

Candidate Guide

North Carolina Nursing Assistant and Medication Aide

For Candidates authorized to take the NNAAP Examination and/or Medication Aide Examination



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Introduction

All persons who want to be eligible to be placed on the *North Carolina State Nursing Assistant Registry* or on the *North Carolina Medication Aide Registry* are required to complete a North Carolina state-approved training program to become eligible to take the NNAAP examination. All training programs (provider) must submit proof of completion for all candidates who complete a training program.

To submit this proof, the training program provider must create a roster file and upload this roster to Credential Manager. Once uploaded, you need to complete a simple online application before you can schedule your skills and written exams.

Please ensure you have given your training program a valid email address as this is required in order to schedule your examinations. If you do not have an email address, you can receive a free email account through any organization that provides these services including (but not limited to):

--Your school email account

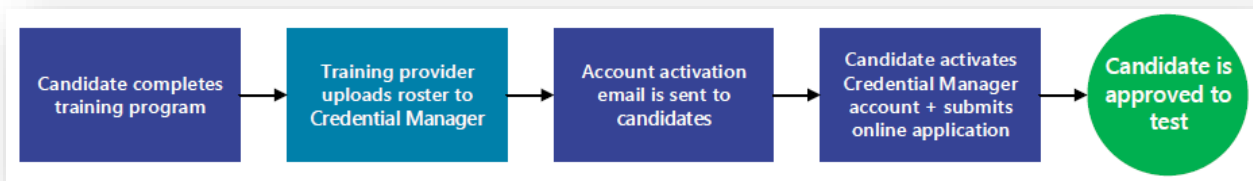
--Yahoo Email - <https://login.yahoo.com/account/create>

--Google Mail (Gmail) - <https://www.google.com/gmail>

--Outlook Mail - <https://outlook.live.com>

Note: Previously, proof of training program completion was submitted via a paper form titled *Proof of Training Affidavit* and is no longer in use. The roster file upload to Credential Manager, as described in this document, *replaces* this paper form.

A candidate's journey to exam eligibility involves 5 key steps as shown below:

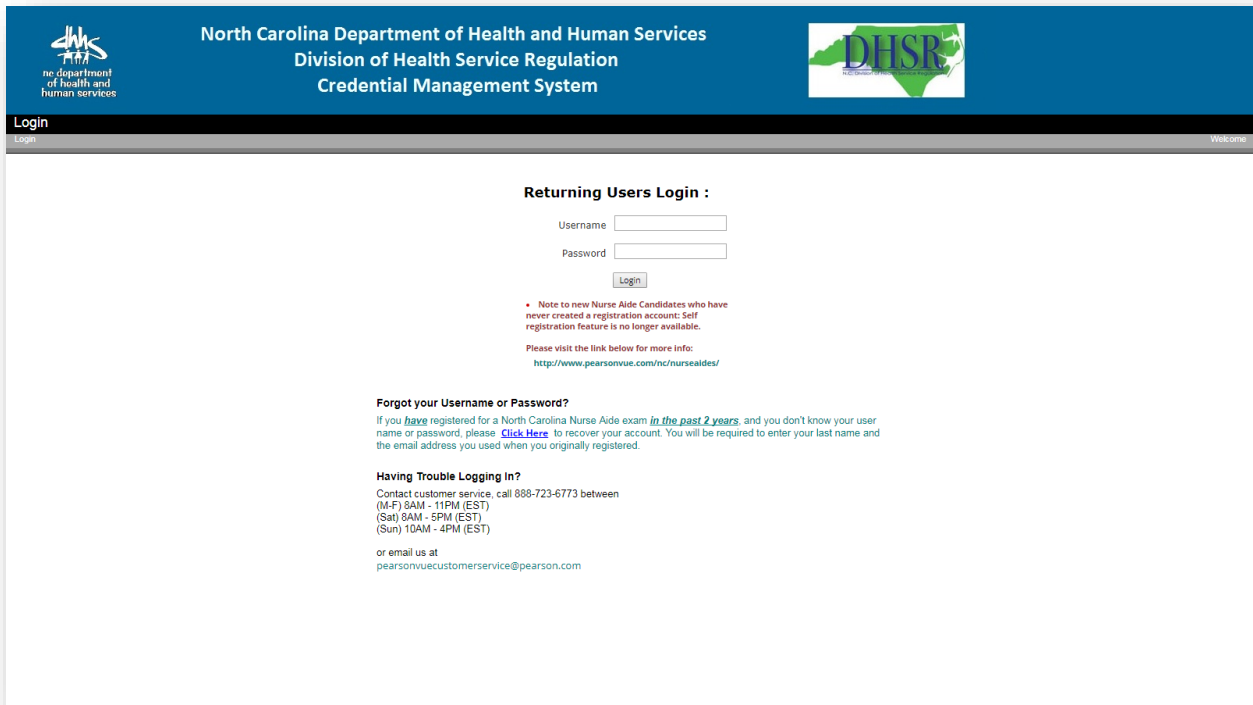


Candidate account activation

Candidates will receive an email after a roster is imported and **must first activate their accounts**, in order to submit their examination application(s) and schedule their exam(s).

After activating their Credential Manager account, candidates can log in with the URL below. If a candidate has forgotten their username or password, account recovery options are provided on the login page.

Candidate URL: <https://i7lp.integral7.com/vana>



The screenshot shows the login page for the North Carolina Department of Health and Human Services Credential Management System. The page has a blue header with the department's logo on the left, the text "North Carolina Department of Health and Human Services Division of Health Service Regulation Credential Management System" in the center, and a map of North Carolina with "DHSR" on the right. Below the header is a "Login" section with a "Welcome" link on the right. The main content area is titled "Returning Users Login :" and contains two input fields for "Username" and "Password", followed by a "Login" button. Below the login fields, there is a red bullet point note: "Note to new Nurse Aide Candidates who have never created a registration account: Self registration feature is no longer available." and a link for more info: "http://www.pearsonvue.com/nc/nurseaides/". There are also sections for "Forgot your Username or Password?" and "Having Trouble Logging In?" with contact information for customer service.

North Carolina Department of Health and Human Services
Division of Health Service Regulation
Credential Management System

Login Welcome

Returning Users Login :

Username

Password

• Note to new Nurse Aide Candidates who have never created a registration account: Self registration feature is no longer available.

Please visit the link below for more info:
<http://www.pearsonvue.com/nc/nurseaides/>

Forgot your Username or Password?
If you **have** registered for a North Carolina Nurse Aide exam **in the past 2 years**, and you don't know your user name or password, please [Click Here](#) to recover your account. You will be required to enter your last name and the email address you used when you originally registered.

Having Trouble Logging In?
Contact customer service, call 888-723-6773 between
(M-F) 8AM - 11PM (EST)
(Sat) 8AM - 5PM (EST)
(Sun) 10AM - 4PM (EST)
or email us at
pearsonvuecustomerservice@pearson.com

Candidate access to Registration Applications

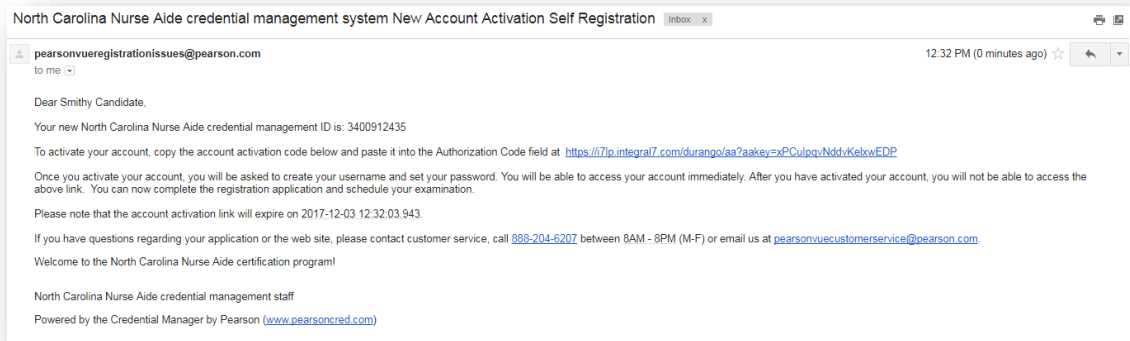
After the roster is uploaded by the training program provider, it may take some time for the data in the roster to be imported into the Credential Manager system (typically 10-15 minutes, in some cases up to 12 hours).

This is important because candidates cannot access their application form until their account is activated, and they will not receive their account activation email until the roster data has been successfully imported.

Activating your Credential Manager account and scheduling your examination(s).

Candidates: Follow the steps below to activate your Credential Manager account.

- 1 You will receive an account activation email. Click the activation link in the email similar to the one shown in the example below:



- 2 You will be asked to enter in answers for two security questions

The screenshot shows the "Security Questions" page for the North Carolina Department of Health and Human Services (DHHS) Division of Health Service Regulation (DHSR) Credential Management System. The page is for "Smithy Candidate - 3400912435" and asks the user to "Please Add/Update Security Questions." There are two security questions:

- Question #1***: "In what city or town was your first job?"
Answer: Anycity
- Question #2***: "What was the color of your first car?"
Answer: Anycolor

The page includes a "Save" button and a footer with copyright information: "Copyright © 2001-2017 Pearson Education, Inc. or its affiliates. All rights reserved. privacy@pearson.com" and the version number "v.1710.3".

3

On the New Registration page, enter in a username. Then, enter a password for your account and click **Submit**.

The screenshot shows the 'Reset Username and Password' page. At the top, it says 'North Carolina Department of Health and Human Services Division of Health Service Regulation Credential Management System'. Below the header, it displays 'Reset Username and Password' and 'Smithy Candidate - 3400912435'. A message states: 'Security Questions Added/Updated Successfully. Enter a new Username and Password below.' There are four input fields: 'Username', 'Confirm Username', 'Password', and 'Confirm Password'. Below the fields, there are instructions: 'Username: You can enter any name for your Username, but it must be unique, if you enter a Username already in use, you will be asked to enter a different name until you enter a Username that is unique. Your Username IS NOT case sensitive.' and 'Password: You can create your own Password. It must meet the following requirements: Password must be a minimum of 6 characters.' A 'Submit' button is at the bottom right. The footer contains copyright information: 'Copyright © 2001-2017 Pearson Education, Inc. or its affiliates. All rights reserved. pncas@pncas.com' and a version number 'v171034'.

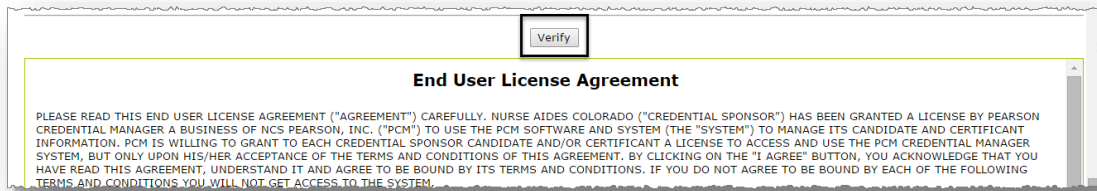
4

Enter your personal information including gender, social security number, address and phone number. **Please make sure the email address you enter is the same email you gave to your training program provider.**

The screenshot shows the 'Personal Information' page. At the top, it says 'North Carolina Department of Health and Human Services Division of Health Service Regulation Credential Management System'. Below the header, it displays 'Personal Information' and 'Smithy Candidate - 3400912435'. A 'Candidate Record' section includes a note: 'Initially, and every 180 days, we like to verify your demographic information. Please verify your information or use the Update Personal Info link to the left to make the appropriate changes. Once verified, you may access the other areas of the site.' Below this, it says 'Fields marked with an * are required.' There are two sections: 'General Information' and 'Social Security Number'. The 'General Information' section has fields for 'First Name' (Smithy), 'Middle Name', 'Last Name' (Candidate), 'Birth Date' (October 19, 1987), and 'Gender'. The 'Social Security Number' section has fields for '* Social Security Number' and '* Confirm Social Security Number', both with asterisks indicating they are required. There is also an 'Addresses' section with a 'Preferred Mailing Address' dropdown set to 'Primary Address'. On the right side, there is a table with columns 'ID Name', 'ID', and 'Last Updated'. The table contains two rows: 'PROVIDER/REGID' with value '3400912435' and '11/03/2017', and 'Registry ID' with value '3400912435' and '11/03/2017'. A sidebar on the left contains links for 'Logout', 'Profile', 'Personal Information', 'Update Personal Info', 'Change Password', and 'Self Service'.

5

Scroll to the bottom of the page and review the End User License Agreement. Then click **Verify**. You will be directed to your Home Page.

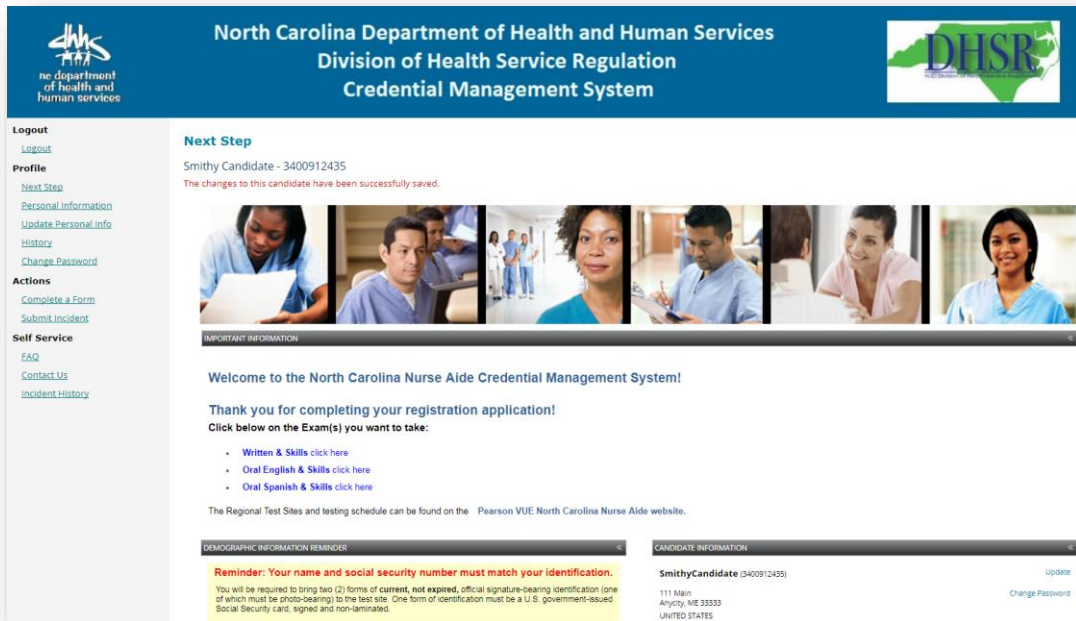


6

The candidate must complete an online application to take the NNAAP Nurse Aide or Medication Aide exam.

Follow the instructions on the home page.

Example shown below is for that of a Nurse Aide candidate; however, you will only see those exams which you are eligible to take (e.g. if you are a medical aide candidate, you will see the appropriate medical aide application form):



7

If no ADA accommodation was requested, the candidate will see the following landing page and can schedule their exam by clicking on the link that connects them to Pearson VUE's scheduling system.

Congratulations! You have successfully completed your Nursing Assistant training program and your application.

[Click here to schedule your Nurse Aide examination\(s\).](#)

Alternatively, the candidate can also call Pearson VUE to schedule at 888-723-6773 during these times:

(M-F) 8AM - 11PM (EST)

(Sat) 8AM - 5PM (EST)

(Sun) 10AM - 4PM (EST)

NOTE: If an ADA accommodation is needed, it is recommended you complete the accommodation questionnaire at the appropriate Pearson VUE Accommodations website:

For Nurse Aide Candidates:

http://www.pearsonvue.com/accommodations/pv_review.asp?clientName=North%20Carolina%20Nurse%20Aide%20I%20%26%20Medication%20Aide

For Medication Aide Candidates:

http://www.pearsonvue.com/accommodations/pv_review.asp?clientName=North%20Carolina%20Medication%20Aide

You must have your accommodation approved before you can schedule your exam. If no accommodation is required, you can schedule your exam once your application form is submitted.

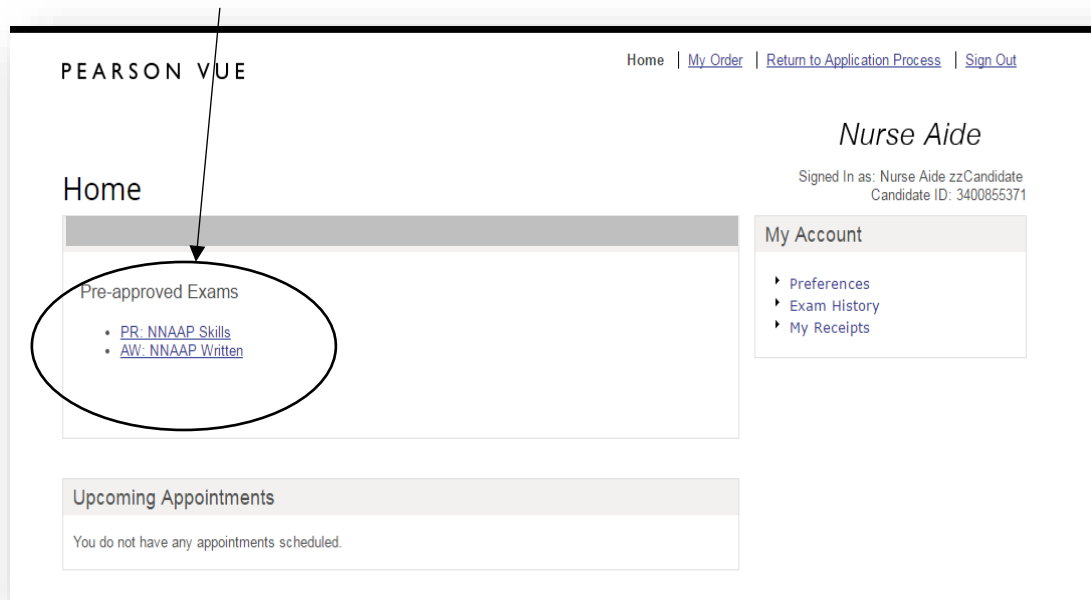
8

The candidate connects to Pearson VUE's scheduling system.

Candidate will select one exam at a time.

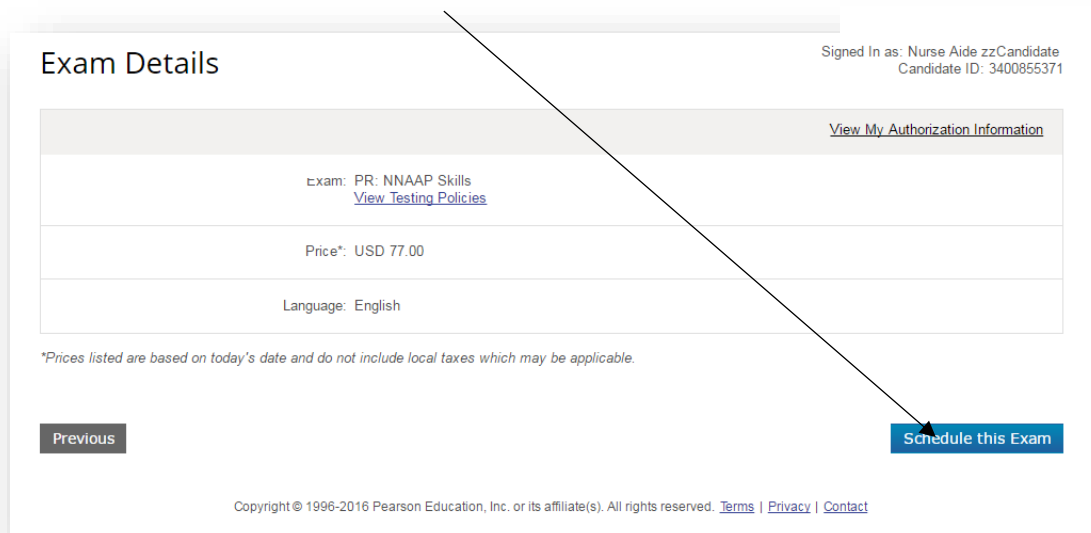
-- Medication Aide candidates will only see one exam—Medication Aide Examination—to schedule.

-- Nurse Aide candidates will see two exams (NNAAP Skills and NNAAP Written). Pearson VUE recommends all Nurse Aide candidates to schedule their SKILLS exam first as these exams fill up faster than the written exams.



9

Verify this is the correct exam. Click SCHEDULE THIS EXAM.



Key in your address and the system will give the three closest test centers or regional test centers (for Nurse Aide candidates) to their home address. Choose up to 3 sites at a time for availability

Nurse Aide Candidates only:

If you are using an In-Facility (INF) Center, type in INF code in the area provided and choose your in-facility center.

! If your instructor provided a Center Code, please search for an In-Facility Test Center. Otherwise, search for a Regional Test Center.

Find Regional Test Centers (RTS) Near You

Your Address:

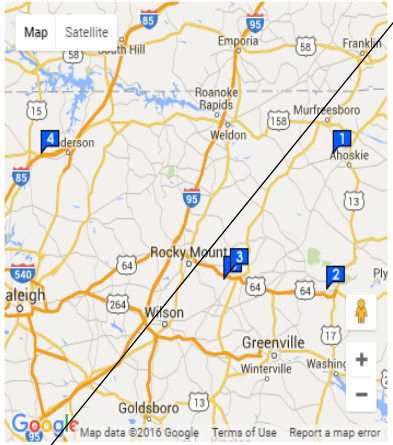
or

Find In-Facility Test Centers (INF)

Test Center Code:

You can select **up to three** test centers to compare availability.

Test Center	Distance* Show km	Directions
<input type="checkbox"/> 1 ROANOKE CHOWAN COMMUNITY COLLEGE RTS34024 109 COMMUNITY COLLEGE ROAD AHOSKIE, North Carolina 27910 United States	272.5 mi	Get Directions
<input type="checkbox"/> 2 MARTIN REGIONAL TRAINING & TESTING CTR - RTS34056 415 EAST BLVD NC TELE CENTER WILLIAMSTON, North Carolina 27892 United States	304.3 mi	Get Directions
<input type="checkbox"/> 3 HEART-TO-HEART HOME CARE RTS34054 1417 MAIN STREET TARBORO, North Carolina 27886 United States	310.1 mi	Get Directions
<input type="checkbox"/> 4 VANCE-GRANVILLE COMMUNITY COLLEGE RTS34031 200 COMMUNITY COLLEGE ROAD HENDERSON, North Carolina 27536	310.2 mi	Get Directions



After selecting the test center, click NEXT to continue.

Available dates are shaded . Click on one any of the shaded dates

Signed In as: Nurse Aide zzCandidate
Candidate ID: 3400855371

Exam Selection: PR: NNAAP Skills | Language: English [Change Exam](#)

Choose Appointment

Test Center

- ROANOKE CHOWAN COMMUNITY COLLEGE**
 RTS34024
 109 COMMUNITY COLLEGE ROAD
 AHOSKIE, North Carolina 27910
 United States
- MARTIN REGIONAL TRAINING & TESTING CTR - RTS34056**
 415 EAST BLVD
 NC TELE CENTER
 WILLIAMSTON, North Carolina 27892
 United States
- HEART-TO-HEART HOME CARE RTS34054**
 1417 MAIN STREET
 TARBORO, North Carolina 27886
 United States

[Change Test Centers](#)

[Previous](#)

Select Date

[Why can't I find an available appointment?](#)

Show available appointments on **Saturday, April 23, 2016**

Available Start Times: Saturday, April 23, 2016 at HEART-TO-HEART HOME CARE RTS34054

Morning	Afternoon
10:00 AM	None available

Click on first available time. If no slots in AM session, check PM session. Review order. You will then be taken to your shopping cart.

Signed In as: Nurse Aide zzCandidate
Candidate ID: 3400855371

My Order

Description	Details	Price	Actions
Exam PR: NNAAP Skills Language: English Exam Length: 30 minutes	Appointment Saturday, April 23, 2016 Start Time: 10:00 AM EDT Change Appointment Location HEART-TO-HEART HOME CARE RTS34054 1417 MAIN STREET TARBORO, North Carolina 27886 United States Change Test Center	77.00	Remove

Subtotal: 77.00
 Estimated Tax: 0.00
ESTIMATED TOTAL DUE: USD 77.00

You must schedule both the Written (or oral) Exam and Skills Evaluation before you can proceed to pay.

[Add Another Exam](#)

NURSE AIDE CANDIDATES ONLY: Click ADD ANOTHER EXAM to begin adding the written exam. Go to step 12.

Medication Aide candidates, click on PROCEED TO CHECKOUT at the bottom right of the page and skip to step 13.

Proceed to Checkout

12

NURSE AIDE CANDIDATES ONLY.

For medication aide candidates, please skip to step 13.

Repeat process for WRITTEN

Remember the candidate must test both exams on the same day at the same test site for the first attempt.

Once both exams are scheduled, verify order. CLICK PROCEED TO CHECKOUT

Nurse Aide
Signed In as: Nurse Aide zzCandidate
Candidate ID: 3400855371

My Order

Description	Details	Price	Actions
Exam PR: NNAAP Skills Language: English Exam Length: 30 minutes	Appointment Saturday, April 23, 2016 Start Time: 10:00 AM EDT Change Appointment Location HEART-TO-HEART HOME CARE RTS34054 1417 MAIN STREET TARBORO, North Carolina 27886 United States Change Test Center	77.00	Remove
Exam AW: NNAAP Written Language: English Exam Length: 120 minutes	Appointment Saturday, April 23, 2016 Start Time: 08:00 AM EDT Change Appointment Location HEART-TO-HEART HOME CARE RTS34054 1417 MAIN STREET TARBORO, North Carolina 27886 United States Change Test Center	24.00	Remove

Subtotal: 101.00
Estimated Tax: 0.00
ESTIMATED TOTAL DUE: USD 101.00

[Proceed to Checkout](#)

13

Confirm your personal Information. CLICK NEXT

The screenshot shows a web interface for a Nurse Aide candidate. At the top right, it says "Nurse Aide" and "Signed In as: Nurse Aide zzCandidate Candidate ID: 3400855371". Below this is a progress bar with five steps: "Confirm Personal Information" (highlighted in blue), "Agree to Policies", "Enter Payment", "Submit Order", and "Summary". The main content area has a red warning: "IMPORTANT: Your name must exactly match the identification that is presented at the test center or you will not be able to sit your exam." Below the warning, the name "Name: Nurse Aide zzCandidate" and telephone "Telephone: +1 360-555-5555" are displayed. At the bottom, there are "Previous" and "Next" buttons.

14

Review North Carolina Nursing Assistant Testing Policies. Confirm you have read and agreed to the testing policies by putting ✓.

Checkout - Step 2: Agree to Policies

The screenshot shows a web interface for a Nurse Aide candidate. At the top right, it says "Signed In as: Nurse Aide zzCandidate Candidate ID: 3400855371". Below this is a progress bar with five steps: "Confirm Personal Information", "Agree to Policies" (highlighted in blue), "Enter Payment", "Submit Order", and "Summary". The main content area contains the following text:
PR: NNAAP Skills
Admission Policy
You must arrive 30 minutes prior to your scheduled time for BOTH the written and skills examinations. If you are late for the written examination you will not be allowed to test and your fees will not be refunded. Skills evaluation times are approximate.
You will be required to bring two (2) original forms of current, not expired, official signature-bearing identification one of which must be photo-bearing. One must be from a U.S. government-issued Social Security card, signed and non-laminated. Your name and social security number on your identification must be the same as the name and social security number you used on the application to register.
No personal items may be taken into the testing room. This includes all bags, books not authorized by the sponsor and notes. Phones, pagers, or any other electronic devices are not permitted to be used and must be turned off during testing. There is no place for storage of personal belongings at the test center.
Please refer to the North Carolina Nurse Aide I handbook for additional details and information.
Reschedule Policy
Fees are non-refundable and non-transferable. If you wish to reschedule your exam, you must contact Pearson VUE at least nine (9) calendar days before your scheduled examination date. You are permitted one (1) time to re-schedule your examination without penalty. Your fee will be transferred to your new examination date. Rescheduling less than nine (9) calendar days prior to your scheduled examination will result in forfeiting your exam fees.
Cancellation Policy
Fees are non-refundable and non-transferable. If you wish to re-schedule your exam, you must contact Pearson VUE at least nine (9) calendar days before your scheduled examination date. You are permitted one (1) time to re-schedule your examination without penalty. Your fee will be transferred to your new examination date. Rescheduling less than nine (9) calendar days prior to your scheduled examination will result in forfeiting your exam fees.
At the bottom of the main content area, there is a yellow highlighted box with a checkmark icon and the text: "I have read and agree to the Nurse Aide North Carolina policies listed above." Below this box are "Previous" and "Next" buttons.

Click NEXT to continue.

Candidate will add credit card information (or voucher code information)

Checkout - Step 3: Enter Payment

Signed in as: [Francisco Escobar](#)
Candidate ID: 3400855371[Confirm Personal Information](#) [Agree to Policies](#) [Enter Payment](#) [Submit Order](#) [Summary](#)

Order Total

Subtotal: 101.00

Estimated Tax: 0.00

ESTIMATED TOTAL DUE: USD 101.00

[Add Voucher or Promo Code](#) [What is this?](#)Voucher/Promotion Code: [Apply](#)

Required information is marked with an asterisk (*).

Card Details

We accept the following cards:

*Card Type: *Card Number:
(Do not include hyphens or spaces)*Expiration Date: *Cardholder's Name:
(Name as it appears on card)*Security Code: [What is this?](#)

Billing Address

This address must match the address that appears on the account.

*Country: *Address 1: Address 2: Address 3: *City: *State: * Zip/Postal Code: *Telephone: + [Country Codes](#)

Your card will not be charged until you submit your order on the next page.

[Previous](#)[Next](#)

When completed click NEXT to continue.

When scheduling is completed, candidate will receive confirmation notice via their email account.

- **Appointment Time:** 23 Mar 2016 at 08:00 (8:00 AM)
- **Duration:** 120 Minutes
- **Location:**

- **Accommodations Granted:** None
- **Directions:** From 85 S: Take exit 177 (Roxboro/Avondale exit). Make left at end of exit at the light & keep straight until you get to Club Blvd. Turn right on Club Blvd (at light) & drive about 1-2 miles. Stop at 1420 East club Blvd (right before stop light). There is a Town & Country gas station on left and school is brick building on right. From 85N: Take exit 177 (Roxboro/Avondale exit). Make right at end of exit at light & keep straight until you get to Club Blvd. Turn right on Club Blvd (at light) & drive 1-2 miles. Stop at 1420 East Club blvd (right before stop light) There is a Town & Country gas station on left and school is brick building on right. Park in front of the building.

Exam Policies

- **Admission Policy:** For *NNAAP Written, NNAAP Skills* : You must arrive 30 minutes prior to your scheduled time for BOTH the written and skills examinations. If you are late for the written examination you will not be allowed to test and your fees will not be refunded. Skills evaluation times are approximate. You will be required to bring two (2) original forms of current, not expired, official signature-bearing identification one of which must be photo-bearing. One must be from a U.S. government-issued Social Security card, signed and non-laminated. Your name and social security number on your identification must be the same as the name and social security number you used on the application to register. No personal items may be taken into the testing room. This includes all bags, books not authorized by the sponsor and notes. Phones, pagers, or any other electronic devices are not permitted to be used and must be turned off during testing. There is no place for storage of personal belongings at the test center. Please refer to the North Carolina Nurse Aide I handbook for additional details and information.
- **Reschedule Policy:** For *NNAAP Written, NNAAP Skills* : Fees are non-refundable and non-transferable. If you wish to reschedule your exam, you must contact Pearson VUE at least nine (9) calendar days before your scheduled examination date. You are permitted one (1) time to re-schedule your examination without penalty. Your fee will be transferred to your new examination date. Rescheduling less than nine (9) calendar days prior to your scheduled examination will result in forfeiting your exam fees.
- **Cancel Policy:** For *NNAAP Written, NNAAP Skills* : Fees are non-refundable and non-transferable. If you wish to re-schedule your exam, you must contact Pearson VUE at least nine (9) calendar days before your scheduled examination date. You are permitted one (1) time to re-schedule your examination without penalty. Your fee will be transferred to your new examination date. Rescheduling less than nine (9) calendar days prior to your scheduled examination will result in forfeiting your exam fees.

Order Confirmation

Order Number: 0028-0071-1000

Exam Registrations

- **Exam:** PR: NNAAP Skills, English
- **Quantity:** 1
- **Price:** \$US 77.00
- **Candidate:**

- **Appointment Time:** 23 Mar 2016 at 13:00 (1:00 PM)
- **Duration:** 30 Minutes
- **Location:**

Ideal Health Institute RTS34052
1420 EAST CLUB BLVD
DURHAM NC 27704
United States
Phone: 919-596-6811

- **Accommodations Granted:** None
- **Directions:** From 85 S: Take exit 177 (Roxboro/Avondale exit). Make left at end of exit at the light & keep straight until you get to Club Blvd. Turn right on Club Blvd (at light) & drive about 1-2 miles. Stop at 1420 East club Blvd (right before stop light). There is a Town & Country gas station on left and school is brick building on right. From 85N: Take exit 177 (Roxboro/Avondale exit). Make right at end of exit at light & keep straight until you get to Club Blvd. Turn right on Club Blvd (at light) & drive 1-2 miles. Stop at 1420 East Club blvd (right before stop light) There is a Town & Country gas station on left and school is brick building on right. Park in front of the building.
- **Exam:** AW: NNAAP Written, English
- **Quantity:** 1
- **Price:** \$US 24.00
- **Candidate:**

- **Cancel Policy:** For *NNAAP Written, NNAAP Skills* : Fees are non-refundable and non-transferable. If you wish to re-schedule your exam, you must contact Pearson VUE at least nine (9) calendar days before your scheduled examination date. You are permitted one (1) time to re-schedule your examination without penalty. Your fee will be transferred to your new examination date. Rescheduling less than nine (9) calendar days prior to your scheduled examination will result in forfeiting your exam fees.

- **Additional Information:** For *NNAAP Written, NNAAP Skills* : Since unexpected situations occur, NACES Plus will consider excusing an absence. Please refer to the North Carolina Nurse Aide I candidate handbook for absence policy.
Note: First time test takers MUST schedule to test BOTH the Written (or Oral) Examination and Skills Evaluation for the same day AND at the same location.

Order Contact

Order Amounts

- **List Price:** \$US 101.00
- **Discount:** \$US 0.00
- **Fees:** \$US 0.00
- **Tax:** \$US 0.00
- **Order Total:** \$US 101.00

Payments/Refunds

Payment/Refund	Type	Number	Amount	Paid	Status
Payment	Credit Card/VISA	*****	\$US 101.00	22 Feb 2016 at 13:08 (1:08 PM)	Accepted

Tax displayed is the net total of all taxes charged on this order. A detailed breakdown of the taxes charged will be displayed on the invoice that will be emailed.