



Sponsor Quick Reference Guide



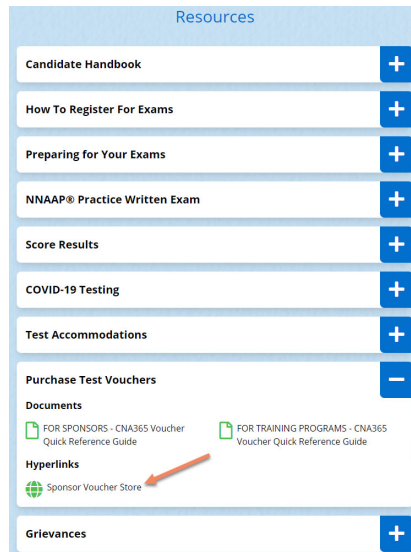
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How to Create a CNA365® Sponsor Account

1

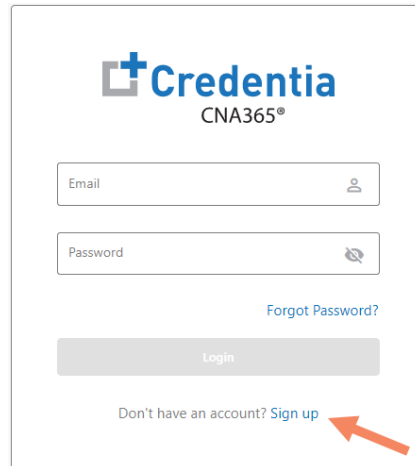
Click the “Sponsor Voucher Store” link in the Resources section on your state website page at www.credentia.com



2

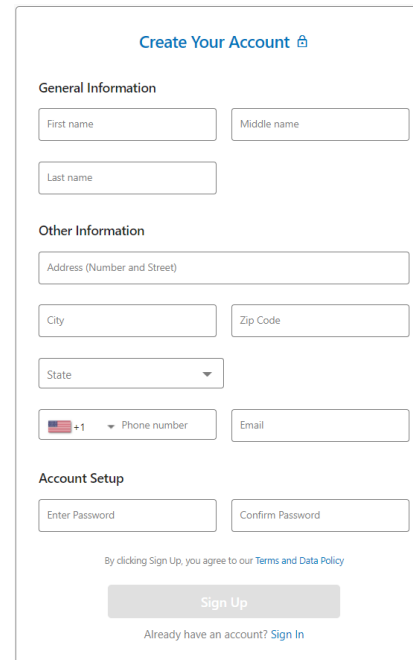
Select the “Sign Up” link on the CNA365® login page

TIP: bookmark the CNA365® login page



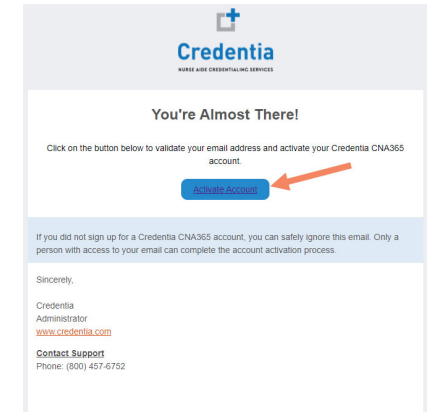
3

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



4

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



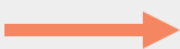
How to Purchase Test Vouchers

Step 1 – Select Buy New Voucher

STEP 1

Login to your CNA365® account and select the “Buy New Voucher” button

Voucher
Home / Voucher

 [+ Buy New Voucher](#)

Search

| Voucher Name | Item Code | Voucher Fee | Total Vouchers | Vouchers Used | Action |
|---|---------------|-------------|----------------|---------------|-------------------|
| Nurse Aide Skills Exam | NA-PR-PPD | \$110 | 1 | 0 | ↓ |
| Nurse Aide Written Exam | NA-WR-PPD | \$55 | 0 | 0 | ↓ |
| Nurse Aide Oral Exam (English or Spanish) | NA-OR-PPD | \$55 | 0 | 0 | ↓ |
| Nurse Aide Written Exam AND Skills Exam | NA-WR/PR-PPD | \$165 | 0 | 0 | ↓ |
| Nurse Aide Oral Exam AND Skills Exam | NA-OR/PR-PPD | \$165 | 0 | 0 | ↓ |
| Home Health Aide Written Exam | HHA-WR-PPD | \$55 | 0 | 0 | ↓ |
| Home Health Aide Skills Exam | HHA-PR-PPD | \$110 | 0 | 0 | ↓ |
| Home Health Aide Written Exam AND Skills Exam | HHA-WR/PR-PPD | \$165 | 3 | 0 | ↓ |

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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 | \$110 | - 1 + |
| Nurse Aide Written Exam | \$55 | - 0 + |
| Nurse Aide Oral Exam (English or Spanish) | \$55 | - 0 + |
| Nurse Aide Written Exam AND Skills Exam | \$165 | - 2 + |
| Nurse Aide Oral Exam AND Skills Exam | \$165 | - 0 + |
| Home Health Aide Written Exam | \$55 | - 0 + |
| Home Health Aide Skills Exam | \$110 | - 0 + |
| Home Health Aide Written Exam AND Skills Exam | \$165 | - 0 + |

 [Add to Cart](#)

How to Purchase Test Vouchers

Step 3 – Enter Payment Information in Shopping Cart

STEP 3

Select payment method:

1. Add credit/debit card information and save card to your account by selecting “Save Card” button
2. Or select ACH payment option and enter your banking account information

Payment

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

Saved Cards ▼

Payment Method ▲

Credit/Debit Card

Enter Card Number

Enter Card Name

YYYY-MM CVV

ACH ▼

Payment Summary

| Nurse Aide Skills Exam | | | \$110 | | |
|------------------------|---|-------|-------|--|--|
| QTY | * | Price | | | |
| 1 | | 110 | | | |

| Nurse Aide Written Exam AND Skills Exam | | | \$330 | | |
|---|---|-------|-------|--|--|
| QTY | * | Price | | | |
| 2 | | 165 | | | |

Total **\$440**

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 |
| <input type="radio"/> xxxx xxxx xxxx 1111 visa | tesy yetrd | 06/2022 |

Enter CVV(?):

Payment Method

ACH

Payment Summary

| | | | | |
|---|---|--------------|--|--|
| Nurse Aide Skills Exam | | \$110 | | |
| QTY | * | Price | | |
| 1 | | 110 | | |
| Nurse Aide Written Exam AND Skills Exam | | \$330 | | |
| QTY | * | Price | | |
| 2 | | 165 | | |
| Total | | \$440 | | |

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)

VOUCHER SUMMARY PAGE

Voucher + Buy New Voucher

Home / Voucher

| Voucher Name | Item Code | Voucher Fee | Total Vouchers | Vouchers Used | Action |
|---|---------------|-------------|----------------|---------------|--------|
| Nurse Aide Skills Exam | NA-PR-PPD | \$110 | 1 | 0 | ↓ |
| Nurse Aide Written Exam | NA-WR-PPD | \$55 | 0 | 0 | ↓ |
| Nurse Aide Oral Exam (English or Spanish) | NA-OR-PPD | \$55 | 0 | 0 | ↓ |
| Nurse Aide Written Exam AND Skills Exam | NA-WR/PR-PPD | \$165 | 0 | 0 | ↓ |
| Nurse Aide Oral Exam AND Skills Exam | NA-OR/PR-PPD | \$165 | 0 | 0 | ↓ |
| Home Health Aide Written Exam | HHA-WR-PPD | \$55 | 0 | 0 | ↓ |
| Home Health Aide Skills Exam | HHA-PR-PPD | \$110 | 0 | 0 | ↓ |
| Home Health Aide Written Exam AND Skills Exam | HHA-WR/PR-PPD | \$165 | 3 | 0 | ↓ |

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Download vouchers to EXCEL file

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 |

- Instruct your candidates to use the voucher code you provide to them when scheduling an exam (applied at shopping cart checkout)

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
- 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 Nurse Aide Written Exam | Exam Code NA-WR-PPD | State Name . | Total Vouchers 4 |
|--------------------------------------|------------------------|-----------------|---------------------|

Voucher List

Available All Used Expired

| Item Code | Expiration Date | Candidate Name | Voucher Status | Action |
|--------------|--------------------------|----------------|----------------|--------|
| PAREB7DA4BCR | Dec 20, 2022, 9:24:37 PM | Not Assigned | Available | ↓ |
| PABE489C7AN4 | Dec 20, 2022, 9:24:37 PM | Not Assigned | Available | ↓ |
| PA038F2016U0 | Dec 26, 2022, 3:09:45 PM | Not Assigned | Available | ↓ |
| PA49DF830CR4 | Dec 26, 2022, 3:09:45 PM | Not Assigned | Available | ↓ |

The Page You're on

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Download voucher to EXCEL file

EXCEL VOUCHER DOWNLOAD FILE

| | A | B |
|---|--------------|-----------------|
| 1 | VoucherCode | Expiration Date |
| 2 | PAREB7DA4BCR | 12/20/2022 |

How to Manage Test Vouchers

Voucher List Page – “All” 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 used)
- Status (available, used, or expired)

Voucher
Home / Voucher / Voucher List

| | | | |
|--------------------------------------|------------------------|------------|---------------------|
| Exam Name Nurse Aide Written Exam | Exam Code NA-WR-PPD | State Name | Total Vouchers 4 |
|--------------------------------------|------------------------|------------|---------------------|

Voucher List

Available **All** Used Expired

| Item Code | Expiration Date | Candidate Name | Voucher Status |
|--------------|--------------------------|----------------|----------------|
| PA1B21C73CF3 | Dec 20, 2022, 9:24:37 PM | Oscar Smith | Used |
| PA8E489C7AN4 | Dec 20, 2022, 9:24:37 PM | Not Assigned | Available |
| PA038F2016U0 | Dec 26, 2022, 3:09:45 PM | Not Assigned | Available |
| PA49DF830CR4 | Dec 26, 2022, 3:09:45 PM | Not Assigned | 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
 - Candidate name
 - Date used
 - Expiration date

VOUCHER LIST PAGE – “USED” VOUCHERS

Voucher
Home / Voucher / Voucher List

| | | | |
|--------------------------------------|------------------------|------------|---------------------|
| Exam Name Nurse Aide Written Exam | Exam Code NA-WR-PPD | State Name | Total Vouchers 4 |
|--------------------------------------|------------------------|------------|---------------------|

Voucher List

Available All **Used** Expired

| Item Code | Candidate Name | Used Date | Expiration Date |
|--------------|----------------|--------------------------|--------------------------|
| PA1B21C73CF3 | Oscar Smith | Dec 20, 2021, 9:25:23 PM | Dec 20, 2022, 9:24:37 PM |

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How to Manage Test 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 used)

VOUCHER LIST PAGE – “EXPIRED” VOUCHERS

Voucher
Home / Voucher / Voucher List

| | | | |
|--------------------------------------|------------------------|------------|---------------------|
| Exam Name Nurse Aide Written Exam | Exam Code NA-WR-PPD | State Name | Total Vouchers 4 |
|--------------------------------------|------------------------|------------|---------------------|

Voucher List

Available All Used **Expired**

| Item Code | Expiration Date | Candidate Name |
|---|-----------------|----------------|
| The Page You're on <input type="text"/> | | |

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How to Reset Your Password

1

Click the "Forgot Password" link on the CNA365® login page

Credentia
CNA365®

Email

Password

[Forgot Password?](#)

Login

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

2

Enter your email address and select the "Submit" button

Forgot Password?

Enter your Mail ID to receive a reset link

Email

Submit

[< Back to Sign In](#)

3

Check your email account for an access code email from Credentia. Enter the access code you received, enter your new password (twice), and select the "Reset Password" button

Reset Password?

Email

Access code

New Password

Confirm Password

Reset Password

Back

Contact Credentia support if you have forgotten your email address