



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: General Information, Other Information, and Account Setup. General Information includes fields for First name, Middle name, Last name, and a dropdown for CD. Other Information includes Date of Birth, Gender, Address (Number and Street), City, Zip Code, State, SSN, a country/phone number dropdown, and an Email field. Account Setup includes 'Enter Password' and 'Confirm Password' fields. At the bottom, a 'Sign Up' button is present, with a link for 'Already have an account? Sign in' below it. A small note 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

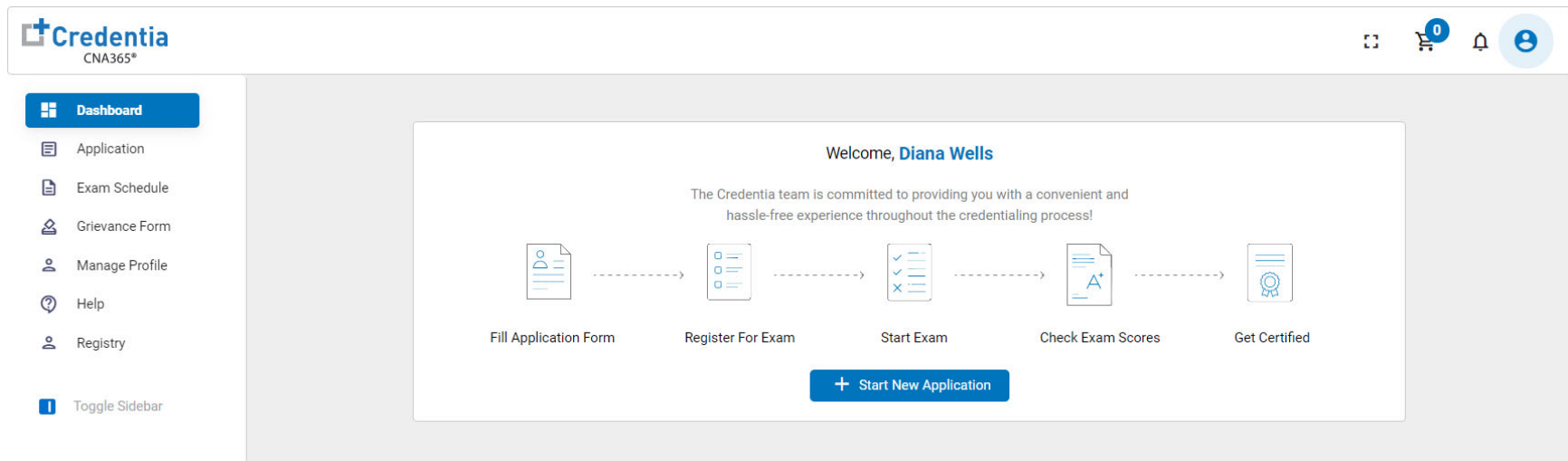
The email confirmation page has the Credentia logo at the top. The heading is 'You're Almost There!'. The text instructs the user to click a button to validate their email and activate their account. An orange arrow points to the 'Activate Account' button. A note below states: 'If you did not sign up 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

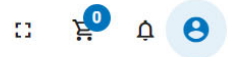


How to Submit a Testing Application

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

1

Select Application

Home / Application / Select Application

State

Virginia Candidate



Select Your Eligibility Route

E1 New Nurse Aide



E2 Nursing Student

E3 Virginia Nursing Graduate

E4 Lapsed Certificate Holder

2

Instructions

You must complete this application if you want to take the NNAAP® Examination. You may receive assistance from your nurse aide education program or your nursing facility employer. The personal information 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.

E1 New Nurse Aide:

For all applicants who have successfully completed a Virginia State-Approved Nurse Aide Education 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:

If you wish to be enrolled on the Virginia Nurse Aide Registry because you are listed on another state nurse aide registry as active and in good standing - DO NOT COMPLETE THIS FORM.

3

Start

Toggle Sidebar

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 'Virginia Nurse Aide Testing Application'. The page has a left sidebar with navigation links: Dashboard, Application (highlighted), Exam Schedule, Grievance Form, Manage Profile, and Help. The main content area is titled 'Application Form' and includes a breadcrumb trail: Home / Application / Application Form. At the top right of the main area are buttons for 'Cancel', 'Save as Draft', and 'Submit'. The application title is 'Virginia Nurse Aide Testing Application' with the eligibility route 'E1 New Nurse Aide'. Below this is a section titled 'SECTION 1 TRAINING PROGRAM COMPLETION' with an information icon. An orange callout bubble points to this section with the text 'Click each section to complete application'. The section contains two sub-sections: '1) Training Program' with a dropdown menu showing 'jjjTP' and '2) Course Completion Date' with a date picker showing '1/13/2022'. Another orange callout bubble points to the 'TRAINING PROGRAM COMPLETION' section title with the text 'Section name turns green after completion'. On the right side, there is an 'Application Progress' sidebar with a list of 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



Dashboard

Application

Exam Schedule

Grievance Form

Manage Profile

Help

Toggle Sidebar

Application Form

Home / Application / Application Form

Cancel

Save as Draft

Submit

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 Virginia.

☒ Yes, the information on this application is true and correct (check the box)

Candidate Signature (type your full legal name):

dhhfd

Date:

1/22/2022

Application Progress

● TRAINING PROGRAM
COMPLETION

● SCREENING QUESTIONS

● ACCOMMODATIONS

● REGISTRANT
CERTIFICATION

How to Submit a Testing Application

Checking Your Application Status

The image shows two screenshots from the Credentia CNA365 system. The top screenshot shows the 'Application' page with a 'Summary' button highlighted by an orange callout bubble that says 'Click "Summary" button to see status of your'. A large black arrow points down to the bottom screenshot, which shows the 'Application Form' for a 'Virginia Nurse Aide Testing Application'. The form includes a 'Training Program' dropdown menu (set to 'jjjTP') and a 'Course Completion Date' field. An orange callout bubble points to the 'Application Progress' sidebar on the right, stating 'Detailed log of your application review process'. The sidebar shows a timeline of events: 'Candidate Submitted' (22 Jan, 2022 | 2:28 PM) and 'Training Program Pending' (22 Jan, 2022 | 2:28 PM).

Credentia
CNA365®

Dashboard
Application
Exam Schedule
Grievance Form
Manage Profile
Help

Application
Home / Application

Virginia Candidate E1 New Nurse Aide Application

Current Status
Pending
January 22nd, 2022 / 2:29 PM

Application ID Submitted Date
1350 01/22/2022

Summary

Application Form
Home / Application / Application Form

Virginia Nurse Aide Testing Application
Eligibility Route: E1 New Nurse Aide

SECTION 1 TRAINING PROGRAM COMPLETION ⓘ

1) Training Program
Select your training program from the drop-down list:
Training Program
jjjTP

2) Course Completion Date ⓘ
Enter your training program completion date.
Select Date
1/22/2022

Application Progress ▾

Application Progress ⬆

✓ Candidate Submitted
22 Jan, 2022 | 2:28 PM
Submitted for approval...

ⓘ Training Program Pending
22 Jan, 2022 | 2:28 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

Graduate Nurse



Select Exam Type

Nurse Aide Written Exam

Nurse Aide Oral English 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 left screenshot shows the 'Select Your Exam Type' section with 'Online' selected. Below it, a 'Select Time Zone' dropdown is set to '(UTC-07:00) Arizona'. To the right, a 'Select Date' calendar for December 2021 shows the 20th selected. A callout box points to the calendar with the text 'Dates in bold have available exam times'. The right screenshot shows the 'Select Range' section with three options: '08 AM - 12 PM', '12 PM - 04 PM', and '04 PM - 08 PM'. Below this, the 'Available Slots' section shows a row of time slots: 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.

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 entry is 'International Council on Education (ICE)' with the address '3508 Lauren St, Copperas Cove' and a distance of '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

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

Saved Cards

2

Add Card

Credits/Debit Cards

Enter Card Number

Enter Card Name

YYYY/MM

CVV

3

Cancel

Save Card

ACH

Payment Summary

Nurse Aide Written Exam

\$45

E2 Nursing Student

Exam Mode	Exam Date	Exam Time
Online	02/09/2022	9:15 AM EST

Nurse Aide Skills Exam

\$95

E2 Nursing Student

Exam Mode	Exam Date	Exam Time
Test Center	02/10/2022	8:00 AM EST

Enter the promo code

1

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

Saved Cards

1

xxxx xxxx xxxx 1111 visa

xxxx

xxxx

xxxx

1111

visa

Phani Varma

10/2026

Enter CVV(?):

CVV

CVV

2

Pay

Delete

Add Card

ACH

Payment Summary

Nurse Aide Written Exam

E2 Nursing Student

Exam Mode

Exam Date

Exam Time

Online

02/09/2022

9:15 AM EST

Nurse Aide Skills Exam

E2 Nursing Student

Exam Mode

Exam Date

Exam Time

Test Center

02/10/2022

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)

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