

## **TRAINER POLICIES**

1. Except for certain regulated jurisdictions, there is no minimum class size requirement. The maximum class size is 35. Trainers requesting expanded session capacity (36-50) participants must designate and then submit the session request for approval from their assigned Account Executive. A co-trainer will be required for expanded capacity sessions.
2. With the exception of certain regulated jurisdictions, the program length is recommended, not required. Page 3 of the Trainer Guide contains the recommended duration for all TIPS programs.
3. All TIPS programs must be taught using coordinated materials. (The version numbers for the Trainer Guide, Participant Manual, and Flash Drive or DVD must match.)
4. A trainer may offer special oral examinations if a participant's reading or language capabilities are limited. The TIPS for On-Premise program is also available in a Spanish-language version.
5. **TIPS exams must be administered in a closed-book environment. Trainers may not provide test answers to session participants. There is NO answer grid. TIPS processing department completes all the scoring of the TIPS exams.**
6. **Trainers must collect all exam questions after the exam has been administered. Participants may not keep copies of the exam questions.**
7. Each participant must receive and keep their own TIPS Participant Manual. The TIPS materials (printed and audiovisual) are fully protected by copyright. No part of these publications, videos, or files may be reproduced by any means without the written permission of 360training.
8. Participants retaking the TIPS program must bring their own TIPS Participant Manual and Retake Examination Form to the class. The retake class must be completed **within 6 months** of the original session.
9. Each participant's Certification Test form has a unique litho-code. If a trainer submits copies of test forms for processing that possess the same litho-code, the Trainer will be required to pay a \$25 fee per test form before the tests will be processed.
10. If a participant does not receive a certification card, they must notify TIPS within 30 days of the session to find out if they are entitled to a replacement card free of charge. After that 30-day period, the participant will incur a fee to obtain a replacement card, regardless of the circumstances.
11. It is the Trainer's responsibility to maintain their certification. As of October 1, 2021, a trainer's certification will expire every **18 months** from the date they completed the trainer workshop. To recertify, trainers may attend another Train-the-Trainer workshop, or they may complete an online recertification exam. To qualify for recertification by exam, trainers must have trained or co-trained at least one session during the certification period. **TIPS will not process any session if the Trainer's certification was expired when the session was conducted.**

12. TIPS will not be responsible for the loss of materials resulting from a trainer's failure to provide a current address and telephone number. Trainers may update their contact information and mailing address by logging into their Training Portal and completing the Processing Preferences form.
13. TIPS maintains the right to suspend or revoke the certification of a trainer who does not comply with either TIPS training policies and procedures or jurisdictional regulations. Certification is invalid for participants who attend a class taught by a trainer with an expired certification, or a suspended or revoked certification.
14. Trainers should be aware that some jurisdictions regulate server training and may have laws and/or regulations that supersede these policies. It is the Trainer's responsibility to contact their TIPS Account Executive to obtain and comply with any applicable regulations before conducting a session in a new jurisdiction.

All trainers who conduct a session in a regulated jurisdiction are required to complete an online jurisdictional training course for that jurisdiction. Included as part of the Train-the-Trainer workshop fee is one free eTIPS jurisdictional training course for the Trainer's registered jurisdiction. Additional jurisdictional training courses may be purchased, as needed by the Trainer, to comply with this requirement.

15. Once a trainer has trained at least 5 participants he or she is eligible to join the TIPS Trainer Referral Program. For more information or to join the program, contact your Account Executive or register online at [www.gettips.com](http://www.gettips.com).
16. Co-trainers cannot be added to a session AFTER a session has been processed.
17. **CALIFORNIA TRAINERS ONLY:** California ABC requires that all RBS session participant completion information be submitted for processing within 24 hours of the session completion date. Trainers are required to complete the "California Required Data Form for Trainers", which is available for download through the Trainer Portal as a PDF fillable form or Microsoft Excel file, and email the form to **compliance\_reporting@360training.com** before midnight on the day the session is completed.

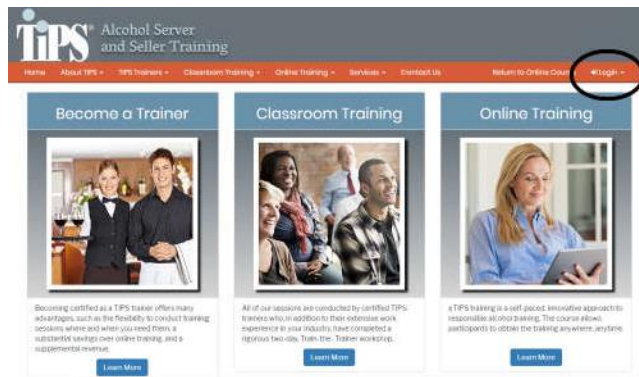
**PLEASE NOTE: Hand-written forms will not be accepted.** Incomplete or unreadable forms may not be submitted.

- If an incomplete or unreadable form is received, TIPS will notify the Trainer and communicate the needed corrections. If the Trainer sends the corrected form back to TIPS within 48 hours of the correction notification date, TIPS will attempt to have the submission processed by California ABC. **HOWEVER, THERE IS NO GUARANTEE THAT CALIFORNIA ABC WILL ACCEPT THE LATE SUBMISSION.**
- Additionally, the Trainer will be charged a non-refundable \$25 processing fee. If it is the Trainer's first occurrence of incomplete or unreadable forms, TIPS will waive the \$25 fee.
- While TIPS will make every attempt to reprocess corrected completion information submitted by Trainers, we cannot guarantee that the California ABC will accept completions submitted after the 24 hour processing deadline. No corrected forms will be accepted after 48 hours of the original correction notification date, and any affected participants will have to be retrained in another session. We appreciate your cooperation in submitting complete and legible forms on time. *This is not a TIPS policy. This is the policy of California ABC.*

## Accessing and using your TIPS Training Portal

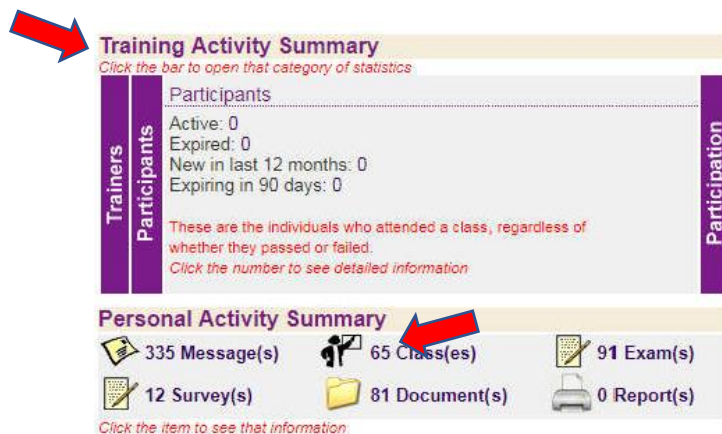
### 1. TIPS Training Portal

- Go to <http://www.gettips.com>.
- Click the **Login** button in the upper right corner.
- Enter your registration email address.
- Click **Sign in**.



### 2. Training Activity Summary and Personal Activity Summary

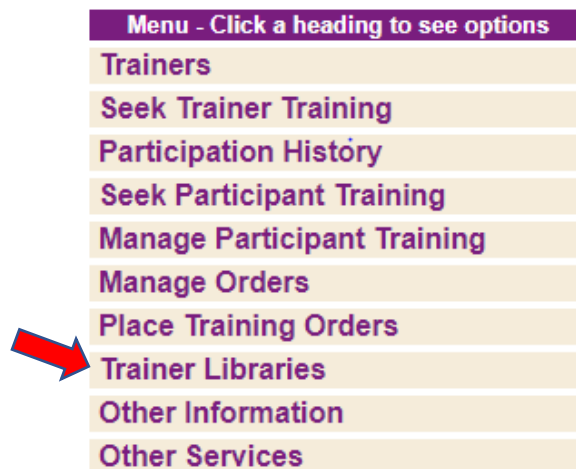
When you log into your TIPS Training Portal you will see your Training Activity Summary and Personal Activity Summary in the middle of the screen. This area gives you a quick summary of your training activity and allows you to quickly access exams, messages, and documents.



### 3. Menu

The left side **Menu** has categories of distinct functions that allow you to track and manages your training activity.

To download Trainer Workshop Materials: click the menu header **Trainer Libraries** and then **Trainer Workshop Materials**.



#### 4. Trainers

To look up your Trainer Records and Trainer Number:

- Click **My Trainer Records**.
- View your information including Personal Information, Address Information, Contact Information, Certification History, and Training Statistics.



#### Trainers

[My Trainer Records](#)  
[Class Processing Preferences](#)  
[Take an Online Recertification Exam](#)  
[Search/Update a Trainer](#)  
[Nominate a Trainer for Trainer Spotlight](#)  
[Become a Referral Trainer](#)  
[Portal Tutorial for TIPS Trainers](#)

#### 5. Participant History

a. To look up sessions you have trained or co-trained:

- Click **Search for a Completed Session**.
- Enter search criteria.
- Click **Look Up Session(s)** at the bottom of the page.
- Find the session and click the session number.
- To get a copy of your roster, select **Participant Session Roster** in the dropdown menu.
- Choose a format, then click **Print**.

b. To look up a participant:

- Click **Search for any Participant**.
- Enter the last name and last four digits of the social security number and click **Look Up this Individual**.

#### Participation History

[My Participant Records](#)  
[Search/Update a Participant](#)  
[Search for any Participant](#)  
[Search for a Completed Session](#)



#### 6. Manage Participant Training

To register a session:

- Click **Register a Classroom Session**.
- Supply the appropriate information.
- If you are a referral trainer and would like to invite the public to attend your session, select "**Click here to make this a public session**".
- Click the **Click to Save** button.



#### Manage Participant Training

[Schedule a Planned Session](#)  
[Search/Update Planned/Registered Sessions](#)  
[Manage Assigned Participant Training Requests](#)  
[Review Invitations Sent](#)  
[Search/Update Session Registrations](#)  
[Maintain My Independent Training Territory](#)  
[Register a Classroom Session](#)  
[Unprocessed Registered Sessions](#)

*Pay attention to the assigned Session ID# because you will have to enter it on your Session Register form.*

## 7. Place Training Orders

To order training materials:

- Click **Place Training Orders**.
- Click **Order Training Materials and Other Items**.
- Choose the item(s) you want to order.  
**Note: Participant manuals come in packets of 10.**

If you want 10 manuals, enter 1 for the quantity.

If you want 20 manuals, enter 2 for the quantity.

- Click **continue order** at the bottom.
- Enter your payment information.

### Place Training Orders

Order training materials and other items  
Order a replacement participant card  
Order a retail establishment certificate  
Order a replacement trainer card  
Order a trainer certification wall certificate  
Order TIPS business cards  
Order a Trainer Marketing Kit  
Order an Authenticated Participant List  
Order eTIPS Pre-Paid Passports

## 8. Trainer Libraries

a. To download Trainer Workshop Materials:

- Click **Trainer Workshop Materials**.

b. To download participant exam questions:

- Click **Participant Exams**.

- Click the tab for the TIPS program you want to train.

- Find the exam that you need (standard, jurisdiction specific and/or language).  
For the standard TIPS exam you will need version #\_\_\_\_\_.

- Click the name of the exam and then download or print using settings on your computer.

c. To download Jurisdiction Supplements:

- Click **Regulatory Supplements**.

- Find the document you need and click the name.

- Download or print using the settings on your computer.

### Trainer Libraries

Trainer Workshop Materials  
Trainer Newsletters  
Participant Exams  
Regulatory Supplements  
Regulatory Forms and Training Resources  
Marketing Training  
University Training  
Program Descriptions  
University Articles  
Funding Opportunities  
Trainer Tutorials  
Free TIPS Wall Certificate

## 9. Other Information

To download Jurisdiction Laws & Regulations:

- Click **Laws & Regulations Database**.
- Find the jurisdiction you need from the menu on the left.
- Click the jurisdiction you need.
- At the top of the page, click the dropdown menu to select the Jurisdiction **Laws & Regs Summary**.

- Choose the format you want and then download or print using the settings on your computer.

### Other Information

Laws & Regulations Database  
Documents  
Customer Service Documents

## 10. Other Services

To update your contact information:

- Click **Update your contact information or password**.
- Update your contact information and then click the **Save** button.

### Other Services

Messages  
Administration Menu  
Update your contact information or password  
Order Certification Manager subscriptions



## Finding TIPS Participant Exams

TIPS participant exams are updated frequently. Therefore, we have made the exams available to you online.

### **To get the exam you need for your training session:**

1. Log into your TIPS Training Portal at [www.gettips.com](http://www.gettips.com) by entering your registration email address and password.

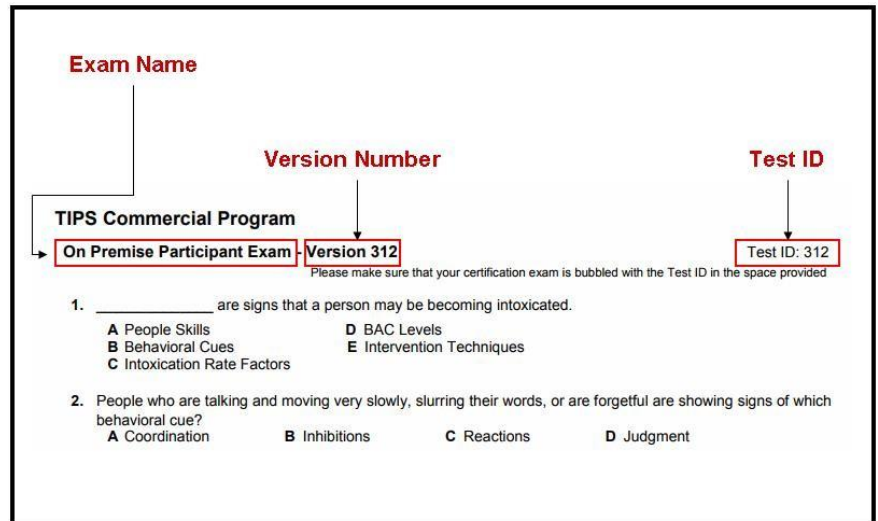
*NOTE: If you have not previously registered, click Register to create an account. If you forgot your password, you may request that the information be emailed to you from the login screen.*

2. Click the menu header **Trainer Libraries** to expand the menu.
3. Select **Participant Exams**.
4. Scroll through the list of participant exams or search by name to find the one you need.
5. Click the exam name to download a PDF copy of the exam.

*NOTE: There are several pages of participant exams, including multiple program versions and jurisdiction-specific versions where applicable. Be sure to read the description of the exam before selecting and downloading it, to make sure you download the correct exam for your session.*

## Using TIPS Participant Exams

Make sure to use the latest version of the participant exam for the program you train and check to see that the version number of the exam you downloaded is compatible with the version number on the Trainer Guide and Participant Manual you are using for the class. You can find the version number in the upper right corner of the exam and on the lower left corner of the back covers of the training materials. If the first digit of the version number is the same, then the materials are compatible. (Example: 2.01 and 2.04 are compatible, but 2.01 and 3.01 are not.)



**Exam Name**

**Version Number**

**Test ID**

TIPS Commercial Program

On Premise Participant Exam - Version 312

Please make sure that your certification exam is bubbled with the Test ID in the space provided

Test ID: 312

1. \_\_\_\_\_ are signs that a person may be becoming intoxicated.

A People Skills      D BAC Levels  
B Behavioral Cues      E Intervention Techniques  
C Intoxication Rate Factors

2. People who are talking and moving very slowly, slurring their words, or are forgetful are showing signs of which behavioral cue?

A Coordination      B Inhibitions      C Reactions      D Judgment

Before they begin the exam, have your participants fill in the correct Test ID of the exam on the Certification Test Form.

Make as many copies of the exam questions as you will need for your session. Be sure that participants understand that they need to record all of their answers on the Certification Test Form that they remove from the back of their manual, **not** on the exam questions sheets.

Sometimes minor changes are made to certain exam questions based on trainer feedback without a new version of the exam being released. When necessary, completely new versions of the exam questions are released. Check your TIPS Training Portal for the most current participant exam prior to each session.

## Session Processing Checklist

**After your TIPS session, please make sure you have:**

- ☐ Original Session Register (Green/Orange page)
- ☐ Original Certification Test Forms (Located in the back of the Participant Manual)
- ☐ Session Evaluation Forms (Located in the back of the Participant Manual)
- ☐ Multiple Site Information Form (if applicable)

**Mail completed forms to:**

TIPS  
1501 Wilson Blvd., Suite 500  
Arlington, VA 22209-2414

- Write clearly and legibly.
- Leave sections that do not apply to your session BLANK. Do not cross out or draw lines through empty fields.
- Make copies of the Session Register and Certification Test forms for your records, where permitted.
- When mailing more than one session, separate the materials by session, date, and by program.
- If there are Participants from various jurisdictions: complete a separate Session Register and enclose only those participants (exams and evaluations) from that specific jurisdiction.

You will receive a notification email when we receive your session.

**All sessions must be pre-registered via your Training Portal.**

If you do not receive a session processed email notification within 10 business days, contact your Account Executive.

Updated: 8-1-2022 6:40 AM



# Session Sign-In Sheet

Date: \_\_\_\_\_ Trainer Name: \_\_\_\_\_ # \_\_\_\_\_ Program: \_\_\_\_\_

	Name (Please Print)	Employer/School/Organization	Position	Signature
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Updated: 8-1-2022 6:55 AM

## Multiple Site Information Form – Commercial Sites

If you train a class with participants from more than one location, you need to complete the information on this form for each location represented in the class. You may photocopy this form as needed. Send to TIPS for processing.  
**Please Print Clearly and Legibly.**

Company/Establishment Name																													
Management Company																													
Address																									Room/Suite				
City															Jurisdiction					Country					Zip Code				
Establishment Contact Name															Main Phone Number														

Company/Establishment Name																													
Management Company																													
Address																									Room/Suite				
City															Jurisdiction					Country					Zip Code				
Establishment Contact Name															Main Phone Number														

Company/Establishment Name																													
Management Company																													
Address																									Room/Suite				
City															Jurisdiction					Country					Zip Code				
Establishment Contact Name															Main Phone Number														

Updated 8-1-2022 7:02 AM

# Multiple Site Information Form – University Sites

If you train a class with participants from more than one organization, you need to complete the information on this form for each organization represented in the class. You may photocopy this form as needed. Send to TIPS for processing.  
**Please Print Clearly and Legibly.**

<input type="checkbox"/> School (Department)	<input type="checkbox"/> National Headquarters Organization	<input type="checkbox"/> National Organization Chapter (Affiliate School)
Name of Institution/Organization		
<div></div>		
Department/Affiliate School (n/a for National Headquarters Offices)		
<div></div>		
Address		Room/Suite
<div></div>		<div></div>
City	Jurisdiction	Country
<div></div>	<div></div>	<div></div>
Establishment Contact Name	Main Phone Number	Zip Code
<div></div>	<div></div>	<div></div>

<input type="checkbox"/> School (Department)	<input type="checkbox"/> National Headquarters Organization	<input type="checkbox"/> National Organization Chapter (Affiliate School)
Name of Institution/Organization		
<div></div>		
Department/Affiliate School (n/a for National Headquarters Offices)		
<div></div>		
Address		Room/Suite
<div></div>		<div></div>
City	Jurisdiction	Country
<div></div>	<div></div>	<div></div>
Establishment Contact Name	Main Phone Number	Zip Code
<div></div>	<div></div>	<div></div>

<input type="checkbox"/> School (Department)	<input type="checkbox"/> National Headquarters Organization	<input type="checkbox"/> National Organization Chapter (Affiliate School)
Name of Institution/Organization		
<div></div>		
Department/Affiliate School (n/a for National Headquarters Offices)		
<div></div>		
Address		Room/Suite
<div></div>		<div></div>
City	Jurisdiction	Country
<div></div>	<div></div>	<div></div>
Establishment Contact Name	Main Phone Number	Zip Code
<div></div>	<div></div>	<div></div>

Updated 8-1-2022 7:10 AM

Specify the type of program that will be taught in the session.

The Session Date, Start Time and End Time are required for processing.

Refer to the back of the form for details about Rush Service.

You **MUST** Pre-register the session online, enter the assigned Session ID number here.

Specify the number of participants

Enter the 2-letter abbreviation for the jurisdiction where the participants will be working.

Enter Trainer #, First and Last Name and Jurisdiction specific Permit # if required.

If session conducted with a Co-Trainer enter information here.

If all participants are from one establishment, enter information here. If more than one, use Multiple Site Form.

Enter the address of the company/organization receiving the training. Do NOT enter your Trainer address here.

Enter Main Phone # of the company/organization receiving the training.

Trainer(s) **MUST** sign here. Session will not be processed without signature(s).

**Session Register**

To be processed, forms must be originals and not folded, stapled, hole-punched or damaged. Keep copies only for your records.

Instructions: Each session submitted must include a Session Register. Follow the instructions on the back for completing this form.

**SESSION INFORMATION**

**PROGRAM**

☒ On Premise  
☐ Off Premise  
☐ Concessions  
☐ Social Functions  
☐ Gaming  
☐ University  
☐ Parents  
☐ Workplace  
☐ Seniors  
☐ Other

**TIPS**

**CAST** ☐ Seller

**SESSION DATE**

06/24/2010

**Rush Service**

☐ Must be pre-paid. See instructions on the back.

**Start Time**

10:00 PM

**End Time**

03:00 AM

**# of Participants**

005

**SESSION ID**

00987654

**SESSION STATE**

VA

**TRAINER INFORMATION**

**TRAINER #**

043433

**Trainer Name**

Shelly Wilson

**State Permit # (if required)**

**State Permit Expiration Date**

**CO-TRAINER INFORMATION**

**CO-TRAINER #**

087443

**Co-Trainer Name**

Joseph Baker

**State Permit # (if required)**

**State Permit Expiration Date**

**ORGANIZATION INFORMATION**

(This Organization information does not affect where the session results are mailed, but rather is used to provide information about the session participants. The session results will be mailed to the address specified through the Training Preferences part of your Processing Preferences.)

**All participants are from the same organization:** ☒ Yes ☐ No

If yes, complete the Organization Information below. If no, complete and attach the Multiple Site Information Form.

**Name**

BUD'S BAR & GRILL

**Address**

244 MAIN STREET

**City**

HAPPY TOWN

**State**

VA

**Zip/Postal Code**

22222-1212

**Country**

**MAIN PHONE #**

5554447676

**SIGNATURES**

I/We certify that the information on this Session Register is accurate and that this session was trained in accordance with all policies and procedures for the designated program and state.  
I/We understand that if this session did not adhere to the program criteria, the session may be rejected and/or all certifications issued to participants of this class can be revoked.

**Trainer**

Shelly Wilson

**Co-Trainer**

Joseph Baker

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**IMPORTANT!** Send this original Session Register (green/orange) document to TIPS processing for each session, with Exams and Evaluation Forms. Photocopies are NOT acceptable.



**TIPS® for On Premise Certification Test**

**Marking Instructions**

- Use No. 2 pencil, blue or black ink.
- Erase cleanly any marks you wish to change.
- Darken the circle completely.
- Do not make any stray marks on this form.

Right ☒ Wrong ☐

Use instructions on back for completing form.

Do not photocopy, fold, staple, hole-punch or damage this scan form or it may not be processed.

First Name **JACKIE** M.I. **M** Last Name **MARTIN** Gender ☐ Male ☒ Female

Employer/Organization Name **CITY DINER**

Address **123 CITY STREET**

City **HOME** State **VA** Zip/Postal Code **22222** Country **USA**

Email Address **JMARTIN@ME.COM**

Phone Numbers are required to respond to questions regarding your TIPS certification.

Social Security Number and Date of Birth are required by some Jurisdictions.

AREA CODE **555** Work Phone **222 3333**

AREA CODE **555** Home Phone **222 4444**

Social Security # **515 153333**

Birth Date **01041989**

Please fill-in answer circles completely. There is only one correct answer.

Be sure to fill in one circle for each available question.

**ANSWERS**

1 A B C D E	11 A B C D E	21 A B C D E	31 A B C D E	41 A B C D E
2 A B C D E	12 A B C D E	22 A B C D E	32 A B C D E	42 A B C D E
3 A B C D E	13 A B C D E	23 A B C D E	33 A B C D E	43 A B C D E
4 A B C D E	14 A B C D E	24 A B C D E	34 A B C D E	44 A B C D E
5 A B C D E	15 A B C D E	25 A B C D E	35 A B C D E	45 A B C D E
6 A B C D E	16 A B C D E	26 A B C D E	36 A B C D E	46 A B C D E
7 A B C D E	17 A B C D E	27 A B C D E	37 A B C D E	47 A B C D E
8 A B C D E	18 A B C D E	28 A B C D E	38 A B C D E	48 A B C D E
9 A B C D E	19 A B C D E	29 A B C D E	39 A B C D E	49 A B C D E
0 A B C D E	20 A B C D E	30 A B C D E	40 A B C D E	50 A B C D E

Fill in the Test ID number from the top of the exam question sheet. This is required for proper grading.

**OFFICE USE ONLY**

Year **00** Certification # **00000000**

Test ID **0001**

Language Code **0**

Date of Test **MM/DD/YYYY**

Trainer Name **\_\_\_\_\_**

Trainer Number **\_\_\_\_\_**

Training Method ☐ In-Class Trainer ☐ Satellite Network ☐ Self-Taught

Signature: \_\_\_\_\_

Restricted Use; Leave this section blank.

Exam Date; Trainer First/Last Name, Trainer Number and **Participant Signature—Required!**

Language Codes are found on the reverse side of this form.  
"0" for English  
"1" for Spanish

Choose: In-Classroom Trainer or Satellite Network ie. (REMOTE) Virtual Training Session.

6268467

The following 30 Jurisdictions require a Valid eTIPS certification for an “Active” TIPS trainer prior to conducting a session in that specific jurisdiction:

Arizona, Arkansas, California, District of Columbia, Delaware, Illinois, Indiana, Iowa, Kentucky, Louisiana, Michigan, Montana, Nebraska, Nevada, New York, North Carolina, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, Wisconsin, Wyoming

A new or recert trainer registering for a TIPS Train-the-Trainer workshop will be issued one eTIPS “Course Access” on the **Monday** following their successful completion of the workshop. At that time the new or recert trainer may login to their Training Portal and complete one complimentary eTIPS program of their choice as part of their paid tuition.

This eTIPS requirement only applies to those jurisdictions listed above.

As of February 1, 2022, a \$40 fee will be charged for each additional jurisdiction eTIPS program.

If a Trainer is not certified to teach in a specific jurisdiction (meaning they have not completed the required eTIPS course) and the trainer conducts a session in that jurisdiction, that session will be **rejected**.

All participant sessions, in-classroom or remote (virtual) must be pre-registered online via the TIPS Trainer Portal prior to conducting a TIPS session.

All Participant Manuals and other items MUST be purchased via the Trainer Portal.





Account Executives by Region					
<b>Laundra Craig</b>		<b>Lindsey Finch</b>		<b>Kerstin Kapture</b>	
<b>512-539-2848</b>		<b>512-543-4819</b>		<b>512-548-7624</b>	
laundra.craig@360training.com		lindsey.finch@360training.com		kerstin.kapture@360training.com	
REGION 1		REGION 2		REGION 3	
Arkansas	AR	Alabama	AL	California	CA
Florida	FL	Alaska	AL	Georgia	GA
Hawaii	HI	Arizona	AZ	Illinois	IL
Maine	ME	Colorado	CO	Indiana	IN
Massachusetts	MA	Connecticut	CT	Iowa	IA
Michigan	MI	Delaware	DE	Kansas	KS
Nebraska	NE	District of Columbia	DC	Kentucky	KY
North Carolina	NC	Idaho	ID	Louisiana	LA
North Dakota	ND	Maryland	MD	Minnesota	MN
South Carolina	SC	Montana	MT	Mississippi	MS
South Dakota	SD	New Jersey	NJ	Missouri	MO
Utah	UT	New York	NY	Nevada	NV
Vermont	VT	Ohio	OH	New Hampshire	NH
Virginia	VA	Oregon	OR	New Mexico	NM
Wyoming	WY	Texas	TX	Oklahoma	OK
		Washington	WA	Pennsylvania	PA
The Americas				Rhode Island	RI
		Asia/Africa/Middle East		Tennessee	TN
				West Virginia	WV
				Wisconsin	WI
				Europe	

Updated: 8-1-2022 7:54 AM

Corporate: 5000 Plaza on the Lake, Suite 305 | Austin, TX 78746 | 877-881-2235  
TIPS Processing: 1501 Wilson Boulevard, Suite 500 | Arlington, VA 22209-2414 | 800-438-8477

## Exam Vouchers

Trainers must purchase an Exam Voucher\* for each participant who will take the Certification Exam online. An Exam Voucher can be linked to a specific Registered Session (“Assigned”), linked to a trainer and not a specific Registered Session (“Shelved”), or not be linked to either a trainer or a Registered Session (“Open”).

### Register a Session

The first step in purchasing Assigned Vouchers is to complete the online form to register a session.

1. Sign into the TIPS Training Portal at [www.gettips.com](http://www.gettips.com).
2. Click the menu header Manage Participant Training on the left to expand the menu.
3. Click Manage Exam Vouchers to access mCertification Manager.
4. Click the gray bar for Registered Sessions to expand the menu.
5. Click the button Register New Session.
6. Complete the form, and then click the Register Session button at the bottom of the screen.
7. Go back to the *Training* screen and open the session details in the list of Registered Sessions.
8. Click the gray bar for the session (Session #, Date, Time) that you want to access, and then click the Order Vouchers Button.

### Order Vouchers

Trainers can order vouchers without having previously registered a session. In addition to Assigned Vouchers, we also offer Shelved and Open Vouchers.

- *Shelved Vouchers* are vouchers that are linked to a trainer, but not a Registered Session. This is comparable to ordering many TIPS Participant Manuals and putting them on a shelf until needed. *Shelved Vouchers* can be assigned to a specific session later, whereby they become *Assigned Vouchers*. This type of voucher is the simplest to purchase.
- *Open Vouchers* are vouchers that are not linked to a trainer or to a Registered Session. This type of voucher is more for organizational, high-volume use. If an organization wants to purchase vouchers to be used by more than one trainer, then *Open Vouchers* offer that flexibility.

### Access Vouchers

After your order is processed, allow 5-10 minutes for the Exam Vouchers to be generated and delivered to your email inbox. Note that each voucher will be a single file. Each voucher is different and can be given only to a single participant. Importantly, Exam Vouchers can also be accessed and emailed to participants using the ***Training*** section of your mCertification Manager portal.

## Manage Vouchers

You can manage your Exam Vouchers in the **Training** section of mCertification Manager.

- You can *View* the Exam Voucher. The “View Voucher” button displays the voucher in another window where it can be printed or downloaded.
- You can *Email* an Exam Voucher to a participant. This sends the voucher in an attached file.
- You can *Shelve* the Exam Voucher. This unlinks it from the Registered Session and marks it as “Shelved”. When you shelve an Exam Voucher, the voucher may no longer be used by the participant who it was linked to, but can be assigned to another Registered Session or participant. If you had previously emailed it to a participant who didn’t use it, it will no longer work for that participant, and that participant will be notified.

You can also manage your Shelved Vouchers in **Training** Section of mCertification Manager. After clicking the **Training** icon, select the header “Shelved Vouchers” to assign the voucher to a specific Registered Session or participant.

## Conduct TIPS Training Session and Distribute Exam Vouchers

After you conduct your TIPS Training Session and it is time for participants to take the Certification Exam, it is important to follow the procedures below in the **Training** section of mCertification Manager:

1. After the session has been held and you have identified all the participants, send each participant an Exam Voucher using the Email function. Waiting until the end of the session assures that someone doesn't try to take the exam before the session has been held. It also assures that you distribute vouchers only to participants who need them.
2. Review your session in the **Training** screen's *Registered Session* section. You must shelve any unneeded vouchers in order for your session to be processed in a timely manner.

## Participants Complete the Certification Exam

1. Direct your training participants to the online exam at: <https://www.gettips.com/exams.shtml>. Or, in the Classroom Training section of [www.gettips.com](http://www.gettips.com), they can click the **Redeem Exam Vouchers** button. The exam can be taken on a mobile device, tablet, laptop or desktop computer.
2. Participants redeem the vouchers by entering the key codes under **Use a Session Exam Voucher**.
3. Participants complete an online registration form that collects the same information that they would have entered on a paper exam form. This information is needed to create a certification record when the exam is passed, as well as a record that the participant took the class and other information needed by some state regulators.
4. Then, participants access the Certification Exam. After the participants have answered all the questions, they are invited to click the **Submit Exam** button.
5. If the participant passes the exam, a certificate of completion is prepared, which can be downloaded or printed.
6. In the portal, participants can go to the **Certifications** section to see their TIPS Certification Card as well as a summary of the exam questions answered incorrectly.

**\* Some jurisdictions do NOT permit online exams including MD and PA. Trainers in these jurisdictions may not be able to purchase Exam Vouchers depending on the course they are training.**