



Training Program Quick Reference Guide

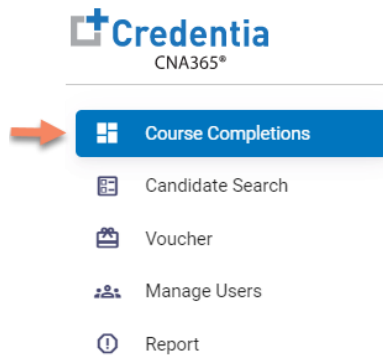


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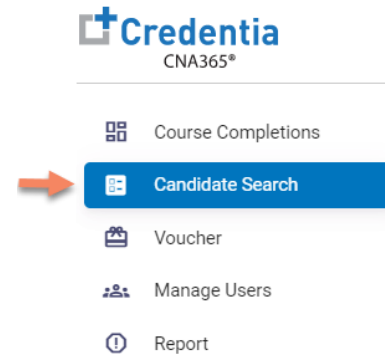
How to Verify Course Completion Requests

OPTION #1: By Course Completion Date



- 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

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 an Credentia alert email for each candidate seeking course completion verification

How to Verify Course Completion Requests

Option #1: By Course Completion Date

COURSE COMPLETION DATE VERIFICATION

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

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

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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 |

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Verification

Update Completion Date No Changes 4

Selected Date 11/29/2021 Reason

Reject Submit 5

When a course date value is selected, all candidate detail appears on the right side of the page

How to Verify Course Completion Requests

Option #2: By 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)

CANDIDATE SEARCH

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 | |

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CANDIDATE VERIFICATION

Verification

Candidate Search / Candidate Verification

Update Completion Date No Changes

Selected Date: 11/23/2021

Reason: f

Reject Submit

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 web application. On the left, a navigation menu includes 'Course Completions', 'Candidate Search', 'Voucher' (highlighted), 'Manage Users', and 'Reports'. The main content area is titled 'Voucher' and contains a table of voucher items. An orange arrow points to a '+ Buy New Voucher' button in the top right corner of the main content area. Below the table, there is a pagination control showing 'The Page You're on 1' and 'Items Per Page 20'.

| Voucher Name | Item Code | Voucher Fee | Total Vouchers | Vouchers Used | Action |
|---|--------------|-------------|----------------|---------------|-------------------|
| Nurse Aide Skills Exam | NA-PR-PPD | \$95 | 0 | 0 | ↓ |
| Nurse Aide Written Exam | NA-WR-PPD | \$45 | 0 | 0 | ↓ |
| Nurse Aide Oral Exam | NA-OR-PPD | \$45 | 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 | ↓ |
| Nurse Aide Registry Renewal Fee | NA-REN-PPD | \$35 | 0 | 0 | ↓ |
| Medication Assistant MACE Examination | MA-CE-PPD | \$80 | 7 | 1 | ↓ |
| Medication Assistant Renewal | V2-SC-NA-REN | \$35 | 7 | 0 | ↓ |
| Medication Assistant Reciprocity | MA-REC-PPD | \$35 | 10 | 1 | ↓ |

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 | \$95 | - 0 + |
| Nurse Aide Written Exam | \$45 | - 0 + |
| Nurse Aide Oral Exam | \$45 | - 0 + |
| Nurse Aide Written Exam AND Skills Exam | \$140 | - 0 + |
| Nurse Aide Oral Exam AND Skills Exam | \$140 | - 0 + |
| Nurse Aide Registry Renewal Fee | \$35 | - 0 + |
| Medication Assistant MACE Examination | \$80 | - 2 + |
| Medication Assistant Renewal | \$35 | - 0 + |
| Medication Assistant Reciprocity | \$35 | - 0 + |

[Add to Cart](#)

How to Purchase Test Vouchers

Step 3 – Enter Payment Information in Shopping Cart

STEP 3

Add credit/debit card information and select “Pay” button

Payment
Home / Voucher / Buy New Voucher / Payment

Payment Method

Credit/Debit Card

Enter Card Number

Enter Card Name

YYYY-MM CVV

[Cancel](#) [Pay](#)

Payment Summary

| Nurse Aide Skills Exam | | \$160 | | |
|------------------------|---|--------------|--|--|
| QTY | * | Price | | |
| 2 | | 80 | | |
| Total | | \$160 | | |

How to Manage Test Vouchers

Assigning Vouchers to Candidates in CNA365®

VOUCHER LIST PAGE – “AVAILABLE” VOUCHERS

➤ Click on a voucher type on the voucher summary page to access the voucher detail page

❶ Select the “Available” voucher list

❷ Click the “Add Candidate” link for the voucher you would like to assign

❸ Start typing the candidate name in the search box

❹ Click on the desired candidate name from your search results

❺ Click the “Assign” link next to the candidate name

The screenshot shows the 'Voucher List' page for the 'Nurse Aide Written Exam AND Skills Exam'. It features a summary table with columns for Exam Name, Exam Code, State Name, and Total Vouchers. Below this is a 'Voucher List' section with tabs for 'Available', 'All', 'Used', 'Expired', and 'Assigned'. The 'Available' tab is selected. A table lists three vouchers, with the third one (PA6GDDCG86C8) being available and having an '+Add Candidate' link. A search box is at the bottom left, and pagination controls are at the bottom right.

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

| 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 | ↓ |

VOUCHER ASSIGNMENT

The screenshot illustrates the assignment process. On the left, a search results table shows candidate names and course completion dates. The name 'Ross Gellar' is highlighted. An arrow points to the right, where a modal window shows the candidate's name and an 'Assign' link.

| Candidate Name | Course Completion Date |
|----------------|---------------------------|
| Ross Gellar | Nov 26, 2021, 12:30:00 PM |
| Monica Gellar | Nov 26, 2021, 4:55:00 PM |
| Pheoby Buffey | Nov 26, 2021, 4:58:00 PM |

| Candidate Name | Action |
|----------------|--------|
| Ross Gellar | Assign |

How to Manage Test Vouchers

Distributing Vouchers to Candidates OUTSIDE of CNA365®

- 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 Search

| Voucher Name | Item Code | Voucher Fee | Total Vouchers | Vouchers Used | Action |
|---|--------------|-------------|----------------|---------------|--------|
| Nurse Aide Skills Exam | NA-PR-PPD | \$95 | 0 | 0 | |
| Nurse Aide Written Exam | NA-WR-PPD | \$45 | 0 | 0 | |
| Nurse Aide Oral Exam | NA-OR-PPD | \$45 | 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 | |
| Nurse Aide Registry Renewal Fee | NA-REN-PPD | \$35 | 0 | 0 | |
| Medication Assistant MACE Examination | MA-CE-PPD | \$80 | 7 | 1 | |
| Medication Assistant Renewal | V2-SC-NA-REN | \$35 | 7 | | |

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Download vouchers to EXCEL file

EXCEL VOUCHER DOWNLOAD FILE

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

| | 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 | Download |
| PA5AZ0D4Z2D9 | Dec 4, 2022, 1:54:24 PM | Patty Smith | Assigned | Download |
| PA6GDCCG86C8 | Dec 4, 2022, 1:54:24 PM | +Add Candidate | Available | Download |

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 | 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 |
|-------------------------------------|------------------------|------------|---------------------|

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

- 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 LIST PAGE – “EXPIRED” 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 |
|---|-----------------|----------------|----------------|
| The Page You're on <input type="text"/> | | | |

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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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How to Manage Training Program User Accounts



Course Completions

Candidate Search

Voucher

Manage Users

Report

- 1 Activate/deactivate a user with the status toggle
- 2 Select the edit icon to change profile information for a user
- 3 Select the "Add New User" button to add a new training program user

MANAGE USERS

Manage Users
Home / Manage Users

3 + Add User

Search

| <input type="checkbox"/> | Name | Contact Number | Email | Created Date | 1 Status | Actions |
|--------------------------|---------------|----------------|--------------------------|--------------------------|-------------------------------------|---------|
| <input type="checkbox"/> | Amy Farrah | +919268170173 | testuser07@examroom.ai | Nov 26, 2021, 5:14:00 PM | <input checked="" type="checkbox"/> | |
| <input type="checkbox"/> | Sasha Murray | +919268170987 | testuser08@examroom.ai | Nov 26, 2021, 5:16:00 PM | <input checked="" type="checkbox"/> | |
| <input type="checkbox"/> | vijay vijay | +91123456789 | vijayk@examroom.ai | Dec 3, 2021, 11:06:00 PM | <input checked="" type="checkbox"/> | |
| <input type="checkbox"/> | Saju Mathew | +13234567890 | sajum@examroom.ai | Dec 4, 2021, 12:39:00 AM | <input checked="" type="checkbox"/> | |
| <input type="checkbox"/> | Jeff Anderson | +12148888888 | janderson13651@gmail.com | Dec 4, 2021, 12:50:00 PM | <input checked="" type="checkbox"/> | |

The Page You're on

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After adding a new user, CNA365® will send an automated email to new user with a temporary password

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