

Training Program Quick Reference Guide



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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* Voucher management interface. The navigation menu on the left includes 'Voucher', 'Manage Users', and 'Reports'. The main content area displays a table of voucher options. A blue button labeled '+ Buy New Voucher' is highlighted with an orange arrow pointing to it.

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Written Exam	NA-WR-PPD	\$30	0	0	↓
Nurse Aide Oral Exam	NA-OR-PPD	\$30	0	0	↓
Nurse Aide Skills Exam	NA-PR-PPD	\$30	0	0	↓
Nurse Aide Written Exam and Skills Exam	NA-WR/PR-PPD	\$60	0	0	↓
Nurse Aide Oral Exam and Skills Exam	NA-OR/PR-PPD	\$60	0	0	↓

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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 Written Exam	\$30	- 1 +
Nurse Aide Oral Exam	\$30	- 0 +
Nurse Aide Skills Exam	\$30	- 0 +
Nurse Aide Written Exam and Skills Exam	\$60	- 2 +
Nurse Aide Oral Exam and Skills Exam	\$60	- 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](#)

Payment Summary

Nurse Aide Written Exam			\$30		
QTY	*	Price			
1		30			

Nurse Aide Written Exam and Skills Exam			\$120		
QTY	*	Price			
2		60			

Total **\$150**

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 summary table with columns for Exam Name, Exam Code, State Name, and Total Vouchers. Below this is a 'Voucher List' section with tabs for 'Available', 'All', 'Used', 'Expired', and 'Assigned'. The 'Available' tab is selected. A table lists three vouchers, with the third one (PA6GDDCG86C8) being available and having an '+Add Candidate' link. A search box is at the bottom left, and pagination controls are at the bottom right.

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

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 assignment process. On the left, a search box is used to find candidates. A list of search results shows 'Ross Gellar' selected. An arrow points to a modal window where 'Ross Gellar' is listed with an 'Assign' link next to it.

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

Candidate Name	Action
Ross Gellar	Assign

How to Manage Test Vouchers

Distributing Vouchers to Candidates OUTSIDE of CNA365®

VOUCHER SUMMARY PAGE

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

Voucher
Home / Voucher + Buy New Voucher

Search

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Written Exam	NA-WR-PPD	\$30	1	0	↓
Nurse Aide Oral Exam	NA-OR-PPD	\$30	0	0	↓
Nurse Aide Skills Exam	NA-PR-PPD	\$30	0	0	↓
Nurse Aide Written Exam and Skills Exam	NA-WR/PR-PPD	\$60	2	0	↓
Nurse Aide Oral Exam and Skills Exam	NA-OR/PR-PPD	\$60	0	0	↓

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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
PA6GDCCG86C8	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 Nurse Aide Written Exam AND Skills Exam	Exam Code NA-WR/PR-PPD	State Name	Total Vouchers 3
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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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How to Manage Training Program User Accounts



Voucher

Manage Users

Reports

- 1 Activate/deactivate a user with the status toggle
- 2 Select the edit icon to change profile information for a user
- 3 Select the "Add New User" button to add a new training program user

MANAGE USERS

Manage Users

Home / Manage Users

+ Add User

Search

<input type="checkbox"/>	Name	Contact Number	Email	Created Date	Status	Actions
<input type="checkbox"/>	Amy Farrah	+919268170173	testuser07@examroom.ai	Nov 26, 2021, 5:14:00 PM	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Sasha Murray	+919268170987	testuser08@examroom.ai	Nov 26, 2021, 5:16:00 PM	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	vijay vijay	+91123456789	vijayk@examroom.ai	Dec 3, 2021, 11:06:00 PM	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Saju Mathew	+13234567890	sajum@examroom.ai	Dec 4, 2021, 12:39:00 AM	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Jeff Anderson	+12148888888	janderson13651@gmail.com	Dec 4, 2021, 12:50:00 PM	<input checked="" type="checkbox"/>	

The Page You're on

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After adding a new user, CNA365® will send an automated email to new user with a temporary password

How to Reset Your Password

1

Click the “Forgot Password” link on the CNA365® login page

Credentia
CNA365®

Email

Password

[Forgot Password?](#)

Login

Don't have an account? [Sign up](#)

2

Enter your email address and select the “Submit” button

Forgot Password?

Enter your Mail ID to receive a reset link

Email

Submit

[< Back to Sign In](#)

3

Check your email account for an access code email from Credentia. Enter the access code you received, enter your new password (twice), and select the “Reset Password” button

Reset Password?

Email

Access code

New Password

Confirm Password

Reset Password

Back

Contact Credentia support if you have forgotten your email address