



## Candidate Registration Quick Reference Guide



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# How to Create a CNA365® Account

1

Click the “CNA365” button at the top of your state website page at [www.credentia.com](http://www.credentia.com)



2

Select the “Sign Up” link on the CNA365® login page

**TIP:** bookmark the CNA365® login page

3

Fill out the new account form and select “Sign Up” button

Alabama

**Important:** This signup page is for Alabama CNA365 users only. Please visit [www.credentia.com/test-takers](http://www.credentia.com/test-takers) to select a different state CNA365 login page

Create Your Account

#### General Information

Enter your name exactly as it appears on your government-issued identification.

First name  Middle name   
Last name

#### Other Information

Date of Birth  Gender   
Address (Number and Street)   
City  Zip Code   
State  SSN   
Phone number  Email

#### Account Setup

Enter Password  Confirm Password

By clicking Sign Up, you agree to our [Terms and Data Policy](#)

Sign Up

Already have an account? [Sign In](#)

4

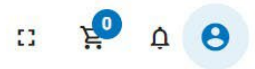
Check your email for your account confirmation and click the “Activate Account” button

# How to Submit a Testing Application

## Step I – Start New Application

### STEP I

After you login, click on the “Start New Application” button that appears on your Dashboard page



- Dashboard
  - Application
  - Exam Schedule
  - Grievance Form
  - Manage Profile
- Toggle Sidebar

Welcome, **Rita Heyward**

The Credentia team is committed to providing you with a convenient and hassle-free experience throughout the credentialing process!

```
graph LR; A[Fill Application Form] -.-> B[Register For Exam]; B -.-> C[Start Exam]; C -.-> D[Check Exam Scores]; D -.-> E[Get Certified]
```

[+ Start New Application](#)

# How to Submit a Testing Application

## Step 2 – Select Your Eligibility Route

### STEP 2

1. Select your eligibility route
2. Confirm your eligibility route by checking the box
3. Select the “Start” button



**Dashboard**

- Application
- Exam Schedule
- Grievance Form
- Manage Profile

**Select Application**

Home / Application / Select Application

**State**

Alabama

**Select Your Eligibility Route**

**1** E1 Nursing Assistant – State Approved Training Program

E2 NURSING ASSISTANT - SPONSOR – Trained at state approved long term care facility

E3 Nursing Student or Graduate

**Instructions :**

Once submitted, your application will be reviewed by the state-approved training program where you completed training in Alabama. The training program will confirm your eligibility to register for the National Nurse Aide Assessment Program (NNAAP) examination. You will be notified by email once a decision has been made regarding your application. You can also review the status of your application in CNA365.

Nursing Assistant – State Approved Training Program -  
For all applicants who have successfully completed an Alabama-approved nurse aide training program.

I have read the above definition of the Nursing Assistant – State Approved Training Program Eligibility Route and confirm that this is the correct Eligibility Route for me (check the box).

**2**

**3** Start

# How to Submit a Testing Application

## Step 3 – Complete Application

### STEP 3

Click on each section to enter the required information and upload any supporting documentation as prompted

**Credentia**  
CNA365\*

Dashboard  
**Application**  
Exam Schedule  
Grievance Form  
Manage Profile

**Application Form**  
Home / Application / Application Form

**Alabama Nurse Aide Testing Application**  
Eligibility Route: Nursing Assistant ? State Approved Training Program

Section 1 Training Program Completion ⓘ

**1. Training Program**  
Select your training program from the drop down list.  
Training Program  
alabama\_tr

**2. Course Completion Date** ⓘ  
Enter your training program completion date.  
Select Date  
3/1/2022

Section 2 Accommodations

Section 3 Registrant Certification

Cancel Save as Draft Submit

**Application Progress** ^

- Training Program Completion
- Accommodations
- Registrant Certification

Toggle Sidebar

Click each section to complete application

Section name turns green after completion

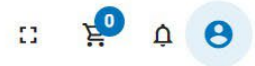
**!** TIP: save your application by selecting “Save as Draft” button in upper right-hand corner if you want to save and submit later

# How to Submit a Testing Application

## Step 4 – Submit Application

### STEP 4

When you have completed all sections, click on the “Submit” button



**Application Form** Cancel Save as Draft Submit

Home / Application / Application Form

### Alabama Nurse Aide Testing Application

Eligibility Route: Nursing Assistant ? State Approved Training Program

Section 1 Training Program Completion ⓘ

Section 2 Accommodations

Section 3 Registrant Certification

I hereby certify that the information provided on this application form is true and accurate, and that I am the person whose name appears on the application form.

I agree to the above stated attestation

**Application Progress**

- Training Program Completion
- Accommodations
- Registrant Certification

Toggle Sidebar

# How to Submit a Testing Application

## Checking Your Application Status

The image shows two screenshots from the Credentia CNA365 website. The top screenshot is the 'Application' page, which displays the current status of an application as 'Pending' with a timestamp of 'March 4th, 2022 / 8:29 AM'. A 'Summary' button is visible at the bottom right of the application details. An orange callout bubble points to this button with the text 'Click "Summary" button to see status of your'. A large black arrow points downwards from this screenshot to the second screenshot. The second screenshot is the 'Application Form' page, titled 'Alabama Nurse Aide Testing Application'. It shows the 'Application Progress' section on the right, which includes a 'Candidate Submitted' step (marked with a green checkmark) and a 'Training Program Pending' step (marked with a yellow clock icon). An orange callout bubble points to the 'Training Program Pending' step with the text 'Detailed log of your application review process'. The main form area shows 'Section 1 Training Program Completion' with two fields: '1. Training Program' (a dropdown menu set to 'alabama\_tr') and '2. Course Completion Date' (a date picker set to '3/1/2022').

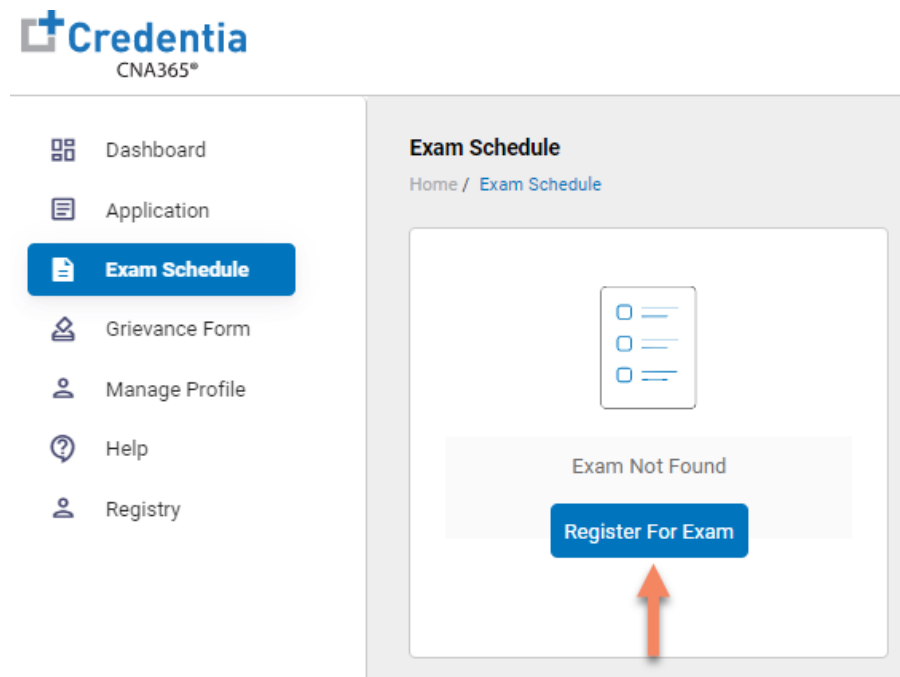
You will receive a CNA365® alert email once your application has been approved and you are able to register for exams

# How to Schedule an Exam

## Step I – Register for Exam

### STEP I

Select “Exam Schedule” from the navigation menu and then select the “Register for Exam” button





# How to Schedule an Exam

## Step 2 – Select Exam Type

### STEP 2


Select the Exam Type (you schedule one exam at a time)

#### Register For Exam

[Home](#) / [Exam Schedule](#) / [Register For Exam](#)

Eligibility Route Name

E0 – Nurse Aide Training Progra... 

Select Exam Type 

Nurse Aide Written Exam

Nurse Aide Oral English Exam

Nurse Aide Oral Spanish Exam

Nurse Aide Skills Exam



Three radio button options for exam type selection, each with a label to its right.

Select exam type to schedule your exam

# How to Schedule an Exam

## Step 3 – Schedule Online Exam

### STEP 3

To schedule an online written/oral exam (skip this step if you want to schedule a test center exam):

1. Select online exam
2. Select your time zone
3. Select your preferred exam date (note that days in bold have exam times available and disabled days have no available exam times)
4. Select your preferred time of day range for the exam date selected
5. Select one of the available time slots
6. Select “Add Cart” button

The screenshot illustrates the exam scheduling process in two stages. The left stage shows the initial selection of exam type and date. The right stage shows the selection of a time range and a specific time slot.

**Step 1:** Select Your Exam Type. The  Online option is selected.

**Step 2:** Select Time Zone. The dropdown menu shows "(UTC-07:00) Arizona".

**Step 3:** Select Date. A calendar for December 2021 is shown. The date 31 is selected. A callout box states: "Dates in bold have available exam times".

**Step 4:** Select Range. Three time range options are shown: "08 AM - 12 PM" (selected), "12 PM - 04 PM", and "04 PM - 08 PM".

**Step 5:** Available Slots. A row of time slots is shown: 10:30, 11:00, 11:30, 10:00, 10:45, 11:15, 11:45, and 10:15. The 10:30 slot is highlighted.

**Step 6:** Add Cart. The "Add Cart" button is highlighted.

# How to Schedule an Exam

## Step 4 – Schedule Test Center Exam

### STEP 4 – Option #1

#### OPTION#1: Search by Radius From Your Address

1. Select “Search a Test Center by Mileage Radius”
2. Update you address as desired (default is your system address)
3. Select “Search by Radius” button
4. Select an available exam date
6. Select a test center from the available list
7. Select a test time from the available list
8. Select “Add Cart” button

The screenshot displays a web form for scheduling an exam. It is divided into three main sections:

- 1. Select Your Exam Location:** A radio button labeled "Test Center" is selected.
- 2. Select Your Exam Date Range:** A date range selector shows "5/24/2022" to "6/23/2022" with a calendar icon.
- 3. Search by Mileage Radius or Test Center:** Two radio buttons are present. The first, "Search a Test Center by Mileage Radius", is selected and highlighted with a red arrow. The second is "Search a Test Center by Code or Name".

Below the radio buttons, there is a section titled "Search for Test Center Near You by Mileage Radius" with two input fields: "Your Address" and "Mileage Radius". A blue "Search by Radius" button is positioned below these fields.

Below the search section, there is a date selector showing "06-01-2022".

At the bottom of the form, a search result is displayed in a grey bar: "EDUCATORS INC - RTS" at "12 Commerce Avenue" with a "GetDirections" link and "Distance 99 miles". Below this, a time selector shows "10:00 AM".

At the very bottom right, there are two buttons: "Add Cart" and "Pay Now".

# How to Schedule an Exam

## Step 4 – Schedule Test Center Exam

### STEP 4 – Option #2

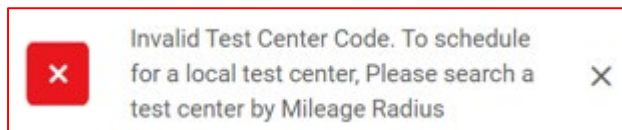
#### OPTION #2: Search by Test Center Code

1. Select “Search a Test Center by Code”
2. Enter Test Center ID provided to you by your training program next to “INF”
3. Select “Search by Code” button
4. Select an available exam date
6. Select a test center from the available list
7. Select a test time from the available list
8. Select “Add Cart” button

- If a full 5-digit code is not entered, or if any other characters are entered there will be a red alert under the search area

**Test center code must start with the letters INF followed by 5 digits**

- If an invalid code has been entered an error message will appear

A screenshot of a web interface for scheduling an exam. The interface is divided into three main sections: 1. Select Your Exam Location, 2. Select Your Exam Date Range, and 3. Search by Mileage Radius or Test Center. In the first section, 'Test Center' is selected. In the second section, the date range is set to 8/12/2023 - 8/31/2023. In the third section, 'Search a Test Center by Code' is selected. Below this, there is a search area titled 'Search for a Test Center Near You by Code' with a 'Test Center Code' input field containing 'INF' and a 'Search by Code' button. Below the search area, there is a list of results for 'EDUCATORS INC - RTS' at '12 Commerce Avenue', with a 'GetDirections' link and a distance of '99 miles'. Below the list, there is a '10:00 AM' time slot. At the bottom right, there are 'Add Cart' and 'Pay Now' buttons. Red arrows point to the 'Search a Test Center by Code' radio button and the 'Test Center Code' input field.

# How to Schedule an Exam

## Step 5 – Enter Payment Information or Voucher in Shopping Cart

### STEP 5

#### OPTION #1: Pay by credit or debit card

1. Enter your credit or debit card information
2. Select the “Pay” button

The screenshot shows a web form titled "Payment" with a breadcrumb trail: Home / Exam Schedule / Register For Exam / Payment. The form has a "Payment" section with a collapse arrow. Underneath, it says "Credits/Debit Cards". There are four input fields: "Enter Card Number", "Enter Card Name", "YYYY/MM", and "CVV". At the bottom right, there are two buttons: "Cancel" and "Pay".

#### OPTION #2: Apply voucher

1. In the “Enter Promo Code” box, enter the voucher provided to you by your training program or sponsor
2. Select the “Apply Code” link”
3. Select the “Schedule Now” button

**IMPORTANT:** Be sure that the exams in your shopping cart match the voucher type

The screenshot shows a "Payment Summary" form. It lists an item: "Nurse Aide Written Exam" with a price of "\$0" and a trash icon. Below it, the exam details are: "E6A – Temporary Nurse Aide - Examination". A table shows the exam details:

ExamMode	Exam Date	Exam Time
Online	05/31/2022	11:15 AM EST

Below the table, there is a red-bordered box containing the text "Enter the promo code PA7B76FC7INI" and a blue "Apply Code" link. At the bottom, the "Total" is "\$0" and there is a blue "Schedule Now" button.