Credentia
CNA365®

How to Change Your Profile Information

How to Change Your Profile Information
Step 1 – Select Manage Profile

STEP 1

Select "Manage Profile" from the navigation menu and then select the "Edit Profile" button
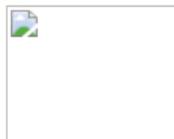
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- Dashboard
- Application
- Exam Schedule
- Grievance Form
- **Manage Profile**
- Help
- Registry

Manage Profile
Home / Manage Profile

General Information

Change Photo

Name:	oshin F
Date Of Birth:	
Gender:	Female

Contact Information

Address:	ExamRoom.AI, 92/1A Phase, Micropolis, #236, 10
Phone Number:	+9112345678906
Email:	testuser01@examroom.ai
SSN:	123456789

Edit Profile

How to Change Your Profile Information
Step 2 – Make Self Changes or Select Correction Form

STEP 2

To Change Gender, Address, or Phone

Make your changes and select the "Submit" button

Edit Profile
Home / Manage Profile / Edit Profile

Correction Form

General Information

Full Name
oshin F

Date Of Birth

Gender
Female

Contact Information

Address
ExamRoom.AI, 92/1A Phase, Micropolis, #236, 10

Zip Code
56997

City
asd

+1 2345678906

Email
testuser01@examroom.ai

SSN
123456789

Submit

To Change Name, DOB, or SSN

Select the "Correction Form" button

Edit Profile
Home / Manage Profile / Edit Profile

Correction Form

General Information

Full Name
oshin F

Date Of Birth

Gender
Female

Contact Information

Address
ExamRoom.AI, 92/1A Phase, Micropolis, #236, 10

Zip Code
56997

City
asd

+1 2345678906

Email
testuser01@examroom.ai

SSN
123456789

Submit

How to Change Your Profile Information
Step 3 – Enter Changes and Upload Supporting Documentation

STEP 3

If you selected Correction Form in Step 2, enter the information you wish to change, upload your supporting documents, and select the "Submit" button

Important: you must select "yes" or "no" for each of the three types (name, DOB, and SSN) of information changes before submitting the request

How to Change Your Profile Information
Checking Your Profile Change Status

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Previous Corrections

Candidate Correction Form

Current Status
- ⏱ Pending

Current Name	Updated Name
FirstName,Middle...	FirstName,MiddleN...

View Summary

Click "View Summary" button to see status of your change request

Correction Form
Home / Manage Profile / Edit Profile / Correction Form

Demographic Form ⓘ

Name
- First Name: Jill
- Middle Name: R
- Last Name: Hance

Reason: name change

Upload Supporting Documents For Name Change
☁ Upload

Correction Form Progress

✅ **Candidate**
Submitted
5th December, 2021 / 6:09 PM
Submitted for approval

🔶 **OperationStaff**
Pending
5th December, 2021 / 6:09 PM
Pending for approval

Detailed log of your change request review process

You will receive a CNA365® alert email once your profile change request has been approved and changes have been made