

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

**Open Skills Exam Seat Report:**

DHSR has posted the report online at <https://ncnar.ncdhhs.gov/saresources.html> for the months of November and December.

**Computer Based Testing For The Written Exam:**

A few training programs are currently partnering with Credentia to pilot computer based testing in groups for the written examination.

**Test Management System:**

On October 8, 2025, Credentia released an enhancement to the test system management platform. The change applied to the "Manage Applications" and "Manage Candidate" tabs. The enhancement added two new columns, "Completed" and "Expired," to enable better filtering of Candidates based on their application status.

**Contacts:**

- For facility onboarding and application support, email [facilitysupport@credentia.com](mailto:facilitysupport@credentia.com)
- For event submission and event detail support, email [programcoordinator@credentia.com](mailto:programcoordinator@credentia.com)
- For general or Candidate support, email [support@Credentia.com](mailto:support@Credentia.com)
- For training programs and DHSR, email [clientmanagement@credentia.com](mailto:clientmanagement@credentia.com)
- For Candidates who are taking the exam and need technical support, call 877-848-3926

**Credentia Training Sessions:**

- Training Program – Onboarding
  - Audience – New Training Program Admins and Personnel Using the Training Program Console
  - When: Friday (Bi-Weekly)
  - Time: 3:00 PM EST / 1:00 PM MST / 12:00 PM PST
  - Length: One and Half (1.5) Hour
  - Dates: Nov 7<sup>th</sup> & 21<sup>st</sup>, Dec 5<sup>th</sup> & 19<sup>th</sup>
- Training Program – Console Refresher Training
  - Audience: Training Program Admins and Personnel Using the Training Program Console
  - When: 1<sup>st</sup> Thursday of each month
  - Time: 2:00 PM EST / 12:00 PM MST / 11:00 AM PST
  - Length: One (1) Hour
  - Dates: Nov 6<sup>th</sup>, Dec 4<sup>th</sup>

**Resources For Candidates and Training Programs:**

Online resources are available for Candidates and Training Programs on Credentia's website.

- Go to [credentia.com](https://credentia.com)
- Select Help Center

**Offices Closed:**

Credentia's offices will be closed on November 11<sup>th</sup>, 27<sup>th</sup>, 28<sup>th</sup> and December 25<sup>th</sup>.