EMSTesting.com offers you a faster, easier and more comprehensive way to prepare for your National Registry test and/or state certification exams online. This site has been created exclusively for EMS Educators and Students. We know the site has a lot of functionality behind it, so we have provided this guide to help you through the process of learning the site so you have the tools you need to use it effectively and confidently.

As always, Platinum Educational Group provides exceptional customer service along with this guide. We are ready to help you whenever or wherever you need it by phone or email. We also provide ongoing live help webinars for you or your group. Do not hesitate to call us if you are unable to find the answers, we will be happy to take care of any questions you may have!

Phone: 616.818.7877
Help requests: https://platinumed.zendesk.com/anonymous_requests/new

To provide you with our very best customer service, we always welcome any comments or feedback you can provide to improve the EMSTesting.com web site and/or its functionality and usefulness to you.

Sincerely,
Doug Smith & Thomas Gottschalk
Platinum Educational Group
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SCHOOL SIGNUP
A sales representative will provide you a link to sign-up as a School. Please complete the form and click the Create School button. After your account is created, Platinum Educational Group will verify your school status. Once your status has been verified you can login to EMSTesting.com.

To login, click the Login button and enter your email and password.
After you have filled out the required fields on the sign up form, you will be directed to a screen to agree to our Terms and Conditions. Please read it thoroughly and if you agree select the I Agree button.

You will then be directed to your School dashboard.
As an Administrator you will do three basic things.

- Manage Your Subscription
- Manage Users (Instructors & Additional Administrators)
- Sending messages

**MANAGING YOUR SUBSCRIPTION**

To manage your subscription as an Administrator, click Subscription from the top menu to view your Subscription Upgrade/Renewal tab and the Transaction History tab.
RENUEW OR UPGRADE YOUR ACCOUNT
To Renew or Upgrade your Subscription, click the Renew Now button. If you want to just add credit and use our Credit Calculator, click the Add Credit button instead.

You have the option of renewing your account with your remaining School Credit or paying for your subscription renewal by Credit Card or Gift Card.

Check the box next to Apply my available credit to my subscription renewal to use School Credit or enter your credit card number or enter your institute access code to pay using a Gift Card.

ADDING CREDIT TO YOUR ACCOUNT
To Add Credit to your Account, click the Add Credit button.
You can use your remaining credit balance, use the **Credit Calculator** to calculate the costs of each level and/or pay using your credit card.

**TRANSACTION HISTORY**
The **Transaction History** tab will give you all history of transactions you have made in your School Account.
EXCEL EXPORT
If you would like to download your transactions, you can click the Excel Export link in the blue area.

MANAGING USERS
To Manage Users, click on the Manage Users link in the top menu. You will be able to manage other Administrators and add Instructors to your school.

MANAGING ADMINISTRATORS
Click Manage Administrators from the dropdown.
Add New Administrator

If the users email is already in our system you can find that person by typing in their email and clicking the Find button. If the system finds that person in our database the first and last name will automatically populate.

If the users email is not in our system you will be directed to setup the person by providing their email, name and password.

Click the Administrator Access Enabled checkbox to enable the person as an administrator. If you would like them to have financial access, click the Financial Access Enabled checkbox.

Click the Save button.
You will be automatically redirected to your school dashboard where you will see the new administrator added to your school.

**Edit Administrator**

Expand out the new user you just created and click the **Edit Admin** button to edit or assume the user's identity.

You have the ability to edit the **Administrator Access** or **Financial Access** of the user by unclicking the checked boxes.
Assume User’s Identity

To assume the user’s identity, click the **Login As** tab then click the **Assume Identity** button. You will be brought to that user’s account dashboard.

**MANAGE INSTRUCTORS**

Click **Manage Instructors** from the dropdown.

**Add New Instructor**

If the users email is already in our system you can find that person by typing in their email and clicking the Find button. If the system finds that person in our database the first and last name will automatically populate.
If the user's email is not in our system you will be directed to setup the person by providing their email, name and password.

Click the **Instructor Account Enabled checkbox** to enable the person as an instructor.

Click the **Save** button.

You will be automatically redirected to your school dashboard where you will see the new instructor added to your school.
**Edit Instructor**

Expand out the new user you just created and click the **Edit Instructor** button to edit or assume the user's identity.

You have the ability to edit the **Instructor Account access** of the user by unclicking the checked box.

**Assume User’s Identity**

To assume the user’s identity, click the **Login As** tab then click the **Assume Identity** button. You will be brought to that user’s account dashboard.
Please Note: It is important to remember that as an Administrator you need to change your role to Instructor or Student to utilize those roles in the system.

**SENDING MESSAGES**
From your home screen click the **New Message** button in the bottom right hand corner.

Click the dropdown to select a **recipient**. Complete the subject field, click "Important" if you want others to see the message as important, then type your message.

Click the **Send** button.

If you would like to view all messages you have sent and received, click the **All Messages** link in the footer of your Messages area on your School dashboard.

**REQUEST HELP**
Click the **Request Help** link to contact our Customer Support Team with any questions you may have about your School or EMSTesting.com.