



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 for 'Don't have an account? Sign up' is highlighted with an orange arrow.

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 fields for Date of Birth, Gender, Address (Number and Street), City, Zip Code, State, SSN, a dropdown for country (USA), Phone number, and Email. Account Setup includes fields for Enter Password and Confirm Password. A 'Sign Up' button is at the bottom, with a 'Sign In' link for existing users. 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

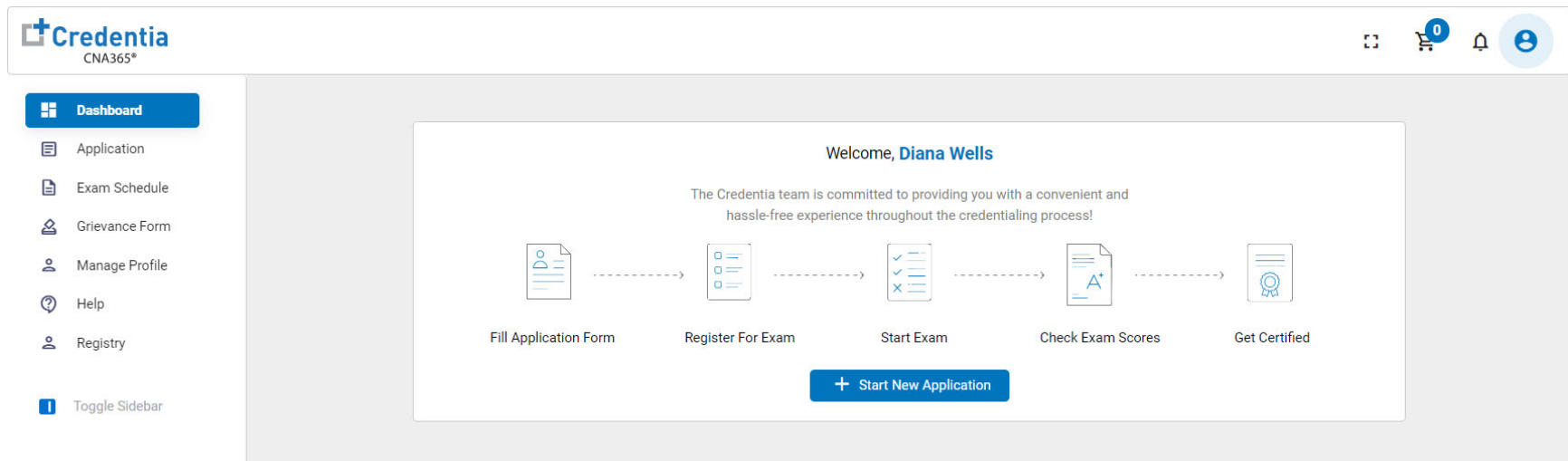
The email confirmation page has the Credentia logo at the top. The main heading is 'You're Almost There!'. Below it, text instructs the user to click a button to validate their email and activate their account. An orange arrow points to the 'Activate Account' button. A blue box contains a disclaimer: '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, contact information for Credentia Administrator is provided, including the website www.credentia.com and a support phone number.

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

Select Application
Home / Application / Select Application

State
Washington

Select Your Eligibility Route

- E1 - New Nursing Assistant
- E2 - Student/Graduate Nurse
- E3 - Military Nursing Assistant
- E4 - OUT - OF- State Student/ Graduate Nurse OR Nursing Assistant
- E5 - Lapsed Nursing Assistant
- E6 - Alternative "Bridge" Nursing Assistant
- E7 - Training Prior To February 1,2015

Instructions
Once submitted, your application will be reviewed by 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 status of your application in CNA365.

New Nursing Assistant:
A new nursing assistant is an individual who has never been certified as a nursing assistant and has successfully completed a Washington State-approved nursing assistant training program.

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

Important:
After completing your training program, you must pass both portions of the exam within four (4) attempts to be placed on the Washington Registry. Failure to do so will require re-training at Washington State Approved Nursing Assistant Training Program and retaking the state competency test.

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 'Washington Nurse Aide Testing Application'. The breadcrumb trail is 'Home / Application / Application Form'. In the top right corner, there are buttons for 'Cancel', 'Save as Draft', and 'Submit'. A sidebar on the left contains links to 'Dashboard', 'Application' (highlighted), 'Exam Schedule', 'Grievance Form', 'Manage Profile', and 'Help'. The main content area is titled 'Washington Nurse Aide Testing Application' with the 'Eligibility Route: New Nursing Assistant'. Below this, there 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 parts: '1) Training Program' with a dropdown menu showing 'WA-Training Program', and '2) Course Completion Date' with a date picker set to '1/13/2022'. Another orange callout bubble points to the 'TRAINING PROGRAM COMPLETION' text in the progress list on the right, stating 'Section name turns green after completion'. The 'Application Progress' sidebar on the right shows a list of steps: 'TRAINING PROGRAM COMPLETION' (highlighted in green), 'ACCOMMODATIONS', and 'REGISTRANT DECLARATION'.

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 'Application Form' interface for a 'Washington 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 form with three sections: 'SECTION 1 TRAINING PROGRAM COMPLETION', 'SECTION 2 ACCOMMODATIONS', and 'SECTION 3 REGISTRANT DECLARATION'. The 'SECTION 3' section is expanded, showing a declaration statement and a checkbox labeled 'Yes, the information on this application is true and correct', which is checked. Below this is a 'Candidate Signature' field with the text 'fxgfdtghfdg' and a 'Select Date' field with the date '1/22/2022'. The top right of the form has three buttons: 'Cancel', 'Save as Draft', and 'Submit'. A red arrow points to the 'Submit' button. On the right side, there is an 'Application Progress' sidebar with a list of steps: 'TRAINING PROGRAM COMPLETION', 'ACCOMMODATIONS', and 'REGISTRANT DECLARATION'. The 'REGISTRANT DECLARATION' step is currently active.

How to Submit a Testing Application

Checking Your Application Status

The image shows two screenshots from the Credentia CNA365 system. The top screenshot is the 'Application' status page, and the bottom screenshot is the 'Application Form'.

Top Screenshot: Application Status

Credentia CNA365*

Dashboard | **Application** | Exam Schedule | Grievance Form | Manage Profile | Help

Application
Home / Application

Washington E1 - New Nursing Assistant Application

Current Status
Pending
January 22nd, 2022 / 2:39 PM

Application ID: 1351 | Submitted Date: 01/22/2022

[Summary](#)

Click "Summary" button to see status of your

Bottom Screenshot: Application Form

Home / Application / Application Form

Washington Nurse Aide Testing Application
Eligibility Route: New Nursing Assistant

SECTION 1 TRAINING PROGRAM COMPLETION

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

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

Application Progress

Application Progress

Application Progress

Candidate Submitted
22 Jan, 2022 | 2:38 PM
Submitted for approval...

Training Program Pending
22 Jan, 2022 | 2:38 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 (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 image displays 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: 1. 'Select Your Exam Type' with 'Online' selected; 2. 'Select Time Zone' set to '(UTC-07:00) Arizona'; 3. 'Select Date' showing a calendar for December 2021 with the 20th highlighted. A callout box notes: 'Dates in bold have available exam times'. The right screenshot shows the next steps: 4. 'Select Range' with '08 AM - 12 PM' selected; 5. 'Available Slots' showing a row of time slots (10:30, 11:00, 11:30, 10:00, 10:45, 11:15, 11:45, 10:15); 6. 'Add Cart' button. A legend at the bottom indicates: Available (black dot), Limited Slots (orange dot), Selected (blue dot).

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 'Directions' link. 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

Cancel

3 Save Card

ACH

Payment Summary

Nurse Aide Written Exam

\$45

🗑️

E5 - Lapsed Nursing Assistant

Exam Mode	Exam Date	Exam Time
Online	01/31/2022	7:30 AM PST

Nurse Aide Skills Exam

\$110

🗑️

E5 - Lapsed Nursing Assistant

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

Enter the promo code

1

Apply Code

Total

\$155

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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

▼

ACH

▼

Payment Summary

Nurse Aide Written Exam

E5 - Lapsed Nursing Assistant

Exam Mode

Exam Date

Exam Time

Online

01/31/2022

7:30 AM PST

\$45

Nurse Aide Skills Exam

E5 - Lapsed Nursing Assistant

Exam Mode

Exam Date

Exam Time

Test Center

02/04/2022

8:00 AM PST

\$110

Enter the promo code

Apply Code

Total

\$155

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