

## Northern California Training Program Quick Reference Guide



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# How to Purchase Test Vouchers


## Step 1 – Select Buy New Voucher

### STEP 1

Select “Voucher” on the navigation menu and then select the “Buy New Voucher”

 Course Completions

 Candidate Search

 **Voucher**

 Manage Users






 Reports

### Voucher

Home / Voucher

 [+ Buy New Voucher](#)

Search 

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
<a href="#">Nurse Aide Written Exam</a>	NA-WR-PPD	\$40	0	0	
<a href="#">Nurse Aide Oral Exam</a>	NA-OR-PPD	\$55	0	0	
<a href="#">Nurse Aide Skills Exam</a>	NA-PR-PPD	\$80	0	0	
<a href="#">Nurse Aide Written Exam AND Skills Exam</a>	NA-WR/PR-PPD	\$120	0	24	
<a href="#">Nurse Aide Oral Exam AND Skills Exam</a>	NA-OR/PR-PPD	\$135	0	0	

The Page You're on

Items Per Page  1 - 5 of 5 < >


# 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 Written Exam	\$40	- 0 +
Nurse Aide Oral Exam	\$55	- 0 +
Nurse Aide Skills Exam	\$80	- 0 +
Nurse Aide Written Exam AND Skills Exam	\$120	- 0 +
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

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

**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	Phani Varma	10/2026

Enter CVV(?):

**Pay**

**Payment Summary**

<b>Nurse Aide Skills Exam</b>		\$85		
QTY	*	Price		
1		85		
<b>Nurse Aide Written Exam AND Skills Exam</b>		\$405		
QTY	*	Price		
3		135		
<b>Total</b>		<b>\$490</b>		

An automated transaction receipt is sent by email from Credentia’s merchant provider (Aauthorize.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

- Select the “Available” voucher list
- Click the “Add Candidate” link for the voucher you would like to assign

### VOUCHER LIST PAGE – “AVAILABLE” VOUCHERS

Voucher

Home / Voucher / Voucher List

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

The Page You're on

Items Per Page 8 1 - 3 of 3 < >

- Start typing the candidate's name in the search box
- Click on the desired candidate name from your search results
- Click the “Assign” link next to the candidate's name

### VOUCHER ASSIGNMENT

Search

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

Assign





# How to Manage Test Vouchers

## Distributing Vouchers to Candidates OUTSIDE of CNA365®

### VOUCHER SUMMARY PAGE

**Voucher** + Buy New Voucher

Home / Voucher Search

Voucher Name	Voucher Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
<a href="#">Nurse Aide Skills Exam</a>	NA-PR-PPD	\$85	2	0	
<a href="#">Nurse Aide Written Exam</a>	NA-WR-PPD	\$50	2	0	
<a href="#">Nurse Aide Oral Exam (English or Spanish)</a>	NA-OR-PPD	\$50	0	0	
<a href="#">Nurse Aide Written Exam AND Skills Exam</a>	NA-WR/PR-PPD	\$135	6	0	

*Note: An orange callout box points to the download icon for the 'Nurse Aide Written Exam' row, containing the text 'Download vouchers to EXCEL file'.*

- 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

### EXCEL VOUCHER DOWNLOAD FILE

	A	B	C
1	<b>VoucherCode</b>	<b>Expiration Date</b>	<b>VoucherStatus</b>
2	PA8DDA8VBEMF	12/09/2022	Available
3	PANN37EF97D4	12/09/2022	Available
4	PAF4CD1FE8Q6	12/09/2022	Available

- For each voucher, download file includes voucher number, expiration date, and status (available, used, or expired)
- 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 Nurse Aide Written Exam AND Skills Exam	Exam Code NA-WR/PR-PPD	State Name Pennsylvania	Total Vouchers 3
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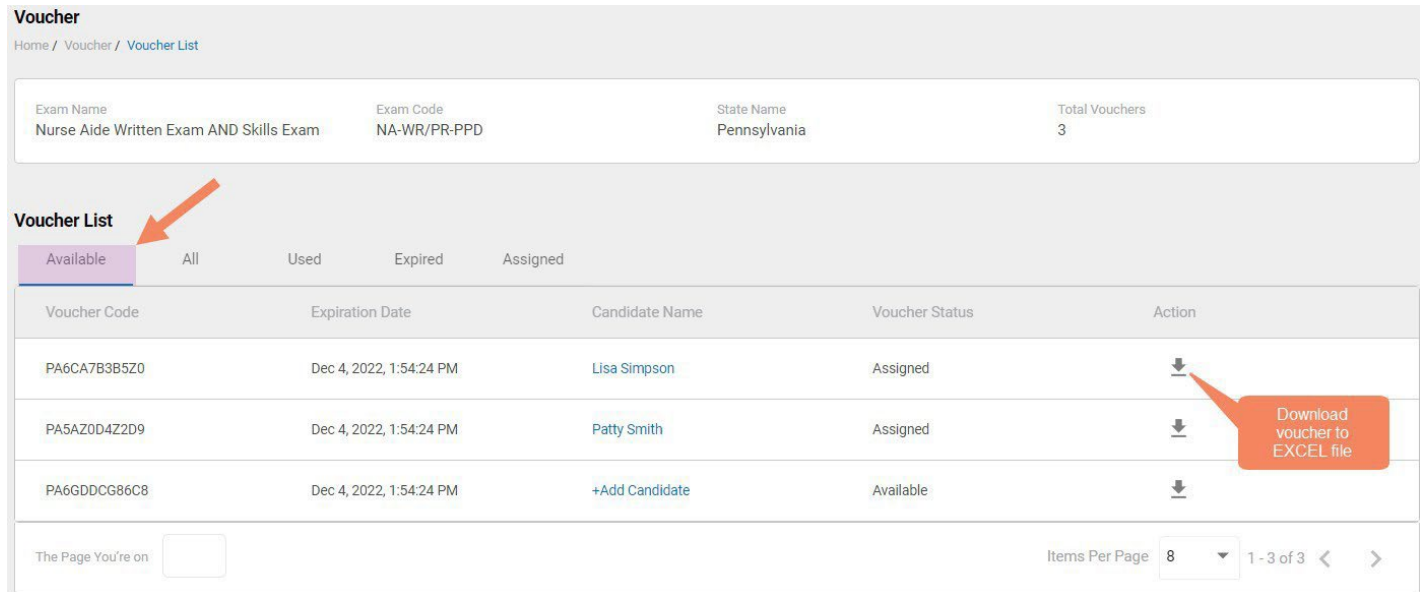
**Voucher List**

Available All Used Expired Assigned

Voucher Code	Expiration Date	Candidate Name	Voucher Status	Action
PA6CA7B3B5Z0	Dec 4, 2022, 1:54:24 PM	<a href="#">Lisa Simpson</a>	Assigned	↓
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	<a href="#">Patty Smith</a>	Assigned	↓
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	<a href="#">+Add Candidate</a>	Available	↓

The Page You're on

Items Per Page 8 1 - 3 of 3 < >



### 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	<a href="#">Lisa Simpson</a>	Assigned
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	<a href="#">Patty Smith</a>	Assigned
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	<a href="#">+Add Candidate</a>	Available

The Page You're on  Items Per Page  1 - 3 of 3 < >

- 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	Pennsylvania	3

**Voucher List**

Available   All   **Used**   Expired   Assigned

Voucher Code	Candidate Name	Used Date	Voucher Status
--------------	----------------	-----------	----------------

The Page You're on:

Items Per Page: 8   0 of 0 < >

- 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

# How to Manage Test Vouchers

## Voucher List Page – “Expired” Vouchers

### 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	Pennsylvania	3

**Voucher List**

Available   All   Used   **Expired**   Assigned

Voucher Code	Expiration Date	Candidate Name	Voucher Status
The Page You're on <input type="text"/>			
Items Per Page			8 <input type="text"/> 0 of 0 < >

- 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

**Voucher**  
Home / Voucher / VoucherList

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	Pennsylvania	4

**Voucher List**

Available All Used Expired **Assigned**

Item Code	Expiration Date	Candidate Name	Voucher Status	Action
PA4DF2F8E5S9	Feb 15, 2023, 4:49:53 AM	Lee Gilbert	Assigned	

The Page You're on:  Items Per Page:  1 - 1 of 1 < >

**Click icon to unassign voucher**

- 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



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](#)

<input type="checkbox"/>	Name	Contact Number	Email	Created Date	<b>1</b> 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

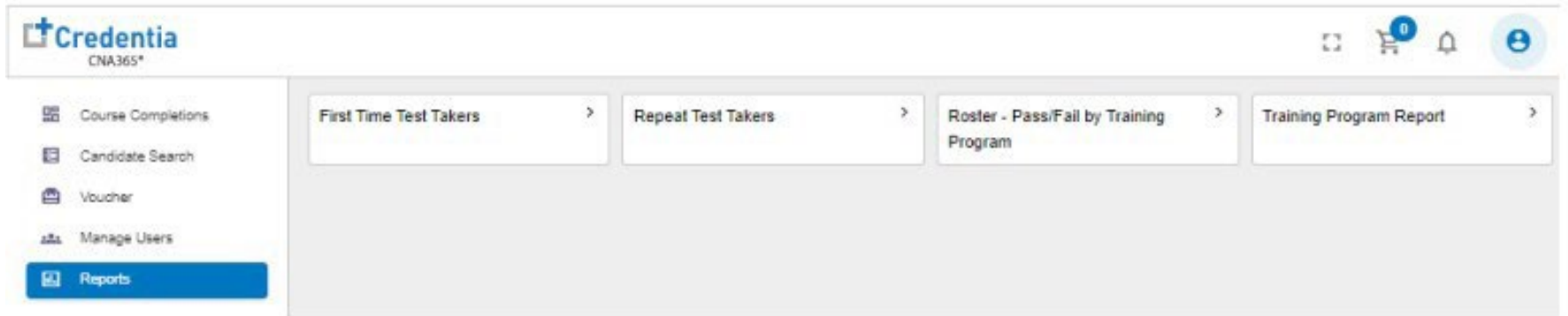
Items Per Page **8** **2** 5 of 5 < >

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](https://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

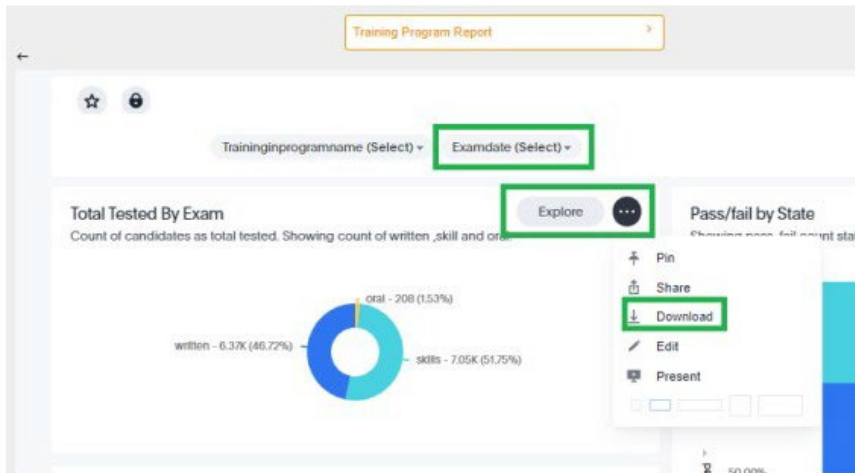
- First Time Test Takers
  - Highlights Training Program candidates who have passed an exam Written and/or Skills on the first attempt within a selected timeframe.
  - Includes # candidates passed and # candidates failed on their first attempt.
  - Candidates are listed in the report once because this 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.

# How to Manage Training Program User Accounts

## Training Program User Reports - Functions

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



### Content Area Details - Written/Oral

Counting candidates total tested, pass, pass percentage counts for ExamType.

Title	Exa...	Tested	Passed
activities of daily living	oral		74
score_category_emotional_and_mental_health_need	written		1,398
client rights	oral		75
score_category_emotional_and_mental_health_need	oral	5	3

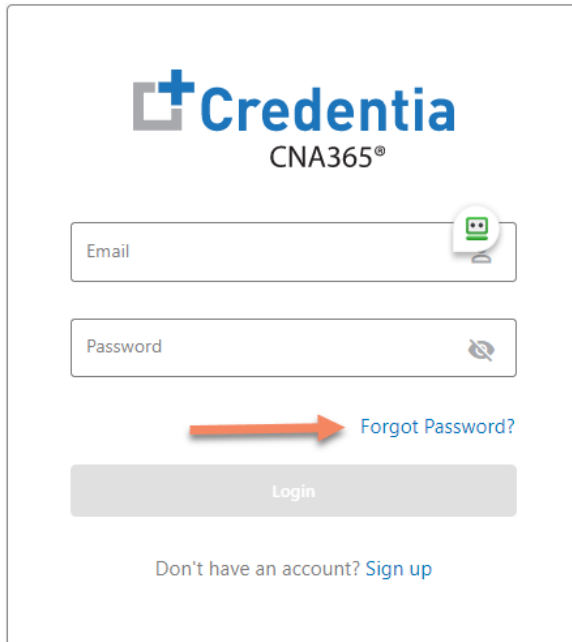
A context menu is open over the 'Exa...' column header, showing options: Filter, Sort, Text wrapping, and Remove.



# How to Reset Your Password

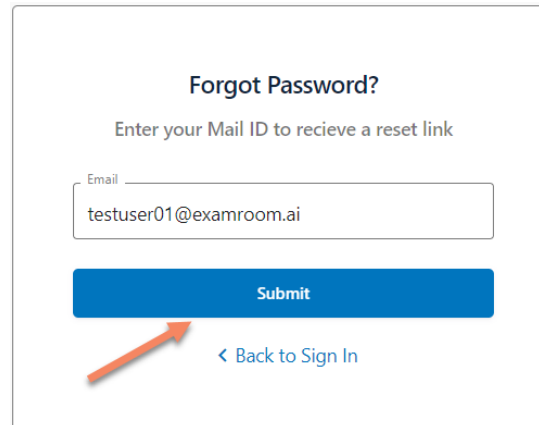
2

Click the “Forgot Password” link on the CNA365® login page



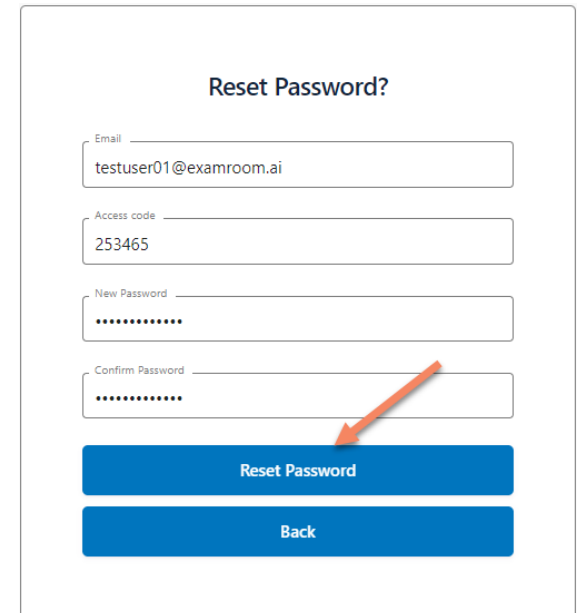
3

Enter your email address and select the “Submit” button



4

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