Credentia Important Links and Phone Numbers

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

- **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**
- **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**

Order Handbooks

Place orders directly on the following website after creating an account: **https://getcredentia.comgraphics.com/**. Once your new account has been created, you will be granted access to place future orders.

To create an exam:

In-facility test sites will still log into Conductor and submit your test date by logging into Conductor (myconductor.com).

If you need assistance with Conductor, please contact facilitysupport@getcredentia.com.

Regional Test Sites will send their exam schedule to facilitysupport@getcredentia.com.

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. <mark>**Training programs will not need to upload rosters like in the previous PCM database**</mark> **(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.

CREDENTIA 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 (888) 240-0448

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