



Sponsor Quick Reference Guide



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How to Create a CNA365® Sponsor Account

1

Click the “Sponsor Voucher Store” link in the Resources section on your state website page at www.credentia.com

Resources

- Candidate Handbook +
- How To Register For Exams +
- Preparing for Your Exams +
- NNAAP® Practice Written Exam +
- Score Results +
- COVID-19 Testing +
- Test Accommodations +
- Purchase Test Vouchers -
- Documents
 - FOR SPONSORS - CNA365 Voucher Quick Reference Guide
 - FOR TRAINING PROGRAMS - CNA365 Voucher Quick Reference Guide
- Hyperlinks
 - Sponsor Voucher Store
- Grievances +

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

TIP: bookmark the CNA365® login page

Credentia
CNA365®

Email

Password

[Forgot Password?](#)

Login

Don't have an account? [Sign up](#)

3

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

Create Your Account

General Information

First name Middle name

Last name

Other Information

Address (Number and Street)

City Zip Code

State

+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](#)

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

Credentia
WORK AHEAD CREDENTIALING SERVICES

You're Almost There!

Click on the button below to validate your email address and activate your Credentia CNA365 account.

[Activate Account](#)

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.

Sincerely,
Credentia Administrator
www.credentia.com
Contact Support
Phone: (800) 457-6752

How to Purchase Test Vouchers

Step 1 – Select Buy New Voucher

STEP 1

Select “Voucher” on the navigation menu and the select the “Buy New Voucher” button

The screenshot displays the Credentia CNA365 user interface. On the left, a navigation menu includes 'Course Completions', 'Candidate Search', 'Voucher' (highlighted), and 'Manage Users'. The main content area is titled 'Voucher' and shows a breadcrumb 'Home / Voucher'. A search bar is located in the top right of the main area. Below the search bar is a table with the following data:

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Skills Exam	NA-PR-PPD	\$80	0	0	↓
Nurse Aide Written Exam	NA-WR-PPD	\$55	0	0	↓
Nurse Aide Oral Exam	NA-OR-PPD	\$55	0	0	↓
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	\$135	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 a dropdown arrow. To the right of the page number, it says '1 - 5 of 5' with left and right navigation arrows.


How to Purchase Test Vouchers

Step 2 – Specify Voucher Quantities

STEP 2

Specify the quantity desired for each voucher type and select the “Add to Cart” button

Voucher Name	Voucher Price	
Nurse Aide Skills Exam	\$80	- 0 +
Nurse Aide Written Exam	\$55	- 0 +
Nurse Aide Oral Exam	\$55	- 0 +
Nurse Aide Written Exam AND Skills Exam	\$135	- 0 +
Nurse Aide Oral Exam AND Skills Exam	\$135	- 0 +

 [Add to Cart](#)

How to Purchase Test Vouchers

Step 3 – Enter Payment Information in Shopping Cart

STEP 3

Select payment method:

Add credit/debit card information and save card to your account by selecting “Save Card” button

Payment

[Home](#) / [Voucher](#) / [Buy New Voucher](#) / [Payment](#)

Saved Cards ▼

Payment Method

[Credit/Debit Card](#)



Enter Card Number

Enter Card Name

YYYY-MM CVV

[Cancel](#) [Save Card](#)

Payment Summary

Nurse Aide Written Exam AND Skills Exam		\$270	 
QTY	*	Price	
2		135	

Total **\$270**

How to Purchase Test Vouchers

Step 4 – Make Payment

STEP 4

If paying by credit/debit card, select the card you entered from your “Saved Cards” button, enter the CVV code, and select the “Pay” button

Payment
Home / Voucher / Buy New Voucher / Payment

Saved Cards

	Name on card	Expires on
<input checked="" type="radio"/> xxxx xxxx xxxx 1111 visa	Phani Varma	10/2026

Enter CVV(?): CVV

Payment Summary

Nurse Aide Written Exam AND Skills Exam		\$270	
QTY	*	Price	
2		135	
Total		\$270	

Payment Method

How to Manage Test Vouchers

Voucher Summary Page

- The voucher summary page displays the number of vouchers purchased and the number of vouchers used by type
- Select the download icon for the desired voucher type to download an EXCEL file of purchased vouchers
- For each voucher, download file includes voucher number, expiration date, and status (available, used, or expired)
- Instruct your candidates to use the voucher code you provide to them when scheduling an exam (applied at shopping cart checkout)

VOUCHER SUMMARY PAGE

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Skills Exam	NA-PR-PPD	\$80	2	0	↓
Nurse Aide Written Exam	NA-WR-PPD	\$55	0	0	↓
Nurse Aide Oral Exam	NA-OR-PPD	\$55	0	0	↓
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	\$135	4	0	↓
Nurse Aide Oral Exam AND Skills Exam	NA-OR/PR-PPD	\$135	0	0	↓

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EXCEL VOUCHER DOWNLOAD FILE

	A	B	C
1	VoucherCode	Expiration Date	VoucherStatus
2	PA8DDA8VBEMF	12/09/2022	Available
3	PANN37EF97D4	12/09/2022	Available
4	PAF4CD1FE8Q6	12/09/2022	Available

How to Manage Test Vouchers

Voucher List Page – “Available” Vouchers

VOUCHER LIST PAGE – “AVAILABLE” VOUCHERS

- Click on a voucher type on the voucher summary page to access the voucher detail page
- For the “Available” voucher list, the following is displayed for each voucher:
 - Voucher code
 - Expiration date
 - Candidate name (if assigned)
- Select the download icon for the desired voucher to download an EXCEL file
- Instruct candidates to use the voucher code you provide to them when scheduling an exam (applied at shopping cart checkout)

Voucher
Home / Voucher / Voucher List

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD		3

Voucher List

Available All Used Expired Assigned

Voucher Code	Expiration Date	Candidate Name	Voucher Status	Action
PA6CA7B3B5Z0	Dec 4, 2022, 1:54:24 PM	Lisa Simpson	Assigned	↓
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	Patty Smith	Assigned	↓
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	+Add Candidate	Available	↓

The Page You're on

Items Per Page 8 1 - 3 of 3 < >

Download voucher to EXCEL file

EXCEL VOUCHER DOWNLOAD FILE

	A	B
1	VoucherCode	Expiration Date
2	PA8DDA8VBEMF	12/09/2022

How to Manage Test Vouchers

Voucher List Page – “All” Vouchers

- Click on a voucher type on the voucher summary page to access the voucher detail page
- For the “All” voucher list, the following is displayed for each voucher:
 - Voucher code
 - Expiration date
 - Candidate name (if assigned or used)
 - Status (available, assigned, used, or expired)

VOUCHER LIST PAGE – “ALL” VOUCHERS

Voucher
Home / Voucher / Voucher List

Exam Name Nurse Aide Skills Exam	Exam Code NA-PR-PPD	State Name	Total Vouchers 3
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Voucher List

Available **All** Used Expired Assigned

Item Code	Expiration Date	Candidate Name	Voucher Status
PA4EA1T9T6QT	Dec 20, 2022, 2:34:51 PM	ROSS GELLER	Used
PAB3E6F34CHH	Dec 20, 2022, 6:42:27 PM	+Add Candidate	Available
PAD0S15F6SU1	Dec 20, 2022, 6:42:27 PM	+Add Candidate	Available
PA38D0U1C1IU	Dec 20, 2022, 6:42:27 PM	+Add Candidate	Available

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How to Manage Test Vouchers

Voucher List Page – “Used” Vouchers

- Click on a voucher type on the voucher summary page to access the voucher detail page
- For the “Used” voucher list, the following is displayed for each voucher:
 - Voucher code
 - Expiration date
 - Candidate name
 - Date Used

VOUCHER LIST PAGE – “USED” VOUCHERS

Voucher
Home / Voucher / Voucher List

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Skills Exam	NA-PR-PPD	.	3

Voucher List

Available All **Used** Expired Assigned

Item Code	Candidate Name	Used Date	Voucher Status
PA4EA1T9T6QT	ROSS GELLER	Dec 20, 2021, 2:36:21 PM	Used

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How to Manage Test Vouchers

Voucher List Page – “Expired” Vouchers

VOUCHER LIST PAGE – “EXPIRED” VOUCHERS

- Click on a voucher type on the voucher summary page to access the voucher detail page
- For the “Expired” voucher list, the following is displayed for each voucher:
 - Voucher code
 - Expiration date
 - Candidate name (if assigned)

Voucher
Home / Voucher / Voucher List

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD		3

Voucher List

Available All Used **Expired** Assigned

Voucher Code	Expiration Date	Candidate Name	Voucher Status
The Page You're on <input type="text"/>			

Items Per Page 8 0 of 0 < >

How to Manage Test Vouchers

Voucher List Page – “Assigned” Vouchers

- Click on a voucher type on the voucher summary page to access the voucher detail page
- For the “Assigned” voucher list, the following is displayed for each voucher:
 - Voucher code
 - Expiration date
 - Candidate name

VOUCHER LIST PAGE – “ASSIGNED” VOUCHERS

Voucher
Home / Voucher / Voucher List

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD		3

Voucher List

Available All Used Expired **Assigned**

Voucher Code	Expiration Date	Candidate Name	Voucher Status
PA6CA7B3B5Z0	Dec 4, 2022, 1:54:24 PM	Lisa Simpson	Assigned
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	Patty Smith	Assigned

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