

## Training Program Quick Reference Guide

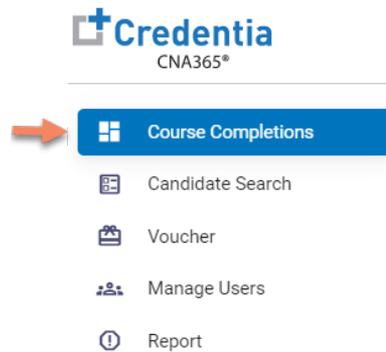


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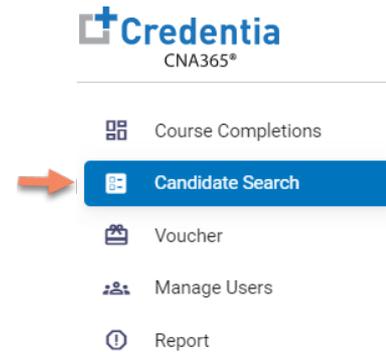
# How to Verify Course Completion Requests

## 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
- 4 Correct the completion date if necessary or select no changes
- 5 Enter ICNA License number of instructor
- 6 Submit or reject the verification request(s) for the candidate(s) selected (must provide a reason for a reject)

The screenshot shows a web interface for 'Course Completion Verification'. It is divided into two main sections: 'Course Dates' and 'Candidate Details'. The 'Course Dates' section contains a table with columns for 'Course Completion Date', 'Pending Records', 'Confirmed Records', and 'Denied Records'. A date range '12/1/2022 - 12/16/2022' is entered in a field above the table. The 'Candidate Details' section shows a table with columns for 'Candidate Name', 'Training Program Name', 'Completed Date', and 'City'. A candidate 'Lisa Welker' is selected with a checkbox. Below the table, there are fields for 'The Page You're on' (1) and 'Items Per Page' (8). The 'Verification' section has radio buttons for 'Update Completion Date' and 'No Changes' (selected). There is a 'Selected Date' field with '12/08/2022', a 'Reason' field, and an 'ICNA License' field. At the bottom, there are 'Reject' and 'Submit' buttons.

Course Completion Date	Pending Records	Confirmed Records	Denied Records
12-08-2022	1	0	0
12-14-2022	0	1	0
12-16-2022	0	0	0

Candidate Name	Training Program Name	Completed Date	City
Lisa Welker	NevadaProgram	12-08-2022	Las Vegas

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 Enter ICNA License number of instructor

5 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	

The Page You're on 0

Items Per Page 8 1 - 1 of 1

### CANDIDATE VERIFICATION

Verification

Candidate Search / Candidate Verification

Update Completion Date  No Changes

Selected Date 12/8/2022

Reason

ICNA License

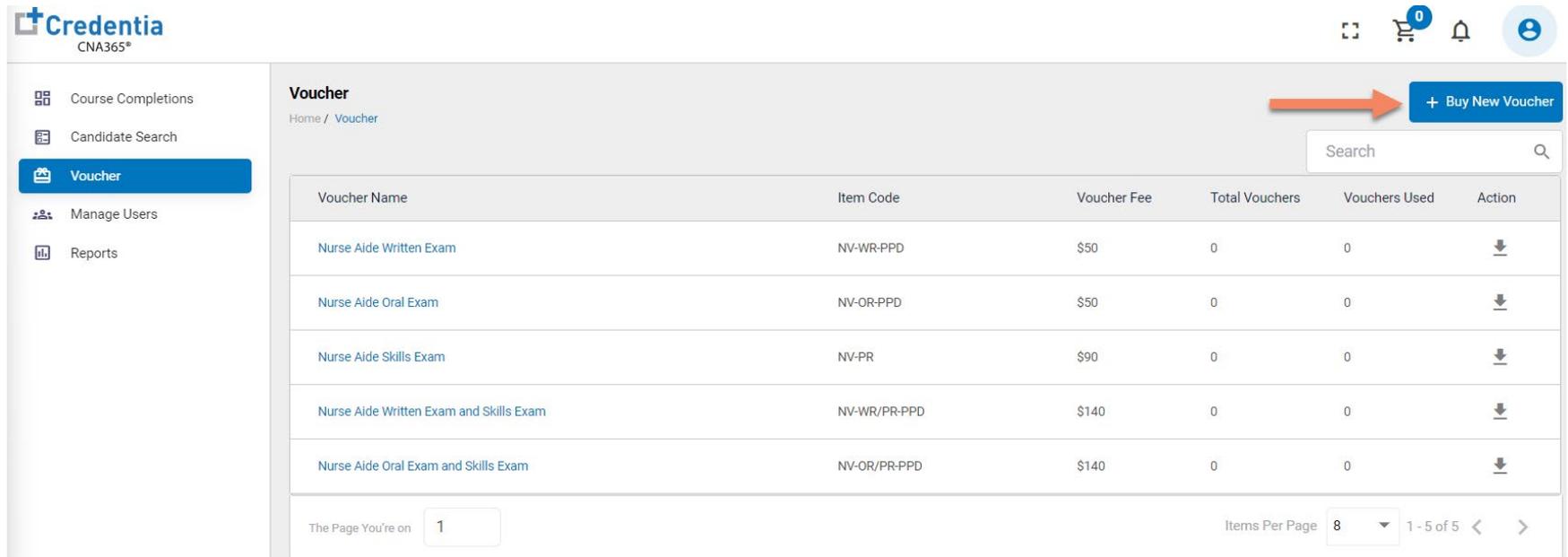
Reject Submit

# 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 user interface. On the left, a navigation menu includes 'Course Completions', 'Candidate Search', 'Voucher' (highlighted), 'Manage Users', and 'Reports'. The main content area is titled 'Voucher' and shows a breadcrumb 'Home / Voucher'. In the top right, there are icons for full screen, shopping cart (with a '0' notification), a bell, and a user profile. A blue button labeled '+ Buy New Voucher' is highlighted with an orange arrow. Below this is a search bar. The main area contains a table with the following data:

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
<a href="#">Nurse Aide Written Exam</a>	NV-WR-PPD	\$50	0	0	<a href="#">↓</a>
<a href="#">Nurse Aide Oral Exam</a>	NV-OR-PPD	\$50	0	0	<a href="#">↓</a>
<a href="#">Nurse Aide Skills Exam</a>	NV-PR	\$90	0	0	<a href="#">↓</a>
<a href="#">Nurse Aide Written Exam and Skills Exam</a>	NV-WR/PR-PPD	\$140	0	0	<a href="#">↓</a>
<a href="#">Nurse Aide Oral Exam and Skills Exam</a>	NV-OR/PR-PPD	\$140	0	0	<a href="#">↓</a>

At the bottom of the page, there is a pagination control showing 'The Page You're on 1' and 'Items Per Page 8' with a dropdown arrow, followed by '1 - 5 of 5' and navigation arrows.

# 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	\$50	- 1 +
Nurse Aide Oral Exam	\$50	- 0 +
Nurse Aide Skills Exam	\$90	- 0 +
Nurse Aide Written Exam and Skills Exam	\$140	- 2 +
Nurse Aide Oral Exam and Skills Exam	\$140	- 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

##### Payment Summary

###### Nurse Aide Written Exam

\$50  

QTY	*	Price
1		50

###### Nurse Aide Written Exam and Skills Exam

\$280  

QTY	*	Price
2		140

**Total**

**\$330**

# 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

**Voucher**  
Home / Voucher / Voucher List

Exam Name Nurse Aide Written Exam AND Skills Exam	Exam Code NA-WR/PR-PPD	State Name	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 < >

### VOUCHER ASSIGNMENT

Search

Candidate Name	Course Completion Date
<a href="#">Ross Gellar</a>	Nov 26, 2021, 12:30:00 PM
<a href="#">Monica Geller</a>	Nov 26, 2021, 4:55:00 PM
<a href="#">Pheoby Buffey</a>	Nov 26, 2021, 4:58:00 PM

→

Candidate Name	Action
<a href="#">Ross Gellar</a>	<a href="#">Assign</a>

# How to Manage Test Vouchers

## Distributing Vouchers to Candidates OUTSIDE of CNA365®

### VOUCHER SUMMARY PAGE

**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>	NV-WR-PPD	\$50	1	0	
<a href="#">Nurse Aide Oral Exam</a>	NV-OR-PPD	\$50	0	0	
<a href="#">Nurse Aide Skills Exam</a>	NV-PR	\$90	0	0	
<a href="#">Nurse Aide Written Exam and Skills Exam</a>	NV-WR/PR-PPD	\$140	2	0	
<a href="#">Nurse Aide Oral Exam and Skills Exam</a>	NV-OR/PR-PPD	\$140	0	0	

The Page You're on:  Items Per Page:  1 - 5 of 5

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
- 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)

### 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	Download
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	Patty Smith	Assigned	Download
PA6GDCCG86C8	Dec 4, 2022, 1:54:24 PM	+Add Candidate	Available	Download

The Page You're on

Items Per Page 8 1 - 3 of 3 < >

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	<a href="#">ROSS GELLER</a>	Used
PAB3E6F34CHH	Dec 20, 2022, 6:42:27 PM	<a href="#">+Add Candidate</a>	Available
PAD0S15F6SU1	Dec 20, 2022, 6:42:27 PM	<a href="#">+Add Candidate</a>	Available
PA38D0U1C1IU	Dec 20, 2022, 6:42:27 PM	<a href="#">+Add Candidate</a>	Available

The Page You're on  Items Per Page  1 - 4 of 4 < >

# 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

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

# 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 Nurse Aide Written Exam AND Skills Exam	Exam Code NA-WR/PR-PPD	State Name	Total Vouchers 3
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**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			0 of 0 < >

# 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

The Page You're on  Items Per Page  1 - 2 of 2 < >

# 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"/>	

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 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