



Candidate Registration Quick Reference Guide



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How to Create a CNA365® Account

1

Click the “CNA365” button at the top of your state website page at www.credentia.com



2

Select the “Sign Up” link on the CNA365® login page

TIP: bookmark the CNA365® login page

3

Fill out the new account form and select “Sign Up” button

District of Columbia

Important: This signup page is for District of Columbia CNA365 users only. Please visit www.credentia.com/test-takers to select a different state CNA365 login page

Create Your Account

General Information

Enter your name exactly as it appears on your government-issued identification.

<input type="text" value="First name"/>	<input type="text" value="Middle name"/>
<input type="text" value="Last name"/>	

Other Information

<input <img="" alt="calendar icon" type="text" value="Date of Birth"/>	<input <img="" alt="dropdown arrow" type="text" value="Gender"/>
<input type="text" value="Address (Number and Street)"/>	
<input type="text" value="City"/>	<input type="text" value="Zip Code"/>
<input <img="" alt="dropdown arrow" type="text" value="State"/>	<input type="text" value="SSN"/>
<input <img="" alt="US flag icon" type="text" value="+1"/> Phone number	<input type="text" value="Email"/>

Account Setup

<input type="text" value="Enter Password"/>	<input type="text" value="Confirm Password"/>
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By clicking Sign Up, you agree to our [Terms and Data Policy](#)

Already have an account? [Sign In](#)

4

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

How to Submit a Testing Application

Step I – Start New Application

STEP I

After you login, click on the “Start New Application” button that appears on your Dashboard page

The screenshot displays the Credentia CNA365 dashboard. On the left is a sidebar with navigation options: Dashboard, Application, Exam Schedule, Grievance Form, Manage Profile, Help, Registry, and Toggle Sidebar. The main content area features a welcome message for Diana Wells and a five-step process flow: Fill Application Form, Register For Exam, Start Exam, Check Exam Scores, and Get Certified. A prominent blue button labeled '+ Start New Application' is positioned below the flow.

Credentia
CNA365®

Dashboard

- Application
- Exam Schedule
- Grievance Form
- Manage Profile
- Help
- Registry
- Toggle Sidebar

Welcome, **Diana Wells**

The Credentia team is committed to providing you with a convenient and hassle-free experience throughout the credentialing process!

Fill Application Form → Register For Exam → Start Exam → Check Exam Scores → Get Certified

+ Start New Application

How to Submit a Testing Application

Step 2 – Select Your Eligibility Route

STEP 2

1. Select your eligibility route
2. Confirm your eligibility route by checking the box
3. Select the “Start” button



Select Application

Home / Application / Select Application

State

District of Columbia

Select Your Eligibility Route

D1 - New Nursing Assistant

D2 - Student Nurse

D4 - RN or LPN Trained Outside of the United States

D5 - Expired Certificate LESS than 24 months

D6 - Expired Certificate MORE than 24 months

H1 - New Home Health Aide

H2 - CNA wants to be a Home Health Aide

H3 - Completed both a CNA and HHA Training Program but Not Tested

H4 - Student Nurse

H5 - RN or LPN Outside of the United States

H6 - Special-District Exception – Manually Approved ONLY by District

Instructions

Once submitted, your application will be reviewed by Credentia and/or the state to confirm your eligibility to register for the NNAAP exam. You will be notified by email once a determination has been made and you can always check on the current review status of your application.

D1 - District of Columbia State-Approved Nurse Aide Trained Candidate:
For all applicants who have successfully completed a District of Columbia State-Approved Nurse Aide Training Program within the last twenty-four (24) months.

I have read the above definition of the D1 Eligibility Route and confirm that this is the correct Eligibility Route for me (check the box).

Important:
You must pass both portions of the exam within two (2) years from the completion date of your training program or within three (3) attempts, whichever comes first to be placed on the Washington, D.C. Registry. Failure to do so will require full retraining at a District of Columbia Approved Nurse Aide Training Program.

Start

How to Submit a Testing Application

Step 3 – Complete Application

STEP 3

Click on each section to enter the required information and upload any supporting documentation as prompted



Application Form

Home / Application / Application Form

District of Columbia Nurse Aide Testing Application

Eligibility Route: D1 New Nursing Assistant

SECTION 1 TRAINING PROGRAM COMPLETION ⓘ

1) Training Program

select your training program from the drop-down list:

Training Program
DC-Training

2) Course Completion Date ⓘ

Enter your training program completion date

Select Date
1/13/2022

SECTION 2 ACCOMMODATIONS ⓘ

SECTION 3 REGISTRANT CERTIFICATION ⓘ

Cancel Save as Draft Submit

Application Progress ^

- TRAINING PROGRAM COMPLETION
- ACCOMMODATIONS
- REGISTRANT CERTIFICATION

Toggle Sidebar



TIP: save your application by selecting “Save as Draft” button in upper right-hand corner if you want to save and submit later

How to Submit a Testing Application

Step 4 – Submit Application

STEP 4

When you have completed all sections, click on the “Submit” button

The screenshot displays the 'Application Form' interface for a 'District of Columbia Nurse Aide Testing Application'. The page includes a left sidebar with navigation options: Dashboard, Application (highlighted), Exam Schedule, Grievance Form, Manage Profile, Help, and Registry. The main content area shows the application title, eligibility route ('D1 New Nursing Assistant'), and three sections: 'SECTION 1 TRAINING PROGRAM COMPLETION', 'SECTION 2 ACCOMMODATIONS', and 'SECTION 3 REGISTRANT CERTIFICATION'. A certification statement is present with a checked checkbox: 'I agree to the above stated attestation.' The top right of the form features three buttons: 'Cancel', 'Save as Draft', and 'Submit'. An orange arrow points to the 'Submit' button. On the right side, an 'Application Progress' sidebar shows a vertical list of steps: 'TRAINING PROGRAM COMPLETION', 'ACCOMMODATIONS', and 'REGISTRANT CERTIFICATION', with the first step being active. The top right of the page contains utility icons for full screen, shopping cart (with a '0' notification), notifications, and a user profile.

How to Submit a Testing Application

Checking Your Application Status

The image shows two screenshots from the Credentia CNA365 website. The top screenshot shows the 'Application' page for a 'District of Columbia D1 - New Nursing Assistant' application. The current status is 'Pending' with a timestamp of 'January 22nd, 2022 / 10:33 AM'. A 'Summary' button is visible, with a callout box stating 'Click "Summary" button to see status of your'. The bottom screenshot shows the 'Application Form' for the same application. It includes a 'Training Program' dropdown menu set to 'DC-Training' and a 'Course Completion Date' field. A callout box points to the 'Application Progress' sidebar, stating 'Detailed log of your application review process'. The sidebar shows a 'Candidate Submitted' status on '22 Jan, 2022 | 10:33 AM' and a 'Training Program Pending' status on the same date.

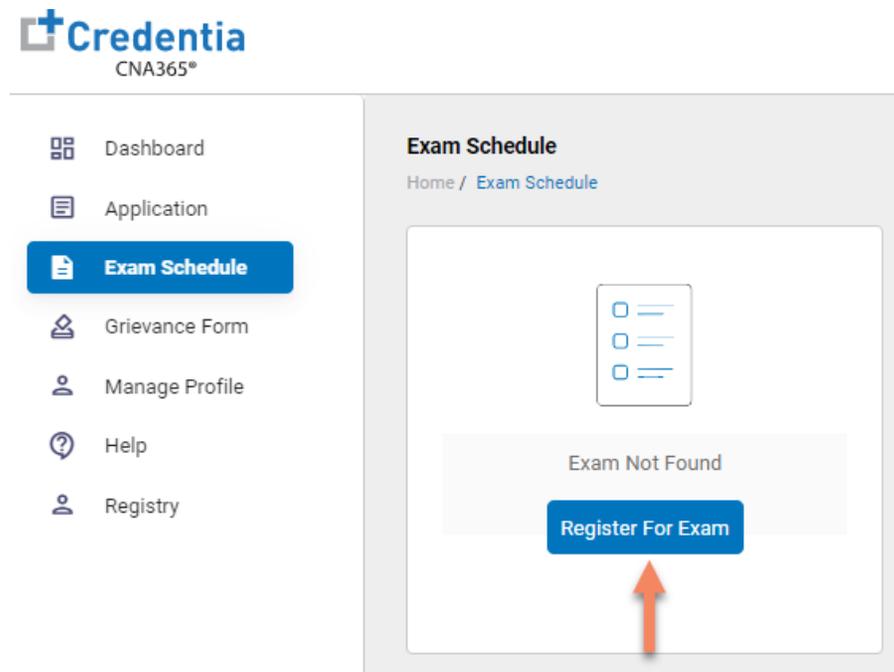
You will receive a CNA365® alert email once your application has been approved and you are able to register for exams

How to Schedule an Exam

Step I – Register for Exam

STEP I

Select “Exam Schedule” from the navigation menu and then select the “Register for Exam” button



How to Schedule an Exam

Step 2 – Select Exam Type

STEP 2

Select the Exam Type (you schedule one exam at a time)

Register For Exam

[Home](#) / [Exam Schedule](#) / [Register For Exam](#)

Eligibility Route Name

E0 – Nurse Aide Training Progra... ⓘ

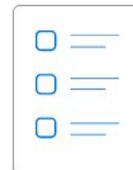
Select Exam Type 

Nurse Aide Written Exam

Nurse Aide Oral English Exam

Nurse Aide Oral Spanish Exam

Nurse Aide Skills Exam



Three radio button options for exam type selection, each with a label to its right.

Select exam type to schedule your exam

How to Schedule an Exam

Step 3 – Schedule Online Exam

STEP 3

To schedule an online written/oral exam:

1. Select online exam
2. Select your time zone
3. Select your preferred exam date (note that days in bold have exam times available and disabled days have no available exam times)
4. Select your preferred time of day range for the exam date selected
5. Select one of the available time slots
6. Select “Add Cart” button

The screenshot illustrates the exam scheduling process in two stages. The left stage shows the initial selection of exam type, time zone, and date. The right stage shows the selection of a time range and a specific time slot, followed by the 'Add Cart' button.

Step 1: Select Your Exam Type. The 'Online' radio button is selected.

Step 2: Select Time Zone. The dropdown menu shows '(UTC-07:00) Arizona'.

Step 3: Select Date. A calendar for December 2021 is shown. The date 31 is selected and bolded. A callout box states: 'Dates in bold have available exam times'.

Step 4: Select Range. Three time range options are shown: '08 AM - 12 PM' (selected), '12 PM - 04 PM', and '04 PM - 08 PM'.

Step 5: Available Slots. A row of time slots is shown: 10:30, 11:00, 11:30, 10:00, 10:45, 11:15, 11:45, and 10:15. The 11:00 slot is highlighted.

Step 6: Add Cart. The 'Add Cart' button is highlighted.

How to Schedule an Exam

Step 4 – Schedule Test Center Exam

STEP 4 – Option #1

OPTION#1: Search by Radius From Your Address

1. Select “Search a Test Center by Mileage Radius”
2. Update you address as desired (default is your system address)
3. Select “Search by Radius” button
4. Select an available exam date
6. Select a test center from the available list
7. Select a test time from the available list
8. Select “Add Cart” button

1. Select Your Exam Location
 Test Center

2. Select Your Exam Date Range
Select Your Exam Date Range
5/24/2022 – 6/23/2022

3. Search by Mileage Radius or Test Center
 Search a Test Center by Mileage Radius Search a Test Center by Code or Name

Search for Test Center Near You by Mileage Radius

Your Address Mileage Radius

Search by Radius

06-01-2022

EDUCATORS INC - RTS 12 Commerce Avenue [GetDirections](#) Distance 99 miles

10:00 AM

Add Cart **Pay Now**

How to Schedule an Exam

Step 4 – Schedule Test Center Exam

STEP 4 – Option #2

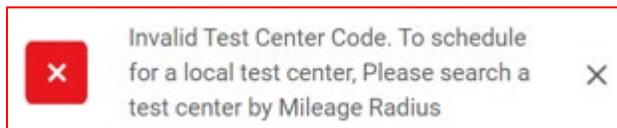
OPTION #2: Search by Test Center Code

1. Select “Search a Test Center by Code”
2. Enter Test Center ID provided to you by your training program next to “INF”
3. Select “Search by Code” button
4. Select an available exam date
6. Select a test center from the available list
7. Select a test time from the available list
8. Select “Add Cart” button

- If a full 5-digit code is not entered, or if any other characters are entered there will be a red alert under the search area

Test center code must start with the letters INF followed by 5 digits

- If an invalid code has been entered an error message will appear

A screenshot of a web application interface for scheduling an exam. The interface is divided into three main sections:

- 1. Select Your Exam Location:** A radio button labeled "Test Center" is selected.
- 2. Select Your Exam Date Range:** A date range selector shows "8/12/2023 - 8/31/2023" with a calendar icon.
- 3. Search by Mileage Radius or Test Center:** Two radio buttons are present. "Search a Test Center by Mileage Radius" is unselected, and "Search a Test Center by Code" is selected. An orange arrow points to this selected option.

Below these sections is a search area titled "Search for a Test Center Near You by Code". It contains a text input field labeled "Test Center Code" with the value "INF" entered. An orange arrow points to this input field. To the right of the input field is a blue button labeled "Search by Code". Below the search area, a grey bar displays the search results for "EDUCATORS INC - RTS" at "12 Commerce Avenue", with a "GetDirections" link and "Distance 99 miles". Below this bar is a time selector showing "10:00 AM". At the bottom right of the interface are two buttons: "Add Cart" and "Pay Now".

How to Schedule an Exam

Step 5 – Enter Payment Information or Voucher in Shopping Cart

STEP 5

OPTION #1: Pay by credit or debit card

1. Enter your credit or debit card information
2. Select the “Pay” button

The screenshot shows a web form titled "Payment" with a breadcrumb trail: Home / Exam Schedule / Register For Exam / Payment. The form is titled "Payment" and has a sub-section "Credits/Debit Cards". It contains four input fields: "Enter Card Number", "Enter Card Name", "YYYY/MM", and "CVV". At the bottom right, there are two buttons: "Cancel" and "Pay".

OPTION #2: Apply voucher

1. In the “Enter Promo Code” box, enter the voucher provided to you by your training program or sponsor
2. Select the “Apply Code” link”
3. Select the “Schedule Now” button

IMPORTANT: Be sure that the exam(s) in your shopping cart match the voucher type

The screenshot shows a "Payment Summary" form. It lists the exam as "Nurse Aide Written Exam" with a price of "\$0" and a trash icon. Below this, it says "E6A – Temporary Nurse Aide - Examination". A table shows exam details:

ExamMode	Exam Date	Exam Time
Online	05/31/2022	11:15 AM EST

Below the table, there is a red-bordered box containing the text "Enter the promo code PA7B76FC7INI" and a blue "Apply Code" link. At the bottom, the "Total" is "\$0" and there is a blue "Schedule Now" button.