

**North Carolina Department of Health and Human Services
Division of Health Service Regulation
Health Care Personnel Education and Credentialing Section
January 2025 Newsletter**

Online Exams – What Candidates Need:

- A desktop, laptop or Chromebook with a single monitor (no smartphones or tablets) and a camera. The computer must meet the requirements specified at <https://www.credentia.com/storage/onlineexams/System-Requirements-v1.0.pdf>.
- A private room with four walls (not glass), and at least one door.
- A mobile Device so that the exam Proctor can 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.
- A wired headset for oral exams.

Online Exams – What Candidates Should Do Before The Exam:

- Complete the system test and exam simulation at <https://www.credentia.com/online-exams/>.
- Confirm private room for exam.
- Get identifications ready.
- Review the common problems Candidates experience when testing online at <https://www.credentia.com/storage/credentia.pdf>.

Online Exams – Test Locations:

Review the system requirements (device compatibility) information for online exams at <https://www.credentia.com/storage/onlineexams/System-Requirements-v1.0.pdf>.

Online Exams – Cancellations:

Candidates can cancel or reschedule the examination at least two (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 a Nurs Aide Evaluator will be seen in the system and are open to Candidate registration. Students should continue to monitor Credentia's website as more test dates become available.

Test Availability At INF Locations:

- Candidates should not contact Credentia, DHSR, or other In-Facility Test Sites (INF) 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 email Credentia at support@credentia.com.

Inclement Weather:

Candidates should check their CNA365 account frequently to determine the status of an upcoming exam.

Nurse Aide I Curriculum:

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

Upcoming Holidays:

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