Credentia

CNA365®

Candidate Registration Quick Reference Guide

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Version 1.0

How to Create a CNA365® Account

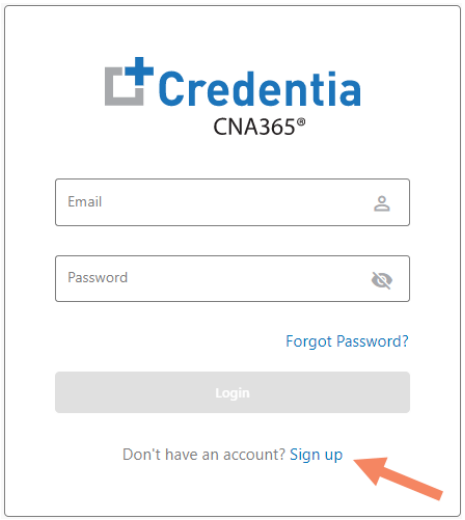
1

Click the "CNA365" button at the top of your state website page at www.credentia.com

2

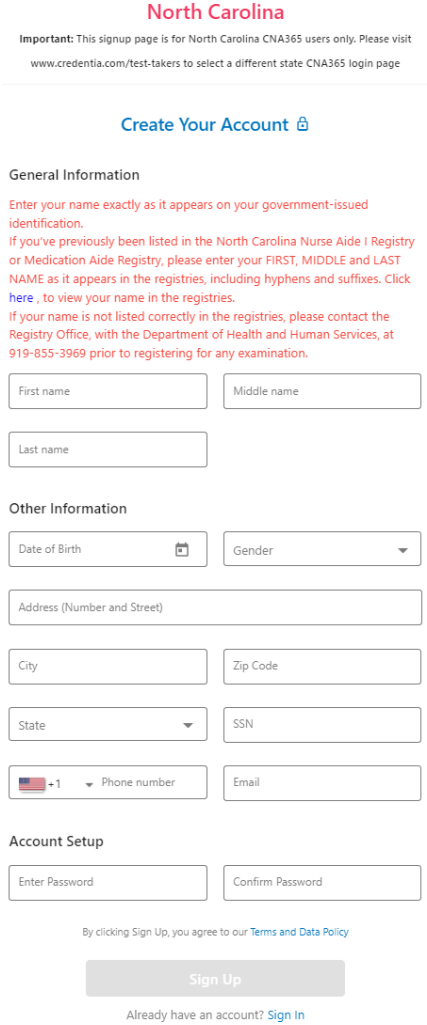
Select the "Sign Up" link on the CNA365® login page

TIP: bookmark the CNA365® login page



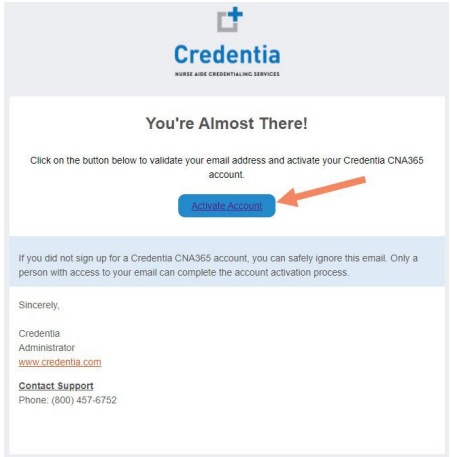
3

Fill out the new account form and select "Sign Up" button



4

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



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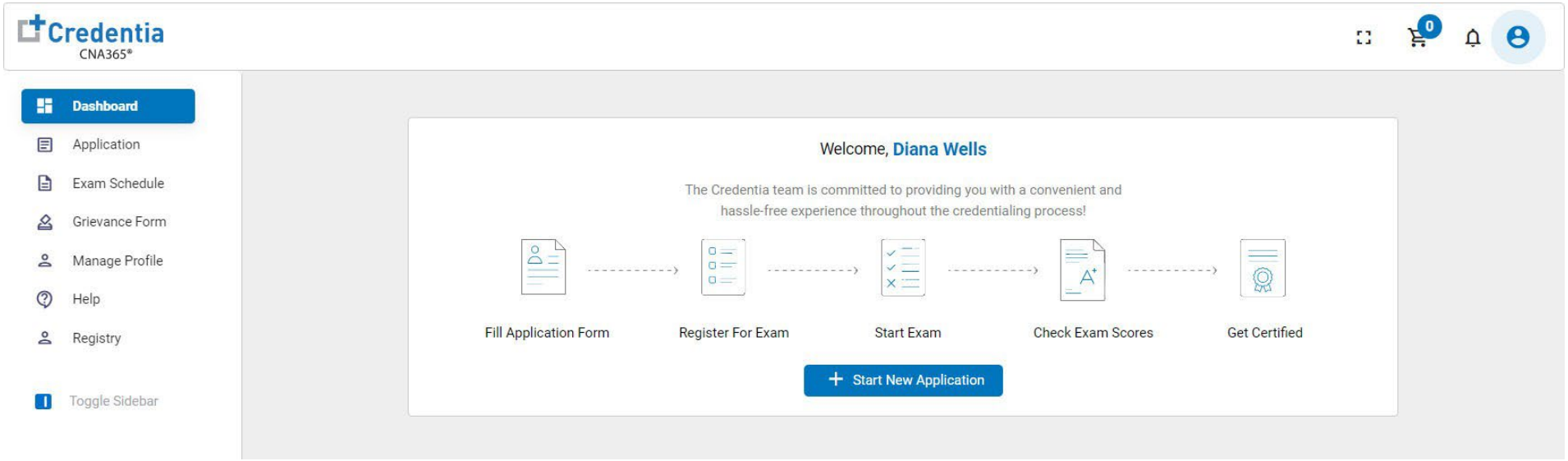
How to Submit a Testing Application

Step 1 – Start New Application

STEP 1

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



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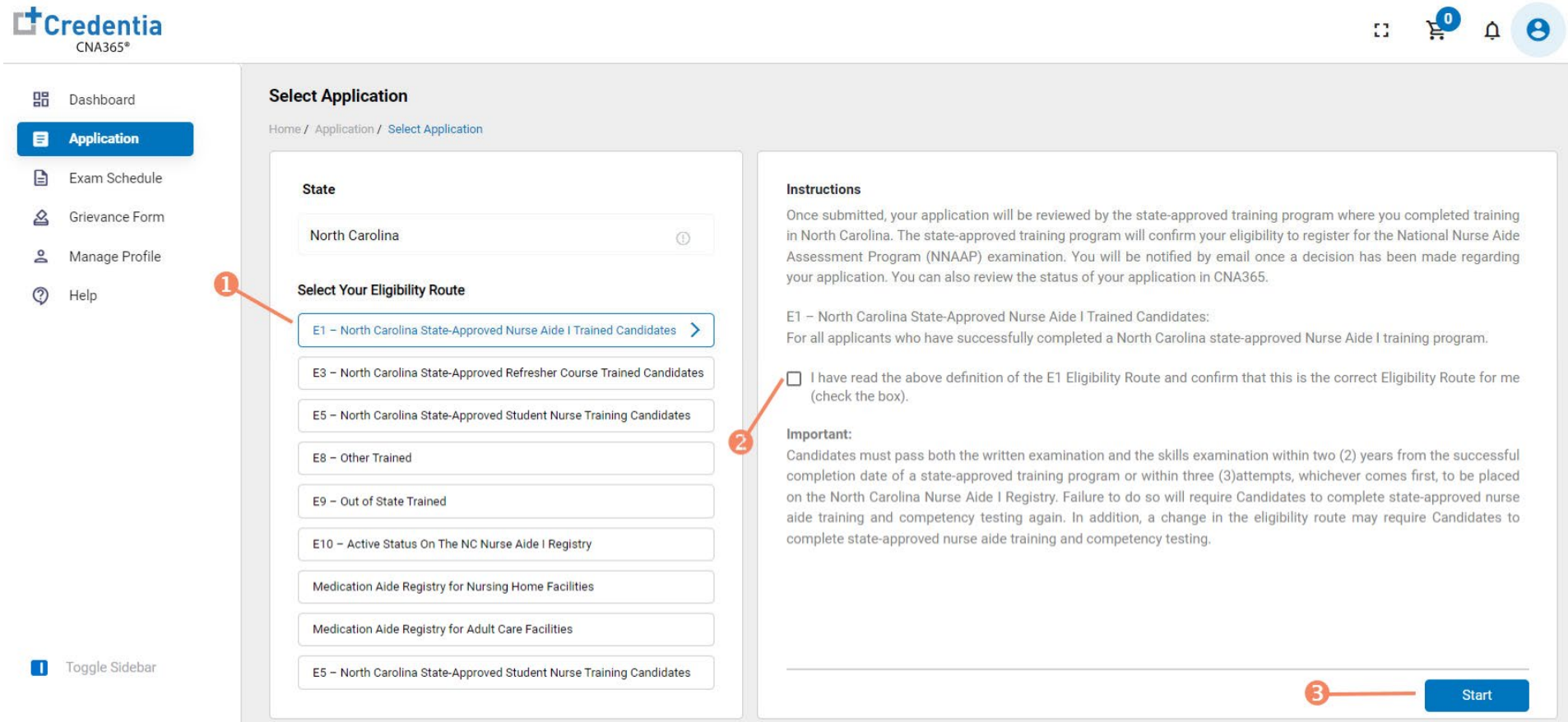
How to Submit a Testing Application

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



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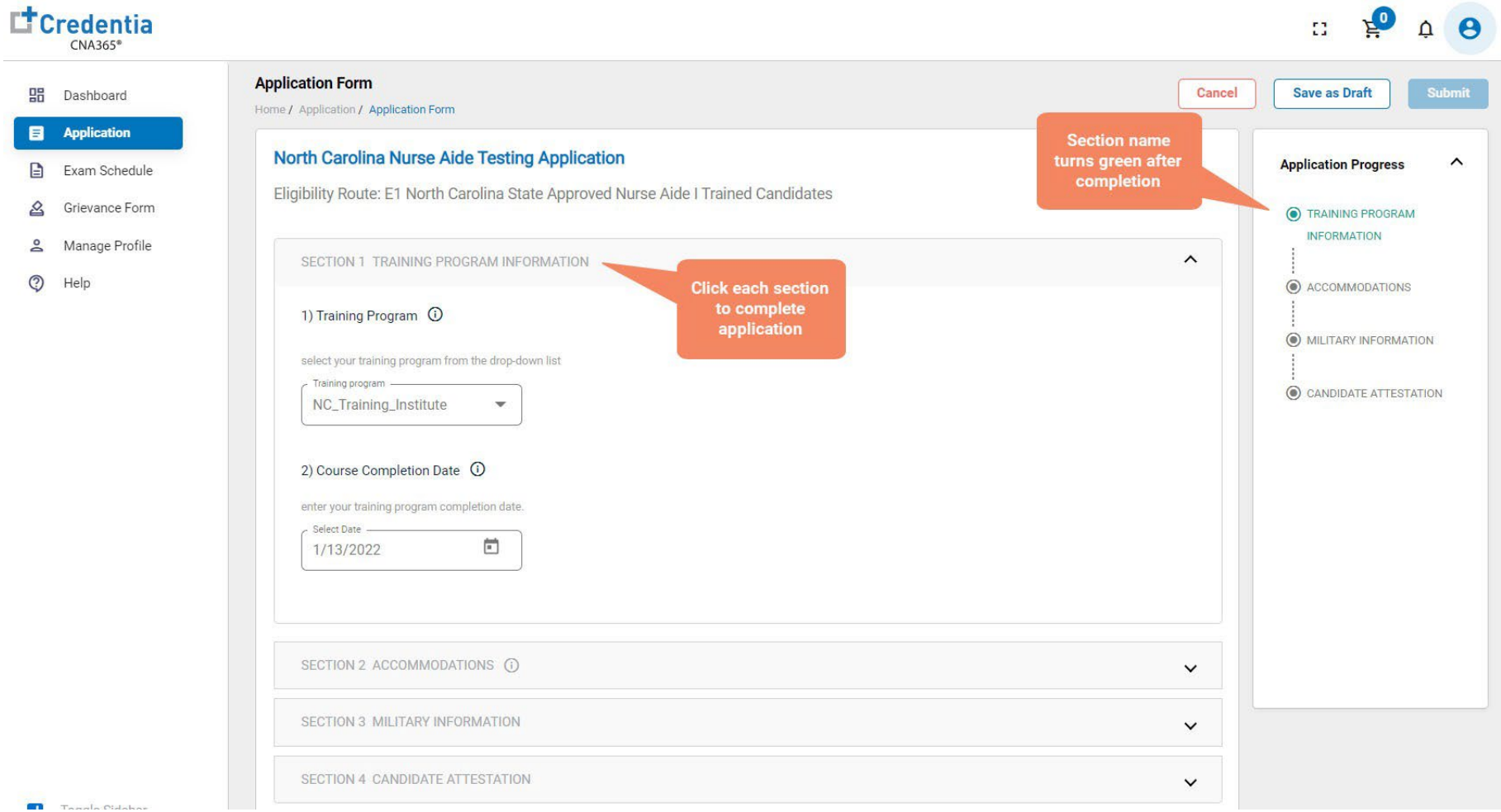
How to Submit a Testing Application

Step 3 – Complete Application

STEP 3

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



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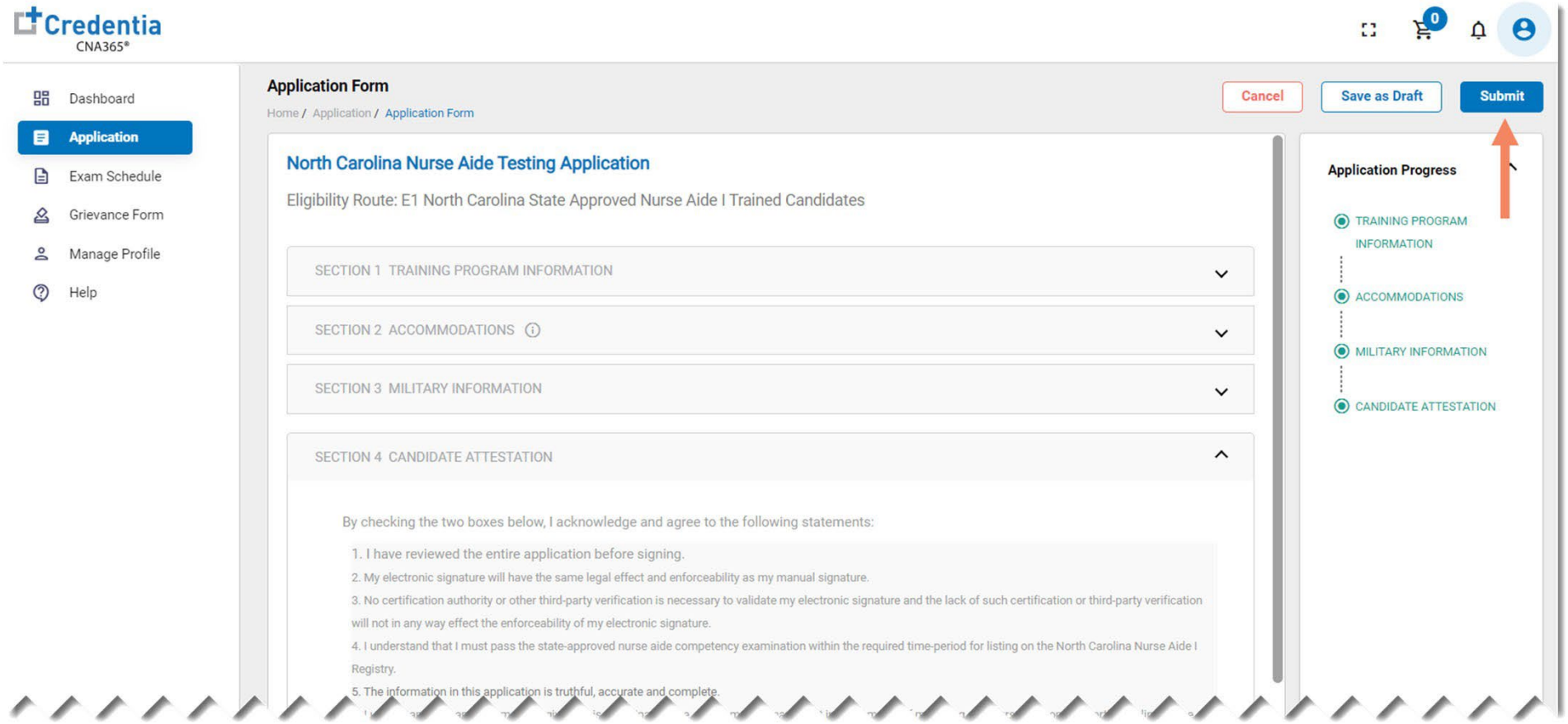
How to Submit a Testing Application

Step 4 – Submit Application

STEP 4

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



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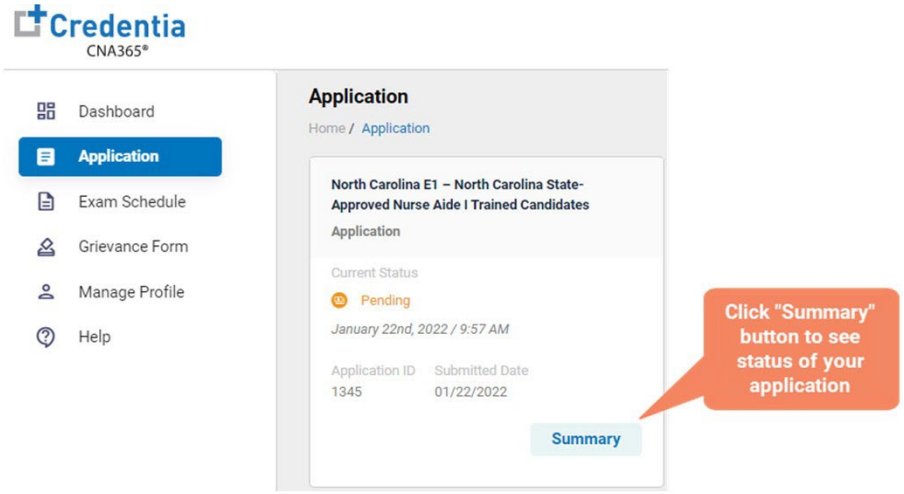
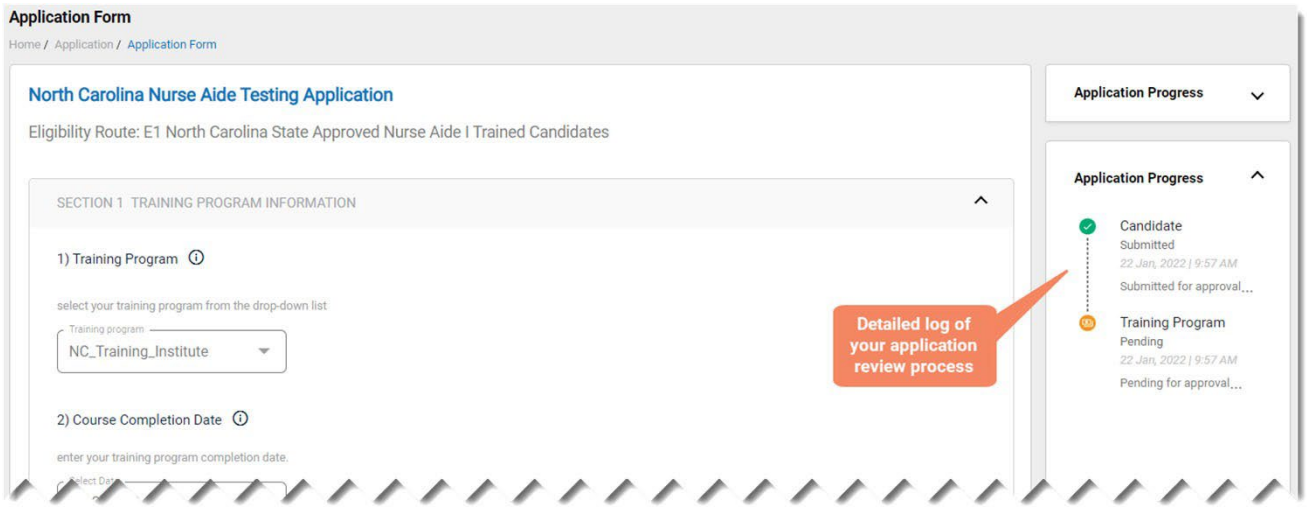
How to Submit a Testing Application

Checking Your Application Status





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

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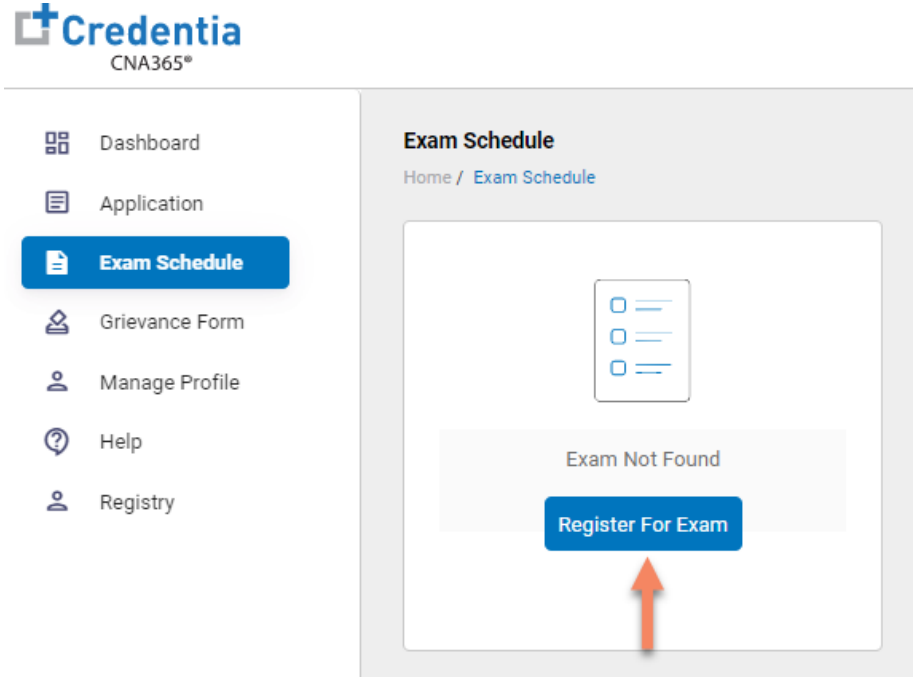
How to Schedule an Exam

Step 1 – Register for Exam

STEP 1

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



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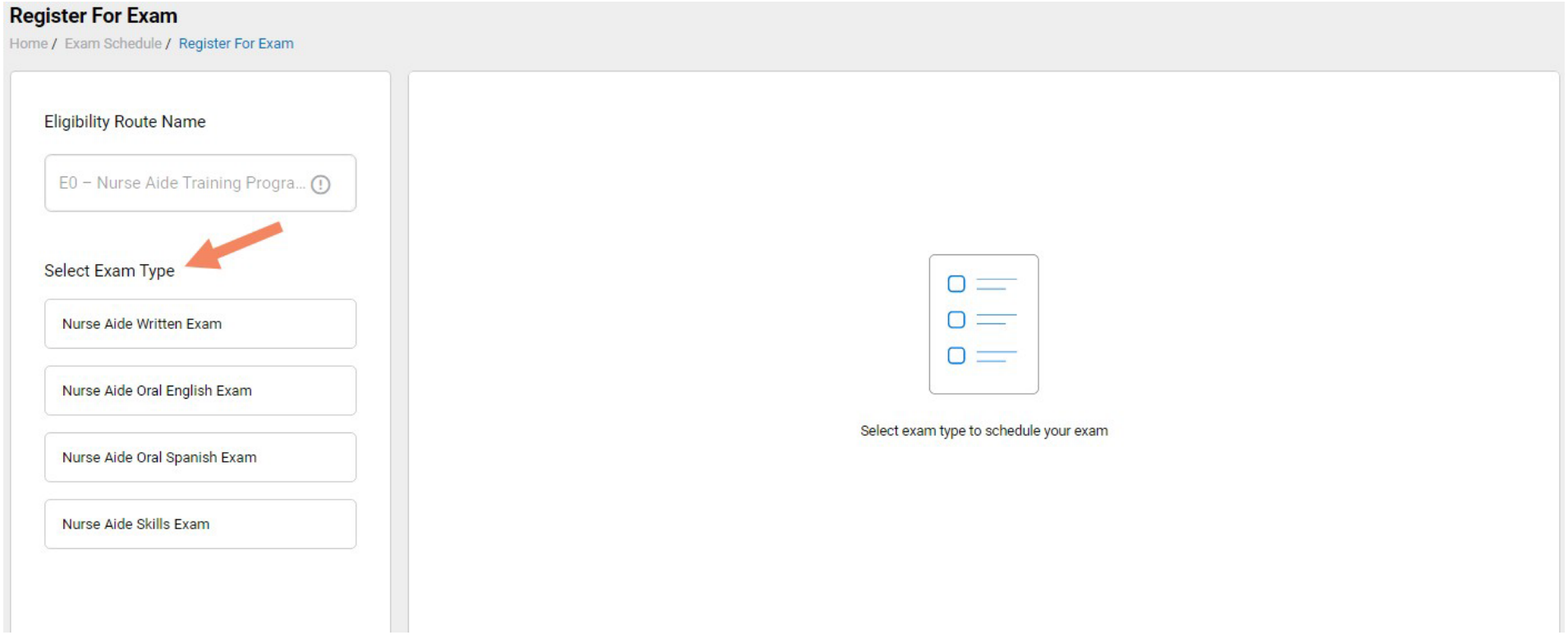
How to Schedule an Exam

Step 2 – Select Exam Type

STEP 2

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



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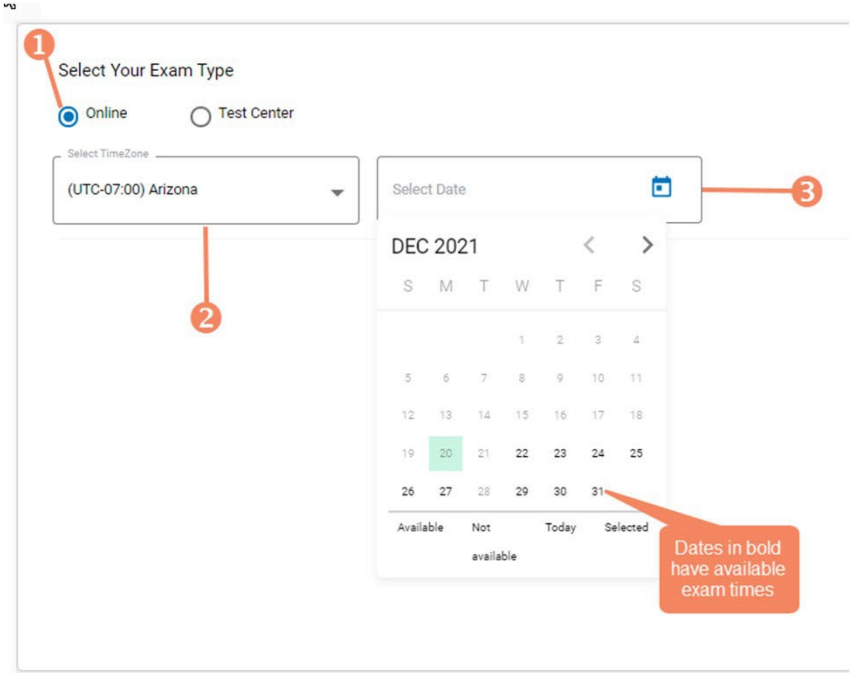
How to Schedule an Exam

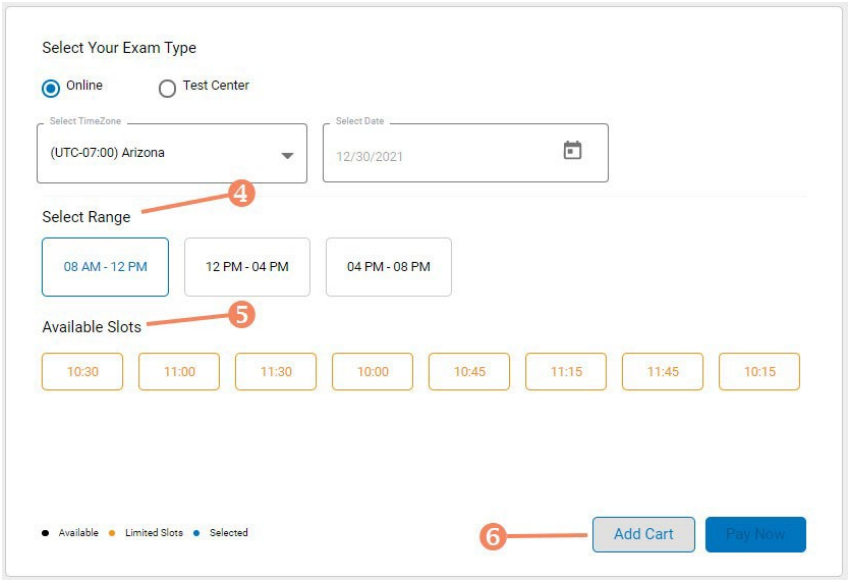
Step 3 – Schedule Online Exam

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





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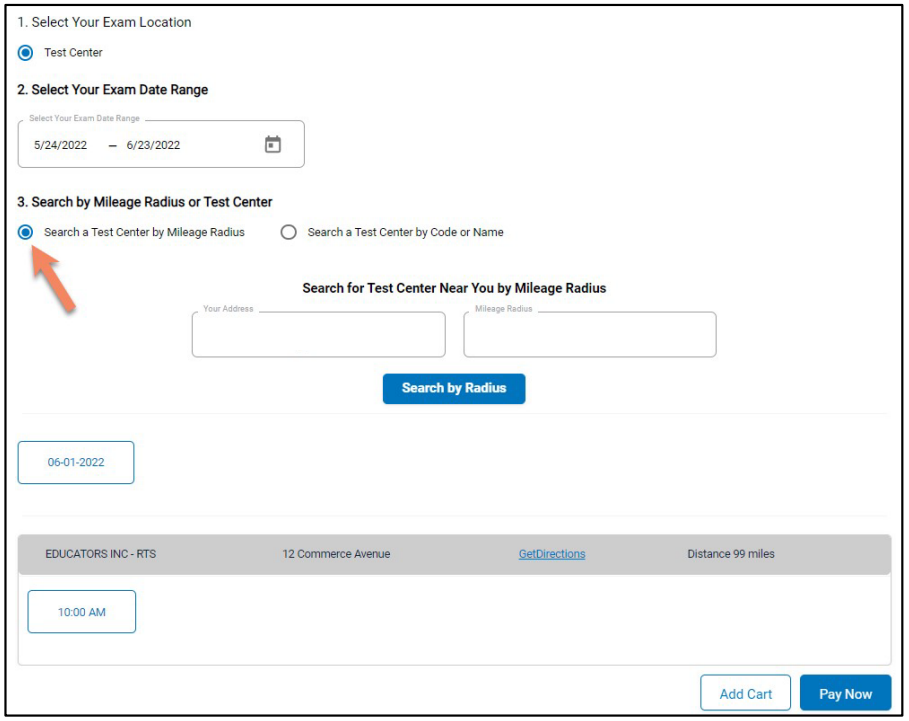
How to Schedule an Exam

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



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How to Schedule an Exam

Step 4 – Schedule Test Center Exam

STEP 4 – Option #2

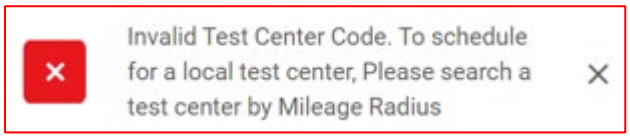
OPTION #2: Search by Test Center Code

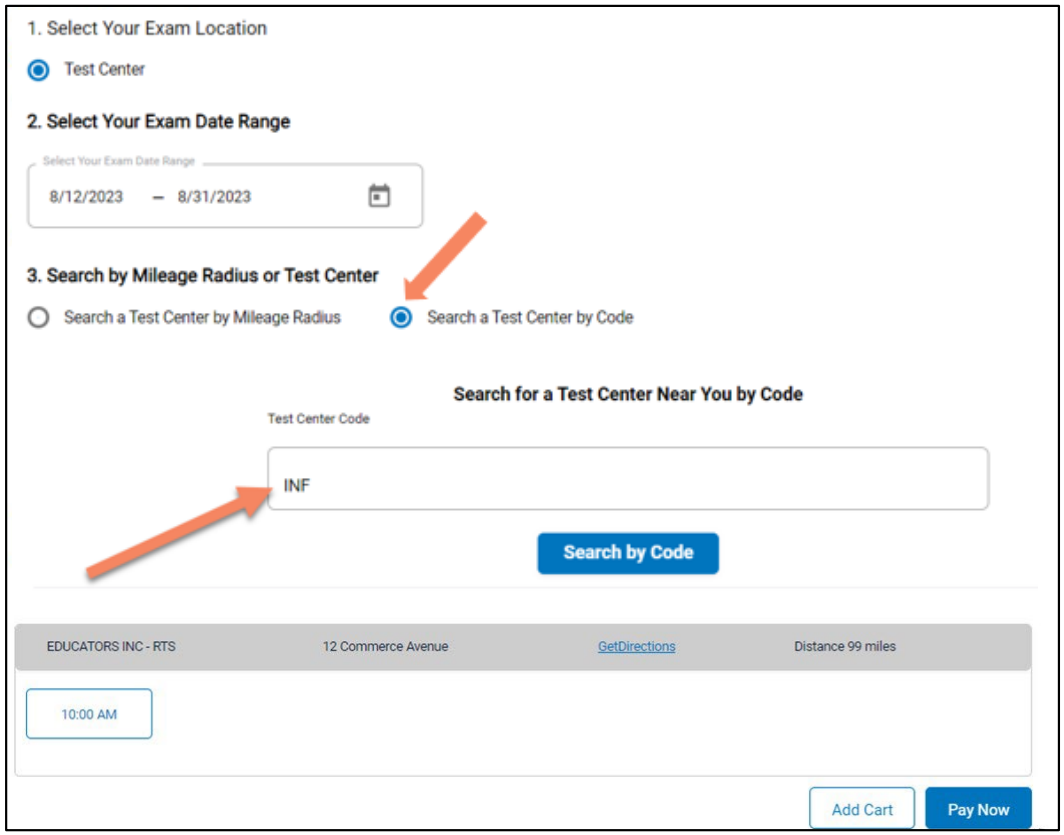
1. Select "Search a Test Center by Code"
2. Enter Test Center ID provided to you by your training program next to "INF"
3. Select "Search by Code " button
4. Select an available exam date
6. Select a test center from the available list
7. Select a test time from the available list
8. Select "Add Cart"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





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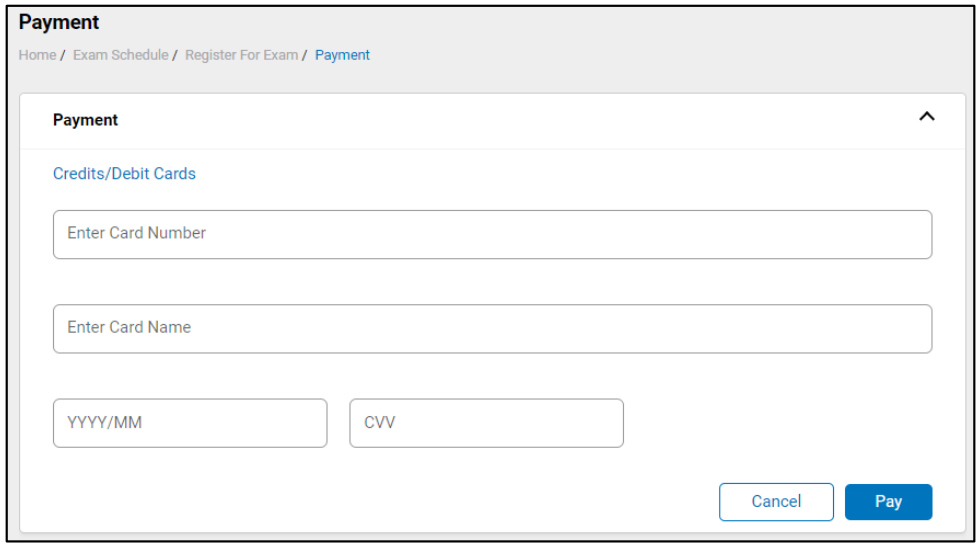
How to Schedule an Exam

Step 5 – Enter Payment Information or Voucher in Shopping Cart

STEP 5

OPTION #1: Pay by credit or debit card

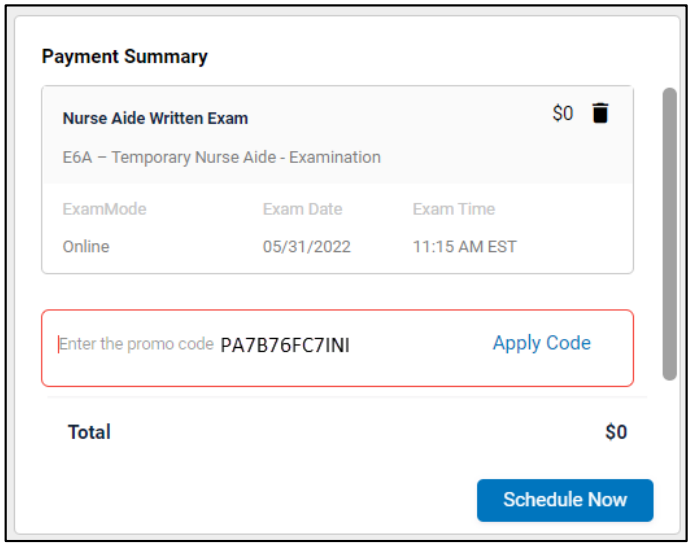
1. Enter your credit or debit card information
2. Select the "Pay" button



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 exam(s) in your shopping cart match the voucher type



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