



## Sponsor Quick Reference Guide



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# 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](http://www.credentia.com)

Resources

- Candidate Handbook +
- How To Register For Exams +
- Preparing for Your Exams +
- NNAAP® Practice Written Exam +
- Score Results +
- COVID-19 Testing +
- Test Accommodations +
- Purchase Test Vouchers -
- Documents
  - FOR SPONSORS - CNA365 Voucher Quick Reference Guide
  - FOR TRAINING PROGRAMS - CNA365 Voucher Quick Reference Guide
- Hyperlinks
  - Sponsor Voucher Store
- Grievances +

2

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

**TIP:** bookmark the CNA365® login page

Credentia  
CNA365®

Email

Password

[Forgot Password?](#)

Login

Don't have an account? [Sign up](#)

3

Fill out the new account form and select “Sign Up” button

Create Your Account

General Information

First name  Middle name

Last name

Other Information

Address (Number and Street)

City  Zip Code

State

+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

Credentia  
NNAAP® CREDENTIALING SERVICES

You're Almost There!

Click on the button below to validate your email address and activate your Credentia CNA365 account.

[Activate Account](#)

If you did not sign up for a Credentia CNA365 account, you can safely ignore this email. Only a person with access to your email can complete the account activation process.

Sincerely,  
Credentia  
Administrator  
[www.credentia.com](http://www.credentia.com)  
Contact Support  
Phone: (800) 457-6752

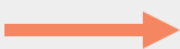
# How to Purchase Test Vouchers

## Step 1 – Select Buy New Voucher

### STEP 1

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

**Voucher**  
Home / Voucher

 [+ Buy New Voucher](#)

Search

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Skills Exam	NA-PR-PPD	\$110	1	0	<a href="#">↓</a>
Nurse Aide Written Exam	NA-WR-PPD	\$55	0	0	<a href="#">↓</a>
Nurse Aide Oral Exam (English or Spanish)	NA-OR-PPD	\$55	0	0	<a href="#">↓</a>
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	\$165	0	0	<a href="#">↓</a>
Nurse Aide Oral Exam AND Skills Exam	NA-OR/PR-PPD	\$165	0	0	<a href="#">↓</a>
Home Health Aide Written Exam	HHA-WR-PPD	\$55	0	0	<a href="#">↓</a>
Home Health Aide Skills Exam	HHA-PR-PPD	\$110	0	0	<a href="#">↓</a>
Home Health Aide Written Exam AND Skills Exam	HHA-WR/PR-PPD	\$165	3	0	<a href="#">↓</a>

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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	\$110	- 1 +
Nurse Aide Written Exam	\$55	- 0 +
Nurse Aide Oral Exam (English or Spanish)	\$55	- 0 +
Nurse Aide Written Exam AND Skills Exam	\$165	- 2 +
Nurse Aide Oral Exam AND Skills Exam	\$165	- 0 +
Home Health Aide Written Exam	\$55	- 0 +
Home Health Aide Skills Exam	\$110	- 0 +
Home Health Aide Written Exam AND Skills Exam	\$165	- 0 +

 [Add to Cart](#)

# 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

#### Payment

[Home](#) / [Voucher](#) / [Buy New Voucher](#) / [Payment](#)

Saved Cards ▼

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**Payment Method** ▲

Credit/Debit Card

Enter Card Number

Enter Card Name

YYYY-MM  CVV

ACH ▼

#### Payment Summary

Nurse Aide Skills Exam			\$110		
QTY	*	Price			
1		110			

Nurse Aide Written Exam AND Skills Exam			\$330		
QTY	*	Price			
2		165			

---

**Total** **\$440**

# 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

#### Payment

[Home](#) / [Voucher](#) / [Buy New Voucher](#) / [Payment](#)

Saved Cards

	Name on card	Expires on
<input checked="" type="radio"/> xxxx xxxx xxxx 1111 visa	Phani Varma	10/2026
<input type="radio"/> xxxx xxxx xxxx 1111 visa	tesy yetrd	06/2022

Enter CVV( ?):

Payment Method

ACH

#### Payment Summary

Nurse Aide Skills Exam		\$110		
QTY	*	Price		
1		110		
Nurse Aide Written Exam AND Skills Exam		\$330		
QTY	*	Price		
2		165		
<b>Total</b>		<b>\$440</b>		

# 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)

### VOUCHER SUMMARY PAGE

**Voucher** + Buy New Voucher

Home / Voucher

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Skills Exam	NA-PR-PPD	\$110	1	0	↓
Nurse Aide Written Exam	NA-WR-PPD	\$55	0	0	↓
Nurse Aide Oral Exam (English or Spanish)	NA-OR-PPD	\$55	0	0	↓
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	\$165	0	0	↓
Nurse Aide Oral Exam AND Skills Exam	NA-OR/PR-PPD	\$165	0	0	↓
Home Health Aide Written Exam	HHA-WR-PPD	\$55	0	0	↓
Home Health Aide Skills Exam	HHA-PR-PPD	\$110	0	0	↓
Home Health Aide Written Exam AND Skills Exam	HHA-WR/PR-PPD	\$165	3	0	↓

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Download vouchers to EXCEL file

### 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
- 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 Nurse Aide Written Exam	Exam Code NA-WR-PPD	State Name .	Total Vouchers 4
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**Voucher List**

Available All Used Expired

Item Code	Expiration Date	Candidate Name	Voucher Status	Action
PAREB7DA4BCR	Dec 20, 2022, 9:24:37 PM	Not Assigned	Available	↓
PABE489C7AN4	Dec 20, 2022, 9:24:37 PM	Not Assigned	Available	↓
PA038F2016U0	Dec 26, 2022, 3:09:45 PM	Not Assigned	Available	↓
PA49DF830CR4	Dec 26, 2022, 3:09:45 PM	Not Assigned	Available	↓

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Download voucher to EXCEL file

### EXCEL VOUCHER DOWNLOAD FILE

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



# How to Manage Test Vouchers

## Voucher List Page – “All” 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**  
Home / Voucher / Voucher List

Exam Name Nurse Aide Written Exam	Exam Code NA-WR-PPD	State Name	Total Vouchers 4
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**Voucher List**

Available **All** Used Expired

Item Code	Expiration Date	Candidate Name	Voucher Status
PA1B21C73CF3	Dec 20, 2022, 9:24:37 PM	Oscar Smith	Used
PAREB7DA4BCR	Dec 20, 2022, 9:24:37 PM	Not Assigned	Available
PA8E489C7AN4	Dec 20, 2022, 9:24:37 PM	Not Assigned	Available
PA038F2016U0	Dec 26, 2022, 3:09:45 PM	Not Assigned	Available
PA49DF830CR4	Dec 26, 2022, 3:09:45 PM	Not Assigned	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
  - Candidate name
  - Date used
  - Expiration date

### VOUCHER LIST PAGE – “USED” VOUCHERS

**Voucher**  
Home / Voucher / Voucher List

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Written Exam	NA-WR-PPD		4

**Voucher List**

Available   All   **Used**   Expired

Item Code	Candidate Name	Used Date	Expiration Date
PA1B21C73CF3	Oscar Smith	Dec 20, 2021, 9:25:23 PM	Dec 20, 2022, 9:24:37 PM

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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

**Voucher**  
Home / Voucher / Voucher List

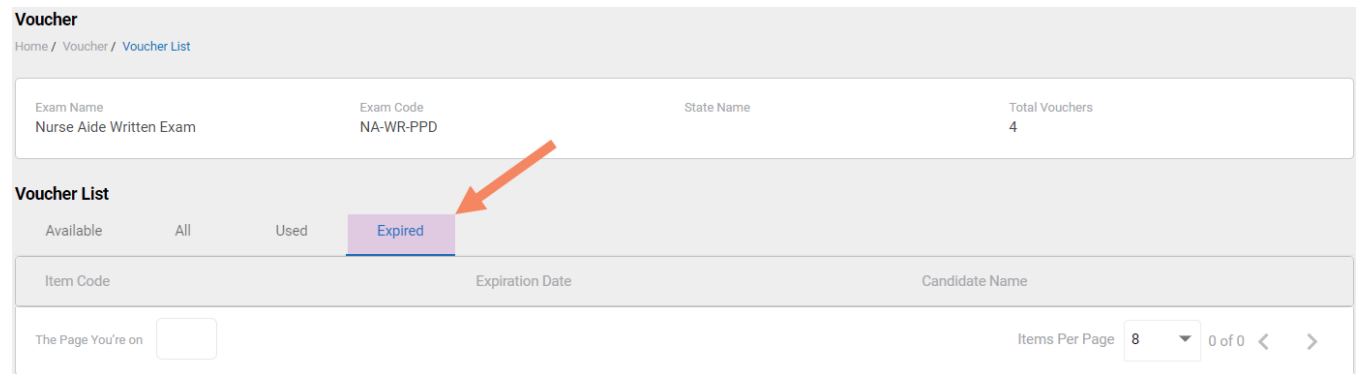
Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Written Exam	NA-WR-PPD		4

**Voucher List**

Available   All   Used   **Expired**

Item Code	Expiration Date	Candidate Name
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# 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