

Northern California 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 then select the “Buy New Voucher”

 Course Completions

 Candidate Search

 **Voucher**

 Manage Users






 Reports

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	\$40	0	0	
Nurse Aide Oral Exam	NA-OR-PPD	\$55	0	0	
Nurse Aide Skills Exam	NA-PR-PPD	\$80	0	0	
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	\$120	0	24	
Nurse Aide Oral Exam AND Skills Exam	NA-OR/PR-PPD	\$135	0	0	

The Page You're on

Items Per Page 1 - 5 of 5 < >


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	\$40	- 0 +
Nurse Aide Oral Exam	\$55	- 0 +
Nurse Aide Skills Exam	\$80	- 0 +
Nurse Aide Written Exam AND Skills Exam	\$120	- 0 +
Nurse Aide Oral Exam AND Skills Exam	\$135	- 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 save card to your account by selecting “Save Card” button

Payment

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

Saved Cards

Payment Method

Credit/Debit Card

Enter Card Number

Enter Card Name

YYYY/MM

CVV

CANCEL

Save Card

ACH

Payment Summary

Nurse Aide Skills Exam

\$85  

QTY

*

Price

1

85

Nurse Aide Written Exam AND Skills Exam

\$405  

QTY

*

Price

3

135

Total

\$490

How to Purchase Test Vouchers

Step 4 – Make Payment

STEP 4

Select the card you entered from your “Saved Cards” button, enter the CVV code, and select the “Pay” button

Payment
Home / Voucher / Buy New Voucher / Payment

Saved Cards

	Name on card	Expires on
<input checked="" type="radio"/> xxxx xxxx xxxx 1111 visa	Phani Varma	10/2026
<input type="radio"/> xxxx xxxx xxxx 1111 visa	Phani Varma	10/2026

Enter CVV(?):

Pay

Payment Summary

Nurse Aide Skills Exam		\$85		
QTY	*	Price		
1		85		
Nurse Aide Written Exam AND Skills Exam		\$405		
QTY	*	Price		
3		135		
Total		\$490		

An automated transaction receipt is sent by email from Credentia’s merchant provider (Aauthorize.net) when a candidate, training program user, or sponsor purchases a voucher

How to Manage Test Vouchers

Assigning Vouchers to Candidates in CNA365®

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

1. Select the “Available” voucher list
2. Click the “Add Candidate” link for the voucher you would like to assign

VOUCHER LIST PAGE – “AVAILABLE” VOUCHERS

Voucher

Home / Voucher / Voucher List

Exam Name Nurse Aide Written Exam AND Skills Exam	Exam Code NA-WR/PR-PPD	State Name Pennsylvania	Total Vouchers 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	↓
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	Patty Smith	Assigned	↓
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	+Add Candidate	Available	↓

The Page You're on

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3. Start typing the candidate's name in the search box
4. Click on the desired candidate name from your search results
5. Click the “Assign” link next to the candidate's name

VOUCHER ASSIGNMENT

Search

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

→

Candidate Name
Ross Gellar Assign





How to Manage Test Vouchers

Distributing Vouchers to Candidates OUTSIDE of CNA365®

VOUCHER SUMMARY PAGE

Voucher + Buy New Voucher

Home / Voucher Search

Voucher Name	Voucher Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Skills Exam	NA-PR-PPD	\$85	2	0	
Nurse Aide Written Exam	NA-WR-PPD	\$50	2	0	
Nurse Aide Oral Exam (English or Spanish)	NA-OR-PPD	\$50	0	0	
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	\$135	6	0	

Note: An orange callout box points to the download icon for the 'Nurse Aide Written Exam' row, containing the text 'Download vouchers to EXCEL file'.

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

- 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)

How to Manage Test Vouchers

Voucher List Page – “Available” 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
Home / Voucher / Voucher List

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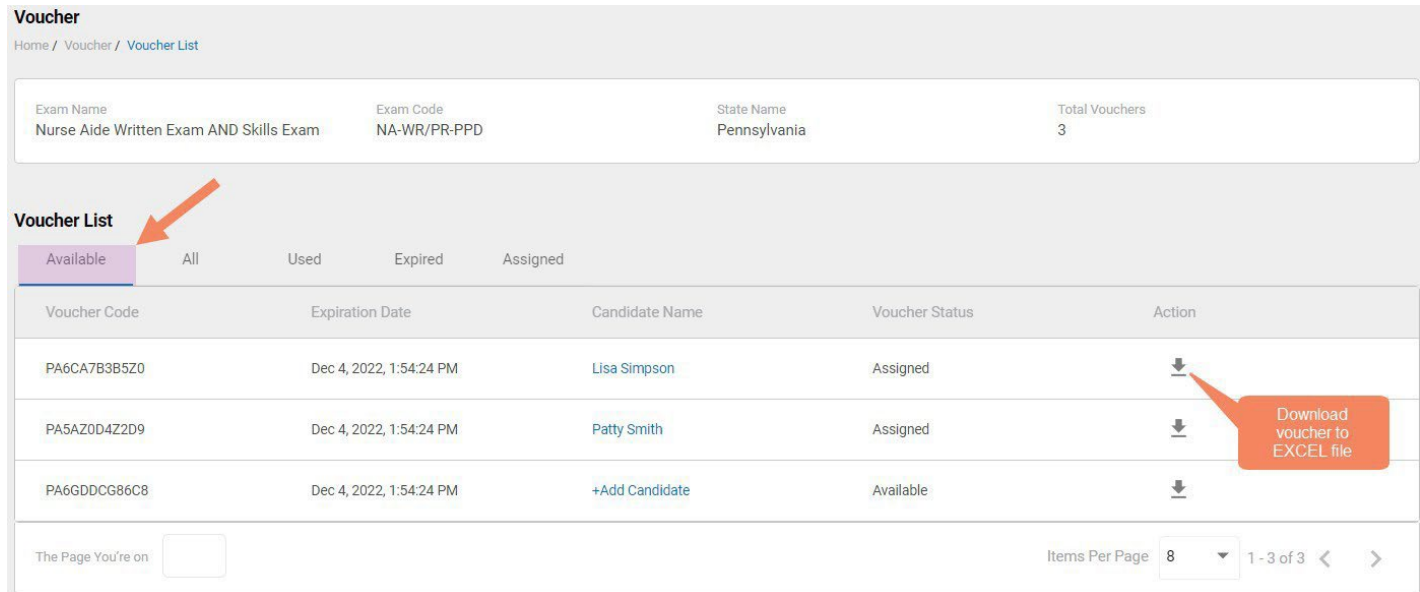
Voucher List

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	↓
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	Patty Smith	Assigned	↓
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	+Add Candidate	Available	↓

The Page You're on

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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

VOUCHER LIST PAGE – “ALL” VOUCHERS

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
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	+Add Candidate	Available

The Page You're on Items Per Page 1 - 3 of 3 < >

- 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)

How to Manage Test Vouchers

Voucher List Page – “Used” Vouchers

VOUCHER LIST PAGE – “USED” 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	Pennsylvania	3

Voucher List

Available All **Used** Expired Assigned

Voucher Code	Candidate Name	Used Date	Voucher Status
The Page You're on <input type="text"/>			
Items Per Page <input type="text" value="8"/>			0 of 0 < >

- 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

How to Manage Test Vouchers

Voucher List Page – “Expired” Vouchers

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	Pennsylvania	3

Voucher List

Available All Used **Expired** Assigned

Voucher Code	Expiration Date	Candidate Name	Voucher Status
The Page You're on <input type="text"/>			
Items Per Page <input type="text" value="8"/> 0 of 0 < >			

- 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)

How to Manage Test Vouchers

Voucher List Page – “Assigned” Vouchers


VOUCHER LIST PAGE – “ASSIGNED” VOUCHERS

Voucher
Home / Voucher / [VoucherList](#)

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	Pennsylvania	4

Voucher List

Available All Used Expired **Assigned**

Item Code	Expiration Date	Candidate Name	Voucher Status	Action
PA4DF2F8E5S9	Feb 15, 2023, 4:49:53 AM	Lee Gilbert	Assigned	

The Page You're on: Items Per Page: 1 - 1 of 1 < >

Click icon to unassign voucher

- Click on a voucher type on the voucher summary page to access the voucher detail page
- Training Program user may unassign a previously assigned (and unused) voucher from a candidate by selecting the unassign icon that appears for a voucher on the assigned vouchers page
- For the “Assigned” voucher list, the following is displayed for each voucher:
 - Voucher code
 - Expiration date
 - Candidate name

How to Manage Training Program User Accounts



Course Completions

Candidate Search

Voucher

Manage Users

Report

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

The screenshot shows the 'Manage Users' page with a table of users. Annotations are as follows: 1 points to the status toggle for Amy Farrah; 2 points to the edit icon for Jeff Anderson; 3 points to the '+ Add User' button.

<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"/>	

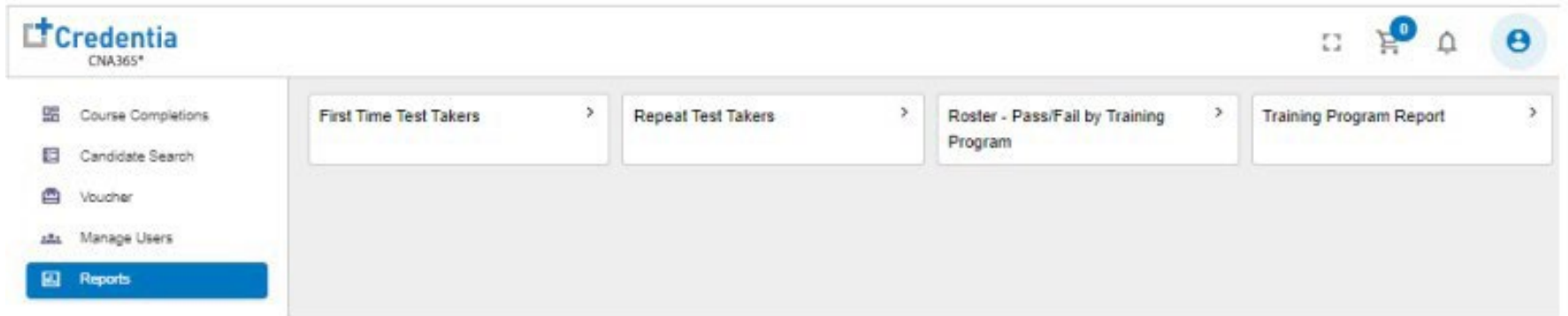
Items Per Page 8 2 of 5

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

How to Manage Training Program User Accounts

Training Program User Reports - Access

1. Log in to CNA365 by visiting credentia.com, selecting your state, and clicking the blue login button. If you have never logged in to CNA365, you will need to request access from the state, a colleague who has access, or the CSM for your state. You must receive a welcome invite email to gain training program user role access and verify your email.
2. Select the Reports button from the left side navigation. You will then see the 4 reporting options for Training Programs.



How to Manage Training Program User Accounts

Training Program User Reports

- First Time Test Takers
 - Highlights Training Program candidates who have passed an exam Written and/or Skills on the first attempt within a selected timeframe.
 - Includes # candidates passed and # candidates failed on their first attempt.
 - Candidates are listed in the report once because this is a first time taken report.
- Repeat Test Takers
 - Highlights the number of Training Program candidates who have tested more than one time some passing and others failing.
 - Includes the # candidates passed and # candidates failed on the 2nd or 3rd attempt.
 - Candidates counted in the report by “attempt”. An “attempt” = an event.
- Roster – Pass/Fail by Training Program
 - Highlights all testing within a selected date range.
 - Candidates will appear multiple times on the report a line per exam taken. Shows all passed exams and failed exams.
 - Candidates repeat in report. One line per attempt.
- Training Program Report
 - Highlights all exam types and provides detail on pass rates by exam type, pass rates within content areas of an exam.

How to Manage Training Program User Accounts

Training Program User Reports - Functions

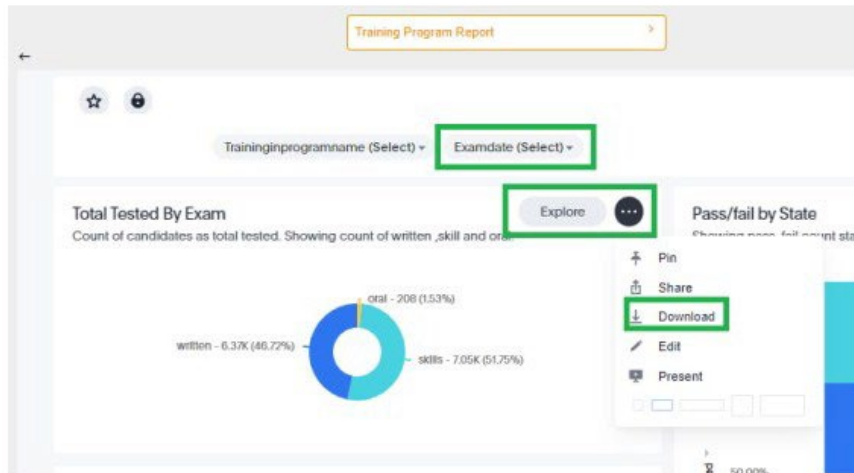
You can filter the entire report, or you can hover above one specific table and filter the table within the report.

- Filter
 - By timeframes, dates, exam types, testing locations, etc.
- Sort
 - By dates, exam types, names, etc.
- Print or Download
 - PDFs, CSVs, Excel, etc.
- Explore
 - See additional details the selected report offers

Content Area Details - Written/Oral

Counting candidates total tested, pass, pass percentage counts for ExamType.

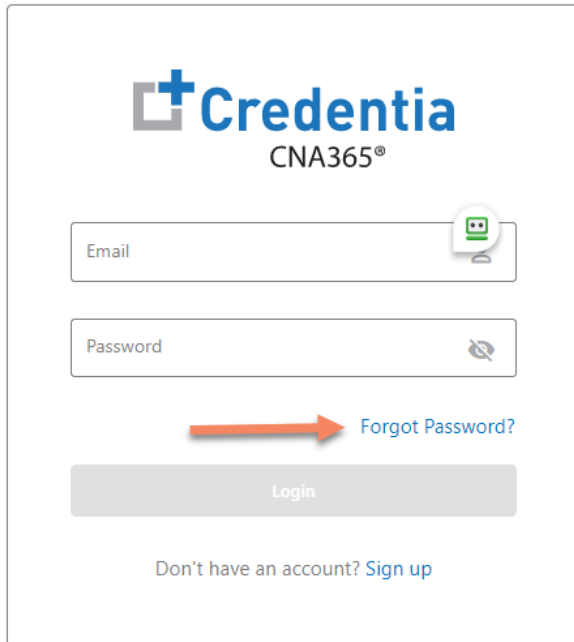
Title	Exa...	Tested	Passed
activities of daily living	oral		74
score_category_emotional_and_mental_health_need	written		1,398
client rights	oral		75
score_category_emotional_and_mental_health_need	oral	5	3



How to Reset Your Password

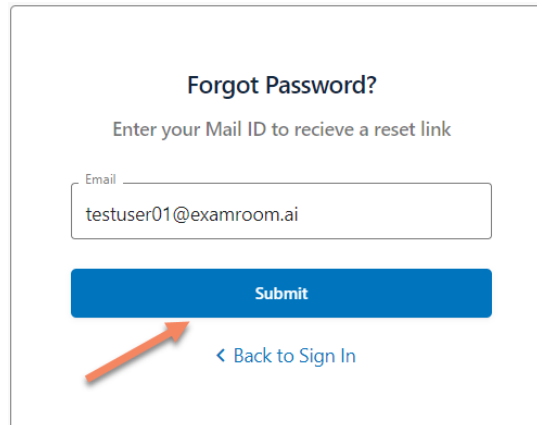
2

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



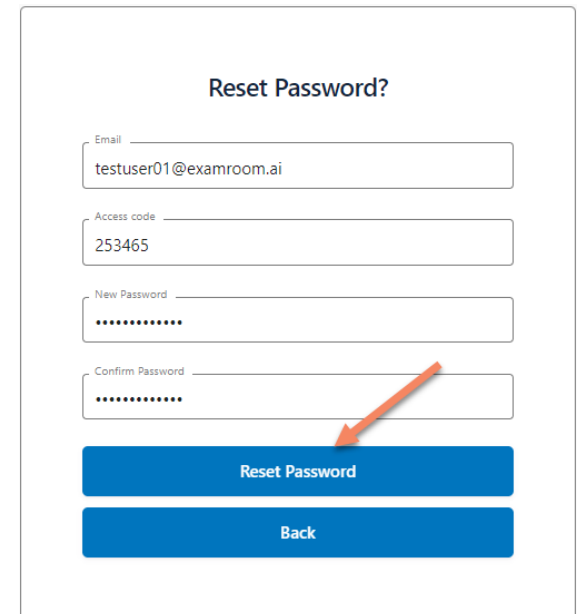
3

Enter your email address and select the “Submit” button



4

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



Contact Credentia support if you have forgotten your email address