



Training Program Voucher Management Guide



How to Purchase Test Vouchers

Step 1 – Select Buy New Voucher

STEP 1

Select “Voucher” on the navigation menu and the select the “Buy New Voucher” button

The screenshot shows the Credentia CNA365 interface. On the left is a navigation menu with options: Course Completions, Candidate Search, Voucher (highlighted), Manage Users, and Reports. The main content area is titled 'Voucher' and contains a table of voucher items. In the top right corner, there is a '+ Buy New Voucher' button, which is highlighted with an orange arrow. Below the table is a pagination control showing 'The Page You're on 1' and 'Items Per Page 20'.

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Skills Exam	NA-PR-PPD	\$95	0	0	↓
Nurse Aide Written Exam	NA-WR-PPD	\$45	0	0	↓
Nurse Aide Oral Exam	NA-OR-PPD	\$45	0	0	↓
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	\$140	0	0	↓
Nurse Aide Oral Exam AND Skills Exam	NA-OR/PR-PPD	\$140	0	0	↓
Nurse Aide Registry Renewal Fee	NA-REN-PPD	\$35	0	0	↓
Medication Assistant MACE Examination	MA-CE-PPD	\$80	7	1	↓
Medication Assistant Renewal	V2-SC-NA-REN	\$35	7	0	↓
Medication Assistant Reciprocity	MA-REC-PPD	\$35	10	1	↓

How to Purchase Test Vouchers

Step 2 – Specify Voucher Quantities

STEP 2

Specify the quantity desired for each voucher type and select the “Add to Cart” button

Voucher Name	Voucher Price	
Nurse Aide Skills Exam	\$95	- 0 +
Nurse Aide Written Exam	\$45	- 0 +
Nurse Aide Oral Exam	\$45	- 0 +
Nurse Aide Written Exam AND Skills Exam	\$140	- 0 +
Nurse Aide Oral Exam AND Skills Exam	\$140	- 0 +
Nurse Aide Registry Renewal Fee	\$35	- 0 +
Medication Assistant MACE Examination	\$80	- 2 +
Medication Assistant Renewal	\$35	- 0 +
Medication Assistant Reciprocity	\$35	- 0 +

[Add to Cart](#)

How to Purchase Test Vouchers

Step 3 – Enter Payment Information in Shopping Cart

STEP 3

Add credit/debit card information and select “Pay” button

Payment



[Home](#) / [Voucher](#) / [Buy New Voucher](#) / [Payment](#)

Payment Method

Credit/Debit Card

[Cancel](#) [Pay](#)

Payment Summary

Medication Assistant MACE Examination		\$160	 
QTY	*	Price	
2		80	

Total **\$160**

How to Manage Test Vouchers

Assigning Vouchers to Candidates in CNA365®

VOUCHER LIST PAGE – “AVAILABLE” VOUCHERS

➤ Click on a voucher type on the voucher summary page to access the voucher detail page

❶ Select the “Available” voucher list

❷ Click the “Add Candidate” link for the voucher you would like to assign

❸ Start typing the candidate name in the search box

❹ Click on the desired candidate name from your search results

❺ Click the “Assign” link next to the candidate name

The screenshot shows the 'Voucher List' page for the 'Nurse Aide Written Exam AND Skills Exam'. It features a table with columns for Voucher Code, Expiration Date, Candidate Name, Voucher Status, and Action. The 'Available' tab is selected, and the third row shows a voucher with the status 'Available' and a '+Add Candidate' link. Red callout numbers 1 and 2 point to the 'Available' tab and the '+Add Candidate' link, respectively.

Voucher Code	Expiration Date	Candidate Name	Voucher Status	Action
PA6CA7B3B5Z0	Dec 4, 2022, 1:54:24 PM	Lisa Simpson	Assigned	↓
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	Patty Smith	Assigned	↓
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	+Add Candidate	Available	↓

VOUCHER ASSIGNMENT

The screenshot illustrates the voucher assignment process. On the left, a search results table shows candidate names and course completion dates. A red callout number 3 points to the search box, and number 4 points to the candidate name 'Ross Gellar'. A large black arrow points to the right, where a modal window shows the candidate name 'Ross Gellar' and an 'Assign' link. A red callout number 5 points to the 'Assign' link.

Candidate Name	Course Completion Date
Ross Gellar	Nov 26, 2021, 12:30:00 PM
Monica Gellar	Nov 26, 2021, 4:55:00 PM
Pheoby Buffey	Nov 26, 2021, 4:58:00 PM

How to Manage Test Vouchers

Distributing Vouchers to Candidates OUTSIDE of CNA365®

- The voucher summary page displays the number of vouchers purchased and the number of vouchers used by type
- Select the download icon for the desired voucher type to download an EXCEL file of purchased vouchers
- For each voucher, download file includes voucher number, expiration date, and status (available, used, or expired)

VOUCHER SUMMARY PAGE

Voucher + Buy New Voucher

Home / Voucher Search

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Skills Exam	NA-PR-PPD	\$95	0	0	
Nurse Aide Written Exam	NA-WR-PPD	\$45	0	0	
Nurse Aide Oral Exam	NA-OR-PPD	\$45	0	0	
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	\$140	0	0	
Nurse Aide Oral Exam AND Skills Exam	NA-OR/PR-PPD	\$140	0	0	
Nurse Aide Registry Renewal Fee	NA-REN-PPD	\$35	0	0	
Medication Assistant MACE Examination	MA-CE-PPD	\$80	7	1	
Medication Assistant Renewal	V2-SC-NA-REN	\$35	7		

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Download vouchers to EXCEL file

- Instruct your candidates to use the voucher code you provide to them when scheduling an exam (applied at shopping cart checkout)

EXCEL VOUCHER DOWNLOAD FILE

	A	B	C
1	VoucherCode	Expiration Date	VoucherStatus
2	PA8DDA8VBEMF	12/09/2022	Available
3	PANN37EF97D4	12/09/2022	Available
4	PAF4CD1FE8Q6	12/09/2022	Available

How to Manage Test Vouchers

Voucher List Page – “Available” Vouchers

- Click on a voucher type on the voucher summary page to access the voucher detail page
- For the “Available” voucher list, the following is displayed for each voucher:
 - Voucher code
 - Expiration date
 - Candidate name (if assigned)
- Select the download icon for the desired voucher to download an EXCEL file
- Instruct candidates to use the voucher code you provide to them when scheduling an exam (applied at shopping cart checkout)

VOUCHER LIST PAGE – “AVAILABLE” VOUCHERS

Voucher
Home / Voucher / Voucher List

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD		3

Voucher List

Available All Used Expired Assigned

Voucher Code	Expiration Date	Candidate Name	Voucher Status	Action
PA6CA7B3B5Z0	Dec 4, 2022, 1:54:24 PM	Lisa Simpson	Assigned	Download
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	Patty Smith	Assigned	Download
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	+Add Candidate	Available	Download

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Download voucher to EXCEL file

EXCEL VOUCHER DOWNLOAD FILE

	A	B
1	VoucherCode	Expiration Date
2	PA8DDA8VBEMF	12/09/2022

How to Manage Test Vouchers

Voucher List Page – “All” Vouchers

➤ Click on a voucher type on the voucher summary page to access the voucher detail page

➤ For the “All” voucher list, the following is displayed for each voucher:

- Voucher code
- Expiration date
- Candidate name (if assigned or used)
- Status (available, assigned, used, or expired)

VOUCHER LIST PAGE – “ALL” VOUCHERS

Voucher
Home / Voucher / Voucher List

Exam Name Nurse Aide Skills Exam	Exam Code NA-PR-PPD	State Name	Total Vouchers 3
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Voucher List

Available **All** Used Expired Assigned

Item Code	Expiration Date	Candidate Name	Voucher Status
PA4EA1T9T6QT	Dec 20, 2022, 2:34:51 PM	ROSS GELLER	Used
PAB3E6F34CHH	Dec 20, 2022, 6:42:27 PM	+Add Candidate	Available
PAD0S15F6SU1	Dec 20, 2022, 6:42:27 PM	+Add Candidate	Available
PA38D0U1C1IU	Dec 20, 2022, 6:42:27 PM	+Add Candidate	Available

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How to Manage Test Vouchers

Voucher List Page – “Used” Vouchers

- Click on a voucher type on the voucher summary page to access the voucher detail page
- For the “Used” voucher list, the following is displayed for each voucher:
 - Voucher code
 - Expiration date
 - Candidate name
 - Date Used

VOUCHER LIST PAGE – “USED” VOUCHERS

Voucher
Home / Voucher / Voucher List

Exam Name Nurse Aide Skills Exam	Exam Code NA-PR-PPD	State Name	Total Vouchers 3
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Voucher List

Available All **Used** Expired Assigned

Item Code	Candidate Name	Used Date	Voucher Status
PA4EA1T9T6QT	ROSS GELLER	Dec 20, 2021, 2:36:21 PM	Used

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How to Manage Test Vouchers

Voucher List Page – “Expired” Vouchers

➤ Click on a voucher type on the voucher summary page to access the voucher detail page

➤ For the “Expired” voucher list, the following is displayed for each voucher:

- Voucher code
- Expiration date
- Candidate name (if assigned)

VOUCHER LIST PAGE – “EXPIRED” VOUCHERS

Voucher
Home / Voucher / Voucher List

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD		3

Voucher List

Available All Used **Expired** Assigned

Voucher Code	Expiration Date	Candidate Name	Voucher Status
The Page You're on <input type="text"/>			

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How to Manage Test Vouchers

Voucher List Page – “Assigned” Vouchers

- Click on a voucher type on the voucher summary page to access the voucher detail page
- For the “Assigned” voucher list, the following is displayed for each voucher:
 - Voucher code
 - Expiration date
 - Candidate name

VOUCHER LIST PAGE – “ASSIGNED” VOUCHERS

Voucher
Home / Voucher / Voucher List

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD		3

Voucher List

Available All Used Expired **Assigned**

Voucher Code	Expiration Date	Candidate Name	Voucher Status
PA6CA7B3B5Z0	Dec 4, 2022, 1:54:24 PM	Lisa Simpson	Assigned
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	Patty Smith	Assigned

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