Credentia

CNA365®

Sponsor Quick Reference Guide

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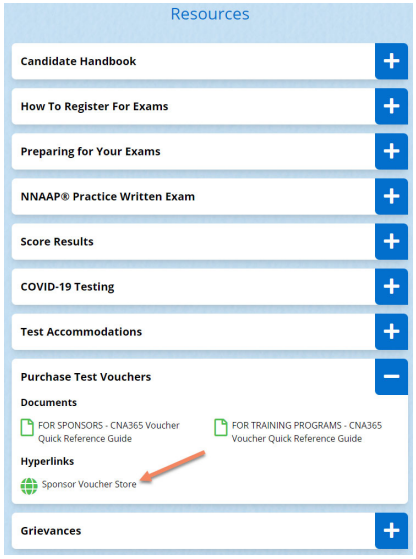
Version 1.0

How to Create a CNA365® Sponsor Account

1

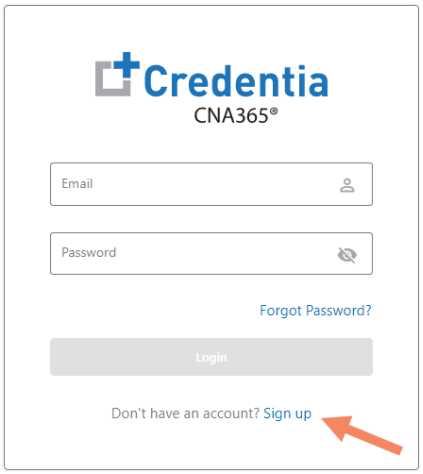
Click the “Sponsor Voucher Store” link in the Resources section on your state website page at www.credentia.com



2

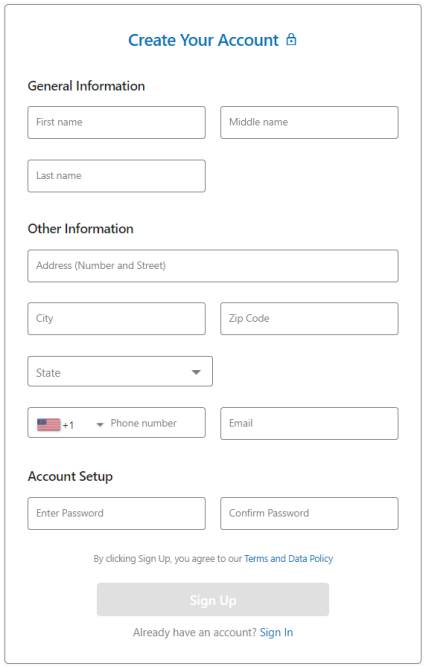
Select the “Sign Up” link on the CNA365® login page

TIP: bookmark the CNA365® login page



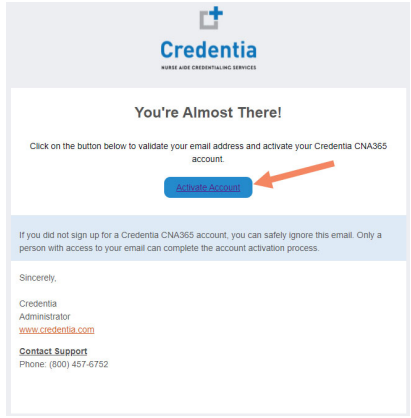
3

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



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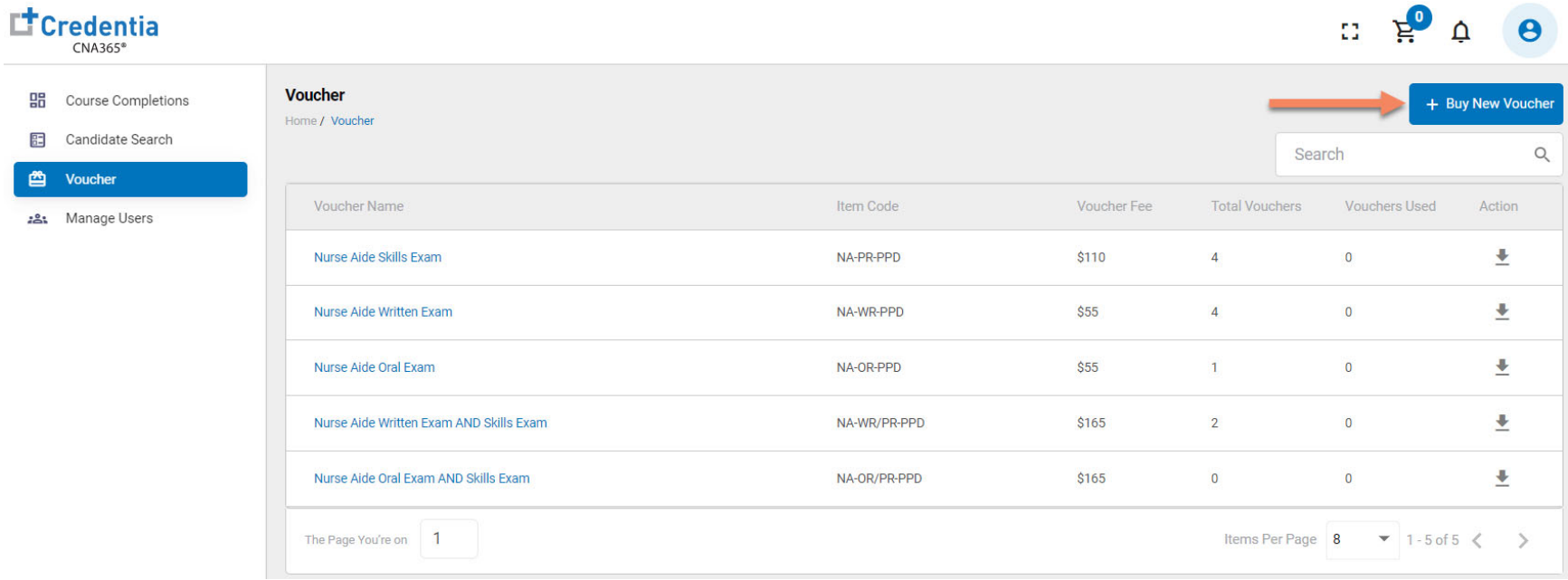
How to Purchase Test Vouchers

Step 1 – Select Buy New Voucher

STEP 1

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



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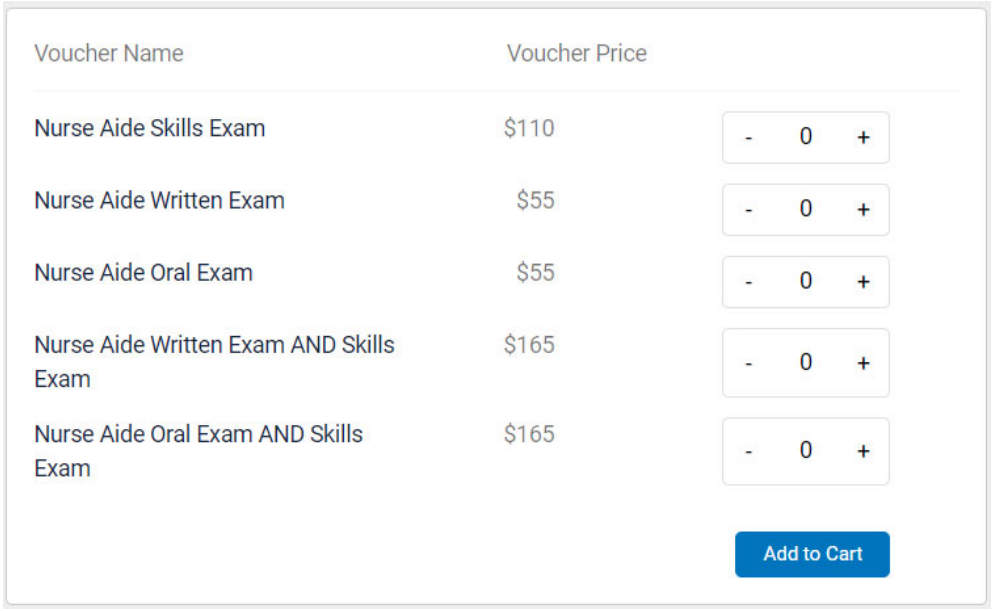
How to Purchase Test Vouchers

Step 2 – Specify Voucher Quantities

STEP 2

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



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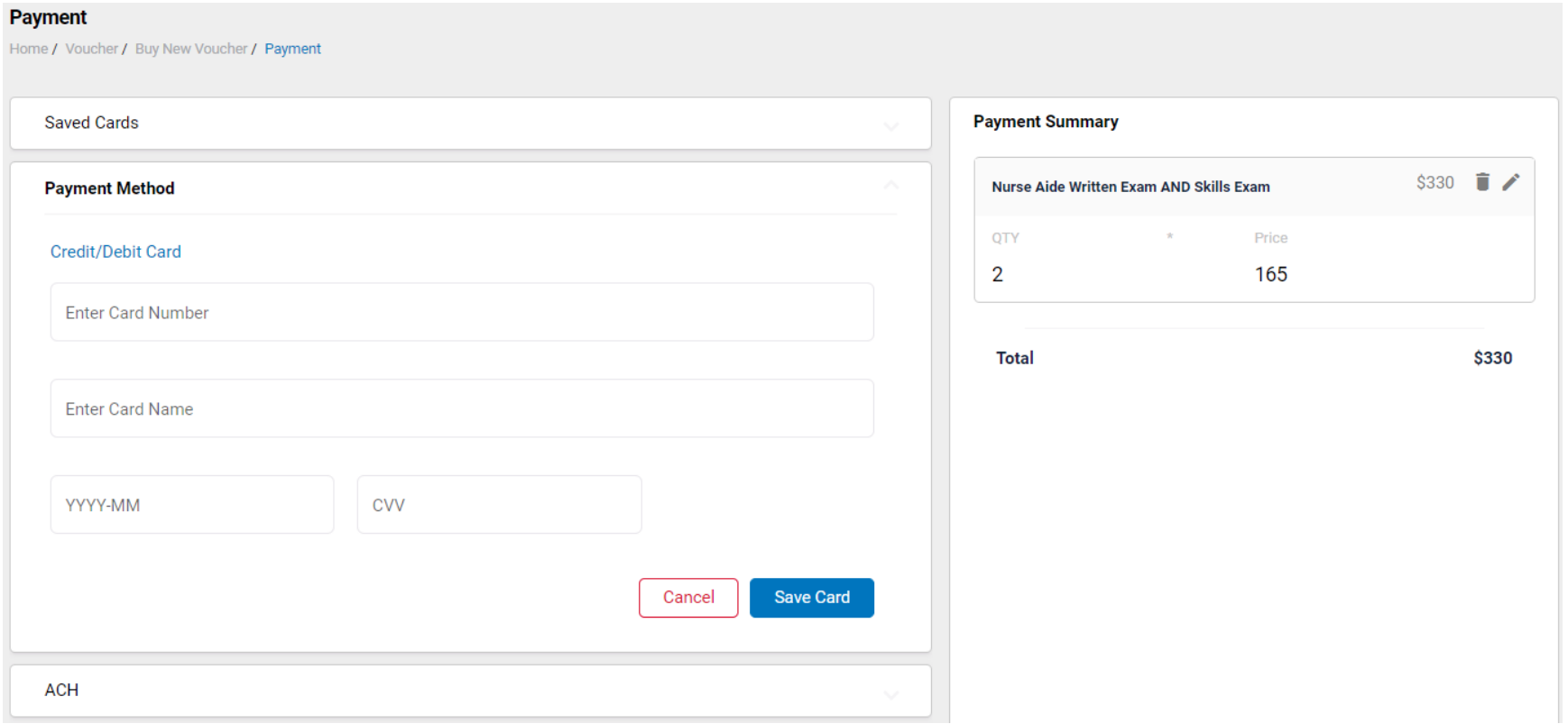
How to Purchase Test Vouchers

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



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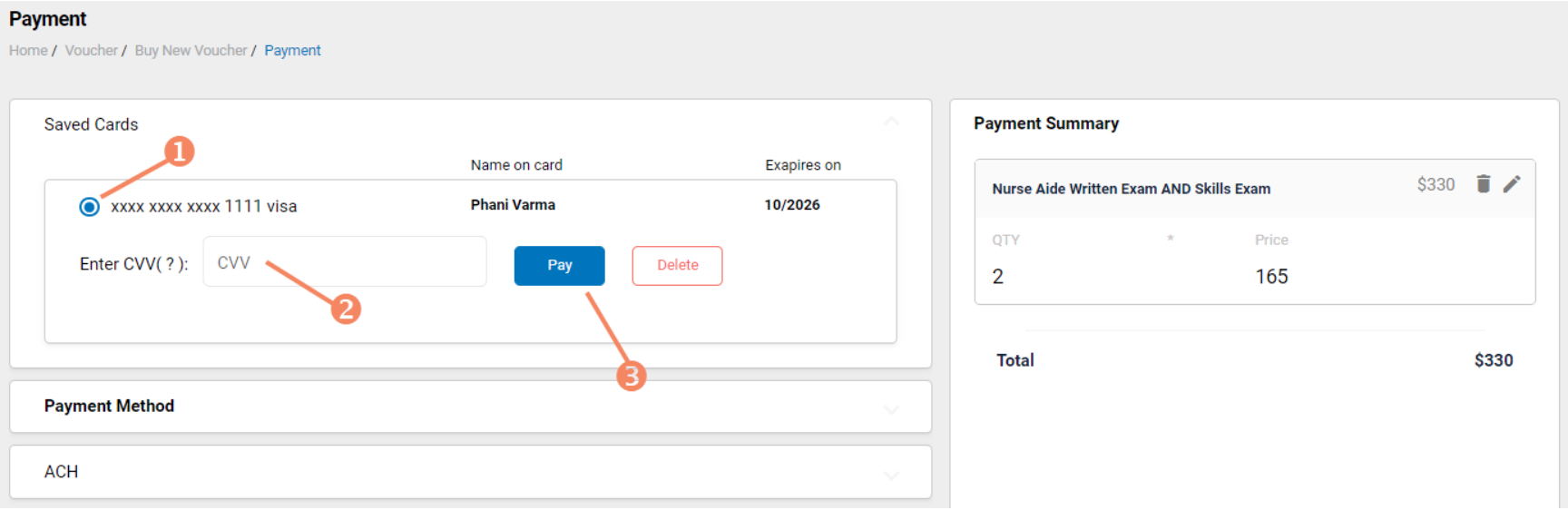
How to Purchase Test Vouchers

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



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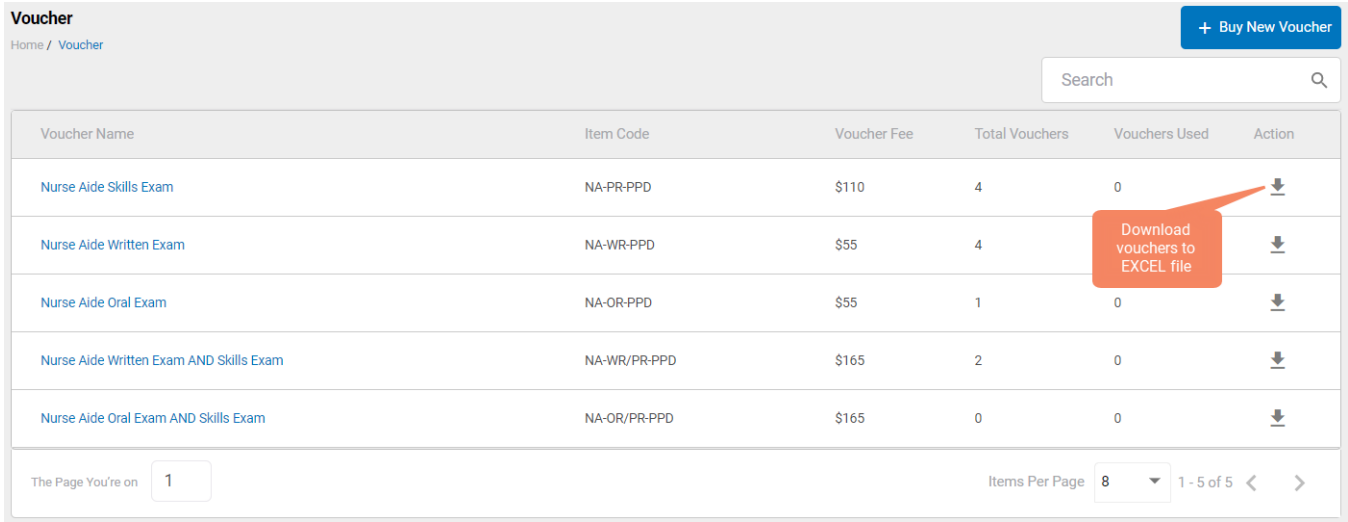
How to Manage Test Vouchers

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



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

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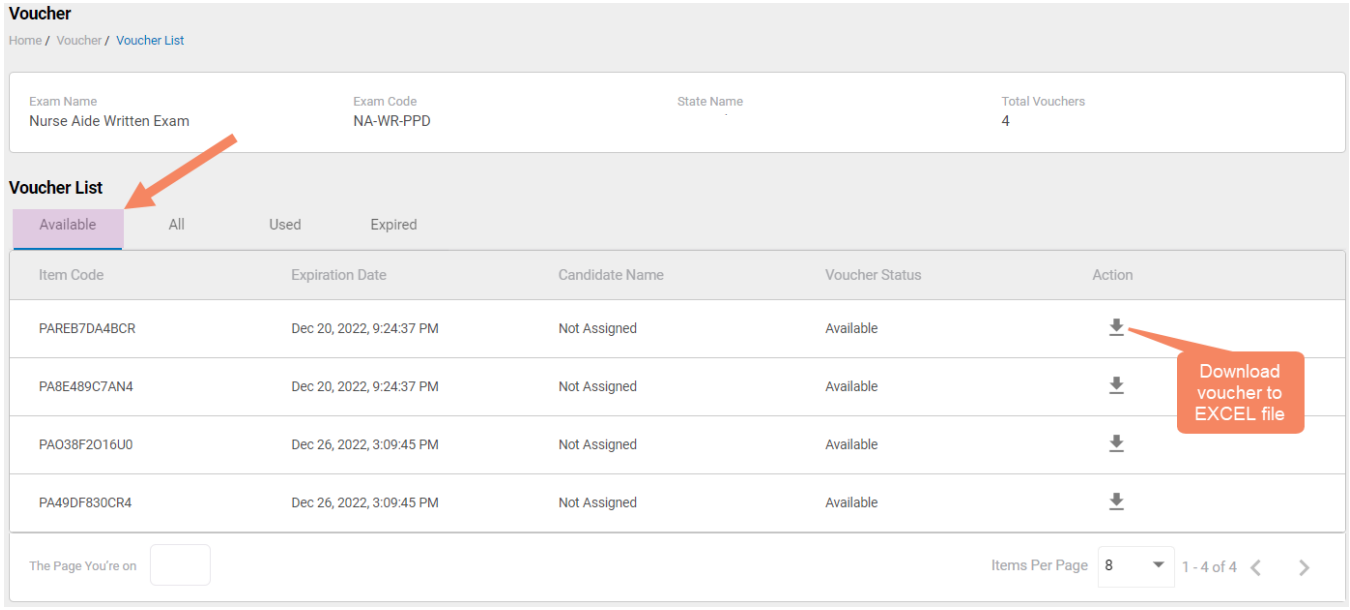
How to Manage Test Vouchers

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 LIST PAGE – "AVAILABLE" VOUCHERS



EXCEL VOUCHER DOWNLOAD FILE

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

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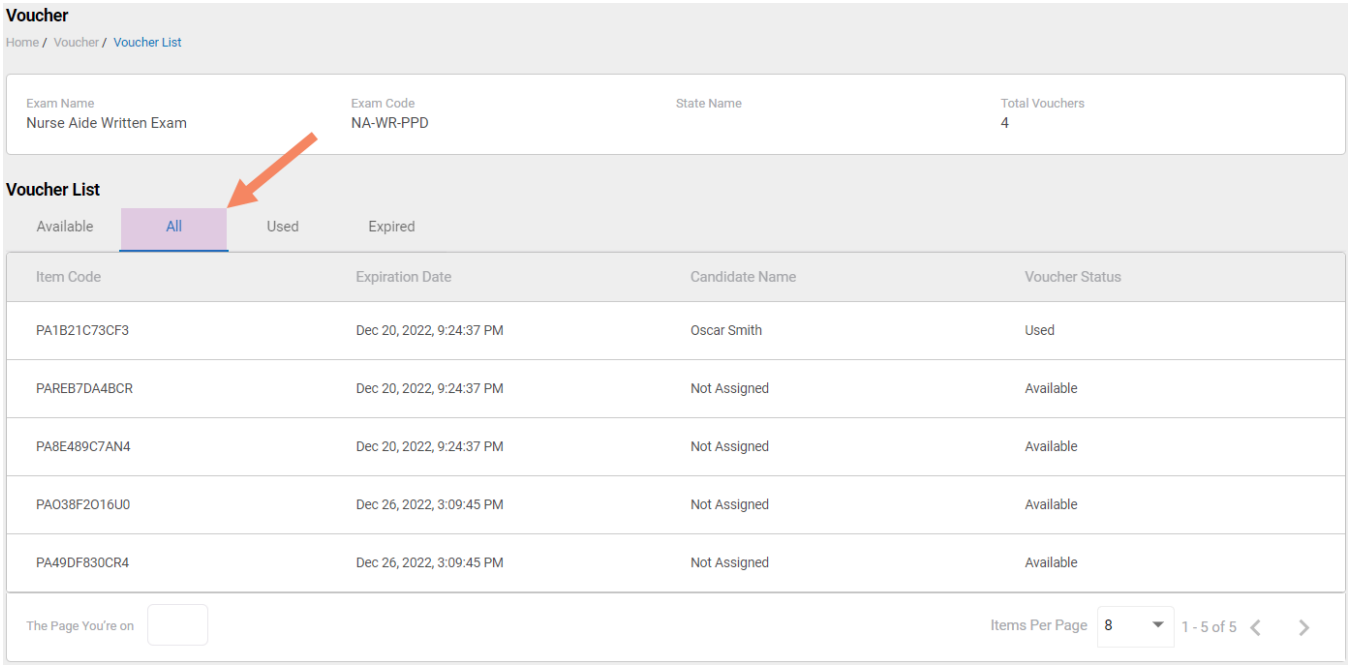
How to Manage Test Vouchers

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



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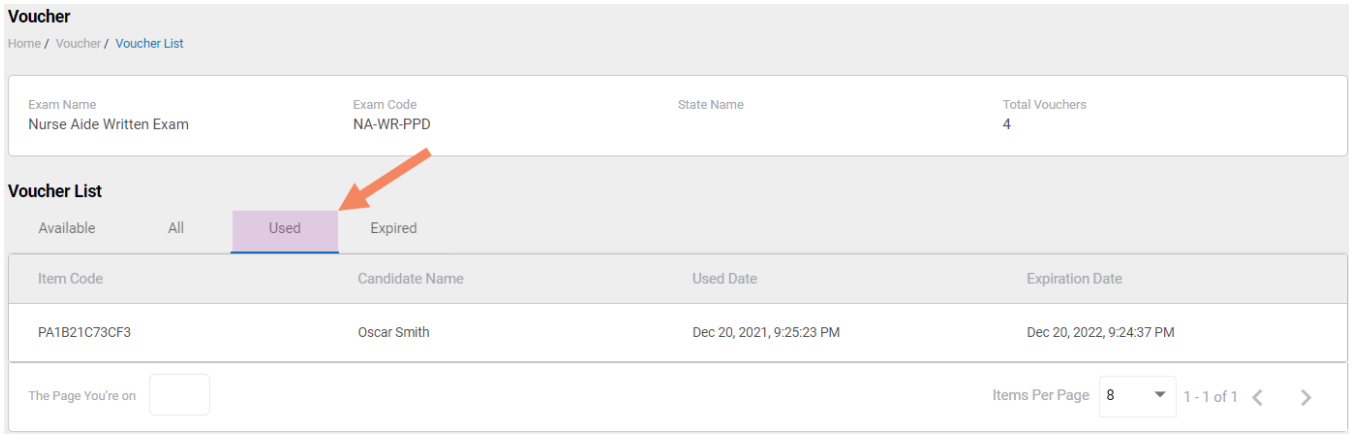
How to Manage Test Vouchers

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



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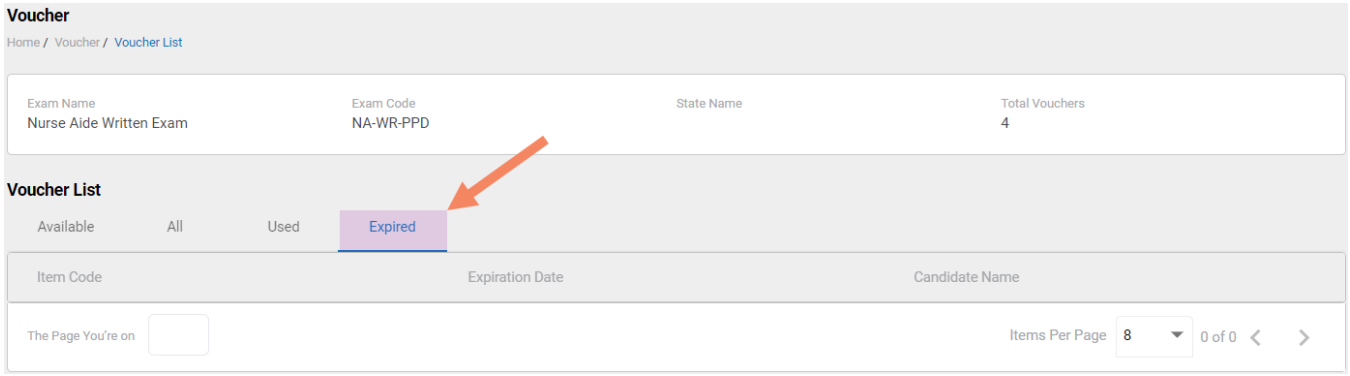
How to Manage Test Vouchers

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



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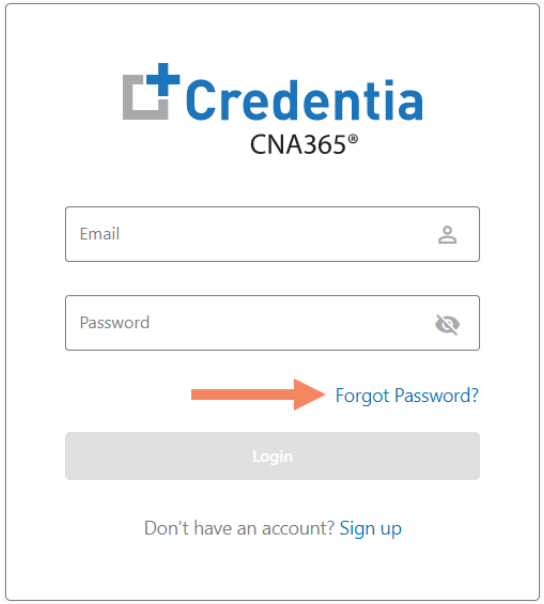
How to Reset Your Password

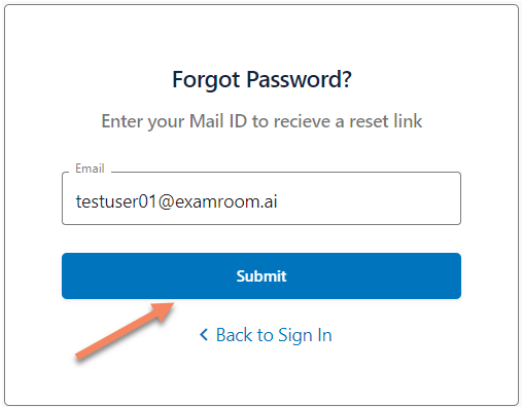
1

Click the “Forgot Password” link on the CNA365® login page



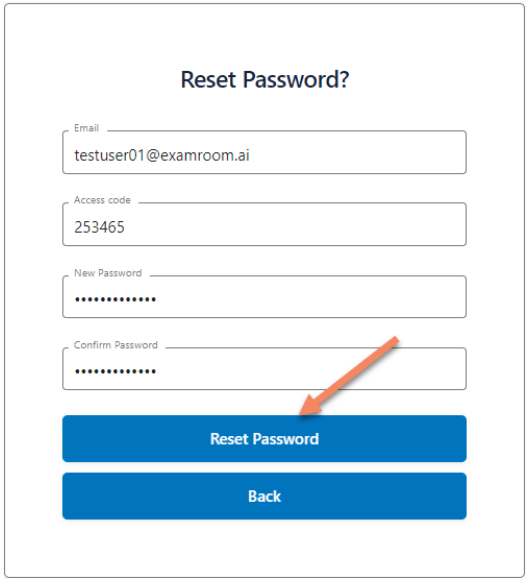
2

Enter your email address and select the “Submit” button



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



Contact Credentia support if you have forgotten your email address

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