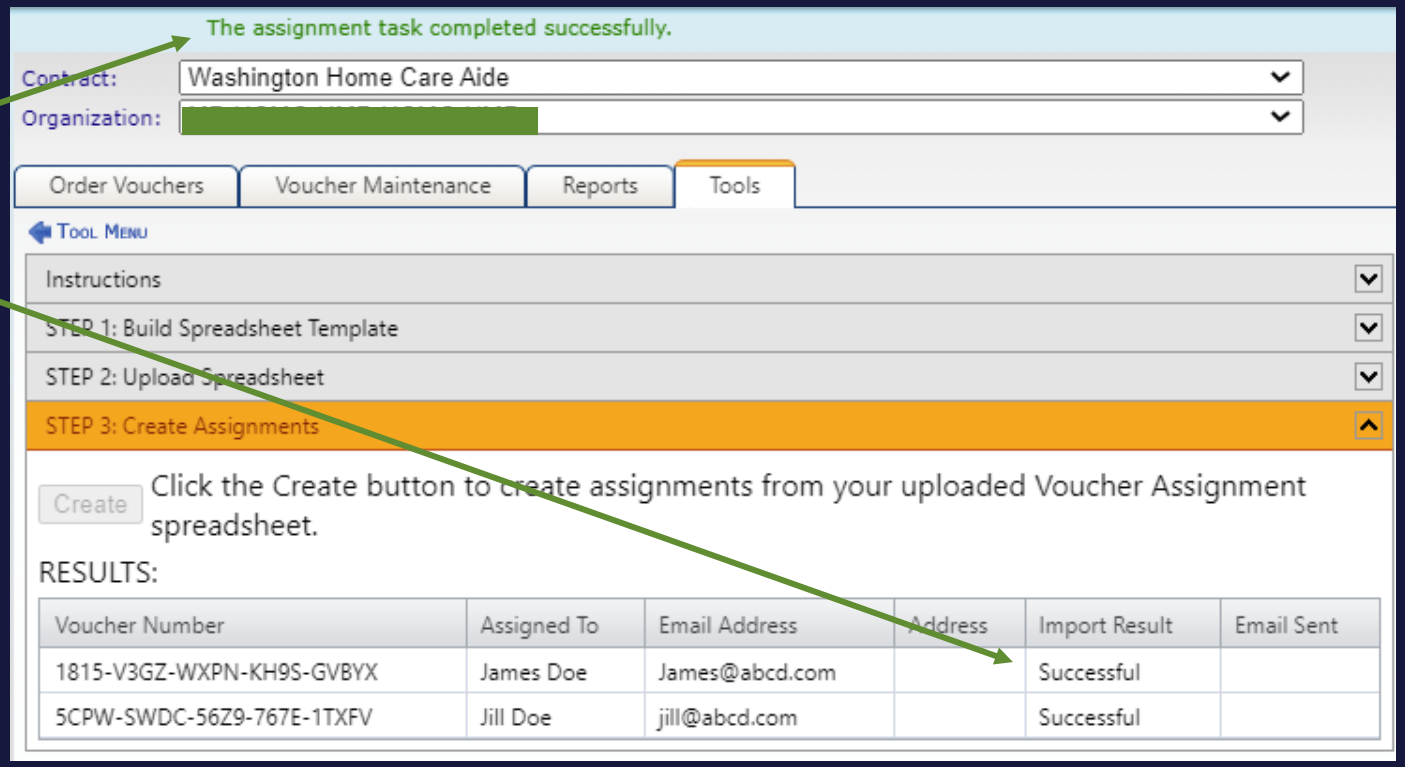
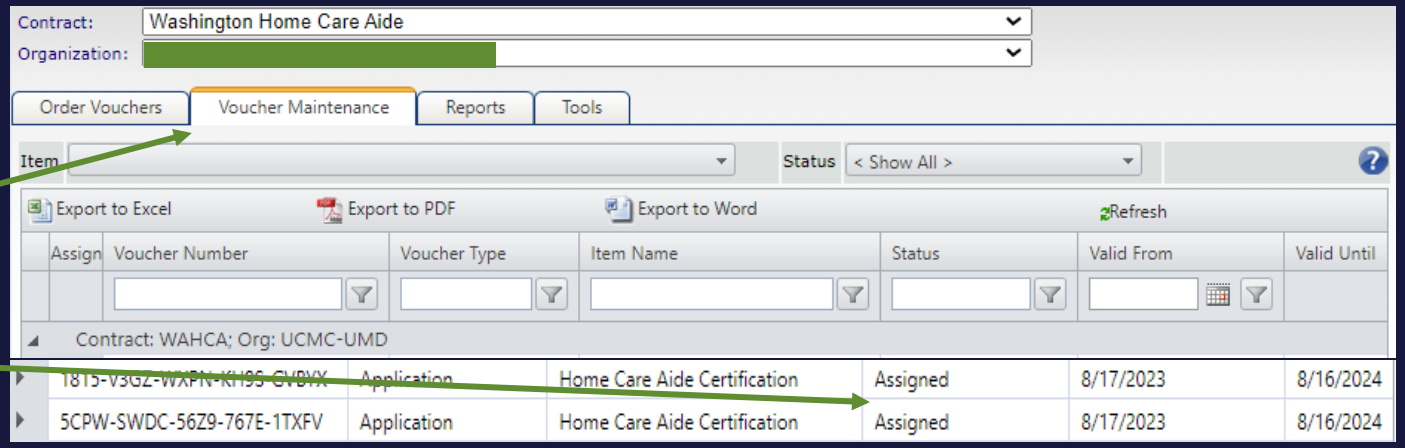
Batch Voucher Assignments

- Batch assignment was successful
- Voucher Maintenance list vouchers as assigned





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Voucher Email Example

Subject:

From:

Voucher #

Application Voucher Assigned -Home Care Aide Certification Inbox ×

SMT Notice registrations@isoqualitytesting.com via smttest0.onmicrosoft.com
to saran2reach+wadohprod3

Dear [redacted]

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 Number [redacted]

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

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Helpful hints

- Self-Pay candidates must receive email from SMT to complete application
- Voucher # goes in payment section
- Once the candidate finishes the application, they 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 #, please email OpsServiceTeam@Prometric.com and provide the candidates name, email address and voucher #

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