

How to Request Online Help



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Support Ticket

STEP 1

Select your help topic from the list

The screenshot displays the Credentia CNA365 user interface. On the left is a navigation menu with items: Dashboard, Application, Exam Schedule, Grievance Form, Manage Profile, Help (highlighted in blue), and Registry. The main content area is titled 'Help' with a breadcrumb 'Home / Help'. Below the title is a 'Select Help Topic' section containing six buttons: 'Help with Form', 'Help with Exam', 'Help with Certificate', 'Help with General Licensure Questions', 'Help with CNA365 System Questions', and 'Help with Other Questions'. An orange arrow points to the 'Help with Form' button. In the top right corner, there are icons for a shopping cart with '0' items, a notification bell, and a user profile. A blue button labeled 'View previous Tickets' is also present. The main content area contains a document icon and the text 'Select a category for Help'.

How to Request Online Help Support Ticket

STEP 2

Identify the items for which you need help and select the “Get Help” button followed by the “Raise Ticket” button

The screenshot shows the Credentia CNA365 user interface. On the left is a navigation menu with options: Dashboard, Application, Exam Schedule, Grievance Form, Manage Profile, **Help** (highlighted), and Registry. The main content area is titled 'Help' and contains a 'Select Help Topic' section with three buttons: 'Help with Form', 'Help with Exam', and 'Help with Certificate'. To the right, under the heading 'Form', there is a card for 'E6A - Temporary Nurse Aide - Examination'. This card displays 'Application ID 54', 'Submitted Date', and 'Current State Pending'. An orange arrow points to a 'Get Help' button located on the right side of the card. A blue button labeled 'View previous Tickets' is visible in the top right corner of the help section.

This screenshot shows a closer view of the 'Form' page. It features a back arrow and the title 'Form'. The card for 'E6A - Temporary Nurse Aide - Examination' is shown with the same details as in the previous screenshot: 'Application ID 54', 'Submitted Date', and 'Current State Pending'. An orange arrow points to a 'Raise Ticket' button on the right side of the card.

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STEP 3

1. Enter a summary for your inquiry (required)
2. Enter a detailed description for your inquiry (required)
3. Upload supporting document (optional)
4. Select the “Submit” button

The screenshot shows the Credentia CNA365 user interface. On the left is a navigation sidebar with options: Dashboard, Application, Exam Schedule, Grievance Form, Manage Profile, **Help** (highlighted), and Registry. The main content area is titled 'Help' and contains a 'Select Help Topic' section with buttons for 'Help with Form', 'Help with Exam', 'Help with Certificate', 'Help with General Licensure Questions', 'Help with CNA365 System Questions', and 'Help with Other Questions'. To the right is the 'Support Ticket' form, which includes a 'Summary' text box (callout 1), a 'Description' text box (callout 2), an 'Upload Supporting Documents' section with an 'Upload' button (callout 3), and 'CANCEL' and 'Submit' buttons at the bottom right (callout 4). A 'View previous Tickets' button is located at the top right of the form area.

You will receive an email response from Credentia support after your ticket is reviewed