

# January 2025 Newsletter

Division of Health Service Regulation (DHSR)  
Health Care Personnel Education and Credentialing Section (HCPEC)

## Online Exams

### What Candidates Need

- ✓ **Computer** – a desktop, laptop or Chromebook with a single monitor (no smartphones or tablets) and a camera.  
The computer must meet the following system requirements identified by Credentia.  
<https://www.credentia.com/storage/onlineexams/System-Requirements-v1.0.pdf>
- ✓ **Private Room** – with four walls (not glass), and at least one door.
- ✓ **Mobile Device** – the exam Proctor will need to see the exam area with a 360-degree room scan. Candidates should have a smartphone or tablet (Apple or Android) that can do this using the ExamRoom 360 free app.
- ✓ **Wired Headset** – only required for oral exams.

Go to the Online Nurse Aide Preparation Guide to learn more about the common problems Candidates experience when testing online.  
<https://www.credentia.com/storage/credentia.pdf>

## Nurse Aide I Curriculum

All nurse aide training programs must transition to the new curriculum by **February 1, 2025**.

The new curriculum is available at the link below.

<https://info.ncdhhs.gov/dhsr/hcpr/curriculum/index.html>

## Test Availability At INF Locations

- ❖ Candidates should not contact Credentia, DHSR, or other in-facility (INF) test locations requesting permission to test at a location where they did not complete state-approved training. Only the INF test location can authorize Candidates to test at their location.
- ❖ If an INF test location has availability, then they should notify Credentia at [support@credentia.com](mailto:support@credentia.com).

## Upcoming Holiday

Credentia and DHSR offices will be closed on January 20, 2025 in observance of Martin Luther King Jr. Day.

## Online Exams

### What Candidates Should Do Before The Exam

- ✓ **Run a System Test** – make sure to do the required system test and exam simulation before exam day.  
Candidates should go to the following website and select the “Run System Test” button.  
<https://www.credentia.com/online-exams/>
- ✓ **Confirm Private Room For Exam.**
- ✓ **Get Identifications Ready.**

Information to Help Candidates Prepare for the Online Exam is Available at <https://www.credentia.com/online-exams/>

## Online Exams

### Test Locations

Locations hosting an online exam should review the system requirements document at the link below.

<https://www.credentia.com/storage/onlineexams/System-Requirements-v1.0.pdf>

## Online Exams

### Cancellations

Candidates should cancel or reschedule the examination at least **2 calendar days** before their scheduled test time.

## Scheduling Examinations

- ❖ Test dates must be entered at least **30 calendar days** in advance to allow Credentia sufficient time to find an Evaluator based on their availability.
- ❖ Credentia does not manually schedule Candidates for their exams. Candidates can purchase and schedule an exam with available testing slots, and reschedule when necessary.
- ❖ Only exam dates confirmed by an Evaluator will be seen in the system and are open to Candidate registration. Please have your students continue to monitor Credentia’s website as more test dates become available.

## Inclement Weather

Remind Candidates to check their CNA365 account to determine the status of an upcoming exam since it may get cancelled or rescheduled due to weather related events.

Happy New Year