



## Candidate Registration Quick Reference Guide



## Contents

- ① How to Create a CNA365® Account
- ② How to Submit a Testing Application
- ③ How to Schedule an Exam

# How to Create a CNA365® Account

1

Click the “CNA365” button at the top of your state website page at [www.credentia.com](http://www.credentia.com)



2

Select the “Sign Up” link on the CNA365® login page

**TIP:** bookmark the CNA365® login page

The screenshot shows the Credentia CNA365 login page. It features the Credentia logo at the top. Below the logo are two input fields: 'Email' and 'Password'. To the right of the 'Password' field is a 'Forgot Password?' link. Below these fields is a 'Login' button. At the bottom, there is a link that 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

Alabama

**Important:** This signup page is for Alabama CNA365 users only. Please visit [www.credentia.com/test-takers](http://www.credentia.com/test-takers) to select a different state CNA365 login page

Create Your Account

## General Information

Enter your name exactly as it appears on your government-issued identification.

<input type="text"/>	<input type="text"/>
<input type="text"/>	

## Other Information

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

## Account Setup

<input type="text"/>	<input type="text"/>
----------------------	----------------------

By clicking Sign Up, you agree to our [Terms and Data Policy](#)

Already have an account? [Sign In](#)

4

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

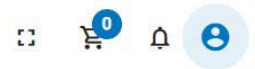
The screenshot shows an email confirmation page from Credentia. It features the Credentia logo at the top. Below the logo is a heading 'You're Almost There!'. Underneath, it says 'Click on the button below to validate your email address and activate your Credentia CNA365 account.' and shows an 'Activate Account' button with an orange arrow pointing to it. Below this is a note: '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' and provides the website [www.credentia.com](http://www.credentia.com) and contact support information: Phone: (800) 457-6752.

# How to Submit a Testing Application

## Step I – Start New Application

### STEP I

After you login, click on the “Start New Application” button that appears on your Dashboard page



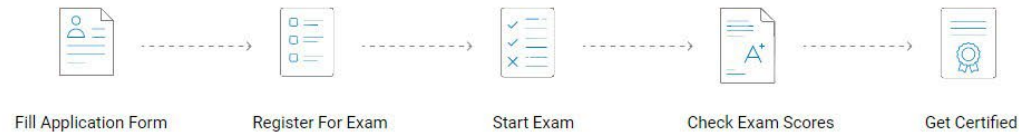
#### Dashboard

- Application
- Exam Schedule
- Grievance Form
- Manage Profile

Toggle Sidebar

Welcome, **Rita Heyward**

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



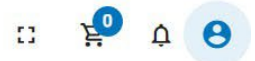
[+ Start New Application](#)

# 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



Dashboard

**Application**

Exam Schedule

Grievance Form

Manage Profile

### Select Application

Home / Application / Select Application

#### State

Alabama

#### Select Your Eligibility Route

E1 Nursing Assistant – State Approved Training Program

E2 NURSING ASSISTANT - SPONSOR – Trained at state approved long term care facility

E3 Nursing Student or Graduate

#### Instructions :

Once submitted, your application will be reviewed by the state-approved training program where you completed training in Alabama. The 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.

Nursing Assistant – State Approved Training Program -

For all applicants who have successfully completed an Alabama-approved nurse aide training program.

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

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 'Alabama Nurse Aide Testing Application'. The left sidebar contains navigation links: Dashboard, Application (highlighted), Exam Schedule, Grievance Form, and Manage Profile. The main content area is titled 'Alabama Nurse Aide Testing Application' and shows the 'Eligibility Route: Nursing Assistant ? State Approved Training Program'. It features three sections: 'Section 1 Training Program Completion', 'Section 2 Accommodations', and 'Section 3 Registrant Certification'. Section 1 is expanded, showing two sub-sections: '1. Training Program' with a dropdown menu set to 'alabama\_tr', and '2. Course Completion Date' with a date picker set to '3/1/2022'. Two orange callout boxes provide instructions: 'Click each section to complete application' pointing to the section headers, and 'Section name turns green after completion' pointing to the 'Training Program Completion' header. The right sidebar shows the 'Application Progress' with a list of steps: 'Training Program Completion' (marked with a green circle), 'Accommodations', and 'Registrant Certification'. At the top right of the form, there are buttons for 'Cancel', 'Save as Draft', and 'Submit'. A 'Toggle Sidebar' button is located at the bottom left of the sidebar.

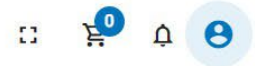
**TIP:** save your application by selecting “Save as Draft” button in upper right-hand corner if you want to save and submit later

# 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

#### Application Form

Home / Application / Application Form

Cancel

Save as Draft

Submit

#### Alabama Nurse Aide Testing Application

Eligibility Route: Nursing Assistant ? State Approved Training Program

Section 1 Training Program Completion ⓘ

Section 2 Accommodations

Section 3 Registrant Certification

I hereby certify that the information provided on this application form is true and accurate, and that I am the person whose name appears on the application form.

☒ I agree to the above stated attestation

#### Application Progress

- Training Program Completion
- Accommodations
- Registrant Certification

Toggle Sidebar

# How to Submit a Testing Application

## Checking Your Application Status

The image shows two screenshots from the Credentia CNA365 website. The top screenshot shows the 'Application' page with a sidebar menu containing 'Dashboard', 'Application' (highlighted), 'Exam Schedule', 'Grievance Form', and 'Manage Profile'. The main content area shows the application details for 'Alabama E1 Nursing Assistant - State Approved Training Program'. The current status is 'Pending' with a timestamp of 'March 4th, 2022 / 8:29 AM'. Below this, there is a table with 'Application ID' (304759) and 'Submitted Date' (03/04/2022). A 'Summary' button is visible at the bottom right of the application details. A red callout bubble points to the 'Summary' button with the text 'Click "Summary" button to see status of your'. A large black arrow points down from the 'Summary' button to the bottom screenshot.

The bottom screenshot shows the 'Application Form' page for 'Alabama Nurse Aide Testing Application'. The eligibility route is 'Nursing Assistant ? State Approved Training Program'. The form is divided into sections. Section 1 is 'Training Program Completion'. It contains two parts: '1. Training Program' with a dropdown menu showing 'alabama\_tr' and '2. Course Completion Date' with a date picker showing '3/1/2022'. A red callout bubble points to the 'Application Process' section on the right with the text 'Detailed log of your application review process'. The 'Application Process' section shows a timeline of steps: 'Candidate Submitted' (4 Mar, 2022 / 8:29 AM) and 'Training Program Pending' (4 Mar, 2022 / 8:29 AM).

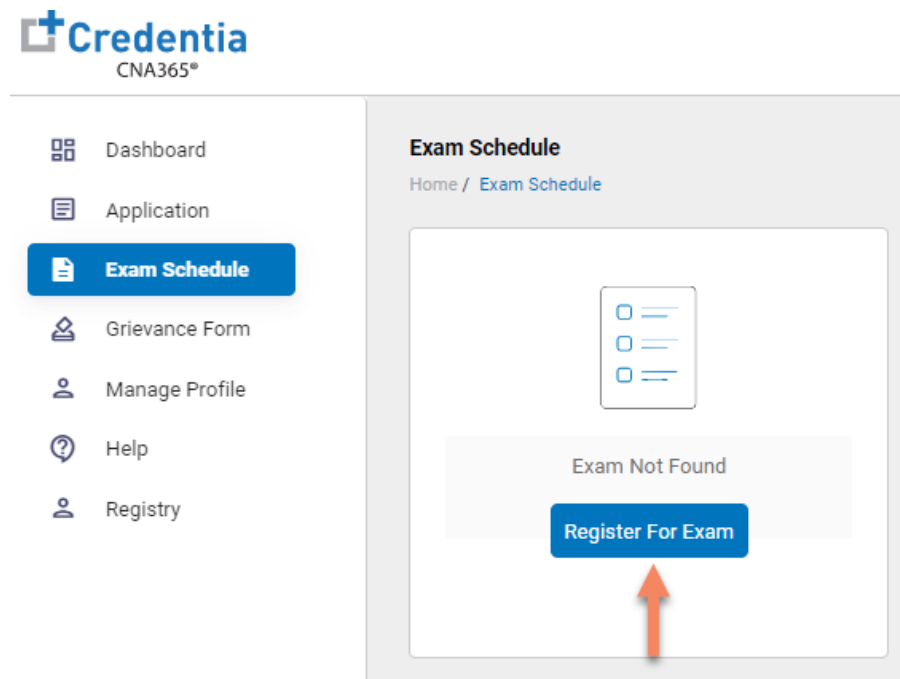
You will receive a CNA365® alert email once your application has been approved and you are able to register for exams

# How to Schedule an Exam

## Step I – Register for Exam

### STEP I

Select “Exam Schedule” from the navigation menu and then select the “Register for Exam” button





# 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 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 is displayed. 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 'Select Time Zone' dropdown. A red circle with the number 3 points to the 'Select Date' calendar. A red circle with the number 4 points to the date 20. A red circle with the number 5 points to the date 31. A red circle with the number 6 points to the 'Add Cart' button.

1 Select Your Exam Type

Online Test Center

Select Time Zone

(UTC-07:00) Arizona

Select Date

DEC 2021

S M T W T F S

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

Available Not Today Selected

available

Dates in bold have available exam times



The 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 is displayed with the date 12/30/2021. Below the date, a 'Select Range' section shows three time ranges: '08 AM - 12 PM', '12 PM - 04 PM', and '04 PM - 08 PM'. The '08 AM - 12 PM' range is selected. Below the ranges, an '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. The '10:30' slot is highlighted in orange. At the bottom, there is a legend for 'Available', 'Limited Slots', and 'Selected'. 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. A red circle with the number 6 points to the 'Add Cart' button.

Select Your Exam Type

Online Test Center

Select Time Zone

(UTC-07:00) Arizona

Select Date

12/30/2021

Select Range

08 AM - 12 PM 12 PM - 04 PM 04 PM - 08 PM

Available Slots

10:30 11:00 11:30 10:00 10:45 11:15 11:45 10:15

Available Limited Slots Selected

Add Cart Pay Now

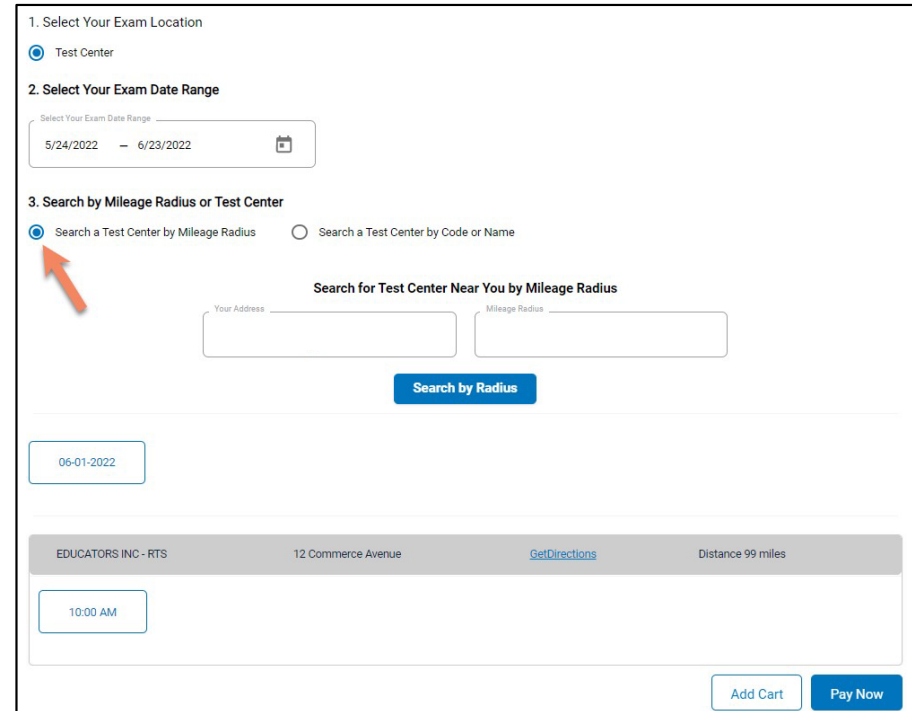
# How to Schedule an Exam

## Step 4 – Schedule Test Center Exam

### STEP 4 – Option #1

#### OPTION#1: Search by Radius From Your Address

1. Select “Search a Test Center by Mileage Radius”
2. Update you address as desired (default is your system address)
3. Select “Search by Radius” button
4. Select an available exam date
6. Select a test center from the available list
7. Select a test time from the available list
8. Select “Add Cart” button



1. Select Your Exam Location  
☒ Test Center

2. Select Your Exam Date Range  
Select Your Exam Date Range  
5/24/2022 — 6/23/2022

3. Search by Mileage Radius or Test Center  
☒ Search a Test Center by Mileage Radius ☐ Search a Test Center by Code or Name

Search for Test Center Near You by Mileage Radius

Your Address  Mileage Radius

[Search by Radius](#)

06-01-2022

EDUCATORS INC - RTS 12 Commerce Avenue [GetDirections](#) Distance 99 miles

10:00 AM

[Add Cart](#) [Pay Now](#)

# How to Schedule an Exam

## Step 4 – Schedule Test Center Exam

### STEP 4 – Option #2

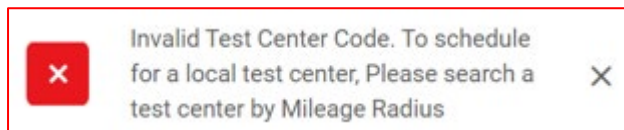
#### OPTION #2: Search by Test Center Code

1. Select “Search a Test Center by Code”
2. Enter Test Center ID provided to you by your training program next to “INF”
3. Select “Search by Code” button
4. Select an available exam date
6. Select a test center from the available list
7. Select a test time from the available list
8. Select “Add Cart” button

- If a full 5-digit code is not entered, or if any other characters are entered there will be a red alert under the search area

**Test center code must start with the letters INF followed by 5 digits**

- If an invalid code has been entered an error message will appear

A screenshot of a web application for scheduling an exam. The interface has three main sections: 1. 'Select Your Exam Location' with a radio button for 'Test Center' selected. 2. 'Select Your Exam Date Range' with a date picker showing '8/12/2023' to '8/31/2023'. 3. 'Search by Mileage Radius or Test Center' with two radio buttons; 'Search a Test Center by Code' is selected. Below this is a section titled 'Search for a Test Center Near You by Code' with a label 'Test Center Code' and a text input field containing 'INF'. An orange arrow points to the 'Search by Code' button. Below the input field is a grey bar showing 'EDUCATORS INC - RTS', '12 Commerce Avenue', a 'GetDirections' link, and 'Distance 99 miles'. Below that is a box for '10:00 AM'. At the bottom right are 'Add Cart' and 'Pay Now' buttons. Another orange arrow points to the 'Test Center Code' input field.

# How to Schedule an Exam

## Step 5 – Enter Payment Information or Voucher in Shopping Cart

### STEP 5

#### OPTION #1: Pay by credit or debit card

1. Enter your credit or debit card information
2. Select the “Pay” button

**Payment**

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

**Payment** ^

[Credits/Debit Cards](#)

Enter Card Number

Enter Card Name

YYYY/MM CVV

[Cancel](#) [Pay](#)

#### OPTION #2: Apply voucher

1. In the “Enter Promo Code” box, enter the voucher provided to you by your training program or sponsor
2. Select the “Apply Code” link”
3. Select the “Schedule Now” button

**IMPORTANT:** Be sure that the exams in your shopping cart match the voucher type

**Payment Summary**

**Nurse Aide Written Exam** \$0

E6A – Temporary Nurse Aide - Examination

ExamMode	Exam Date	Exam Time
Online	05/31/2022	11:15 AM EST

Enter the promo code PA7B76FC7INI [Apply Code](#)

**Total** \$0

[Schedule Now](#)