



Candidate Registration Quick Reference Guide



Contents

- ① How to Create a CNA365® Account
- ② How to Submit a Testing Application
- ③ How to Schedule an Exam

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

Mississippi

Important: This signup page is for Mississippi CNA365 users only. Please visit www.credentia.com/test-takers to select a different state CNA365 login page

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

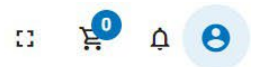
+ Start New Application

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



- Dashboard
- Application**
- Exam Schedule
- Grievance Form
- Manage Profile
- Help
- Registry

Select Application

Home / Application / Select Application

State

Mississippi

Select Your Eligibility Route

Nurse Aide Candidate Trained in MS – Non-facility based and Proprietary Schools and Colleges

Nurse Aide Candidate Trained in MS – Facility based Nursing Home

Student Nurse

Graduate Nurse

Out of State or Foreign LPN or RN

Lapsed Nurse Aide

Petition for Removal of Finding of Neglect

Instructions

Once submitted, your application will be reviewed by Credentia and/or the state to confirm your eligibility to register for the NNAAP exam. 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.

Nurse Aide Candidate Trained in MS – Non-facility based and Proprietary Schools and Colleges:

An individual who has completed a Mississippi state-approved nurse aide training program and has never been certified as a nurse aide. You have twenty-four (24) months from the completion date of the training program to take and pass both parts of the NNAAP Examination.

I have read the above definition of the Nurse Aide Candidate Trained in MS – Non-facility based and Proprietary Schools and Colleges Eligibility Route and confirm that this is the correct Eligibility Route for me (check the box).

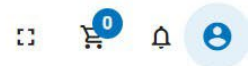
Start

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



Application Form
Home / Application / Application Form

Mississippi Nurse Aide Testing Application

Eligibility Route: Lapsed Nurse Aide

SECTION 1 LAPSED CERTIFICATE INFORMATION

- Certificate Number:
- Lapsed State:
- Lapsed Date:
Select Date

Application Progress

- LAPSED CERTIFICATE INFORMATION
- ACCOMMODATIONS
- REGISTRANT CERTIFICATION

Application Progress



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

Home / Application / Application Form

[Cancel](#) [Save as Draft](#) [Submit](#)

Mississippi Nurse Aide Testing Application

Eligibility Route: Lapsed Nurse Aide

SECTION 1 TRAINING PROGRAM COMPLETION ^

1) Training Program

select your training program from the drop-down list

Select a training program

GA-Training Program ▾

2) Course Completion Date ⓘ

enter your training program completion date.

Select Date

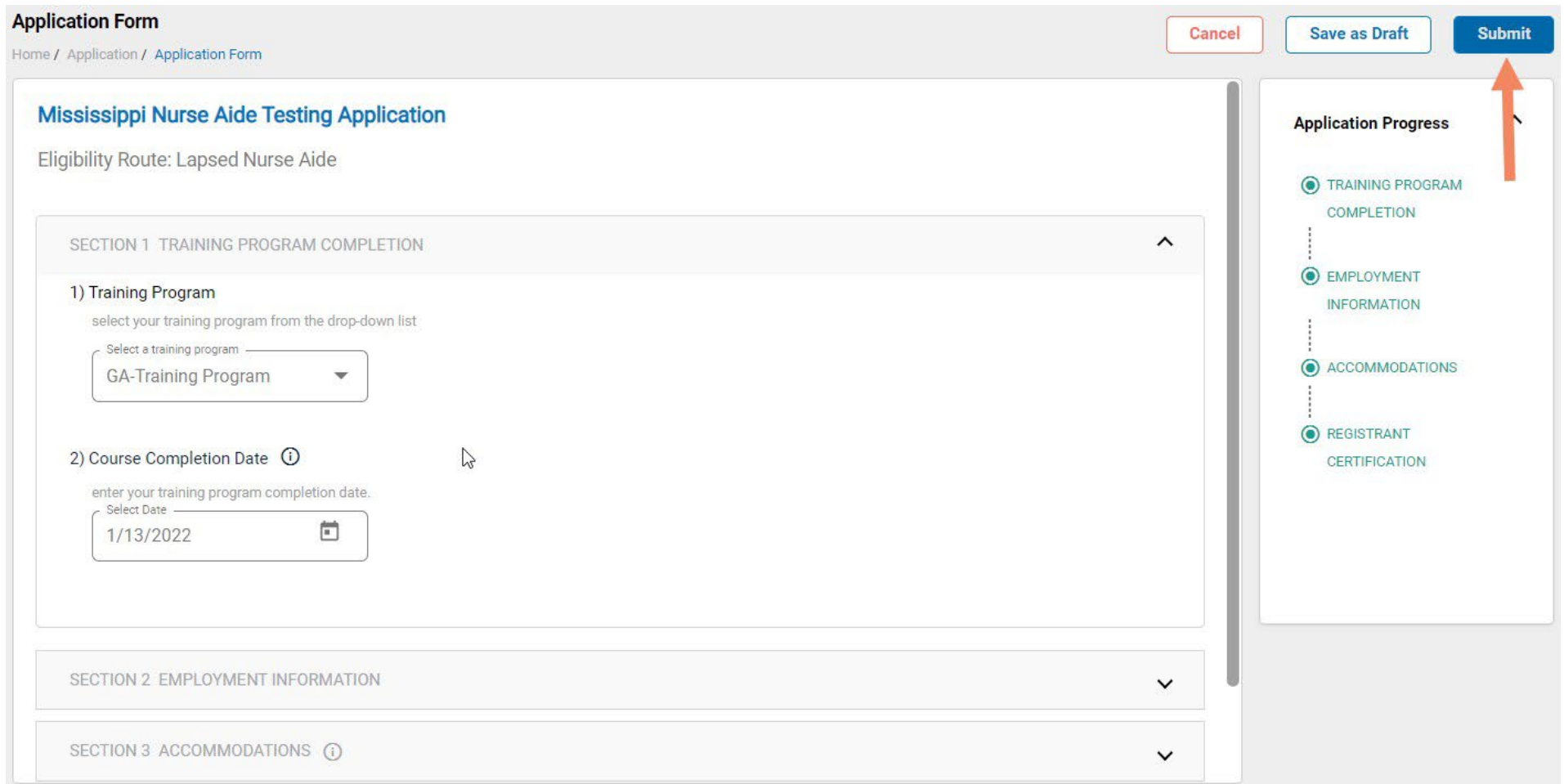
1/13/2022 📅

SECTION 2 EMPLOYMENT INFORMATION ▾

SECTION 3 ACCOMMODATIONS ⓘ ▾

Application Progress

- TRAINING PROGRAM COMPLETION
- EMPLOYMENT INFORMATION
- ACCOMMODATIONS
- REGISTRANT CERTIFICATION



How to Submit a Testing Application

Checking Your Application Status

The image shows two screenshots from the Credentia CNA365 website. The top screenshot shows the 'Application' page for a 'Mississippi Lapsed Nurse Aide' application. The current status is 'Pending' (indicated by a yellow circle with a 'P'), submitted on January 14th, 2022 at 7:23 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'. The bottom screenshot shows the 'Application Form' for a 'Mississippi Nurse Aide Testing Application'. The eligibility route is 'Lapsed Nurse Aide'. The form contains two sections: 'SECTION 1 LAPSED CERTIFICATE INFORMATION'. The first section is '1. Certificate Number:' with a text input field containing '4334466'. The second section is '2. Lapsed State:' with a text input field containing 'Arizona'. On the right side of the form, there is an 'Application Progress' sidebar. It shows a vertical timeline of events: 'Candidate Submitted' (14 Jan, 2022 | 7:23 AM) with a green checkmark, and 'Credentia Operation Staff Pending' (14 Jan, 2022 | 7:23 AM) with a yellow circle containing a 'P'. An orange callout bubble points to this sidebar with the text: 'Detailed log of your application review process'. A large black arrow points from the 'Summary' button in the top screenshot down to the 'Application Form' screenshot.

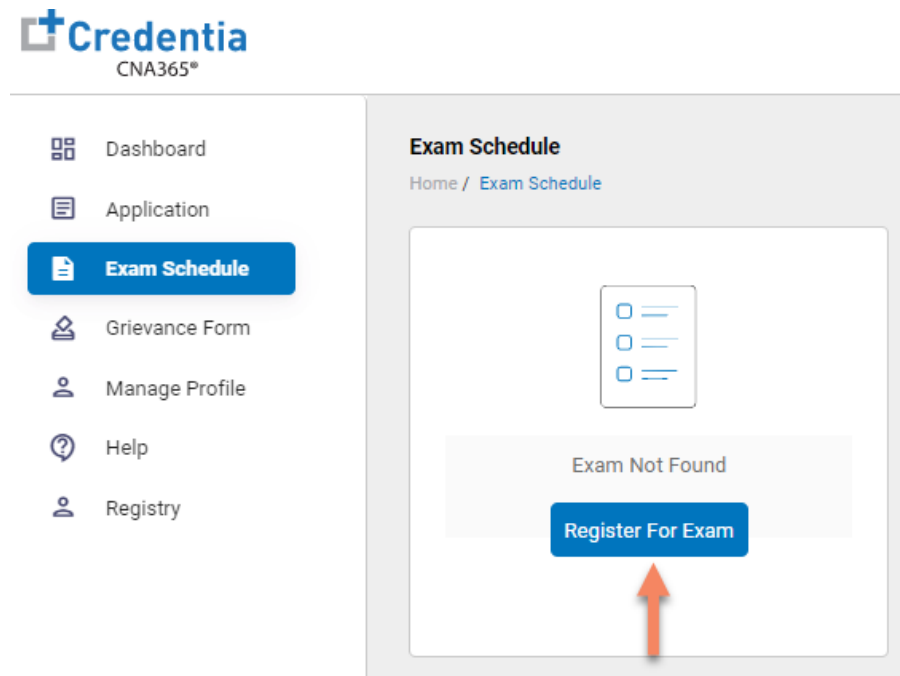
You will receive a CNA365® alert email once your application has been approved and you are able to register for exams

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

Graduate Nurse



Select Exam Type

Nurse Aide Written Exam

Nurse Aide Oral English 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:

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 and bolded. 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 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

1. Select Your Exam Location
 Test Center

2. Select Your Exam Date Range
Select Your Exam Date Range
5/24/2022 – 6/23/2022

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

Search for Test Center Near You by Mileage Radius

Your Address Mileage Radius

Search by Radius

06-01-2022

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

10:00 AM

Add Cart **Pay Now**

How to Schedule an Exam

Step 4 – Schedule Test Center Exam

STEP 4 – Option #2

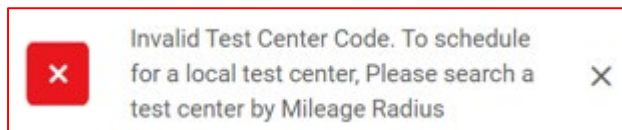
OPTION #2: Search by Test Center Code

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 text input field labeled 'Test Center Code' containing the value 'INF'. A blue 'Search by Code' button is positioned below the input field. 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'. A time selection box shows '10:00 AM'. 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 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 as "Nurse Aide Written Exam" with a price of "\$0" and a trash icon. Below this, it says "E6A – Temporary Nurse Aide - Examination". A table shows 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.