



CE Provider Guide for PROMISSOR Internet Services

Version : 1.6
(Stock#9999-22)
9/06



Three Bala Plaza West, Suite 300
Bala Cynwyd, PA 19004
P: 610.617.9300

Non-disclosure and Confidentiality Notice

This document contains confidential information concerning Promissor's services, products, data security procedures, data storage parameters, and data retrieval processes. You are permitted to view and retain this document provided that you disclose no part of the information contained herein to any outside agent or employee, except those agents and employees directly charged with reviewing this information. These employees should be instructed and agree not to disclose this information for any purposes beyond the terms stipulated in the agreement of your company or agency with Promissor.

Copyright © 2006 Promissor, Inc., a Pearson VUE business. All rights reserved. PROMISSOR, the phi symbol, and logos are trademarks, in the U.S. and/or other countries, of Promissor, Inc., a Pearson VUE business.

Revision History

Version	Date	Author/Editor	Contents/Description of Changes
1.5	04/06	R. Cicippio	Initial Version
1.6	09/12/2006	M. Bass	Updated Graphics to reflect Pearson branding

Table of Contents

Revision History	ii
Table of Contents	iii
1. Features and Descriptions.....	4
1.1. Benefits of Credit Banking with Promissor Internet Services	4
1.2. Internet Licensee and Provider Services.....	4
1.3. Summary of Internet Banking Cycle.....	5
2. How to Use the Promissor CE Internet Provider Services	6
2.1. How to Register to Use the Internet Services.....	6
2.2. How to Log-In.....	10
2.3. How to Bank Credits – New Rosters.....	13
2.4. How to Bank Credits - Existing Rosters.....	16
2.5. How to Submit Roster Data Import Files.....	20
2.6. How to Print Course Certificates.....	24
2.7. How to Print Banking Reports.....	26
2.8. How to Enter Course Offerings (limited jurisdictions).....	30
3. Appendix.....	34
3.1. Appendix A: Format for Roster Data Import Files	34
<i>Format Description.....</i>	<i>34</i>
<i>Header record.....</i>	<i>34</i>
<i>Student record(s).....</i>	<i>35</i>
<i>Instructor record(s).....</i>	<i>35</i>
<i>Trailer record.....</i>	<i>36</i>
<i>Sample file.....</i>	<i>36</i>

1. Features and Descriptions

1.1. Benefits of Credit Banking with Promissor Internet Services

Promissor Internet Services allow for the elimination of both diskettes and mailed-out detail and error reports by using real-time validation of rosters entered over the Internet. The time to correct faulty data has been reduced from as long as 2 months to minutes. Complete reporting on previously entered data is included, giving you, the provider, much more control over your data exchanges.

1.2. Internet Licensee and Provider Services

Following is a list of Licensee and Provider services available on the Internet.

Licensee Services:

1. Retrieve listings of providers and courses, using various selection criteria.
2. Display and print transcripts of banked course credits.
3. Listing of course offerings, which allows retrieval by course subject, location, and date range.

Provider Services

1. *Provider Registration and Login Services*

Allows providers a way to register their users for the Promissor Internet provider services. All users must already be entered in Promissor's database as official provider contacts. All registered users set up their own password and establish their preferred email address.

2. *Credit Banking*

Banking credits is a 3-step process of entering roster headers, instructors (if required), and students. Upon posting, the data is validated. Records with erroneous data are flagged and can then be corrected and resubmitted at any time. The credits for valid records are posted. The data and its status are sent to the user by email when he or she closes the data entry session.

3. *Roster Reports*

Various reports are available on all rosters entered by a provider. At any time, providers have complete access to the data they have submitted. Additionally, providers have the ability to print course completion certificates with state-approved text and data.

4. *Roster Batch File Importing*

Using a standard, composite batch file format providers can enter rosters by batch files, just as if they had been typed on a keyboard. This eliminates double-keying for providers with their own computer database systems. Multiple rosters can be included in a single file allowing for simple, periodic downloading of rosters.

The format of this file, included in the Appendix, is identical for all CE jurisdictions.

5. *Course Offering Data Entry -Limited Jurisdictions*

Providers have the ability to enter course offering data, providing a form of advertising to potential students. A public listing of course offerings is already on Promissor's licensee services site. Licensees can retrieve course offerings by provider, location, course subject, course method, and/or date.

The third phase of development will be to enable access to major features and reports of Promissor's CE System over the Internet for our direct clients.

1.3. Summary of Internet Banking Cycle

Banking credits on the Internet has the following steps:

1. Provider logs into Promissor's Internet site for CE provider services. In order to log in, each of the users must already have registered on the Provider Registration page.
2. Roster details are entered by keying the course number, student number(s), and last name(s). Both course completion certificates and roster listings can be printed.
3. When the roster is complete the user is presented with an on-screen listing of the records entered. The records can be validated at any time to see which ones have data entry errors. The user can return to correct those records and revalidate them. This allows rosters to be partially entered and completed at different times.
4. When the user is done entering and correcting a roster, he/she can post the records to Promissor over the Internet. All valid records are immediately entered into the CE database. Upon completion of a session, an email is sent to the user listing all records entered and their status.
5. Valid credit records are visible to licensees on Promissor's Internet transcript service under the CE Licensee Services for the jurisdiction in which they are licensed. They are also available for determining compliance with the CE requirements of the licensees' next license renewal period.

The provider can print various reports on the rosters entered. At any time, the provider can add more records to an existing roster. Since error records are not posted, they can be corrected or deleted at the user's convenience. Posted records can be viewed on the Internet but cannot be changed by the provider.

Banking credits on the Internet streamlines the process. The turn-around time for error handling is reduced from months to minutes. The full set of audit reporting on rosters gives providers much greater control over the data they have submitted.

By using the batch file import service a provider can load data without re-keying. An immediate validation and posting is carried out on the rosters in the batch file. Afterwards, the rosters in the batch file are available for reporting, inquiry, correction, revalidation, and reposting just as if they had been keyed in manually.

2. How to Use the Promissor CE Internet Provider Services

2.1. How to Register to Use the Internet Services

Before a provider can use any of the Promissor Internet provider services, the provider must be approved by the state regulatory agency and be listed as an approved provider for one of Promissor's CE clients. Your official Promissor provider number (associated with that client) is the provider number you will use on the Internet.

Each user in your office who will be using the Promissor CE provider services must also exist as an approved contact in the Promissor CE database.

To register to use the Internet, each user must enter a password and email address. Your official 'primary contact' must register first. If you are uncertain of who your primary contact is, call Promissor CE provider customer service (use the assigned toll-free number for your state).

Important note: We recommend using Microsoft Internet Explorer version 5.0 or higher to use Internet Credit Banking.

Once you are ready to register, follow the steps below.

1. Go to the PROMISSOR web site at www.PROMISSOR.com. The home page is shown here:

Click on the **Continuing Education Tracking** link located in the *CE/Licensing/Registry* section of the home page.

Home | About Us | Test Taker Information | FAQs | Contact Us

PROMISSOR
A Pearson VUE Business

may I have your attention...
Pearson VUE & Promissor
are now one
for more information ->

Promissor, a Pearson VUE business

Promissor is a leading worldwide provider of services for measuring what people know. If you're looking for excellence in technology-based assessment services, you've come to the right place. Just find the links that meet your needs...

Test Taker Information
Register for your next exam, find test information, or download handbooks/applications/forms.

- Accuplacer >
- Employment Testing >
- Insurance >
- Mortgage Lenders >
- Nurse Aides >
- Online Practice Tests >
- Other State-Regulatory Professions >
- Professional Certification >
- Real Estate and Appraisers >
- View All >

Client Solutions
Promissor provides a variety of proven assessment technologies supported by outstanding service.

- Content Management Tools >
- PULSE >
- Support Services >
- Test Center Options >
- Test Delivery System >
- Test Development Services >

Services
Promissor is more than just a standard test delivery company. We offer a variety of useful services.

- Continuing Education Services >
- Digital Fingerprinting Services >
- License Service Management >
- Nurse Aide Registry Services >

CE / Licensing / Registry
Search for registries, licenses, or transcripts.

- Continuing Education Tracking >
- Digital Fingerprinting >
- Licensing & Certification Fulfillment >
- Registry Services >
- Search the Nurse Aide Registry >

In the News

- September 1, 2006 — Promissor and Pearson VUE Launch Real Estate Licensure Program for the Connecticut Department of Consumer Protection >
- September 1, 2006 — Promissor and Pearson VUE Launch Successful Programs in Minnesota >
- August 8, 2006 — Promissor Launches Program for Nurse Aide Certification for the North Carolina Department of Health and Human Services >
- View all press releases >

Inclement Weather Report »

Copyright © 2004-2006 Promissor, Inc., a Pearson VUE business. All rights reserved.

2. From the dropdown picklist, select the licensing jurisdiction for which you plan to bank credits or run reports and click on the **Go!** button.

You will be taken to the *Menu* screen of the selected licensing jurisdiction.

Home | About Us | Test Taker Information | FAQs | Contact Us

Home > Test Taker Information > Continuing Education Services

Continuing Education Services

To find out more information about our Continuing Education Services, including tracking services, please make a selection from the menu below and click **GO**.

The following testing programs offer **Continuing Education Services**—

Please make a selection...

Continuing Education Services Offered by Promissor

Promissor has experienced professionals and proven technology that will streamline your Continuing Education (CE) processes resulting in reduced workload and costs for you and improved services for your licensees and continuing education providers. [More information..](#)

Related Information

Services—

- Continuing Education Services >
- Digital Fingerprinting Services >
- Licensing Services >
- Registry Services >

Testing Categories—

- Accuplacer >
- Employment Testing >
- Insurance >
- Mortgage Lenders >
- Nurse Aides >
- Other State-Regulated Professions >
- Professional Certification >
- Real Estate and Appraiser >
- View All >

Copyright © 2004-2006 Promissor, Inc., a [Pearson VUE](#) business. All rights reserved.
[Terms & Conditions of Use](#) | [Privacy Policy](#) | [Contact Us](#)

3. Scroll down until you see the *CE – Provider Services* section and click on the link entitled **Log-in to Provider Services**.

You will be taken to the *Provider Log-in* screen.

Home | About Us | Test Taker Information | FAQs | Contact Us

Home > Test Taker Information > State Insurance

State Insurance

Insurance Professionals

This page contains information about Continuing Education for **State Insurance**. All links labeled "(pdf)" require you to have [Adobe Reader](#) installed on your computer.

For technical help, or to contact Promissor by email, visit the [Contact Us](#) page. To speak with a customer service representative, please call 1-877-224-0227.

CE-Licensee Services

- [CE FAQs \(Licensee-related\)](#) (pdf)
- [Provider and Course Listings](#)
- [Licensee Course Transcript](#)

CE-Provider Services

- [Log-in to Provider Services](#)
- [CE eCommerce Provider Guide](#) (pdf)
- [CE FAQs \(Sponsor-related\)](#) (pdf)

Further Resources

- [Publications and Forms](#)
- [State Insurance Web Site](#)

Select another State Board for [Insurance Professionals](#).

Copyright © 2004-2006 Promissor, Inc., a [Pearson VUE](#) business. All rights reserved.
[Terms & Conditions of Use](#) | [Privacy Policy](#) | [Contact Us](#)

4. If you are a **new provider** who has not registered, go to the registration page by clicking on the **New provider registration** link.

Re-select Client | Log-out

PROMISSOR
A Pearson VUE Business

Provider Log-in

New Provider?
If you are a new provider and need to get registered as a provider or user, start with [New provider registration](#).

Already registered?
If you already have registered, just Log-in by entering your provider ID, user ID and password (all fields are required). If you need assistance navigating through the pages, you can use our [Provider Guide](#) as a reference.

Forgotten Your Password?
[Request a Reminder](#).

Please Note:
This site operates using IE 5.0

Provider ID

User ID

Password

Copyright © 2004-2006 Promissor, Inc., a [Pearson VUE](#) business. All rights reserved.
[Terms & Conditions of Use](#) | [Privacy Policy](#) | [Contact Us](#)

5. This displays the Provider Registration page:

Enter the Provider ID, and your own first and last names here. Remember, the primary contact must register first. The User ID is the CE ID number assigned to you when you were approved. If you are uncertain of what that number is, call Promissor CE provider customer service (using the assigned toll free number for your state).

When all fields have been completed, click the *Go to Step 2* button.

Re-select Client | Log-out

PROMISSOR
A Pearson VUE Business

Provider Registration

Register in two simple steps.
Please complete the information below. All * fields are required.

Step 1 - Tell us about yourself

*Provider ID

*First name

*Last name

*User ID

Copyright © 2004-2006 Promissor, Inc., a [Pearson VUE](#) business. All rights reserved.
[Terms & Conditions of Use](#) | [Privacy Policy](#) | [Contact Us](#)

6. Step 2 of Provider Registration requests that you enter your password twice, your email address, and your birth date. The birth date is used as personal identification in case you forget your password.

After you click the *Submit* button, an email confirming your registration is sent to your email address.

In addition, a confirmation message is displayed on the screen.

Now you can return to the log-in page using the link provided. See section 2.2, starting at step 4, for instructions on how to log-in.

[Re-select Client](#) | [Log-out](#)

PROMISSOR
A Pearson VUE Business

Provider Registration

Please complete the information below. All * fields are required.
Step 2 - Select your preferences

Business name

User name Jackson McCoy

*Password

*Password (Please enter a second time for verification purposes)

*Email address

*Birth date (dd/mm/yyyy)

Copyright © 2004-2006 Promissor, Inc., a [Pearson VUE](#) business. All rights reserved.
[Terms & Conditions of Use](#) | [Privacy Policy](#) | [Contact Us](#)

2.2. How to Log-In

Once you are a registered user, follow these steps to log-in on a regular basis:

1. Go to the PROMISSOR web site at www.PROMISSOR.com. The home page is shown here:

Click on the **Continuing Education Tracking** link located in the *CE/Licensing/Registry* section of the home page.

Home | About Us | Test Taker Information | FAQs | Contact Us

PROMISSOR
A Pearson VUE Business

may I have your attention...
Pearson VUE & Promissor
are now one
for more information ->

Promissor, a Pearson VUE business

Promissor is a leading worldwide provider of services for measuring what people know. If you're looking for excellence in technology-based assessment services, you've come to the right place. Just find the links that meet your needs...

Test Taker Information
Register for your next exam, find test information, or download handbooks/applications/forms.

- Accuplacer >
- Employment Testing >
- Insurance >
- Mortgage Lenders >
- Nurse Aides >
- Online Practice Tests >
- Other State-Regulatory Professions >
- Professional Certification >
- Real Estate and Appraisers >
- View All >

Client Solutions
Promissor provides a variety of proven assessment technologies supported by outstanding service.

- Content Management Tools >
- PULSE >
- Support Services >
- Test Center Options >
- Test Delivery System >
- Test Development Services >

Services
Promissor is more than just a standard test delivery company. We offer a variety of useful services.

- Continuing Education Services >
- Digital Fingerprinting Services >
- License Service Management >
- Nurse Aide Registry Services >

CE / Licensing / Registry
Search for registries, licenses, or transcripts.

- Continuing Education Tracking >
- Digital Fingerprinting >
- Licensing & Certification Fulfillment >
- Registry Services >
- Search the Nurse Aide Registry >

In the News

- September 1, 2006 — Promissor and Pearson VUE Launch Real Estate Licensure Program for the Connecticut Department of Consumer Protection >
- September 1, 2006 — Promissor and Pearson VUE Launch Successful Programs in Minnesota >
- August 8, 2006 — Promissor Launches Program for Nurse Aide Certification for the North Carolina Department of Health and Human Services >
- View all press releases >

Inclement Weather Report >

Copyright © 2004-2006 Promissor, Inc., a Pearson VUE business. All rights reserved.

2. From the dropdown picklist, select the licensing jurisdiction for which you plan to bank credits or run reports and click on the **Go!** button.

You will be taken to the *Menu* screen of the selected licensing jurisdiction.

Home | About Us | Test Taker Information | FAQs | Contact Us

PROMISSOR
A Pearson VUE Business

Home > Test Taker Information > Continuing Education Services

Continuing Education Services

To find out more information about our Continuing Education Services, including tracking services, please make a selection from the menu below and click GO.

The following testing programs offer **Continuing Education Services**—

Please make a selection...

Continuing Education Services Offered by Promissor

Promissor has experienced professionals and proven technology that will streamline your Continuing Education (CE) processes resulting in reduced workload and costs for you and improved services for your licensees and continuing education providers. [More information...](#)

Related Information

Services—

- Continuing Education Services >
- Digital Fingerprinting Services >
- Licensing Services >
- Registry Services >

Testing Categories—

- Accuplacer >
- Employment Testing >
- Insurance >
- Mortgage Lenders >
- Nurse Aides >
- Other State-Regulated Professions >
- Professional Certification >
- Real Estate and Appraiser >
- View All >

Copyright © 2004-2006 Promissor, Inc., a Pearson VUE business. All rights reserved.
[Terms & Conditions of Use](#) | [Privacy Policy](#) | [Contact Us](#)

3. Scroll down until you see the *CE – Provider Services* section and click on the link entitled **Log-in to Provider Services**.

You will be taken to the *Provider Log-in* screen.

Home | About Us | Test Taker Information | FAQs | Contact Us

Home > Test Taker Information > State Insurance

State Insurance

Insurance Professionals

This page contains information about Continuing Education for **State Insurance**. All links labeled "(pdf)" require you to have [Adobe Reader](#) installed on your computer.

For technical help, or to contact Promissor by email, visit the [Contact Us](#) page. To speak with a customer service representative, please call 1-877-224-0227.

CE-Licensee Services

- [CE FAQs \(Licensee-related\)](#) (pdf)
- [Provider and Course Listings](#)
- [Licensee Course Transcript](#)

CE-Provider Services

- [Log-in to Provider Services](#)
- [CE eCommerce Provider Guide](#) (pdf)
- [CE FAQs \(Sponsor-related\)](#) (pdf)

Further Resources

- [Publications and Forms](#)
- [State Insurance Web Site](#)

Select another State Board for [Insurance Professionals](#).

Copyright © 2004-2006 Promissor, Inc., a [Pearson VUE](#) business. All rights reserved.
[Terms & Conditions of Use](#) | [Privacy Policy](#) | [Contact Us](#)

4. Enter your provider ID, user ID, and password in the appropriate fields. Then, click the **Submit** button.

Note: Only registered users of approved providers for the selected licensing jurisdiction can log into Promissor CE Provider Services.

If a valid ID or password is entered, this leads to the home page of the CE Provider Services. If invalid, you will be directed to the Promissor home page.

If you have forgotten your password, you may use

Re-select Client | Log-out

Provider Log-in

New Provider?
If you are a new provider and need to get registered as a provider or user, start with [New provider registration](#).

Already registered?
If you already have registered, just Log-in by entering your provider ID, user ID and password (all fields are required). If you need assistance navigating through the pages, you can use our [Provider Guide](#) as a reference.

Forgotten Your Password?
[Request a Reminder](#).

Please Note:
This site operates using IE 5.0

Provider ID

User ID

Password

Submit Reset

Copyright © 2004-2006 Promissor, Inc., a [Pearson VUE](#) business. All rights reserved.
[Terms & Conditions of Use](#) | [Privacy Policy](#) | [Contact Us](#)

the *Request a Reminder* link at the bottom of the instructions to receive an email containing your password.

5. Once you have successfully logged-in, you will see the Provider Home page which allows you access to all other provider services using the top navigation pane. All other pages will have options for getting back to the Provider Home page, as well as the client selection page (displayed in step 2).

[On-Line Reports](#) | [Data Import](#) | [Roster Processing](#) | [Preferences](#) | [Exit Options](#)

PROMISSOR
A Pearson VUE Business

Provider Home

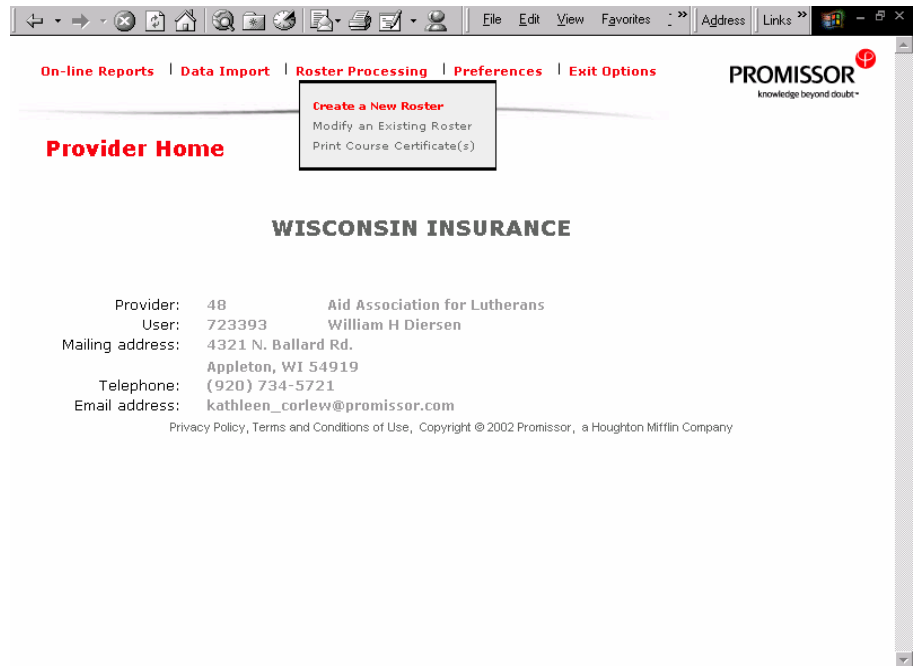
Provider: 48 Aid Association for Lutherans
User: 723393 Jackson McCoy
Mailing address: 4321 N. Ballard Rd.
Appleton, WI 54919
Telephone: (920) 734-5721
Email address: kathleen_corlew@promissor.com

Copyright © 2004-2006 Promissor, Inc., a [Pearson VUE](#) business. All rights reserved.
[Terms & Conditions of Use](#) | [Privacy Policy](#) | [Contact Us](#)

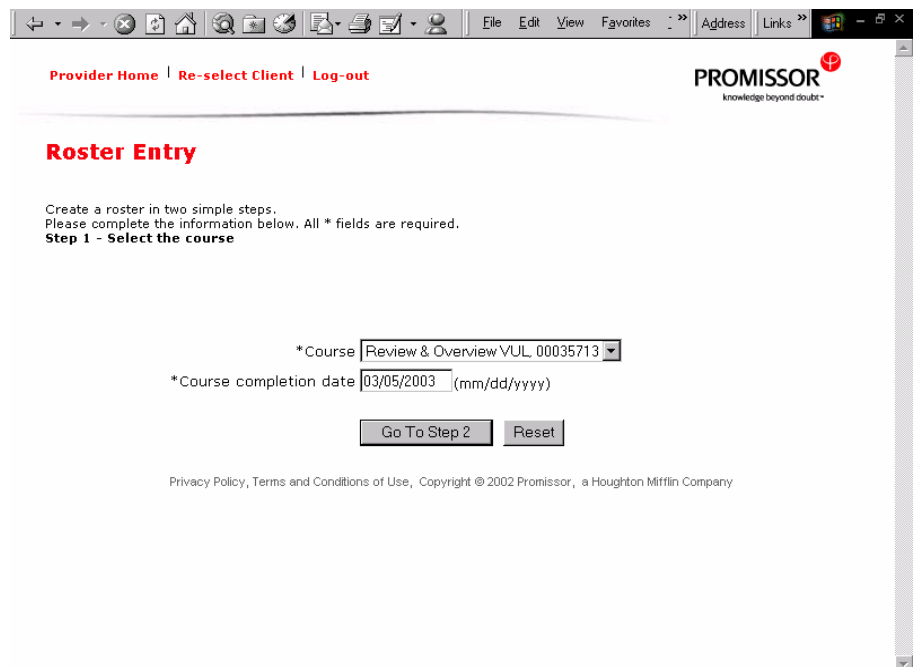
2.3. How to Bank Credits – New Rosters

Promissor CE provider services allow providers to enter new class rosters or modify existing rosters. This service replaces EasyBank with a simpler, faster, and more auditable process. Following is a detailed guide for creating a new roster and entering the associated course credits. This function is to be used only for manually banked credits. It is not necessary for loading data by import files (see section 2.5).

1. After logging in, as explained in section 2.2, select *Create a New Roster* under the Roster Processing menu item and follow the steps below.



2. To create a new roster, select the course name from the dropdown menu and enter the course completion date. The dropdown list includes all approved courses for your provider for the licensing jurisdiction selected. Next, click the *Go To Step 2* button. If you have chosen either a course title or date that you did not intend, clicking the *Reset* button clears the existing information and allows you to make a new selection.



- For certain courses, you need to assign an instructor [most licensing jurisdictions do not require the reporting of instructors (see step 4 if no instructor is required)]. The page displays a list of all instructors related to the provider. To select the instructor who taught the course, click on the appropriate button under the *Sel/Add* column. If you wish to add an instructor who is not on the list, fill in the requested information in all three blank spaces at the bottom of the grid. You must also click the *Sel/Add* button next to the newly added instructor. Once you have made your selection, click the *Submit* button to save the information.

A *Cancel* button is provided in case you would like to change the instructor you selected. This is only useful before the *Submit* button has been clicked.

- For courses that do not require assigning an instructor, Step 2 involves simply clicking the *Submit* button. No list of instructors is displayed.

Roster Entry

Please review the roster details before clicking submit button.
Step 2 - Select an instructor

Course ID 00037878
 Course name Workers Compensation & Beyond
 Credits 2
 Method Classroom
 Instructor required? Yes
 Course completion date 01-Mar-2003

This course requires instructors to be assigned. Please select an existing instructor or add a new one. If there are multiple instructors for this course, please select the main instructor.

Sel/Add*	Instructor SSN	First Name	Last Name	ASI ID
<input type="radio"/>	999888777	BELLA	EVENTOVA	174805
<input type="radio"/>	777888999	NIRAJ	CHOKSHI	174808
<input type="radio"/>	199999999	BELLA	EVENTOVA	1230901
<input type="radio"/>	666555444	ALLEB	AVOTNEVE	174813
<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

* The provider certifies that the new instructor meets the criteria required by the state.

Provider Home | Re-select Client | Log-out

PROMISSOR
 knowledge beyond doubt™

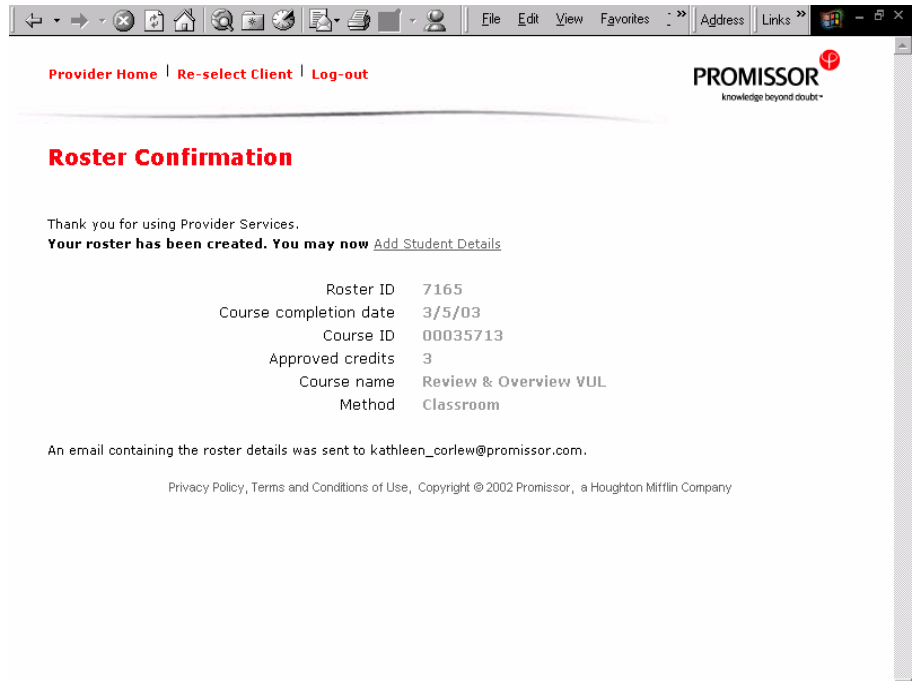
Roster Entry

Please review the roster details before clicking submit button.
Step 2 - Submit the roster

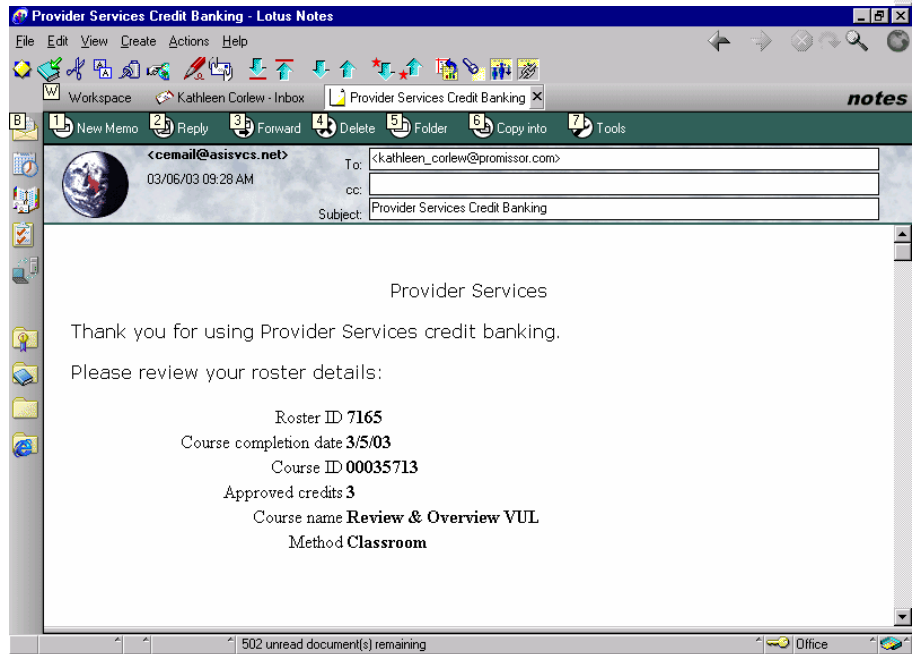
Course ID 00035713
 Course name Review & Overview VUL
 Credits 3
 Method Classroom
 Instructor required? No
 Course completion date 05-Mar-2003

Privacy Policy, Terms and Conditions of Use, Copyright © 2002 Promissior, a Houghton Mifflin Company

5. A Roster Confirmation page is displayed, allowing you to review the roster header information for accuracy. In addition, you are sent an email with this information for documentation purposes (see step 6). If you are ready, click the [Add Student Details](#) link to begin entering student records for the roster. Students can also be added to a roster header at a later time.



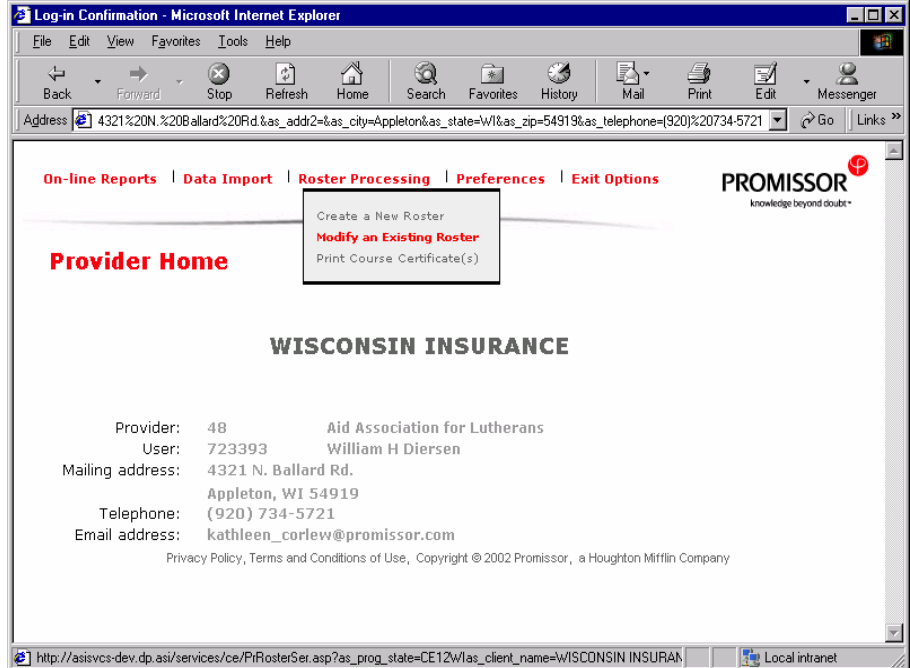
6. You will receive email verification containing the information for the newly created roster. Please verify this information for accuracy.



2.4. How to Bank Credits - Existing Rosters

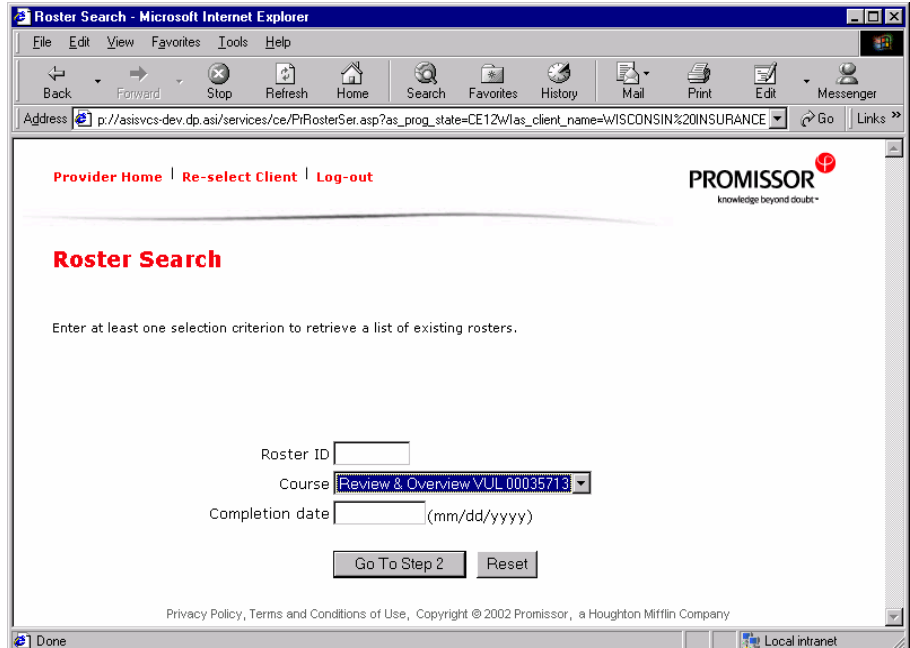
Whether a roster has been entered manually or by a data import file (see section 2.5), it can be viewed, modified, and appended on the Internet. Banking credits for an existing roster is a three-stage process. The first stage is to list existing rosters. Next, you work with the header of a single roster. The final stage is to work with the student records within the selected roster. This section shows how to maintain existing rosters.

1. After logging in as explained in section 2.2, select the *Modify an Existing Roster* option under the Roster Processing menu item and follow the steps below. Modifications and additions can be made to students in existing rosters whose records have not yet been banked.

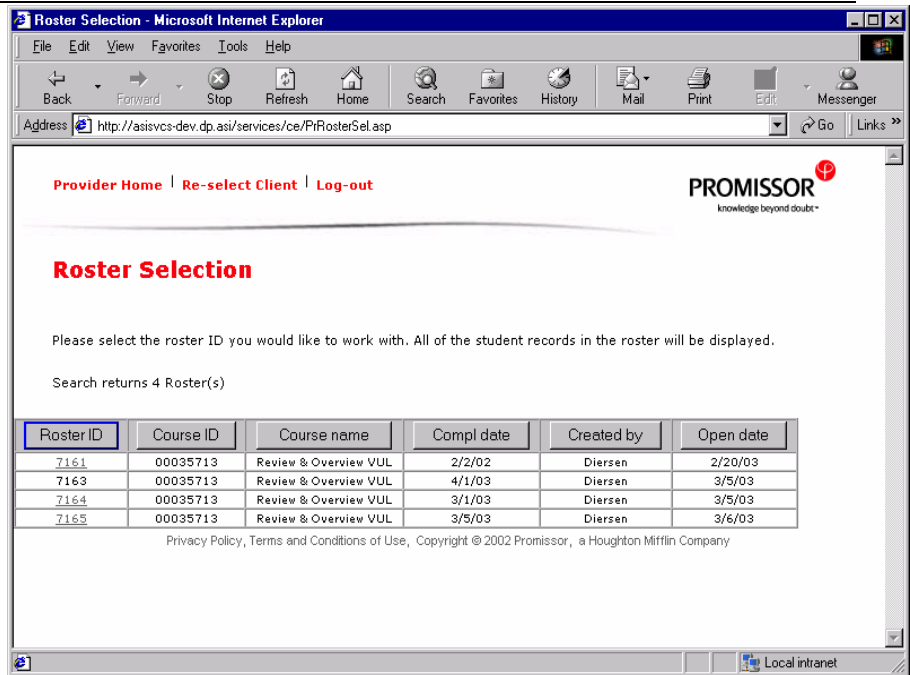


2. The roster selection screen is displayed. You can search for an existing roster by entering a specific roster ID, selecting a course from the dropdown list of courses, entering a course completion date, or any combination of the three. At least one of the selection criteria is required. After you make your selection, click the *Go To Step 2* button.

Use the *Reset* button to clear all existing selection criteria, or if you would like to choose an alternate set.



- All rosters matching the criteria are then displayed on the Roster Selection screen. Data can be sorted using any column (in descending order) by simply clicking on the desired column heading. You may now choose the specific roster you would like to work with by clicking on the actual roster ID. This will bring you to the Roster Details screen.

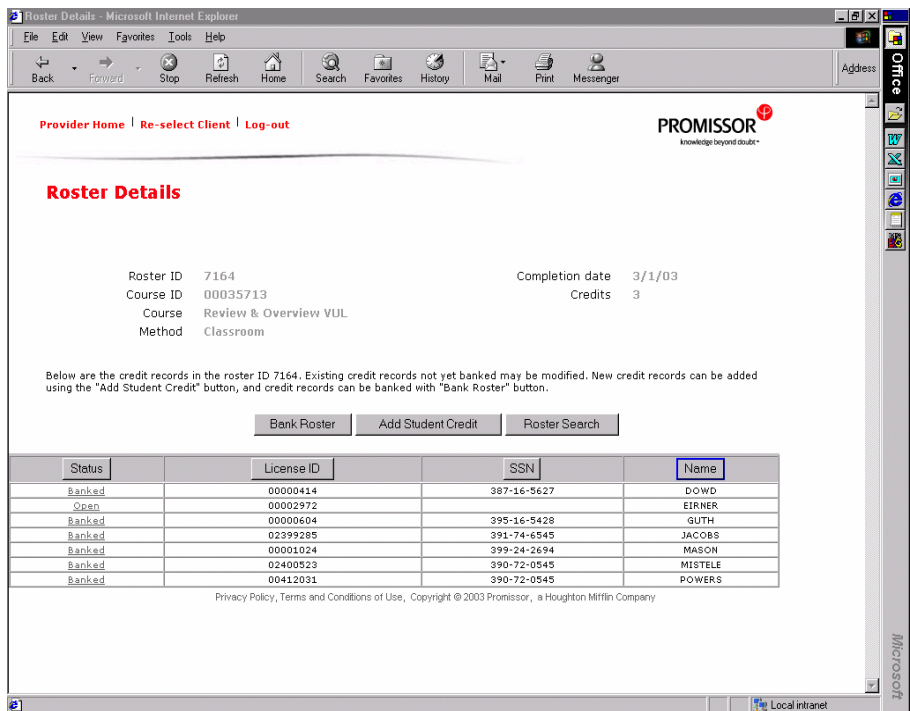


- Here, the student records for the selected roster are listed.

Existing records (where credits have not been banked) can be modified by clicking on a specific license ID. (see step 6)

New records can be added by clicking the *Add Student Credit* button. (see step 7)

Existing credits not previously posted can be banked by clicking the *Bank Roster* button.



- If you click the license number of a student record where the credits have already been banked, the details of the student record are displayed in view-only mode. You cannot modify the data.

Provider Home | Re-select Client | Log-out

PROMISSOR
knowledge beyond doubt

Student Inquiry

Credits have been banked, as shown below.

Roster ID 7164	Completion date 3/1/03
Course ID 00035713	Credits 3
Course name Review & Overview VUL	
Method Classroom	

* License ID 00000414
SSN 387165627

First name
Mid init

* Last name DOWD
Status Banked

[Return to Roster](#)

Privacy Policy, Terms and Conditions of Use, Copyright © 2002 Promissor, a Houghton Mifflin Company

- In cases where the credits **have not yet been banked**, the data is displayed as shown on this screen. Here you can modify the license ID, SSN, or last name.

The *Cancel* button returns you to the Roster Details screen without saving any changes made to the record. However, this only works before clicking the *Submit* button.

Any changes you make are saved when you click the *Submit* button.

On this screen you can also remove a student's record from the roster by clicking the *Delete* button. Upon deletion, the record is removed and you are returned to the Roster Details screen (see step 8), where you can verify the change(s) made.

Provider Home | Re-select Client | Log-out

PROMISSOR
knowledge beyond doubt

Student Update

Please complete the information below. All * fields are required.

Roster ID 7164	Completion date 3/1/03
Course ID 00035713	Credits 3
Course name Review & Overview VUL	
Method Classroom	

* License ID

SSN (format 999999999)

* Last name

Status Open

[Submit](#) [Delete](#) [Cancel](#)

Privacy Policy, Terms and Conditions of Use, Copyright © 2002 Promissor, a Houghton Mifflin Company

- The Student Entry page

Provider Home | Re-select Client | Log-out

PROMISSOR
knowledge beyond doubt

Student Entry

allows you to add a new student record to an existing roster. The data entered is saved when you click the *Submit* button. The *Submit* feature saves the record and allows you to enter another record.

Once you have entered and saved your last student record, click the *Confirm Roster Details* button to return to the confirmation screen (see step 8).

The *Reset* button is available to clear incorrectly entered data from the input boxes. However, this is only useful before you click the *Submit* button.

8. The Roster Details screen displays all of the student records in the roster including any newly added records. This is useful for verifying the data before banking it. Click the *Bank Roster* button to validate and post the records. Otherwise, the newly added records remain in an 'Open' status for later handling.

The screenshot shows a web browser window titled "Roster Details - Microsoft Internet Explorer". The page content includes a navigation bar with links for "Provider Home", "Re-select Client", and "Log-out". The main heading is "Roster Details". Below this, the following information is displayed:

- Roster ID: 7164
- Course ID: 00035713
- Course: Review & Overview VUL
- Method: Classroom
- Completion date: 3/1/03
- Credits: 3

Below this information, a note states: "Below are the credit records in the roster ID 7164. Existing credit records not yet banked may be modified. New credit records can be added using the 'Add Student Credit' button, and credit records can be banked with 'Bank Roster' button." Below the note are three buttons: "Bank Roster", "Add Student Credit", and "Roster Search".

Status	License ID	SSN	Name
Banked	0000414	387-16-5627	DOWD
Open	00002372		EIRNER
Banked	00000604	395-16-5428	GUTH
Banked	02399205	391-74-6545	JACOBS
Banked	00001024	399-24-2694	MASON
Banked	02400523	390-72-0545	MISTELE
Banked	00412031	390-72-0545	POWERS

At the bottom of the page, there is a footer with the text: "Privacy Policy, Terms and Conditions of Use, Copyright © 2003 Promissor, a Houghton Mifflin Company".

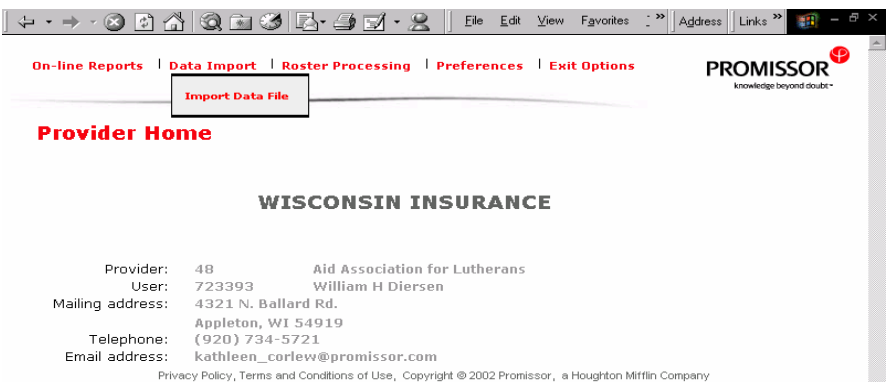
2.5. How to Submit Roster Data Import Files

For providers who already enter class roster data on a computer system, Promissor provides a roster data import feature on the Internet. By writing a data export program for their in-house systems, providers can generate roster data transfer files. These files can be imported and banked over the Internet rather than having to re-type the information.

Some EasyBank users already have such an export program for use with EasyBank. This program will need some changes to conform to the file layout specifications for Internet imports. For national providers, EasyBank requires slightly different export programs for each CE licensing jurisdiction. On the Internet, the same file format is used for all jurisdictions. Therefore, only one export program is needed. ***Each file can hold multiple rosters, but they must all be for the same licensing jurisdiction.***

Following are the instructions for submitting a roster data file. Appendix A gives the technical details of the file format.

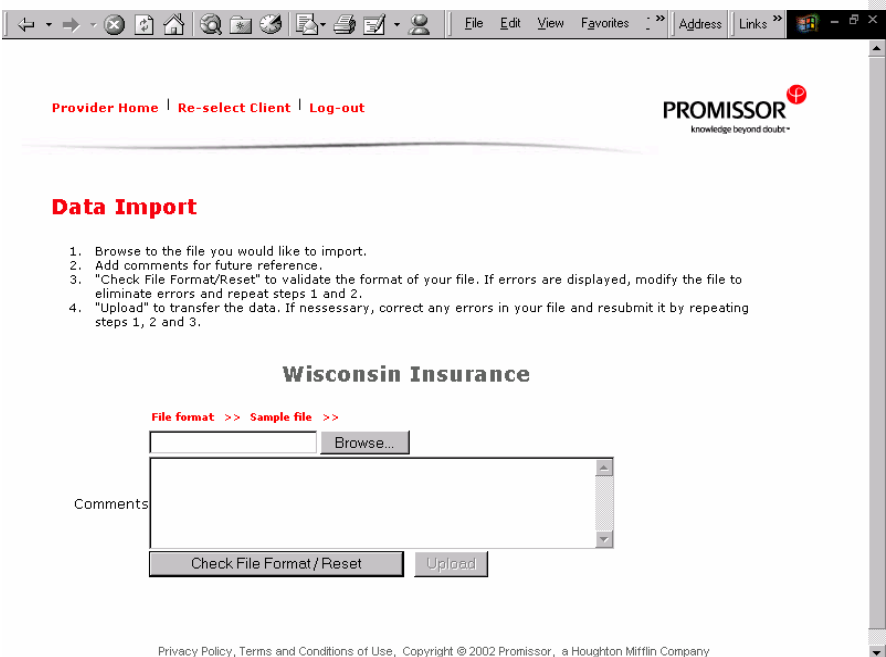
1. After logging in as explained in section 2.2, select the *Import Data File* option from the Data Import menu item.



2. Click on the *Browse* button to locate the file you would like to import. Enter any comments you would like to save for reference and click the *Check File Format/Reset* button.

This begins the first stage of validation, which checks for proper file formatting. A message is displayed stating whether or not the file has met the requirements (See step 3 for a successful file validation, and step 4 for a file with formatting errors). Along with either message, the actual data contained in the file is displayed for verification purposes and to highlight the area(s) in error.

NOTE:

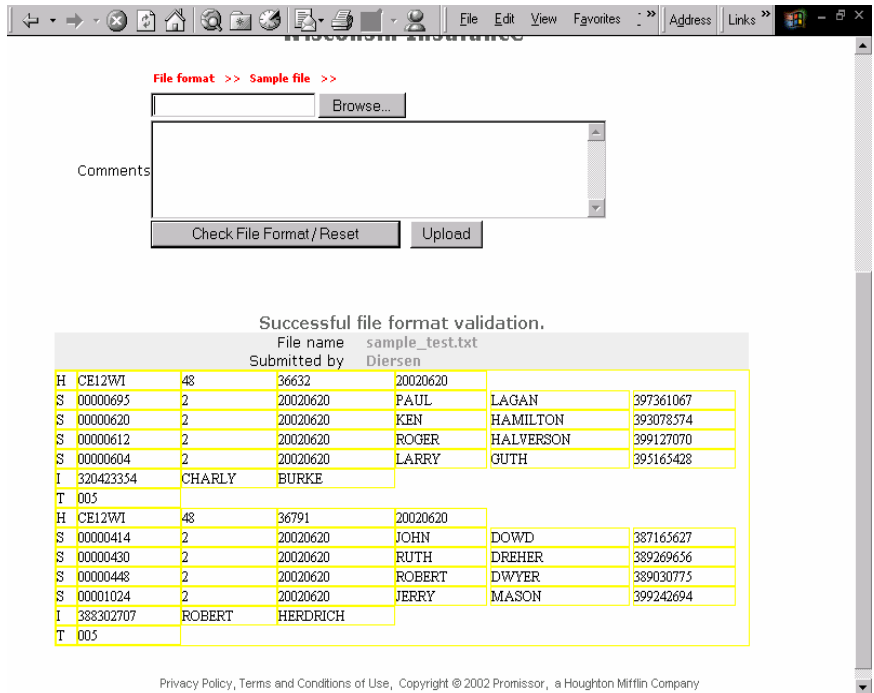


The *Check File Format/Reset* button has dual functionality. If a file name is present in the selection box, pressing this button initiates the first phase of validation.

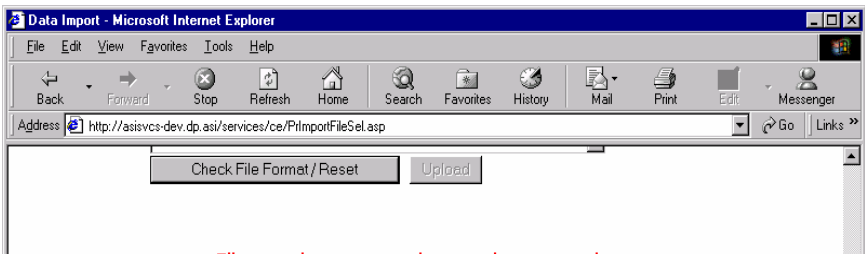
If a file name is not present, this button acts as a reset button clearing the bottom portion of your screen allowing you to select a file to import. This is useful for cases where the file was validated, existing errors were corrected, and the file is now ready to be imported.

3. If the file format has met the specifications, you will see a screen indicating successful file format validation.

Next, click on the *Upload* button. This performs the second stage of validation, which verifies the data in the file against our database using a set of client configured business rules (See step 5 for successful data loading and step 6 for data with errors).



4. If the file format has not met the specifications, you will



see a screen indicating that the file contains errors and cannot be accepted.

You can modify the file and resubmit it immediately or at a later time.

If you choose to modify the file and resubmit it at this time, using the *Check File Format/Reset* button will allow you to clear the screen and reselect the file.

5. If the data validation completes with no errors, you will see a screen like this:

You may now continue to load other roster data import files, or return to the *Provider Home Page* using the link at the top of the page.

The screenshot shows a web browser window with the title "Wisconsin Insurance". The page content includes a navigation menu with "File format" and "Sample file" links. Below the menu is a file upload area with a "Browse..." button and a "Comments" text area. At the bottom of the upload area are "Check File Format/Reset" and "Upload" buttons. Below the upload area is a "Data validation" section with the following details:

Data validation

Filename	justatest.txt
Provider	48 Aid Association for Lutherans

Roster # 1 data has been successfully validated

Course	00036791 Don't Buy Variable Life...Not!
Completion date	24-JAN-03
Assigned roster ID	7191

Rec	License	Credits	Name	Code	Message
1	00000695	2	Paul Lagan	00633	Warning. Submitted credits are overwritten with approved credits

Listing for 1 records in this roster.

*** End of report ***

6. For cases where the data validation was not

The screenshot shows a web browser window with the title "Wisconsin Insurance". The page content includes a navigation menu with "File format" and "Sample file" links. Below the menu is a file upload area with a "Browse..." button and a "Comments" text area. At the bottom of the upload area are "Check File Format/Reset" and "Upload" buttons. Below the upload area is a "Data validation" section with the following details:

Data validation

Filename	sample_test.txt
Provider	48 Aid Association for Lutherans

Roster # 1 data has been validated and errors found:

Course	00036632 How To Become A Millionaire I
Completion date	20-JUN-02
Assigned roster ID	7168

successful, the errors will be listed next to each licensee.

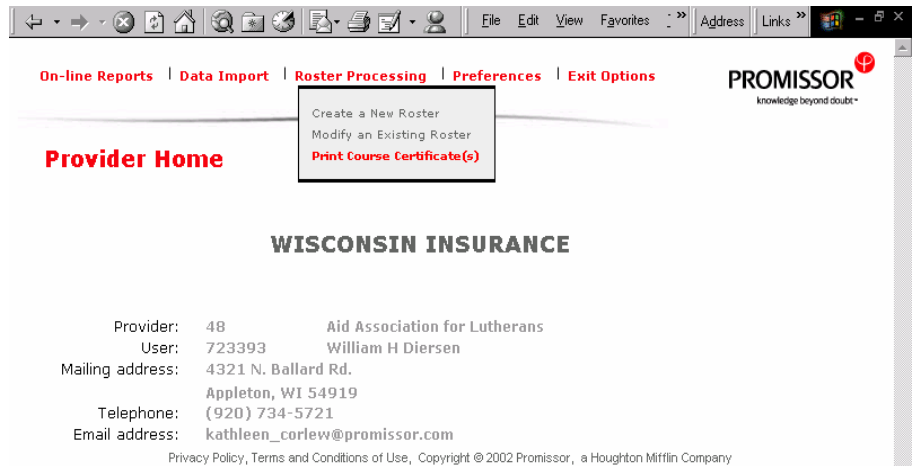
Details of the roster(s) in error, the specific record(s) in error, and the error descriptions are provided. Make all necessary data modifications and resubmit the file using the *Check File Format/Reset* button to first clear the screen and then *Browse* to reselect the file.

2.6. How to Print Course Certificates

This option gives providers the flexibility of printing course completion certificates using Promissor's Internet Services. The text and required data on the certificate are set by each licensing jurisdiction. Certificates may be printed for an entire roster or for an individual student in a specified roster.

Following are the instructions for printing a single course certificate and printing multiple course certificates in one session.

1. After logging in as explained in section 2.2, select the *Print Course Certificate(s)* option from the Roster Processing menu item.

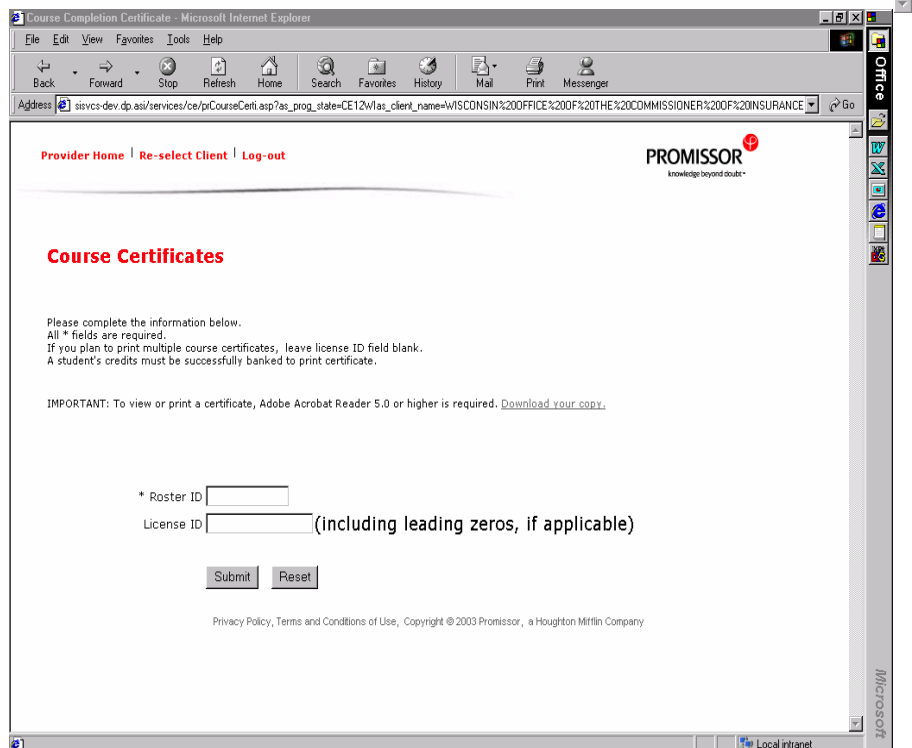


2. From the Course Certificates screen, you can either print a single course certificate or all course certificates for a given roster.

To print a single course certificate enter both the Roster ID and the License ID. Then, click the *Submit* button. (continue to step 3)

To print all course certificates within a roster, enter only the Roster ID and then click the *Submit* button. (continue to step 4).

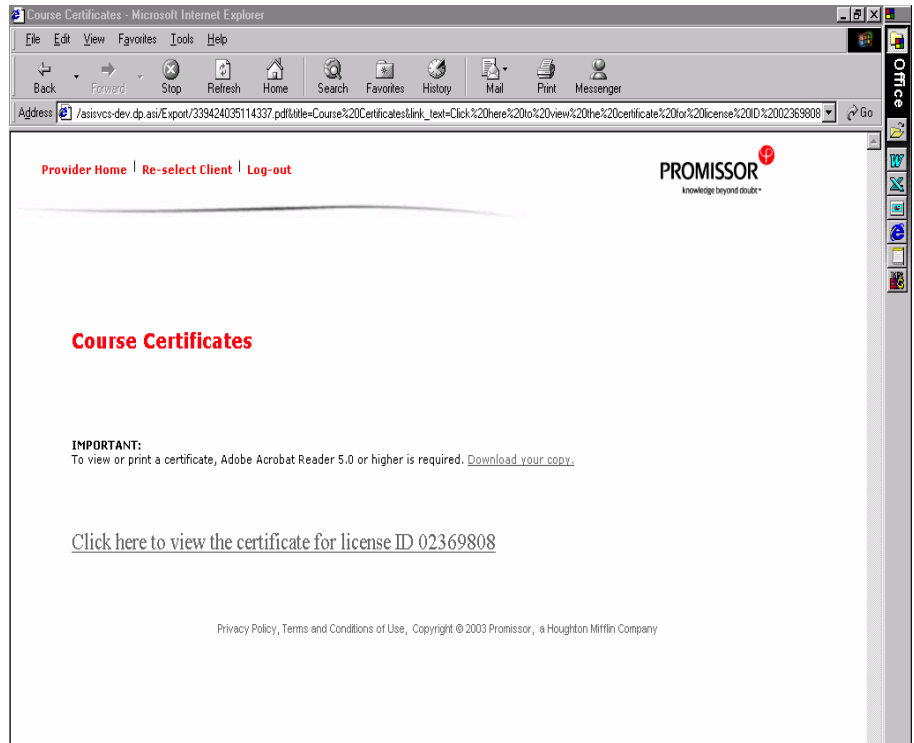
Clicking the *Reset* button will clear the existing information and allow you to make a new selection.



NOTE:

Adobe Acrobat Reader 5.0 or higher is required in order to print course certificates. If needed, you may download the software by using the link provided.

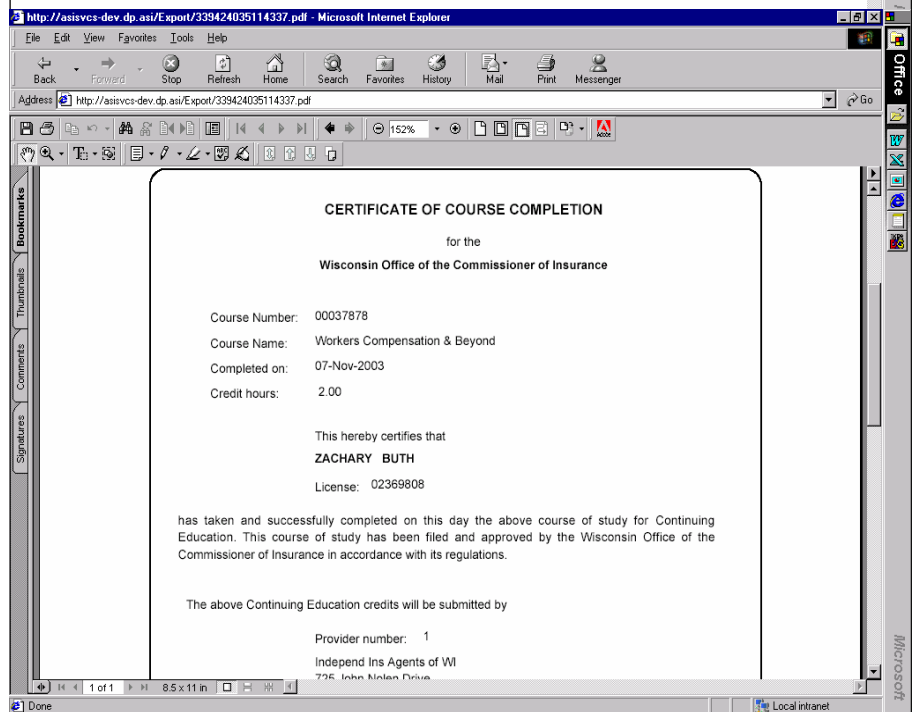
3. This will bring up a link to the certificate requested with the License ID displayed.



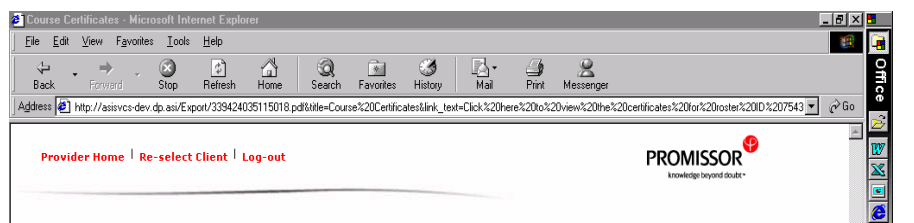
- 3a. By clicking on the link, the course certificate will open in Acrobat Reader. Use the print button located at the top of the page to print the course certificate.

NOTE:

If the course certificate comes up blank (with no student information) please make certain that you are working with the proper version of Adobe Acrobat (5.0 or higher). If you still experience a blank screen, please contact us.



4. This brings up a link to the

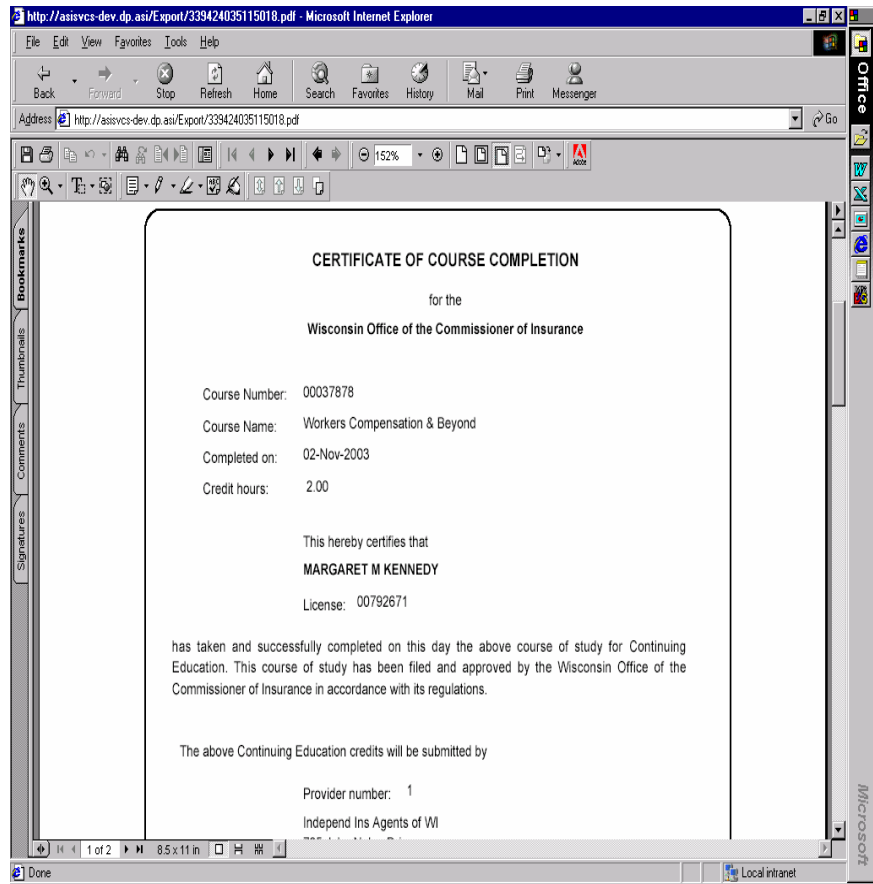


roster requested with the Roster ID displayed.

- 4a. By clicking on the link, all course certificates on the roster will open in Acrobat Reader. Use the print button located at the top of the page to print all the course certificates. You can choose to print individual certificates by using the Print Range feature in Adobe Acrobat.

NOTE:

If the course certificate comes up blank (with no student information) please make certain that you are working with the proper version of Adobe Acrobat (5.0 or higher). If you still experience a blank screen, please contact us.

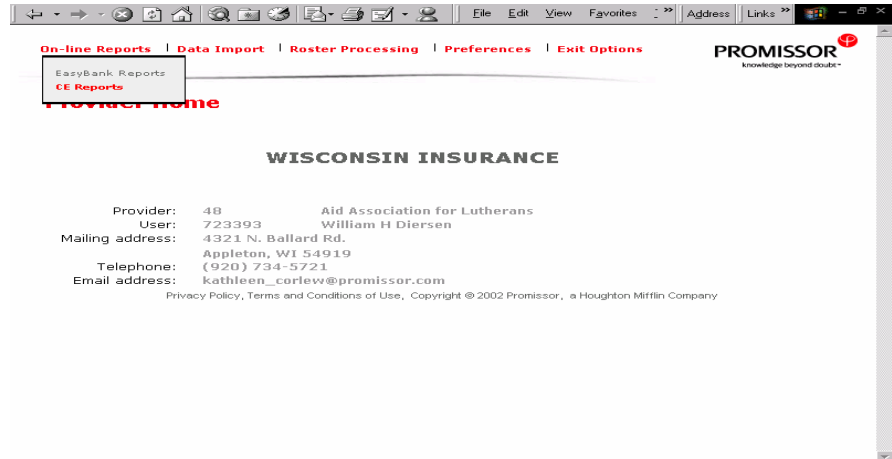


2.7. How to Print Banking Reports

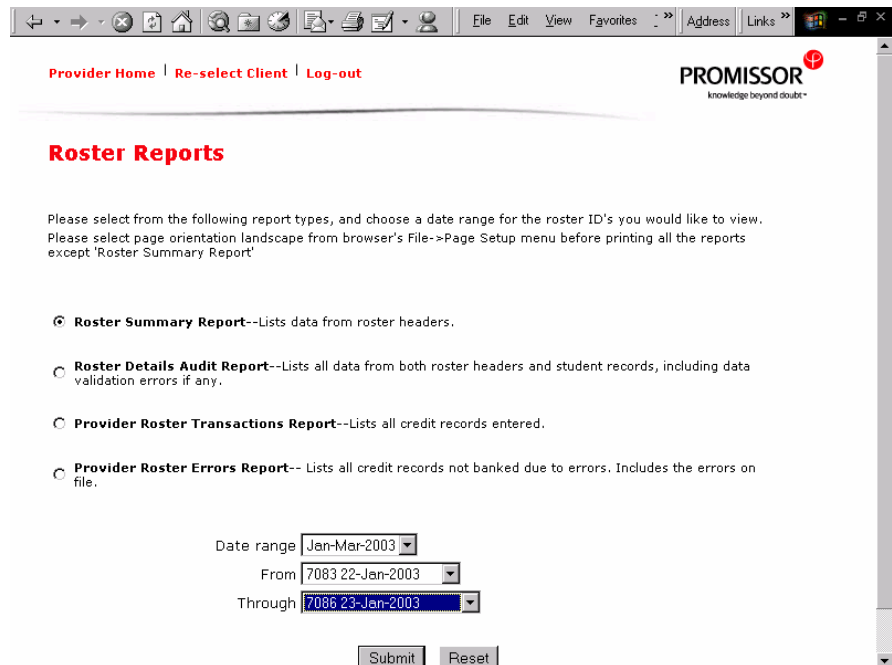
A complete set of roster banking reports is available to providers over the Internet. The data on these reports comes directly from Promissor's CE database. Therefore, these reports give

providers the ability to audit the data that has been entered or imported. All reports allow selection by roster numbers as well as date ranges.

1. After logging in as explained in section 2.2, select the *CE Reports* option from the On-line Reports menu item.



2. Four reports are available: the Roster Summary Report, the Roster Details Audit Report, the Provider Roster Transactions Report, and the Provider Roster Errors Report. Click on the button for the report type you would like to run and select a Date range (in quarter-time frames). The Date range selected will automatically populate the From and Through ranges with the corresponding roster IDs available for you to choose from.

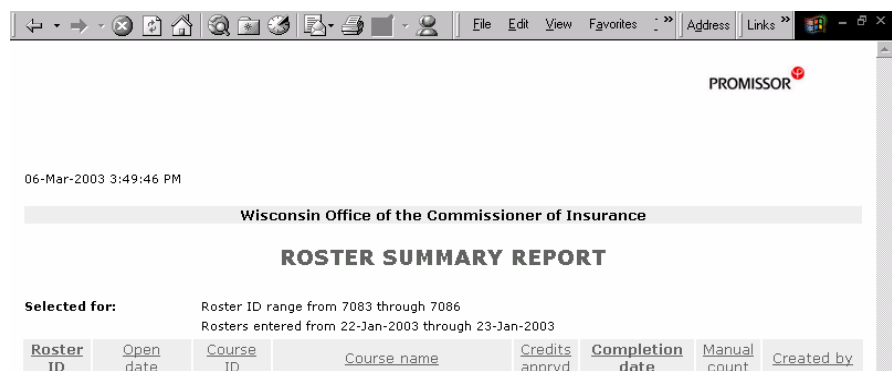


Next, select the desired From and Through roster ID ranges and click the *Submit* button. (see step 3 for the summary report, step 4 for the details audit report, step 5 for the transactions report and step 6 for the errors report).

Use the *Reset* button to clear the existing date ranges and enter an alternate set.

3. All records falling within the selected date range are listed.

Data can be sorted by any column by simply clicking on the desired column



heading. You can click again on the desired column heading to toggle between sorting in descending order and ascending order.

- This report displays all of the records contained in the roster(s) falling within the selected date range; multiple licensee records are sorted by Status Date in descending order.

06-Mar-2003 3:51:52 PM

PROMISSOR

Wisconsin Office of the Commissioner of Insurance

ROSTER DETAIL AUDIT REPORT

Selected for: Roster ID range from 7083 through 7086
Rosters entered from 22-Jan-2003 through 23-Jan-2003

Provider ID: 48
William H H Diersen
4321 N. Ballard Rd.
Appleton, WI 54919

Roster ID	Open date	Course ID	Course name	Credits approved	Completion date	Created by	Status	Status date
7083	22-Jan-2003	00038109	CBT AAL Disability Income Ins	3.0	22-Jan-2003	Diersen	AP	22-Jan-2003
Instructor:								
Credit ID	License ID	Licensee name	SSN	Cr hrs	Completion date	Birthdate	Status	Status date
15097	00000016	ANDERSON	399201907	3.0	22-Jan-2003		Banked	
		Status	Status date	Created by	Created date			
		Banked	22-Jan-2003 4:41:26 PM	Diersen	22-Jan-2003 4:41:26 PM			
		Error	22-Jan-2003 4:27:33 PM	Diersen	22-Jan-2003 4:27:33 PM			
		Error	22-Jan-2003 4:24:25 PM	Diersen	22-Jan-2003 4:24:25 PM			
		Error	22-Jan-2003 4:23:21 PM	Diersen	22-Jan-2003 4:23:21 PM			
		Error	22-Jan-2003 4:05:52 PM	Diersen	22-Jan-2003 4:05:52 PM			

- This report displays the most recent status of each of the records contained in the roster(s) falling within the selected date range.

06-Mar-2003 3:55:15 PM

PROMISSOR

Wisconsin Office of the Commissioner of Insurance

ROSTER TRANSACTION REPORT

Selected for: Roster ID range from 7083 through 7086
Rosters entered from 22-Jan-2003 through 23-Jan-2003

Provider ID: 48
William H H Diersen
4321 N. Ballard Rd.
Appleton, WI 54919

Roster ID	Open date	Course ID	Course name	Credits approved	Completion date	Created by	Status	Status date
7083	22-Jan-2003	00038109	CBT AAL Disability Income Ins	3.0	22-Jan-2003	Diersen	AP	22-Jan-2003

6. This report displays only those records that are in error for the roster(s) falling within the selected date range.

06-Mar-2003 3:55:57 PM

PROMISSOR

Wisconsin Office of the Commissioner of Insurance

ROSTER ERRORS REPORT

Selected for: Roster ID range from 7083 through 7086
Rosters entered from 22-Jan-2003 through 23-Jan-2003

Provider ID: 48
William H H Diersen
4321 N. Ballard Rd.
Appleton,WI 54919

Roster ID	Open date	Course ID	Course name	Credits approved	Completion date	Created by	Status	Status date
7086	23-Jan-2003	00038109	CBT AAL Disability Income Ins	3.0	23-Jan-2003	Diersen	AP	23-Jan-2003

Instructor:

Credit ID	License ID	Licensee name	SSN	Cr hrs	Completion date	Birthdate	Status
15106	00000016	ANDERSON	399201907	3.0	23-Jan-2003		Lic ID not found
15107	00000141	WRONG	398180659	3.0	23-Jan-2003		Name not found

Rostered students: 3 Total students banked: 1 Total students with errors: 2 Total open students: 0

Total rosters listed: 1

*** End of Report ***

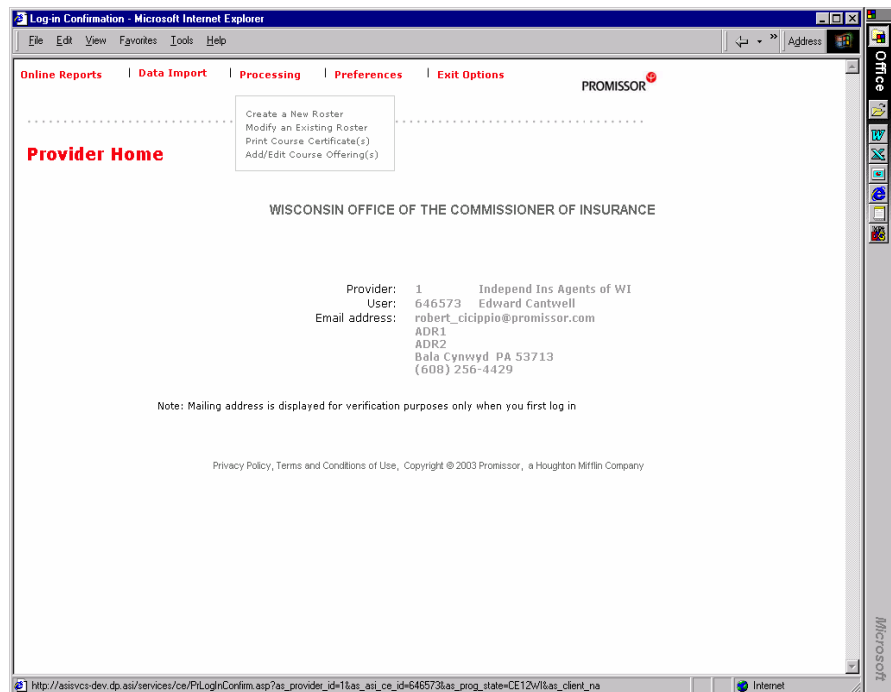
2.8. How to Enter Course Offerings (limited jurisdictions)

Course offering listings give a valuable service to licensees planning their CE program and provide a form of advertising by providers to potential students. Initial course offering data is often required with course applications, but few state insurance departments actually store this information in computer databases because it is laborious and subject to typing errors.

However, with Internet submissions of course offering data, it is possible for providers to enter this data themselves, and it becomes immediately available to licensees.

Following are the instructions for entering course offerings into Promissor's database for later retrieval and viewing by prospective course attendees.

1. After logging in as explained in section 2.2, select the *Add/Edit Course Offering(s)* option from the Processing menu item.



2. From here, you can either retrieve a list of existing



course offerings previously entered, or you can create a new course offering record. To view a list of existing course offerings to check or modify, enter at least one of the search criteria and click the *Submit* button. (continue to step 3)

To create a new course offering, select the course from the dropdown list and click the *Create new* button. (continue to step 4)

Clicking the *Reset* button will clear the existing information and allow you to make a new selection.

NOTE:

The calendar feature is available to assist you in selecting the 'Start Date'. This feature has proven to reduce data entry errors.

- This will bring up a page containing links to the course offerings requested.

The 'Crs offg ID' link provides access to view or edit details of course offering records. Click on the 'Crs offg ID' of the offering you wish to see.

The screenshot shows a web browser window titled "Course offering selection - Microsoft Internet Explorer". The page content includes:

- Navigation links: [Provider Home](#) | [Re-select Client](#) | [Log-out](#)
- Logo: PROMISSOR (knowledge beyond doubt)
- Section Header: **Course Offering Selection**
- Text: Wisconsin Office of the Commissioner of Insurance
- Instructions: Use the Crs offg ID link to view or edit details of that course offering record. To enter a new course offering for this course, use the 'Create new' button. To return to course offering search page, use your browser's 'Back' button.
- Search criteria:
 - Course:
 - Course offering ID:
 - Start date: 03/13/2004
- Table of course offerings:

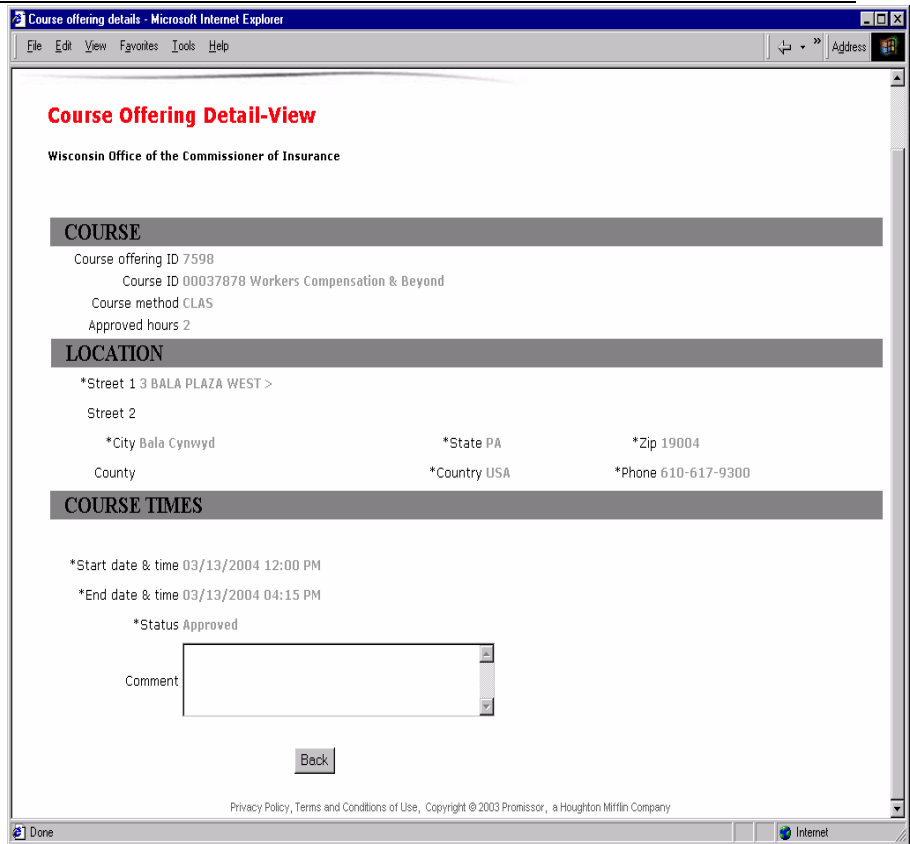
Crs offg ID	Course ID	Course description	City, State	Start date	End date	Status	Type
7598	00037878	Workers Compensation & Beyond	Bala Cynwyd,PA	3/13/04 12:00:00 PM	3/13/04 4:15:00 PM	AP	CLAS
7599	00037878	Workers Compensation & Beyond	Cl,PA	3/13/04 12:00:00 PM	3/13/04 4:00:00 PM	AP	CLAS
7578	00035290	The Dirty Dozen- Commercial & Personal Lines Issues & Solutions	NORRISTOWN,PA	3/15/04 8:30:00 AM	3/15/04 4:30:00 PM	AP	CLAS

At the bottom of the browser window, there is a status bar showing "Done" and "Internet".

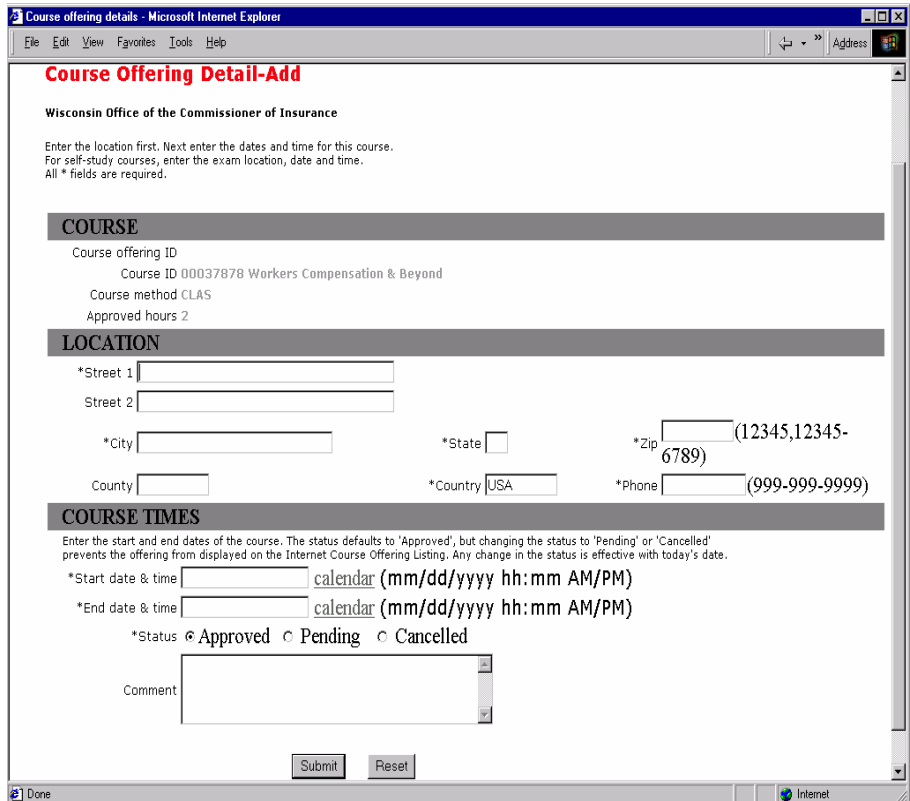
- 3a. By clicking on the 'Crs offg ID' number on the Course Offering Selection page, the course offering you're interested in viewing or modifying will be displayed.

NOTE:

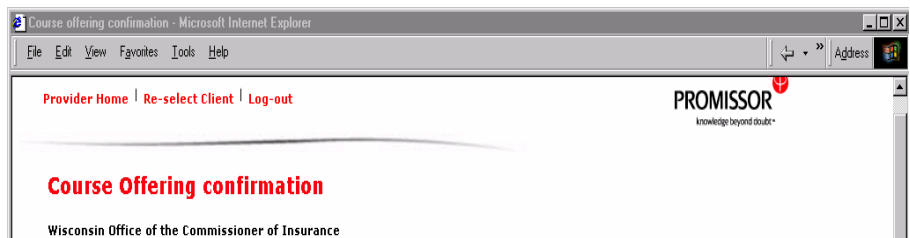
When the course offering start date is in the past, the offering will display in 'Detail-View' mode. When the start date is in the future the offering will display in 'Detail-Modify' mode.



4. Using the *Create new* button brings up a page where you can enter all the pertinent information for a new course offering. The 'Course' section is already filled in for you from the previous selection page. You only need to complete the 'Location' and 'Course Times' sections. Use the calendar feature to put the course times in the proper format. Click on the *Submit* button to save your new course offering to the database.



- 4a. This brings you to the Course Offering



confirmation page. Use this page to verify that your new course offering entry is correct. Take note of the 'Course offering ID.' This ID will allow you to quickly view or modify this entry later.

From here you have two options. Click on the *Create new* button to create another entry for this same course, but with a different location or course time. Click on the *Offering selection* button if you want to create or view an offering for a different course.

NOTE: You always have the options of returning to the provider home page or to log-out by using the menu items at the top of each page.

3. Appendix

3.1. Appendix A: Format for Roster Data Import Files

All data import files now have the same format for all CE clients. Providers who have existing data export programs will need to modify them to produce files in these formats. National providers will now only need one data export program instead of slightly different programs for each licensing jurisdiction.

The main change in the format is how instructors are handled. Because an instructor does not necessarily hold a license or receive credit, a separate record type is used with just three data fields. Multiple instructors can be sent. For courses that do not require an instructor, instructor records can be omitted entirely from the data import file.

If an instructor should receive credit, a student record should also be included in the file, as well as the instructor record.

Multiple rosters for multiple courses completed on multiple days can be included in a single data import file. Each course requires its own header, instructor, student, and trailer records.

The data format for the header, instructor, student, and trailer records follows.

Format Description

The file contains comma-delimited, variable length data values. Line endings can be either CR-LF [chr(13)-chr(10)] or just CR [chr(13)]. A data file consists of a single header record followed by zero or more instructor records, one or more student records, and a single trailer record. Optional fields must be sent as strings. The trailer record should include a total count of the detail records in the file.

Header record

Field	Format	Constraint	Sample	Notes
Record Type	char(1)	Mandatory	H	Indicates header record.
Client	char(10)	Mandatory	CE12XX CE09XX CE10XX	A file cannot be uploaded if the client in the file does not match the client used at log-in time. 'CE' is constant. 12 for insurance, 09 for real estate, 10 for mortgage. XX is a variable for state code, example CO = Colorado, UT = Utah.
Provider ID	char(12) - with or without leading zeroes	Mandatory	00000000123 or 123	A file cannot be uploaded if the provider ID does not match the provider ID used at log-in time.
Course ID	char(8)	Mandatory	0000333 or 333	A file cannot be uploaded without a course ID.
Completion Date	yyyymmdd	Mandatory	20060410	A file cannot be uploaded without a course completion date.

Max length of Header record is 45 (including comma delimiters)

Student record(s)

Field	Format	Constraint	Sample	Notes
Record Type	char(1)	Mandatory	S	Indicates detail record.
License ID	char(16)	Mandatory	12322	Depending on state rules, a file can be uploaded using either a valid License ID or SSN.
Course Hours (credits)	num(3,1)	Optional	12.5 or 00.5	File can be uploaded without valid credit hours but it is subject to data validation.
Exam Date	yyyymmdd	Optional	20021231	For self-study rosters, a file can be uploaded without a valid Exam Date but it is subject to data validation.
First Name	char(40)	Optional	Margaret	File can be uploaded without a valid First Name and it is not subject to data validation.
Mid Initial	char(4)	Optional	L or L.	File can be uploaded without a valid Middle Initial and is not subject to data validation.
Last Name	char(40)	Optional	Olivetti	File can be uploaded without a valid Last Name but it is subject to data validation.
Suffix	char(10)	Optional	Prof.	File can be uploaded without a valid Suffix and it is not subject to data validation.
SSN	char(9)	Optional	123456789	Depending on state rules, a file can be uploaded using either a valid license ID or SSN. At least one must be used.
Birth Date	yyyymmdd	Optional	19610518	File can be uploaded without a valid Birth Date but it may be subject to data validation depending on state rules.
Grade Earned	char(2)	Optional	P/F/blank	Only for pre-licensing courses.
Client Residence	char(10)	Optional		For self-study courses where there are students from many locations listed on the same roster.
Spare1	char(16)	Not Used	blank	Provision for future use.

Max length of Student record is 180 (including comma delimiters)

Instructor record(s)

Field	Format	Constraint	Values	Notes
Record Type	char(1)	Mandatory	I	Indicates instructor record.
SSN	char(9) No dashes	Mandatory	123456789	
First Name	char(40)	Mandatory	Anthony	
Last Name	char(40)	Mandatory	Martino	

Max length of Instructor record is 93 (including comma delimiters)

Trailer record

Field	Format	Constraint	Values	Notes
Record Type	char(1)	Mandatory	T	Indicates trailer record.
Record Count	num(4)	Mandatory	0224	File cannot be uploaded without record count matching the actual number of records in the roster.

Max length of trailer record is 6 (including comma delimiters)

Sample file

```
H,CE12CO, 294,8745,20020101
S,00840595,12.5,20011231,Oswald,,Smith,,,19650524,P,,
T,0001
H,CE12CO,294,0000000204,20020101
S,,12.5,20011231,Christopher,M,Jones,Prof,058701512,19610518,,,
S,00840598,12.5,20011231,James,,McFarland,,089121314,19011212,,,
I,00840598,James,McFarland
T,3
```

Notes:

H = Header record

S = Student record

I = Instructor record

T = Trailer record

The student record in roster number one and the first student record in roster number two illustrate the fact that SSN and license ID are optional but at least one must be included.

The instructor in the second roster will also receive credit as a student.