



## Candidate Registration Quick Reference Guide



## Contents

- ① How to Create a CNA365® Account
- ② How to Submit a Testing Application
- ③ How to Schedule an Exam

# How to Create a CNA365® Account

1

Click the “CNA365” button at the top of your state website page at [www.credentia.com](http://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

Virginia

**Important:** This signup page is for Virginia CNA365 users only. Please visit [www.credentia.com/test-takers](http://www.credentia.com/test-takers) to select a different state CNA365 login page

Create Your Account

### General Information

Enter your name exactly as it appears on your government-issued identification.

First name	Middle name
Last name	

### Other Information

Date of Birth	Gender
Address (Number and Street)	
City	Zip Code
State	SSN
+1 Phone number	Email

### Account Setup

Enter Password	Confirm Password
----------------	------------------

By clicking Sign Up, you agree to our [Terms and Data Policy](#)

Sign Up

Already have an account? [Sign In](#)

4

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

# How to Submit a Testing Application

## Step I – Start New Application

### STEP I

After you login, click on the “Start New Application” button that appears on your Dashboard page

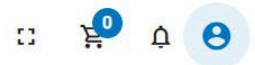
The screenshot displays the Credentia CNA365 dashboard. On the left is a sidebar with a 'Dashboard' button and menu items: Application, Exam Schedule, Grievance Form, Manage Profile, Help, Registry, and a Toggle Sidebar option. The main content area features a welcome message for 'Diana Wells' and a five-step process flow: Fill Application Form, Register For Exam, Start Exam, Check Exam Scores, and Get Certified. A blue button labeled '+ Start New Application' is positioned below the flow.

# How to Submit a Testing Application

## Step 2 – Select Your Eligibility Route

### STEP 2

1. Select your eligibility route
2. Confirm your eligibility route by checking the box
3. Select the “Start” button



**Dashboard**

**Application**

Exam Schedule

Grievance Form

Manage Profile

Help

**Select Application**

Home / Application / Select Application

**State**

Virginia Candidate

**Select Your Eligibility Route**

E1 New Nurse Aide

E2 Nursing Student

E3 Virginia Nursing Graduate

E4 Lapsed Certificate Holder

**Instructions**

You must complete this application if you want to take the NNAAP® Examination. You may receive assistance from your nurse aide education program or your nursing facility employer. The personal information is used only to determine your eligibility to test. Failure to provide complete and accurate information may delay your nurse aide test or prevent your entry on the Registry. Please ensure your address information is correct before submitting this application. Once submitted, your application will be reviewed by Credentia and/or the state to confirm your eligibility to register for the NNAAP exam. You will be notified by email once a decision has been made regarding your application. You can also review the status of your application in CNA365.

**E1 New Nurse Aide:**  
For all applicants who have successfully completed a Virginia State-Approved Nurse Aide Education Program.

I have read the above definition of the E1 Eligibility Route and confirm that this is the correct Eligibility Route for me (check the box).

**Important:**  
If you wish to be enrolled on the Virginia Nurse Aide Registry because you are listed on another state nurse aide registry as active and in good standing - DO NOT COMPLETE THIS FORM.

**Start**

# How to Submit a Testing Application

## Step 3 – Complete Application

### STEP 3

Click on each section to enter the required information and upload any supporting documentation as prompted



**!** TIP: save your application by selecting “Save as Draft” button in upper right-hand corner if you want to save and submit later

# How to Submit a Testing Application

## Step 4 – Submit Application

### STEP 4

When you have completed all sections, click on the “Submit” button



- Dashboard
- Application**
- Exam Schedule
- Grievance Form
- Manage Profile
- Help

Toggle Sidebar

Application Form

Home / Application / Application Form

Cancel Save as Draft **Submit**

SECTION 3 ACCOMMODATIONS

SECTION 4 REGISTRANT CERTIFICATION

I hereby certify that the information provided on this registration form is true and accurate, and that I am the person whose name appears on the form. I understand that any information I give that is not true may jeopardize my certification status and listing as a nurse aide and may result in prosecution by the state of Virginia.

Yes, the information on this application is true and correct (check the box)

Candidate Signature (type your full legal name):

dhhfd

Date:

1/22/2022

Application Progress

- TRAINING PROGRAM COMPLETION
- SCREENING QUESTIONS
- ACCOMMODATIONS
- REGISTRANT CERTIFICATION

# How to Submit a Testing Application

## Checking Your Application Status

The image shows two screenshots from the Credentia CNA365 website. The top screenshot shows the 'Application' page for a 'Virginia Candidate E1 New Nurse Aide'. The current status is 'Pending', submitted on January 22nd, 2022. A 'Summary' button is visible, with a callout box stating: 'Click "Summary" button to see status of your'. A large black arrow points down to the second screenshot, which shows the 'Application Form' for the 'Virginia Nurse Aide Testing Application'. The form includes a 'SECTION 1 TRAINING PROGRAM COMPLETION' with fields for '1) Training Program' (set to 'JJJTP') and '2) Course Completion Date'. A callout box points to the 'Application Progress' sidebar on the right, stating: 'Detailed log of your application review process'. The sidebar shows a timeline: 'Candidate Submitted' (22 Jan, 2022 | 2:28 PM) and 'Training Program Pending' (22 Jan, 2022 | 2:28 PM).

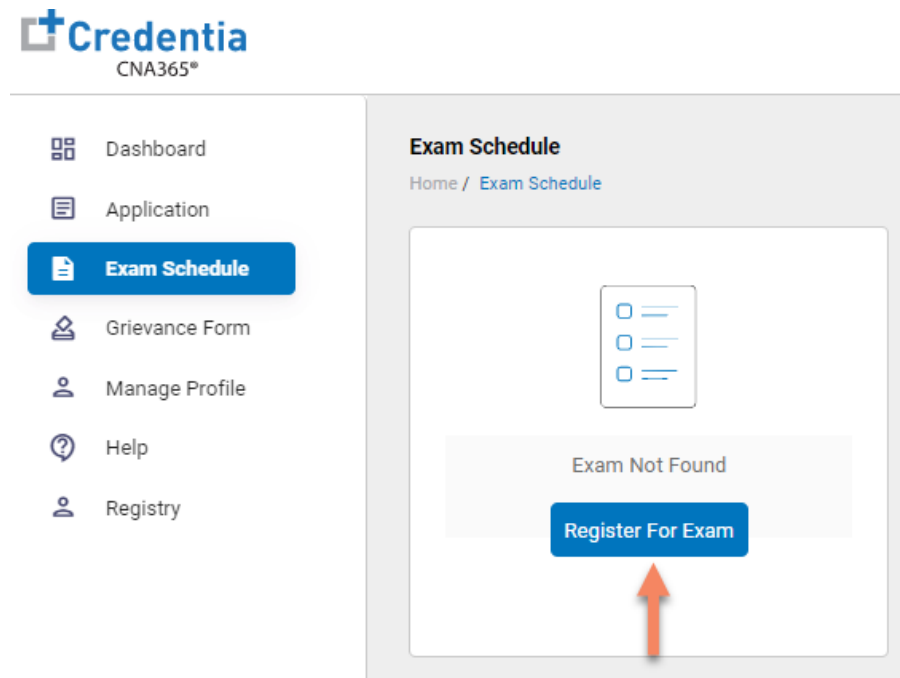
You will receive a CNA365® alert email once your application has been approved and you are able to register for exams

# How to Schedule an Exam

## Step I – Register for Exam

### STEP I

Select “Exam Schedule” from the navigation menu and then select the “Register for Exam” button





# How to Schedule an Exam

## Step 2 – Select Exam Type

### STEP 2

Select the Exam Type (you schedule one exam at a time)

#### Register For Exam

[Home](#) / [Exam Schedule](#) / [Register For Exam](#)

Eligibility Route Name

Graduate Nurse



Select Exam Type

Nurse Aide Written Exam

Nurse Aide Oral English Exam

Nurse Aide Skills Exam



Select exam type to schedule your exam

# How to Schedule an Exam

## Step 3 – Schedule Online Exam

### STEP 3

To schedule an online written/oral exam:

1. Select online exam
2. Select your time zone
3. Select your preferred exam date (note that days in bold have exam times available and disabled days have no available exam times)
4. Select your preferred time of day range for the exam date selected
5. Select one of the available time slots
6. Select “Add Cart” button

The screenshot illustrates the exam scheduling process in two stages. The left stage shows the initial selection of exam type, time zone, and date. The right stage shows the selection of a time range and a specific time slot, followed by the 'Add Cart' button.

**Step 1:** Select Your Exam Type. The 'Online' radio button is selected.

**Step 2:** Select TimeZone. The dropdown menu shows '(UTC-07:00) Arizona'.

**Step 3:** Select Date. A calendar for December 2021 is shown. The date 31 is selected. A callout box states: 'Dates in bold have available exam times'. In the calendar, the date 31 is bolded, while other dates are not.

**Step 4:** Select Range. Three time range options are shown: '08 AM - 12 PM' (selected), '12 PM - 04 PM', and '04 PM - 08 PM'.

**Step 5:** Available Slots. A row of time slots is shown: 10:30, 11:00, 11:30, 10:00, 10:45, 11:15, 11:45, and 10:15. The 11:00 slot is highlighted.

**Step 6:** Add Cart. The 'Add Cart' button is highlighted.

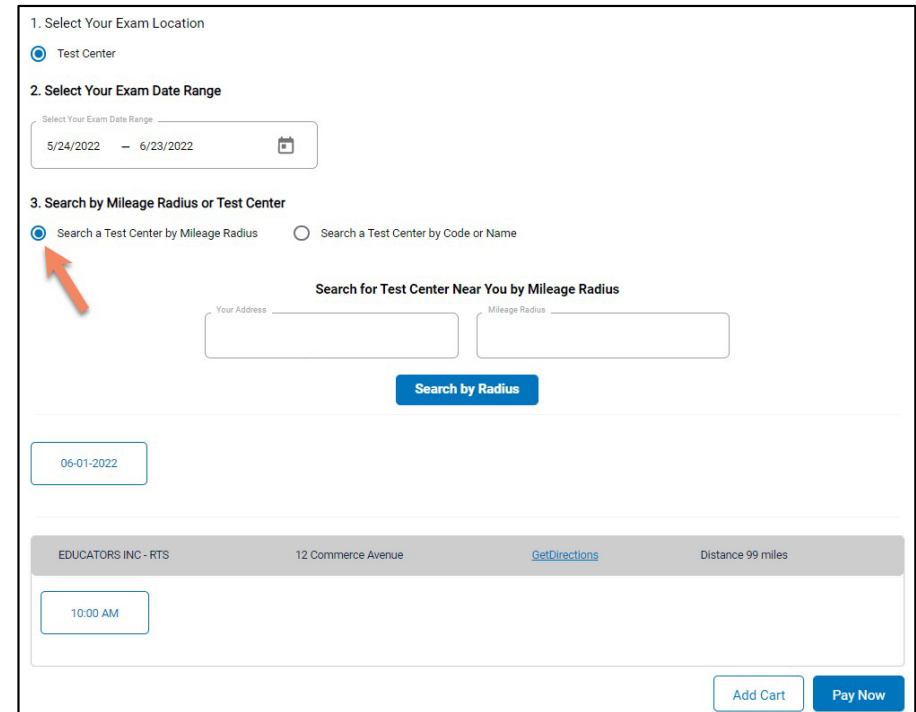
# How to Schedule an Exam

## Step 4 – Schedule Test Center Exam

### STEP 4 – Option #1

#### OPTION#1: Search by Radius From Your Address

1. Select “Search a Test Center by Mileage Radius”
2. Update you address as desired (default is your system address)
3. Select “Search by Radius” button
4. Select an available exam date
6. Select a test center from the available list
7. Select a test time from the available list
8. Select “Add Cart” button



The screenshot displays a web form for scheduling an exam. It is divided into three main sections:

- 1. Select Your Exam Location:** A radio button labeled "Test Center" is selected.
- 2. Select Your Exam Date Range:** A date range selector shows "5/24/2022" to "6/23/2022" with a calendar icon.
- 3. Search by Mileage Radius or Test Center:** Two radio buttons are present: "Search a Test Center by Mileage Radius" (selected) and "Search a Test Center by Code or Name". Below this, a sub-section titled "Search for Test Center Near You by Mileage Radius" contains two input fields: "Your Address" and "Mileage Radius". A blue "Search by Radius" button is positioned below these fields.

Below the search section, there is a date selector showing "06-01-2022". A grey bar displays the search results for "EDUCATORS INC - RTS" at "12 Commerce Avenue", with a "GetDirections" link and "Distance 99 miles". Below this, a time selector shows "10:00 AM". At the bottom right, there are two buttons: "Add Cart" and "Pay Now". An orange arrow points to the selected "Search a Test Center by Mileage Radius" radio button.

# How to Schedule an Exam

## Step 4 – Schedule Test Center Exam

### STEP 4 – Option #2

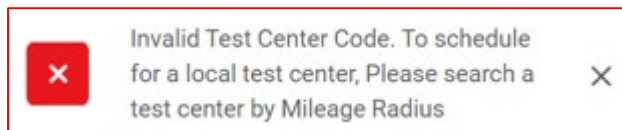
#### OPTION #2: Search by Test Center Code

1. Select “Search a Test Center by Code”
2. Enter Test Center ID provided to you by your training program next to “INF”
3. Select “Search by Code” button
4. Select an available exam date
6. Select a test center from the available list
7. Select a test time from the available list
8. Select “Add Cart” button

- If a full 5-digit code is not entered, or if any other characters are entered there will be a red alert under the search area

**Test center code must start with the letters INF followed by 5 digits**

- If an invalid code has been entered an error message will appear

A screenshot of a web interface for scheduling an exam. The interface is divided into three main sections: 1. Select Your Exam Location, 2. Select Your Exam Date Range, and 3. Search by Mileage Radius or Test Center. In the first section, 'Test Center' is selected. In the second section, the date range is 8/12/2023 to 8/31/2023. In the third section, 'Search a Test Center by Code' is selected. Below this, there is a search area titled 'Search for a Test Center Near You by Code' with a 'Test Center Code' input field containing 'INF' and a 'Search by Code' button. Below the search area, there is a list of results for 'EDUCATORS INC - RTS' at '12 Commerce Avenue', with a 'GetDirections' link and a distance of '99 miles'. A time selection box shows '10:00 AM'. At the bottom right, there are 'Add Cart' and 'Pay Now' buttons. Red arrows point to the 'Search a Test Center by Code' radio button and the 'Test Center Code' input field.

# How to Schedule an Exam

## Step 5 – Enter Payment Information or Voucher in Shopping Cart

### STEP 5

#### OPTION #1: Pay by credit or debit card

1. Enter your credit or debit card information
2. Select the “Pay” button

The screenshot shows a web form titled "Payment" with a breadcrumb trail: Home / Exam Schedule / Register For Exam / Payment. The form has a "Payment" header with an upward arrow. Below it is a section for "Credits/Debit Cards" containing three input fields: "Enter Card Number", "Enter Card Name", and "YYYY/MM" (with "CVV" in a separate field). At the bottom right are "Cancel" and "Pay" buttons.

#### OPTION #2: Apply voucher

1. In the “Enter Promo Code” box, enter the voucher provided to you by your training program or sponsor
2. Select the “Apply Code” link”
3. Select the “Schedule Now” button

**IMPORTANT:** Be sure that the exam(s) in your shopping cart match the voucher type

The screenshot shows a "Payment Summary" form. It lists "Nurse Aide Written Exam" for \$0. Below this is a table with exam details:

ExamMode	Exam Date	Exam Time
Online	05/31/2022	11:15 AM EST

Below the table is a red-bordered box containing the text "Enter the promo code PA7B76FC7INI" and a blue "Apply Code" link. At the bottom, the "Total" is \$0, and there is a blue "Schedule Now" button.