Credentia
CNA365®

Virginia Training Program Quick Reference Guide
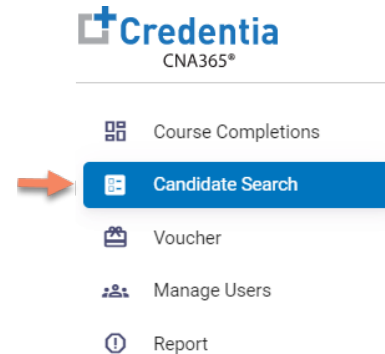
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Version 1.0

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 quicky find a specific candidate

All active training program users will receive a CNA365® 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)

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

CANDIDATE SEARCH

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

CANDIDATE VERIFICATION

4. Submit or reject the verification request for the candidate (must provide a reason for a reject)

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

Credentia
CNA365®

- Course Completions
- Candidate Search
- **Voucher**
- Manage Users
- Report

Voucher
Home / Voucher

+ Buy New Voucher

Search

Voucher Name	Voucher Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Skills Exam	NA-PR-PPD	$85	2	0	⬇
Nurse Aide Written Exam	NA-WR-PPD	$50	3	0	⬇
Nurse Aide Oral Exam (English or Spanish)	NA-OR-PPD	$50	4	0	⬇
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	$135	3	0	⬇
Nurse Aide Oral Exam AND Skills Exam	NA-OR/PR-PPD	$135	1	0	⬇

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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

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

Add credit/debit card information and save card to your account by selecting "Save Card" button

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

Select the card you entered from your "Saved Cards" button, enter the
CVV code, and select the "Pay" button

An automated transaction receipt is sent by email from Credentia's merchant provider (Auuthoize.net) when a candidate, training program user, or sponsor purchases a voucher

How to Manage Test Vouchers
Assigning Vouchers to Candidates in CNA365®

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

VOUCHER LIST PAGE – "AVAILABLE" VOUCHERS

1. Select the "Available" voucher list

2. Click the "Add Candidate" link for the voucher you would like to assign

3. Start typing the candidate's name in the search box

VOUCHER ASSIGNMENT

4. Click on the desired candidate name from your search results

5. Click the "Assign" link next to the candidate's name

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

Voucher

Home / Voucher

Search

Voucher Name	Voucher Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Skills Exam	NA-PR-PPD	$85	2	0	↓
Nurse Aide Written Exam	NA-WR-PPD	$50	2		↓
Nurse Aide Oral Exam (English or Spanish)	NA-OR-PPD	$50	0	0	↓
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	$135	6	0	↓

Download vouchers to EXCEL file

- For each voucher, download file includes voucher number, expiration date, and status (available, used, or expired)

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

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

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	Virginia	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	⬇
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	Patty Smith	Assigned	⬇
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	+Add Candidate	Available	⬇

Download voucher to EXCEL file

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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

VOUCHER LIST PAGE – "ALL" VOUCHERS

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
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	+Add Candidate		Available

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- 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)

How to Manage Test Vouchers
Voucher List Page – "Used" Vouchers

VOUCHER LIST PAGE – "USED" 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	Virginia	3

Voucher List

Available   All   Used   Expired   Assigned

Voucher Code	Candidate Name	Used Date	Voucher Status

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- 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 – "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)

How to Manage Test Vouchers
Voucher List Page – "Assigned" Vouchers

VOUCHER LIST PAGE – "ASSIGNED" VOUCHERS

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

- Training Program user may unassign a previously assigned (and unused) voucher from a candidate by selecting the unassign icon that appears for a voucher on the assigned vouchers page

- For the "Assigned" voucher list, the following is displayed for each voucher:

  - Voucher code

  - Expiration date

  - Candidate name

How to Manage Training Program User Accounts

Credentia
CNA365®

- Course Completions
- Candidate Search
- Voucher
- **Manage Users**
- Report

MANAGE USERS

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
Home / Manage Users

	Name	Contact Number	Email	Created Date	Status	Actions
☐	Amy Farrah	+919268170173	testuser07@examroom.ai	Nov 26, 2021, 5:14:00 PM	⬤	✎
☐	Sasha Murray	+919268170987	testuser08@examroom.ai	Nov 26, 2021, 5:16:00 PM	⬤	✎
☐	vijay vijay	+91123456789	vijayk@examroom.ai	Dec 3, 2021, 11:06:00 PM	⬤	✎
☐	Saju Mathew	+13234567890	sajum@examroom.ai	Dec 4, 2021, 12:39:00 AM	⬤	✎
☐	Jeff Anderson	+12148888888	janderson13651@gmail.com	Dec 4, 2021, 12:50:00 PM	⬤	✎

+ Add User Search

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

How to Manage Training Program User Accounts
Training Program User Reports - Access

1. Log in to CNA365 by visiting credentia.com, selecting your state, and clicking the blue login button. If you have never logged in to CNA365, you will need to request access from the state, a colleague who has access, or the CSM for your state. You must receive a welcome invite email to gain training program user role access and verify your email.

2. Select the Reports button from the left side navigation. You will then see the 4 reporting options for Training Programs.
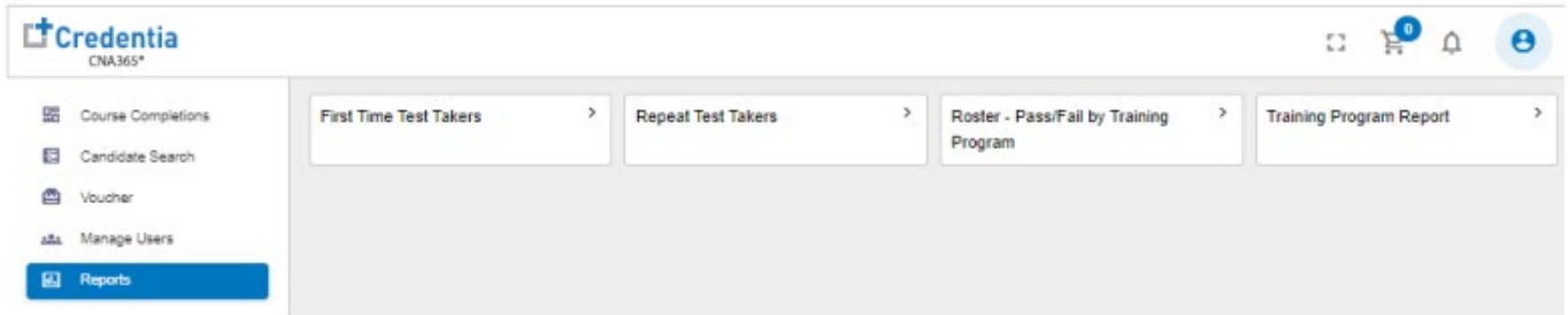
How to Manage Training Program User Accounts
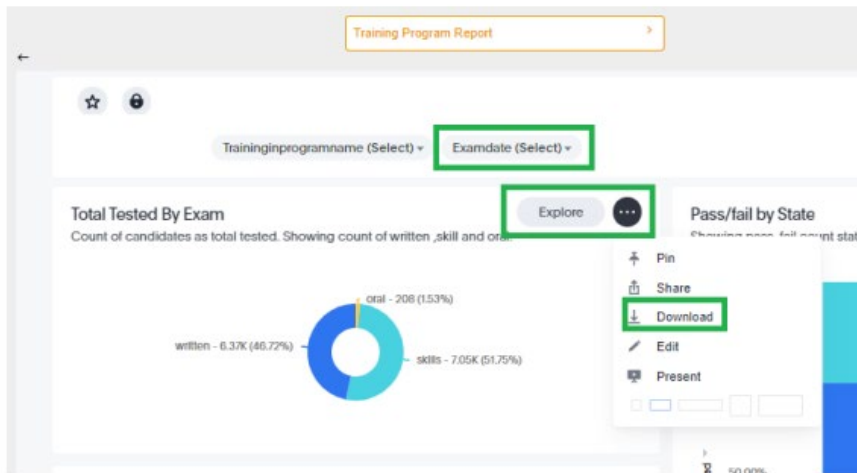## Training Program User Reports

- First Time Test Takers

  - Highlights Training Program candidates who have passed an exam Written and/or Skills on the first attempt within a selected timeframe.

  - Includes # candidates passed and # candidates failed on their first attempt.

  - Candidates are listed in the report once because this is a first time taken report.

- Repeat Test Takers

  - Highlights the number of Training Program candidates who have tested more than one time some passing and others failing.

  - Includes the # candidates passed and # candidates failed on the 2nd or 3rd attempt.

  - Candidates counted in the report by "attempt". An "attempt" = an event.

- Roster – Pass/Fail by Training Program

  - Highlights all testing within a selected date range.

  - Candidates will appear multiple times on the report a line per exam taken. Shows all passed exams and failed exams.

  - Candidates repeat in report. One line per attempt.

- Training Program Report

  - Highlights all exam types and provides detail on pass rates by exam type, pass rates within content areas of an exam.

You can filter the entire report, or you can hover above one specific table and filter the table within the report.

- Filter
  - By timeframes, dates, exam types, testing locations, etc.

- Sort
  - By dates, exam types, names, etc.

- Print or Download
  - PDFs, CSVs, Excel, etc.

- Explore
  - See additional details the selected report offers

How to Reset Your Password

❷

Click the "Forgot Password"
link on the CNA365® login page

❸

Enter your email address and
select the "Submit" button

❹

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