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

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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 (you can select multiple candidates as desired)

4. Correct the completion date if necessary or select no changes

5. Submit or reject the verification request(s) for the candidate(s) selected (must provide a reason for a reject)

When a course date value is selected, all candidate detail appears on the right side of the page

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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. Submit or reject the verification request for the candidate (must provide a reason for a reject)
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

<table>
<thead>
<tr>
<th>Voucher Name</th>
<th>Item Code</th>
<th>Voucher Fee</th>
<th>Total Vouchers</th>
<th>Vouchers Used</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse Aide Skills Exam</td>
<td>NA-PR-FPD</td>
<td>$85</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Nurse Aide Written Exam</td>
<td>NA-WR-FPD</td>
<td>$50</td>
<td>2</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Nurse Aide Oral Exam (English or Spanish)</td>
<td>NA-OR-FPD</td>
<td>$50</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Nurse Aide Written Exam AND Skills Exam</td>
<td>NA-WR/PR-FPD</td>
<td>$135</td>
<td>3</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Nurse Aide Oral Exam AND Skills Exam</td>
<td>NA-OR/PR-FPD</td>
<td>$135</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

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**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

<table>
<thead>
<tr>
<th>Voucher Name</th>
<th>Voucher Price</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse Aide Skills Exam</td>
<td>$85</td>
<td>2</td>
</tr>
<tr>
<td>Nurse Aide Written Exam</td>
<td>$50</td>
<td>0</td>
</tr>
<tr>
<td>Nurse Aide Oral Exam (English or Spanish)</td>
<td>$50</td>
<td>0</td>
</tr>
<tr>
<td>Nurse Aide Written Exam AND Skills Exam</td>
<td>$135</td>
<td>8</td>
</tr>
<tr>
<td>Nurse Aide Oral Exam AND Skills Exam</td>
<td>$135</td>
<td>0</td>
</tr>
</tbody>
</table>

Add to Cart
How to Purchase Test Vouchers
Step 3 – Enter Payment Information in Shopping Cart

**STEP 3**

**Select payment method:**
1. Add credit/debit card information and save card to your account by selecting “Save Card” button
2. Or select ACH payment option and enter your banking account information

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How to Purchase Test Vouchers
Step 4 – Make Payment

STEP 4

If paying by credit/debit card, select the card you entered from your “Saved Cards” button, enter the CVV code, and select the “Pay” button.

Payment Summary

<table>
<thead>
<tr>
<th>Service</th>
<th>Quantity</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse Aide Skills Exam</td>
<td>1</td>
<td>85</td>
</tr>
<tr>
<td>Nurse Aide Written Exam</td>
<td>3</td>
<td>135</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>$490</td>
</tr>
</tbody>
</table>
How to Manage Test Vouchers
Assigning Vouchers to Candidates in CNA365®

VOUCHER LIST PAGE – “AVAILABLE” VOUCHERS

1. Select the “Available” voucher list

2. Click the “Add Candidate” link for the voucher you would like to assign

3. Start typing the candidate name in the search box

4. Click on the desired candidate name from your search results

5. Click the “Assign” link next to the candidate name

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How to Manage Test Vouchers
Distributing Vouchers to Candidates OUTSIDE of CNA365®

- 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**

<table>
<thead>
<tr>
<th>VoucherCode</th>
<th>Expiration Date</th>
<th>VoucherStatus</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAE3004AB/36</td>
<td>12/09/2022</td>
<td>Available</td>
</tr>
<tr>
<td>PAN07F9847D4</td>
<td>12/09/2022</td>
<td>Available</td>
</tr>
<tr>
<td>PA44C984FB86</td>
<td>12/09/2022</td>
<td>Available</td>
</tr>
</tbody>
</table>

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How to Manage Test Vouchers
Voucher List Page – “Available” 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)
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)
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
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)
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
How to Manage Training Program User Accounts

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

After adding a new user, CNA365® will send an automated email to new user with a temporary password
Select desired report from drop-down list
Reports

1. Filter results based on key report data elements

2. Select the date range using a calendar picker or by adjusting the date slider

3. Filter results by selecting any report chart component
## Reports

1. Download data to multiple file formats
2. Full screen mode

### Candidate Details

<table>
<thead>
<tr>
<th>Candidate Name</th>
<th>Candidate ID</th>
<th>Social Security #</th>
<th>Program Type</th>
<th>Training Program Code</th>
<th>Test Center Code</th>
<th>Eligibility Route</th>
<th>Exam Date</th>
<th>Date Of Birth</th>
<th>Exa.</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Rose SMITH</td>
<td>12368944089</td>
<td>9632</td>
<td>0</td>
<td>50832-50832</td>
<td>39059</td>
<td>EO</td>
<td>7/18/2019</td>
<td>2/21/1995</td>
<td>P</td>
</tr>
<tr>
<td>ALEJAH SCOTT</td>
<td>12521233318</td>
<td>5726</td>
<td>0</td>
<td>50832-50832</td>
<td>39056</td>
<td>EO</td>
<td>9/30/2019</td>
<td>1/1/1994</td>
<td>P</td>
</tr>
<tr>
<td>Adiyah Ann stencil</td>
<td>12388301733</td>
<td>3312</td>
<td>0</td>
<td>50086-50086</td>
<td>39051</td>
<td>EO</td>
<td>7/30/2019</td>
<td>3/7/1996</td>
<td>P</td>
</tr>
<tr>
<td>Adiyah Carvalaj</td>
<td>123382252640</td>
<td>1471</td>
<td>0</td>
<td>50275-50275</td>
<td>39056</td>
<td>EO</td>
<td>11/15/2019</td>
<td>2/21/2001</td>
<td>P</td>
</tr>
<tr>
<td>Adiyah Georgette Smith Israel</td>
<td>11959201025</td>
<td>1025</td>
<td>0</td>
<td>50922-50922</td>
<td>39033</td>
<td>EO</td>
<td>10/4/2019</td>
<td>1/1/1995</td>
<td>P</td>
</tr>
<tr>
<td>Adiyah Lucas</td>
<td>1254396281</td>
<td>4571</td>
<td>0</td>
<td>50831-50831</td>
<td>39051</td>
<td>EO</td>
<td>10/1/2019</td>
<td>3/21/1996</td>
<td>P</td>
</tr>
<tr>
<td>Adiyah Marie BUFFINGTON</td>
<td>124099354548</td>
<td>4508</td>
<td>0</td>
<td>50832-50832</td>
<td>39056</td>
<td>EO</td>
<td>10/17/2019</td>
<td>6/19/1994</td>
<td>P</td>
</tr>
<tr>
<td>AARON WESLEY WESLEY</td>
<td>12242190905</td>
<td>7056</td>
<td>0</td>
<td>50943-50943</td>
<td>39305</td>
<td>EO</td>
<td>5/7/2019</td>
<td>8/8/1993</td>
<td>P</td>
</tr>
</tbody>
</table>

### Download File Format Options

- Image
- Data
- Crosstab
- PDF
- PowerPoint
- Tableau Workbook

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How to Reset Your Password

1. Click the "Forgot Password" link on the CNA365® login page

2. Enter your email address and select the "Submit" button

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

Contact Credentia support if you have forgotten your email address

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