

## How to Renew Your Nurse Aide Registration



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# How to Request Online Help

## Support Ticket

### STEP 1

Select your help topic from the list

The screenshot displays the Credentia CNA365 user interface. At the top left is the Credentia CNA365 logo. On the right side of the header, there are icons for a shopping cart with a '0' notification, a bell for notifications, and a user profile icon. A blue button labeled 'View previous Tickets' is located in the top right corner of the main content area. On the left side, there is a vertical navigation menu with the following items: Dashboard, Application, Exam Schedule, Grievance Form, Manage Profile, Help (highlighted in blue), and Registry. An orange arrow points from the 'Help' menu item to the 'Select Help Topic' section. This section contains a list of help topics: 'Help with Form', 'Help with Exam', 'Help with Certificate', 'Help with General Licensure Questions', 'Help with CNA365 System Questions', and 'Help with Other Questions'. The main content area on the right is currently empty, displaying a large document icon with a person silhouette and the text 'Select a category for Help'.

# 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

The screenshot shows the Credentia CNA365 user interface. On the left is a navigation menu with options: Dashboard, Application, Exam Schedule, Grievance Form, Manage Profile, **Help** (highlighted), and Registry. The main content area is titled 'Help' and contains a 'Select Help Topic' section with three buttons: 'Help with Form', 'Help with Exam', and 'Help with Certificate'. To the right, under the heading 'Form', there is a card for 'E6A - Temporary Nurse Aide - Examination'. This card displays 'Application ID 54', 'Submitted Date', and 'Current State Pending'. An orange arrow points to a 'Get Help' button on the right side of the card. A blue button labeled 'View previous Tickets' is located in the top right corner of the help section.

This screenshot shows the 'Form' page for 'E6A - Temporary Nurse Aide - Examination'. It displays the same information as the previous screenshot: 'Application ID 54', 'Submitted Date', and 'Current State Pending'. An orange arrow points to a 'Raise Ticket' button on the right side of the card. A back arrow is visible in the top left corner of the page.

# 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 online help support ticket form. The form is titled "Support Ticket" and is divided into two main sections: "Select Help Topic" and "Support Ticket".

**Select Help Topic:** This section contains a dropdown menu with "Help with Form" selected. Other options include "Help with Exam", "Help with Certificate", "Help with General Licensure Questions", "Help with CNA365 System Questions", and "Help with Other Questions".

**Support Ticket:** This section contains a "Summary" text box, a "Description" text box, and an "Upload Supporting Documents" section with an "Upload" button.

At the bottom right, there are "CANCEL" and "Submit" buttons.

Red numbered callouts (1-4) point to the Summary box, Description box, Upload button, and Submit button respectively.

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