



Candidate Registration Quick Reference Guide



Contents

- ① How to Create a CNA365® Account
- ② How to Submit a Testing Application
- ③ How to Schedule an Exam

How to Create a CNA365® Account

1

Click the “CNA365” button at the top of your state website page at www.credentia.com



2

Select the “Sign Up” link on the CNA365® login page

TIP: bookmark the CNA365® login page

The screenshot shows the Credentia CNA365 login page. It features the Credentia logo at the top. Below the logo are input fields for Email and Password. A 'Forgot Password?' link is located below the password field. A 'Login' button is positioned below the email field. At the bottom, there is a link that says 'Don't have an account? Sign up', which is highlighted with an orange arrow.

3

Fill out the new account form and select “Sign Up” button

The screenshot shows the 'Create Your Account' form. It is divided into two main sections: 'General Information' and 'Other Information'. The 'General Information' section includes fields for First name, Middle name, Last name, and a dropdown for CD. The 'Other Information' section includes fields for Date of Birth, Gender, Address (Number and Street), City, Zip Code, State, SSN, Phone number (with a country code dropdown), and Email. Below these sections is the 'Account Setup' section, which includes fields for Enter Password and Confirm Password. At the bottom, there is a 'Sign Up' button and a link for 'Already have an account? Sign in'.

4

Check your email for your account confirmation and click the “Activate Account” button

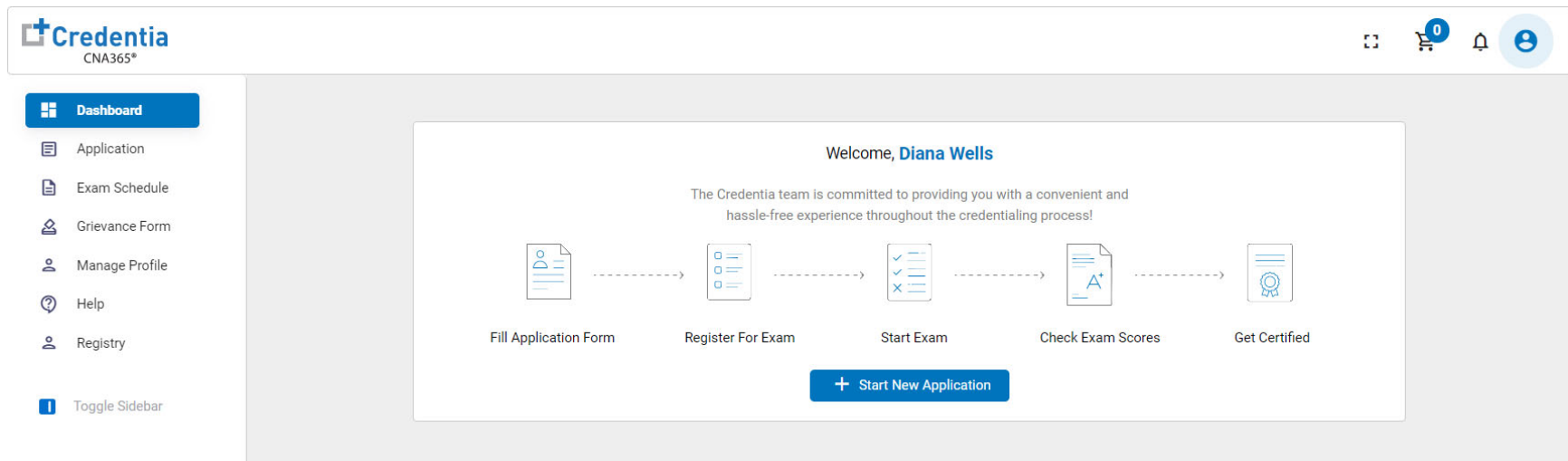
The screenshot shows an email confirmation page from Credentia. It features the Credentia logo at the top. Below the logo, it says 'You're Almost There!'. A message instructs the user to click a button to validate their email address and activate their Credentia CNA365 account. A blue 'Activate Account' button is shown, highlighted with an orange arrow. Below the button, there is a note that if the user did not sign up for a Credentia CNA365 account, they can safely ignore the email. At the bottom, there is a signature line and contact information for Credentia Administrator, including the website www.credentia.com and a contact support phone number: (800) 457-6752.

How to Submit a Testing Application

Step 1 – Start New Application

STEP 1

After you login, click on the “Start New Application” button that appears on your Dashboard page

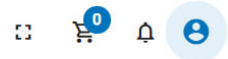


How to Submit a Testing Application

Step 2 – Select Your Eligibility Route

STEP 2

1. Select your eligibility route
2. Confirm your eligibility route by checking the box
3. Select the “Start” button



Dashboard

Application

Exam Schedule

Grievance Form

Manage Profile

Help

Registry

Toggle Sidebar

Select Application

Home / Application / Select Application

State

Pennsylvania

Select Your Eligibility Route

E0 – Nurse Aide Training Program Completion

E3 – Pennsylvania Nurse Aide Registration Has Lapsed

E4 – Other State Nurse Aide Registration Has Lapsed

E6A – Temporary Nurse Aide - Examination

Instructions

You are responsible for completing this form if you wish to take the NNAAP® Examination. You may receive assistance from your employer or someone from your training program to complete it. The personal information used on this form and from your enrollment information, entered and verified during the online enrollment process, is used only to determine your eligibility to test. Failure to provide complete and accurate information may delay your nurse aide test or prevent your entry on the Registry. Please ensure your address information is correct before submitting this application. Once submitted, your application will be reviewed by Credentia and/or the state to confirm your eligibility to register for the NNAAP exam. You will be notified by email once a decision has been made regarding your application. You can also review the status of your application in CNA365.

For all applicants who have successfully completed a Pennsylvania State-Approved Nurse Aide Training Program within the last twenty-four (24) months.

☐ I have read the above definition of the E0 Eligibility Route and confirm that this is the correct Eligibility Route for me (check the box).

Start

How to Submit a Testing Application

Step 3 – Complete Application

STEP 3

Click on each section to enter the required information and upload any supporting documentation as prompted



- Dashboard
- Application**
- Exam Schedule
- Grievance Form
- Manage Profile
- Help
- Registry

Application Form

Home / Application / Application Form

Pennsylvania Nurse Aide Testing Application

Eligibility Route: E0 Nurse Aide Training Program Completion

Section 1 Training Program Completion ⓘ

1. Training Program

Select your training program from the drop down list.

Training Program
Test Institute

2. Course Completion Date ⓘ

Enter your training program completion date.

Select Date
11/22/2021

Section 2 Screening Questions ⓘ

Section 3 Accommodations ⓘ

Section 4 Registrant Certification ⓘ

Section name turns green after completion

Click each section to complete application

Cancel Save as Draft Submit

Application Progress

- Training Program Completion
- Screening Questions
- Accommodations
- Registrant Certification

TIP: save your application by selecting "Save as Draft" button in upper right-hand corner if you want to save and submit later

How to Submit a Testing Application

Step 4 – Submit Application

STEP 4

When you have completed all sections, click on the “Submit” button



- Dashboard
- Application**
- Exam Schedule
- Grievance Form
- Manage Profile
- Help
- Registry

Application Form

Home / Application / Application Form

[Cancel](#) [Save as Draft](#) [Submit](#)

Pennsylvania Nurse Aide Testing Application

Eligibility Route: E0 Nurse Aide Training Program Completion

Section 1 Training Program Completion ⓘ



Section 2 Screening Questions ⓘ



Section 3 Accommodations ⓘ



Section 4 Registrant Certification ^

I hereby certify that the information provided on this registration form is true and accurate, and that I am the person whose name appears on the form. I understand that any information I give that is not true may jeopardize my certification status and listing as a nurse aide and may result in prosecution by the state of Pennsylvania.

☒ Yes, the information on this application is true and correct.

Candidate Signature

Tina Jones

Select Date

11/26/2021



Application Progress

- Training Program Completion
- Screening Questions
- Accommodations



How to Submit a Testing Application

Checking Your Application Status



Dashboard

Application

Exam Schedule

Grievance Form

Manage Profile

Help

Registry

Application

Home / Application

Pennsylvania E0 – Nurse Aide Training Program Completion Application

Current Status

Pending

26th November, 2021 / 8:31 PM

Application ID	Submitted Date
646	26/11/2021

Summary

Click "Summary" button to see status of your application



Application

Home / Application / Application-Summary

Pennsylvania Nurse Aide Testing Application

Eligibility Route: E0 Nurse Aide Training Program Completion

Section 1 Training Program Completion ⓘ

Section 2 Screening Questions ⓘ

Section 3 Accommodations ⓘ

Section 4 Registrant Certification

Detailed log of your application review process

Application Process

Candidate
Submitted
26th November, 2021 / 8:31 PM
Submitted for approval

TrainingInstitute
Pending
26th November, 2021 / 8:31 PM
Pending for approval

You will receive a CNA365® alert email once your application has been approved and you are able to register for exams

How to Schedule an Exam

Step 1 – Register for Exam

STEP 1

Select “Exam Schedule” from the navigation menu and then select the “Register for Exam” button



- Dashboard
- Application
- Exam Schedule**
- Grievance Form
- Manage Profile
- Help
- Registry

Exam Schedule

[Home](#) / [Exam Schedule](#)



Exam Not Found

Register For Exam



How to Schedule an Exam

Step 2 – Select Exam Type

STEP 2

Select the Exam Type (you schedule one exam at a time)

Register For Exam

[Home](#) / [Exam Schedule](#) / [Register For Exam](#)

Eligibility Route Name

E0 – Nurse Aide Training Progra... ⓘ

Select Exam Type

Nurse Aide Written Exam

Nurse Aide Oral English Exam

Nurse Aide Oral Spanish Exam

Nurse Aide Skills Exam



Select exam type to schedule your exam

How to Schedule an Exam

Step 3 – Schedule Online Exam

STEP 3

To schedule an online written/oral exam (skip this step if you want to schedule a test center exam):

1. Select online exam
2. Select your time zone
3. Select your preferred exam date (note that days in bold have exam times available and disabled days have no available exam times)
4. Select your preferred time of day range for the exam date selected
5. Select one of the available time slots
6. Select “Add Cart” button

The image displays two screenshots of the exam scheduling interface, connected by a large black arrow pointing from left to right. The left screenshot shows the initial selection steps, and the right screenshot shows the final selection and confirmation steps.

Left Screenshot:

- 1** Select Your Exam Type: Radio buttons for ☒ Online and ☐ Test Center.
- 2** Select Time Zone: A dropdown menu showing "(UTC-07:00) Arizona".
- 3** Select Date: A calendar for December 2021. The date 20 is highlighted in green. A callout box points to the calendar with the text: "Dates in bold have available exam times".

Right Screenshot:

- 4** Select Range: Three time range buttons: "08 AM - 12 PM" (selected), "12 PM - 04 PM", and "04 PM - 08 PM".
- 5** Available Slots: A row of time slot buttons: "10:30", "11:00", "11:30", "10:00", "10:45", "11:15", "11:45", and "10:15".
- 6** Add Cart: A button labeled "Add Cart" next to a "Pay Now" button.

How to Schedule an Exam

Step 4 – Schedule Test Center Exam

STEP 4

To schedule an exam at a test center:

1. Select Test Center
2. Select your time zone
3. Select your preferred exam date range
4. If your training program provided you with a Test Center ID, select the “Find Test Center” option and enter your Test Center ID
5. Select the “Search” button to find available exam dates
6. Select an available exam date
7. Select a test center from the available list
8. Select a test time from the available list
9. Select “Add Cart” button

This screenshot shows the initial steps of the exam scheduling process. It includes a 'Select Your Exam Type' section with radio buttons for 'Online' and 'Test Center'. Below this are fields for 'Select Time Zone' (set to '(UTC-06:00) Central ...'), 'Select Date Range' (set to '1/4/2 - 1/13/2'), and a 'Find Test Center' input field. A 'Search' button is prominently displayed. Below the search button are three date options: '25. Dec, Sat', '27. Dec, Mon', and '06. Jan, Thu'. A 'Help' link is visible at the bottom right.



This screenshot shows the results of the search. It displays the same 'Select Your Exam Type' section as the first screenshot. Below the 'Search' button, there are three date options: '25. Dec, Sat', '27. Dec, Mon', and '06. Jan, Thu'. Below these dates, there is a list of test centers. The first entry is 'International Council on Education (ICE)' with the address '3508 Lauren St, Copperas Cove' and a 'Directions' link. Below the test center list, there are three time options: '10:24 AM', '10:24 AM', and '10:24 AM'. At the bottom right, there are two buttons: 'Add Cart' and 'Pay Now'.

How to Schedule an Exam

Step 5 – Enter Payment Information in Shopping Cart

STEP 5

Select payment method:

1. If you have a voucher, enter the voucher code and click the “Apply Code” link (if your training program assigned a code to your account previously it will appear automatically)
2. If you are paying with a credit/debit card, enter you card information and select “Save Card”
3. If you are paying with ACH (electronic check), enter your bank information

Payment

[Home](#) / [Exam Schedule](#) / [Register For Exam](#) / [Payment](#)

Saved Cards



Add Card



Credits/Debit Cards

Enter Card Number

Enter Card Name

YYYY/MM

CVV

CANCEL

Save Card

ACH



Payment Summary

Nurse Aide Written Exam

\$50



E0 – Nurse Aide Training Program Completion

Exam Mode

Exam Date

Exam Time

Online

23/12/2021

7:30 pm CST

Enter the promo code

[Apply Code](#)

SubTotal

\$50

Tax

\$1.00

Grand Total

\$51

How to Schedule an Exam

Step 6 – Make Payment

STEP 6

If you are paying for your exam(s) by credit/debit card, in the shopping cart checkout:

1. Select the saved card you want to use for payment
2. Enter the CVV code for security purposes
3. Select the “Pay” button

Payment

[Home](#) / [Exam Schedule](#) / [Register For Exam](#) / [Payment](#)

1

xxxx xxxx xxxx 1111 visa

Phani Varma

10/2026

Enter CVV(?):

CVV

2

Pay

3

xxxx xxxx xxxx 881 visa

hello hi

12/2026

Add Card

ACH

Payment Summary

Nurse Aide Written Exam

\$50

E0 – Nurse Aide Training Program Completion

Exam Mode	Exam Date	Exam Time
Online	23/12/2021	7:30 pm CST

Enter the promo code

Apply Code

SubTotal	\$50
Tax	\$1.00
Grand Total	\$51

You will receive a CNA365® alert email with a confirmation/receipt of your scheduled exam(s)