



Training Program IOWA

Quick Reference Guide

June 2025
Version 1.0



AGENDA



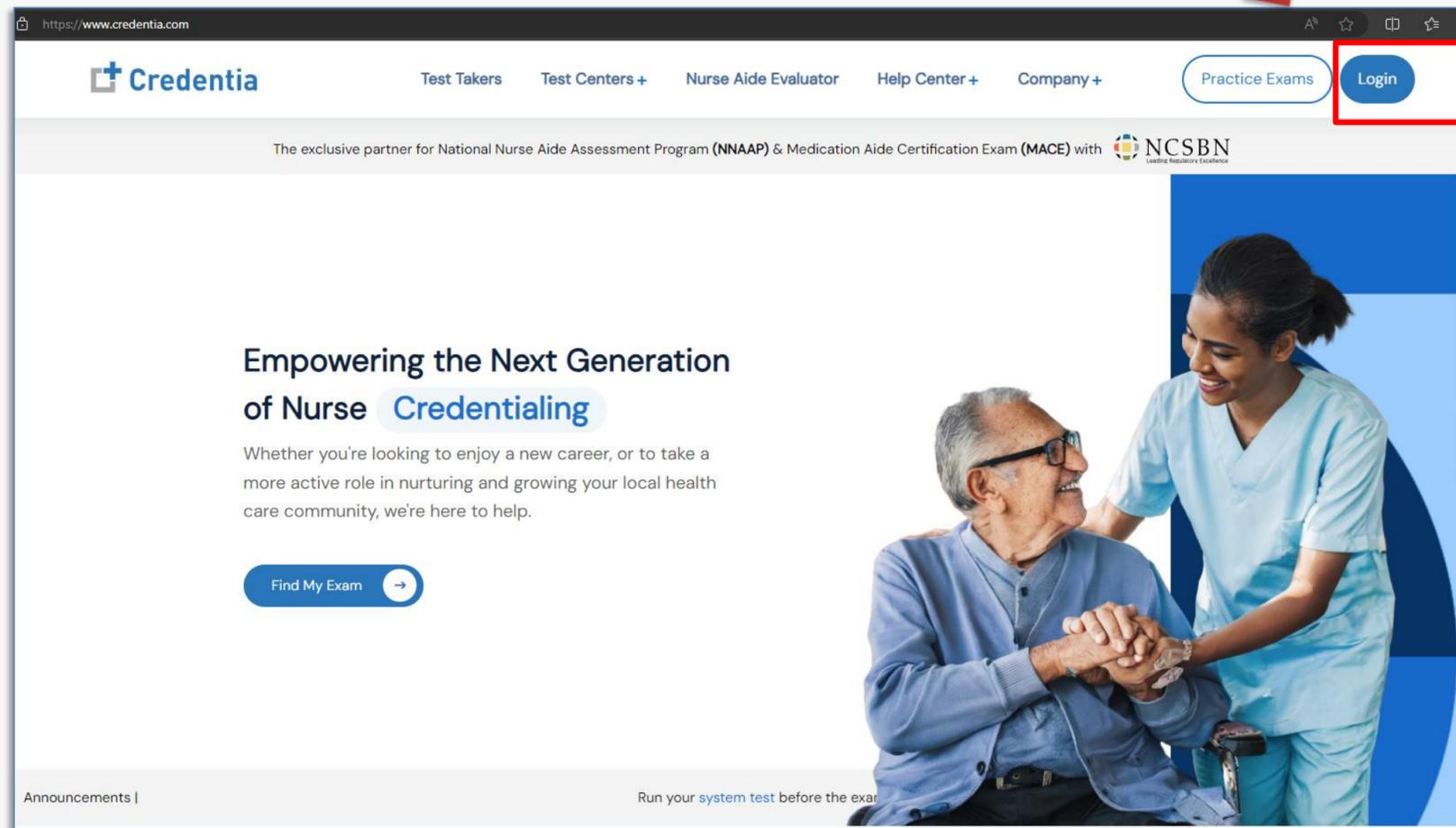
- Approving Student Applications
- Change Requests
- Purchasing Test Vouchers
- Managing Test Vouchers
- Adding User Accounts
- Managing Reports

Logging In



1

- Go to www.credentia.com
- Click on **Login** on the top right corner of the screen



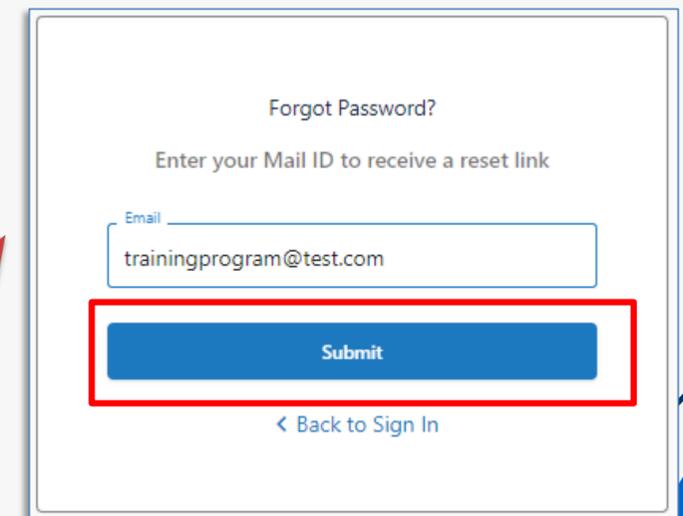
2

- Type in your registered email ID and Password to login
- Click on Login



3

- To reset your password, click on Forgot Password?
- Type in your registered email ID and click on Submit.
- Check your email for an Access Code to reset the password.



Training Institute Console Menu

Left Navigation Panel

Self Help Guides

Shopping Cart



 Course Completions



To view and action student applications by date

 Candidate Search



To view and action student applications by name

 Voucher



To purchase and manage exam vouchers

 Manage Users



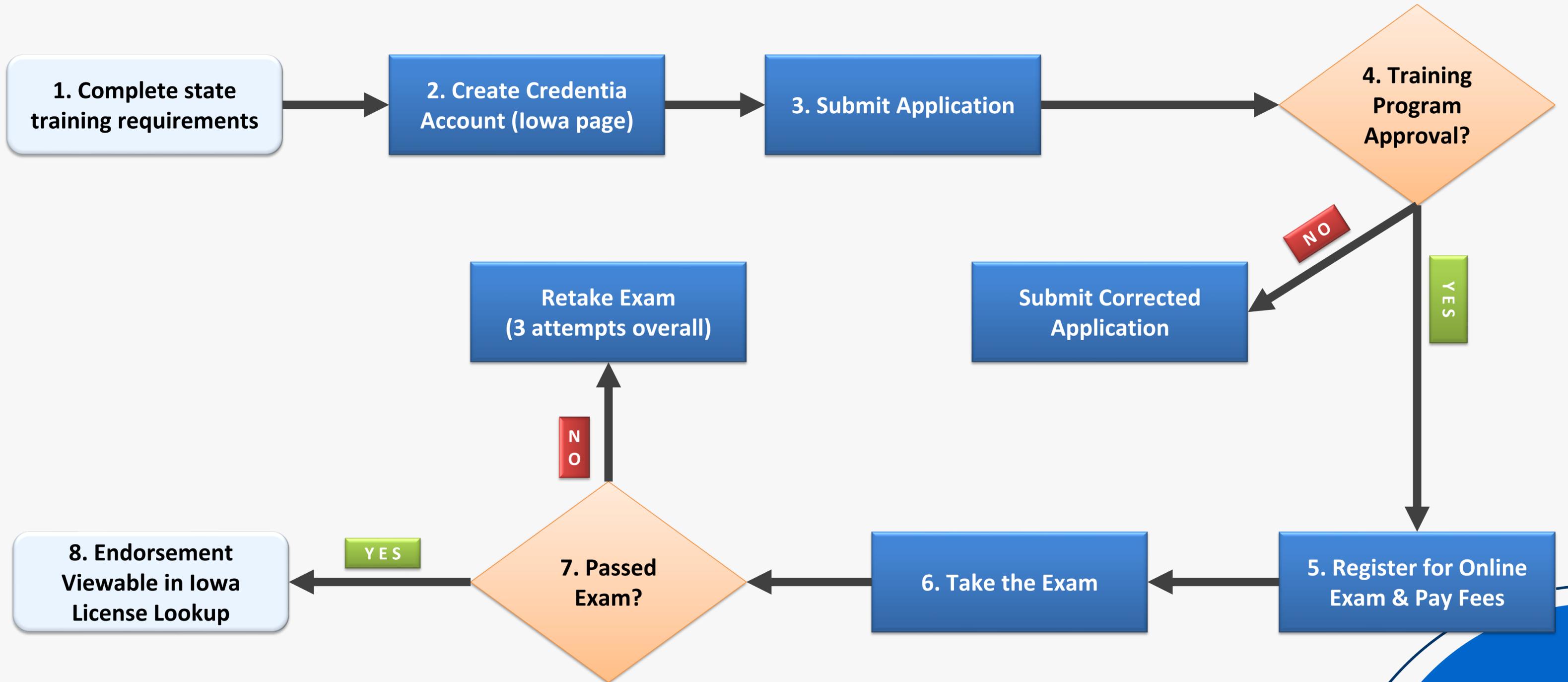
To add / edit users

 Reports



To view reports

Process Flow

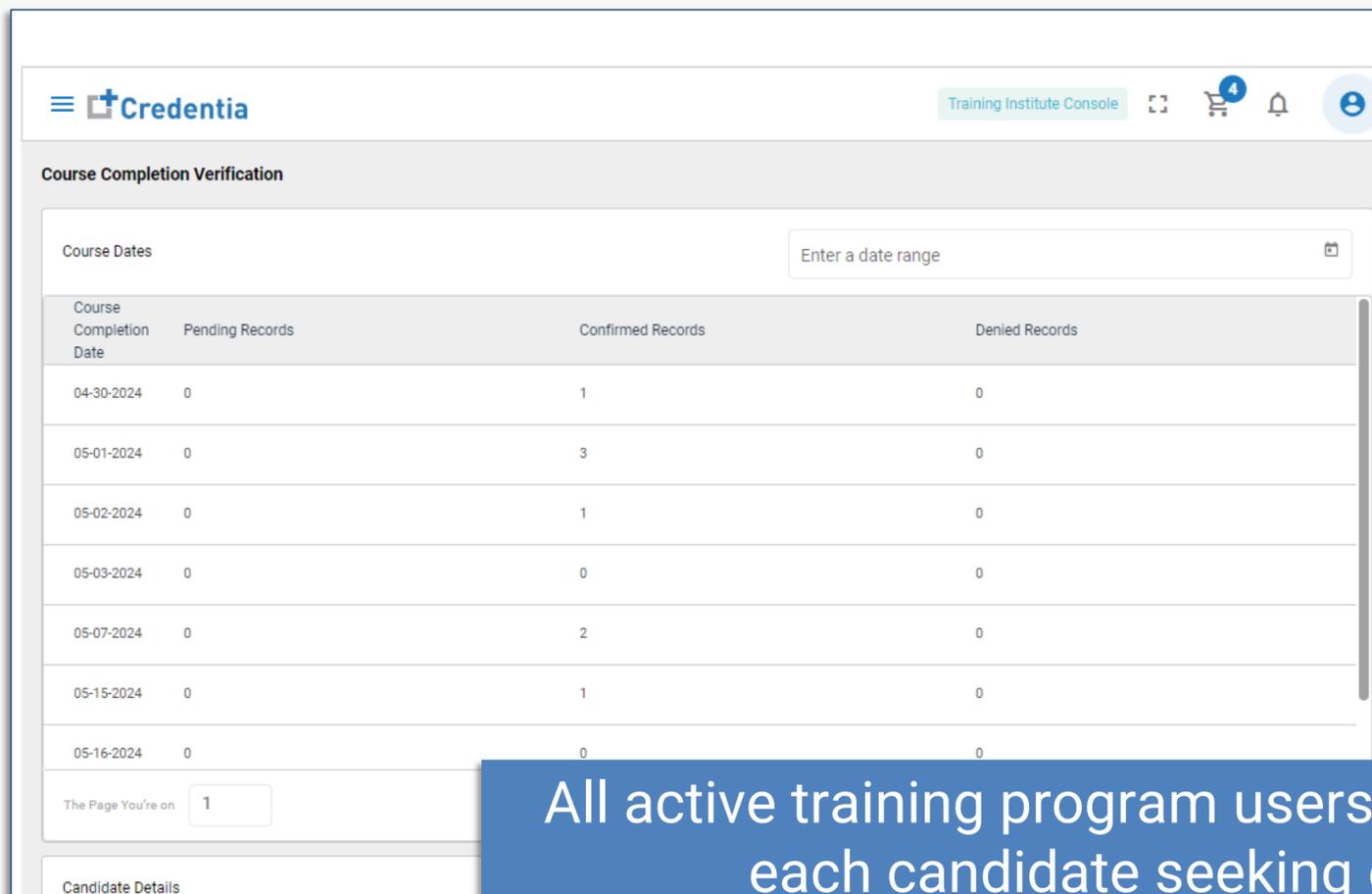


Approving Students

There are two ways of validating course completions for the students

Option 1: By Course Completion

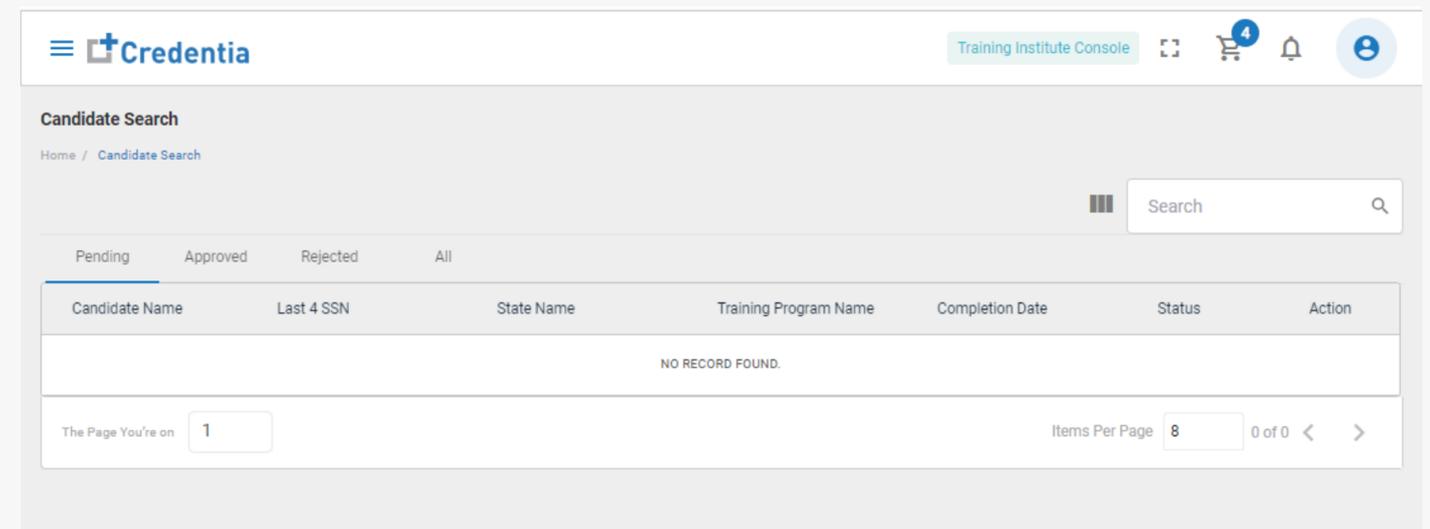
- Select “Course Completions” from main menu
- Access all verification requests by course completion date
- Allows for easy reconciliation against class lists
- Includes candidate multi-select feature to complete full class verifications in seconds



Course Completion Date	Pending Records	Confirmed Records	Denied Records
04-30-2024	0	1	0
05-01-2024	0	3	0
05-02-2024	0	1	0
05-03-2024	0	0	0
05-07-2024	0	2	0
05-15-2024	0	1	0
05-16-2024	0	0	0

Option 2: By Candidate Name

- Select “Candidate Search” from main menu
- Best option to quickly find a specific candidate



Candidate Name	Last 4 SSN	State Name	Training Program Name	Completion Date	Status	Action
NO RECORD FOUND.						

All active training program users will receive a Credentia alert email for each candidate seeking course completion verification

Training Program Console - Verifying Applications

Option #1: By Course Completion Date

- 1 Enter course completion date range
- 2 Select pending records value for the desired course date
- 3 Select the checkbox for the candidate you want to verify (you can select multiple candidates as desired)
- 4 Correct the completion date if necessary or select no changes
- 5 Submit or reject the verification request(s) for the candidate(s) selected (must provide a reason for a reject)

Course Completion Verification

Course Dates 1

Enter a date range
 12/1/2021 – 12/10/2021

Course Completion Date	Pending Records	Confirmed Records	Denied Records
2021-12-01	3 2	5	0
2021-12-02	0	2	0
2021-12-04	0	2	0
2021-12-05	0	1	1
2021-12-06	0	2	0
2021-12-08	0	2	0

The Page You're on Items Per Page 1 - 6 of 6 < >

Candidate Details

<input type="checkbox"/>	Candidate Name	Candidate ID	Completed Date	City
<input type="checkbox"/>	Lee Gilbert	118	2021-11-30	Lancaster
<input checked="" type="checkbox"/>	Diana Wells	115	2021-11-30	Harrisburg
<input type="checkbox"/>	Kelly Piper	122	2021-11-30	Harrisburg

The Page You're on Items Per Page 1 - 3 of 3 < >

Verification

Update Completion Date
 No Changes 4

Selected Date Reason

5

Training Program Console - Verifying Applications

Option #2: By Candidate Name

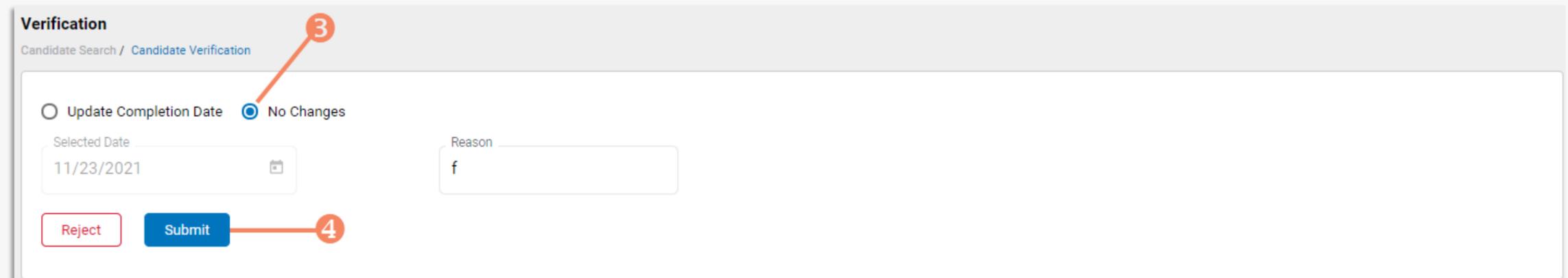
- 1 Start typing candidate name in search box
- 2 Select view icon for the candidate to display the verification page for the candidate
- 3 Correct the completion date if necessary or select no changes
- 4 Submit or reject the verification request for the candidate (must provide a reason for a reject)

Candidate Name



The screenshot shows the 'Candidate Search' page. At the top, there are tabs for 'Pending', 'Approved', 'Rejected', and 'All'. A search bar on the right contains the text 'gilbert' and has a magnifying glass icon. Below the search bar is a table with the following columns: 'Candidate Name', 'Candidate ID', 'State Name', 'Completion Date', 'Status', and 'Action'. The table contains one row for 'Lee Gilbert' with ID '36', State 'Pennsylvania', and Completion Date 'Dec 1, 2021'. The 'Status' is 'Pending' and the 'Action' column has an eye icon. At the bottom, there is a pagination control showing 'The Page You're on' with a value of '0', 'Items Per Page' set to '8', and '1 - 1 of 1' items.

Candidate Verification

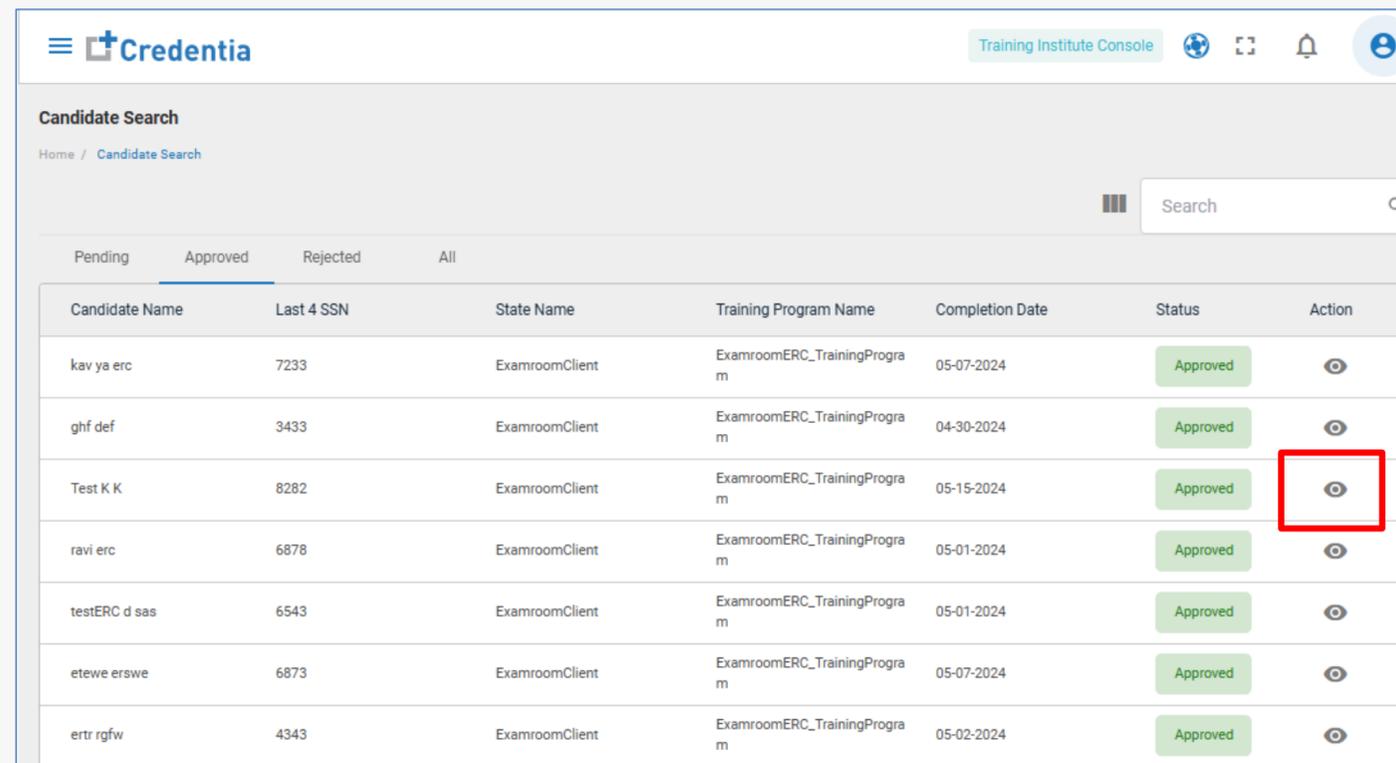


The screenshot shows the 'Verification' page. At the top, there are two radio buttons: 'Update Completion Date' and 'No Changes'. The 'No Changes' option is selected. Below the radio buttons, there is a 'Selected Date' field with the value '11/23/2021' and a calendar icon. To the right is a 'Reason' field with the value 'f'. At the bottom, there are two buttons: 'Reject' and 'Submit'.

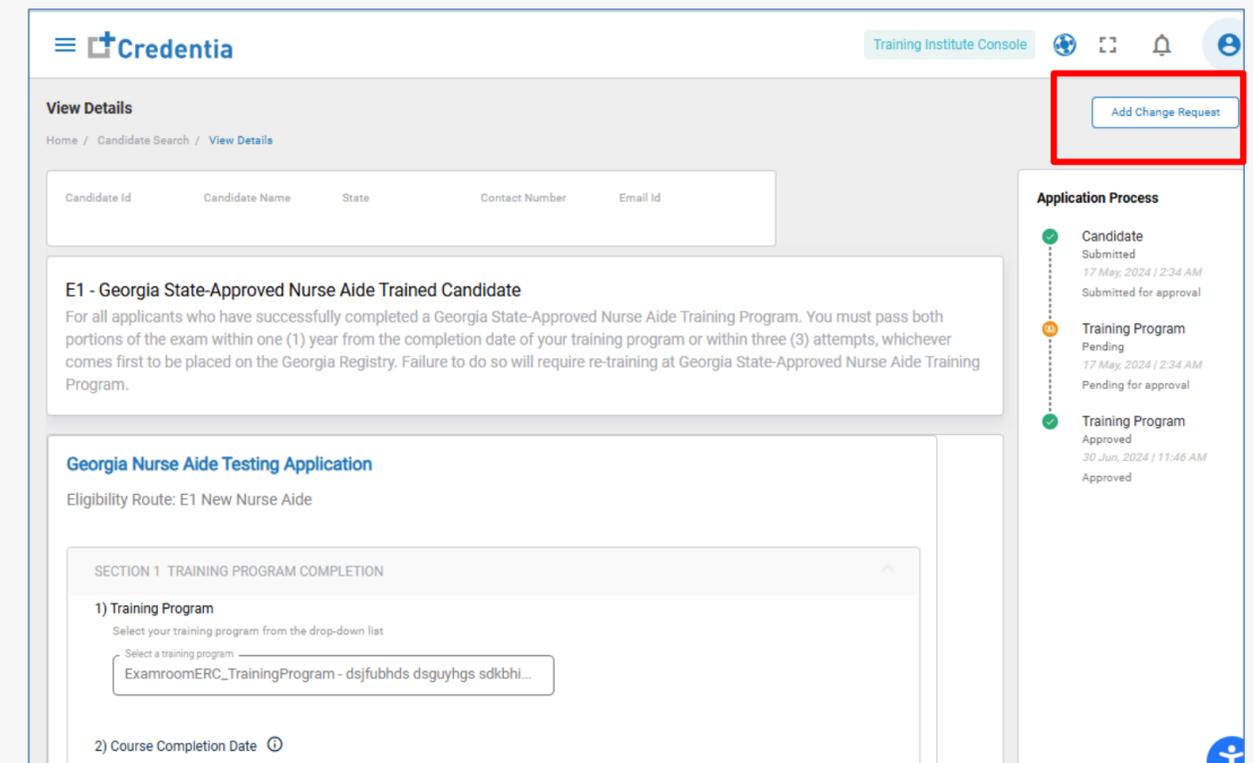
Change Requests

In case you've already approved or rejected an application and wish to make changes, submit a Change Request form, which will be sent to the Student, along with instruction on what needs to be changed.

1. Go to **Candidate Search** on the left navigation panel, and click on the **Approved** tab, then click on the View icon for the Student you wish to change the status for.
2. This will take you to the Change Request screen, click on **Add Change Request**.



Candidate Name	Last 4 SSN	State Name	Training Program Name	Completion Date	Status	Action
kav ya erc	7233	ExamroomClient	ExamroomERC_TrainingProgram	05-07-2024	Approved	
ghf def	3433	ExamroomClient	ExamroomERC_TrainingProgram	04-30-2024	Approved	
Test K K	8282	ExamroomClient	ExamroomERC_TrainingProgram	05-15-2024	Approved	
ravi erc	6878	ExamroomClient	ExamroomERC_TrainingProgram	05-01-2024	Approved	
testERC d sas	6543	ExamroomClient	ExamroomERC_TrainingProgram	05-01-2024	Approved	
etewe erswe	6873	ExamroomClient	ExamroomERC_TrainingProgram	05-07-2024	Approved	
ertr rgfw	4343	ExamroomClient	ExamroomERC_TrainingProgram	05-02-2024	Approved	



View Details

Home / Candidate Search / View Details

[Add Change Request](#)

Candidate Id	Candidate Name	State	Contact Number	Email Id
<p>E1 - Georgia State-Approved Nurse Aide Trained Candidate</p> <p>For all applicants who have successfully completed a Georgia State-Approved Nurse Aide Training Program. You must pass both portions of the exam within one (1) year from the completion date of your training program or within three (3) attempts, whichever comes first to be placed on the Georgia Registry. Failure to do so will require re-training at Georgia State-Approved Nurse Aide Training Program.</p>				
<p>Georgia Nurse Aide Testing Application</p> <p>Eligibility Route: E1 New Nurse Aide</p>				

Application Process

- Candidate Submitted
17 May, 2024 | 2:34 AM
Submitted for approval
- Training Program Pending
17 May, 2024 | 2:34 AM
Pending for approval
- Training Program Approved
30 Jun, 2024 | 11:46 AM
Approved

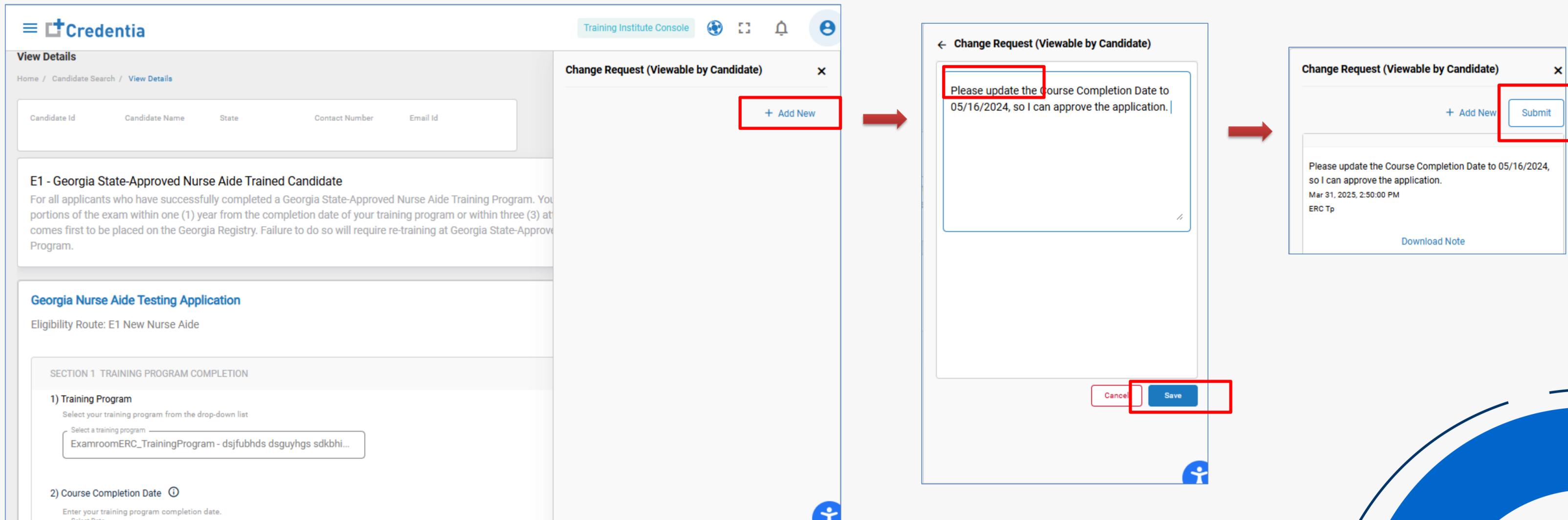
SECTION 1 TRAINING PROGRAM COMPLETION

1) Training Program
Select your training program from the drop-down list
ExamroomERC_TrainingProgram - dsjfubhds dsguyhgs sdbkhi...

2) Course Completion Date ⓘ

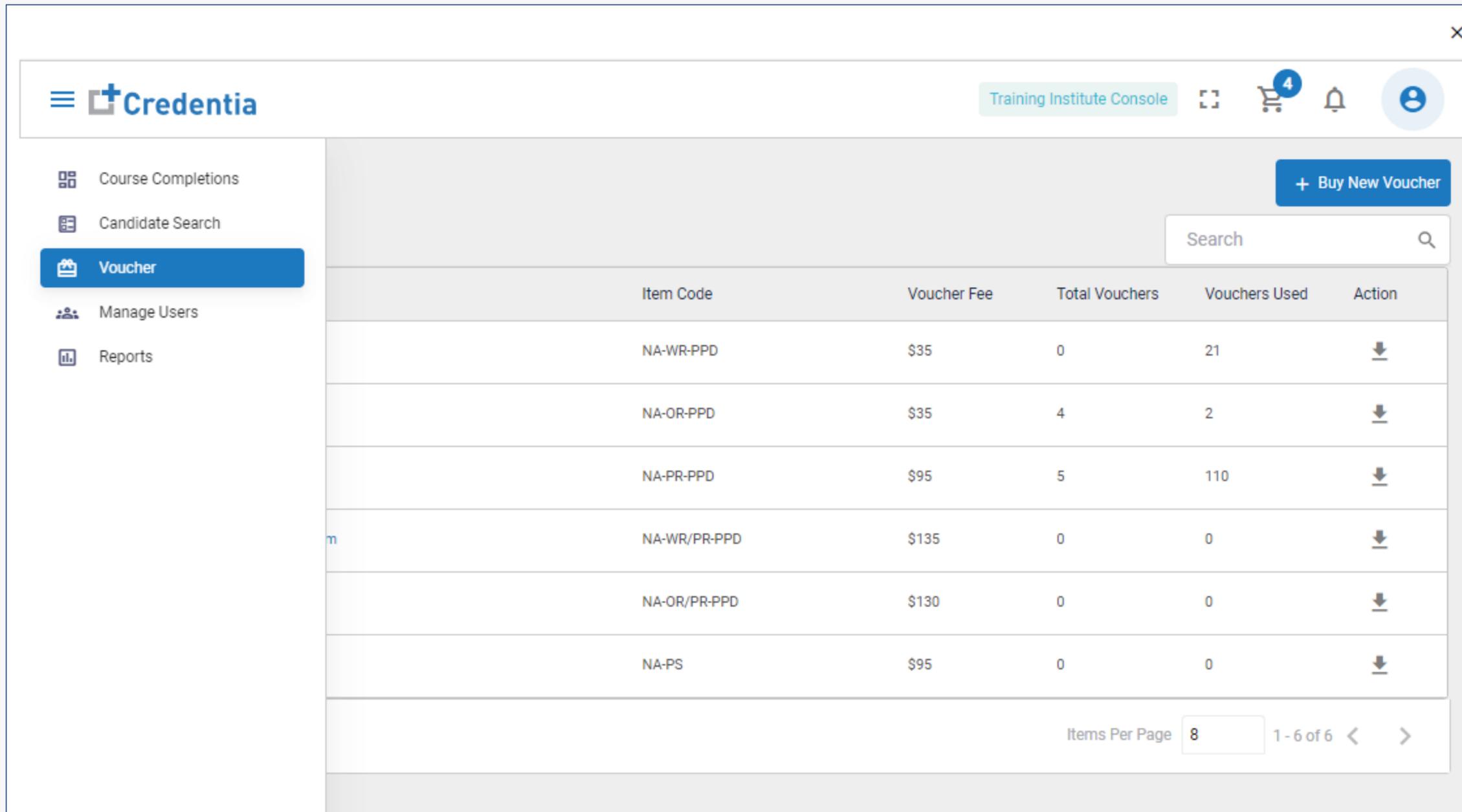
Change Requests

- Click on +Add New on the right panel.
- Add the notes on what needs to be changed by the Student and then click on Save, then click on Submit.
- This now goes to the Student's Credentia account in order for them to make changes to the application, after which it will come back to your console for further action.



Purchasing Vouchers - Step 1

- 1. On the left navigation panel, click on Voucher
- 2. On the top right of the screen, click on Buy New Voucher

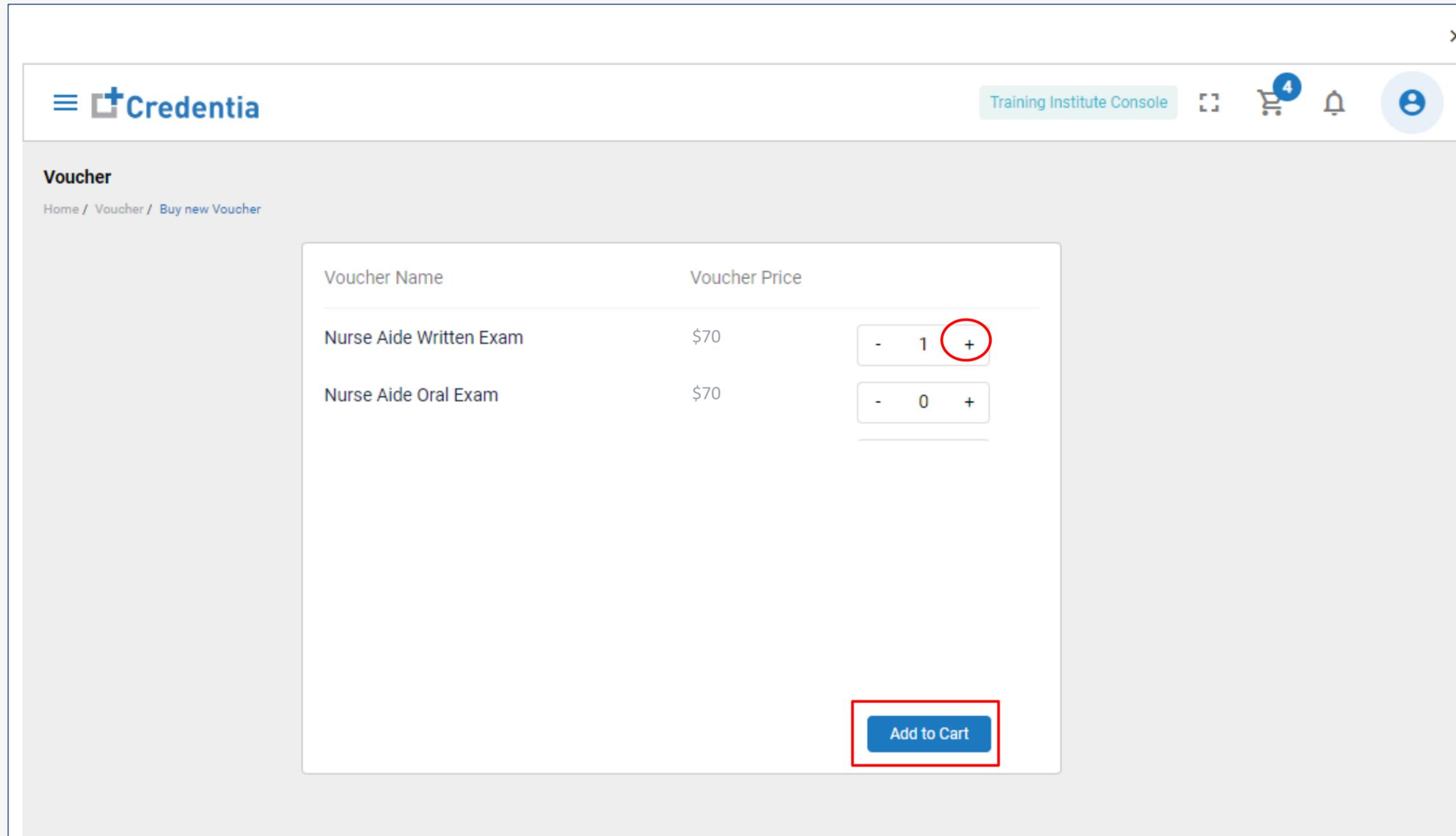


The screenshot displays the Credentia Training Institute Console interface. On the left, a navigation menu includes 'Course Completions', 'Candidate Search', 'Voucher' (highlighted), 'Manage Users', and 'Reports'. The main content area features a table of vouchers with columns for 'Item Code', 'Voucher Fee', 'Total Vouchers', 'Vouchers Used', and 'Action'. A '+ Buy New Voucher' button is located in the top right corner of the main area. A search bar is positioned above the table. The bottom of the table shows pagination controls: 'Items Per Page 8' and '1 - 6 of 6'.

Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
NA-WR-PPD	\$35	0	21	↓
NA-OR-PPD	\$35	4	2	↓
NA-PR-PPD	\$95	5	110	↓
NA-WR/PR-PPD	\$135	0	0	↓
NA-OR/PR-PPD	\$130	0	0	↓
NA-PS	\$95	0	0	↓

Purchasing Vouchers – Step 2

- Click on the + icon to choose the required quantity for each voucher type and select the “Add to Cart” button



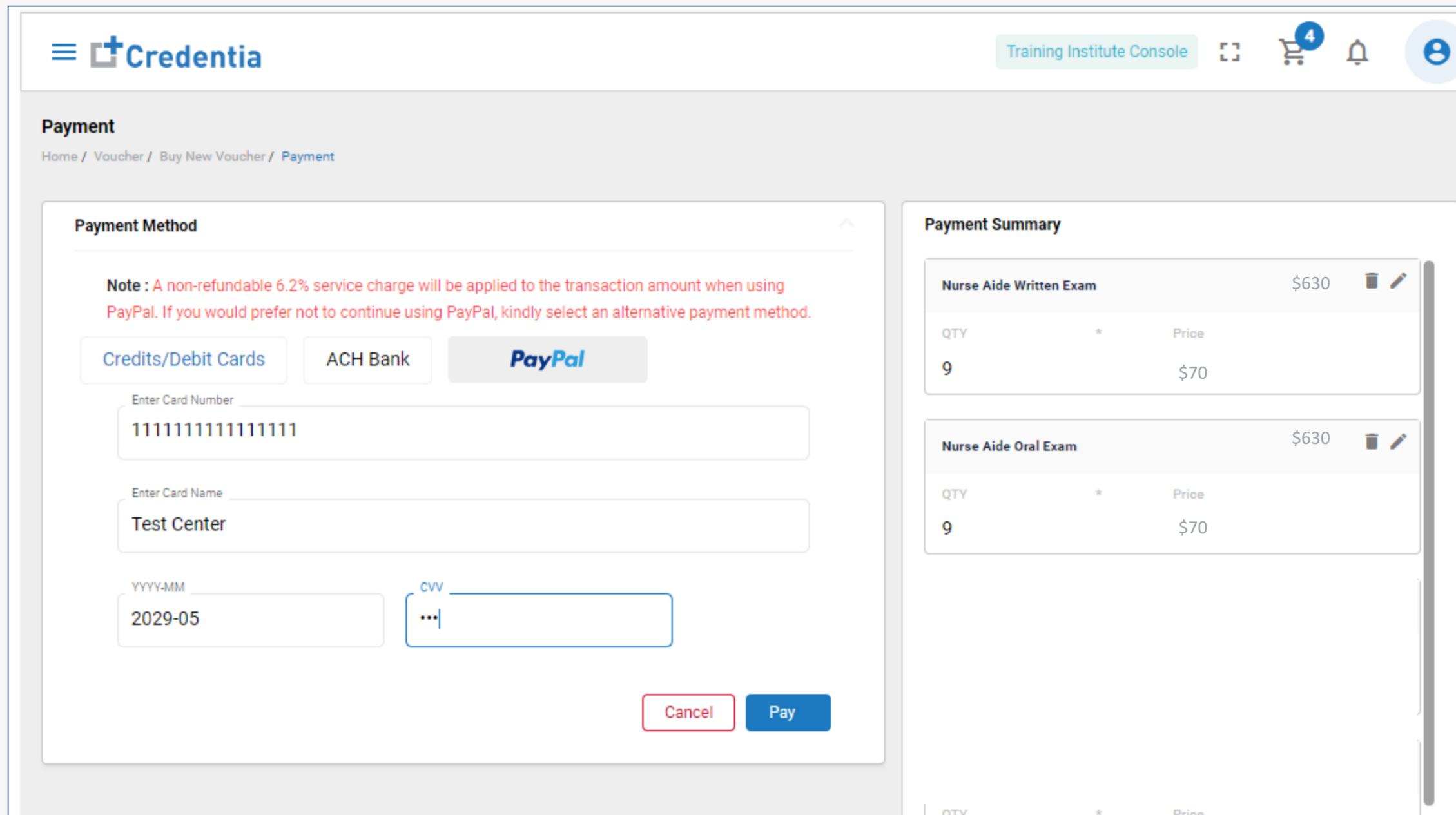
The screenshot shows the Credentia website interface for purchasing vouchers. The top navigation bar includes the Credentia logo, a "Training Institute Console" button, a shopping cart icon with a "4" badge, a notification bell, and a user profile icon. The main content area is titled "Voucher" and includes a breadcrumb trail: "Home / Voucher / Buy new Voucher". A table lists two voucher types with their prices and quantity selection controls:

Voucher Name	Voucher Price	Quantity
Nurse Aide Written Exam	\$70	- 1 +
Nurse Aide Oral Exam	\$70	- 0 +

The "+" icon in the quantity selector for "Nurse Aide Written Exam" is circled in red. Below the table, an "Add to Cart" button is highlighted with a red rectangular box.

Purchasing Vouchers - Step 3

- You can pay by Credit/Debit Card, Bank Account or PayPal. Select the preferred method of payment and add the prompted information on screen, then click on "Pay".



The screenshot shows the Credentia payment interface. At the top, there is a navigation bar with the Credentia logo, a "Training Institute Console" button, and icons for a shopping cart (with a '4' notification), a bell, and a user profile. Below the navigation bar, the page title is "Payment" with a breadcrumb trail: "Home / Voucher / Buy New Voucher / Payment".

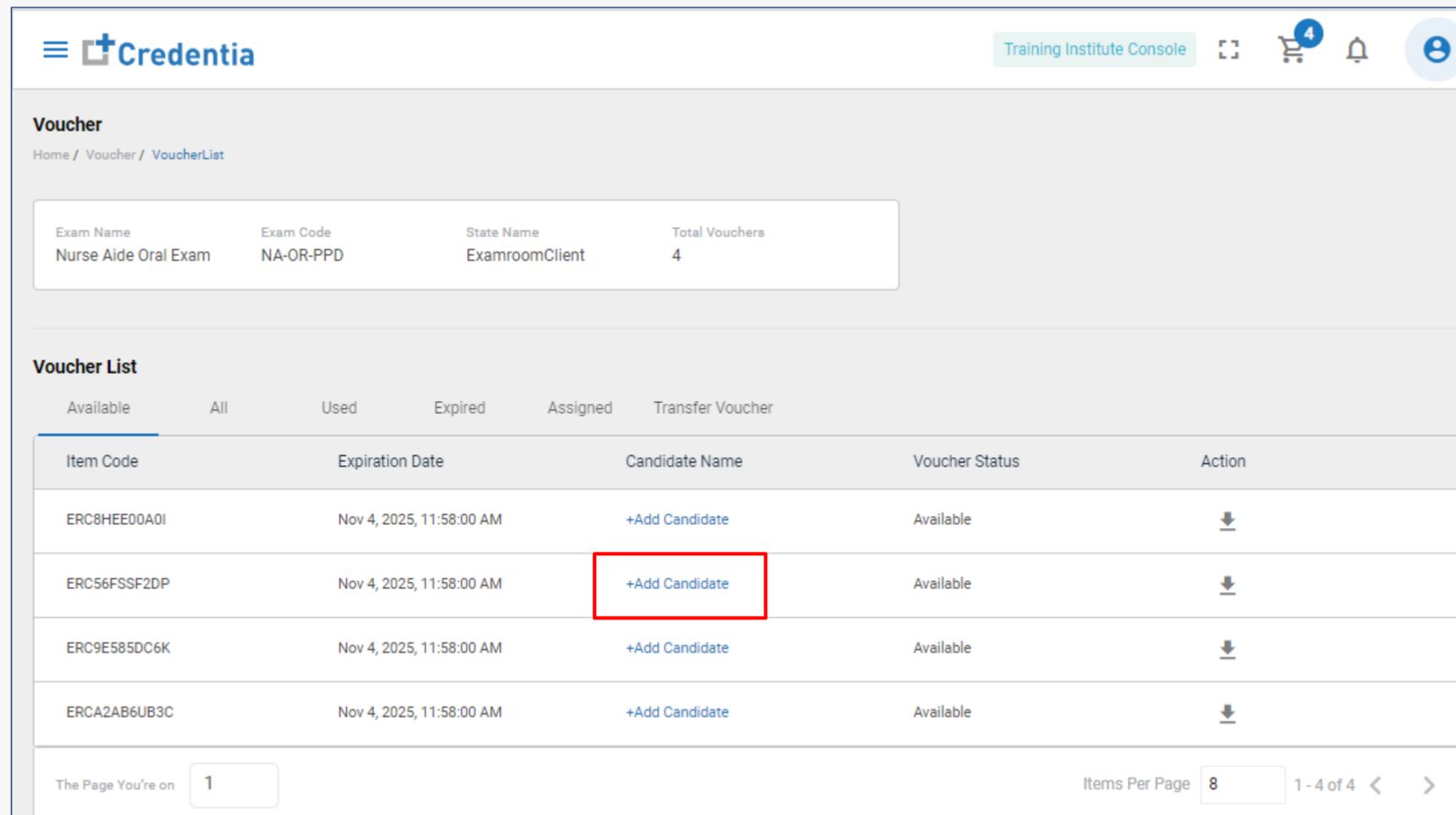
The main content area is divided into two panels:

- Payment Method:** This panel contains a note: "Note : A non-refundable 6.2% service charge will be applied to the transaction amount when using PayPal. If you would prefer not to continue using PayPal, kindly select an alternative payment method." Below the note are three buttons: "Credits/Debit Cards", "ACH Bank", and "PayPal" (which is highlighted). Under "Credits/Debit Cards", there are four input fields: "Enter Card Number" (with the value "1111111111111111"), "Enter Card Name" (with the value "Test Center"), "YYYY-MM" (with the value "2029-05"), and "CVV" (with three dots). At the bottom right of this panel are "Cancel" and "Pay" buttons.
- Payment Summary:** This panel shows a list of items. The first item is "Nurse Aide Written Exam" with a price of \$630. Below it is a table with columns "QTY", "*", and "Price", showing a quantity of 9 and a price of \$70. The second item is "Nurse Aide Oral Exam" with a price of \$630, also followed by a table showing a quantity of 9 and a price of \$70.

Managing Vouchers – Assigning Vouchers

Click on a **Voucher Type** on the voucher summary page to see the voucher details.

1 On the **Available** tab, click on **+Add Candidate** next to the voucher to be assigned.



Voucher
Home / Voucher / VoucherList

Exam Name	Exam Code	State Name	Total Vouchers
Nurse Aide Oral Exam	NA-OR-PPD	ExamroomClient	4

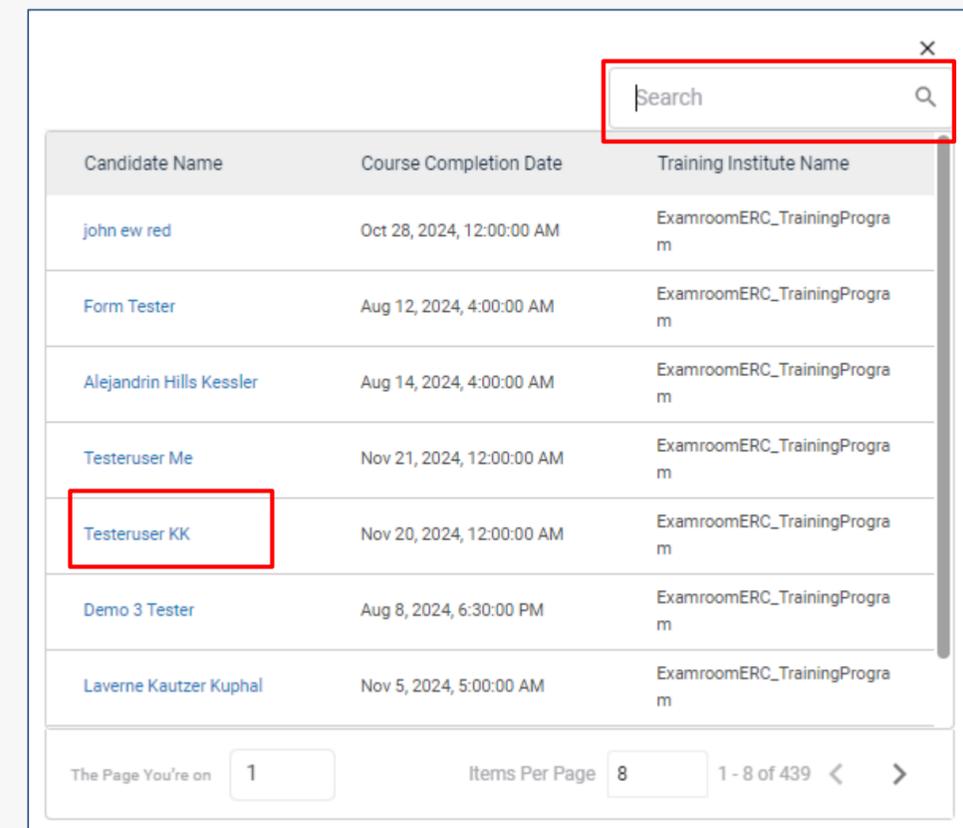
Voucher List

Available All Used Expired Assigned Transfer Voucher

Item Code	Expiration Date	Candidate Name	Voucher Status	Action
ERC8HEE00A0I	Nov 4, 2025, 11:58:00 AM	+Add Candidate	Available	↓
ERC56FSSF2DP	Nov 4, 2025, 11:58:00 AM	+Add Candidate	Available	↓
ERC9E585DC6K	Nov 4, 2025, 11:58:00 AM	+Add Candidate	Available	↓
ERCA2AB6UB3C	Nov 4, 2025, 11:58:00 AM	+Add Candidate	Available	↓

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2 Select from the **Candidate Name** list or type the name in the search box.
Click on the **Candidate Name** once it shows up.

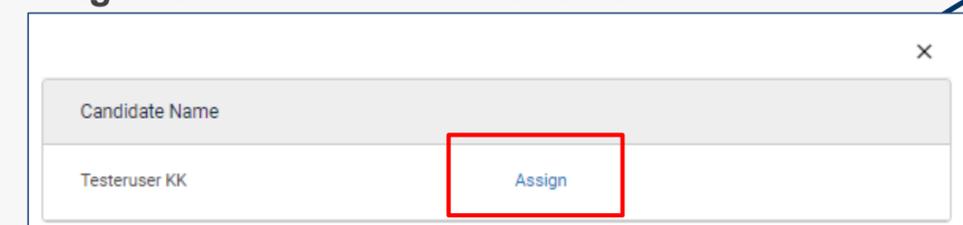


Search

Candidate Name	Course Completion Date	Training Institute Name
john ew red	Oct 28, 2024, 12:00:00 AM	ExamroomERC_TrainingProgram
Form Tester	Aug 12, 2024, 4:00:00 AM	ExamroomERC_TrainingProgram
Alejandrin Hills Kessler	Aug 14, 2024, 4:00:00 AM	ExamroomERC_TrainingProgram
Testeruser Me	Nov 21, 2024, 12:00:00 AM	ExamroomERC_TrainingProgram
Testeruser KK	Nov 20, 2024, 12:00:00 AM	ExamroomERC_TrainingProgram
Demo 3 Tester	Aug 8, 2024, 6:30:00 PM	ExamroomERC_TrainingProgram
Laverne Kautzer Kuphal	Nov 5, 2024, 5:00:00 AM	ExamroomERC_TrainingProgram

The Page You're on: 1 | Items Per Page: 8 | 1 - 8 of 439 < >

3 Click on **Assign** next to the candidate's name



Candidate Name

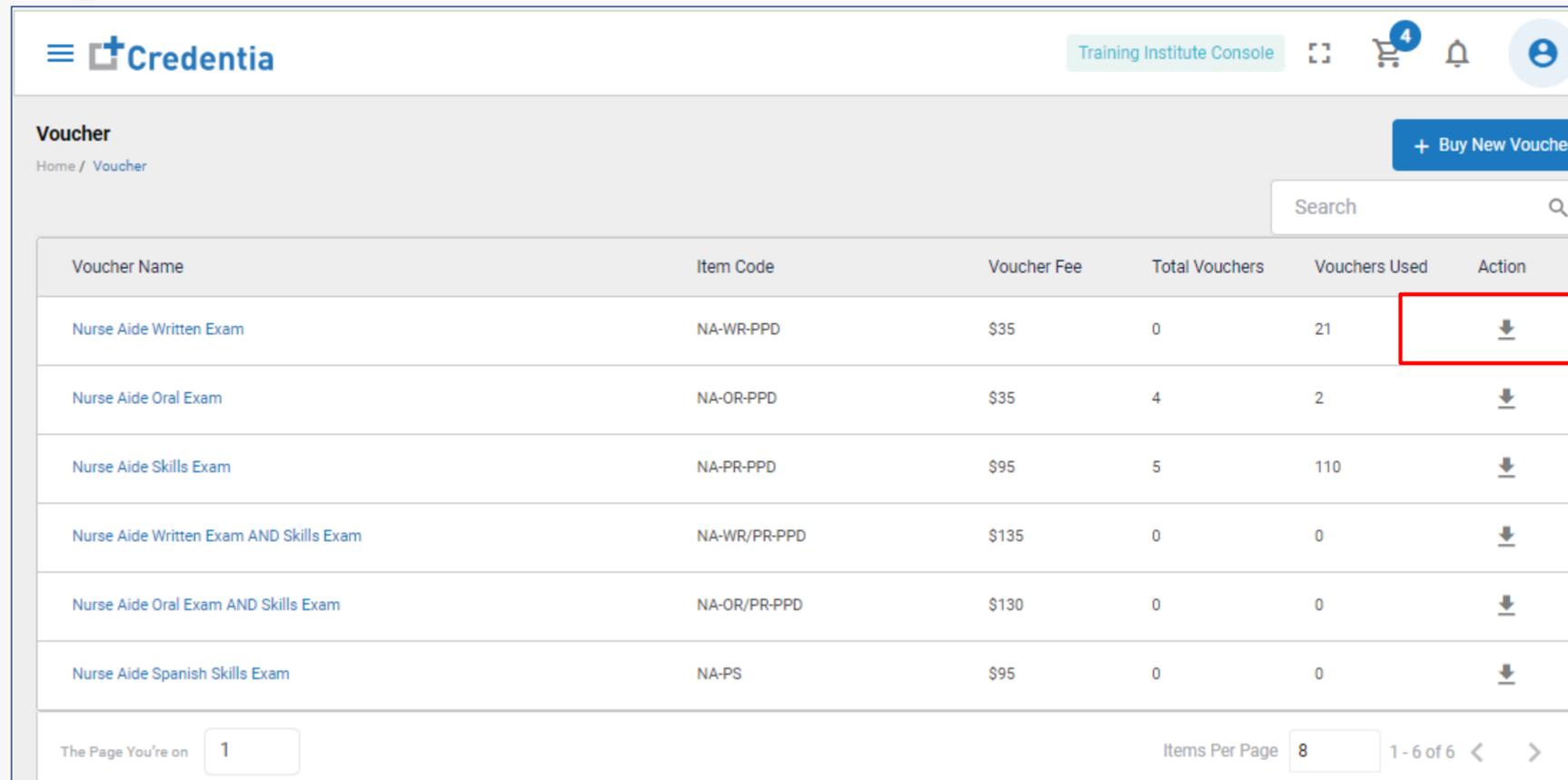
Testeruser KK

Assign

Managing Vouchers – Distributing Vouchers

To distribute vouchers to candidates not registered on Credentia:

- 1 On the Voucher summary page, click on the  icon to download the **Vouchers**.



Voucher Name	Item Code	Voucher Fee	Total Vouchers	Vouchers Used	Action
Nurse Aide Written Exam	NA-WR-PPD	\$35	0	21	
Nurse Aide Oral Exam	NA-OR-PPD	\$35	4	2	
Nurse Aide Skills Exam	NA-PR-PPD	\$95	5	110	
Nurse Aide Written Exam AND Skills Exam	NA-WR/PR-PPD	\$135	0	0	
Nurse Aide Oral Exam AND Skills Exam	NA-OR/PR-PPD	\$130	0	0	
Nurse Aide Spanish Skills Exam	NA-PS	\$95	0	0	

- 2 The complete list of Voucher Codes will be downloaded as an excel file on your local computer.

You can see the status of each, as well as the expiration date.

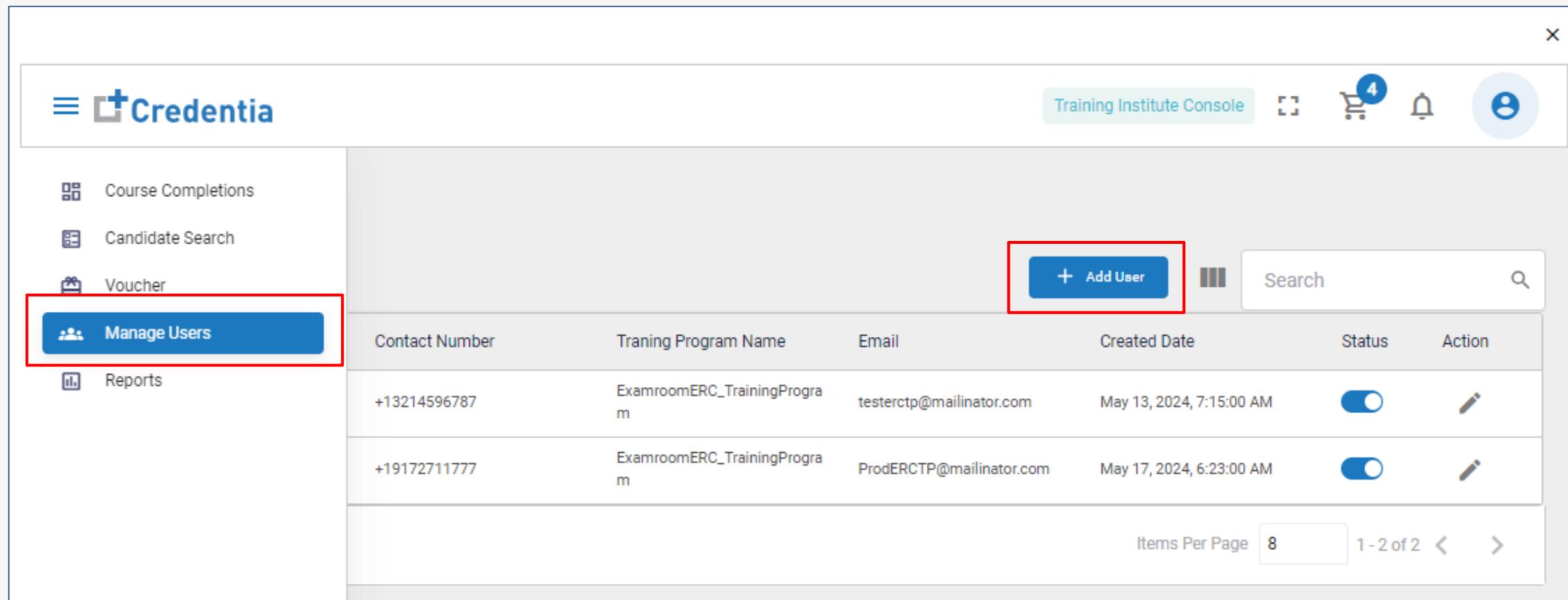
	A	B	C
1	VoucherCode ▼	Expiration Date ▼	VoucherStatus ▼
2	ERC00L3LC03U	10/30/2025	Used
3	ERC68CX7X44Q	11/04/2025	Used
4	ERC8HEE00A0I	11/04/2025	Available
5	ERC56FSSF2DP	11/04/2025	Available
6	ERC9E585DC6K	11/04/2025	Available
7	ERCA2AB6UB3C	11/04/2025	Assigned

Adding Users

Activate/deactivate a user with the status toggle

Select the edit icon to change profile information for a user

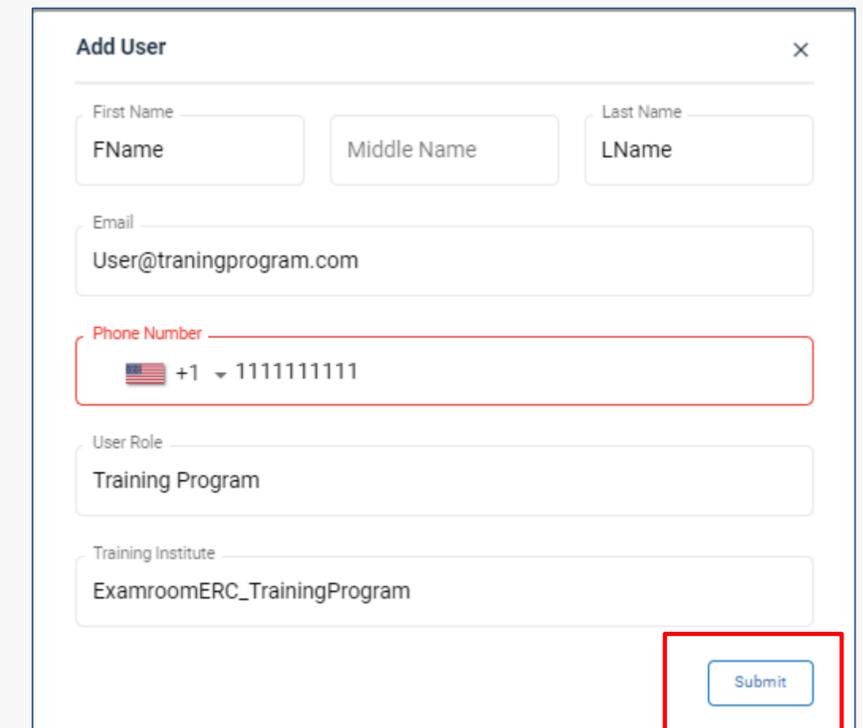
Select the “Add New User” button to add a new training program user



The screenshot shows the Credentia Training Institute Console. On the left sidebar, the 'Manage Users' button is highlighted with a red box. In the main content area, the '+ Add User' button is also highlighted with a red box. Below the button is a table of users:

Contact Number	Traning Program Name	Email	Created Date	Status	Action
+13214596787	ExamroomERC_TrainingProgram	testerctp@mailinator.com	May 13, 2024, 7:15:00 AM	<input checked="" type="checkbox"/>	
+19172711777	ExamroomERC_TrainingProgram	ProdERCTP@mailinator.com	May 17, 2024, 6:23:00 AM	<input checked="" type="checkbox"/>	

At the bottom of the table, there is a pagination control showing 'Items Per Page 8' and '1 - 2 of 2'.



The 'Add User' form contains the following fields:

- First Name (FName)
- Middle Name
- Last Name (LName)
- Email (User@traningprogram.com)
- Phone Number (+1 1111111111)
- User Role (Training Program)
- Training Institute (ExamroomERC_TrainingProgram)

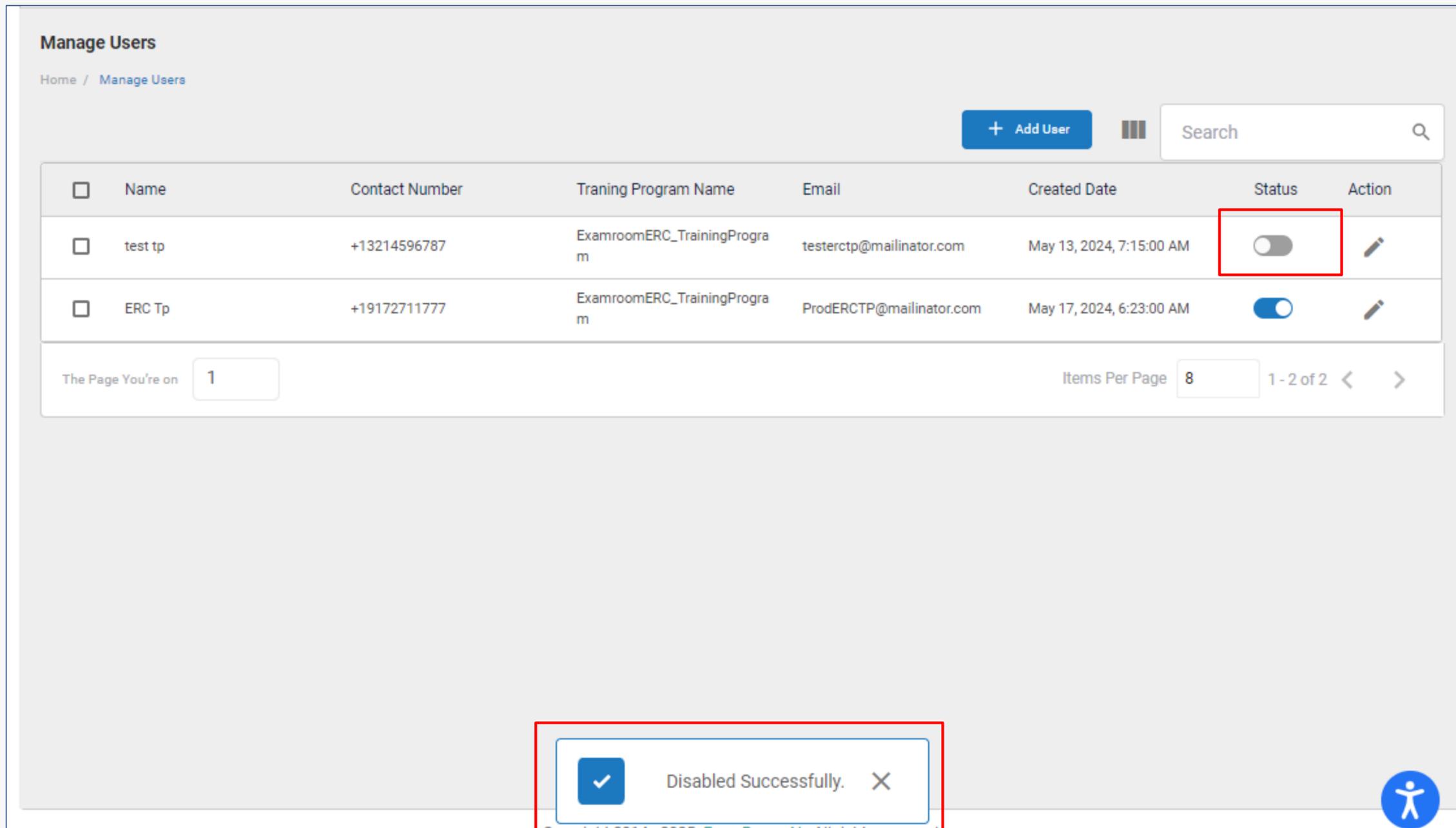
The 'Submit' button at the bottom right is highlighted with a red box.

Fill in the details of the new user and click on **Submit**. After adding a new user, Credentia will send an automated email to new user with a temporary password

Disabling Users

Activate/deactivate Users with the status toggle

Click the pencil icon to update profile information for Users



The screenshot displays the 'Manage Users' interface. At the top, there is a breadcrumb 'Home / Manage Users', a '+ Add User' button, a search bar, and a hamburger menu icon. Below this is a table with columns: Name, Contact Number, Training Program Name, Email, Created Date, Status, and Action. Two users are listed: 'test tp' and 'ERC Tp'. The 'test tp' user's status toggle is highlighted with a red box. Below the table, there is a pagination section showing 'The Page You're on 1' and 'Items Per Page 8'. At the bottom, a success message 'Disabled Successfully.' is highlighted with a red box, accompanied by a checkmark icon and a close button. A user profile icon is visible in the bottom right corner.

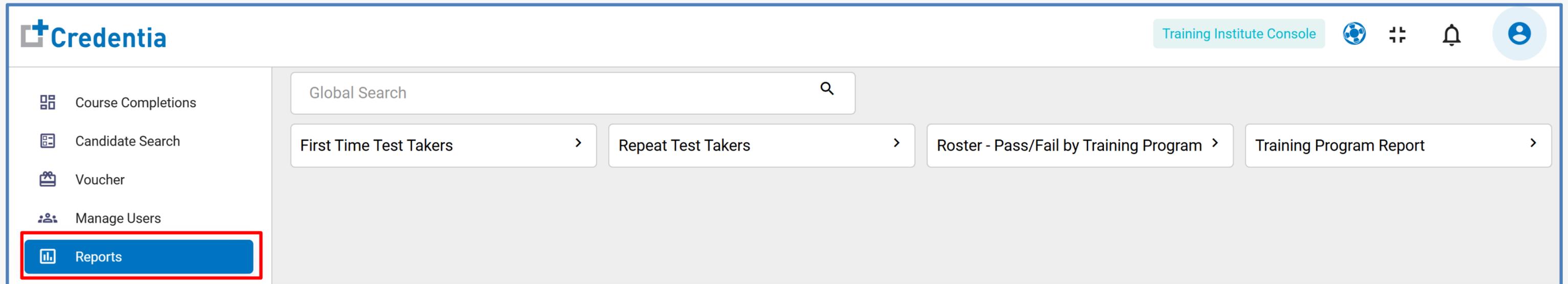
<input type="checkbox"/>	Name	Contact Number	Training Program Name	Email	Created Date	Status	Action
<input type="checkbox"/>	test tp	+13214596787	ExamroomERC_TrainingProgram	testerctp@mailinator.com	May 13, 2024, 7:15:00 AM	<input type="checkbox"/>	
<input type="checkbox"/>	ERC Tp	+19172711777	ExamroomERC_TrainingProgram	ProdERCTP@mailinator.com	May 17, 2024, 6:23:00 AM	<input checked="" type="checkbox"/>	

The Page You're on Items Per Page 1 - 2 of 2 < >

Disabled Successfully. ✕

Reports

Log in to the Credentia Platform, then select the Reports Tab. Choose the report you need and pick the exam date range you want to see. If you're looking for a specific training program, you can filter by that too. To save the report, click the 3 dots in the top right corner of the report and choose to export it as an Excel file or PDF.

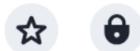


The screenshot shows the Credentia platform dashboard. The top left corner features the Credentia logo. The top right corner includes a 'Training Institute Console' button, a globe icon, a grid icon, a bell icon, and a user profile icon. The left sidebar contains a menu with the following items: Course Completions, Candidate Search, Voucher, Manage Users, and Reports. The 'Reports' item is highlighted with a red border. The main content area has a 'Global Search' bar and a row of report selection buttons: 'First Time Test Takers', 'Repeat Test Takers', 'Roster - Pass/Fail by Training Program', and 'Training Program Report'. Each button has a right-pointing chevron.

Filters

Download

First Time Test Takers



Examdate (Select)

Trainingprogramename (Select)

State (Select)

Types of Reports

Training Program Cumulative

- This report shows specific pass rate percentages by training program.
- The report displays the number of exams delivered and the pass rates overall.

Training Program Performance

- This report shows specific pass rates by training program.
- This report is like the Cumulative report, in a different format.

Training Program Report

- This report shows specific pass rates by training program.
- This report displays the number of exams delivered and the pass rates for each content area of the exam.

Roster Pass Fail by Training Program

- This report displays data at candidate level, along with training program pass percentage.
- This report includes exam details and results.

Report Formats

Once you've selected the filters, you can view the reports in a graph layout, as well as in the detailed tabular format.

Graphs

Detailed Info

First Time Test Takers >
Repeat Test Takers >
Roster - Pass/Fail by Training Program >
Training Program Report

Roster - Pass/Fail by Training Program

☆ 🔒
⌵ | 📄 | ⋮

Pass V/s Fail (Candidate)

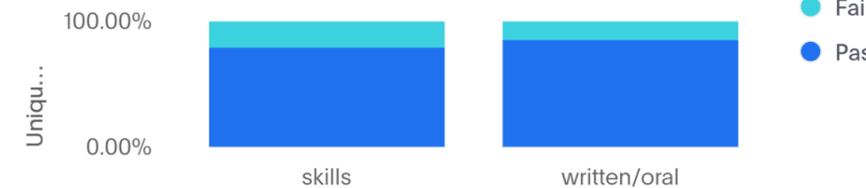
Unique Count of Candidates w.r.to Examtype (Skill and Written/Oral)



Exam Level

Pass V/s Fail (Percentage)

Unique Count of Candidates w.r.to Examtype (Skill and Written/Oral) an...



Exam Level

Candidate Details

Details of Candidates w.r.to Training institutes and eligibility status.

State	Papertestingid	Firstname	Middlename	Lastname	social security nu...	Candidateid	Dateofbirth	Ex



Thank you

Credentia Omni-Channel Support:



Support@credentia.com



888-204-6249 (8:00 AM to 8:00 PM EST)

Webform located at <https://www.credentia.com/contact-credentia/>

