

## How to Cancel or Reschedule an Exam



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# How to Cancel an Exam

## Exam Cancellation

### STEP 1

1. Select the “Cancel” button for the exam you wish to cancel
2. When you cancel an exam, a voucher will be automatically applied to your account and will appear in your shopping cart for use for when you schedule a replacement exam



- Dashboard
- Application
- Exam Schedule**
- Grievance Form
- Manage Profile
- Help
- Registry

### Exam Schedule

Home / Exam Schedule

#### Nurse Aide Skills Exam

E0 – Nurse Aide Training Program Completion

Current Status

 Event Scheduled

30th December, 2021 / 7:00 PM

Exam Mode	Exam Date	Exam Time
Online	30/12/2021	7:00 pm CST



Cancel

Reschedule

#### Nurse Aide Written Exam

E0 – Nurse Aide Training Program Completion

Current Status

 Event Scheduled

30th December, 2021 / 8:00 PM

Exam Mode	Exam Date	Exam Time
Online	30/12/2021	8:00 pm CST

Cancel

Reschedule

# How to Cancel an Exam

## Exam Cancellation Cont.

### STEP 2

- For cancelled exams, candidates select the “Reschedule” button for the cancelled exam on the “Exam Schedule” page
- Candidate selects a new exam date/time and then selects the “Reschedule” button in the lower right-hand corner of page



- Dashboard
- Application
- Exam Schedule**
- Grievance Form
- Manage Profile

#### Exam Schedule

Home / Exam Schedule

##### Nurse Aide Written Exam

E8 – Other Trained

##### Current Status

Exam Cancelled

April 9th, 2022 / 10:02 AM

Exam Mode	Exam Date	Exam Time
Online	04/28/2022	10:30 AM EST

Reschedule

#### Register For Exam

Home / Exam Schedule / Register For Exam

##### Eligibility Route Name

E8 – Other Trained

##### Select Exam Type

Nurse Aide Written Exam

Nurse Aide Oral English Exam

Nurse Aide Oral Spanish Exam

Nurse Aide Skills Exam

##### Select Your Exam Type

Online  Test Center

Select Time Zone  
(UTC-05:00) Eastern Time (US & C... ▼

Select Date  
4/26/2022

##### Select Range

08 AM - 12 PM

12 PM - 04 PM

04 PM - 08 PM

##### Available Slots

10:00 AM

10:15 AM

10:30 AM

10:45 AM

11:00 AM

11:15 AM

11:30 AM

11:45 AM

• Available • Limited Slots • Selected

Reschedule

# How to Cancel an Exam

## Additional Information

Credentia operations staff cancels an exam in Conductor, If Credentia Staff must cancel an exam for any reason, you will receive an email notification confirming the cancellation. If you must cancel an exam, you will receive an email notification confirming the cancellation.

### EXAM CANCELED IN CONDUCTOR

The screenshot shows an email header with the Credentia logo (a blue plus sign in a square) and the text "Credentia NURSE AIDE CREDENTIALING SERVICES". The main heading is "Your Exam Has Been Canceled". Below this, there are fields for "Name:" and "State:". The body of the email starts with "Hi test:" followed by a pink highlighted message: "Your scheduled exam was cancelled due to unforeseen circumstances, and we apologize for any inconvenience this may have caused. To reschedule, please click Exam Schedule for the next available date or give us a call, and a representative will be happy to assist you!". Below this is a table with two columns: "EXAM DESCRIPTION" and "DATE/TIME".

EXAM DESCRIPTION	DATE/TIME
Written Location: Online	08-11-2022 09:00 AM Eastern Standard Time

### EXAM CANCELED BY CANDIDATE

The screenshot shows an email header with the Credentia logo and the text "Credentia NURSE AIDE CREDENTIALING SERVICES". The main heading is "Your Exam Has Been Canceled". Below this, there are fields for "Name:" and "State:". The body of the email starts with "Hi Keilah:" followed by a pink highlighted message: "Your exam appointment has been cancelled:". Below this is a table with two columns: "EXAM DESCRIPTION" and "DATE/TIME".

EXAM DESCRIPTION	DATE/TIME
Written Location: Online	07-16-2022 08:20 AM Eastern Standard Time

# How to Reschedule an Exam

## Reschedule Exam

### STEP 1

Select “Reschedule” for the desired exam



Dashboard

Application

**Exam Schedule**

Grievance Form

Manage Profile

Help

Registry

### Exam Schedule

Home / Exam Schedule

#### Nurse Aide Skills Exam

E0 – Nurse Aide Training Program Completion

Current Status

Event Scheduled

27th December, 2021 / 3:00 PM

Exam Mode	Exam Date	Exam Time
Test Center	27/12/2021	3:00 pm CST

Cancel

Reschedule

#### Nurse Aide Written Exam

E0 – Nurse Aide Training Program Completion

Current Status

Event Scheduled

30th December, 2021 / 6:30 PM

Exam Mode	Exam Date	Exam Time
Online	30/12/2021	6:30 pm CST

Cancel

Reschedule

# How to Reschedule an Exam

## Reschedule Online Written/Oral Exam

### STEP 2

To reschedule an online written/oral exam:

1. Select online exam
2. Select your time zone
3. Select your preferred exam date (note that days in bold have exam times available and disabled days have no available exam times)
4. Select your preferred time of day range for the exam date selected
5. Select one of the available time slots
6. Select “Reschedule” button

1 Select Your Exam Type

Online  Test Center

Select Time Zone  
(UTC-06:00) Central Time (US & C...)

2

Select Date

3

DEC 2021

S	M	T	W	T	F	S
		<b>7</b>				

● Available ● Not available ● Today ● Selected

Dates in bold have available exam times



Select Your Exam Type

Online  Test Center

Select Time Zone  
(UTC-06:00) Central Time (US & C...)

Select Date  
12/27/2021

Select Range

4

12 PM - 04 PM 04 PM - 08 PM

Available Slots

5

12:30	13:00	13:30	14:00	14:30	15:00	15:30	12:00
12:45	13:15	13:45	14:15	14:45	15:15	15:45	12:15

● Available ● Limited Slots ● Selected

6 Reschedule

< Help

# How to Reschedule an Exam

## Reschedule Test Center Exam

### STEP 3

To reschedule a written/oral or skills exam at a test center:

1. Select Test Center
2. Select your time zone
3. Select your preferred exam date range
4. If your training program provided you with a Test Center ID, select the “Find Test Center” option and enter your Test Center ID
5. Select the “Search” button to find available exam dates
6. Select an available exam date
7. Select a test center from the available list
8. Select a test time from the available list
9. Select “Reschedule” button

This screenshot shows the initial search interface. At the top, 'Select Your Exam Type' has 'Test Center' selected. Below are three input fields: 'Select TimeZone' with a dropdown menu, 'Select Date Range' with a calendar icon, and 'Find Test Center' with a search icon. A blue 'Search' button is centered below these fields. Below the button are three date options: '25. Dec, Sat', '27. Dec, Mon', and '06. Jan, Thu'. A 'Help' link is at the bottom left.



This screenshot shows the results of the search. The 'Search' button is now greyed out. Below it are three date options: '27. Dec, Mon', '29. Dec, Wed', and '08. Jan, Sat'. The first option is selected. Below the dates is a list of test centers. The first entry is 'International Council on Education (ICE)' with address '3508 Lauren St, Copperas Cove' and '3 Km away'. Below this entry are three time slots, all labeled '05:49 PM'. A 'Reschedule' button is at the bottom right, next to a 'Help' link.