

Candidate Registration Quick Reference Guide



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How to Create a CNA365® Account



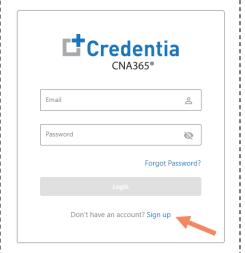
Click the "CNA365" button at the top of your state website page at www.credentia.com





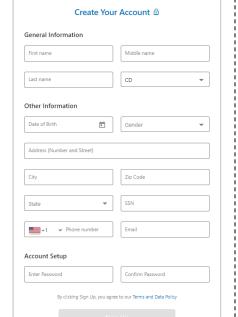
Select the "Sign Up" link on the CNA365® login page

1 TIP: bookmark the CNA365® login page





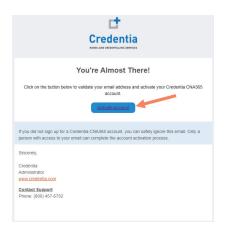
Fill out the new account form and select "Sign Up" button



Already have an account? Sign In



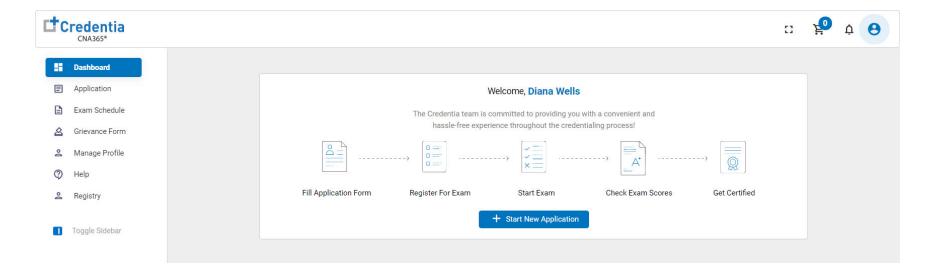
Check your email for your account confirmation and click the "Activate Account" button



Step 1 – Start New Application

STEP 1

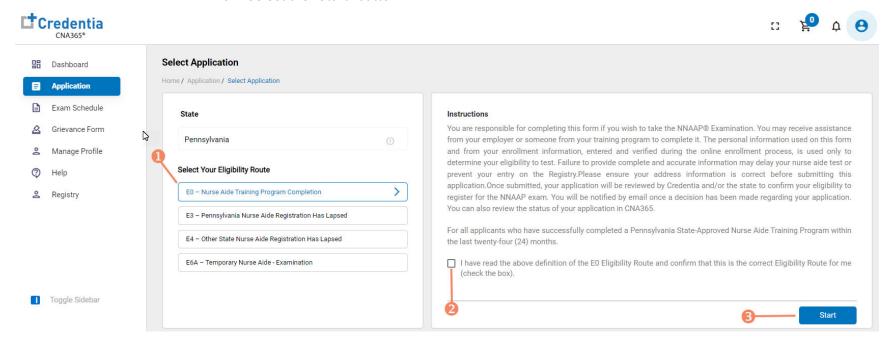
After you login, click on the "Start New Application" button that appears on your Dashboard page



Step 2 – Select Your Eligibility Route

STEP 2

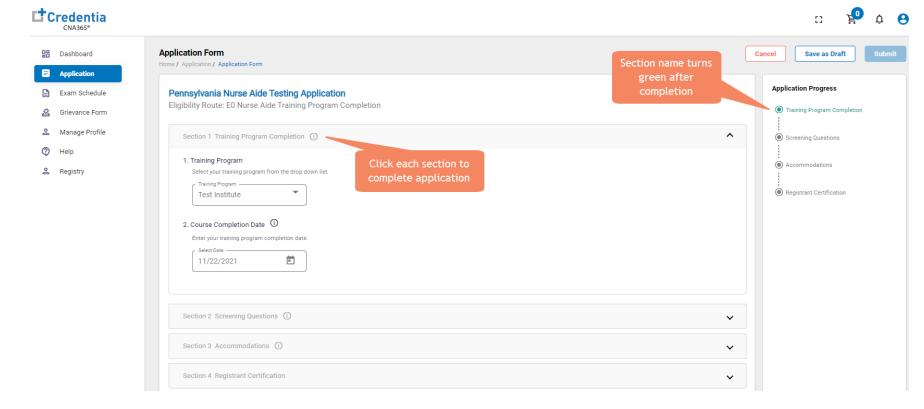
- 1. Select your eligibility route
- 2. Confirm your eligibility route by checking the box
- 3. Select the "Start" button



Step 3 - Complete Application

STEP 3

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

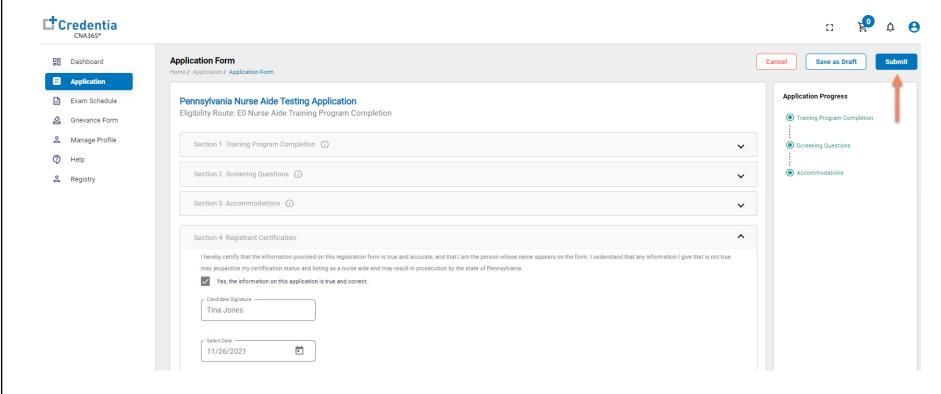


1 TIP: save your application by selecting "Save as Draft" button in upper right-hand corner if you want to save and submit later

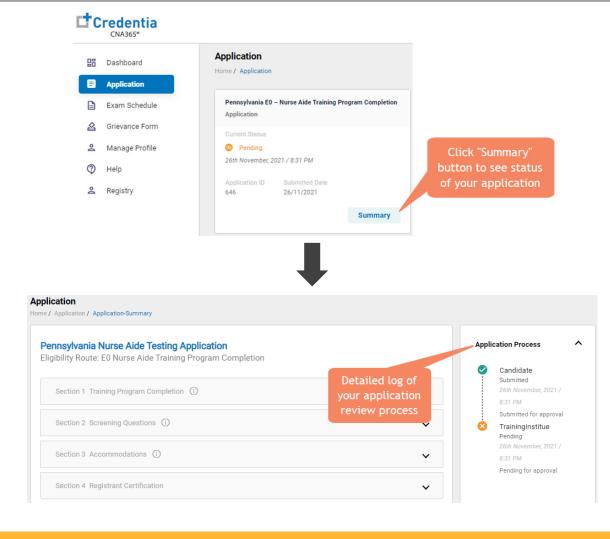
Step 4 – Submit Application

STEP 4

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



Checking Your Application Status

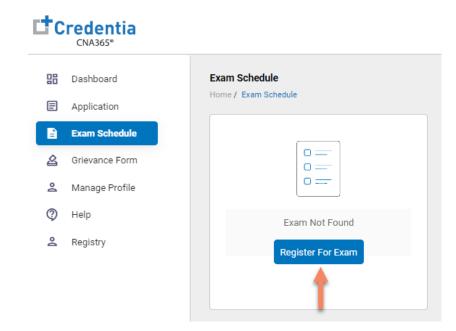


You will receive a CNA365® alert email once your application has been approved and you are able to register for exams

Step 1 – Register for Exam

STEP 1

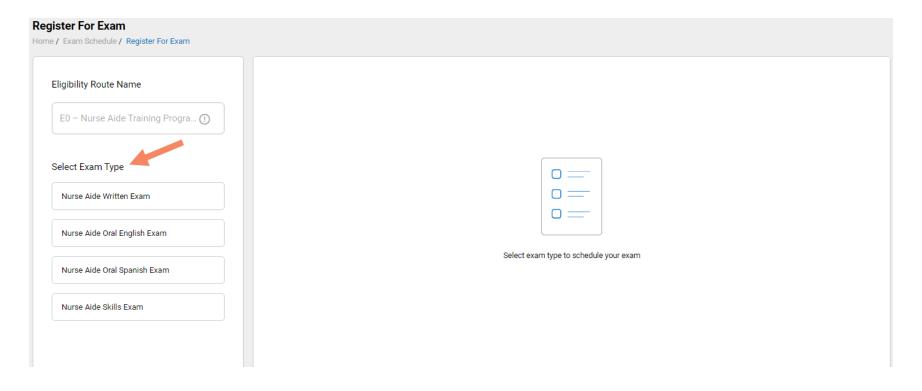
Select "Exam Schedule" from the navigation menu and then select the "Register for Exam" button



Step 2 – Select Exam Type

STEP 2

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

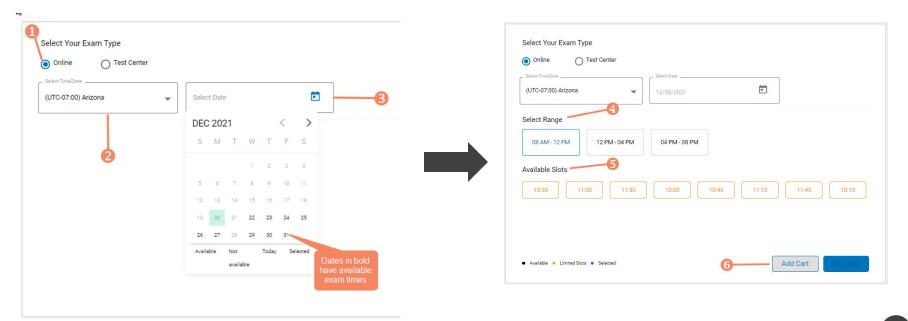


Step 3 – Schedule Online Exam

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



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

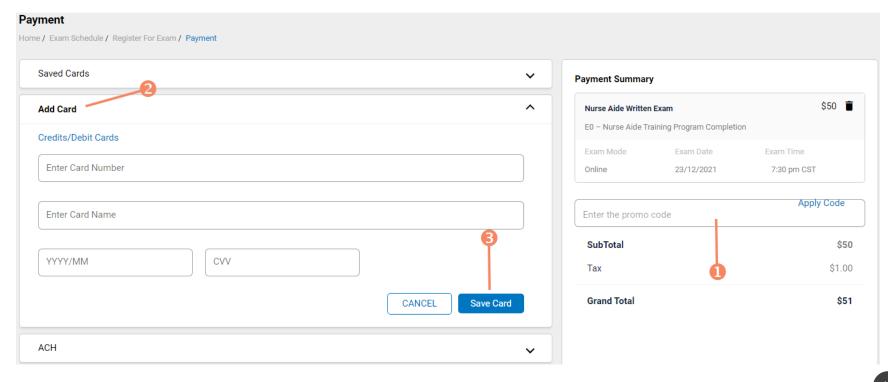


Step 5 – Enter Payment Information in Shopping Cart

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

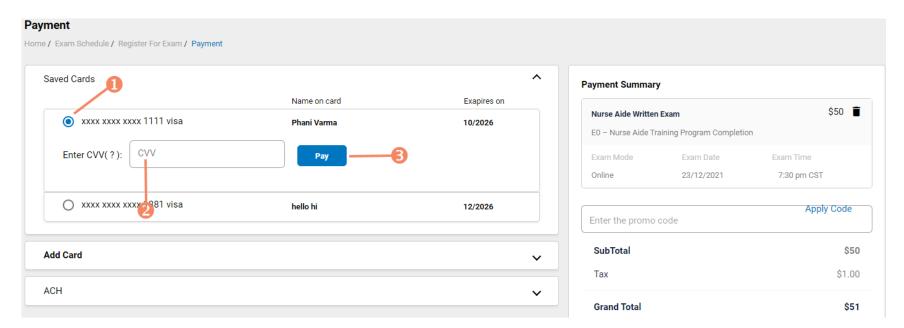


Step 6 – Make Payment

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



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