



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



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

North Carolina

Important: This signup page is for North Carolina CNA365 users only. Please visit 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.

If you've previously been listed in the North Carolina Nurse Aide I Registry or Medication Aide Registry, please enter your FIRST, MIDDLE and LAST NAME as it appears in the registries, including hyphens and suffixes. Click [here](#), to view your name in the registries.

If your name is not listed correctly in the registries, please contact the Registry Office, with the Department of Health and Human Services, at 919-855-3969 prior to registering for any examination.

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

The screenshot displays the Credentia CNA365 dashboard. On the left is a sidebar with navigation options: Dashboard, Application, Exam Schedule, Grievance Form, Manage Profile, Help, Registry, and Toggle Sidebar. The main content area features a welcome message for Diana Wells and a five-step process flow: Fill Application Form, Register For Exam, Start Exam, Check Exam Scores, and Get Certified. A prominent blue button labeled '+ Start New Application' is positioned below the flow.

Credentia
CNA365®

Application
Exam Schedule
Grievance Form
Manage Profile
Help
Registry
Toggle Sidebar

Welcome, **Diana Wells**

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

Fill Application Form → Register For Exam → Start Exam → Check Exam Scores → 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



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



Cancel Save as Draft Submit

Application Form

Home / Application / Application Form

North Carolina Nurse Aide Testing Application

Eligibility Route: E1 North Carolina State Approved Nurse Aide I Trained Candidates

SECTION 1 TRAINING PROGRAM INFORMATION

1) Training Program ⓘ

select your training program from the drop-down list

Training program
NC_Training_Institute

2) Course Completion Date ⓘ

enter your training program completion date.

Select Date
1/13/2022

Click each section to complete application

Section name turns green after completion

Application Progress

TRAINING PROGRAM INFORMATION

ACCOMMODATIONS

MILITARY INFORMATION

CANDIDATE ATTESTATION

Dashboard

Application

Exam Schedule

Grievance Form

Manage Profile

Help

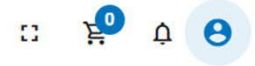
Toggle Sidebar

How to Submit a Testing Application

Step 4 – Submit Application

STEP 4

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



Dashboard

Application

Exam Schedule

Grievance Form

Manage Profile

Help

Application Form

Home / Application / Application Form

Cancel

Save as Draft

Submit

North Carolina Nurse Aide Testing Application

Eligibility Route: E1 North Carolina State Approved Nurse Aide I Trained Candidates

SECTION 1 TRAINING PROGRAM INFORMATION

SECTION 2 ACCOMMODATIONS ⓘ

SECTION 3 MILITARY INFORMATION

SECTION 4 CANDIDATE ATTESTATION

By checking the two boxes below, I acknowledge and agree to the following statements:

1. I have reviewed the entire application before signing.
2. My electronic signature will have the same legal effect and enforceability as my manual signature.
3. No certification authority or other third-party verification is necessary to validate my electronic signature and the lack of such certification or third-party verification will not in any way effect the enforceability of my electronic signature.
4. I understand that I must pass the state-approved nurse aide competency examination within the required time-period for listing on the North Carolina Nurse Aide I Registry.
5. The information in this application is truthful, accurate and complete.

Application Progress

- TRAINING PROGRAM INFORMATION
- ACCOMMODATIONS
- MILITARY INFORMATION
- CANDIDATE ATTESTATION

How to Submit a Testing Application

Checking Your Application Status

Credentia
CNA365*

Dashboard
Application
Exam Schedule
Grievance Form
Manage Profile
Help

Application
Home / Application

North Carolina E1 - North Carolina State-Approved Nurse Aide I Trained Candidates
Application

Current Status
Pending
January 22nd, 2022 / 9:57 AM

| | |
|----------------|----------------|
| Application ID | Submitted Date |
| 1345 | 01/22/2022 |

Summary

Click "Summary" button to see status of your application

Application Form
Home / Application / Application Form

North Carolina Nurse Aide Testing Application
Eligibility Route: E1 North Carolina State Approved Nurse Aide I Trained Candidates

SECTION 1 TRAINING PROGRAM INFORMATION

1) Training Program ⓘ
select your training program from the drop-down list
Training program: NC_Training_Institute

2) Course Completion Date ⓘ
enter your training program completion date.
Select Date

Application Progress

Application Progress

- Candidate Submitted
22 Jan, 2022 | 9:57 AM
Submitted for approval...
- Training Program Pending
22 Jan, 2022 | 9:57 AM
Pending for approval...

Detailed log of your application review process

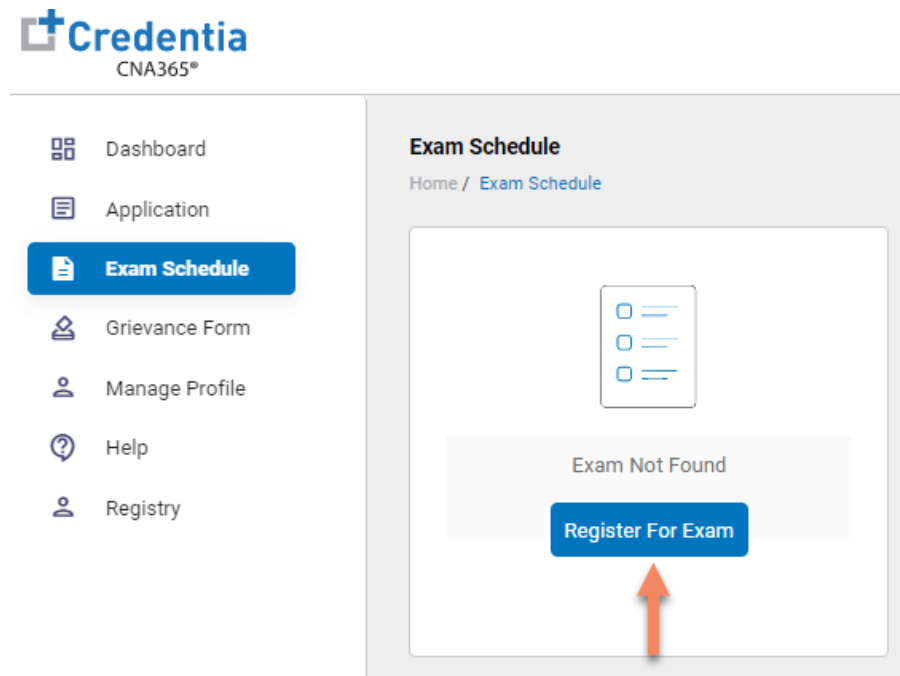
You will receive a CNA365® alert email once your application has been approved and you are able to register for exams

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



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, time zone, and date. The right stage shows the selection of a time range and a specific time slot, followed by the 'Add Cart' button.

Step 1: Select Your Exam Type. The 'Online' radio button 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 note indicates: 'Dates in bold have available exam times'. In the calendar, the dates 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, and 31 are bolded, while 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, and 19 are not.

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 11:00 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 interface 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 interface, a grey bar displays the search results for "EDUCATORS INC - RTS" at "12 Commerce Avenue", with a "GetDirections" link and "Distance 99 miles". Below this bar, a time selector shows "10:00 AM".

At the 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

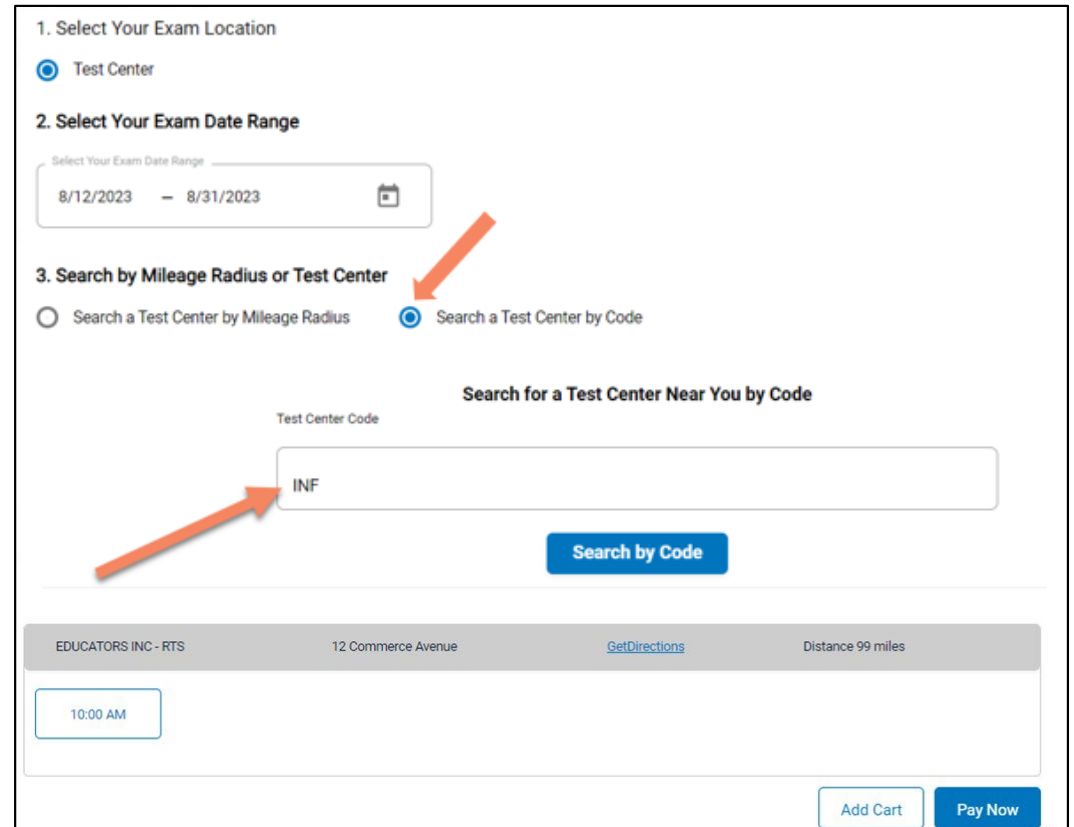
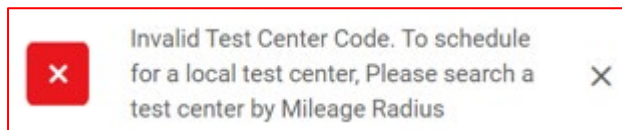
OPTION #2: Search by Test Center Code

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



1. Select Your Exam Location
 Test Center

2. Select Your Exam Date Range
Select Your Exam Date Range
8/12/2023 – 8/31/2023

3. Search by Mileage Radius or Test Center
 Search a Test Center by Mileage Radius Search a Test Center by Code

Search for a Test Center Near You by Code

Test Center Code
INF

Search by Code

EDUCATORS INC - RTS 12 Commerce Avenue [GetDirections](#) Distance 99 miles

10:00 AM

Add Cart **Pay Now**

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 is titled "Payment" and has a sub-section "Credits/Debit Cards". It contains 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 exam(s) in your shopping cart match the voucher type

The screenshot shows a "Payment Summary" form. It lists the exam: "Nurse Aide Written Exam" with a price of "\$0" and a trash icon. Below this, it says "E6A – Temporary Nurse Aide - Examination". There is a table with columns "ExamMode", "Exam Date", and "Exam Time". The table contains one row: "Online", "05/31/2022", and "11:15 AM EST". Below the table, there is a red-bordered box containing the text "Enter the promo code PA7B76FC7INI" and a blue link "Apply Code". At the bottom, there is a "Total" of "\$0" and a blue button "Schedule Now".