

July 2025 Newsletter
Division of Health Service Regulation (DHSR)
Health Care Personnel Education and Credentialing Section (HCPEC)

COMING SOON – JULY 16, 2025

Effective July 16, 2025 – Reduced Lead Time For Skills Exam Scheduling

The required lead time for Candidates to schedule a skills exam will be reduced from 10 calendar days to 2 calendar days.

This enhancement will improve overall flexibility and efficiency for both Candidates and Training Programs and accelerate the certification process for eligible Candidates.

Important Notes:

- Candidates cannot register to take an exam prior to successfully completing a state-approved training program.
- 10 calendar days before the examination date:
 - A test event will be cancelled if the minimum number of Candidate registrations is not met.
 - If the minimum number of Candidate registrations is met, then scheduling remains open and Candidates can register until 2 calendar days before the examination date.
- For more information, including examples, refer to the sections below in the Quick Reference Guide (QRG).
 - [Scheduling An Exam](#)
 - [Cancelling & Rescheduling An Exam](#)

COMING SOON – AUGUST 2025

Group Testing For Computer-Based Testing (CBT) Exams

Credentia will be introducing a group testing functionality for CBT exams in August 2025.

The new feature allows Candidates to be scheduled and tested together in a coordinated session at a test center. Group testing offers added convenience for all Candidates, especially those without access to a computer or stable internet connection.

Important Notes:

- Credentia will provide additional details prior to the launch date.
- DHSR will communicate the launch date as soon as it is available.

TEST DATES

Test sites can view the status of test dates in Credentia's test site management system. For more information, refer to the sections below in the Quick Reference Guide (QRG).

- [Test Dates – Submission](#)
- [Test Dates – Confirmed](#)

Contact Credentia at 1-888-204-6249 or support@Credentia.com if information is incorrect in the test site management system.

Key Reminders:

- Regional Test Sites (RTS) – All Candidates can view and register for test dates as soon as a Nurse Aide Evaluator is confirmed for the examination event.
- In-Facility Test Sites (INF) – Only Candidates that completed training at the INF location can view and register for test dates as soon as a Nurse Aide Evaluator is confirmed for the examination event. However, INF locations can share test seats. For more information, refer to the [Quick Reference Guide \(QRG\)](#).
- Test Sites – Must wait until at least one (1) Candidate has registered to take the examination on the specified date in order to see test dates confirmed in the test site management system.

WHEN TO CONTACT DHSR

For testing concerns, please contact Credentia at 1-888-204-6249 or support@Credentia.com and obtain a ticket number.

Please provide Credentia the following information, if applicable.

- Candidate ID (Issued by Credentia)
- Test Date
- Test Site Name
- Test Site RTS or INF Number (Issued by Credentia)
- Training Program Number (Issued by DHSR)

If your concern has not been resolved within **5 business days**, please contact the [DHSR Education Consultant](#) for your region and provide the ticket number. Credentia needs sufficient time to research the information in the ticket and contact the Candidate, Test Site, or Training Program to help reach a resolution.