



## Pennsylvania Training Program Quick Reference Guide

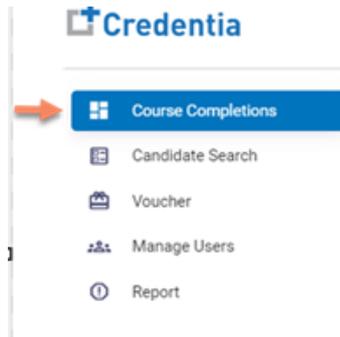


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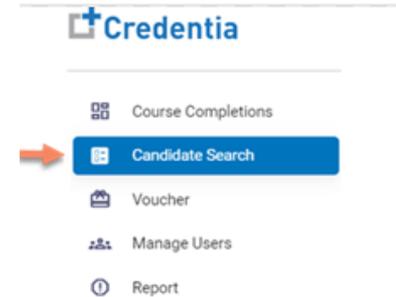
# How to Verify Course Completion Requests

## 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 an 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

**Course Completion Verification**

Course Dates 1

Date	Pending Records	Confirmed Records	Denied Records
2021-11-18	0	1	1
2021-11-22	0	2	1
2021-11-23	0	5	0
2021-11-24	1 <span>2</span>	7	1
2021-11-25	0	2	0

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

**Candidate Details**

<input checked="" type="checkbox"/>	Candidate Name	Candidate ID	Completed Date	City
<input checked="" type="checkbox"/>	Kartik	899	2021-11-23	Bangalore

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

**Verification**

Update Completion Date  No Changes

Selected Date   Reason

5

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 (you can select multiple candidates as desired)

4. Correct the completion date if necessary or select no changes

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

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

### CANDIDATE SEARCH

**Candidate Search**  
Home / Candidate Search

Pending Approved Rejected All

Candidate Name	Candidate ID	State Name	Completion Date	Working status	Status	Action
Kartik K	107	Pennsylvania	Nov 23, 2021, 12:30:00 PM	Kartik K	Pending	

The Page You're on: 0

Items Per Page: 8 1 - 1 of 1

3. Correct the completion date if necessary or select no changes
4. Submit or reject the verification request for the candidate (must provide a reason for a reject)

### CANDIDATE VERIFICATION

**Verification**  
Candidate Search / Candidate Verification

Update Completion Date  No Changes

Selected Date: 11/23/2021

Reason: f

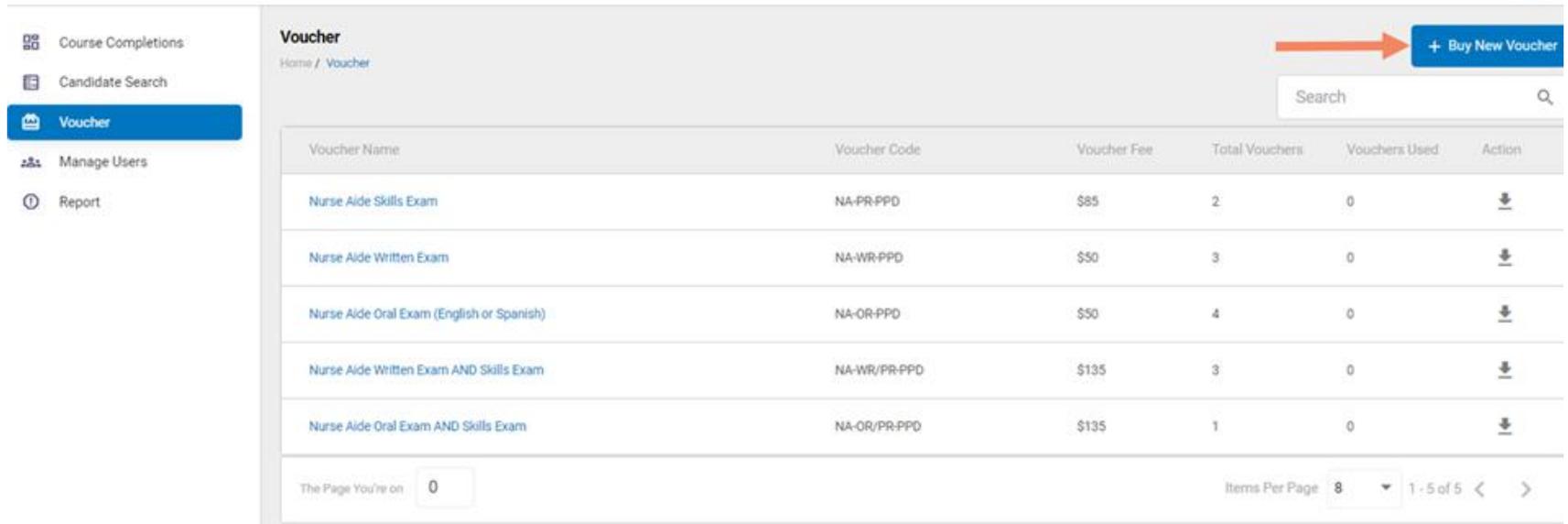
# How to Purchase Test Vouchers

## Step 1 – Select Buy New Voucher

### STEP 1

Select “Voucher” on the navigation menu and the select the “Buy New Voucher” button

 Credentia



The screenshot shows the Credentia application interface. On the left is a navigation menu with the following items: Course Completions, Candidate Search, Voucher (highlighted in blue), Manage Users, and Report. The main content area is titled 'Voucher' and includes a breadcrumb 'Home / Voucher'. In the top right corner, there are icons for a shopping cart (with a '0' notification), a bell, and a user profile. A blue button labeled '+ Buy New Voucher' is prominently displayed, with an orange arrow pointing to it from the left. Below the button is a search bar. The main area contains a table with the following data:

Voucher Name	Voucher Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
<a href="#">Nurse Aide Skills Exam</a>	NA-PR-PPD	\$85	2	0	
<a href="#">Nurse Aide Written Exam</a>	NA-WR-PPD	\$50	3	0	
<a href="#">Nurse Aide Oral Exam (English or Spanish)</a>	NA-OR-PPD	\$50	4	0	
<a href="#">Nurse Aide Written Exam AND Skills Exam</a>	NA-WR/PR-PPD	\$135	3	0	
<a href="#">Nurse Aide Oral Exam AND Skills Exam</a>	NA-OR/PR-PPD	\$135	1	0	

At the bottom of the table area, there is a pagination control showing 'The Page You're on' with a value of '0' in a text box. To the right, it says 'Items Per Page' with a dropdown menu set to '8', and '1 - 5 of 5' with left and right 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 Skills Exam	\$85	- 2 +
Nurse Aide Written Exam	\$50	- 0 +
Nurse Aide Oral Exam (English or Spanish)	\$50	- 0 +
Nurse Aide Written Exam AND Skills Exam	\$135	- 8 +
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 CVW code, and select the “Pay” button

**Payment**  
Home / Voucher / Buy New Voucher / Payment

**Saved Cards** 1

	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(?):  2

3

**Payment Summary**

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

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 Credentia Platform

- 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

Items Per Page 8 1 - 3 of 3 < >

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

Assign

# How to Manage Test Vouchers

## Distributing Vouchers to Candidates OUTSIDE of the Credentia Platform

### VOUCHER SUMMARY PAGE

**Voucher** + Buy New Voucher

Home / Voucher Search

Voucher Name	Voucher Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
<a href="#">Nurse Aide Skills Exam</a>	NA-PR-PPD	\$85	2	0	
<a href="#">Nurse Aide Written Exam</a>	NA-WR-PPD	\$50	2	0	
<a href="#">Nurse Aide Oral Exam (English or Spanish)</a>	NA-OR-PPD	\$50	0	0	
<a href="#">Nurse Aide Written Exam AND Skills Exam</a>	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'.*

- 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

### 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  Items Per Page  1 - 3 of 3 < >

### 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	<a href="#">Lisa Simpson</a>	Assigned
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	<a href="#">Patty Smith</a>	Assigned
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	<a href="#">+Add Candidate</a>	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
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The Page You're on:

Items Per Page 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 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**

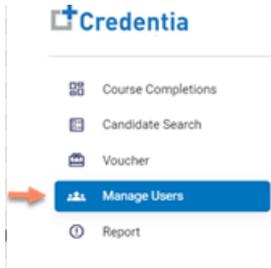
Item Code	Expiration Date	Candidate Name	Voucher Status	Action
PA4DF2F8E5S9	Feb 15, 2023, 4:49:53 AM	Lee Gilbert	Assigned	

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



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' interface. At the top right, there is a blue '+ Add User' button (callout 3) and a search bar. Below is a table with columns: Name, Contact Number, Email, Created Date, Status, and Actions. The first row shows a user named Amy Farrah with a status toggle (callout 1) and an edit icon. The bottom right of the table shows 'Items Per Page 8' and '5 of 5' (callout 2).

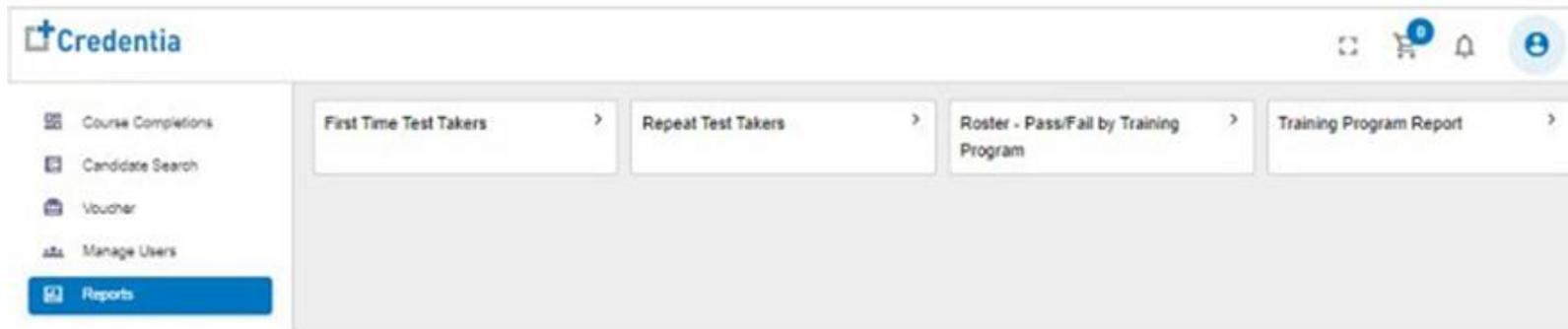
<input type="checkbox"/>	Name	Contact Number	Email	Created Date	Status	Actions
<input type="checkbox"/>	Amy Farrah	+919268170173	testuser07@examroom.ai	Nov 26, 2021, 5:14:00 PM	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Sasha Murray	+919268170987	testuser08@examroom.ai	Nov 26, 2021, 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"/>	

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 the Credentia Platform by visiting [credentia.com](https://credentia.com), selecting your state, and clicking the blue login button. If you have never logged in to the Credentia Platform 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

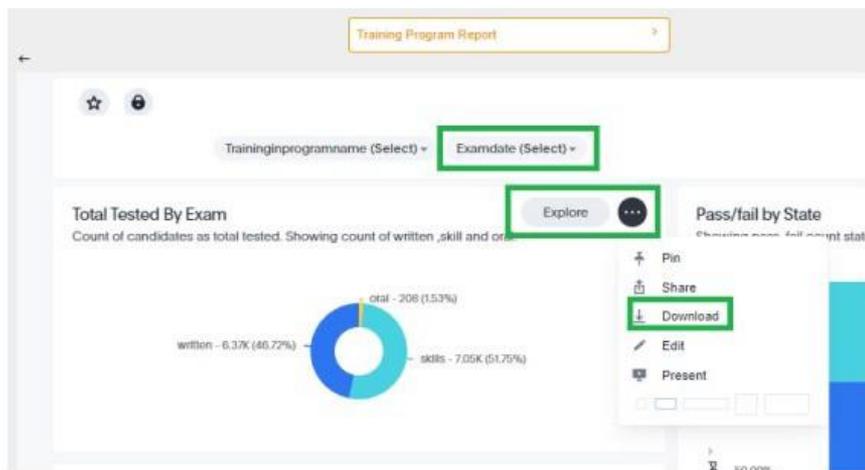
- First Time Test Takers
  - Highlights Training Program candidates who have passed an exam Written and/or Skills on the first attempt within a selected timeframe.
  - Includes # candidates passed and # candidates failed on their first attempt.
  - Candidates are listed in the report once because this 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

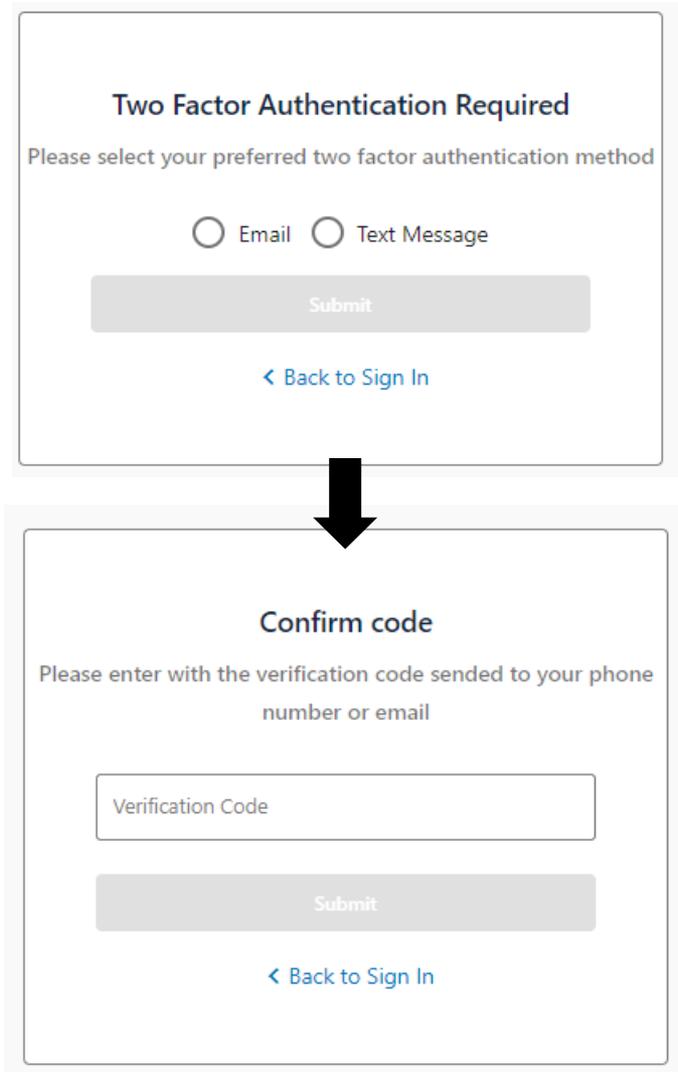


**Content Area Details - Written/Oral**  
Counting candidates total tested, pass, pass percentage counts for ExamType.

Title	Exa...	...	Tested	Passed
activities of daily living	oral	Filter		74
score_category_emotional_and_mental_health_need	written	Sort		1,398
		Text wrapping		
client rights	oral	Remove		75
score_category_emotional_and_mental_health_need	oral		5	3
...	...	...	...	-

# MFA Mandatory Logins

Please be aware there are mandatory logins. Therefore, in order to enter your account after signing out, you must receive the code from the email/phone number that we have on file.



The diagram illustrates a two-step MFA login process. The first step is a selection screen titled "Two Factor Authentication Required" with the instruction "Please select your preferred two factor authentication method". It features two radio button options: "Email" and "Text Message". Below the options is a grey "Submit" button and a blue link "< Back to Sign In". A large black arrow points from this screen to the second step, which is a confirmation screen titled "Confirm code" with the instruction "Please enter with the verification code sent to your phone number or email". This screen contains a text input field labeled "Verification Code", a grey "Submit" button, and a blue link "< Back to Sign In".

**Two Factor Authentication Required**  
Please select your preferred two factor authentication method

Email  Text Message

Submit

[< Back to Sign In](#)

**Confirm code**  
Please enter with the verification code sent to your phone number or email

Verification Code

Submit

[< Back to Sign In](#)

# How to Reset Your Password

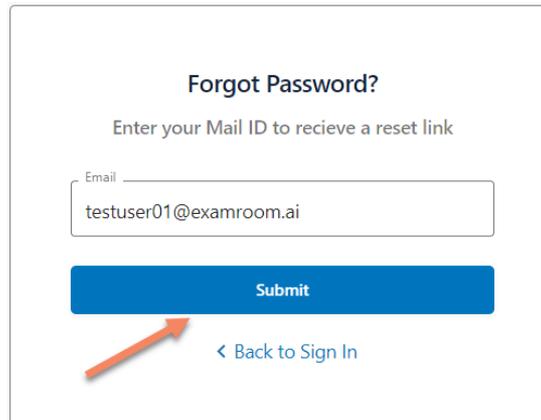
2

Click the “Forgot Password” link on the Credentia Login page



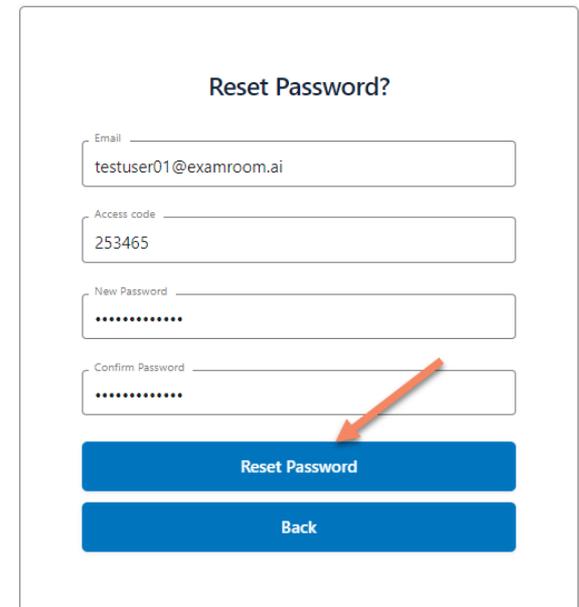
3

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