Credentia Important Links and Phone Numbers

Website Information: https://credentia.com/test-takers/ga

Contacting Facility Support and Scheduled Exams Inquiries/Requests

For test centers in need of assistance with submitting desired test dates, or have questions regarding existing test dates, please call **1.888.204.6249** or email facilitysupport@credentia.com. Please be sure to note the name of your state in the subject line.

Please make a note that natraininginstructors@credentia.com is available for training programs to ask skills testing related questions.

Reporting

Reporting is available to you in CNA365. You now have a library of report types to choose from. You can also create customized reports and set a time, date, and recipient(s) to receive your reports. Please find a Quick Reference Guide on how to use CNA365's reporting feature on Credentia's website, under the Georgia webpage.

Join Our Growing Network of Testing Facilities!

If you are interested in becoming a test site, please submit your application by using the following link:

To become an INFACILITY, please go to https://credentia.com/test-centers/inf to complete an application.

To become a REGIONAL TEST SITE, please go to https://credentia.com/test-centers/rts to complete an application.

Preparing to Test:

1. To verify nurse aide course completion, training programs will be notified each time a candidate submits an application that lists their state-issued program code as the institution where training was completed. Training programs will log into the CNA365 accounts to "accept" candidates with accurate training course completion information and "deny" those who did not complete training or if the training completion date entered by the candidate is incorrect. Candidates can proceed to exam scheduling AFTER the training program has approved their training completion information.

2. Candidates do not have to take the Written exam and the Skills exam on the same day because Written/Oral exams are now online and remotely proctored, giving candidates the ability to test in any private location with computer and internet access. Skills exams are still live and conducted at testing sites.

3. Helpful tip: Candidates will be using their CNA365 accounts for the duration of their careers as a Nurse Aide. Credentia communicates with candidates and CNAs through their accounts and sends essential information to candidates and CNAs using the email

address on file. It is best practice for candidates to use the email account that they will have long-term access to when creating CNA365.

Exam Fees and Processing

Candidates can submit exam fees via credit/debit cards, vouchers, or PayPal.

Training programs and Sponsors can purchase and manage vouchers in their CNA365 as well.

If purchasing vouchers by mailing a paper check to Credentia's main office, please be sure to submit your check with a Voucher Order Form to prevent any delays in processing and voucher disbursement.

Credentia's mailing address is:

Credentia Nurse Aide LLC
1025 Greenwood Boulevard
Suite 401
Lake Mary, FL 32476

Website Information: https://credentia.com/test-takers/ga

- *Candidates must create CNA365 account to register to test and become certified in the state of Georgia.*
  Previously certified CNAs that may have past Pearson VUE accounts must create a CNA365 account as well to access their historical data.
- *All CNA365 users, candidates and training programs, have the ability to reset their passwords without needing technical support.*
- *Credentia **GOES GREEN**! Georgia Candidate Handbooks are available online only, hardcopy handbooks are no longer available. Candidates can also print the document titled "Skills Listing" that details only the possibly tested Skills in preparation for the exam.*
- *Our website also includes a section called "RESOURCES" with pre-recorded videos, Quick Reference Guides, the GA Nurse Aide registry look up like, how to order and manage Vouchers!*

CREDENTIA REGISTRATION AND SCHEDULING SERVICES
Georgia NNAAP®

Hours of Operation: 24/7 Candidate Support with the option to call, email, or chat!
8am to 10pm Monday – Sunday for test centers, training programs, and Evaluators.

Contacting Credentia for:

- *Technical assistance using CNA365 or online testing.*
- *Request an excused absence (request can be completed in CNA365)*
- *Ask questions about Online Registration (for more information, go to https://credentia.com/online-exams/)*
- *Our main number is* 1.888.204.6249