# Credentia
## CNA365®

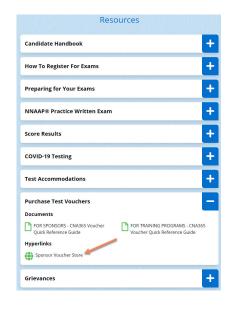## Sponsor Quick Reference Guide

## Contents

*Version 1.0*

# How to Create a CNA365® Sponsor Account

**❶**

Click the "Sponsor Voucher Store" link in the Resources section on your state website page at www.credentia.com
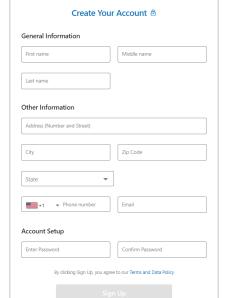


**❷**

Select the "Sign Up" link on the CNA365® login page
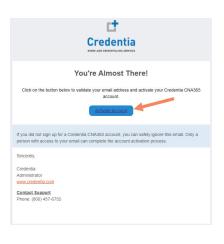
🛑 TIP: bookmark the CNA365® login page



**❸**

Fill out the new account form and select "Sign Up" button



**❹**

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

# 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 | $85 | 3 | 0 | ⬇ |
| Nurse Aide Written Exam | NA-WR-PPD | $50 | 0 | 0 | ⬇ |
| 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 | 0 | 0 | ⬇ |
| Nurse Aide Oral Exam AND Skills Exam | NA-OR/PR-PPD | $135 | 0 | 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 | - 1 + |
| Nurse Aide Written Exam | $50 | - 0 + |
| Nurse Aide Oral Exam (English or Spanish) | $50 | - 0 + |
| Nurse Aide Written Exam AND Skills Exam | $135 | - 2 + |
| 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**

**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 | ⌄ |
|---|---|

**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 | $270 🗑 ✏ |
|---|---|
| QTY | * | Price |
| 2 | | 135 |

**Total** **$355**

# 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 | Exapires on |
| --- | --- | --- |
| ○ xxxx xxxx xxxx 1111 visa | **Lijo Varghese** | 12/2022 |

Enter CVV( ? ):  [ CVV ]   [ Pay ]   [ Delete ]

**Payment Method**

**ACH**

**Payment Summary**

| **Nurse Aide Skills Exam** | $85 🗑 ✏ |
| --- | --- |
| QTY | * | Price |
| 1 | | 85 |

| **Nurse Aide Written Exam AND Skills Exam** | $270 🗑 ✏ |
| --- | --- |
| QTY | * | Price |
| 2 | | 135 |

| **Total** | **$355** |

# 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)

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

## VOUCHER SUMMARY PAGE

**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 | 0 | 0 | ↓ |
| Nurse Aide Written Exam | NA-WR-PPD | $45 | 0 | 0 | ↓ |
| Nurse Aide Oral Exam (English or Spanish) | NA-OR-PPD | $45 | 0 | 0 | ↓ |
| Nurse Aide Written Exam AND Skills Exam | NA-WR/PR-PPD | $155 | 4 | 0 | ↓ |
| Nurse Aide Oral Exam AND Skills Exam | NA-OR/PR-PPD | $155 | 0 | 0 | ↓ |

Download vouchers to EXCEL file

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## 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

**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)
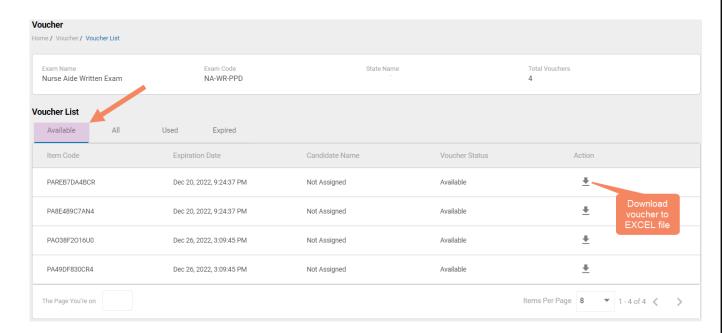
**Voucher**

Home / Voucher / Voucher List

| Exam Name | 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 | Voucher Status | Action |
|---|---|---|---|---|
| PAREB7DA4BCR | Dec 20, 2022, 9:24:37 PM | Not Assigned | Available | ⬇ |
| PA8E489C7AN4 | Dec 20, 2022, 9:24:37 PM | Not Assigned | Available | ⬇ |
| PAO38F2O16U0 | Dec 26, 2022, 3:09:45 PM | Not Assigned | Available | ⬇ |
| PA49DF830CR4 | Dec 26, 2022, 3:09:45 PM | Not Assigned | Available | ⬇ |

Download voucher to EXCEL file

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**EXCEL VOUCHER DOWNLOAD FILE**

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

# How to Manage Test Vouchers
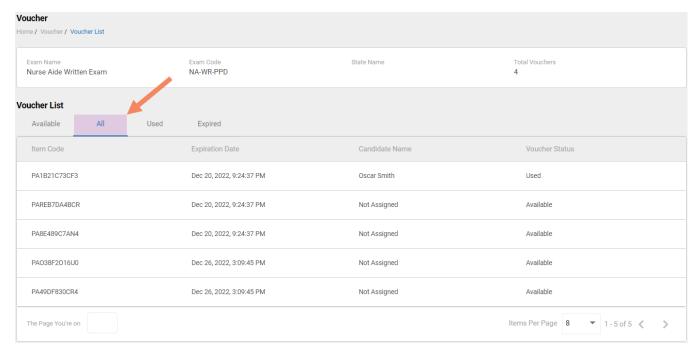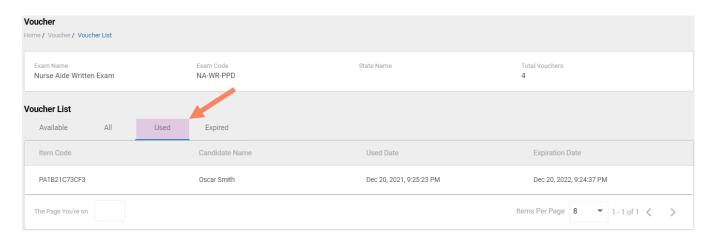## Voucher List Page – "All" Vouchers

**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 | 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 | 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 |
| PAO38F2O16U0 | 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

**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:

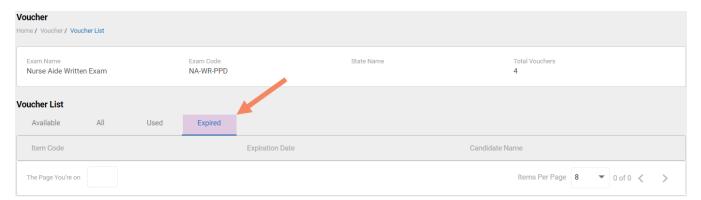- Voucher code

- Candidate name

- Date used

- Expiration date

**Voucher**

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

**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:

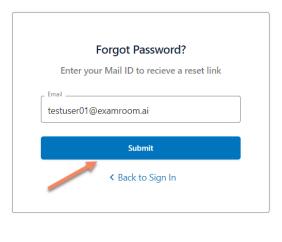- Voucher code
- Expiration date
- Candidate name (if used)

**Voucher**

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

**❶**

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

**Credentia**
CNA365®

Email

Password

Forgot Password?

Login

Don't have an account? Sign up

**❷**

Enter your email address and select the "Submit" button

**Forgot Password?**

Enter your Mail ID to recieve a reset link

Email
testuser01@examroom.ai

Submit

‹ Back to Sign In

**❸**

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
testuser01@examroom.ai

Access code
253465

New Password
•••••••••••••

Confirm Password
•••••••••••••

Reset Password

Back

Contact Credentia support if you have forgotten your email address