

## Training Program Quick Reference Guide

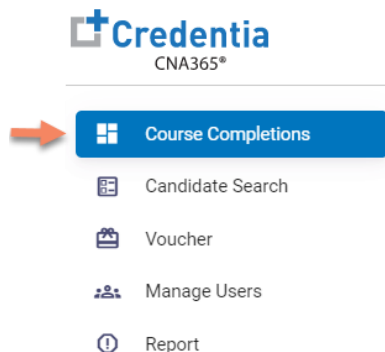


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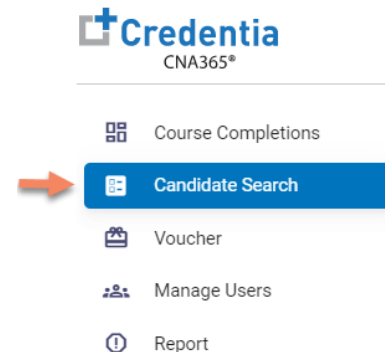
# How to Verify Course Completion Requests

## 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 quickly 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)

Course Completion Verification

Course Dates

Course Completion Date	Pending Records	Confirmed Records	Denied Records
2021-12-01	3	5	0
2021-12-02	0	2	0
2021-12-04	0	2	0
2021-12-05	0	1	1
2021-12-06	0	2	0
2021-12-08	0	2	0

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Candidate Details

	Candidate Name	Candidate ID	Completed Date	City
<input type="checkbox"/>	Lee Gilbert	118	2021-11-30	Lancaster
<input checked="" type="checkbox"/>	Diana Wells	115	2021-11-30	Harrisburg
<input type="checkbox"/>	Kelly Piper	122	2021-11-30	Harrisburg

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Verification

Update Completion Date  No Changes

Selected Date:  Reason:

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

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

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

### CANDIDATE SEARCH

Candidate Search

Home / Candidate Search

Pending Approved Rejected All

gilbert

Candidate Name	Candidate ID	State Name	Completion Date	Status	Action
Lee Gilbert	36	Pennsylvania	Dec 1, 2021	Pending	

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### CANDIDATE VERIFICATION

Verification

Candidate Search / Candidate Verification

Update Completion Date  No Changes

Selected Date: 11/23/2021

Reason: f

Reject Submit

# 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

The screenshot displays the Credentia CNA365 web application. On the left is a navigation menu with options: Course Completions, Candidate Search, Voucher (highlighted), Manage Users, and Reports. The main content area is titled 'Voucher' and includes a breadcrumb 'Home / Voucher', a search bar, and a '+ Buy New Voucher' button. An orange arrow points to this button. Below is a table listing various voucher types with their fees and usage counts.

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
<a href="#">Nurse Aide Skills Exam</a>	NA-PR-PPD	\$95	0	0	<a href="#">↓</a>
<a href="#">Nurse Aide Written Exam</a>	NA-WR-PPD	\$45	0	0	<a href="#">↓</a>
<a href="#">Nurse Aide Oral Exam</a>	NA-OR-PPD	\$45	0	0	<a href="#">↓</a>
<a href="#">Nurse Aide Written Exam AND Skills Exam</a>	NA-WR/PR-PPD	\$140	0	0	<a href="#">↓</a>
<a href="#">Nurse Aide Oral Exam AND Skills Exam</a>	NA-OR/PR-PPD	\$140	0	0	<a href="#">↓</a>
<a href="#">Nurse Aide Registry Renewal Fee</a>	NA-REN-PPD	\$35	0	0	<a href="#">↓</a>
<a href="#">Medication Assistant MACE Examination</a>	MA-CE-PPD	\$80	7	1	<a href="#">↓</a>
<a href="#">Medication Assistant Renewal</a>	V2-SC-NA-REN	\$35	7	0	<a href="#">↓</a>
<a href="#">Medication Assistant Reciprocity</a>	MA-REC-PPD	\$35	10	1	<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	\$95	- 0 +
Nurse Aide Written Exam	\$45	- 0 +
Nurse Aide Oral Exam	\$45	- 0 +
Nurse Aide Written Exam AND Skills Exam	\$140	- 0 +
Nurse Aide Oral Exam AND Skills Exam	\$140	- 0 +
Nurse Aide Registry Renewal Fee	\$35	- 0 +
Medication Assistant MACE Examination	\$80	- 2 +
Medication Assistant Renewal	\$35	- 0 +
Medication Assistant Reciprocity	\$35	- 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 select “Pay” button

**Payment**



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

#### Payment Method

Credit/Debit Card

[Cancel](#) [Pay](#)

#### Payment Summary

Medication Assistant MACE Examination		\$160	 
QTY	*	Price	
2		80	
<b>Total</b>		<b>\$160</b>	

# How to Manage Test Vouchers

## Assigning Vouchers to Candidates in CNA365®

### VOUCHER LIST PAGE – “AVAILABLE” VOUCHERS

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

❶ Select the “Available” voucher list

❷ Click the “Add Candidate” link for the voucher you would like to assign

❸ Start typing the candidate name in the search box

❹ Click on the desired candidate name from your search results

❺ Click the “Assign” link next to the candidate name

The screenshot shows the 'Voucher List' page for the 'Nurse Aide Written Exam AND Skills Exam'. It features a summary table at the top and a main table below. The 'Available' tab is selected, and the third row in the main table has the '+Add Candidate' link highlighted with a red circle 2. A red circle 1 points to the 'Available' tab.

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

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	↓

### VOUCHER ASSIGNMENT

The screenshot shows the 'Voucher Assignment' dialog box. On the left, a search results table lists candidates. The 'Ross Gellar' entry is highlighted with a red circle 4. A red circle 3 points to the search input field. A large black arrow points from the search results to the right, where a modal dialog box is open. This modal dialog shows 'Candidate Name' as 'Ross Gellar' and has an 'Assign' link highlighted with a red circle 5.

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



# How to Manage Test Vouchers

## Distributing Vouchers to Candidates OUTSIDE of CNA365®

- 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 Search

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Skills Exam	NA-PR-PPD	\$95	0	0	
Nurse Aide Written Exam	NA-WR-PPD	\$45	0	0	
Nurse Aide Oral Exam	NA-OR-PPD	\$45	0	0	
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	\$140	0	0	
Nurse Aide Oral Exam AND Skills Exam	NA-OR/PR-PPD	\$140	0	0	
Nurse Aide Registry Renewal Fee	NA-REN-PPD	\$35	0	0	
Medication Assistant MACE Examination	MA-CE-PPD	\$80	7	1	
Medication Assistant Renewal	V2-SC-NA-REN	\$35	7		

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Download vouchers to EXCEL file

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

### 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

# How to Manage Test 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 LIST PAGE – “AVAILABLE” 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		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	↓

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Download voucher to EXCEL file

### 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

➤ 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)

### VOUCHER LIST PAGE – “ALL” VOUCHERS

**Voucher**  
Home / Voucher / Voucher List

Exam Name Nurse Aide Skills Exam	Exam Code NA-PR-PPD	State Name	Total Vouchers 3
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**Voucher List**

Available **All** Used Expired Assigned

Item Code	Expiration Date	Candidate Name	Voucher Status
PA4EA1T9T6QT	Dec 20, 2022, 2:34:51 PM	ROSS GELLER	Used
PAB3E6F34CHH	Dec 20, 2022, 6:42:27 PM	+Add Candidate	Available
PAD0S15F6SU1	Dec 20, 2022, 6:42:27 PM	+Add Candidate	Available
PA38D0U1C1IU	Dec 20, 2022, 6:42:27 PM	+Add Candidate	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
  - Expiration date
  - Candidate name
  - Date Used

### VOUCHER LIST PAGE – “USED” VOUCHERS

**Voucher**  
Home / Voucher / Voucher List

Exam Name Nurse Aide Skills Exam	Exam Code NA-PR-PPD	State Name	Total Vouchers 3
-------------------------------------	------------------------	------------	---------------------

**Voucher List**

Available All **Used** Expired Assigned

Item Code	Candidate Name	Used Date	Voucher Status
PA4EA1T9T6QT	ROSS GELLER	Dec 20, 2021, 2:36:21 PM	Used

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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 assigned)

### 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		3

**Voucher List**

Available All Used **Expired** Assigned

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

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# How to Manage Test Vouchers

## Voucher List Page – “Assigned” Vouchers


- Click on a voucher type on the voucher summary page to access the voucher detail page
- For the “Assigned” voucher list, the following is displayed for each voucher:
  - Voucher code
  - Expiration date
  - Candidate name

### VOUCHER LIST PAGE – “ASSIGNED” 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		3

**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

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# 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

Search

<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"/>	

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

# 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