



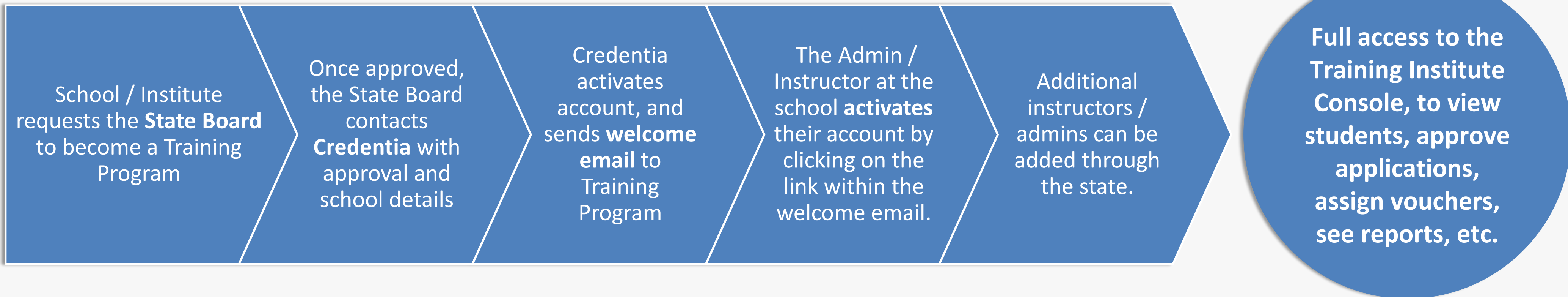
Tennessee Training Program Console

Quick Reference Guide

June 2026



Process Flow: Becoming a Training Program



- To become a Training Program, please contact the Tennessee Health Facilities Commission and submit your application there.
- Once the State approves the application, it will be sent to Credentia for account creation and access.
- Credentia will contact the Training Program via email with Program Code (unique identifier) and process for student management, approvals and vouchers.

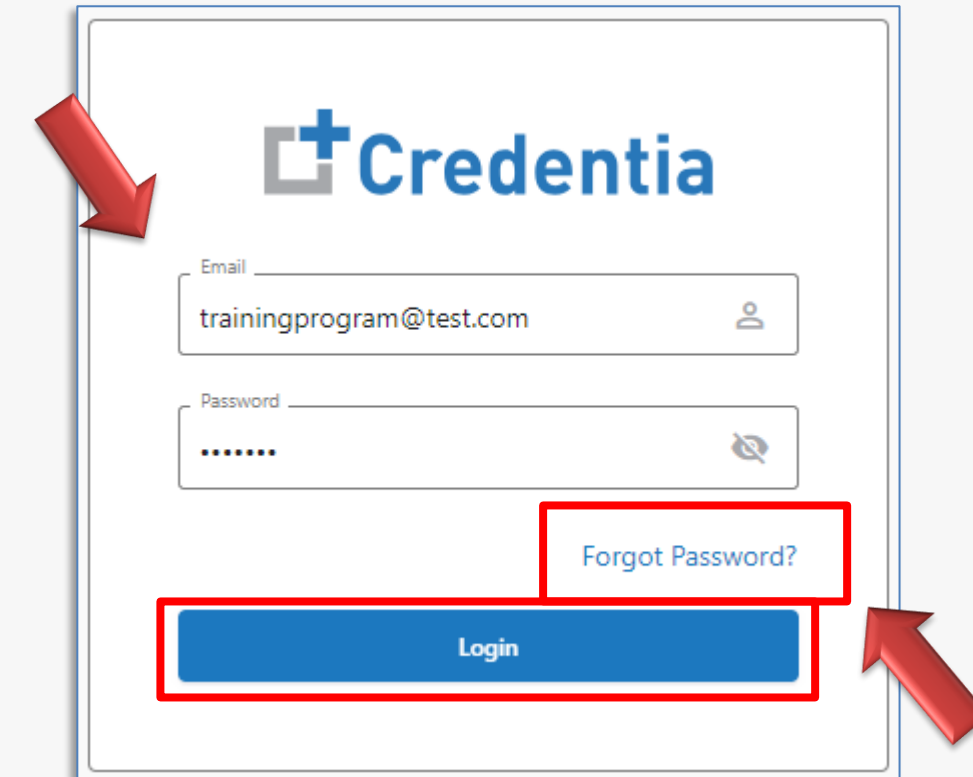
Credentia Login

1.

- Go to www.credentia.com to log in
- Click on Login on the top right corner of the screen

2.

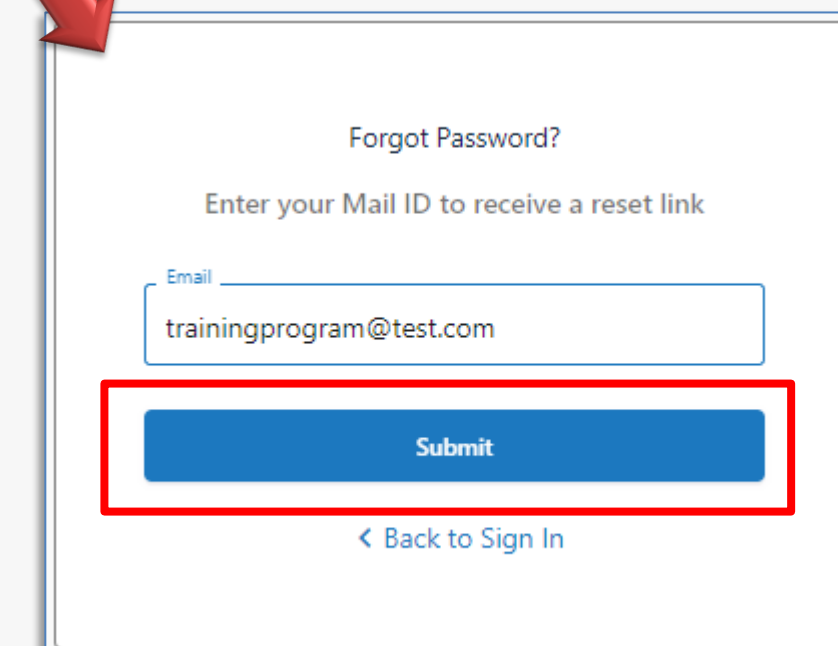
- Type in your registered email ID and Password to login
- Click on Login



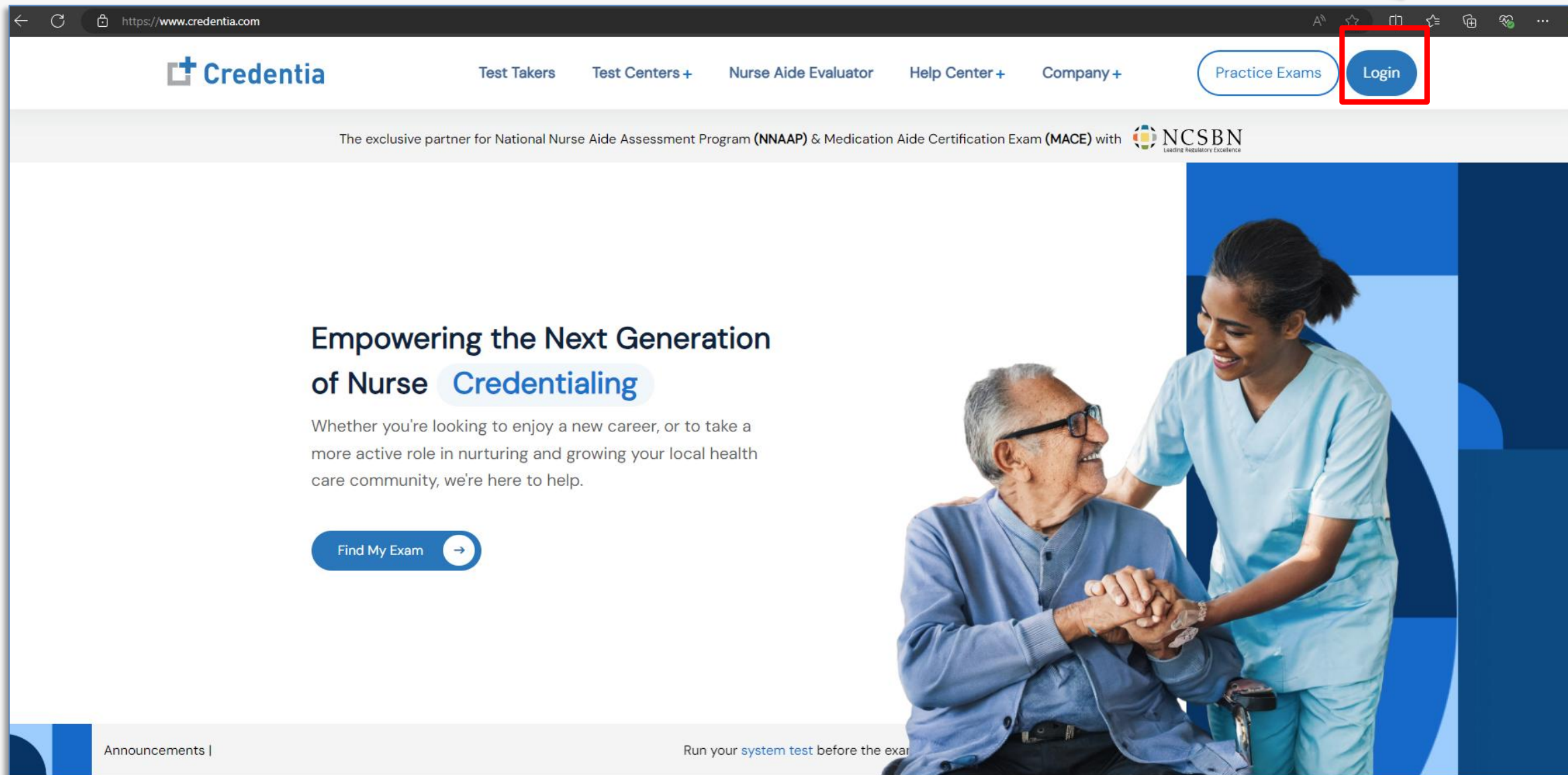
The screenshot shows the Credentia login page. The email field contains 'trainingprogram@test.com' and the password field is masked with dots. A red box highlights the 'Forgot Password?' link, and another red box highlights the 'Login' button. A red arrow points to the 'Forgot Password?' link, and another red arrow points to the 'Login' button.

- To reset your password, click on Forgot Password?
- Type in your registered email ID and click on Submit.
- Check your email for an Access Code to reset the password.

3.

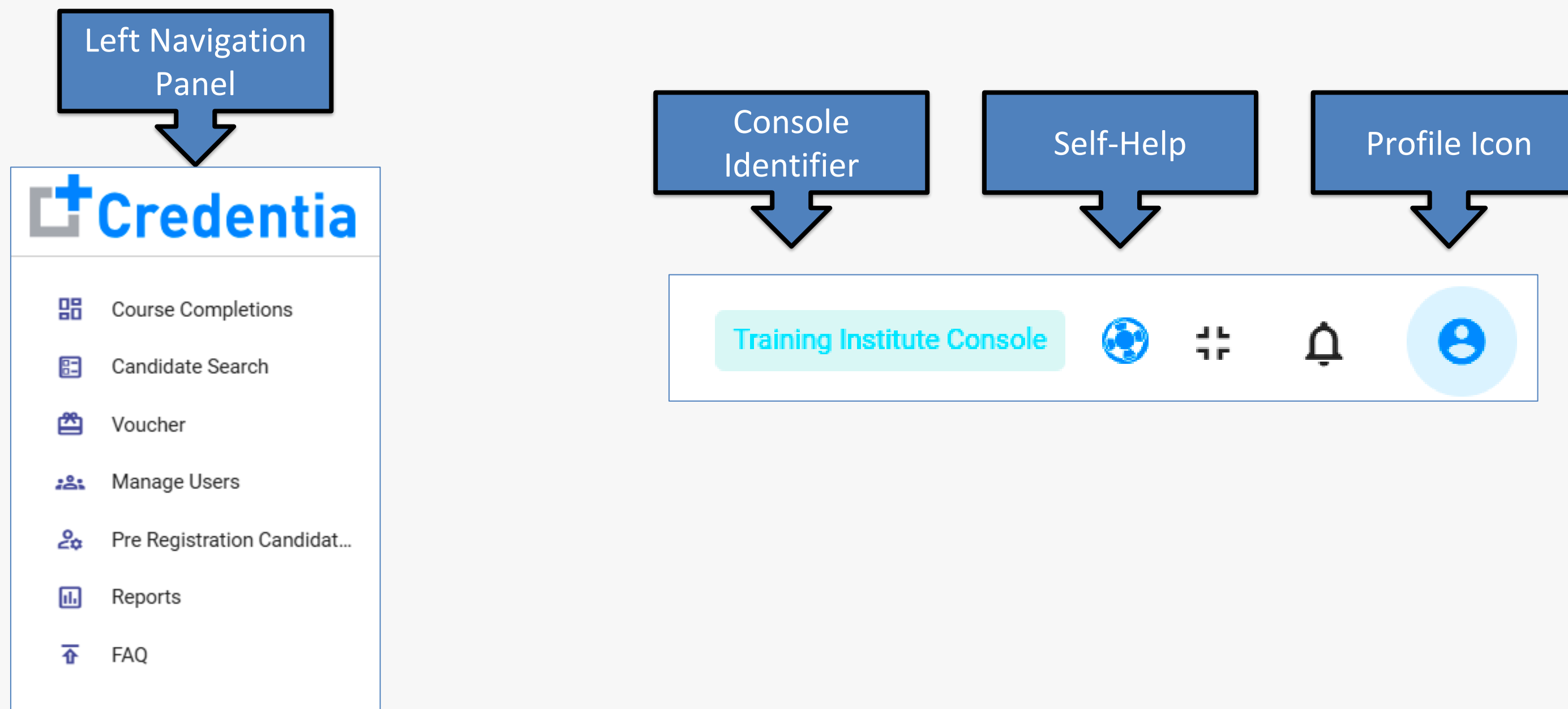


The screenshot shows the 'Forgot Password?' page. The email field contains 'trainingprogram@test.com'. A red box highlights the 'Submit' button. A red arrow points to the 'Submit' button. Below the 'Submit' button is a link that says '< Back to Sign In'.

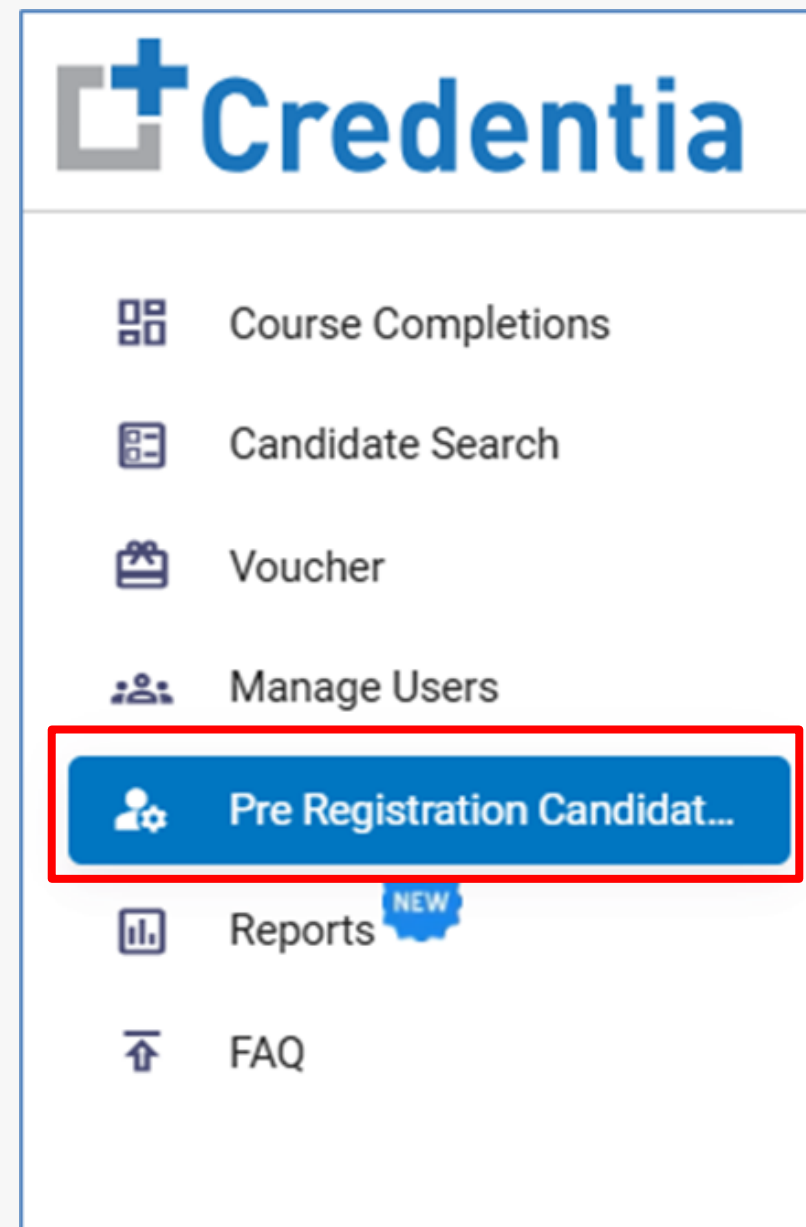


Training Institute Console Menu

- The Credentia Training Institute Console has a left navigation panel, with tabs for different functions
- The top right menu bar shows the console identifier (Training Institute), Self Help Guide Icon, and Profile Icon
- Clicking on any of the tabs on the Left Navigation Panel will display the details of that page in a Main Page view



Pre Registration Candidates – Bulk Import



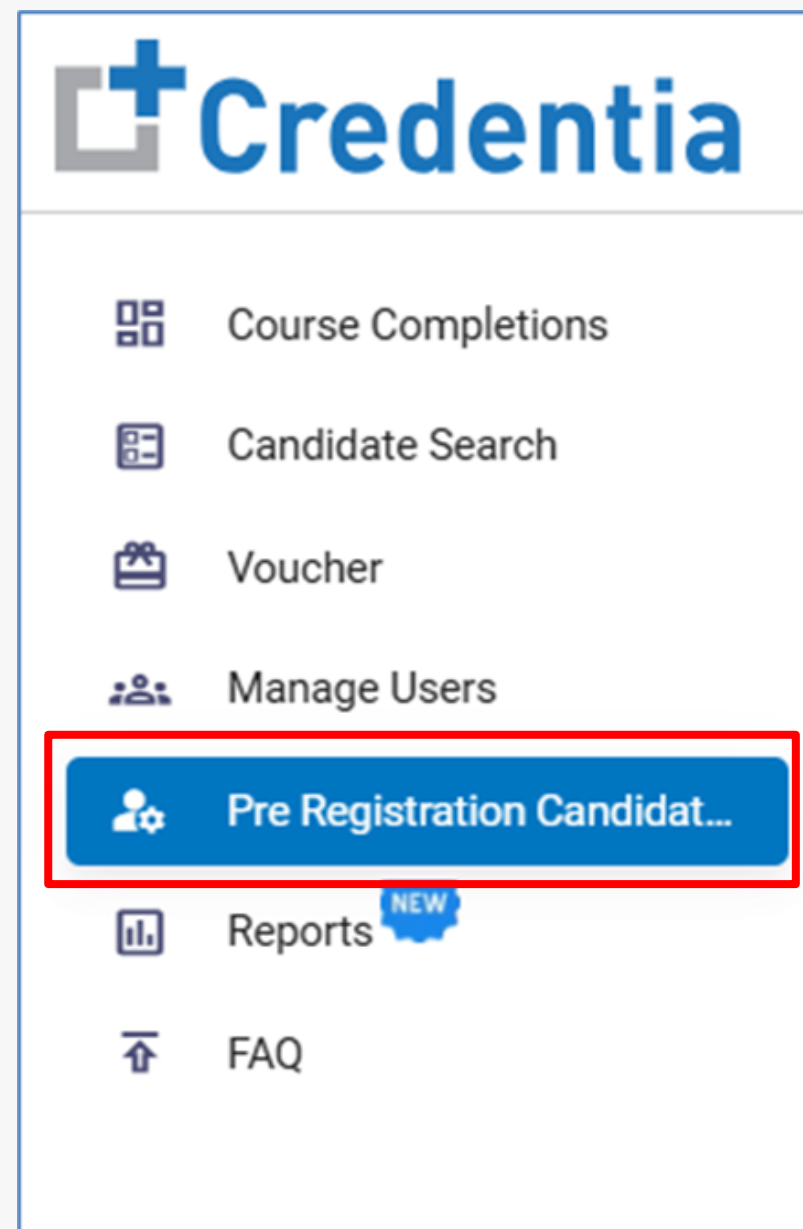
Upload Candidates

- When a training program begins a class the training program should upload the candidate's information into the Credentia platform through the Pre Registration Candidates tab.

Pre Registration Candidates – Bulk Import

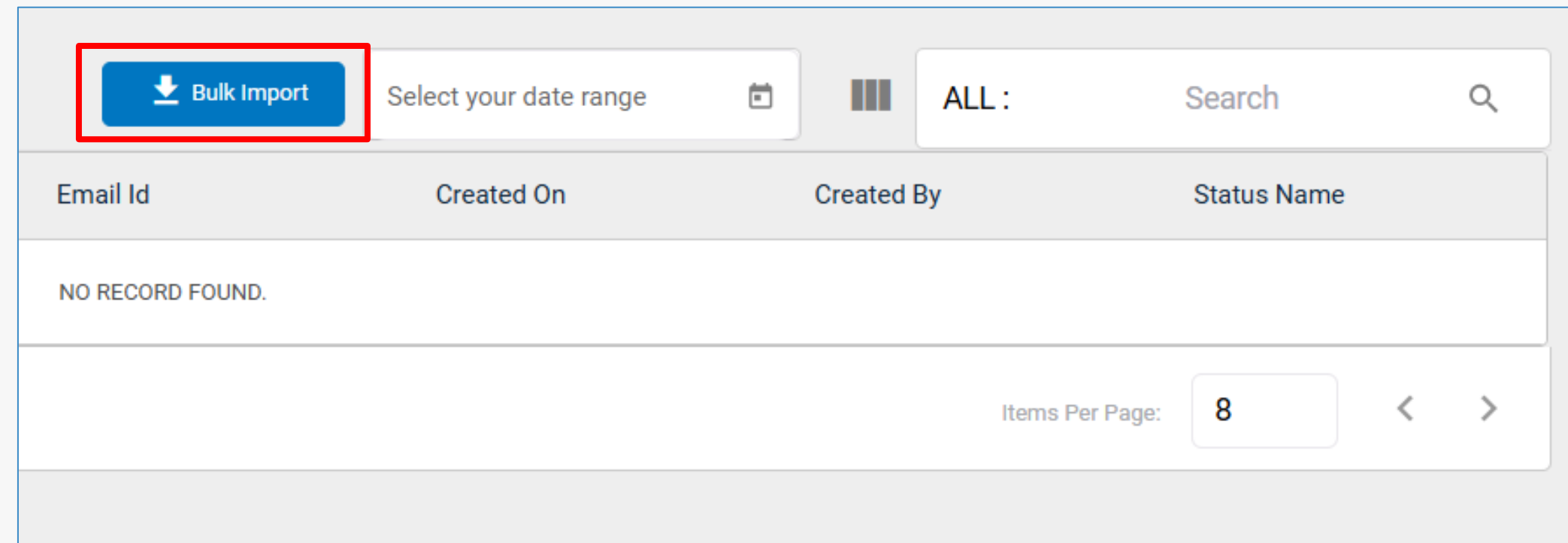
1.

- Click on the “Pre Registration Candidate” button



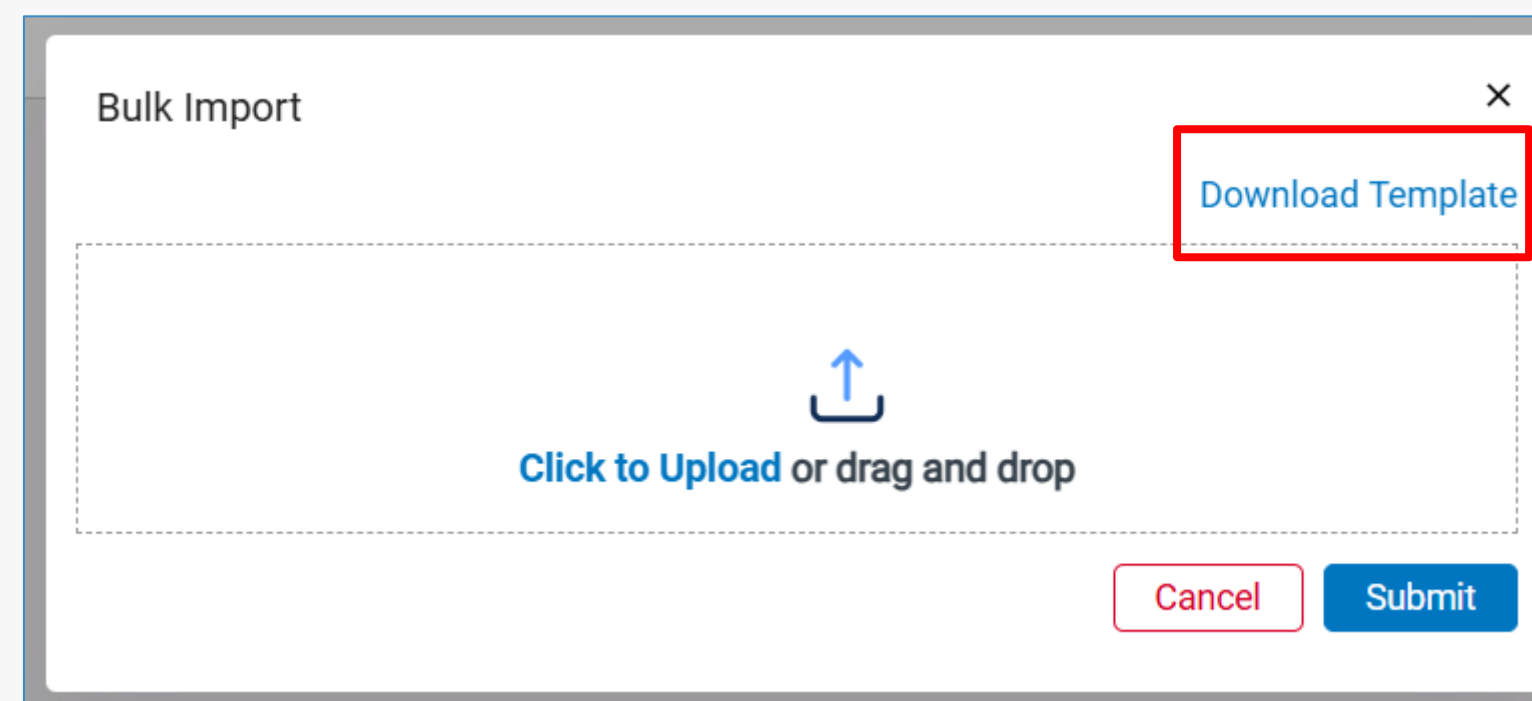
2.

- Click on the “Bulk Import” button



3.

- Click on “Download Template” button



Pre Registration Candidates – Bulk Import

4.

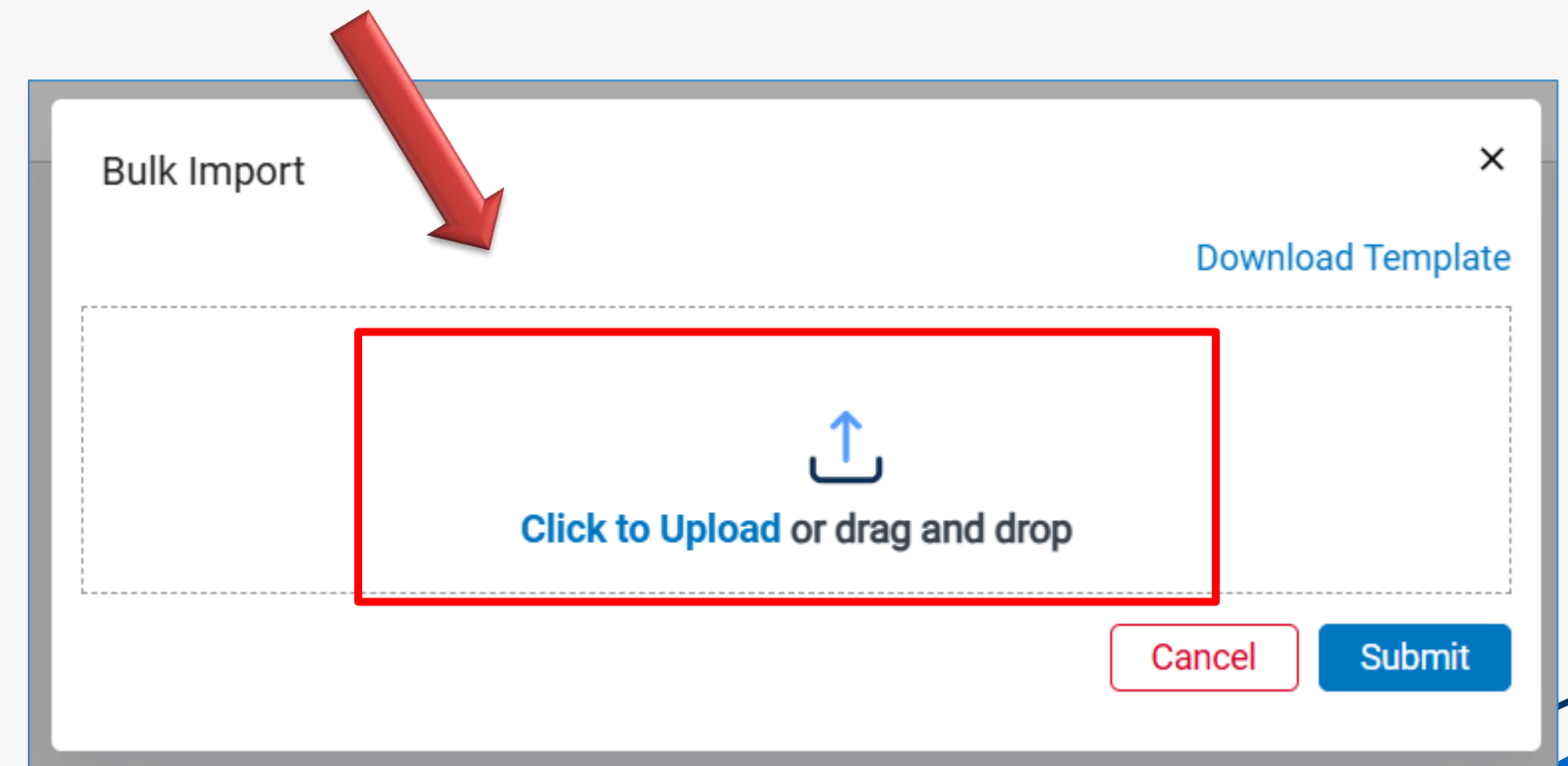
- Locate and open file named “Candidate Details” within your computers download file location
- Fill out the form Information
- Save to your computer

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	FirstName	MiddleName	LastName	Gender	Address	City	ZipCode	State	StateCode	PhoneNumber	EmailId	EstimatedGraduationDate	ClassStartDate	Repeat
2	John	M	Doe	Male	123 Main St.	Hinesville	31313	Georgia	GA	9125555555	jdoe@yahoo.com	8/24/2026	11/17/2025	No

Form Details Legend	
FirstName	First Name of Candidate
MiddleName	Middle Name of Candidate
LastName	Last Name of Candidate
Gender	Drop Down Menu (Male/Female)
Address	Street Address of Candidate
City	City of Candidate
Zipcode	Zip Code of City
State	Drop Down Menu (Select State)
StateCode	Enter two (2) Letter designation for state
PhoneNumber	11-Digit Phone Number of Candidate
EmailID	Email of Candidate
EstimatedGraduationDate	Estimated Graduation Date
ClassStartDate	Class Start Date
Repeat (Took Training Program Before)	Drop Down Menu (Yes/No)

5.

- Choose the Option to upload your document
 1. Click the “Click to Upload” Button
 2. Drag and Drop your file into the field

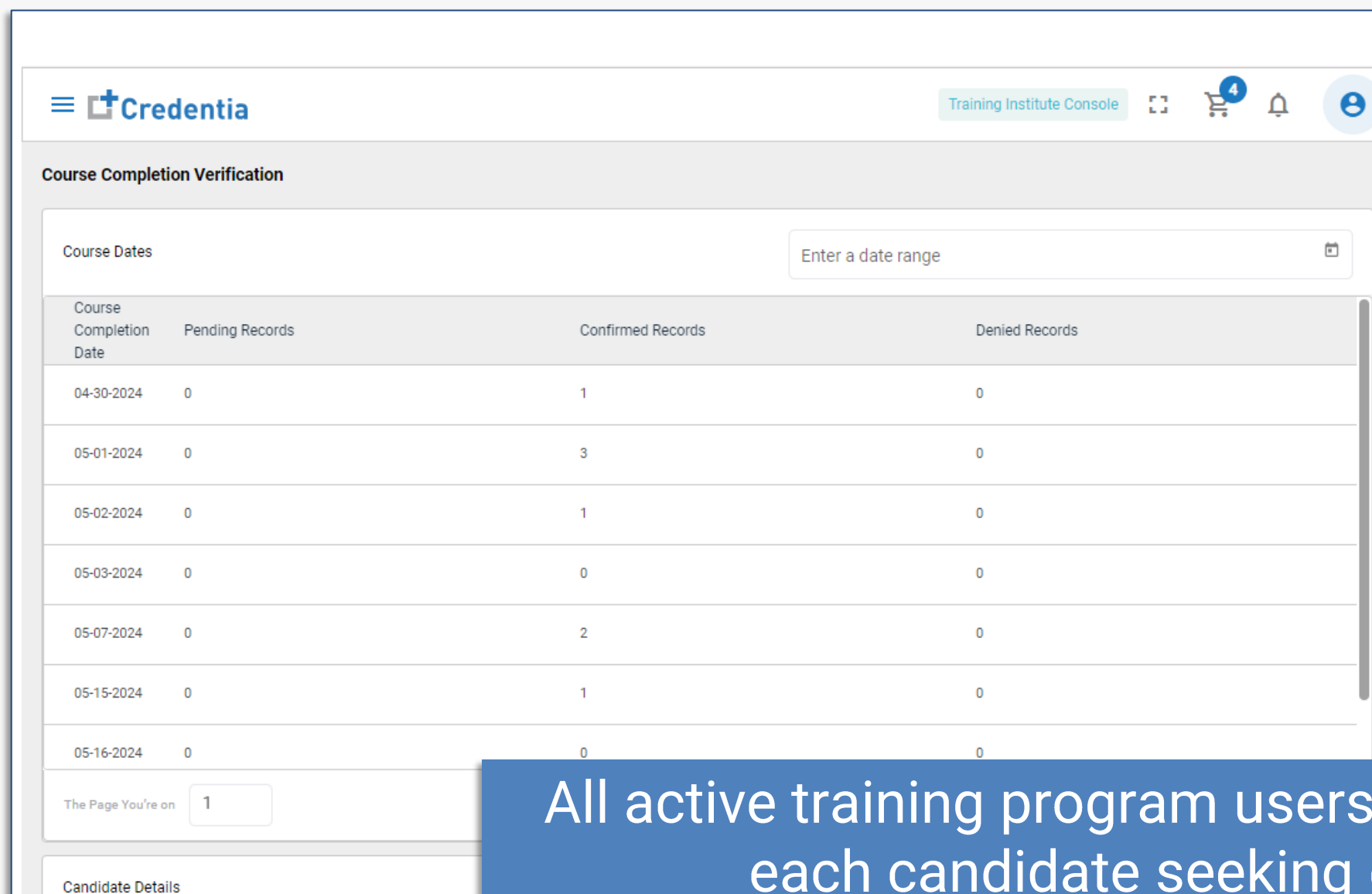


Training Institute Console – Approving Students

There are two ways of validating course completions for the students

Option 1: By Course Completion

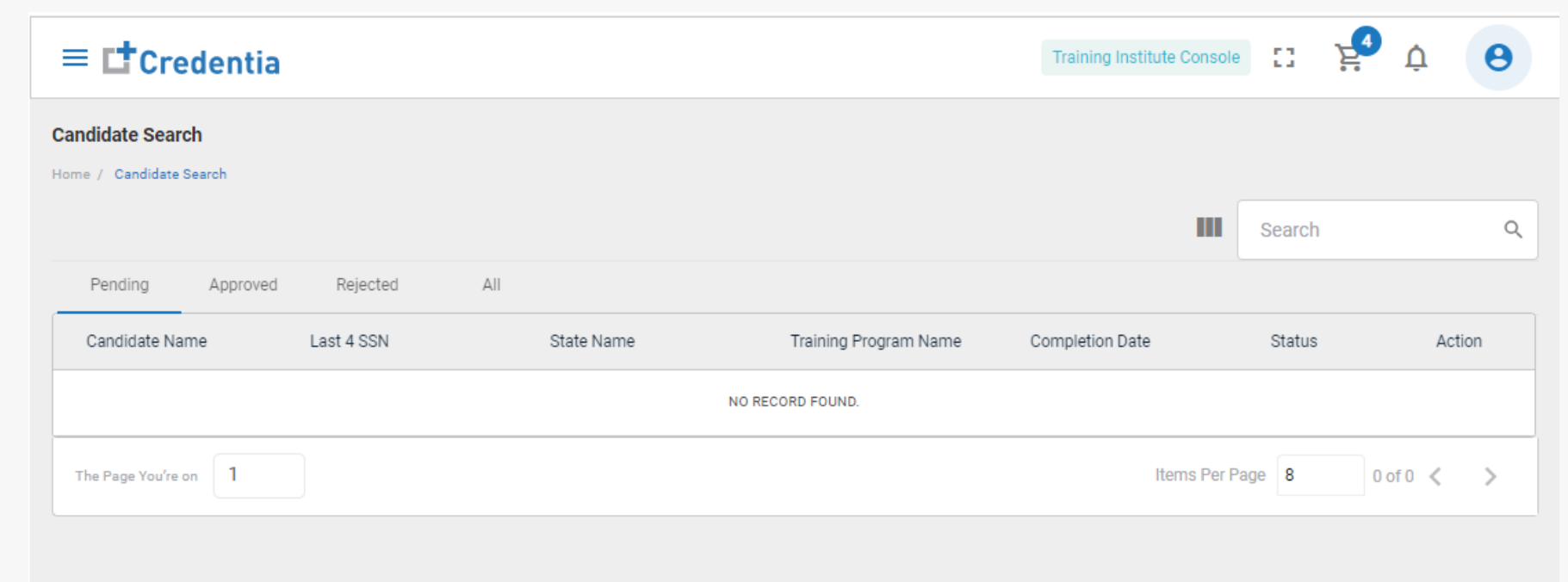
- Select “Course Completions” from main menu
- Access all verification requests by course completion date
- Allows for easy reconciliation against class lists
- Includes candidate multi-select feature to complete full class verifications in seconds



Course Completion Date	Pending Records	Confirmed Records	Denied Records
04-30-2024	0	1	0
05-01-2024	0	3	0
05-02-2024	0	1	0
05-03-2024	0	0	0
05-07-2024	0	2	0
05-15-2024	0	1	0
05-16-2024	0	0	0

Option 2: By Candidate Name

- Select “Candidate Search” from main menu
- Best option to quickly find a specific candidate



All active training program users will receive a Credentia alert email for each candidate seeking course completion verification

Training Institute Console – Verifying Applications



Option #1: By Course Completion Date

- 1) Enter course completion date range
- 2) Select pending records value for the desired course date
- 3) Select the checkbox for the candidate you want to verify (you can select multiple candidates as desired)
- 4) Correct the completion date if necessary or select no changes
- 5) Upload the Completion certificate.
- 6) Select Submit to submit the verification request(s) for the candidate(s). Select reject if candidate did not complete course successfully

Course Completion Verification

Enter a date range: 12/1/2021 – 12/10/2021

Course Completion Date	Pending Records	Confirmed Records	Denied Records
2021-12-01	3	5	0
2021-12-02	0	2	0
2021-12-04	0	2	0
2021-12-05	0	1	1
2021-12-06	0	2	0
2021-12-08	0	2	0

The Page You're on: 0 | Items Per Page: 8 | 1 - 6 of 6

Candidate Details

	Candidate Name	Candidate ID	Completed Date	City
<input type="checkbox"/>	Lee Gilbert	118	2021-11-30	Lancaster
<input checked="" type="checkbox"/>	Diana Wells	115	2021-11-30	Harrisburg
<input type="checkbox"/>	Kelly Piper	122	2021-11-30	Harrisburg

The Page You're on: 0 | Items Per Page: 8 | 1 - 3 of 3

Verification

Update Completion Date No Changes

Selected Date: 11/29/2021 | Reason: _____

Note: If the Candidate does not validate their information, then they will not be available to the training program for course completion entry.

Training Institute Console – Verifying Applications Credentia

Option #2: By Candidate Name

Candidate Name

Candidate Search

Home / Candidate Search

Pending Approved Rejected All

gilbert

Candidate Name	Candidate ID	State Name	Completion Date	Status	Action
Lee Gilbert	36	Pennsylvania	Dec 1, 2021	Pending	

The Page You're on 0

Items Per Page 8 1-1 of 1

Candidate Verification

Verification

Candidate Search / Candidate Verification

Update Completion Date No Changes

Selected Date: 11/23/2021

Reason: f

Reject Submit Upload

- 1) Start typing candidate name in search box
- 2) Select view icon for the candidate to display the verification page for the candidate
- 3) Correct the completion date if necessary or select no changes
- 4) Upload the Completion certificate.
- 5) Select Submit to submit the verification request(s) for the candidate(s). Select reject if candidate did not complete course successfully

Note: If the Candidate does not validate their information, then they will not be available to the training program for course completion entry.

Training Institute Console – Verifying Applications

Option #2: By Candidate Name

Candidate Name

1 Start typing candidate name in search box

2 Select view icon for the candidate to display the verification page for the candidate

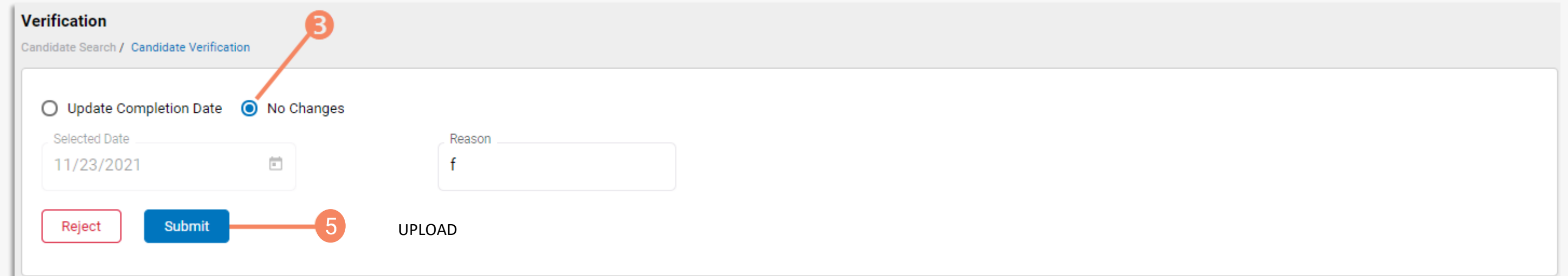
3 Correct the completion date if necessary or select no changes

4 Submit or reject the verification request for the candidate (must provide a reason for a reject)



The screenshot shows the 'Candidate Search' page. At the top, there are tabs for 'Pending', 'Approved', 'Rejected', and 'All'. A search bar on the right contains the text 'gilbert' and has a magnifying glass icon. Below the search bar is a table with columns: 'Candidate Name', 'Candidate ID', 'State Name', 'Completion Date', 'Status', and 'Action'. The table contains one row for 'Lee Gilbert' with ID '36', State 'Pennsylvania', and Completion Date 'Dec 1, 2021'. The status is 'Pending' and there is an eye icon in the 'Action' column. At the bottom, there is a pagination bar showing 'The Page You're on 0', 'Items Per Page 8', and '1 - 1 of 1'.

Candidate Verification



The screenshot shows the 'Verification' page. It has two radio buttons: 'Update Completion Date' and 'No Changes'. The 'No Changes' option is selected. Below the radio buttons, there is a 'Selected Date' field with the value '11/23/2021' and a 'Reason' field with the value 'f'. At the bottom, there are three buttons: 'Reject', 'Submit', and 'UPLOAD'. The 'Submit' button is highlighted.

- At the time of successful completion of training, the training program user will log in to the console and provide the course completion date, upload the training program completion certificate and approve the application.
- If the candidate does not validate their information, then they will not be available to the training program for course completion entry.
- If the candidate did not successfully complete the course, you can reject the application.

Training Institute Console – Verifying Applications

Option #1: By Course Completion Date

1 Enter course completion date range

2 Select pending records value for the desired course date

3 Select the checkbox for the candidate you want to verify (you can select multiple candidates as desired)

4 Correct the completion date if necessary or select no changes

5 Submit or reject the verification request(s) for the candidate(s) selected (must provide a reason for a reject)

Course Completion Verification

Course Dates 12/1/2021 – 12/10/2021

Course Completion Date	Pending Records	Confirmed Records	Denied Records
2021-12-01	3	5	0
2021-12-02	0	2	0
2021-12-04	0	2	0
2021-12-05	0	1	1
2021-12-06	0	2	0
2021-12-08	0	2	0

The Page You're on: 0 Items Per Page: 8 1 - 6 of 6

Candidate Details

<input type="checkbox"/>	Candidate Name	Candidate ID	Completed Date	City
<input type="checkbox"/>	Lee Gilbert	118	2021-11-30	Lancaster
<input checked="" type="checkbox"/>	Diana Wells	115	2021-11-30	Harrisburg
<input type="checkbox"/>	Kelly Piper	122	2021-11-30	Harrisburg

The Page You're on: 0 Items Per Page: 8 1 - 3 of 3

Verification

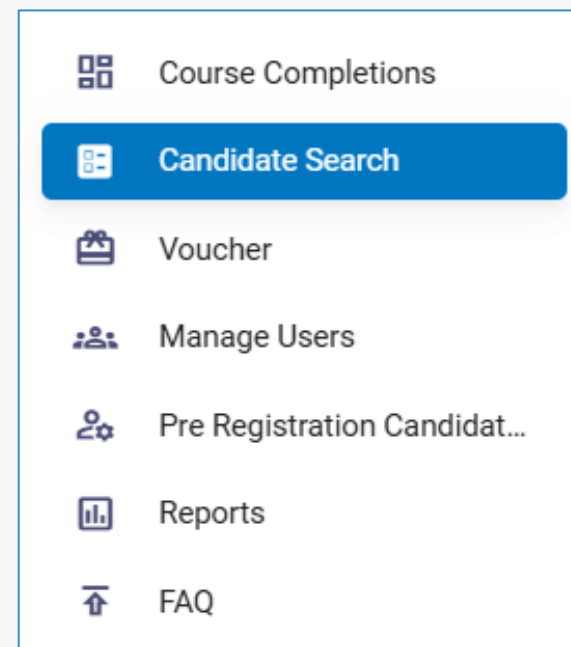
Update Completion Date
 No Changes

Selected Date: 11/29/2021 Reason:

- At the time of successful completion of training, the training program user will log in to the console and provide the course completion date, upload the training program completion certificate and approve the application.
- **If the candidate does not validate their information, then they will not be available to the training program for course completion entry.**
- If the candidate did not successfully complete the course, you can reject the application.

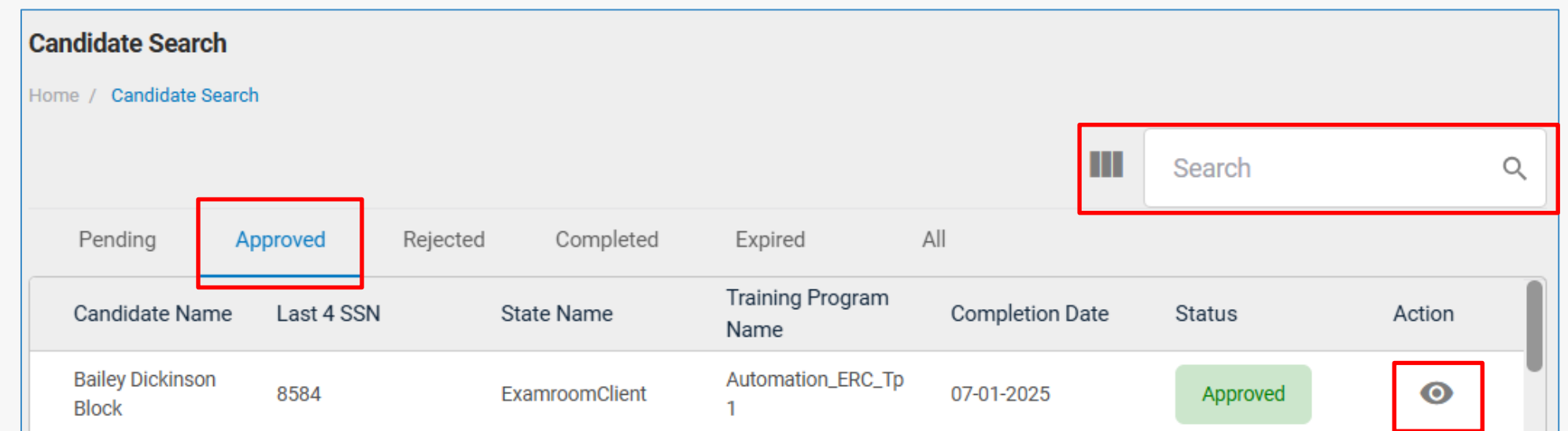
Training Institute Console – Approved in Error

1. Go to Candidate Search in Left Navigation Menu

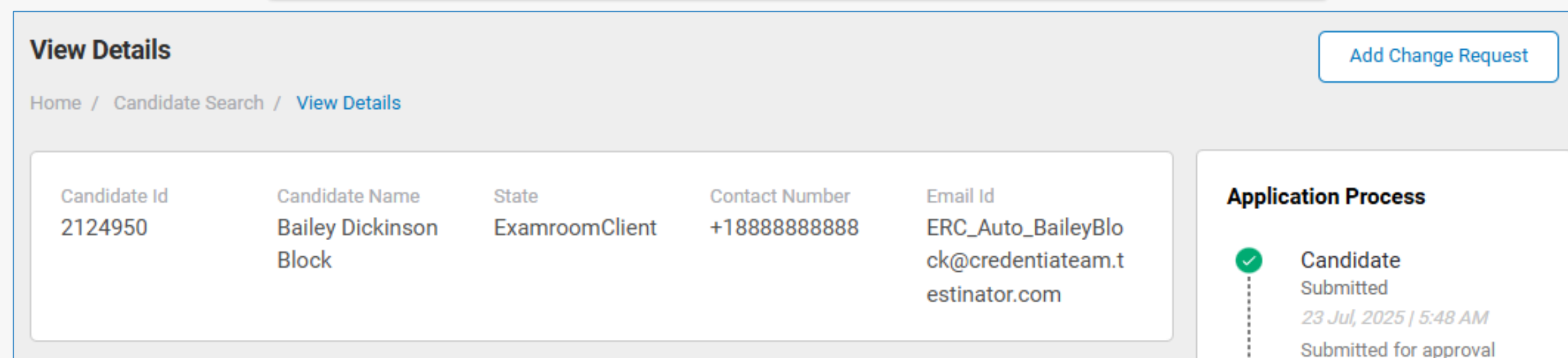


2.

- Select the Approved tab
- Type Candidates name in Search Bar
- Click Eye Icon in Action Column

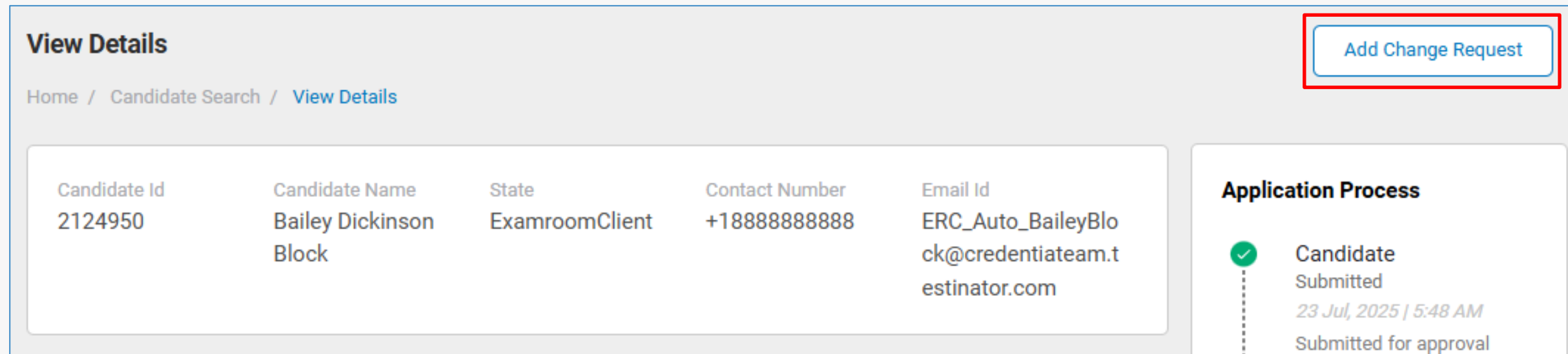


After Clicking the Eye Icon. This Action will then provide the details of the Candidates Approved Application



Training Institute Console – Approved in Error

3. Click Add Change Request button



View Details

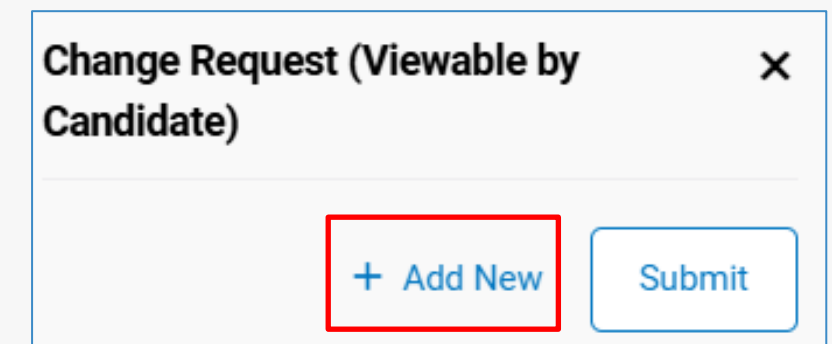
Home / Candidate Search / View Details

Candidate Id	Candidate Name	State	Contact Number	Email Id
2124950	Bailey Dickinson Block	ExamroomClient	+18888888888	ERC_Auto_BaileyBlock@credentiateam.t estimator.com

Application Process

- ✓ Candidate Submitted
23 Jul, 2025 | 5:48 AM
Submitted for approval

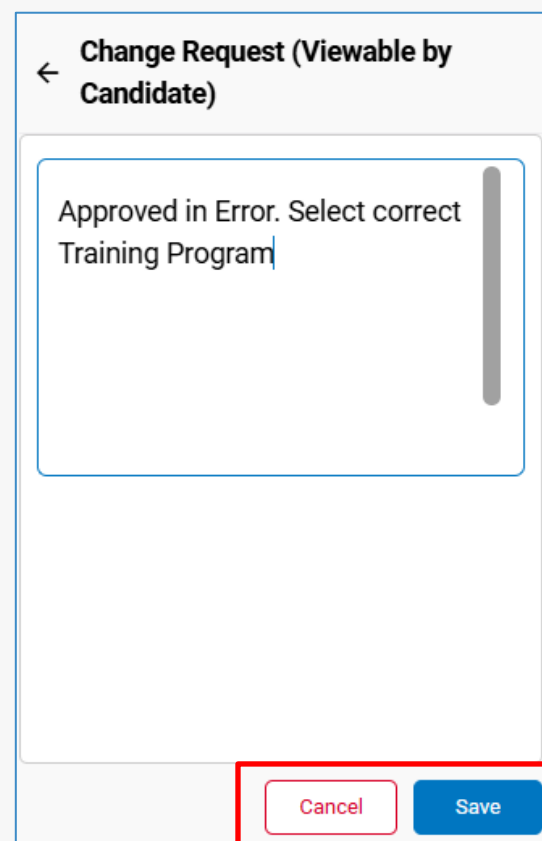
4. Click the + Add New



Change Request (Viewable by Candidate)

+ Add New Submit

5. Type the reason
Click Save or Cancel

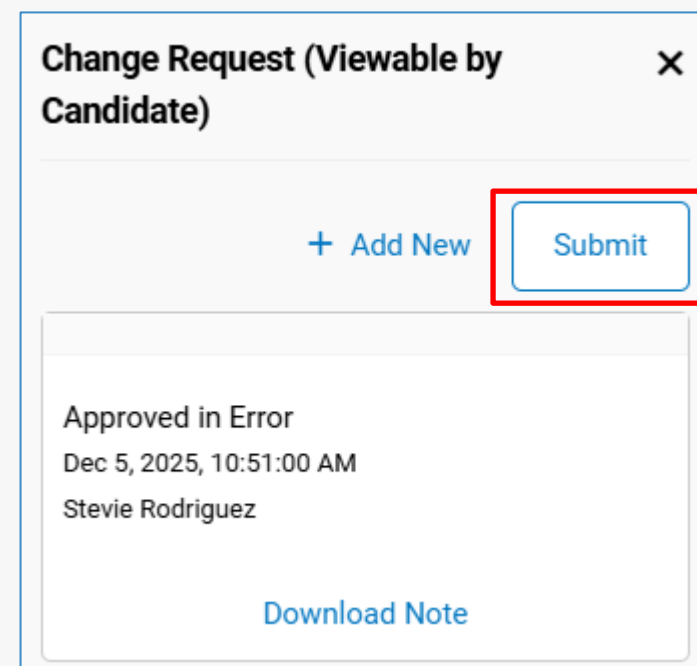


Change Request (Viewable by Candidate)

Approved in Error. Select correct Training Program

Cancel Save

6. Click Submit



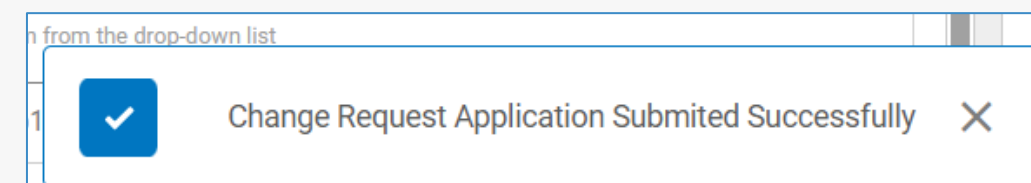
Change Request (Viewable by Candidate)

+ Add New Submit

Approved in Error
Dec 5, 2025, 10:51:00 AM
Stevie Rodriguez

Download Note

7. A notification pop-up will be shown to notify that the request was submitted successfully



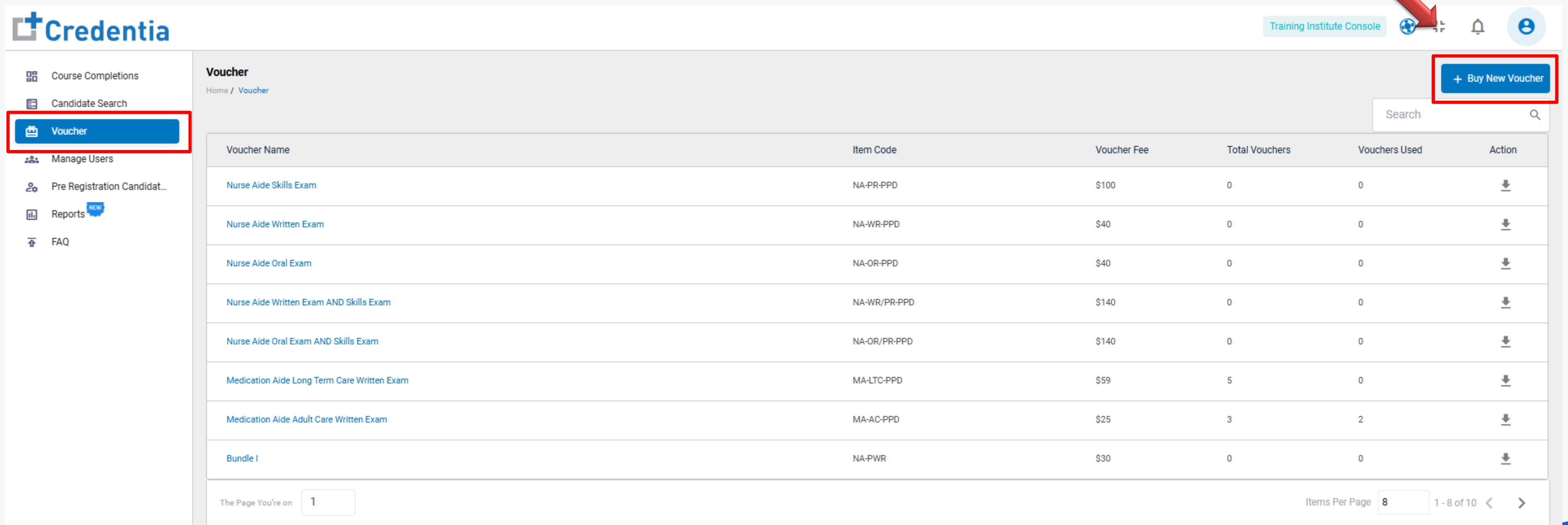
Change Request Application Submitted Successfully

Note

Once the submit button is pressed. A message will be sent to the candidate notifying them of the change request. This will inform the candidate that they will have to fix the error before continuing with their application process.

Purchasing Vouchers – Step 1

- On the left navigation panel, click on Voucher
- On the top right of the screen, click on Buy New Voucher



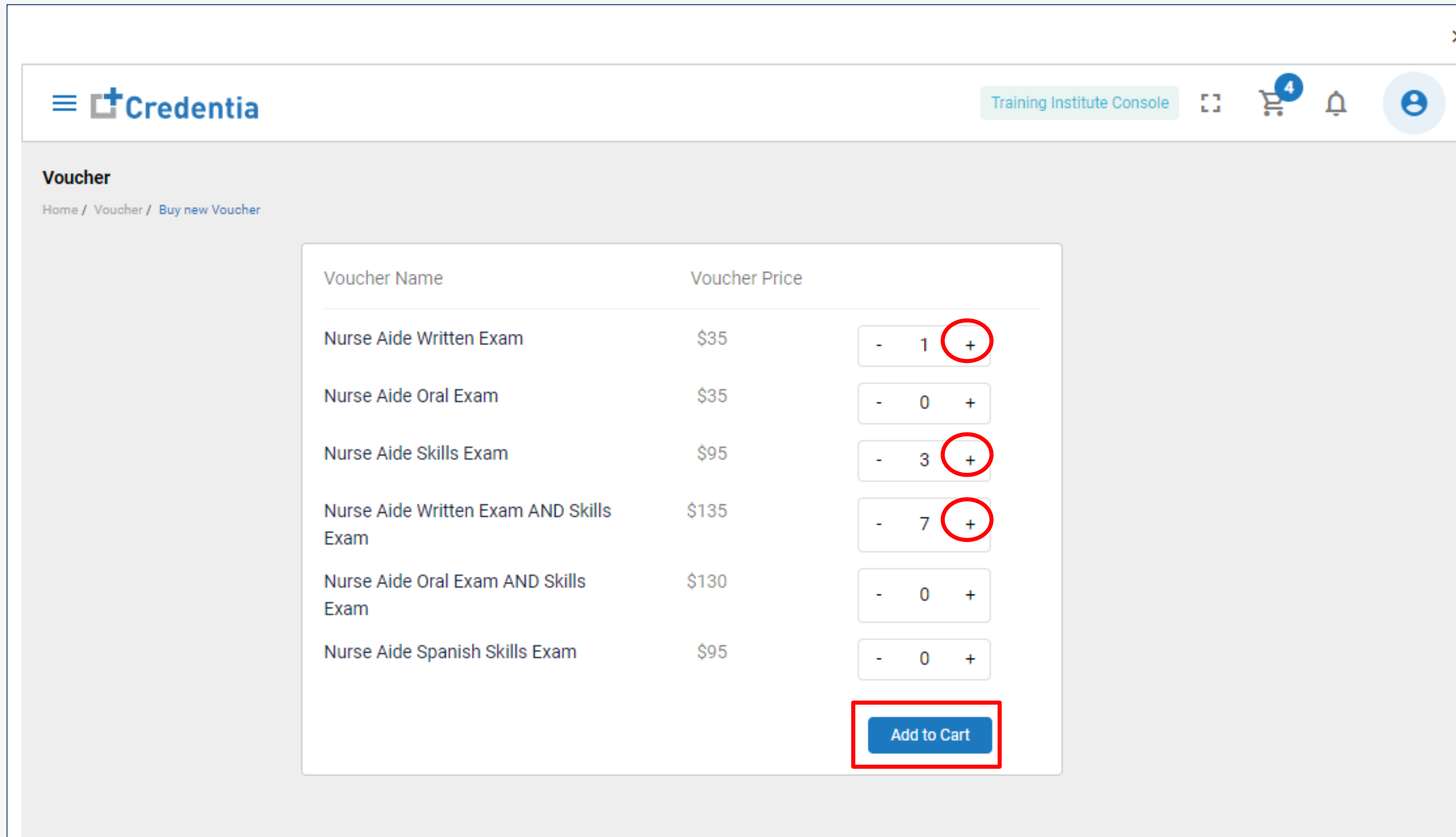
The screenshot shows the Credentia web application interface. On the left, a navigation sidebar contains several menu items: 'Course Completions', 'Candidate Search', 'Voucher' (highlighted with a red box), 'Manage Users', 'Pre Registration Candidat...', 'Reports' (with a 'NEW' badge), and 'FAQ'. The main content area is titled 'Voucher' and shows a breadcrumb 'Home / Voucher'. In the top right corner, there is a 'Training Institute Console' link, a globe icon (highlighted with a red arrow), a notification bell, and a user profile icon. Below these is a search bar and a '+ Buy New Voucher' button (highlighted with a red box). The main area displays a table of vouchers with the following data:

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Skills Exam	NA-PR-PPD	\$100	0	0	↓
Nurse Aide Written Exam	NA-WR-PPD	\$40	0	0	↓
Nurse Aide Oral Exam	NA-OR-PPD	\$40	0	0	↓
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	\$140	0	0	↓
Nurse Aide Oral Exam AND Skills Exam	NA-OR/PR-PPD	\$140	0	0	↓
Medication Aide Long Term Care Written Exam	MA-LTC-PPD	\$59	5	0	↓
Medication Aide Adult Care Written Exam	MA-AC-PPD	\$25	3	2	↓
Bundle I	NA-PWR	\$30	0	0	↓

At the bottom of the page, there is a pagination control showing 'The Page You're on 1' and 'Items Per Page 8' with '1 - 8 of 10' items displayed.

Purchasing Vouchers – Step 2

- Click on the + icon to choose the required quantity for each voucher type and select the “Add to Cart” button



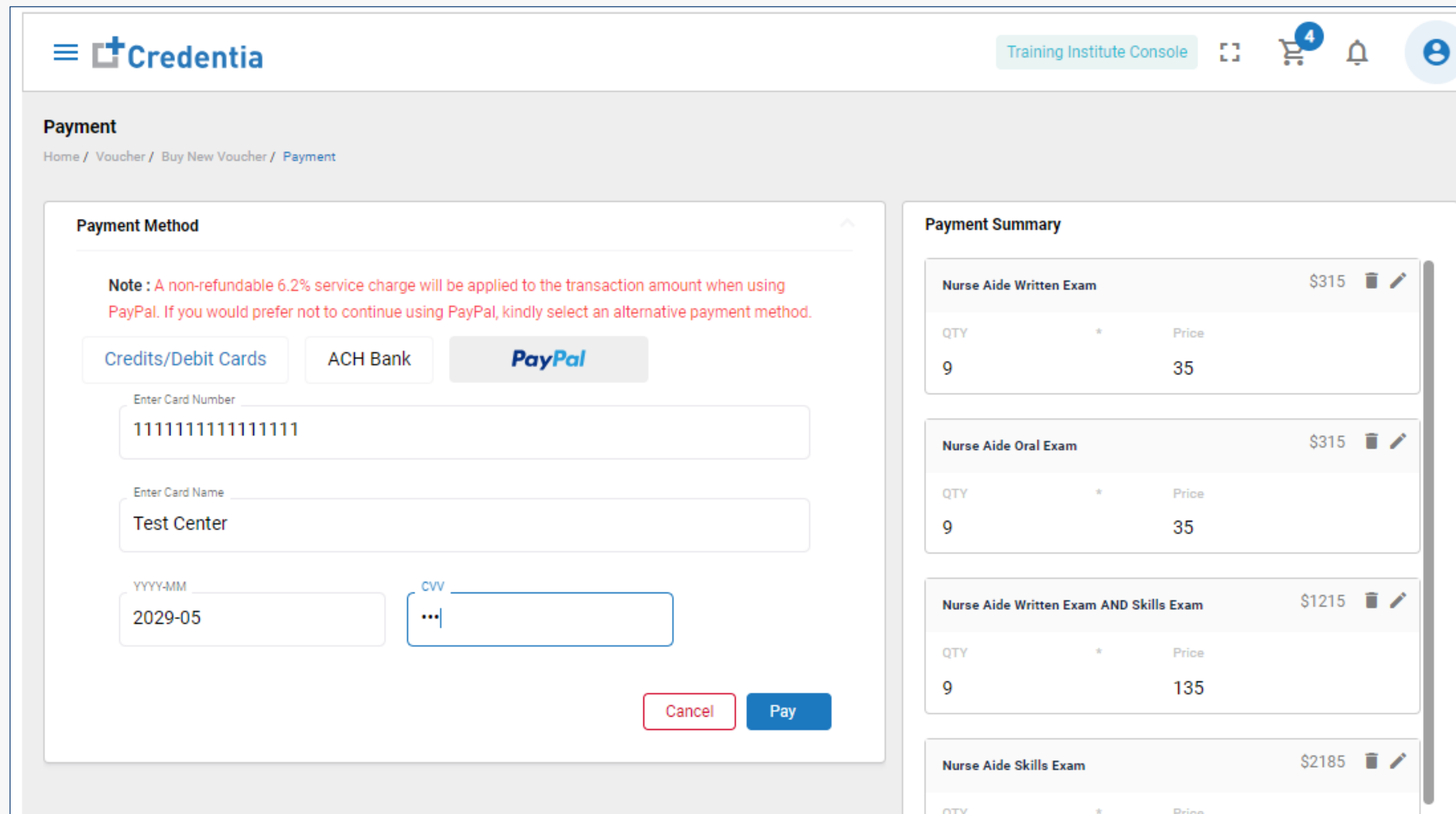
The screenshot shows the Credentia website interface for purchasing vouchers. The page title is "Voucher" and the breadcrumb trail is "Home / Voucher / Buy new Voucher". The main content area displays a table of voucher options with their names, prices, and quantity selection controls. The quantity selection controls consist of a minus sign, a numerical value, and a plus sign. The plus signs for the first three rows are circled in red. Below the table, there is a blue "Add to Cart" button, which is also highlighted with a red rectangle.

Voucher Name	Voucher Price	Quantity
Nurse Aide Written Exam	\$35	- 1 +
Nurse Aide Oral Exam	\$35	- 0 +
Nurse Aide Skills Exam	\$95	- 3 +
Nurse Aide Written Exam AND Skills Exam	\$135	- 7 +
Nurse Aide Oral Exam AND Skills Exam	\$130	- 0 +
Nurse Aide Spanish Skills Exam	\$95	- 0 +

Add to Cart

Purchasing Vouchers – Step 3

- You can pay by Credit/Debit Card, Bank Account or PayPal. Select the preferred method of payment and add the prompted information on screen, then click on “Pay”.



The screenshot shows the Credentia payment interface. The top navigation bar includes the Credentia logo, a "Training Institute Console" button, and icons for a shopping cart (with a '4' notification), a bell, and a user profile. The main heading is "Payment", with a breadcrumb trail: Home / Voucher / Buy New Voucher / Payment.

The "Payment Method" section is active, displaying a note: "Note : A non-refundable 6.2% service charge will be applied to the transaction amount when using PayPal. If you would prefer not to continue using PayPal, kindly select an alternative payment method." Below the note are three buttons: "Credits/Debit Cards", "ACH Bank", and "PayPal" (which is highlighted). The "PayPal" button is selected, and the form fields are populated with the following information:

- Enter Card Number: 1111111111111111
- Enter Card Name: Test Center
- YYYY-MM: 2029-05
- CVV: ...

At the bottom of the form are "Cancel" and "Pay" buttons.

The "Payment Summary" section on the right lists the items being purchased:

Item	QTY	Price	Total
Nurse Aide Written Exam	9	35	\$315
Nurse Aide Oral Exam	9	35	\$315
Nurse Aide Written Exam AND Skills Exam	9	135	\$1215
Nurse Aide Skills Exam			\$2185

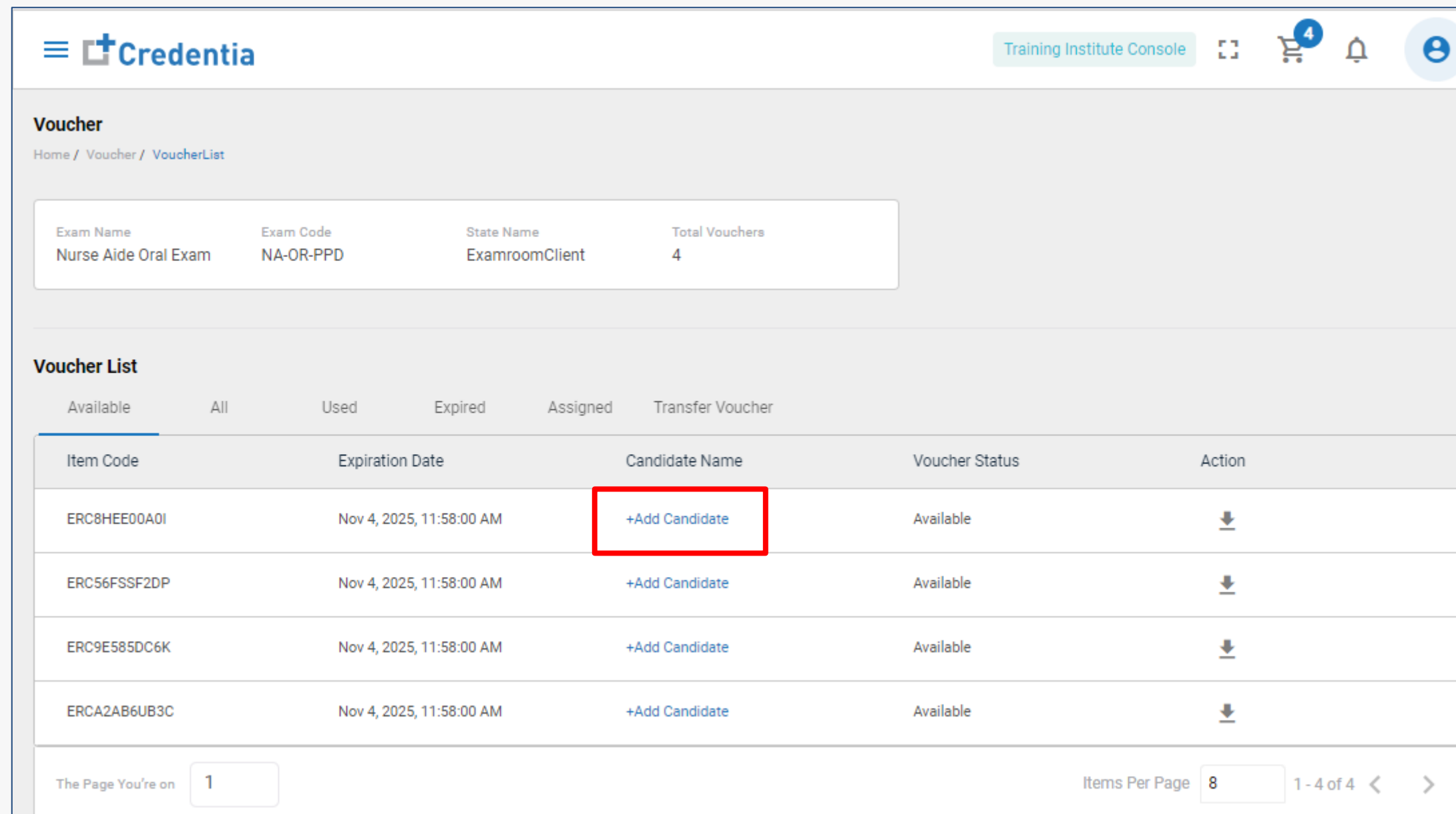
Managing Vouchers – Assigning Vouchers

Click on a **Voucher Type** on the voucher summary page to see the voucher details.

1. On the **Available** tab, click on **+Add Candidate** next to the voucher to be assigned.

2. Select from the **Candidate Name** list or type the name in the search box.

Click on the **Candidate Name** once it shows up.



Voucher

Home / Voucher / VoucherList

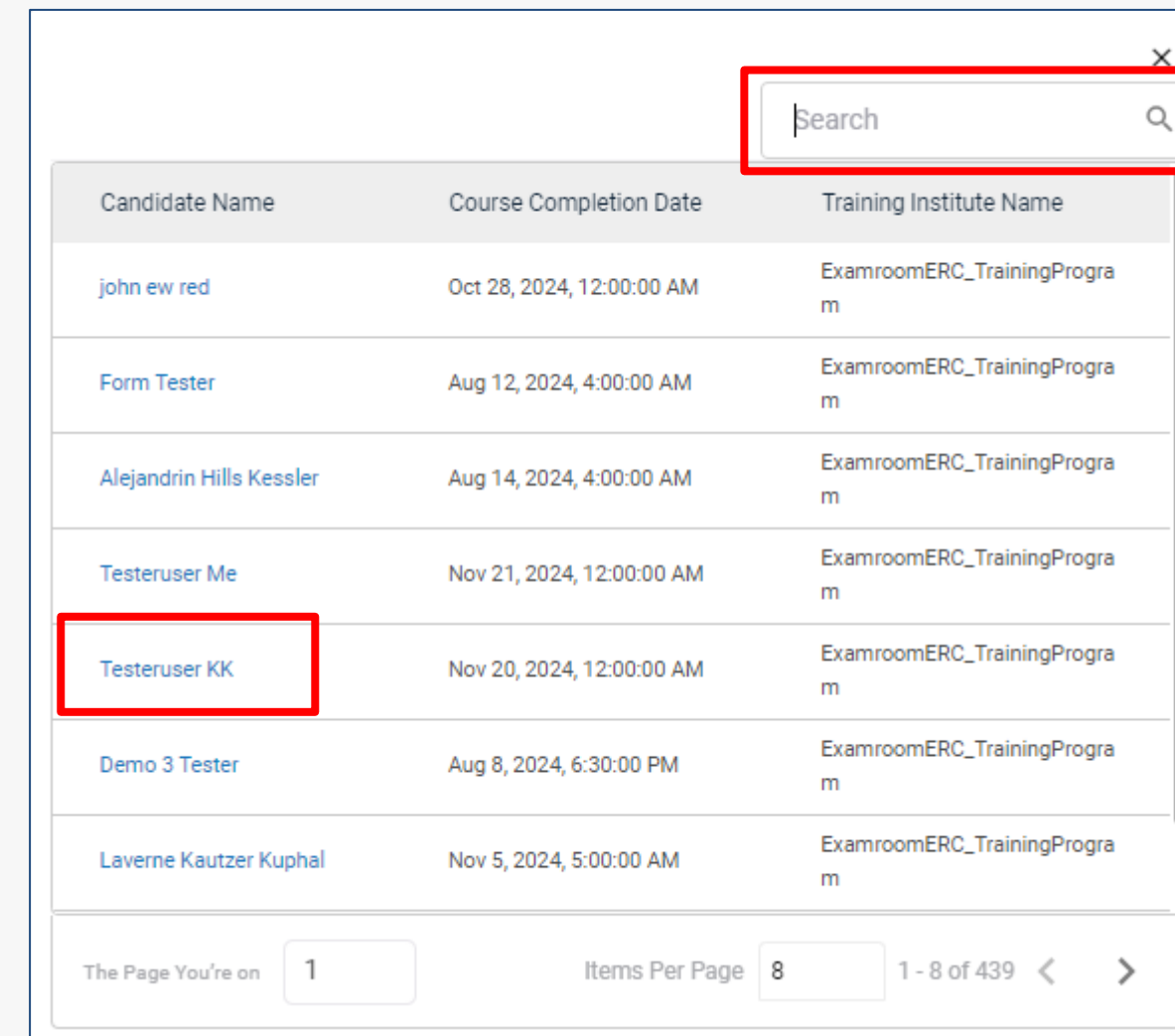
Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Oral Exam	NA-OR-PPD	ExamroomClient	4

Voucher List

Available All Used Expired Assigned Transfer Voucher

Item Code	Expiration Date	Candidate Name	Voucher Status	Action
ERC8HEE00A01	Nov 4, 2025, 11:58:00 AM	+Add Candidate	Available	↓
ERC56FSSF2DP	Nov 4, 2025, 11:58:00 AM	+Add Candidate	Available	↓
ERC9E585DC6K	Nov 4, 2025, 11:58:00 AM	+Add Candidate	Available	↓
ERCA2AB6UB3C	Nov 4, 2025, 11:58:00 AM	+Add Candidate	Available	↓

The Page You're on 1 Items Per Page 8 1 - 4 of 4 < >

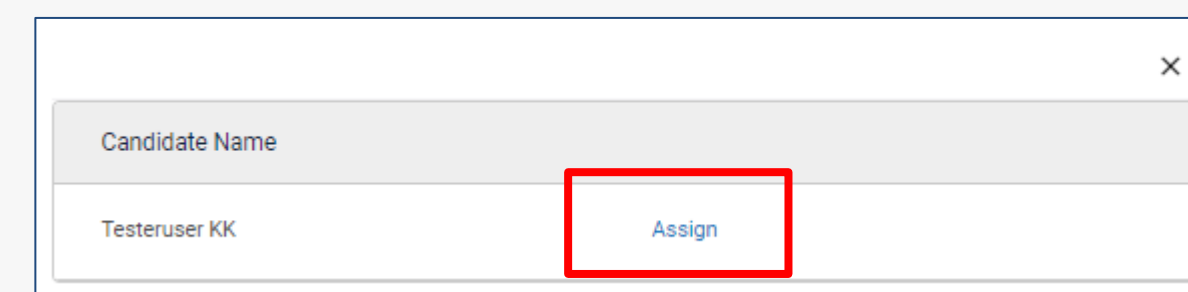


Search

Candidate Name	Course Completion Date	Training Institute Name
john ew red	Oct 28, 2024, 12:00:00 AM	ExamroomERC_TrainingProgram
Form Tester	Aug 12, 2024, 4:00:00 AM	ExamroomERC_TrainingProgram
Alejandrin Hills Kessler	Aug 14, 2024, 4:00:00 AM	ExamroomERC_TrainingProgram
Testeruser Me	Nov 21, 2024, 12:00:00 AM	ExamroomERC_TrainingProgram
Testeruser KK	Nov 20, 2024, 12:00:00 AM	ExamroomERC_TrainingProgram
Demo 3 Tester	Aug 8, 2024, 6:30:00 PM	ExamroomERC_TrainingProgram
Laverne Kautzer Kuphal	Nov 5, 2024, 5:00:00 AM	ExamroomERC_TrainingProgram

The Page You're on 1 Items Per Page 8 1 - 8 of 439 < >

3. Click on **Assign** next to the candidate's name.



Candidate Name

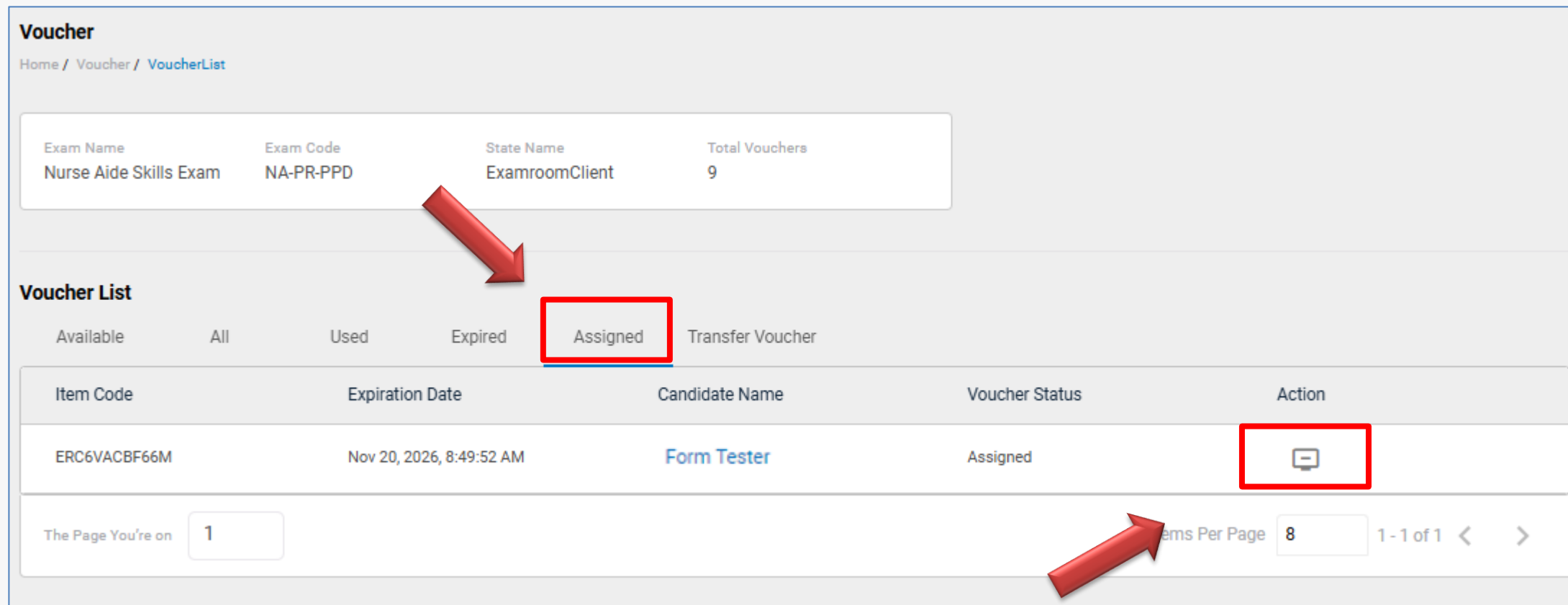
Testeruser KK

Assign

Managing Vouchers – Unassigning Vouchers

Click on a **Voucher Type** on the voucher summary page to see the voucher details.

1. On the Voucher List, Select the **Assigned** Tab.
This will show all candidates that have been assigned a voucher.




Voucher
Home / Voucher / VoucherList

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Skills Exam	NA-PR-PPD	ExamroomClient	9


Voucher List


Available All Used Expired **Assigned** Transfer Voucher

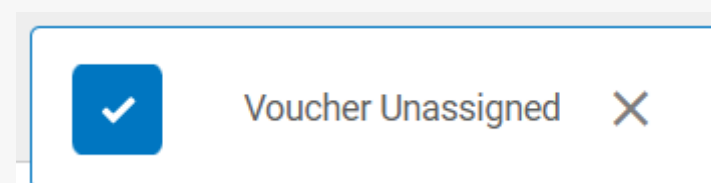
Item Code	Expiration Date	Candidate Name	Voucher Status	Action
ERC6VACBF66M	Nov 20, 2026, 8:49:52 AM	Form Tester	Assigned	

The Page You're on: 1 | Items Per Page: 8 | 1 - 1 of 1

2. Locate the candidate you want to unassign the voucher.

Click on the  Icon in the Action section.

After clicking the  Icon you will then receive a notification and the voucher can be seen in the Available tab.



NOTE

Once the candidate selects the voucher for their exam and adds it to their cart, the voucher becomes locked to that candidate.

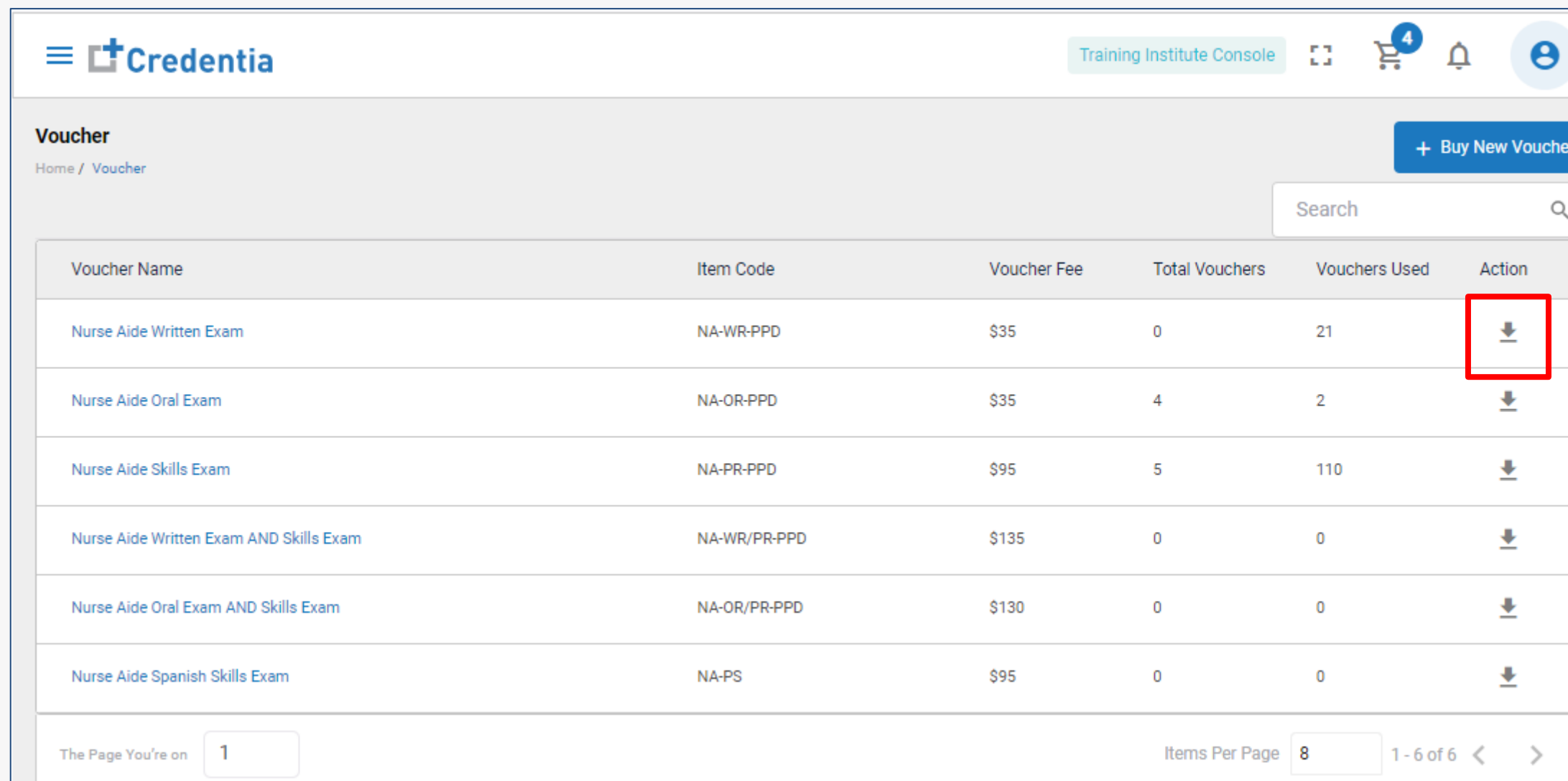
You will **NOT** be able to unassign or reassign the voucher after this point.

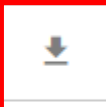





Managing Vouchers – Distributing Vouchers

To distribute vouchers to candidates not registered on Credentia:

1. On the Voucher summary page, click on the icon to download the **Voucher Name**.

2. The complete list of Voucher Codes will be downloaded as an excel file on your local computer.



Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Written Exam	NA-WR-PPD	\$35	0	21	
Nurse Aide Oral Exam	NA-OR-PPD	\$35	4	2	
Nurse Aide Skills Exam	NA-PR-PPD	\$95	5	110	
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	\$135	0	0	
Nurse Aide Oral Exam AND Skills Exam	NA-OR/PR-PPD	\$130	0	0	
Nurse Aide Spanish Skills Exam	NA-PS	\$95	0	0	

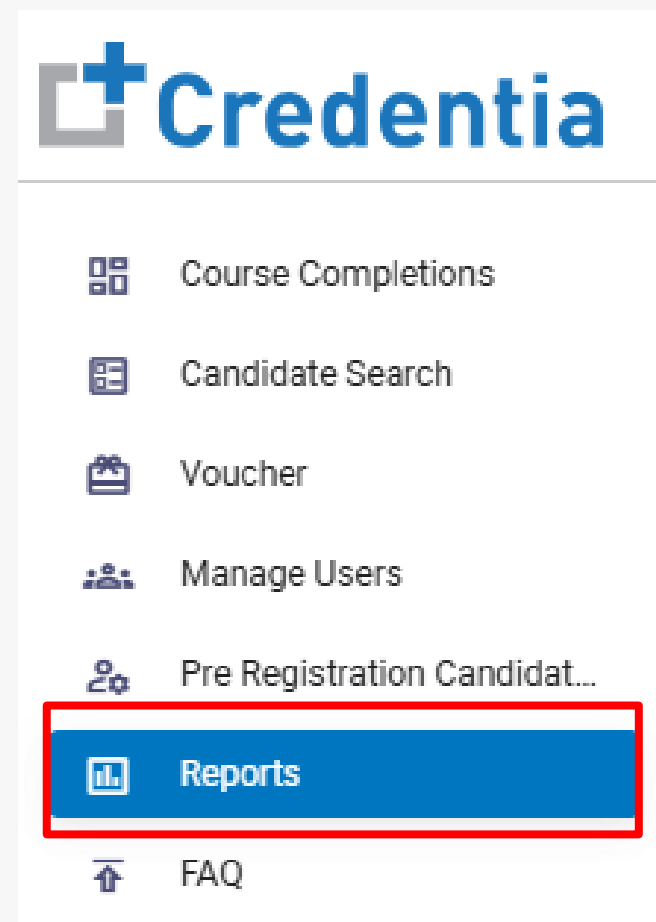
You can see the status of each, as well as the expiration date.

	A	B	C
1	VoucherCode	Expiration Date	VoucherStatus
2	ERC00L3LC03U	10/30/2025	Used
3	ERC68CX7X44Q	11/04/2025	Used
4	ERC8HEE00A0I	11/04/2025	Available
5	ERC56FSSF2DP	11/04/2025	Available
6	ERC9E585DC6K	11/04/2025	Available
7	ERCA2AB6UB3C	11/04/2025	Assigned

Reports

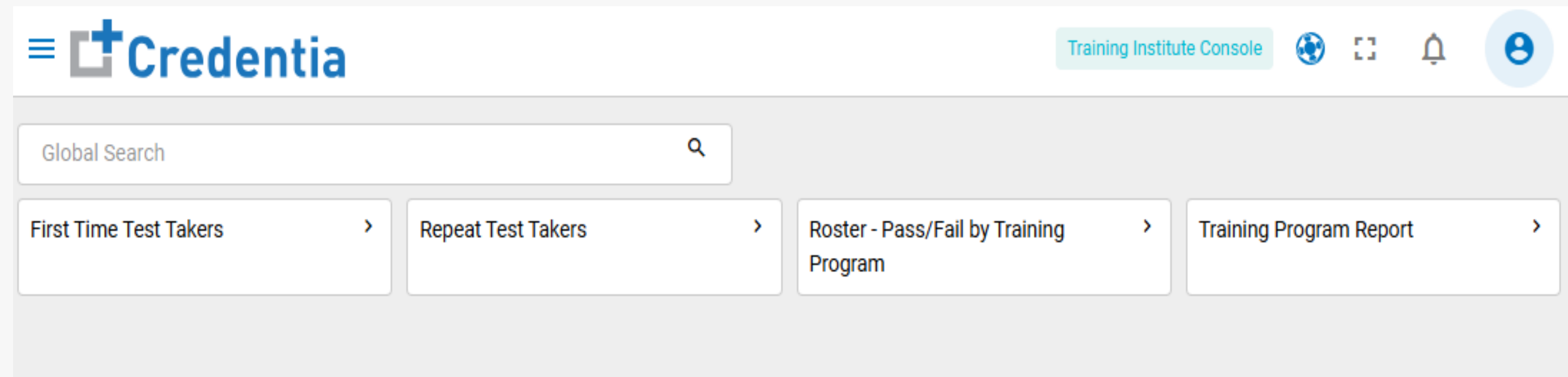
1.

Click the Reports Icon on the left Navigation Menu



2.

Select Report
Note: Clicking the report will navigate to a new page.



Thank you

Credentia Support:



Support@credentia.com



888-204-6249 (8:00 AM to 8:00 PM EST)

Program Support - programcoordinator@credentia.com

Facility Support - facilitysupport@credentia.com

Voucher Support - vouchers@credentia.com

General Support - [Credentia Self - Help Guides](#)

