

Training Program Quick Reference Guide

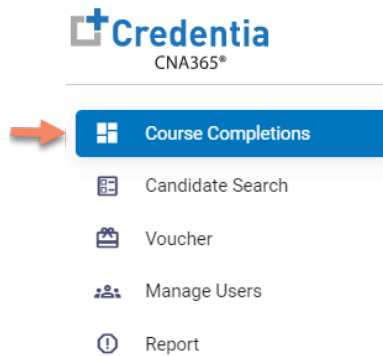


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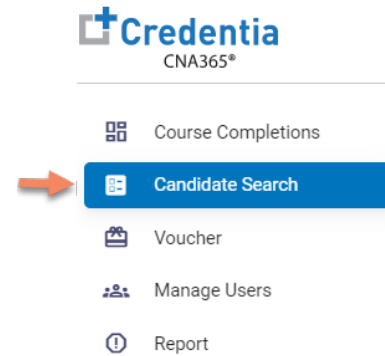
How to Verify Course Completion Requests

OPTION #1: By Course Completion Date



- Select “Course Completions” from main menu
- Access all verification requests by course completion date
- Allows for easy reconciliation against class lists
- Includes candidate multi-select feature to complete full class verifications in seconds

OPTION #2: By Candidate Name



- Select “Candidate Search” from main menu
- Best option to quickly find a specific candidate

All active training program users will receive a CNA365® alert email for each candidate seeking course completion verification

How to Verify Course Completion Requests

Option #1: By Course Completion Date

COURSE COMPLETION DATE VERIFICATION

- 1 Enter course completion date range
- 2 Select pending records value for the desired course date
- 3 Select the checkbox for the candidate you want to verify
- 4 Correct the completion date if necessary or select no changes
- 5 Enter ICNA License number of instructor
- 6 Submit or reject the verification request(s) for the candidate(s) selected (must provide a reason for a reject)

The screenshot shows the 'Course Completion Verification' interface. It is divided into two main sections: 'Course Dates' and 'Candidate Details'.

Course Dates: At the top, there is a date range selector labeled 'Enter a date range' with the value '12/1/2022 - 12/16/2022'. Below this is a table with columns: 'Course Completion Date', 'Pending Records', 'Confirmed Records', and 'Denied Records'. The table has three rows of data. The first row, for '12-08-2022', has '1' in the 'Pending Records' column. Below the table is a pagination control showing 'The Page You're on' as 1 and 'Items Per Page' as 8.

Candidate Details: This section has a table with columns: 'Candidate Name', 'Training Program Name', 'Completed Date', and 'City'. The first row shows 'Lisa Welker', 'NevadaProgram', '12-08-2022', and 'Las Vegas'. Below the table is a pagination control showing 'The Page You're on' as 1 and 'Items Per Page' as 8.

Verification: This section has two radio buttons: 'Update Completion Date' (unselected) and 'No Changes' (selected). Below this is a 'Selected Date' field with the value '12/08/2022' and a calendar icon. To the right is a 'Reason' field and an 'ICNA License' field. At the bottom are two buttons: 'Reject' and 'Submit'.

Numbered callouts (1-6) point to the following elements: 1. Date range selector; 2. '1' in the Pending Records column; 3. Checkmark in the Candidate Name column; 4. 'No Changes' radio button; 5. ICNA License field; 6. Submit button.

When a course date value is selected, all candidate detail appears on the right side of the page

How to Verify Course Completion Requests

Option #2: By Candidate Name

1 Start typing candidate name in search box

2 Select view icon for the candidate to display the verification page for the candidate

3 Correct the completion date if necessary or select no changes

4 Enter ICNA License number of instructor

5 Submit or reject the verification request for the candidate (must provide a reason for a reject)

CANDIDATE SEARCH

Candidate Search

Home / Candidate Search

Pending Approved Rejected All

gilbert

Candidate Name	Candidate ID	State Name	Completion Date	Status	Action
Lee Gilbert	36	Pennsylvania	Dec 1, 2021	Pending	

The Page You're on 0

Items Per Page 8 1 - 1 of 1

CANDIDATE VERIFICATION

Verification

Candidate Search / Candidate Verification

Update Completion Date No Changes

Selected Date 12/8/2022

Reason

ICNA License

Reject Submit

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 sidebar, the 'Voucher' menu item is highlighted. In the top right corner of the main content area, there is a blue button labeled '+ Buy New Voucher' with an orange arrow pointing to it. Below the button is a search bar. The main content area displays a table of vouchers with the following data:

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Written Exam	NV-WR-PPD	\$50	0	0	↓
Nurse Aide Oral Exam	NV-OR-PPD	\$50	0	0	↓
Nurse Aide Skills Exam	NV-PR	\$90	0	0	↓
Nurse Aide Written Exam and Skills Exam	NV-WR/PR-PPD	\$140	0	0	↓
Nurse Aide Oral Exam and Skills Exam	NV-OR/PR-PPD	\$140	0	0	↓

At the bottom of the page, there is a pagination control showing 'The Page You're on 1' and 'Items Per Page 8' with a dropdown arrow, and '1 - 5 of 5' with navigation arrows.

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	\$50	- 1 +
Nurse Aide Oral Exam	\$50	- 0 +
Nurse Aide Skills Exam	\$90	- 0 +
Nurse Aide Written Exam and Skills Exam	\$140	- 2 +
Nurse Aide Oral Exam and Skills Exam	\$140	- 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

\$50  

QTY	*	Price
1		50

Nurse Aide Written Exam and Skills Exam

\$280  

QTY	*	Price
2		140

Total

\$330

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 at the top and a main table below. The 'Available' tab is selected, and the third row in the main table has the '+Add Candidate' link highlighted with a red circle 2. A red circle 1 points to the 'Available' tab.

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

At the bottom, there is a search box labeled 'The Page You're on' and a pagination control showing 'Items Per Page 8' and '1 - 3 of 3'.

VOUCHER ASSIGNMENT

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

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	Action
Ross Gellar	Assign






How to Manage Test Vouchers

Distributing Vouchers to Candidates OUTSIDE of CNA365®

VOUCHER SUMMARY PAGE

Voucher
Home / Voucher + Buy New Voucher

Search

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Written Exam	NV-WR-PPD	\$50	1	0	
Nurse Aide Oral Exam	NV-OR-PPD	\$50	0	0	
Nurse Aide Skills Exam	NV-PR	\$90	0	0	
Nurse Aide Written Exam and Skills Exam	NV-WR/PR-PPD	\$140	2	0	
Nurse Aide Oral Exam and Skills Exam	NV-OR/PR-PPD	\$140	0	0	

The Page You're on: Items Per Page: 1 - 5 of 5 < >

Download vouchers to EXCEL file

- 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)

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

The Page You're on

Items Per Page 8 1 - 3 of 3 < >

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

The Page You're on Items Per Page 1 - 4 of 4 < >

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

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

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"/>			
			Items Per Page: 8 0 of 0 < >

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

The Page You're on Items Per Page 1 - 2 of 2 < >

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

Manage Users
Home / Manage Users

3 + Add User

Search

<input type="checkbox"/>	Name	Contact Number	Email	Created Date	1 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

Items Per Page 8 **2** 5 of 5 < >

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