

January 14, 2022



## **RE: Training Program Update**

Dear North Carolina Nurse Aide and Medication Aide Training Programs:

Below is information regarding upcoming activities that will impact training programs and candidates.

### **Timeline of Events**

- On January 27, 2022, training programs can review information regarding Credentia's new CNA365® system. Training is posted on the [Credentia NC website](#). Programs should go to the Resources section on the homepage and select Training Program Materials.
- From January 27, 2022, to February 13, 2022, all systems will be down to migrate testing data from Pearson VUE legacy systems. The current Pearson VUE PCM system and new Credentia CNA365® system will not be available, and no exams will be offered during this downtime.
- On February 14, 2022, candidate instructions will be posted on the [Credentia NC website](#).
- On February 14, 2022, Credentia's new CNA365® nurse aide credentialing system will go into effect. Training programs and candidates will have access to CNA365®. During this time, please visit the [Credentia NC website](#) for important messages.
- On February 14, 2022, all active training programs on file in the current Pearson VUE PCM system will receive an email to activate their Credentia CNA365® account.

### **Upcoming Changes in the Testing Process**

- Effective February 14, 2022, Credentia will no longer use the current computer-based test (CBT) sites from Pearson VUE. Candidates will be able to take the state-approved written examination conveniently from their home or office via an online proctored examination process. Visit the [Credentia Online Exams](#) website to learn more.
- Candidates will also have the option to take the examination via paper/pencil at state-approved training locations. If a training program is interested in offering the paper/pencil examination, please contact Credentia Facility Support at [facilitysupport@getcredentia.com](mailto:facilitysupport@getcredentia.com).
- On February 14, 2022, a new process will be implemented for verifying course completions. The new process is outlined below.

### **New Process for Verifying Course Completion Beginning February 14, 2022**

- CNA365® eliminates the roster upload process. Training programs will have an easy-to-use CNA365® inbox to verify training program course completions.
- Rather than training programs uploading candidate roster information, candidates will create their own account in CNA365®, select their eligibility path, and complete the appropriate application.
- When the candidates complete their application in CNA365®, their name, city, and course completion date will be electronically routed to the appropriate training program for verification.
- Training programs will have accounts in CNA365®, whereby they can login to review candidate information and verify course completion dates. Within the system, candidates will be organized by course completion date and training programs will have the ability to select more than one candidate

when processing verification requests. In addition, training programs will receive automated system emails to alert them that a candidate verification request is pending for their review and approval in the system.

Attached, please find the Quick Reference Guide on this new method for verifying candidates in the CNA365® system in addition to voucher and reporting functionality.

If you do not receive the CNA365® activation email on February 14, 2022, or if you have additional questions regarding this communication, please contact Credentia at 1-888-723-6773.

Sincerely,  
*Credentia Nurse Aide Credentialing Services*