



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 grey 'Login' button is centered below the fields. At the bottom, a link reads '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 phone number field with a country code dropdown, and an Email field. The 'Account Setup' section has fields for Enter Password and Confirm Password. A grey 'Sign Up' button is at the bottom, with a link for 'Already have an account? Sign in' below it. A small note 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

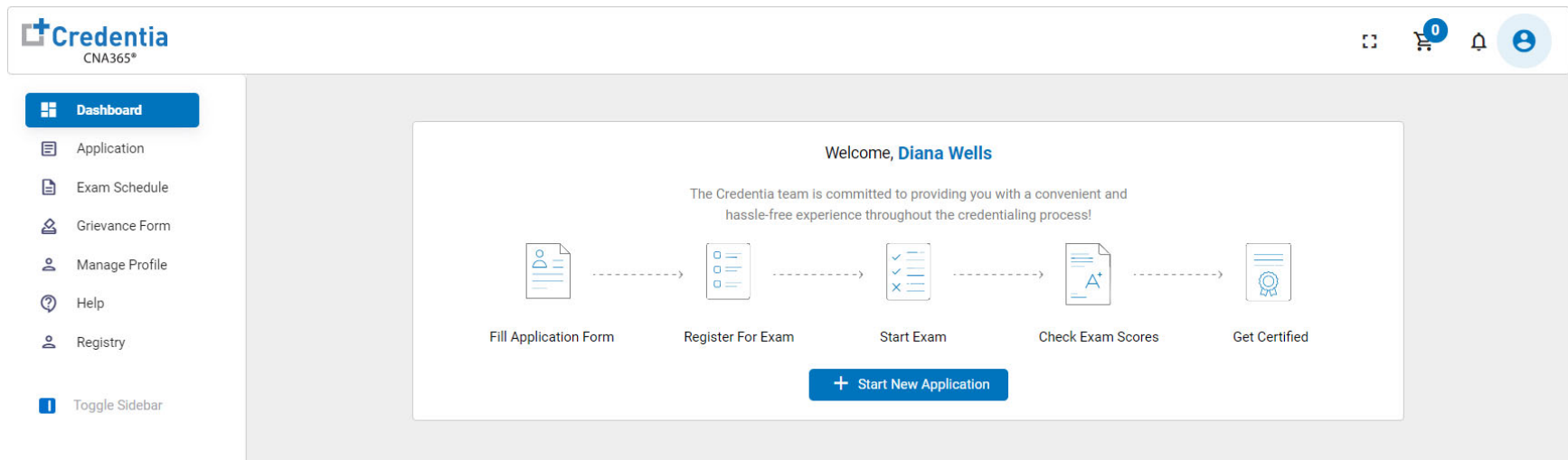
The email confirmation page shows the Credentia logo and the heading 'You're Almost There!'. It instructs the user to click a button to validate their email address and activate their account. A blue 'Activate Account' button is shown with an orange arrow pointing to it. Below this, a note states: 'If 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 page concludes with a signature line, the title 'Credentia Administrator', the website 'www.credentia.com', and contact support information: 'Contact Support Phone: (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

Credentia
CNA365®

Dashboard
Application
Exam Schedule
Grievance Form
Manage Profile
Help
Registry

Home / Application / Select Application

Select Application

State
South carolina ⓘ

Select Your Eligibility Route

☒ E1 – South Carolina State Approved Nurse Aide Trained Candidate >

☐ E2 – Out-of-State Trained NOT-licensed Candidates

☐ E3 – Lapsed or Expired South Carolina Registry Applicants

☐ E4 – Out-of-State Expired Licensed Candidates

☐ E5 – Student Nurse, LPN or RN Graduate, or Military Candidate

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 determination has been made and you can always check on the current review status of your application in the system.

E1 South Carolina State-Approved Nurse Aide Trained Candidate:
For all applicants who have successfully completed a South Carolina State-Approved Nurse Aide Training Program within the last twenty-four (24) months.

☐ 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 must pass both portions of the exam within two (2) years from the completion date of your training program or within three (3) attempts, whichever comes first to be placed on the South Carolina Registry. Failure to do so will require re-training at a 100-hour South Carolina State Approved Nurse Aide Training Program.

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 Credentia CNA365 application form interface. On the left is a sidebar with navigation links: Dashboard, Application (highlighted), Exam Schedule, Grievance Form, Manage Profile, Help, and Registry. The main content area is titled 'Application Form' and shows the breadcrumb 'Home / Application / Application Form'. The application title is 'South Carolina Nurse Aide Testing Application' with the eligibility route 'E1 South Carolina State Approved Nurse Aide Trained Candidate'. There are three buttons at the top right: 'Cancel', 'Save as Draft', and 'Submit'. The main form section is 'SECTION 1 TRAINING PROGRAM COMPLETION'. It contains two parts: '1) Training Program' with a dropdown menu showing 'SC Training Prog' and '2) Course Completion Date' with a date picker. An orange callout bubble points to the section title with the text 'Click each section to complete application'. Another orange callout bubble points to the 'TRAINING PROGRAM COMPLETION' item in the 'Application Progress' sidebar with the text 'Section name turns green after completion'. The 'Application Progress' sidebar on the right lists four steps: 'TRAINING PROGRAM COMPLETION' (highlighted in green), 'SCREENING QUESTIONS', 'ACCOMMODATIONS', and 'REGISTRANT CERTIFICATION'.

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

Application Form

CancelSave as DraftSubmit

Home / Application / Application Form

South Carolina Nurse Aide Testing Application

Eligibility Route: E1 South Carolina State Approved Nurse Aide Trained Candidate

SECTION 1 TRAINING PROGRAM COMPLETION ⓘ

SECTION 2 SCREENING QUESTIONS ⓘ

SECTION 3 ACCOMMODATIONS ⓘ

SECTION 4 REGISTRANT CERTIFICATION

I understand that I am responsible for making sure that all the information provided in this application is completely true and correct. 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 South Carolina.

☒ I agree to the above stated attestation .

Application Progress

- TRAINING PROGRAM COMPLETION
- SCREENING QUESTIONS
- ACCOMMODATIONS
- REGISTRANT CERTIFICATION

How to Submit a Testing Application

Checking Your Application Status

Credentia
CNA365®

Dashboard
Application
Exam Schedule
Grievance Form
Manage Profile
Help
Registry

Application
Home / Application

South Carolina E1 - South Carolina State-Approved Nurse Aide Trained Candidate Application

Current Status
🕒 Pending
January 22nd, 2022 / 11:10 AM

Application ID Submitted Date
1349 01/22/2022

Summary

Click "Summary" button to see status of your



Application Form
Home / Application / Application Form

South Carolina Nurse Aide Testing Application
Eligibility Route: E1 South Carolina State Approved Nurse Aide Trained Candidate

SECTION 1 TRAINING PROGRAM COMPLETION ⓘ

1) Training Program
Select your training program from the drop-down list:
Please select a training program
SC Training Prog

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

Application Progress ▾

Application Progress ⬆

- ✓ Candidate Submitted
22 Jan, 2022 | 11:10 AM
Submitted for approval...
- 🕒 Training Program
Pending
22 Jan, 2022 | 11:10 AM
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 screenshot shows the 'Select Your Exam Type' section with the 'Online' radio button selected. Below it, a 'Select Time Zone' dropdown menu is set to '(UTC-07:00) Arizona'. To the right, a 'Select Date' calendar for December 2021 is displayed. The date 20 is highlighted in green. A red callout box points to the calendar with the text 'Dates in bold have available exam times'. The calendar shows dates 1 through 31, with some dates in bold (e.g., 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). A red callout box points to the date 20 with the text 'Dates in bold have available exam times'.



The screenshot shows the 'Select Your Exam Type' section with the 'Online' radio button selected. Below it, a 'Select Time Zone' dropdown menu is set to '(UTC-07:00) Arizona'. To the right, a 'Select Date' calendar is set to 12/30/2021. Below the date, three 'Select Range' buttons are shown: '08 AM - 12 PM' (selected), '12 PM - 04 PM', and '04 PM - 08 PM'. Below the ranges, a row of 'Available Slots' is shown: 10:30, 11:00, 11:30, 10:00, 10:45, 11:15, 11:45, and 10:15. At the bottom right, there is an 'Add Cart' button and a 'Pay Now' button. A red callout box points to the 'Add Cart' button with the number 6.

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. Red numbered callouts (1-6) indicate the sequence of actions: 1 points to the 'Test Center' radio button, 2 points to the 'Search' button, 3 points to the 'Find Test Center' input field, 4 points to the 'Find Test Center' button, 5 points to the 'Search' button, and 6 points to the date selection area.



This screenshot shows the results of the search. It displays a list of available exam dates: '25. Dec, Sat', '27. Dec, Mon', and '06. Jan, Thu'. Below the dates, a test center is listed: 'International Council on Education (ICE)' with the address '3508 Lauren St, Copperas Cove' and a distance of '3 Km away'. A 'Directions' link is provided. Below the test center information, there are three time slots, all set to '10:24 AM'. A red numbered callout (7) points to the first date, and another (8) points to the first time slot. At the bottom, there are 'Add Cart' and 'Pay Now' buttons, with a red numbered callout (9) pointing to the 'Add Cart' button.

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 2

Add Card

Credits/Debit Cards

3

ACH

Payment Summary

Nurse Aide Written Exam		\$45
E4 – Out-of-State Expired Licensed Candidates		
Exam Mode	Exam Date	Exam Time
Online	02/02/2022	9:15 AM EST

Nurse Aide Skills Exam		\$95
E4 – Out-of-State Expired Licensed Candidates		
Exam Mode	Exam Date	Exam Time
Test Center	02/04/2022	8:00 AM EST

1

Total	\$140
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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

☒ xxxx xxxx xxxx 1111 visa

Name on card

Phani Varma

Expires on

10/2026

Enter CVV(?):

CVV

2

Pay

Delete

Add Card

3

ACH

Payment Summary

Nurse Aide Written Exam

\$45

E4 – Out-of-State Expired Licensed Candidates

Exam Mode

Exam Date

Exam Time

Online

02/02/2022

9:15 AM EST

Nurse Aide Skills Exam

\$95

E4 – Out-of-State Expired Licensed 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)