January 10, 2022

RE: Nurse Aide Credentialing Program Update

Dear WA Nurse Aide Training Programs:

We are excited to announce the rollout of our new CNA365® nurse aide credentialing system **on January 31, 2022!**

To fully migrate all nurse aide testing information from Pearson VUE legacy systems to the new Credentia CNA365® system, there will be a **"downtime" period from 1/13/22 through 1/30/2022**. **The current PCM and new CNA365 system will not be available, and no exams will be offered during this downtime.**

Beginning on **1/31/2022**, training programs and candidates will have access to CNA365®. Please visit the Credentia WA website for important system messages.

CNA365® will provide training programs with an easy-to-use process for verifying candidate course completion, purchasing, and managing test vouchers, and running training program reports.

Please note the new process for verifying course completion – **Effective January 31, 2022**:

- CNA365® eliminates the roster upload process. Training programs have an easy-to-use CNA365® inbox to verify training program course completions.

- Instead of training programs uploading candidate information for application processing, candidates create their own account on the system, select their eligibility path, and complete the appropriate application including a selection of the candidate's training program if a recent graduate eligibility path. *Candidate instructions will be posted on the Credentia WA website on* ***January 31, 2022.***

- Upon application submission, the select candidate information (name, city, and course completion date) is electronically routed in the CNA365® system to the appropriate training program for verification.

- Training programs have system accounts in CNA365® whereby they login to review candidate information and verify course completion. All candidates are neatly organized by course completion date and the training program user can multi-select candidates to complete verifications in seconds. In addition, training program users receive automated system emails to alert them that a candidate record is awaiting their review in the system.

Attached please find the Quick Reference Guide on this new method for verifying candidate course completion in addition to voucher and reporting functionality.

If you are an active training program and your email is on file in the current system you will receive an activation email on **January 31, 2022**, to activate your CNA365®account. If you do not receive the email, please contact 888 252 8712.

Sincerely,
Credentia Nurse Aide Credentialing Services