



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. A 'Sign Up' button is at the bottom, with a link for 'Already have an account? Sign in' below it. A disclaimer at the bottom 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 shows the Credentia logo and the heading 'You're Almost There!'. It instructs the user to click a button to validate their email address and activate their account. An orange arrow points to the 'Activate Account' button. Below this, a note states: '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.' The footer includes contact information for Credentia Administrator and Support.

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* user dashboard. On the left is a sidebar with navigation links: Dashboard (highlighted), Application, Exam Schedule, Grievance Form, Manage Profile, Help, Registry, and a Toggle Sidebar button. The main content area features a welcome message for 'Diana Wells' and a message from the Credentia team. Below this is a horizontal flowchart illustrating the application process: Fill Application Form, Register For Exam, Start Exam, Check Exam Scores, and Get Certified. Each step is represented by an icon and a label. A blue button labeled '+ Start New Application' is positioned below the flowchart.

Credentia
CNA365*

Welcome, **Diana Wells**

The Credentia team is committed to providing you with a convenient and hassle-free experience throughout the credentialing process!

Fill Application Form → Register For Exam → Start Exam → Check Exam Scores → Get Certified

+ Start New Application

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

Credentia
CNA365®

Dashboard
Application
Exam Schedule
Grievance Form
Manage Profile
Help

Toggle Sidebar

Select Application

Home / Application / Select Application

State
Rhode Island ⓘ

Select Your Eligibility Route

E1 - Nursing Assistant >
E2 - Nursing Student

Instructions
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.

E1 – Nursing Assistant:
For all applicants who have successfully completed a Rhode Island Department of Health-approved nursing assistant 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:
You are allowed one (1) year from the date you began your nursing assistant training program to pass the nursing assistant examination. If you do not pass the NNAAP Examination within a one-year period, you will be required to re-train before you will be allowed to take the examination again.

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

The screenshot shows the 'Application Form' interface for 'Rhode Island Nurse Aide Testing Application'. The page title is 'Rhode Island Nurse Aide Testing Application' with the eligibility route 'E1 - Nursing Assistant'. The breadcrumb trail is 'Home / Application / Application Form'. In the top right corner, there are buttons for 'Cancel', 'Save as Draft', and 'Submit'. On the left sidebar, there are links for 'Dashboard', 'Application' (highlighted), 'Exam Schedule', 'Grievance Form', 'Manage Profile', and 'Help'. The main content area is divided into two sections: 'SECTION 1 ? TRAINING PROGRAM COMPLETION' and 'SECTION 2 ? TRAINING PROGRAM COMPLETION'. The first section contains a dropdown menu for 'Training Program' with 'Rhode Island_TP' selected. The second section contains a date picker for 'Course Completion Date' with '1/26/2022' entered. On the right side, there is an 'Application Progress' sidebar with a list of sections: '? TRAINING PROGRAM COMPLETION', 'ACCOMMODATIONS', and 'REGISTRANT CERTIFICATION'. The first section is highlighted with a green circle. Two orange callout boxes are present: one pointing to the section header with the text 'Click each section to complete application', and another pointing to the progress sidebar with the text 'Section name turns green after completion'.

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

The screenshot displays the Credentia CNA365 application form interface. On the left is a sidebar with navigation links: Dashboard, Application (highlighted), Exam Schedule, Grievance Form, Manage Profile, and Help. The main content area is titled 'Application Form' and shows the breadcrumb 'Home / Application / Application Form'. The form title is 'Rhode Island Nurse Aide Testing Application' with the eligibility route 'E1 - Nursing Assistant'. It contains three sections: 'SECTION 1 ? TRAINING PROGRAM COMPLETION', 'SECTION 2 ACCOMMODATIONS', and 'SECTION 3 REGISTRANT CERTIFICATION'. Section 1 includes a dropdown for 'Training Program' (selected: Rhode Island_TP) and a date picker for 'Course Completion Date' (selected: 1/26/2022). At the top right of the form are buttons for 'Cancel', 'Save as Draft', and 'Submit'. A red arrow points to the 'Submit' button. On the right side, an 'Application Progress' sidebar shows a checklist with three items: '? TRAINING PROGRAM COMPLETION', 'ACCOMMODATIONS', and 'REGISTRANT CERTIFICATION'. The first item is marked with a green circle and a question mark, and a red arrow points to it.

Credentia
CNA365®

Dashboard
Application
Exam Schedule
Grievance Form
Manage Profile
Help

Application Form
Home / Application / Application Form

Rhode Island Nurse Aide Testing Application
Eligibility Route: E1 - Nursing Assistant

SECTION 1 ? TRAINING PROGRAM COMPLETION ⓘ

1) Training Program

select your training program from the drop-down list:

Please select a training program
Rhode Island_TP

2) Course Completion Date ⓘ

enter your training program completion date.

Select Date
1/26/2022

SECTION 2 ACCOMMODATIONS ⓘ

SECTION 3 REGISTRANT CERTIFICATION

Cancel Save as Draft Submit

Application Progress ^

- ? TRAINING PROGRAM COMPLETION
- ACCOMMODATIONS
- REGISTRANT CERTIFICATION

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How to Submit a Testing Application

Checking Your Application Status



Dashboard

Application

Exam Schedule

Grievance Form

Manage Profile

Help

Welcome, **Gentry Miller**

Below is the list of your active applications...

Rhode Island E1 - Nursing Assistant
Application

Current Status

Pending

January 24th, 2022 / 2:35 PM

Application ID	Submitted Date
1475	01/24/2022

Summary

Click "Summary"
button to see
status of your



Application Form

Home / Application / Application Form

Rhode Island Nurse Aide Testing Application

Eligibility Route: E1 - Nursing Assistant

SECTION 1 ? TRAINING PROGRAM COMPLETION ⓘ

1) Training Program

select your training program from the drop-down list:

Please select a training program

Rhode Island_TP

2) Course Completion Date ⓘ

enter your training program completion date.

Select Date

Application Progress

Application Progress

Candidate
Submitted
24 Jan, 2022 | 2:35 PM
Submitted for approval...

Training Program
Pending
24 Jan, 2022 | 2:35 PM
Pending for approval...

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:

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 image shows two screenshots of the exam scheduling interface, connected by a large black arrow pointing from left to right. The left screenshot shows the initial selection steps, and the right screenshot shows the final selection and confirmation steps.

Left Screenshot:

- 1** Select Your Exam Type: Radio buttons for ☒ Online and ☐ Test Center.
- 2** Select Time Zone: A dropdown menu showing "(UTC-07:00) Arizona".
- 3** Select Date: A calendar for December 2021. The date 20 is highlighted in green. A red box at the bottom right of the calendar states: "Dates in bold have available exam times".

Right Screenshot:

- 1** Select Your Exam Type: Radio buttons for ☒ Online and ☐ Test Center.
- 2** Select Time Zone: A dropdown menu showing "(UTC-07:00) Arizona".
- 3** Select Date: A date field showing "12/30/2021".
- 4** Select Range: Three buttons for time ranges: "08 AM - 12 PM" (highlighted in blue), "12 PM - 04 PM", and "04 PM - 08 PM".
- 5** Available Slots: A row of buttons for specific time slots: "10:30", "11:00", "11:30", "10:00", "10:45", "11:15", "11:45", and "10:15".
- 6** Add Cart: A blue button labeled "Add Cart" next to a "Pay Now" 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 'Online' and 'Test Center' options. 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. Below the 'Search' button, three date options are shown: '25. Dec, Sat', '27. Dec, Mon', and '06. Jan, Thu'. Below these, a test center is listed: 'International Council on Education (ICE)' with the address '3508 Lauren St, Copperas Cove' and a 'Directions' link. Below the test center information, three time slots are shown: '10:24 AM', '10:24 AM', and '10:24 AM'. At the bottom right, there are 'Add Cart' and 'Pay Now' buttons.

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


Saved Cards 

Add Card 

[Credits/Debit Cards](#)


ACH 

Payment Summary

Nurse Aide Written Exam \$55 

E1 - Nursing Assistant

Exam Mode	Exam Date	Exam Time
Online	02/09/2022	10:00 AM EST

Nurse Aide Skills Exam \$110 

E1 - Nursing Assistant

Exam Mode	Exam Date	Exam Time
Test Center	02/09/2022	8:00 AM EST

[Apply Code](#)

Total \$165

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

	Name on card	Expires on
<input checked="" type="radio"/> xxxx xxxx xxxx 1111 visa	Phani Varma	10/2026

Enter CVV(?):

Add Card

ACH

Payment Summary

Nurse Aide Written Exam \$55

E1 - Nursing Assistant

Exam Mode	Exam Date	Exam Time
Online	02/09/2022	10:00 AM EST

Nurse Aide Skills Exam \$110

E1 - Nursing Assistant

Exam Mode	Exam Date	Exam Time
Test Center	02/09/2022	8:00 AM EST

Enter the promo code

[Apply Code](#)

Total \$165

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