

Credentia Important Links and Phone Numbers

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

Contacting Facility Support and Scheduled Exams Inquiries/Requests

For exam scheduling assistance or questions, please call 1.888.204.6249 or email <https://credentia.com/test-center-feedback>.

If your training program is also a test site and you have exam changes or Evaluator inquiries, please contact <https://credentia.com/test-center-feedback> or call 1.888.204.6249. 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 related questions.

To Submit Test Dates

Infacilities should submit test dates by logging into [Conductor \(myconductor.com\)](https://myconductor.com).

Regional Test Sites should submit desired test dates to <https://credentia.com/test-center-feedback>.

(If you have not submitted test dates for Q3 and Q4 for 2022, please be sure to do so immediately)

Voucher Support

For assistance with vouchers and converting Pearson VUE vouchers to Credentia vouchers, please contact vouchers@credentia.com.

Reporting

Also, 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 attached.

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.

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- Candidates can create an account for CNA365-new users or PearsonVUE users that have an old account must create a new account in CNA365
- Candidate can reset password.
- Print a Georgia Candidate Handbook – only available online, hardcopy handbooks are no longer available
- Receive an Account Recovery Email
- Nurse Aide Evaluators (NAE) can apply to become a testing evaluator
- Learn more about how to become In-facility Test Site and Regional Test Center
- *Resource Materials- Pre-recorded videos and a lot of resources that will assist candidates and programs, including how to order Vouchers*

To schedule and approve candidates to test:

Candidates must create their candidate accounts in CNA365 and the program are to approve or reject the candidate application once the request is received via program email and once approved the candidate can schedule their own exams in CNA365. The only things that changed about how to apply to test are:

1. Candidates will use Credentia's CNA365 instead of Pearson VUE's PCM database to register to test
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, remote-proctored and can be taken in any private location with computer and internet access. Skills exams are still live and conducted at testing sites.
3. Training programs will not need to upload rosters like in the previous PCM database (Pearson). Instead, training programs will log into CNA365 and approve or reject candidates applying to test that are using their program as their training completion. Your training program was sent a CNA365 activation email to give your program level access.

To pay for an exam:

Candidates can pay for a test in CNA365 using credit/debit cards, ACH, or vouchers. Vouchers can be purchased by training programs and other exam sponsors as well by logging into CNA365 and making an electronic payment. Please be sure to check out the "Training Program Materials" on your state's webpage by going to <https://credentia.com/test-takers/ga> and click on "Test Takers" at the top right corner. CNA365 technical support is available to you as well and live chat option for support.

CREDENTIALIA REGISTRATION AND SCHEDULING SERVICES-Georgia NNAAP®

Hours of Operation

Monday–Friday 8 a.m. – 11 p.m., Saturday 8 a.m. – 5 p.m., Sunday 8 a.m. – 4 p.m.
(Eastern Time Zone)

To contact a customer service agent:

- Call **1.888.204.6249**

Call to:

- *Schedule, reschedule or cancel an examination*
- *Request an excused absence*
- *Ask questions about On-Line Registration*
- *Obtain information regarding your Score Report*
- *Obtain information regarding your examination*