



## 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](http://www.credentia.com)



2

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

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

3

Fill out the new account form and select “Sign Up” button

South Carolina

**Important:** This signup page is for South Carolina 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.

First name  Middle name   
Last name

### Other Information

Date of Birth  Gender   
Address (Number and Street)   
City  Zip Code   
State  SSN   
+1  Phone number  Email

### Account Setup

Enter Password  Confirm Password

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

Sign Up

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

4

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

# 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

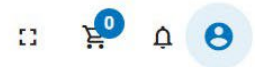
The screenshot displays the Credentia CNA365 dashboard. On the left is a sidebar with a 'Dashboard' button and links for 'Application', 'Exam Schedule', 'Grievance Form', 'Manage Profile', 'Help', 'Registry', and 'Toggle Sidebar'. The main content area features a welcome message for 'Diana Wells' and a five-step process flow: 'Fill Application Form', 'Register For Exam', 'Start Exam', 'Check Exam Scores', and 'Get Certified'. A blue button labeled '+ Start New Application' is positioned below the flow.

# 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



The screenshot shows the 'Select Application' page in the Credentia system. On the left is a sidebar with navigation options: Dashboard, Application (highlighted), Exam Schedule, Grievance Form, Manage Profile, Help, and Registry. Below the sidebar is a 'Toggle Sidebar' button. The main content area is titled 'Select Application' and includes a breadcrumb 'Home / Application / Select Application'. It features a 'State' dropdown menu with 'South carolina' selected, marked with a red circle '1'. Below this is the 'Select Your Eligibility Route' section with five options: 'E1 - South Carolina State-Approved Nurse Aide Trained Candidate' (highlighted with a blue border and a red circle '2'), 'E2 - Out-of-State Trained NOT-licensed Candidates', 'E3 - Lapsed or Expired South Carolina Registry Applicants', 'E4 - Out-of-State Expired Licensed Candidates', and 'E5 - Student Nurse, LPN or RN Graduate, or Military Candidate'. To the right of these options is an 'Instructions' section. It contains a paragraph about the review process, a sub-section for 'E1 South Carolina State-Approved Nurse Aide Trained Candidate' with a paragraph of details, and a checkbox labeled '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)', which is also marked with a red circle '2'. Below the instructions is an 'Important:' section with a paragraph about exam requirements. At the bottom right of the main content area is a blue 'Start' button, marked with a red circle '3'. The sidebar also includes a 'Toggle Sidebar' button at the bottom.

# 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

**Credentia**  
CNA365\*

Dashboard  
Application  
Exam Schedule  
Grievance Form  
Manage Profile  
Help  
Registry

**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.  
Select Date  
1/1/22

Cancel Save as Draft Submit

Section name turns green after completion

Application Progress ^

- TRAINING PROGRAM COMPLETION
- SCREENING QUESTIONS
- ACCOMMODATIONS
- 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

Home / Application / Application Form

[Cancel](#) [Save as Draft](#) [Submit](#)

### 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



- 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 I – Register for Exam

### STEP I

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

The screenshot displays the Credentia CNA365 user interface. On the left is a navigation menu with the following items: Dashboard, Application, Exam Schedule (highlighted in blue), Grievance Form, Manage Profile, Help, and Registry. The main content area is titled 'Exam Schedule' and includes a breadcrumb trail 'Home / Exam Schedule'. Below the breadcrumb is a search box containing three empty input fields. A message box states 'Exam Not Found', and a blue button labeled 'Register For Exam' is positioned below it. An orange arrow points upwards to 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:

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 illustrates the exam scheduling process in two stages. The left stage shows the initial selection of exam type, time zone, and date. The right stage shows the selection of a time range and a specific time slot, followed by the 'Add Cart' button.

**Step 1:** Select Your Exam Type. The 'Online' radio button is selected.

**Step 2:** Select Time Zone. The dropdown menu shows '(UTC-07:00) Arizona'.

**Step 3:** Select Date. A calendar for December 2021 is shown. The date 31 is selected and bolded. A callout box states: 'Dates in bold have available exam times'.

**Step 4:** Select Range. Three time range options are shown: '08 AM - 12 PM' (selected), '12 PM - 04 PM', and '04 PM - 08 PM'.

**Step 5:** Available Slots. A row of time slots is shown: 10:30, 11:00, 11:30, 10:00, 10:45, 11:15, 11:45, and 10:15. The 11:00 slot is highlighted.

**Step 6:** Add Cart. The 'Add Cart' button is highlighted.

# 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

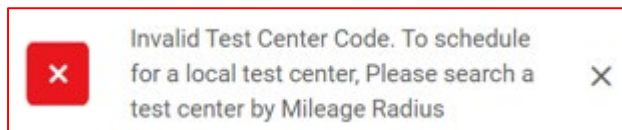
#### OPTION #2: Search by Test Center Code

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 interface for scheduling an exam. The interface is divided into three main sections: 1. Select Your Exam Location, 2. Select Your Exam Date Range, and 3. Search by Mileage Radius or Test Center. In the first section, 'Test Center' is selected. In the second section, the date range is 8/12/2023 to 8/31/2023. In the third section, 'Search a Test Center by Code' is selected. Below this, there is a search area titled 'Search for a Test Center Near You by Code' with a text input field labeled 'Test Center Code' containing the text 'INF'. A blue 'Search by Code' button is positioned below the input field. Below the search area, there is a grey bar with the text 'EDUCATORS INC - RTS', '12 Commerce Avenue', a 'GetDirections' link, and 'Distance 99 miles'. Below this bar, there is a text input field containing '10:00 AM'. At the bottom right, there are two buttons: 'Add Cart' and 'Pay Now'. Red arrows point to the 'Search a Test Center by Code' radio button and 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

The screenshot shows a web form titled "Payment" with a breadcrumb trail: Home / Exam Schedule / Register For Exam / Payment. The form is titled "Payment" and has a sub-section "Credits/Debit Cards". It contains four input fields: "Enter Card Number", "Enter Card Name", "YYYY/MM", and "CVV". At the bottom right, there are two buttons: "Cancel" and "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 exam(s) in your shopping cart match the voucher type

The screenshot shows a "Payment Summary" form. It lists the exam as "Nurse Aide Written Exam" with a price of "\$0" and a trash icon. Below this, it says "E6A – Temporary Nurse Aide - Examination". A table shows exam details:

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

Below the table, there is a red-bordered box containing the text "Enter the promo code PA7B76FC7INI" and a blue "Apply Code" link. At the bottom, it shows "Total" as "\$0" and a blue "Schedule Now" button.