



Candidate Registration Quick Reference Guide



Contents

- 1 How to Create a CNA365® Account
- 2 How to Submit a Testing Application
- 3 How to Schedule an Exam

How to Create a CNA365[®] Account

1

Click the “CNA365” button at the top of your state website page at www.credentia.com



2

Select the “Sign Up” link on the CNA365[®] login page

TIP: bookmark the CNA365[®] login page

3

Fill out the new account form and select “Sign Up” button

4

Check your email for your account confirmation and click the “Activate Account” button

How to Submit a Testing Application

Step 1 – Start New Application

STEP 1

After you login, click on the “Start New Application” button that appears on your Dashboard page

The screenshot displays the Credentia CNA365* dashboard. On the left is a sidebar with navigation options: Dashboard (selected), Application, Exam Schedule, Grievance Form, Manage Profile, Help, Registry, and Toggle Sidebar. The main content area features a welcome message for Diana Wells and a process flow diagram. The flow consists of five steps: Fill Application Form, Register For Exam, Start Exam, Check Exam Scores, and Get Certified. A blue button labeled '+ Start New Application' is positioned below the flow diagram. The top right of the dashboard includes icons for full screen, a shopping cart with a '0' notification, a bell, and a user profile icon.

How to Submit a Testing Application

Step 2 – Select Your Eligibility Route

STEP 2

1. Select your eligibility route
2. Confirm your eligibility route by checking the box
3. Select the “Start” button



Dashboard

Application

Exam Schedule

Grievance Form

Manage Profile

Help

Registry

Toggle Sidebar

Select Application

Home / Application / Select Application

State

Pennsylvania

Select Your Eligibility Route

E0 – Nurse Aide Training Program Completion

E3 – Pennsylvania Nurse Aide Registration Has Lapsed

E4 – Other State Nurse Aide Registration Has Lapsed

E6A – Temporary Nurse Aide - Examination

Instructions

You are responsible for completing this form if you wish to take the NNAAP® Examination. You may receive assistance from your employer or someone from your training program to complete it. The personal information used on this form and from your enrollment information, entered and verified during the online enrollment process, is used only to determine your eligibility to test. Failure to provide complete and accurate information may delay your nurse aide test or prevent your entry on the Registry. Please ensure your address information is correct before submitting this application. Once submitted, your application will be reviewed by Credentia and/or the state to confirm your eligibility to register for the NNAAP exam. You will be notified by email once a decision has been made regarding your application. You can also review the status of your application in CNA365.

For all applicants who have successfully completed a Pennsylvania State-Approved Nurse Aide Training Program within the last twenty-four (24) months.

I have read the above definition of the E0 Eligibility Route and confirm that this is the correct Eligibility Route for me (check the box).

Start

How to Submit a Testing Application

Step 3 – Complete Application

STEP 3

Click on each section to enter the required information and upload any supporting documentation as prompted



Application Form
Home / Application / Application Form

Cancel Save as Draft Submit

Pennsylvania Nurse Aide Testing Application

Eligibility Route: E0 Nurse Aide Training Program Completion

Section 1 Training Program Completion ⓘ

1. Training Program
Select your training program from the drop down list.

Training Program
Test Institute

2. Course Completion Date ⓘ
Enter your training program completion date.

Select Date
11/22/2021

Section 2 Screening Questions ⓘ

Section 3 Accommodations ⓘ

Section 4 Registrant Certification ⓘ

Application Progress

- Training Program Completion
- Screening Questions
- Accommodations
- Registrant Certification

Section name turns green after completion

Click each section to complete application

! TIP: save your application by selecting "Save as Draft" button in upper right-hand corner if you want to save and submit later

How to Submit a Testing Application

Step 4 – Submit Application

STEP 4

When you have completed all sections, click on the “Submit” button



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

Application Form

Home / Application / Application Form

[Cancel](#) [Save as Draft](#) [Submit](#)

Pennsylvania Nurse Aide Testing Application

Eligibility Route: E0 Nurse Aide Training Program Completion

Section 1 Training Program Completion ⓘ

Section 2 Screening Questions ⓘ

Section 3 Accommodations ⓘ

Section 4 Registrant Certification ^

I hereby certify that the information provided on this registration form is true and accurate, and that I am the person whose name appears on the form. I understand that any information I give that is not true may jeopardize my certification status and listing as a nurse aide and may result in prosecution by the state of Pennsylvania.

Yes, the information on this application is true and correct.

Candidate Signature
Tina Jones

Select Date
11/26/2021

Application Progress

- Training Program Completion
- Screening Questions
- Accommodations



How to Submit a Testing Application

Checking Your Application Status



Dashboard

Application

Exam Schedule

Grievance Form

Manage Profile

Help

Registry

Application

Home / Application

Pennsylvania E0 – Nurse Aide Training Program Completion Application

Current Status

Pending

26th November, 2021 / 8:31 PM

Application ID	Submitted Date
646	26/11/2021

Summary

Click "Summary" button to see status of your application



Application

Home / Application / Application-Summary

Pennsylvania Nurse Aide Testing Application

Eligibility Route: E0 Nurse Aide Training Program Completion

Section 1 Training Program Completion ⓘ

Section 2 Screening Questions ⓘ

Section 3 Accommodations ⓘ

Section 4 Registrant Certification ⓘ

Detailed log of your application review process

Application Process

- ✓ Candidate Submitted
26th November, 2021 / 8:31 PM
Submitted for approval
- ✗ TrainingInstitute Pending
26th November, 2021 / 8:31 PM
Pending for approval

You will receive a CNA365® alert email once your application has been approved and you are able to register for exams


How to Schedule an Exam

Step 1 – Register for Exam

STEP 1

Select "Exam Schedule" from the navigation menu and then select the "Register for Exam" button




 Dashboard


 Application

 **Exam Schedule**

 Grievance Form

 Manage Profile

 Help

 Registry

Exam Schedule

[Home](#) / [Exam Schedule](#)



Exam Not Found

[Register For Exam](#)



How to Schedule an Exam

Step 2 – Select Exam Type

STEP 2


Select the Exam Type (you schedule one exam at a time)

Register For Exam

[Home](#) / [Exam Schedule](#) / [Register For Exam](#)

Eligibility Route Name

E0 – Nurse Aide Training Progra... ⓘ

Select Exam Type 

Nurse Aide Written Exam

Nurse Aide Oral English Exam

Nurse Aide Oral Spanish Exam

Nurse Aide Skills Exam



Select exam type to schedule your exam

How to Schedule an Exam

Step 3 – Schedule Online Exam

STEP 3

To schedule an online written/oral exam (skip this step if you want to schedule a test center 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 “Add Cart” button

1 Select Your Exam Type

Online Test Center

Select TimeZone
(UTC-07:00) Arizona

Select Date

DEC 2021

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Available Not Today Selected
available

Dates in bold have available exam times



Select Your Exam Type

Online Test Center

Select TimeZone
(UTC-07:00) Arizona

Select Date
12/30/2021

Select Range

08 AM - 12 PM 12 PM - 04 PM 04 PM - 08 PM

Available Slots

10:30 11:00 11:30 10:00 10:45 11:15 11:45 10:15

● Available ● Limited Slots ● Selected

6 Add Cart Pay Now

How to Schedule an Exam

Step 4 – Schedule Test Center Exam

STEP 4

To schedule an 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 “Add Cart” button

This screenshot shows the initial search options for scheduling a test center exam. The interface includes a 'Select Your Exam Type' section with radio buttons for 'Online' and 'Test Center'. Below this are three input fields: 'Select Time Zone' (set to '(UTC-06:00) Central ...'), 'Select Date Range' (set to '1/4/2 - 1/13/2'), and 'Find Test Center' (with a search icon). A blue 'Search' button is positioned below these fields. Below the search button are three date selection buttons: '25. Dec, Sat', '27. Dec, Mon', and '06. Jan, Thu'. A 'Help' link is visible in the bottom right corner.



This screenshot shows the results of the search. The 'Search' button is now a dark blue rectangle. Below it are three date selection buttons: '25. Dec, Sat', '27. Dec, Mon', and '06. Jan, Thu'. Below these are three test center entries. The first entry is for 'International Council on Education (ICE)' at '3508 Lauren St, Copperas Cove', with a 'Directions' link and '3 Km away' distance. Below this entry are three time selection buttons, all set to '10:24 AM'. At the bottom right, there are two buttons: 'Add Cart' and 'Pay Now'.

How to Schedule an Exam

Step 5 – Enter Payment Information in Shopping Cart

STEP 5

Select payment method:

1. If you have a voucher, enter the voucher code and click the “Apply Code” link (if your training program assigned a code to your account previously it will appear automatically)
2. If you are paying with a credit/debit card, enter you card information and select “Save Card”
3. If you are paying with ACH (electronic check), enter you bank information

Payment

[Home](#) / [Exam Schedule](#) / [Register For Exam](#) / [Payment](#)

Saved Cards ▼

Add Card ▲

Credits/Debit Cards

Enter Card Number

Enter Card Name

YYYY/MM CVV

ACH ▼

Payment Summary

Nurse Aide Written Exam		\$50	🗑️
EO – Nurse Aide Training Program Completion			
Exam Mode	Exam Date	Exam Time	
Online	23/12/2021	7:30 pm CST	
Enter the promo code Apply Code			
SubTotal		\$50	
Tax		\$1.00	
Grand Total		\$51	

How to Schedule an Exam

Step 6 – Make Payment

STEP 6

If you are paying for your exam(s) by credit/debit card, in the shopping cart checkout:

1. Select the saved card you want to use for payment
2. Enter the CVV code for security purposes
3. Select the “Pay” button

Payment

Home / Exam Schedule / Register For Exam / [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 281 visa	hello hi	12/2026

Enter CVV(?): 2

3

Payment Summary

Nurse Aide Written Exam \$50

E0 – Nurse Aide Training Program Completion

Exam Mode	Exam Date	Exam Time
Online	23/12/2021	7:30 pm CST

[Apply Code](#)

SubTotal	\$50
Tax	\$1.00
Grand Total	\$51

Add Card

ACH

You will receive a CNA365® alert email with a confirmation/receipt of your scheduled exam(s)