

How to Renew Your Nurse Aide Registration



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How to Request Online Help Support Ticket

STEP 2

Identify the items for which you need help and select the “Get Help” button followed by the “Raise Ticket” button

Credentia CNA365

Dashboard
Application
Exam Schedule
Grievance Form
Manage Profile
Help
Registry

Help

Select Help Topic

Help with Form >
Help with Exam
Help with Certificate

Form

E6A - Temporary Nurse Aide - Examination
E6A - Temporary Nurse Aide - Examination

Application ID 54 Submitted Date Current State Pending

Get Help

View previous Tickets

Form

E6A - Temporary Nurse Aide - Examination
E6A - Temporary Nurse Aide - Examination

Application ID 54 Submitted Date Current State Pending

Raise Ticket

How to Request Online Help Support Ticket

STEP 3

1. Enter a summary for your inquiry (required)
2. Enter a detailed description for your inquiry (required)
3. Upload supporting document (optional)
4. Select the “Submit” button

The screenshot shows the Credentia CNA365 user interface. On the left is a navigation sidebar with options: Dashboard, Application, Exam Schedule, Grievance Form, Manage Profile, Help (highlighted in blue), and Registry. Below the sidebar is a 'Toggle Sidebar' button. The main content area is titled 'Help' and contains a 'Select Help Topic' section with several buttons: 'Help with Form' (with a right arrow), 'Help with Exam', 'Help with Certificate', 'Help with General Licensure Questions', 'Help with CNA365 System Questions', and 'Help with Other Questions'. To the right is the 'Support Ticket' form. It has a 'Summary' text input field (callout 1), a 'Description' text area (callout 2), and an 'Upload Supporting Documents' section with an 'Upload' button (callout 3). At the bottom right of the form are 'CANCEL' and 'Submit' buttons (callout 4). A 'View previous Tickets' button is located at the top right of the main content area.

You will receive an email response from Credentia support after your ticket is reviewed