Candidate Guide

North Carolina Nursing Assistant and Medication Aide

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

Contents

Introduction **2**
Candidate account activation 3
Candidate access to Registration Applications 4
Activating your Credential Manager account and scheduling your examination(s). 5

Trademarks

Confidential, Trade Secret, and Unpublished Copyright Materials of Pearson Education, Inc. or its affiliate(s). Created 2015. All rights reserved. Use permitted only under license. For further information, contact Pearson VUE™ or visit www.pearsonvue.com.

Pearson, the Pearson VUE logo, and VUE are trademarks, in the U.S. and/or other countries of Pearson Education, Inc. or its affiliate(s). All other products, services, or company names mentioned herein are claimed as trademarks and trade names by their respective companies.

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.

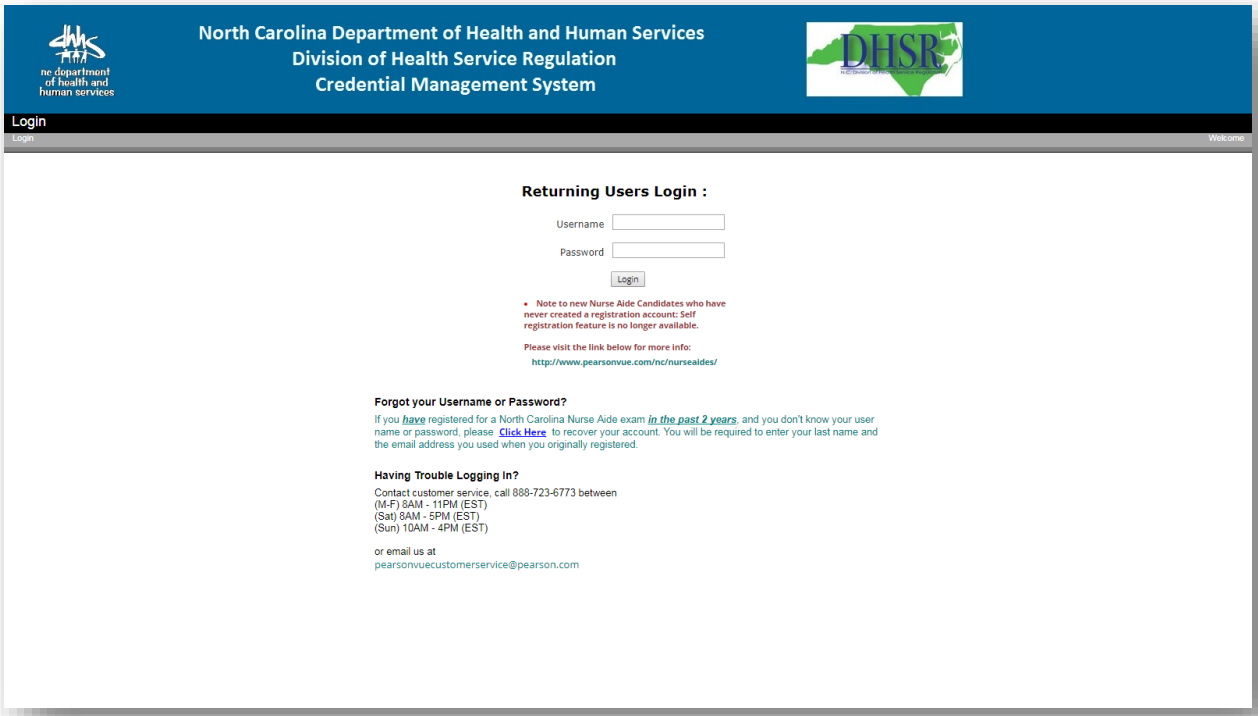
A candidate's journey to exam eligibility involves 5 key steps as shown below:

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



Candidate access to Registration Applications

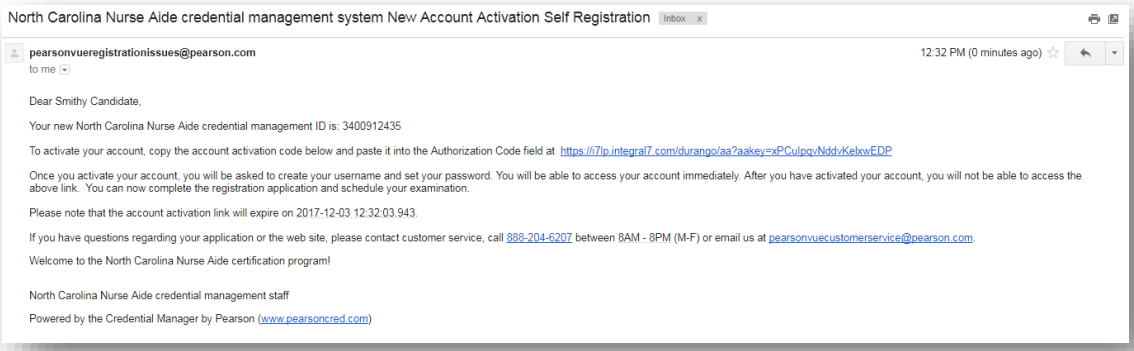
After the roster is uploaded by the training program provider, it may take some time for the data in the roster to be imported into the Credential Manager system (typically 10-15 minutes, in some cases up to 12 hours).

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:



North Carolina Nurse Aide credential management system New Account Activation Self Registration Inbox x

pearsonvueregistrationissues@pearson.com 12:32 PM (0 minutes ago)
to me

Dear Smithy Candidate,

Your new North Carolina Nurse Aide credential management ID is: 3400912435

To activate your account, copy the account activation code below and paste it into the Authorization Code field at https://i7lp.integral7.com/durango/aa?aakey=xPCulpqvNddvKelxwEDP

Once you activate your account, you will be asked to create your username and set your password. You will be able to access your account immediately. After you have activated your account, you will not be able to access the above link. You can now complete the registration application and schedule your examination.

Please note that the account activation link will expire on 2017-12-03 12:32:03.943.

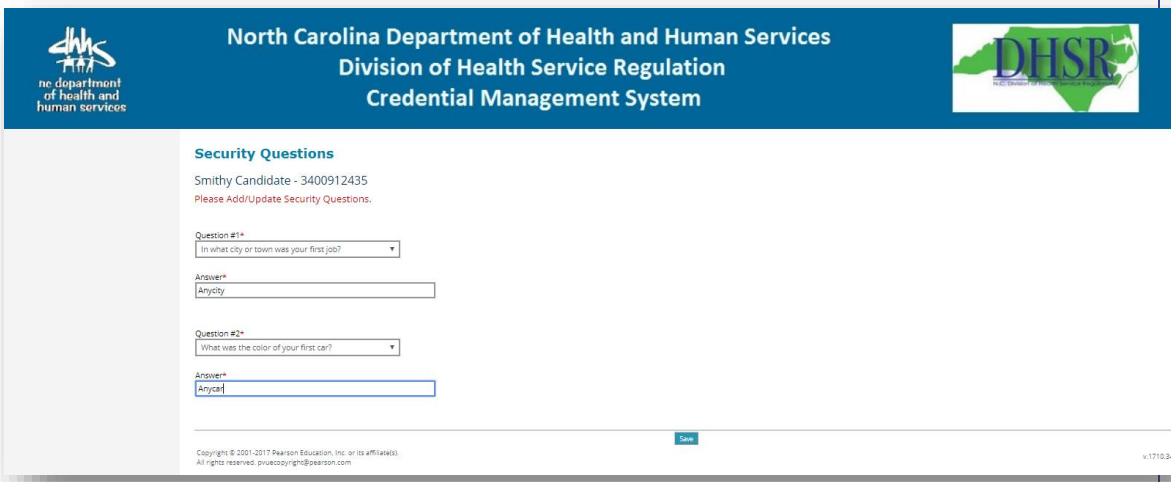
If you have questions regarding your application or the web site, please contact customer service, call 888-204-6207 between 8AM - 8PM (M-F) or email us at pearsonvuecustomerservice@pearson.com.

Welcome to the North Carolina Nurse Aide certification program!

North Carolina Nurse Aide credential management staff

Powered by the Credential Manager by Pearson (www.pearsoncred.com)

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



nc department of health and human services

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

DHSR

Security Questions

Smithy Candidate - 3400912435

Please Add/Update 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?

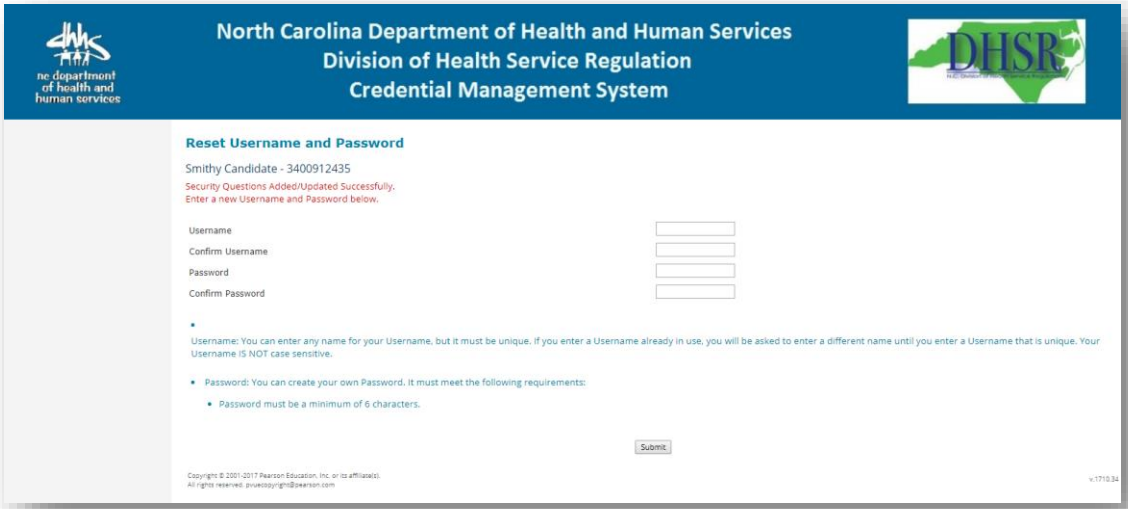
Answer*
Anycar

Save

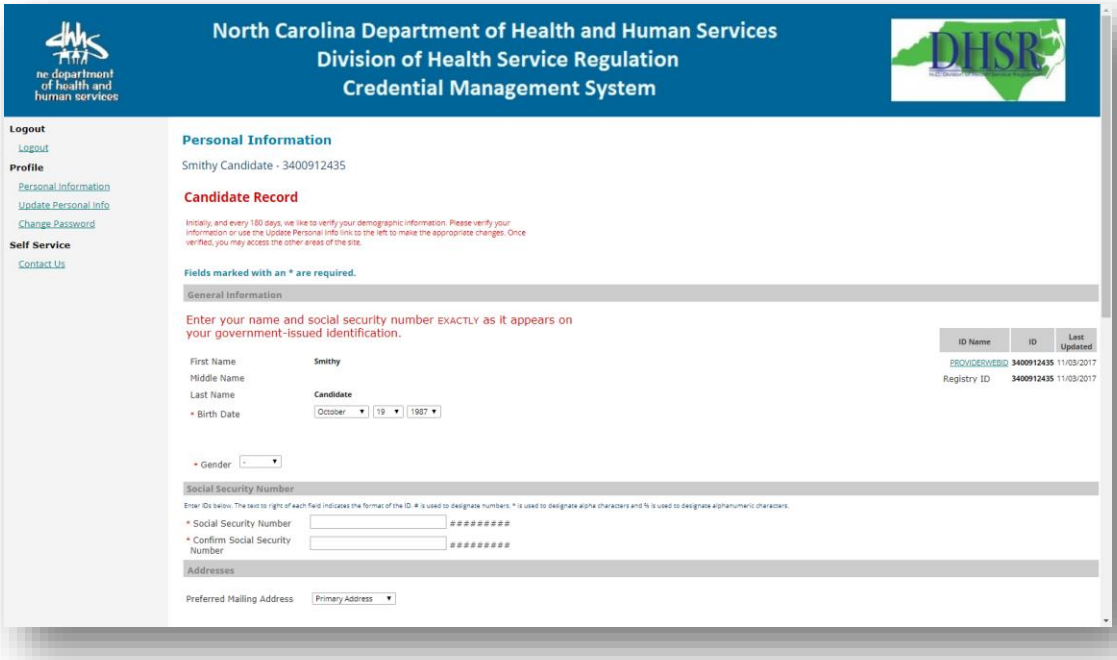
Copyright © 2001-2017 Pearson Education, Inc. or its affiliate(s).
All rights reserved. pvuecopyright@pearson.com

v.1710.3

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



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.**

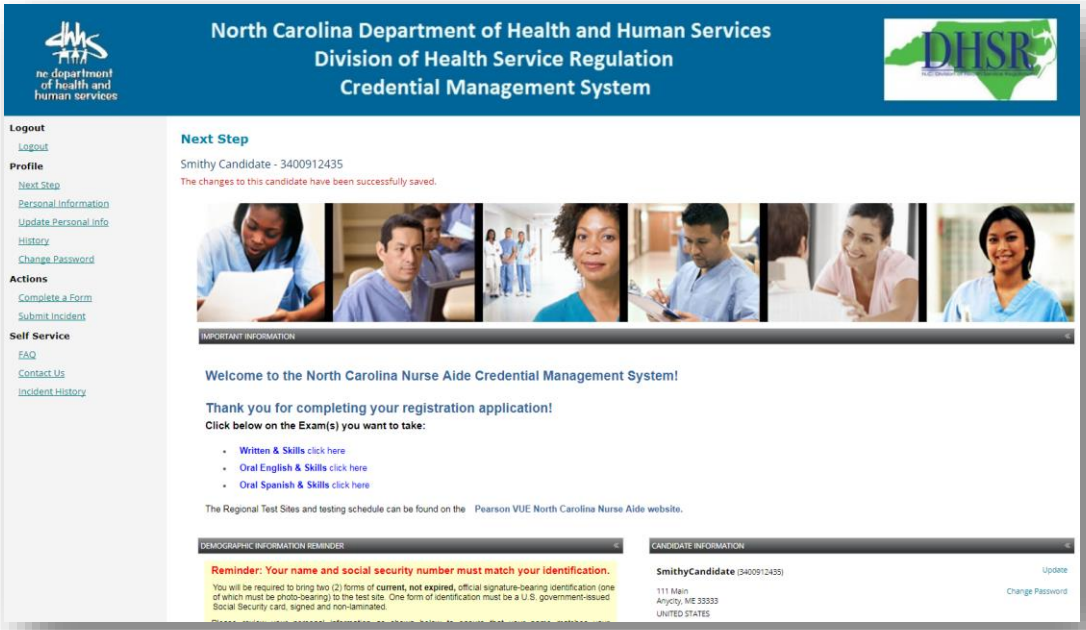


5 Scroll to the bottom of the page and review the End User License Agreement. Then click **Verify**. *You will be directed to your Home Page.*

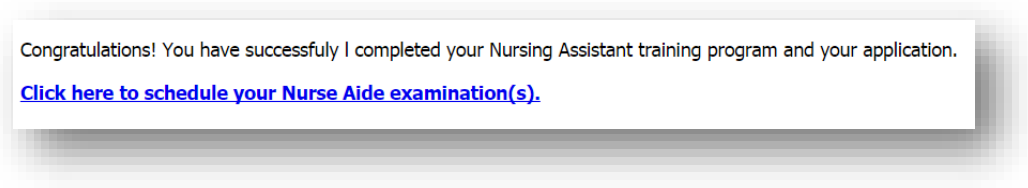
6 **The candidate must complete an online application to take the NNAAP Nurse Aide or Medication Aide exam.**

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.



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

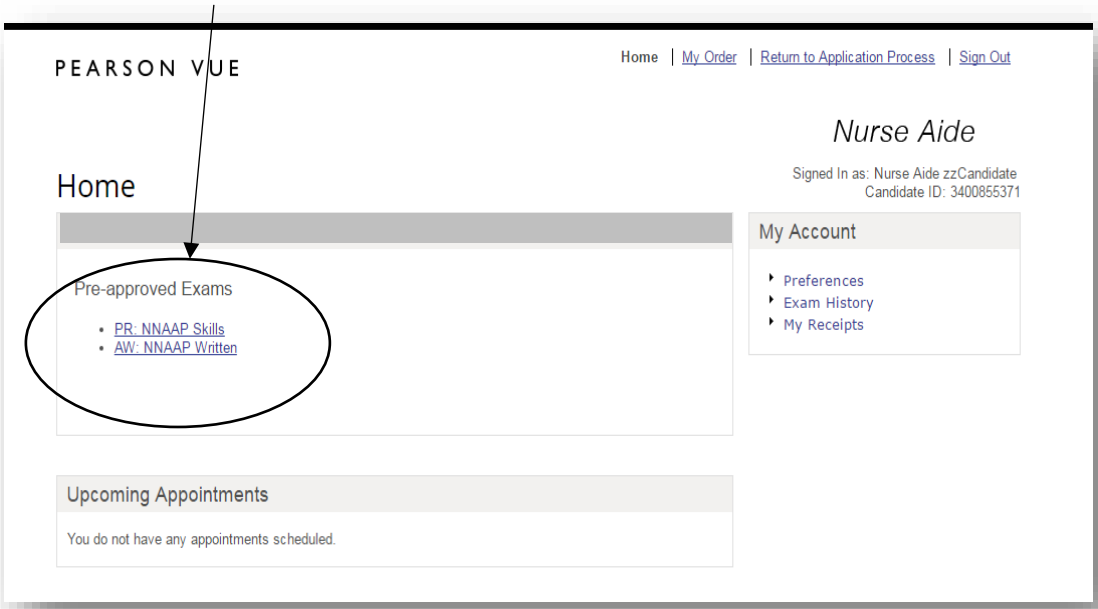
For Medication Aide Candidates:
http://www.pearsonvue.com/accommodations/pv_review.asp?clientName=North%20Carolina%20Medication%20Aide

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

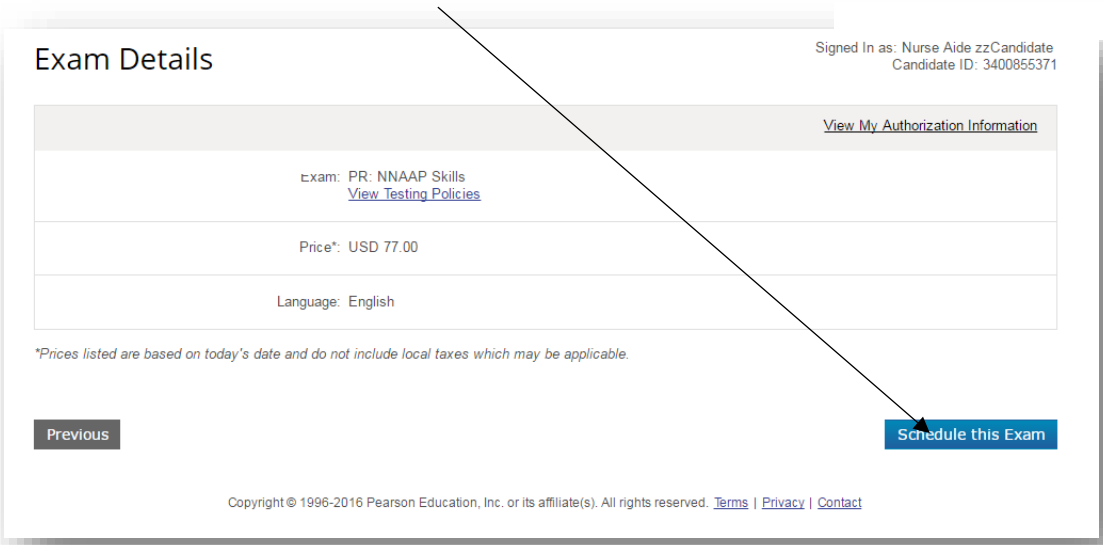
The candidate connects to Pearson VUE's scheduling system.

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

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

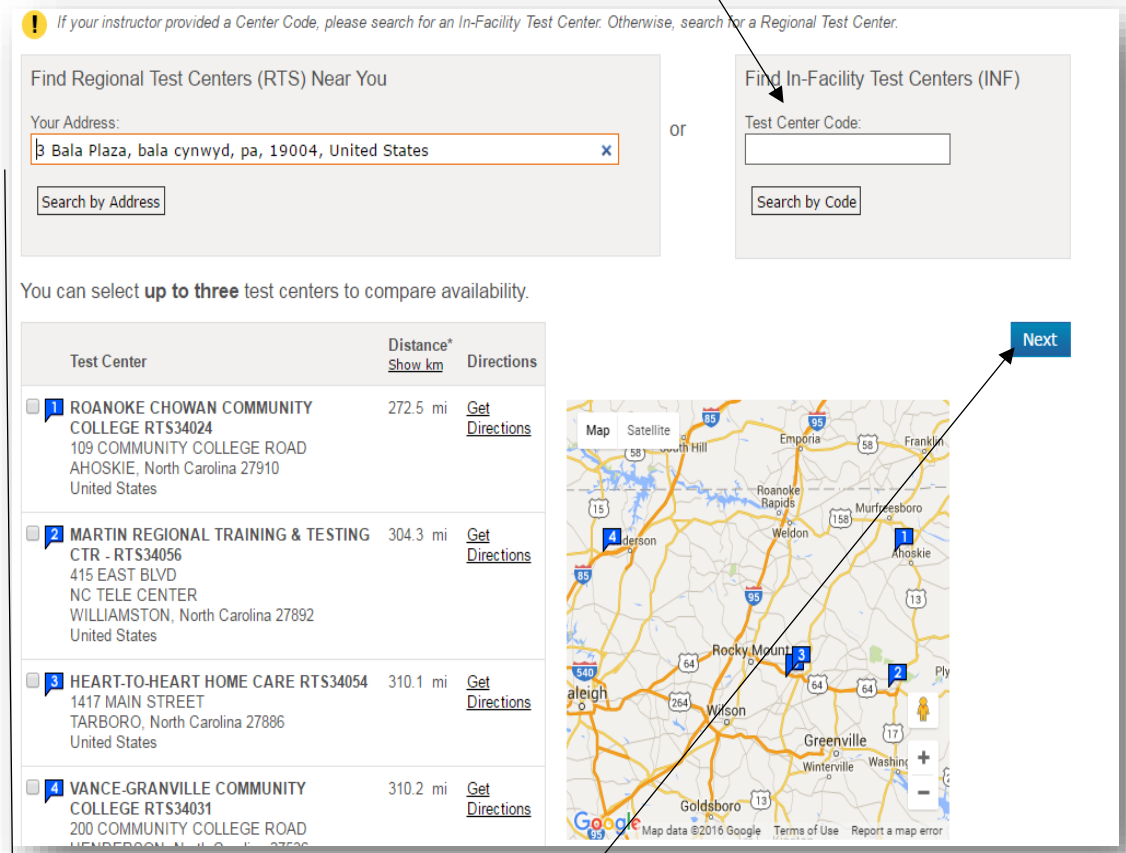


10

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:

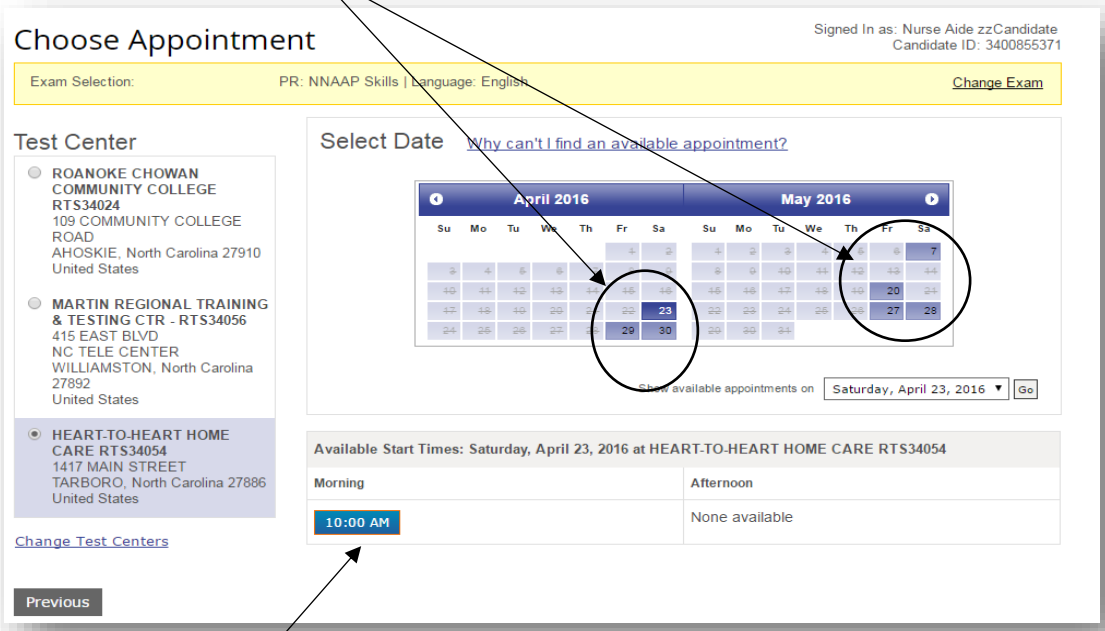
If you are using an In-Facility (INF) Center, type in INF code in the area provided and choose your in-facility center.



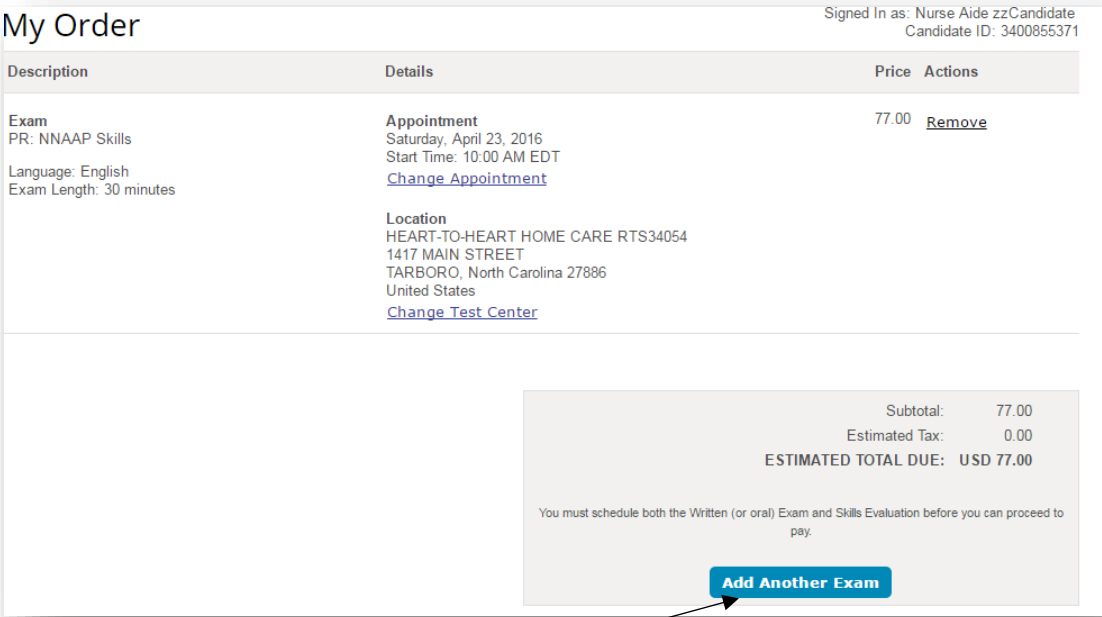
After selecting the test center, click NEXT to continue.

11

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

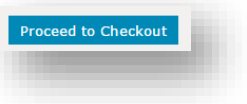


Click on first available time. If no slots in AM session, check PM sessionReview order. You will then be taken to your shopping cart.



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

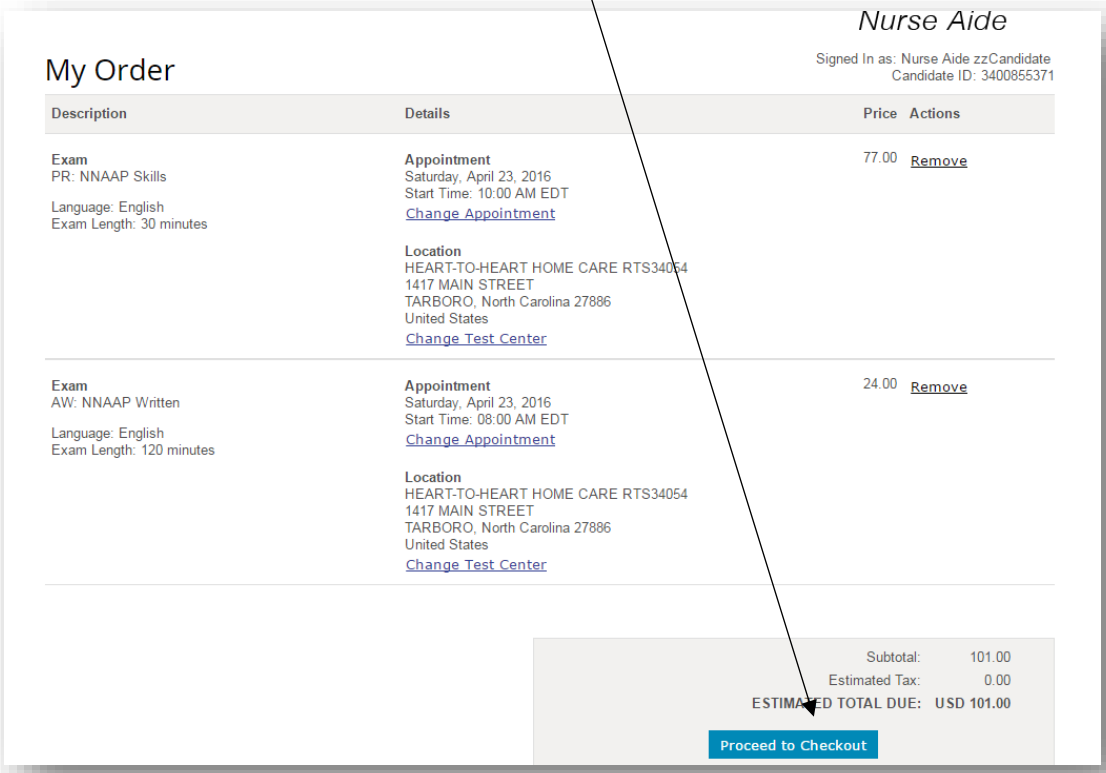
Medication Aide candidates, click on PROCEED TO CHECKOUT at the bottom right of the page and skip to step 13.



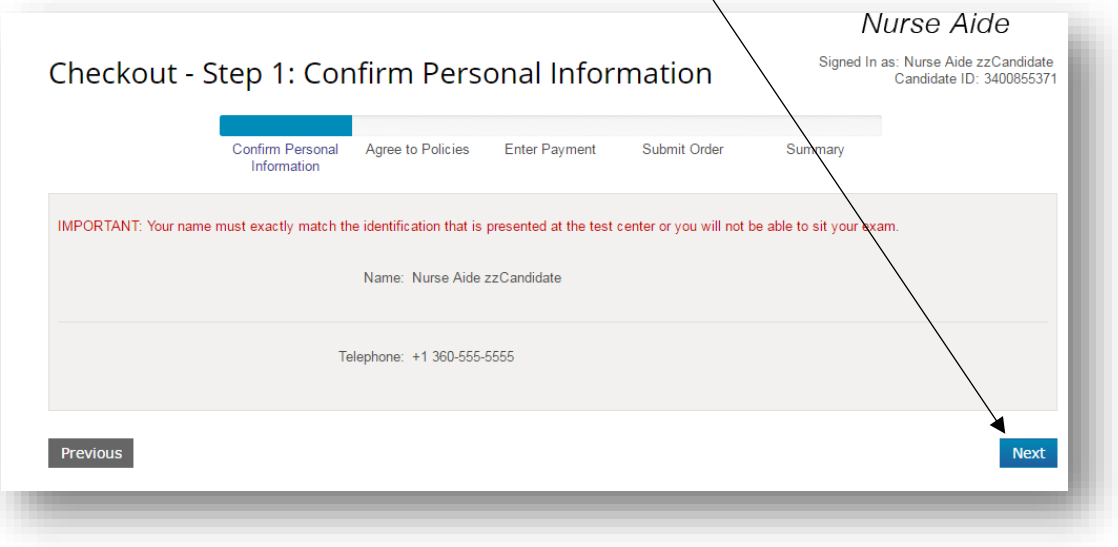
12

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



13 Comfirm your personal Information. CLICK NEXT



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

Click NEXT to continue.

15

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

Checkout - Step 3: Enter Payment

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: Select one...

*Card Number: (Do not include hyphens or spaces)

*Expiration Date: 03 2016

*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: United States

*Address 1: 3 Bala Plaza

Address 2:

Address 3:

*City: Olympia

*State: Washington

* Zip/Postal Code: 98123

*Telephone: + 1 360-555-5555

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.

16

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
  es.

- **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.