



## Training Program Quick Reference Guide

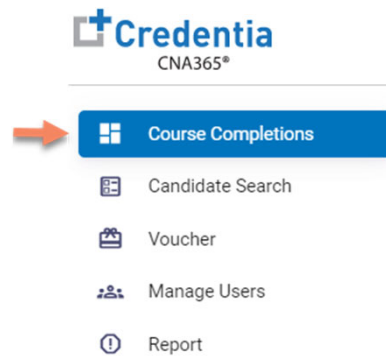


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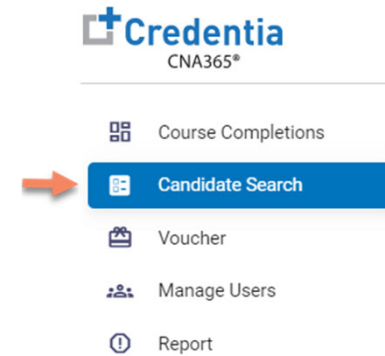
# How to Verify Course Completion Requests

## 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

# 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)

Course Completion Verification

Enter a date range  
12/1/2021 - 12/10/2021

Course Completion Date	Pending Records	Confirmed Records	Denied Records
2021-12-01	3	5	0
2021-12-02	0	2	0
2021-12-04	0	2	0
2021-12-05	0	1	1
2021-12-06	0	2	0
2021-12-08	0	2	0

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Candidate Details

	Candidate Name	Candidate ID	Completed Date	City
<input type="checkbox"/>	Lee Gilbert	118	2021-11-30	Lancaster
<input checked="" type="checkbox"/>	Diana Wells	115	2021-11-30	Harrisburg
<input type="checkbox"/>	Kelly Piper	122	2021-11-30	Harrisburg

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Verification

Update Completion Date  No Changes

Selected Date  
11/29/2021 Reason

Reject Submit

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

# 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)

### CANDIDATE SEARCH

Candidate Search

Home / Candidate Search

Pending Approved Rejected All

gilbert

Candidate Name	Candidate ID	State Name	Completion Date	Status	Action
Lee Gilbert	36	Pennsylvania	Dec 1, 2021	Pending	

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### CANDIDATE VERIFICATION

Verification

Candidate Search / Candidate Verification

Update Completion Date  No Changes

Selected Date: 11/23/2021

Reason: f

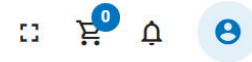
Reject Submit

# 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



- Course Completions
- Candidate Search
- Voucher**
- Manage Users
- Report

#### Voucher

Home / Voucher

 [+ Buy New Voucher](#)

Search

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
<a href="#">Nurse Aide Skills Exam</a>	NA-PR-PPD	\$85	0	0	<a href="#">↓</a>
<a href="#">Nurse Aide Written Exam</a>	NA-WR-PPD	\$50	2	0	<a href="#">↓</a>
<a href="#">Nurse Aide Oral Exam (English or Spanish)</a>	NA-OR-PPD	\$50	0	0	<a href="#">↓</a>
<a href="#">Nurse Aide Written Exam AND Skills Exam</a>	NA-WR/PR-PPD	\$135	3	0	<a href="#">↓</a>
<a href="#">Nurse Aide Oral Exam AND Skills Exam</a>	NA-OR/PR-PPD	\$135	0	0	<a href="#">↓</a>

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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

Voucher Name	Voucher Price	
Nurse Aide Skills Exam	\$85	- 2 +
Nurse Aide Written Exam	\$50	- 0 +
Nurse Aide Oral Exam (English or Spanish)	\$50	- 0 +
Nurse Aide Written Exam AND Skills Exam	\$135	- 8 +
Nurse Aide Oral Exam AND Skills Exam	\$135	- 0 +

 [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

#### Payment

[Home](#) / [Voucher](#) / [Buy New Voucher](#) / [Payment](#)

Saved Cards

#### Payment Method

##### Credit/Debit Card

Enter Card Number

Enter Card Name

YYYY/MM

CVV

CANCEL

Save Card

ACH

#### Payment Summary

##### Nurse Aide Skills Exam

\$85

QTY	*	Price
1		85

##### Nurse Aide Written Exam AND Skills Exam

\$405

QTY	*	Price
3		135

Total

\$490

# 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

[Home](#) / [Voucher](#) / [Buy New Voucher](#) / [Payment](#)

#### Saved Cards

	Name on card	Expires on
<input checked="" type="radio"/> xxxx xxxx xxxx 1111 visa	Phani Varma	10/2026
<input type="radio"/> xxxx xxxx xxxx 2111 visa	Phani Varma	10/2026

Enter CVV( ? ):

#### Payment Method

ACH

#### Payment Summary

Nurse Aide Skills Exam		\$85		
QTY	*	Price		
1		85		
Nurse Aide Written Exam AND Skills Exam		\$405		
QTY	*	Price		
3		135		
<b>Total</b>		<b>\$490</b>		



# How to Manage Test Vouchers

## Assigning Vouchers to Candidates in CNA365®

### VOUCHER LIST PAGE – “AVAILABLE” VOUCHERS

➤ Click on a voucher type on the voucher summary page to access the voucher detail page

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

**Voucher**  
Home / Voucher / Voucher List

Exam Name Nurse Aide Written Exam AND Skills Exam	Exam Code NA-WR/PR-PPD	State Name Pennsylvania	Total Vouchers 3
--	---------------------------	----------------------------	---------------------

**Voucher List**

Available All Used Expired Assigned

Voucher Code	Expiration Date	Candidate Name	Voucher Status	Action
PA6CA7B3B5Z0	Dec 4, 2022, 1:54:24 PM	Lisa Simpson	Assigned	↓
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	Patty Smith	Assigned	↓
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	+Add Candidate	Available	↓

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### VOUCHER ASSIGNMENT

Search

Candidate Name	Course Completion Date
Ross Gellar	Nov 26, 2021, 12:30:00 PM
Monica Gellar	Nov 26, 2021, 4:55:00 PM
Pheoby Buffy	Nov 26, 2021, 4:58:00 PM

➔

Candidate Name

Ross Gellar Assign

# How to Manage Test Vouchers






## Distributing Vouchers to Candidates OUTSIDE of CNA365®

### VOUCHER SUMMARY PAGE

- 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)

**Voucher** + Buy New Voucher

Home / Voucher Search

Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Skills Exam	NA-PR-PPD	\$85	4	0	
Nurse Aide Written Exam	NA-WR-PPD	\$50	2	0	
Nurse Aide Oral Exam (English or Spanish)	NA-OR-PPD	\$50	3	0	
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	\$135	6	0	
Nurse Aide Oral Exam AND Skills Exam	NA-OR/PR-PPD	\$135	0	0	

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Download vouchers to EXCEL file

### EXCEL VOUCHER DOWNLOAD FILE

	A	B	C
1	VoucherCode	Expiration Date	VoucherStatus
2	PA8DDA8VBEMF	12/09/2022	Available
3	PANN37EF97D4	12/09/2022	Available
4	PAF4CD1FE8Q6	12/09/2022	Available

# 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)

**Voucher**  
Home / Voucher / Voucher List

Exam Name Nurse Aide Written Exam AND Skills Exam	Exam Code NA-WR/PR-PPD	State Name Pennsylvania	Total Vouchers 3
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**Voucher List**

Available All Used Expired Assigned

Voucher Code	Expiration Date	Candidate Name	Voucher Status	Action
PA6CA7B3B5Z0	Dec 4, 2022, 1:54:24 PM	Lisa Simpson	Assigned	↓
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	Patty Smith	Assigned	↓
PA6GDDCG86C8	Dec 4, 2022, 1:54:24 PM	+Add Candidate	Available	↓

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Download voucher to EXCEL file

### EXCEL VOUCHER DOWNLOAD FILE

	A	B
1	VoucherCode	Expiration Date
2	PA8DDA8VBEMF	12/09/2022

# 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)

### VOUCHER LIST PAGE – “ALL” VOUCHERS

**Voucher**  
Home / Voucher / Voucher List

Exam Name Nurse Aide Skills Exam	Exam Code NA-PR-PPD	State Name Pennsylvania	Total Vouchers 3
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**Voucher List**

Available **All** Used Expired Assigned

Item Code	Expiration Date	Candidate Name	Voucher Status
PA4EA1T9T6QT	Dec 20, 2022, 2:34:51 PM	ROSS GELLER	Used
PAB3E6F34CHH	Dec 20, 2022, 6:42:27 PM	+Add Candidate	Available
PAD0S15F6SU1	Dec 20, 2022, 6:42:27 PM	+Add Candidate	Available
PA38D0U1C1IU	Dec 20, 2022, 6:42:27 PM	+Add Candidate	Available

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# 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

### VOUCHER LIST PAGE – “USED” VOUCHERS

**Voucher**  
Home / Voucher / Voucher List

Exam Name Nurse Aide Skills Exam	Exam Code NA-PR-PPD	State Name Pennsylvania	Total Vouchers 3
-------------------------------------	------------------------	----------------------------	---------------------

**Voucher List**

Available   All   **Used**   Expired   Assigned

Item Code	Candidate Name	Used Date	Voucher Status
PA4EA1T9T6QT	ROSS GELLER	Dec 20, 2021, 2:36:21 PM	Used

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# How to Manage Test Vouchers

## Voucher List Page – “Expired” 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)

**Voucher**  
Home / Voucher / Voucher List

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	Pennsylvania	3

**Voucher List**

Available   All   Used   **Expired**   Assigned

Voucher Code	Expiration Date	Candidate Name	Voucher Status
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# 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

### VOUCHER LIST PAGE – “ASSIGNED” VOUCHERS

**Voucher**  
Home / Voucher / Voucher List

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	Pennsylvania	3

**Voucher List**

Available All Used Expired **Assigned**

Voucher Code	Expiration Date	Candidate Name	Voucher Status
PA6CA7B3B5Z0	Dec 4, 2022, 1:54:24 PM	<a href="#">Lisa Simpson</a>	Assigned
PA5AZ0D4Z2D9	Dec 4, 2022, 1:54:24 PM	<a href="#">Patty Smith</a>	Assigned

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# How to Manage Training Program User Accounts



- Course Completions
- Candidate Search
- Voucher
- Manage Users**
- Report

- 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

## MANAGE USERS

Manage Users

Home / Manage Users

**3** + Add User

Search

<input type="checkbox"/>	Name	Contact Number	Email	Created Date	<b>1</b> Status	Actions
<input type="checkbox"/>	Amy Farrah	+919268170173	testuser07@examroom.ai	Nov 26, 2021, 5:14:00 PM	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Sasha Murray	+919268170987	testuser08@examroom.ai	Nov 26, 2021, 5:16:00 PM	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	vijay vijay	+91123456789	vijayk@examroom.ai	Dec 3, 2021, 11:06:00 PM	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Saju Mathew	+13234567890	sajum@examroom.ai	Dec 4, 2021, 12:39:00 AM	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Jeff Anderson	+12148888888	janderson13651@gmail.com	Dec 4, 2021, 12:50:00 PM	<input checked="" type="checkbox"/>	

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After adding a new user, CNA365® will send an automated email to new user with a temporary password



# Reports

➤ Select desired report from drop-down list

**Credentia**  
CNA365®

- Manage Applications
- Manage Users
- Manage Candidates
- Report**

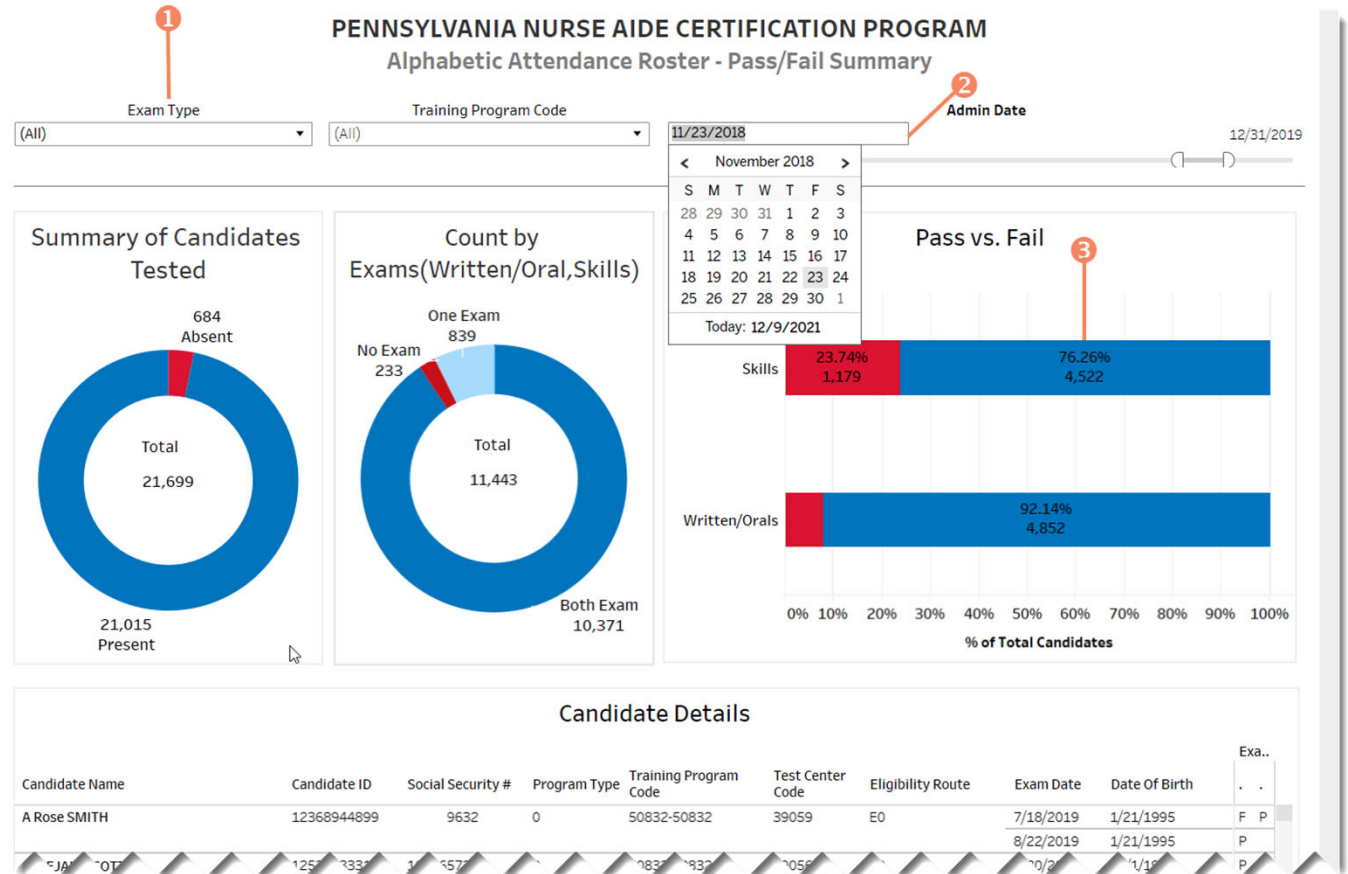
**Reports**

Select Report

- State-98\_AlphabeticAttendanceRoster-passFailSummary2
- State-99\_AlphabeticAttendanceRosterRawScoringDetail-2
- State-100\_AlphabeticAttendanceRosterMedAide1
- State-101-AlphabeticAttendanceRoster-PassFailByTrainingProgram3
- State-EXHIBIT102REPORTTrainingProgramReport

# 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**

Candidate Name	Candidate ID	Social Security #	Program Type	Training Program Code	Test Center Code	Eligibility Route	Exam Date	Date Of Birth	Exa..
A Rose SMITH	12368944899	9632	0	50832-50832	39059	E0	7/18/2019 8/22/2019	1/21/1995 1/21/1995	F P P
AALEJAH SCOTT	12521233318	5726	0	50832-50832	39056	E0	9/30/2019	11/1/1994	P P
Aaliyah Ann stancil	12398301733	3312	0	50086-50086	39051	E0	7/30/2019 8/20/2019 9/17/2019	3/7/1996 3/7/1996	F F P P
Aaliyah Carvajal	12312152840	1471	0	50275-50275	39056	E0	11/15/2019	2/11/2001	P P
Aaliyah Georgette Smith-Israel	11959201025	1025	0	50922-50922	39033	E0	10/4/2019	1/31/1995	P P
Aaliyah Lucas	12543648281	4571	0	50831-50831	39051	E0	10/1/2019	3/13/1998	P P
AALIYAH Maria BUFFINGTON	12409934548	4508	0	50832-50832	39056 39057	E0 E0	10/17/2019 11/7/2019	6/19/1994 6/19/1994	F P P P
Aaliyah Soto	12120761420	3385	0	50059-50059	39123	E0	4/3/2019	2/6/1995	P P
AARON WESLEY WESLEY	12242190905	7056	0	50943-50943	39356	E0	5/7/2019	8/8/1993	P P

← Undo → Redo ↶ Revert ↻ Refresh ⏸ Pause 🔍 Data Details 📄 View: Original 🔔 Alerts ☑ Metrics 🔄 Share ⬇️ Download 🖥️ Full Screen

## DOWNLOAD FILE FORMAT OPTIONS

Download [X]

Select your file format.

Image

Data

Crosstab

PDF

PowerPoint

Tableau Workbook

# How to Reset Your Password

1

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

Credentia  
CNA365®

Email

Password

[Forgot Password?](#)

Login

Don't have an account? [Sign up](#)

2

Enter your email address and select the "Submit" button

Forgot Password?

Enter your Mail ID to receive a reset link

Email

Submit

[< Back to Sign In](#)

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

Reset Password?

Email

Access code

New Password

Confirm Password

Reset Password

Back

Contact Credentia support if you have forgotten your email address