



Candidate Registration Quick Reference Guide



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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

The login page features the Credentia CNA365 logo at the top. Below it are input fields for Email and Password. A 'Forgot Password?' link is positioned to the right of the password field. A 'Login' button is centered below the fields. At the bottom, a link says 'Don't have an account? Sign up', with an orange arrow pointing to it.

3

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

The 'Create Your Account' form is divided into three sections. The 'General Information' section includes fields for First name, Middle name, Last name, and a dropdown for CD. The 'Other Information' section includes fields for Date of Birth, Gender, Address (Number and Street), City, Zip Code, State, SSN, a country/phone number dropdown, and an Email field. The 'Account Setup' section has fields for Enter Password and Confirm Password. At the bottom, a 'Sign Up' button is centered, with a 'Sign In' link below it. A disclaimer states: 'By clicking Sign Up, you agree to our Terms and Data Policy'.

4

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

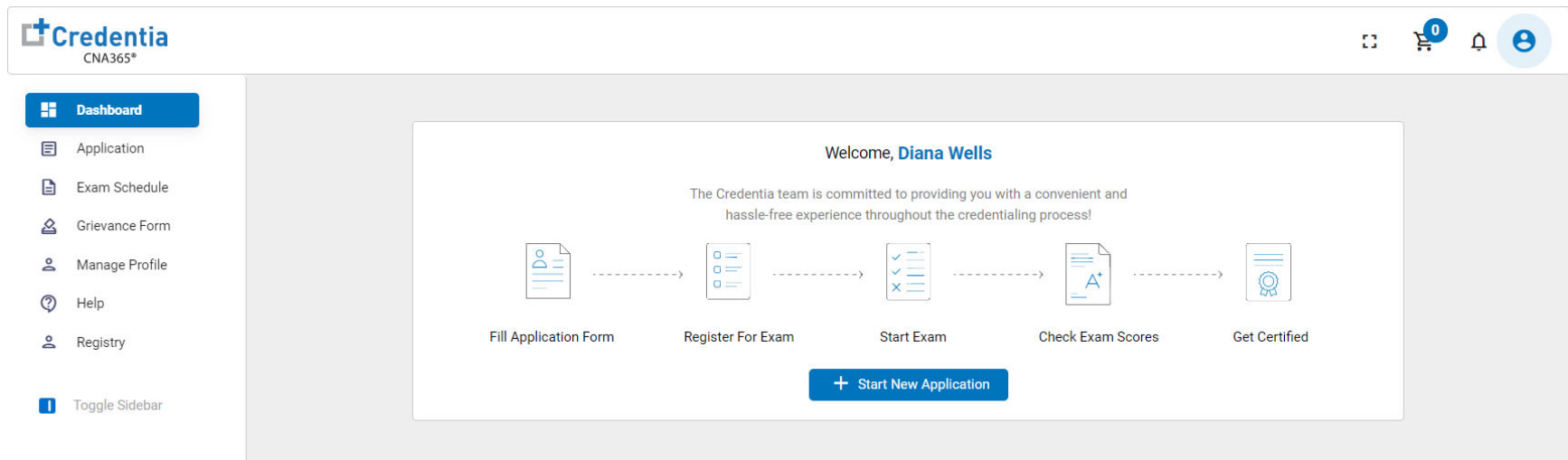
The email confirmation page has the Credentia logo at the top. The heading is 'You're Almost There!'. The text says: 'Click on the button below to validate your email address and activate your Credentia CNA365 account.' Below this is a blue 'Activate Account' button, with an orange arrow pointing to it. A light blue box contains a disclaimer: 'If you did not sign up for a Credentia CNA365 account, you can safely ignore this email. Only a person with access to your email can complete the account activation process.' At the bottom, it says 'Sincerely, Credentia Administrator' with the website www.credentia.com and contact support information: '(800) 457-6752'.

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



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

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CNA365®

Dashboard
Application
Exam Schedule
Grievance Form
Manage Profile
Help

Home / Application / Select Application

Select Application

State
North Carolina

Select Your Eligibility Route

- E1 – North Carolina State-Approved Nurse Aide I Trained Candidates
- E3 – North Carolina State-Approved Refresher Course Trained Candidates
- E5 – North Carolina State-Approved Student Nurse Training Candidates
- E8 – Other Trained
- E9 – Out of State Trained
- E10 – Active Status On The NC Nurse Aide I Registry
- Medication Aide Registry for Nursing Home Facilities
- Medication Aide Registry for Adult Care Facilities
- E5 – North Carolina State-Approved Student Nurse Training Candidates

Instructions
Once submitted, your application will be reviewed by the state-approved training program where you completed training in North Carolina. The state-approved training program will confirm your eligibility to register for the National Nurse Aide Assessment Program (NNAAP) examination. 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.

E1 – North Carolina State-Approved Nurse Aide I Trained Candidates:
For all applicants who have successfully completed a North Carolina state-approved Nurse Aide I training program.

☐ I have read the above definition of the E1 Eligibility Route and confirm that this is the correct Eligibility Route for me (check the box).

Important:
Candidates must pass both the written examination and the skills examination within two (2) years from the successful completion date of a state-approved training program or within three (3) attempts, whichever comes first, to be placed on the North Carolina Nurse Aide I Registry. Failure to do so will require Candidates to complete state-approved nurse aide training and competency testing again. In addition, a change in the eligibility route may require Candidates to complete state-approved nurse aide training and competency testing.

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



Dashboard

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Cancel

Save as Draft

Submit

North Carolina Nurse Aide Testing Application

Eligibility Route: E1 North Carolina State Approved Nurse Aide I Trained Candidates

SECTION 1 TRAINING PROGRAM INFORMATION

1) Training Program ⓘ

select your training program from the drop-down list

Training program
NC_Training_Institute

2) Course Completion Date ⓘ

enter your training program completion date.

Select Date
1/13/2022

Click each section to complete application

Section name turns green after completion

Application Progress

TRAINING PROGRAM INFORMATION

ACCOMMODATIONS

MILITARY INFORMATION

CANDIDATE ATTESTATION

Table Sidebar

How to Submit a Testing Application

Step 4 – Submit Application

STEP 4

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

The screenshot displays the 'Application Form' interface for a 'North Carolina Nurse Aide Testing Application'. The left sidebar contains navigation links: Dashboard, Application (highlighted), Exam Schedule, Grievance Form, Manage Profile, and Help. The main content area shows the application title and eligibility route: 'Eligibility Route: E1 North Carolina State Approved Nurse Aide I Trained Candidates'. Below this are four expandable sections: SECTION 1 TRAINING PROGRAM INFORMATION, SECTION 2 ACCOMMODATIONS, SECTION 3 MILITARY INFORMATION, and SECTION 4 CANDIDATE ATTESTATION. The bottom of SECTION 4 contains a statement of acknowledgment and five numbered points. On the right, the 'Application Progress' sidebar shows a vertical list of steps: TRAINING PROGRAM INFORMATION, ACCOMMODATIONS, MILITARY INFORMATION, and CANDIDATE ATTESTATION, all marked with green circles. At the top right of the form, there are three buttons: 'Cancel', 'Save as Draft', and 'Submit'. A red arrow points to the 'Submit' button.

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Application Form
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North Carolina Nurse Aide Testing Application
Eligibility Route: E1 North Carolina State Approved Nurse Aide I Trained Candidates

SECTION 1 TRAINING PROGRAM INFORMATION

SECTION 2 ACCOMMODATIONS ⓘ

SECTION 3 MILITARY INFORMATION

SECTION 4 CANDIDATE ATTESTATION

By checking the two boxes below, I acknowledge and agree to the following statements:

1. I have reviewed the entire application before signing.
2. My electronic signature will have the same legal effect and enforceability as my manual signature.
3. No certification authority or other third-party verification is necessary to validate my electronic signature and the lack of such certification or third-party verification will not in any way effect the enforceability of my electronic signature.
4. I understand that I must pass the state-approved nurse aide competency examination within the required time-period for listing on the North Carolina Nurse Aide I Registry.
5. The information in this application is truthful, accurate and complete.

Application Progress

- TRAINING PROGRAM INFORMATION
- ACCOMMODATIONS
- MILITARY INFORMATION
- CANDIDATE ATTESTATION

Cancel Save as Draft **Submit**

How to Submit a Testing Application

Checking Your Application Status

The image shows two screenshots from the Credentia CNA365 application portal. The top screenshot shows the 'Application' status page for a 'North Carolina E1 - North Carolina State-Approved Nurse Aide I Trained Candidates' application. The status is 'Pending' as of January 22nd, 2022, at 9:57 AM. A 'Summary' button is visible. A red callout bubble points to this button with the text: 'Click "Summary" button to see status of your application'. A large black arrow points down to the second screenshot. The bottom screenshot shows the 'Application Form' for the same application. It includes a 'SECTION 1 TRAINING PROGRAM INFORMATION' with fields for '1) Training Program' (set to 'NC_Training_Institute') and '2) Course Completion Date'. A red callout bubble points to the 'Application Progress' sidebar on the right, which shows a timeline of events: 'Candidate Submitted' (22 Jan, 2022 | 9:57 AM) and 'Training Program Pending' (22 Jan, 2022 | 9:57 AM). The callout text says: 'Detailed log of your application review process'.

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

The left screenshot shows the 'Select Your Exam Type' form. It has two radio buttons: 'Online' (selected) and 'Test Center'. Below is a 'Select Time Zone' dropdown menu showing '(UTC-07:00) Arizona'. To the right is a 'Select Date' calendar for December 2021. The date 20 is highlighted in green. A red circle with the number 1 points to the 'Online' radio button, a red circle with the number 2 points to the time zone dropdown, and a red circle with the number 3 points to the calendar. A red callout box at the bottom right of the calendar says 'Dates in bold have available exam times'. A large black arrow points from the left screenshot to the right screenshot.

The right screenshot shows the same form after further selections. The 'Select Date' field now shows '12/30/2021'. Below it is a 'Select Range' section with three buttons: '08 AM - 12 PM' (selected), '12 PM - 04 PM', and '04 PM - 08 PM'. Below that is an 'Available Slots' section with seven buttons: '10:30', '11:00', '11:30', '10:00', '10:45', '11:15', and '10:15'. At the bottom right are two buttons: 'Add Cart' and 'Pay Now'. A red circle with the number 4 points to the 'Select Range' section, a red circle with the number 5 points to the 'Available Slots' section, and a red circle with the number 6 points to the 'Add Cart' button.

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 steps of the exam scheduling process. It includes a 'Select Your Exam Type' section with radio buttons for 'Online' and 'Test Center'. Below this are fields for 'Select Time Zone' (set to '(UTC-06:00) Central ...'), 'Select Date Range' (set to '1/4/2 – 1/13/2'), and a 'Find Test Center' input field. A 'Search' button is prominently displayed. Below the search button are three date options: '25. Dec, Sat', '27. Dec, Mon', and '06. Jan, Thu'. A 'Help' link is visible at the bottom right.



This screenshot shows the results of the search. It displays the same 'Select Your Exam Type' section as the first screenshot. Below the 'Search' button, there are three date options: '25. Dec, Sat', '27. Dec, Mon', and '06. Jan, Thu'. Below these dates, there is a list of test centers. The first test center listed is 'International Council on Education (ICE)' with the address '3508 Lauren St, Copperas Cove'. To the right of the address are links for 'Directions' and '3 Km away'. Below the test center list, there are three time options: '10:24 AM', '10:24 AM', and '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 your bank information

Payment
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Saved Cards

Add Card

[Credits/Debit Cards](#)

ACH

Payment Summary

Nurse Aide Written Exam \$40

E1 – North Carolina State-Approved Nurse Aide I Trained Candidates

Exam Mode	Exam Date	Exam Time
Online	01/29/2022	12:45 PM EST

Nurse Aide Skills Exam \$100

E1 – North Carolina State-Approved Nurse Aide I Trained Candidates

Exam Mode	Exam Date	Exam Time
Test Center	02/04/2022	8:00 AM EST

[Apply Code](#)

Total \$140

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
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Saved Cards

1

☒ xxxx xxxx xxxx 1111 visa

Name on card

Phani Varma

Expires on

10/2026

Enter CVV(?):

CVV

2

Pay

Delete

Add Card

ACH

Payment Summary

Nurse Aide Written Exam

\$40

E1 – North Carolina State-Approved Nurse Aide I Trained Candidates

Exam Mode	Exam Date	Exam Time
Online	01/29/2022	12:45 PM EST

Nurse Aide Skills Exam

\$100

E1 – North Carolina State-Approved Nurse Aide I Trained Candidates

Exam Mode	Exam Date	Exam Time
Test Center	02/04/2022	8:00 AM EST

Enter the promo code

Apply Code

Total

\$140

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