



## Sponsor Quick Reference Guide



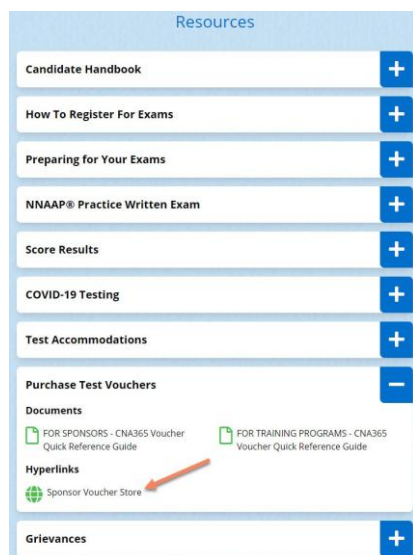
## Contents

- 1 How to Create a CNA365® Sponsor Account
- 2 How to Purchase Test Vouchers
- 3 How to Manage Test Vouchers
- 4 How to Reset Your Password

# How to Create a Credentia Sponsor Account

1

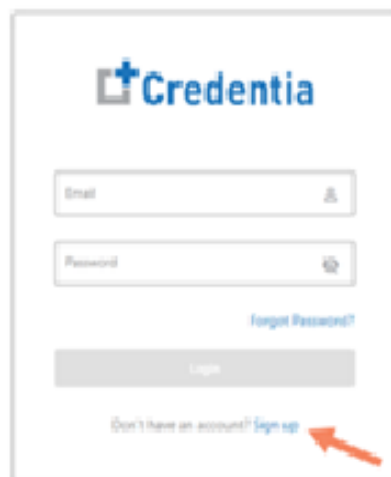
Click the “Sponsor Voucher Store” link in the Resources section on your state website page at [www.credentia.com](http://www.credentia.com)



2

Select the “Sign Up” link on the login page

**TIP:** bookmark the Credentia login page



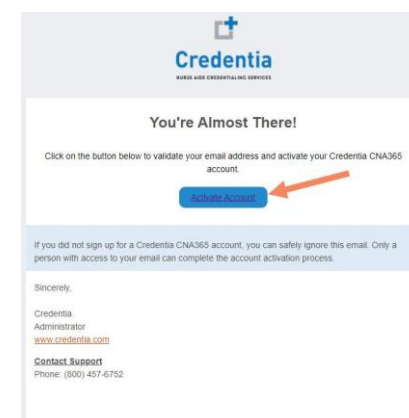
3

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

A screenshot of the 'Create Your Account' form. The form is titled 'Create Your Account' with a small icon. It is divided into sections: 'General Information' with fields for 'First name', 'Middle name', and 'Last name'; 'Other Information' with fields for 'Address (Number and Street)', 'City', 'Zip Code', 'State' (a dropdown menu), and 'Phone number' (with a country code dropdown set to '+1') and 'Email'; and 'Account Setup' with fields for 'Enter Password' and 'Confirm Password'. At the bottom, there is a 'Sign Up' button and a link for 'Already have an account? Sign In'. A line of text above the 'Sign Up' button states: 'By clicking Sign Up, you agree to our Terms and Data Policy'.

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 Credentia account and select the “Buy New Voucher” button

#### Voucher

Home / Voucher

 [+ Buy New Voucher](#)



Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
<a href="#">Nurse Aide Skills Exam</a>	NA-PR-PPD	\$85	4	0	
<a href="#">Nurse Aide Written Exam</a>	NA-WR-PPD	\$50	2	0	
<a href="#">Nurse Aide Oral Exam (English or Spanish)</a>	NA-OR-PPD	\$50	3	0	
<a href="#">Nurse Aide Written Exam AND Skills Exam</a>	NA-WR/PR-PPD	\$135	6	0	
<a href="#">Nurse Aide Oral Exam AND Skills Exam</a>	NA-OR/PR-PPD	\$135	0	0	

The Page You're on

0

Items Per Page

8

1 - 5 of 5




# 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	\$85	- 2 +
Nurse Aide Written Exam	\$50	- 0 +
Nurse Aide Oral Exam (English or Spanish)	\$50	- 0 +
Nurse Aide Written Exam AND Skills Exam	\$135	- 8 +
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:

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

CANCEL

Save Card

ACH

#### Payment Summary

##### Nurse Aide Skills Exam

\$85

QTY	*	Price
1		85

##### Nurse Aide Written Exam AND Skills Exam

\$405

QTY	*	Price
3		135

Total

\$490

# 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

☒ xxxx xxxx xxxx 1111 visa

Enter CVV( ? ):

Phani Varma

10/2026

Pay

☐ xxxx xxxx xxxx 2111 visa





Phani Varma

10/2026

Payment Method

ACH

#### Payment Summary

Nurse Aide Skills Exam		\$85	 
QTY	*	Price	
1		85	
Nurse Aide Written Exam AND Skills Exam		\$405	 
QTY	*	Price	
3		135	
Total		\$490	

# How to Manage Test Vouchers

## Voucher Summary Page

### 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**

Home / Voucher

[+ Buy New Voucher](#)

Search

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
<a href="#">Nurse Aide Skills Exam</a>	NA-PR-PPD	\$85	4	0	
<a href="#">Nurse Aide Written Exam</a>	NA-WR-PPD	\$50	2	0	
<a href="#">Nurse Aide Oral Exam (English or Spanish)</a>	NA-OR-PPD	\$50	3	0	
<a href="#">Nurse Aide Written Exam AND Skills Exam</a>	NA-WR/PR-PPD	\$135	6	0	
<a href="#">Nurse Aide Oral Exam AND Skills Exam</a>	NA-OR/PR-PPD	\$135	0	0	

The Page You're on

Items Per Page  1 - 5 of 5 < >

Download  
vouchers to  
EXCEL file

### EXCEL VOUCHER DOWNLOAD FILE

	A	B	C
1	<b>VoucherCode</b>	<b>Expiration Date</b>	<b>VoucherStatus</b>
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
- 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	↓
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	↓

The Page You're on

Items Per Page 8 1 - 4 of 4 < >

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

➤ 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 LIST PAGE – “ALL” 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	Voucher Status
PA1B21C73CF3	Dec 20, 2022, 9:24:37 PM	Oscar Smith	Used
PAREB7DA4BCR	Dec 20, 2022, 9:24:37 PM	Not Assigned	Available
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

The Page You're on

Items Per Page  1 - 5 of 5 < >

# 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

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

# 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

Items Per Page 8 0 of 0 < >

# How to Reset Your Password

1

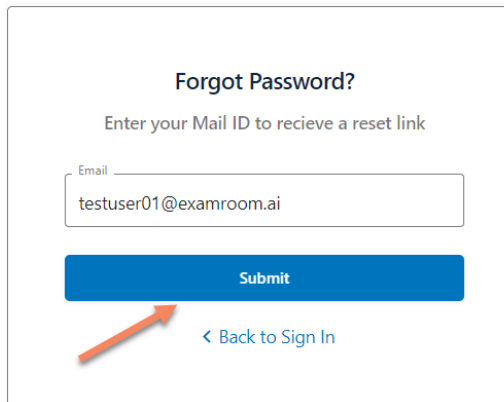
Click the “Forgot Password” link on the Credentia login page



The image shows the Credentia login page. At the top is the Credentia logo. Below it are two input fields: 'Email' and 'Password'. Below the 'Password' field is a red arrow pointing to a link labeled 'Forgot Password?'. Below that is a 'Login' button. At the bottom, it says 'Don't have an account? Sign up'.

2

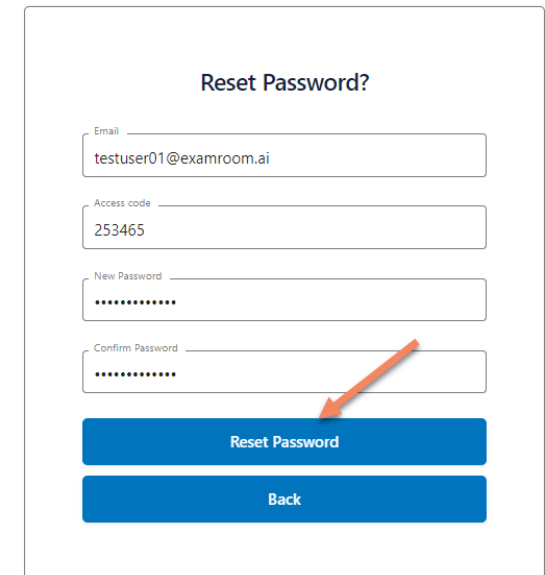
Enter your email address and select the “Submit” button



The image shows the 'Forgot Password?' form. It has a title 'Forgot Password?' and a subtitle 'Enter your Mail ID to receive a reset link'. Below that is an 'Email' input field with the text 'testuser01@examroom.ai'. Below the input field is a blue 'Submit' button. To the left of the 'Submit' button is a red arrow pointing to it. Below the 'Submit' button is a link '< 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



The image shows the 'Reset Password?' form. It has a title 'Reset Password?'. Below that are four input fields: 'Email' (with 'testuser01@examroom.ai'), 'Access code' (with '253465'), 'New Password' (with masked characters), and 'Confirm Password' (with masked characters). Below the 'Confirm Password' field is a red arrow pointing to a blue 'Reset Password' button. Below that is a blue 'Back' button.

Contact Credentia support if you have forgotten your email address