



# Credentia

## How To Access Your Nurse Aide Score Report

**1. Log-in into the Credential Manager (PCM) System.** This is the same system that you used to submit your application. If you do not remember your password, please use the account recovery feature.

### Returning Users Login :

Username

Password

### Forgot your Username or Password?

If you *have* registered for an exam *in the past 2 years*, and you don't know your user name or password, please [Click Here](#) to recover your account. You will be required to enter your last name and the email address you used when you originally registered.

### Having Trouble Logging In?

Contact customer service, call  between (M-F) 8AM - 11PM (EST)  
(Sat) 8AM - 5PM (EST)  
(Sun) 10AM - 4PM (EST)

or email us at [pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)

**2. Click on the link to access score reports.** This link will automatically log you into the results portal.

### Congratulations on passing your Written and Skills exams!

#### Get Your Score Report!

Score reports are now available online and can be viewed [here](#)

PLEASE NOTE: You will no longer be handed a score report at the test center or receive a mailed version. Please use the link above for score reports dating back to July 1, 2018.

#### Need Additional Help Accessing Your Score Reports?

If it has been more than 24 hours since your exam and you are experiencing issues accessing your score report, please do one of the following:

- create submit and incident [here](#)
- contact customer service at 888-723-6773

**3. A page will load that displays all results that are available for you to view/print/download:**

## Results

Currently scored results are displayed below, if it has been more than 24 hours and you do not see your results, please contact Pearson VUE for assistance by submitting an incident through PCM (click the back button to go back now) or by contacting us by telephone at the contact number located in the Candidate Handbook.

Please DO NOT contact the state exam sponsor as they will not be able to assist you.

Exam Date	Exam Type	View Results
05/09/2019	Written	<a href="#">🔍</a>
05/09/2019	Skills	<a href="#">🔍</a>

- 4. Click on the magnifying glass for the score report you want to view/print/download. The results will open in a new window.** Note, you will need a PDF reader to view the results. Most browsers (Chrome, Firefox, etc.) have a built in PDF reader.
- 5. If results are not available, an error screen will display and provide you with instructions for how to contact support to obtain assistance.**

## Results Not Ready

Your results are currently not available. If it has been more than 24 hours and you do not see your results, please contact Pearson VUE for assistance by submitting an incident through PCM (click the back button to go back now) or by contacting us by telephone at the contact number located in the Candidate Handbook.

Please DO NOT contact the state exam sponsor as they will not be able to assist you.

If your results are not available or if you have other technical difficulties, please contact support for assistance either by submitting an incident form through PCM (from the left navigation menu go to Actions —> Submit Incident), or by contacting us by telephone at the contact number located in the Candidate Handbook.

**Please DO NOT contact the state exam sponsor as they will not be able to assist you.**