

North Carolina Provider Training Guide

A guide for **North Carolina Training Program Providers**



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Introduction

All persons who wish to be eligible for placement on the North Carolina State Registry must successfully pass the examination. In order to become eligible to take the exam, candidates must first complete a *North Carolina state-approved training program*. **As a training program provider, you must submit proof of completion for all candidates who complete your training program.**

To do this, you create a roster of candidates who complete your program and upload it in the Credential Manager system. Once the roster is imported, the candidates will be confirmed in the system for completion of their training program requirements.

Rosters can contain candidates who complete your training program on different dates. This means you can upload a separate roster for each training program session, or use a single roster for multiple sessions.

Your impact on the candidate's journey to certification

The roster upload process is critical in the candidate journey to certification. **North Carolina candidates cannot submit their applications to take the exam until you upload a roster in Credential Manager.**

The candidate's journey to exam eligibility related to roster upload involves 5 key steps, as shown below:



About this guide

The first section provides instructions for training program providers to create a roster and upload it to Credential Manager.

- [Create a roster \(plain text format\)](#)
- [Upload a roster](#)

The following section describes the steps that new candidates will take to activate their Credential Manager accounts.

- [Activate your Credential Manager account \(NCMA candidates\)](#)

Provider ID & Training Course ID?

To Import candidate data into the system you will need to log into the system using our **Provider Code/ID** and **password** (see [Upload a Roster](#))

You will need to know your state issued Provider Code (or Provider ID). This is typically a five-character numeric ID.

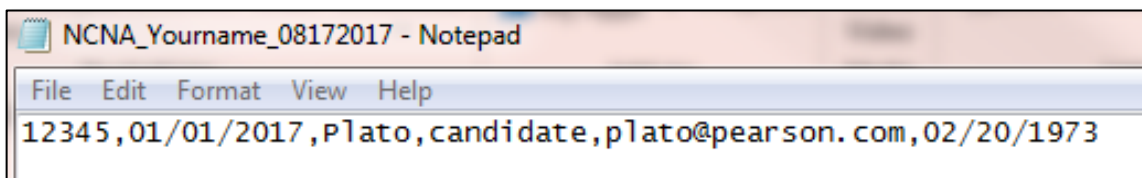
Below is an example of a provider called "Test Program." Their **Provider Code** is 12345.

The screenshot shows a web interface for a 'Provider Profile'. The title is 'Provider Profile' and the subtitle is 'TEST PROGRAM - 12345'. There is a link 'Back to Find Provider'. Below this is a 'General' section with a table of fields:

Provider ID 12345	Name TEST PROGRAM
Status Active	Start Date 06/14/17
Effective Since 06/14/17	Effective Until

Below the 'General' section are two columns: 'Address' and 'Contact'. The 'Address' section has a 'Mailing Address' field with the value '123 RALEIGH North Carolina'. The 'Contact' section has three columns: 'First Name' (TEST), 'Middle Name', and 'Last Name' (TEST). Below these are 'Cell Phone' and 'Main Phone' fields.

In this example, the **Training Course ID** will be **12345**. Note: the training course can only contain numbers.



Your **Training Course ID** should be setup similar to the example above. For more information on the other fields.

Create a Roster (plain text)

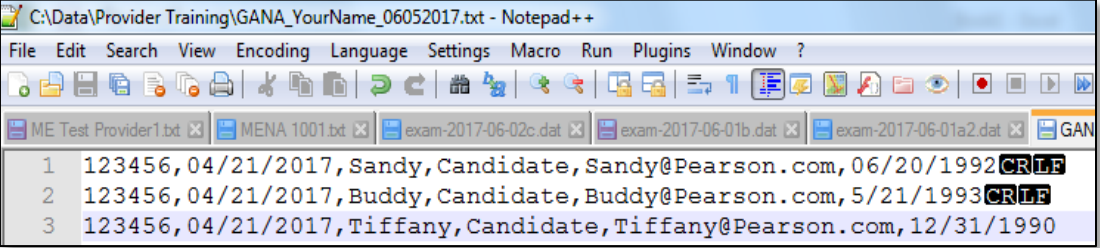
The following steps describe how to create rosters as raw text files. We recommend using a basic text editor such as Notepad.

1

Open a new file in your text editor (such as Notepad).

2

Enter data for each candidate in the exact order shown below. *Separate each data field by a comma (no spaces before or after), and enter each candidate on a new line.*



Field descriptions (from left to right), each field is separated by a comma:

Field	Description/Notes
A: Training program ID (Course ID)	Your training program code or provider ID assigned to you by the state.
B: Completion date	Date that the candidate completed his/her training. -Dates can be in MM/DD/YYYY. -Dates cannot be in the future but can be today's date. -You CANNOT import "dashes" such as M-D-YYYY.
C: Candidate first name	<i>The candidate's first name as shown on the candidate's state issued ID</i> -Only alphabet characters allowed. -Special characters, such as dashes and apostrophes, are <u>not allowed</u> at this time. If you must have special characters in the candidate name, upload the file without these characters and then reach out to the Pearson provider nurse aide support at 1-866-377-1493 for assistance. -If candidate has a prefix, add that as part of the first name separated by a space (e.g. Dr. John)
D: Candidate last name	<i>The candidate's last name as shown on the candidate's state issued ID.</i> -Only alphabet characters allowed. -Special characters, such as dashes and apostrophes, are <u>not allowed</u> at this time. If you must have special characters in the candidate name, upload the file without these characters and then reach out to the Pearson provider nurse aide support at 1-866-377-1493 for assistance. -If candidate has a suffix, make it a part of the last name by adding the suffix after the last name separated by a space (e.g. "Johnson Jr.")

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	<p>E: Candidate email</p> <hr/> <p>F: Date of Birth</p>	<p><i>The candidate's email address.</i> -Candidate email must be unique and identical to the email connected to their Credential Manager account (if one is already created) -Format must contain the "@" symbol, and cannot contain spaces.</p> <hr/> <p><i>The candidate's date of birth.</i> -Can be in MM/DD/YYYY format. -You CANNOT import "dashes" such as M-D-YYYY.</p>												
3	<p><i>Optional:</i> Check your file for potential errors using the Roster Checklist.</p>													
4	<p>Save the file with a .txt, or .dat extension to an easily accessible location such as <i>My Documents</i> or your Desktop. This is where you will be storing each time you save a new file.</p>													
5	<p>Make sure the file is always uniquely named. An Example might be NCMA12345_YourName_DateofCourseCompletion.dat This breaks down to:</p> <table border="1" data-bbox="371 840 1385 1226"> <thead> <tr> <th>Section</th> <th>What</th> </tr> </thead> <tbody> <tr> <td>NCMA</td> <td>Stands for North Carolina Medication Aide</td> </tr> <tr> <td>12345</td> <td>Your Program Code</td> </tr> <tr> <td>YourName</td> <td>The person that is uploading the file</td> </tr> <tr> <td>04212017</td> <td>The date that your class ended</td> </tr> <tr> <td>.dat</td> <td>The file type you are saving to either .dat or .txt</td> </tr> </tbody> </table>		Section	What	NCMA	Stands for North Carolina Medication Aide	12345	Your Program Code	YourName	The person that is uploading the file	04212017	The date that your class ended	.dat	The file type you are saving to either .dat or .txt
Section	What													
NCMA	Stands for North Carolina Medication Aide													
12345	Your Program Code													
YourName	The person that is uploading the file													
04212017	The date that your class ended													
.dat	The file type you are saving to either .dat or .txt													

Roster Checklist

Before you submit a roster, use this checklist to scan your file for potential errors:

- ✓ Does the candidate's first and last name match their State or Government issued ID?
- ✓ Does the candidate agree that their email addresses in the roster match
- ✓ Is the file saved as a CSV, TXT, or DAT?
- ✓ Are all data fields for each candidate in the correct order?
 - The correct order from left to right is: Training program code/ID, Completion date, Candidate first name, Candidate last name, Candidate email address, Candidate birthdate
- ✓ Are all completion dates on or before today's date?
- ✓ Are all completion dates in MM/DD/YYYY format? (Example: 09/01/2015).
Note: 9/1/2015 is also acceptable.
- ✓ Are there any blank or incomplete data fields in your data or any extra entry keys?

Upload a Roster

Follow the steps below after you've [created a roster](#).

1

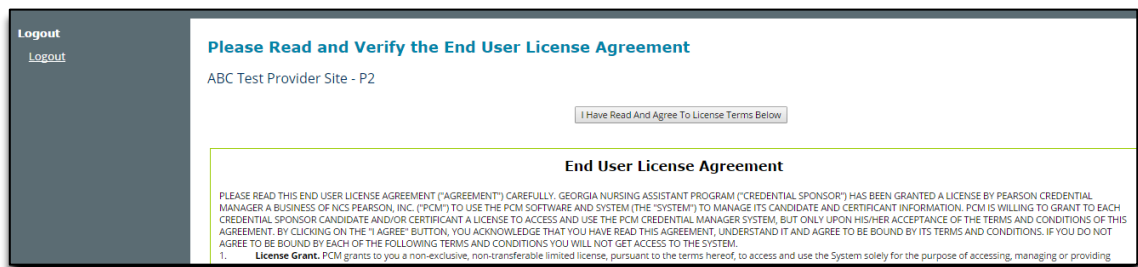
Log in to the Credential Manager Provider site using the URL below:

<https://i7lp.integral7.com/durango/do/provider/login?ownername=ncna>

- Your username is your Provider ID (which is your Program Code). Please contact your Program Director for your initial password.

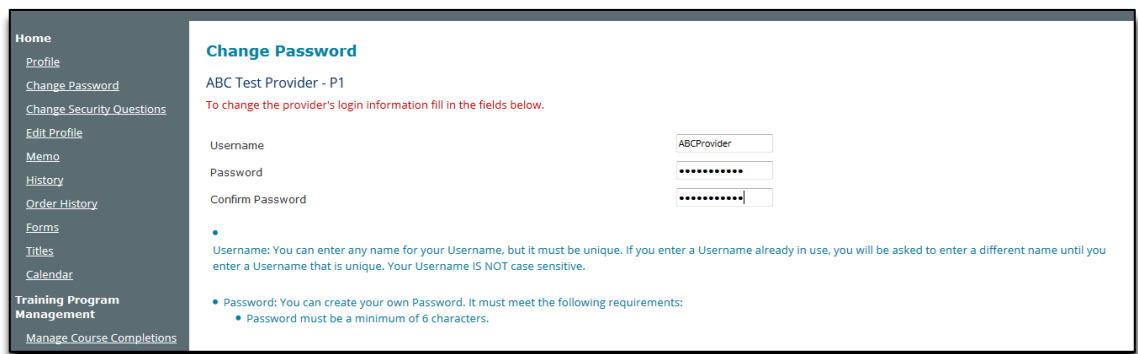
If this is your *first time* accessing the provider system:

Upon logging in, you will first be asked to agree to the End User License Agreement.



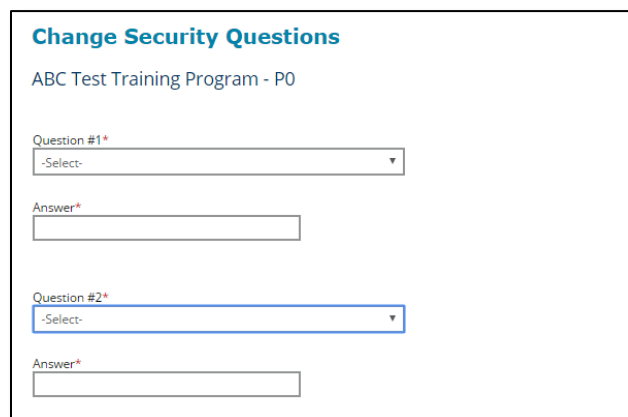
The screenshot shows a web interface for logging in. On the left is a dark sidebar with a 'Logout' link. The main content area is titled 'Please Read and Verify the End User License Agreement' for 'ABC Test Provider Site - P2'. There is a button that says 'I Have Read And Agree To License Terms Below'. Below this is a section titled 'End User License Agreement' with a block of small text detailing the terms of use for the Georgia Nursing Assistant Program. At the bottom of the text, it states: '1. License Grant. PCM grants to you a non-exclusive, non-transferable limited license, pursuant to the terms hereof, to access and use the System solely for the purpose of accessing, managing or providing'.

You will then be asked to change your username and password:



The screenshot shows a 'Change Password' page for 'ABC Test Provider - P1'. It includes a sidebar with navigation links like 'Home', 'Profile', 'Change Password', 'Change Security Questions', 'Edit Profile', 'Memo', 'History', 'Order History', 'Forms', 'Titles', 'Calendar', 'Training Program Management', and 'Manage Course Completions'. The main content area has a heading 'Change Password' and a sub-heading 'ABC Test Provider - P1'. Below this is a red instruction: 'To change the provider's login information fill in the fields below.' There are three input fields: 'Username' (containing 'ABCProvider'), 'Password' (masked with dots), and 'Confirm Password' (also masked with dots). Below the fields are two bullet points: '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.'

You will then be asked to select and answer two security questions.

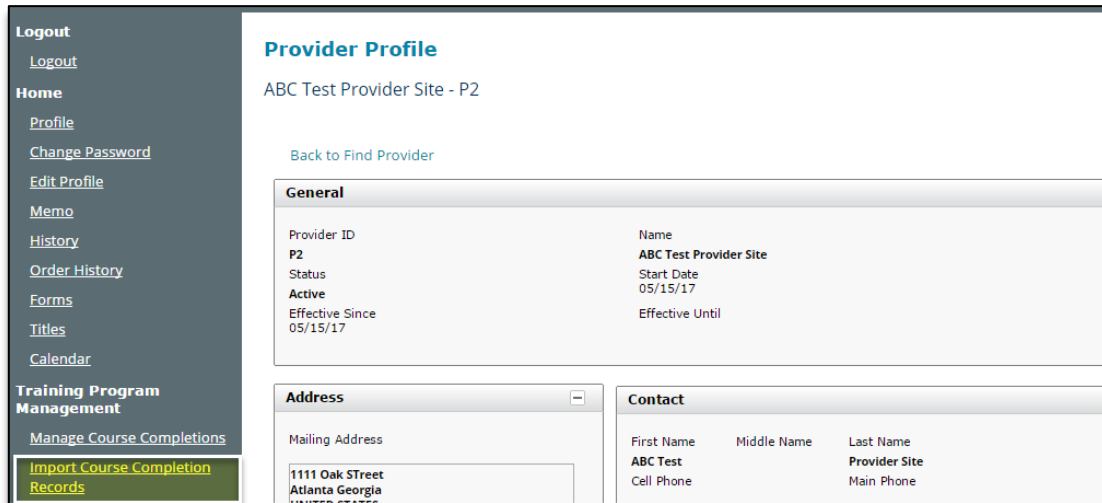


The screenshot shows a 'Change Security Questions' page for 'ABC Test Training Program - P0'. It features two questions. 'Question #1*' has a dropdown menu with '-Select-' and an 'Answer*' text input field. 'Question #2*' also has a dropdown menu with '-Select-' and an 'Answer*' text input field.

2

Once your account is set up, you can upload your roster.

In the left navigation menu under Training Program Management, click **Import Training Program Completions**.



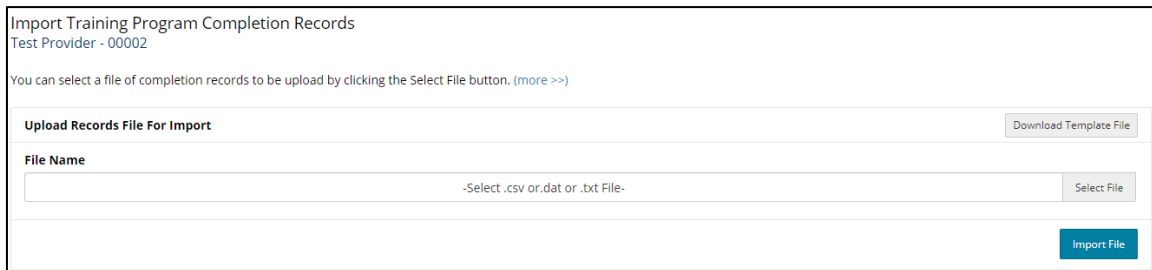
General		
Provider ID	Name	
P2	ABC Test Provider Site	
Status	Start Date	
Active	05/15/17	
Effective Since	Effective Until	
05/15/17		

Address		
Mailing Address		
1111 Oak Street Atlanta Georgia		

Contact		
First Name	Middle Name	Last Name
ABC Test		Provider Site
Cell Phone		Main Phone

3

Click **Select File**, then find and open the roster you wish to upload.



Import Training Program Completion Records
Test Provider - 00002

You can select a file of completion records to be upload by clicking the Select File button. (more >>)

Upload Records File For Import Download Template File

File Name Select File

Import File

4

Your roster now appears in the **File Name** field. Click **Import File**.



Upload Records File For Import Download Template File

File Name Select File

Import File

5

When the roster is uploaded successfully, you will see a confirmation message and a **GREEN** bar. If you have finished uploading all of your candidates, you can log out of Credential Manager using the Log Off in Left Nav.

Note: It may take some time for the candidates' data in your roster to be imported into the Credential Manager system (typically 10-15 minutes, in some cases up to 12 hours). This means candidates cannot access their application form until the process is complete, and they will not receive their account activation email until the roster data has been successfully imported.

Import Training Program Completion Records
Test Provider - WA1

You can select a file of completion records to be upload by clicking the Select File button. ([more >>](#))

TestProvider_03222016.txt has been uploaded successfully. Your upload id is 7773733614

Upload Records File For Import Download Template File

File Name
-Select .csv or .dat or .txt File- Select File

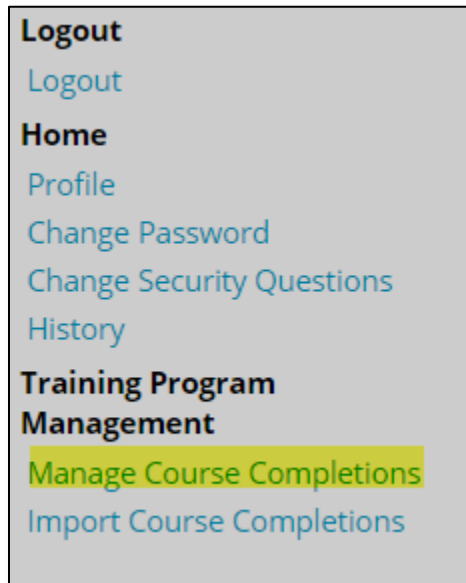
Import File

If errors are found with your roster, refer to [Troubleshoot upload errors](#).

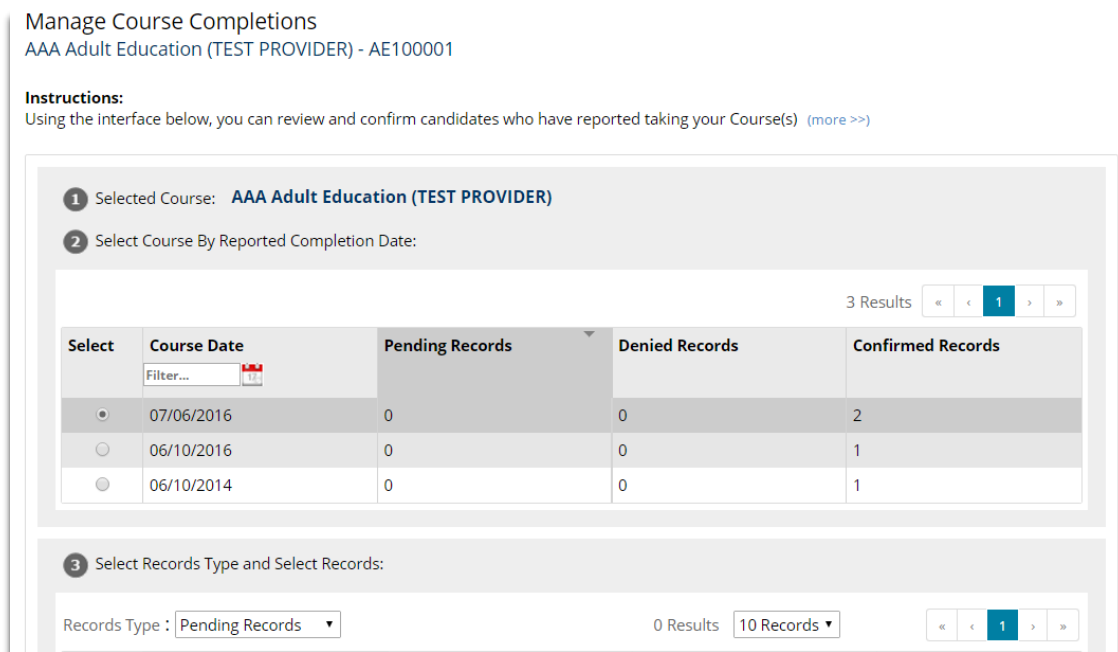
Confirming a Successful Import

To confirm your candidates were loaded into the system, please do the following:

1. From Left Nav, select "Manage Course Completions"



2. A screen will appear like what you see below.



- The first half of the screen is when the training(s) were completed. This would be the 1st Date field on your import. So let's say you imported candidates from 6/10/2016. You see there are 2 confirmed records (see right of screen)

Manage Course Completions
AAA Adult Education (TEST PROVIDER) - AE100001

Instructions:
Using the interface below, you can review and confirm candidates who have reported taking your Course(s) (more >>)

1 Selected Course: **AAA Adult Education (TEST PROVIDER)**

2 Select Course By Reported Completion Date: **06/10/2016**

Select	Course Date	Pending Records	Denied Records	Confirmed Records
<input type="radio"/>	07/06/2016	0	0	2
<input checked="" type="radio"/>	06/10/2016	0	0	1
<input type="radio"/>	06/10/2014	0	0	1

- To see who were the 1 candidate that completed on 6/10/2016

3 Select Records Type and Select Records:

Records Type : **Pending Records**

0 Results 10 Records

Select	Last Name	First Name	City	Candidate ID
<input type="checkbox"/>				

- Barbie123 Candidate completed training on 6/10/2016

3 Select Records Type and Select Records:

Records Type : **Confirmed Records**

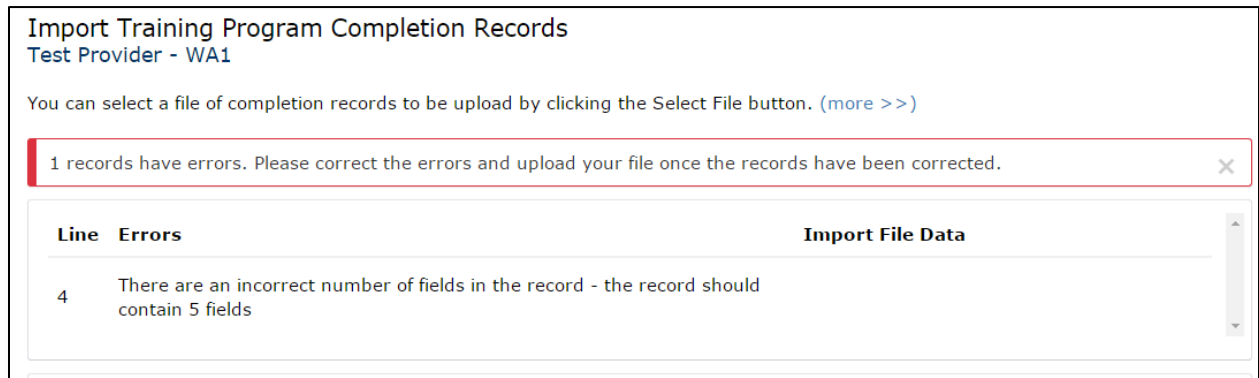
1 Results 10 Records

Select	Last Name	First Name	City	Candidate ID
<input type="checkbox"/>	Candidate	Barbie123		2010001201

- When you upload, you can confirm that your candidates were loaded. If you see them there, you have done it successfully.

Troubleshoot Roster Upload Errors

If errors are found in your roster, notifications will display when you attempt to upload the file (as shown in the example below).



The following table shows a list of common errors and their suggested solutions

Error message example	Suggested solution
The training program / date combination was not valid for the specified completion date	Verify you've entered "your" Training program number in the field. Also, confirm there are no extra lines or spaces or returns at the end of the last record.
Completion date cannot be greater than current date	Check for any completion dates you may have submitted that are in the future. You cannot submit dates in the future – all completion dates must be on or before today's date.
Completion date is not in a valid format - the correct date format is MM/DD/YYYY OR M/D/YYYY	Make sure all dates are in MM/DD/YYYY format. Dates such as 1/9/2015 will be accepted.
<Course ID, Candidate first name, Candidate last name, or Email address> is not in correct format	Make sure the data fields are listed in the correct order from left to right for each candidate: Course ID, Completion date, Candidate first name, Candidate last name, Candidate email address
<Course ID, Completion date, Candidate first name, Candidate last name, or Email address> is missing	Check for any blank/null cells or spaces or returns for an extra line in your data. If using Note Pad or text editor, check for spaces.

<p>You have selected an invalid file type. Please select a.dat or .txt file.</p>	<p>Make sure your file is saved with one of the following extensions: .txt, or .dat.</p>
<p>There are an incorrect number of fields in the records. The record should contain 6 fields.</p>	<p>Confirm that you have 6 fields separated by comments. Also confirm that on the very last candidate, you have not hit the “enter” key and added a separate line.</p> <p>It is also possible you have special characters (such as apostrophes or dashes) in your roster file. Please remove these, upload your roster file, and contact Pearson Provider support at 1-866-377-1493 for assistance.</p>

Support

Provider Support:

If you are having issues importing and need help, please either call or send an email to:

1-866-377-1493

PVNurseAideClientSupport@clientsupport.pearsonvue.com

Support is available Monday-Friday from 6:00am to 6:00pm (EST).

The provider support line does not support candidates. All candidates and candidate related questions will be forwarded to the Pearson VUE candidate support.

CANDIDATE CUSTOMER SUPPORT

Candidates who are having difficulty receiving their roster file email, completing their online application, or scheduling their exam can contact customer service at 888-723-6773 between

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

(Sat) 8AM - 5PM (EST)

(Sun) 10AM - 4PM (EST)

or email us at

pearsonvuecustomerservice@pearson.com