

Georgia Roster Upload Guide

For **Georgia Nursing Assistant** Training Program (Providers)



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Introduction

All persons who want to be eligible to be placed on the Georgia State Nursing Assistant Registry are required to complete a Georgia state-approved training program in order to become eligible to take the NNAAP examination. As a training program (provider), you must submit proof of completion for all Nursing Assistant candidates who complete your training program.

To do this, you create a roster of candidates who complete your program and upload it in the Credential Manager system. Once the roster is imported, the candidates will be confirmed in the system for completion of their training program requirements.

Rosters can contain candidates who complete your training program on different dates. This means you can upload a separate roster for each training program session, or use a single roster for multiple sessions. However, remember that candidates will not be able to submit their application to take the NNAAP exam until you submit the roster.

The role of roster upload in the candidate journey

The roster upload process is critical to the candidate journey to certification.

Georgia Nursing Assistant candidates **cannot** submit their applications to take the NNAAP exam until you upload a roster in Credential Manager.

The candidate's journey to exam eligibility related to roster upload involves 5 key steps, as shown below:



Instructions for training program (providers) & candidates

Click the links below to jump to the instructions:

For Training Program (Providers)

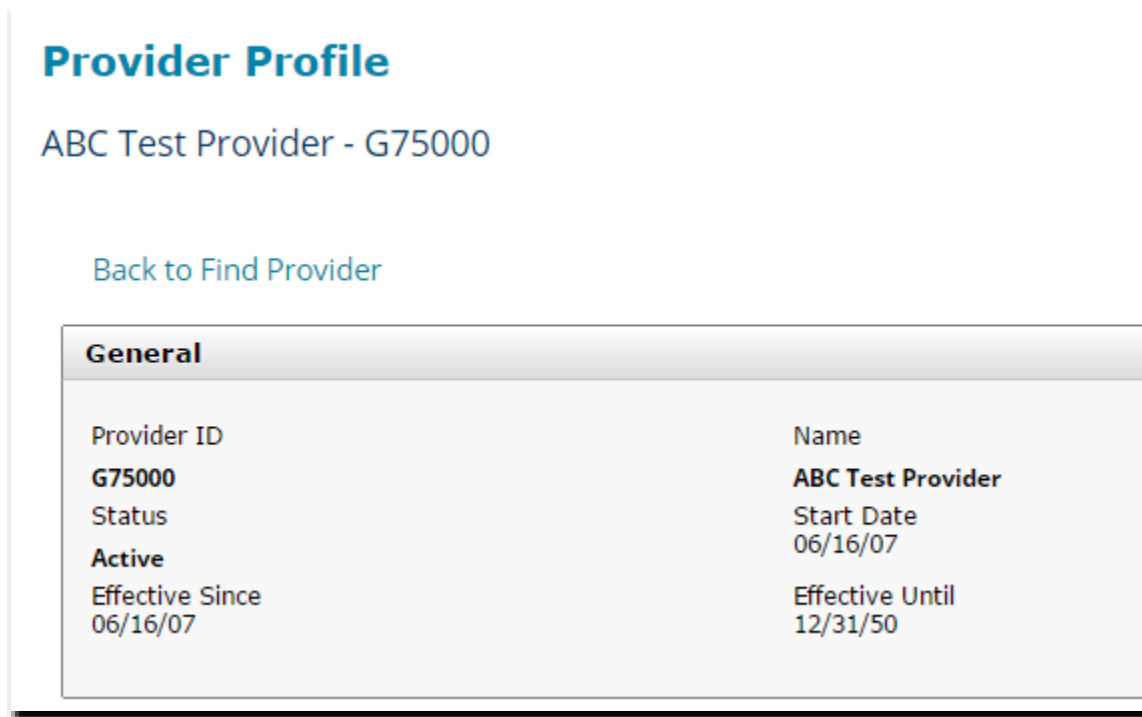
- ▶ [Create a roster with Notepad](#)
- ▶ ✓ [Roster Checklist](#)
- ▶ [Upload the roster](#)
 - ▶ [Troubleshoot Roster Errors](#)

Provider ID vs. Training Course ID?

To Import candidate data into the system you will need to log into the system using our Provider ID and password. You will read more about this on page 7.

Your Program Director has your **Training Course IDs**. These IDs **DO NOT** have any Letters in it – ONLY numbers.

Below is an example of ABC Test Provider. Their **Provider Code** – G75000.



Provider Profile

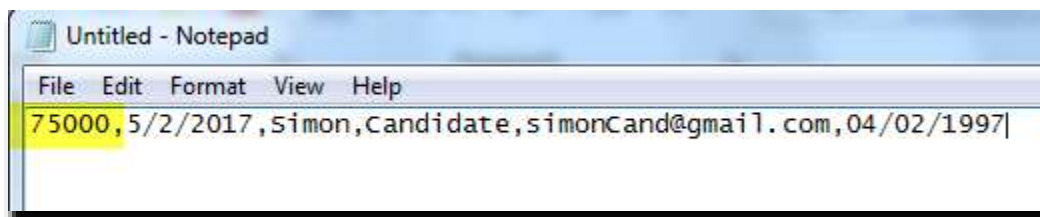
ABC Test Provider - G75000

[Back to Find Provider](#)

General	
Provider ID	Name
G75000	ABC Test Provider
Status	Start Date
Active	06/16/07
Effective Since	Effective Until
06/16/07	12/31/50

However, when you import candidate data, you need to use your **Training Course ID** – remember, these IDs only contain numbers.

In this example, the Training Course ID will be 75000 (noticed that we removed the letter “G”.)

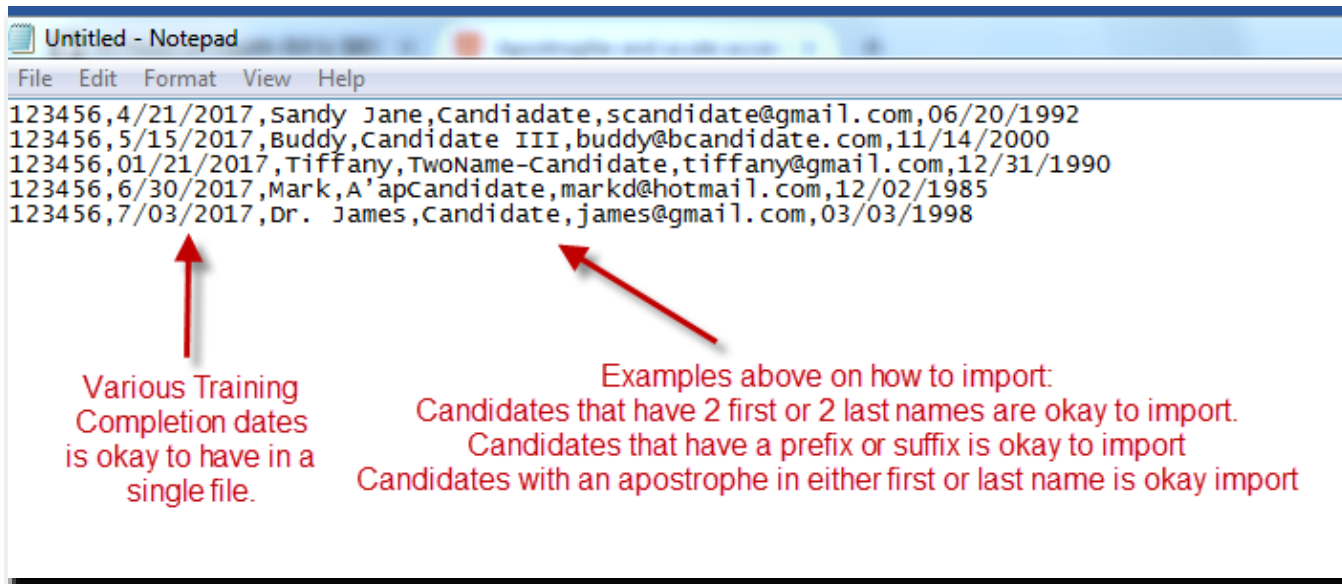
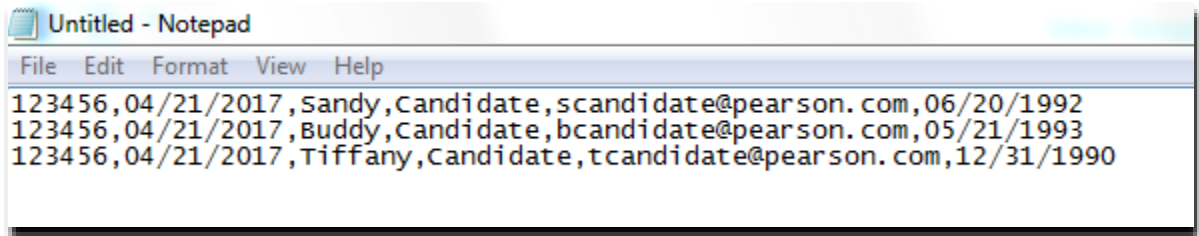


Your **Training Course ID** should be setup similar to the example above.

Create a roster with Notepad

The following instructions are for creating rosters as text files. We recommend using a basic text editor such as Notepad.

1. Open a new file in your text editor (such as Notepad).
2. Enter data for each candidate in the exact order shown below. Separate each data field by a comma, and enter each candidate on a new line.



- 3.

Order (L to R)	Data field	Description
1	Training program ID (Course ID)	This is your training program code. In this example, the Training Program ID is 123456 .
2	Completion date	Date candidate completed their Training. You can enter dates with MM/DD/YYYY format or M/D/YYYY format. You CANNOT import "dashes" such as M-D-YYYY.

3	Candidate first name	Text only
4	Candidate last name	Text only
5	Candidate email	Candidate email must be unique and identical to the email connected to their Credential Manager account. Format must contain the "@" symbol, and cannot contain spaces.
6	Date of Birth	Candidate's Date of Birth. Can be in MM/DD/YYYY format or M/D/YYYY format. You CANNOT import "dashes" such as M-D-YYYY .
7	LAST RECORD: Press the backspace key	At the very last candidate record in your file, press the backspace key. This will ensure you do not have an extra space in your file.

- Optional:* Check your file for potential errors using the [Roster Checklist](#).
- Save the file with a **.txt, or .dat** extension to an easily accessible location such as *My Documents* or your Desktop. This is where you will be storing each time you save a new file.
- Make sure the file is always uniquely named. An Example might be
 GANA123456_YourName_DateofCourseCompletion

This breaks down to:

Section	What
GANNA	Stands for Georgia Nursing Assistant
123456	Your Program Code
YourName	The person that is uploading the file
04212017	The date that your class ended
.dat	The file type you are saving to either .dat or .txt

Your saved file would read: GANA123456_John_04212017.dat

Roster Checklist

Before you submit a roster, use this checklist to scan your file for potential errors:

- ✓ Does the candidate's first and last name match their State or Government issued ID?
- ✓ Does the candidate agree that their email addresses in the roster match
- ✓ Is the file saved as a .TXT, or DAT file?
- ✓ Are all data fields for each candidate in the correct order?
The correct order from left to right is: *Training program/Course ID, Completion date, Candidate first name, Candidate last name, Candidate email address, CandidateDOB*
- ✓ **Are all completion dates on or before today's date?**
- ✓ Are all completion dates in MM/DD/YYYY format? (Example: 09/01/2015).
Formats such as "1/9/2015" is acceptable. However, "1-9-2015" or "Jan 9, 2015" will not be accepted.
- ✓ Are there any blanks or spaces between the comma's or incomplete data fields in your data or any extra entry keys?

Upload a roster

Follow the steps below after you've [created a roster](#).

1

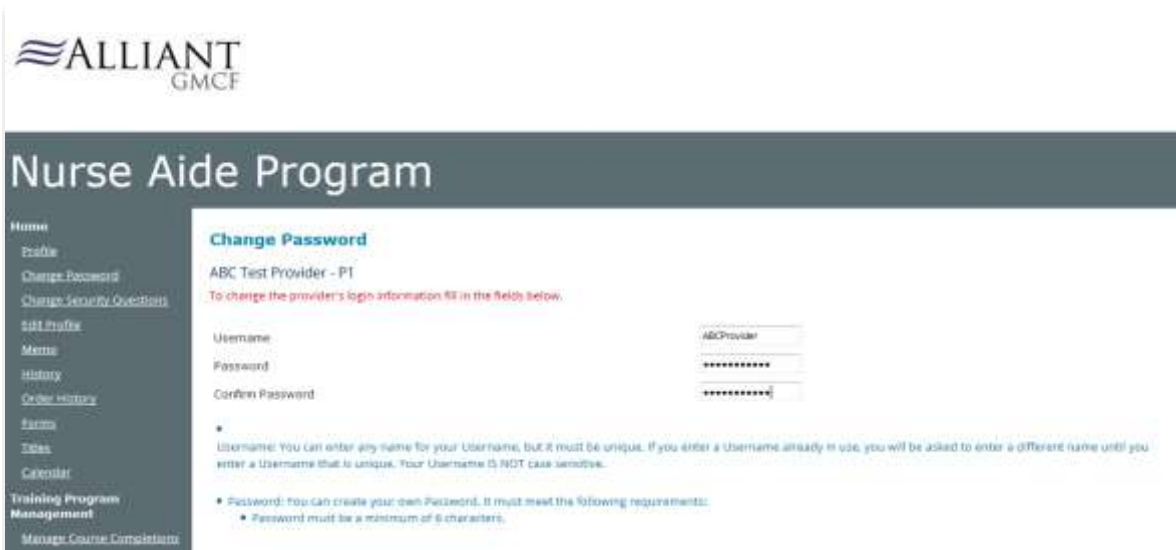
Log in to the Credential Manager Provider site using the URL below:

<https://i7lp.integral7.com/durango/do/provider/login?ownername=gana>

- Your **username** is your Provider ID (your Provider ID = your **Program Code**) Please contact your Program Director for the password.
- Your program password will be setup on 7/26 by 9am.

Note: If this is your first time accessing provider, you will be asked to agree to the End User License Agreement.

- You will then be asked to change your **username and password**:



Note: If this is your very first time you are logging in, you will then be asked to **select and answer two security questions.**

Change Security Questions

ABC Test Training Program - P0

Question #1*

Answer*

Question #2*

Answer*

Save

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- 2 In the left navigation menu under Training Program Management, click **Import Training Program Completions.**

ALLIANT
GMCF

Nurse Aide Program

Provider Profile
ABC Test Provider Site - P2

[Back to Find Provider](#)

General

Provider ID P2	Name ABC Test Provider Site
Status Active	Start Date 05/15/17
Effective Since 05/15/17	Effective Until

Address

Mailing Address
1111 Oak Street
Atlanta Georgia
UNITED STATES

Contact

First Name ABC Test	Middle Name	Last Name Provider Site
Cell Phone		Main Phone

- 3 Click **"Select File"** button and find the file on your computer that you saved.

Import Course Completion Records
ABC Test Provider Site - P2

You can select a file of completion records to be upload by clicking the Select File button. [\(more >>\)](#)

Upload Records File For Import [Download Template File](#)

File Name
-Select .csv or .dat or .txt File- [Select File](#)

[Import File](#)

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4 Your roster file now appears in the **File Name** field. Click **Import File**.

Import Course Completion Records
ABC Test Provider Site - P2

You can select a file of completion records to be upload by clicking the Select File button. (more >>)

Upload Records File For Import Download Template File

File Name
GANA_YourName_05152017.txt Select File

Import File

5 When the roster is uploaded successfully, you will see a confirmation message and a **GREEN** bar. **You can press "log out" of Credential Manager if you it was successful and you do not have any more files to upload.**

Import Training Program Completion Records
Test Provider - WA1

You can select a file of completion records to be upload by clicking the Select File button. (more >>)

TestProvider_03222016.txt has been uploaded successfully. Your upload id is 7773733614

Upload Records File For Import Download Template File

File Name
-Select .csv or .dat or .txt File- Select File

Import File

Note: It may take some time for the candidates' data in your roster to be *imported* into the Credential Manager system (typically 10-15 minutes, in some cases up to 12 hours).

This means candidates cannot access their application form until their account is activated, and they will not receive their account activation email until the roster data has been successfully imported.

Confirming a Successful Import

To confirm your candidates were loaded into the system, please do the following:

1. From Left Nav, select "Manage Course Completions"

Logout
Logout

Home
Profile
Change Password
Change Security Questions
History

Training Program Management
Manage Course Completions
Import Course Completions

2. A screen will appear like what you see below.

Manage Course Completions
AAA Adult Education (TEST PROVIDER) - AE100001

Instructions:
Using the interface below, you can review and confirm candidates who have reported taking your Course(s) [\(more >>\)](#)

1 Selected Course: **AAA Adult Education (TEST PROVIDER)**

2 Select Course By Reported Completion Date:

3 Results

Select	Course Date	Pending Records	Denied Records	Confirmed Records
<input type="radio"/>	07/06/2016	0	0	2
<input type="radio"/>	06/10/2016	0	0	1
<input type="radio"/>	06/10/2014	0	0	1

3 Select Records Type and Select Records:

Records Type: Pending Records 10 Records

- The first half of the screen is when the training(s) were completed. This would be the 1st Date field on your import. So let's say you imported candidates from 6/10/2016. You see there are 2 confirmed records (see right of screen)

Home
 Profile
 Change Password
 Change Security Questions
 History
Training Program Management
 Manage Course Completions
 Import Course Completions

Manage Course Completions
 AAA Adult Education (TEST PROVIDER) - AE100001

Instructions:
 Using the interface below, you can review and confirm candidates who have reported taking your Course(s)

1 Selected Course: **AAA Adult Education (TEST PROVIDER)**

2 Select Course By Reported Completion Date: **06/10/2016**

Select	Course Date	Pending Records	Denied Records	Confirmed Records
<input type="radio"/>	07/06/2016	0	0	2
<input checked="" type="radio"/>	06/10/2016	0	0	1
<input type="radio"/>	06/10/2014	0	0	1

- To see who were the 1 candidate that completed on 6/10/2016

3 Select Records Type and Select Records:

Records Type : **Pending Records**

0 Results 10 Records

Select	Last Name	First Name	City	Candidate ID
<input type="checkbox"/>	Filter...	Filter...	Filter...	Filter...

- Barbie123 Candidate completed training on 6/10/2016.

3 Select Records Type and Select Records:

Records Type : **Confirmed Records**

1 Results 10 Records

Select	Last Name	First Name	City	Candidate ID
<input type="checkbox"/>	Candidate	Barbie123		2010001201

- When you upload, you can confirm that your candidates were loaded. If you see them there, you have done it successfully.

Handling errors

If errors are found in your roster, notifications will display when you attempt to upload the file (as shown in the example below). You will see a **RED** bar and an error message.

Refer to Common error messages on the next page for troubleshooting assistance.

The screenshot shows a web interface for importing training records. At the top, it says 'Import Training Program Completion Records' and 'Test Provider - WA1'. Below that, there is a message: 'You can select a file of completion records to be upload by clicking the Select File button. (more >>)'. A red-bordered error message box states: '1 records have errors. Please correct the errors and upload your file once the records have been corrected.' Below this is a table with columns 'Line', 'Errors', and 'Import File Data'. The table contains one row with 'Line' 4 and 'Errors' 'There are an incorrect number of fields in the record - the record should contain 5 fields'. At the bottom, there is a section 'Upload Records File For Import' with a 'Download Template File' button, a 'File Name' field containing 'TestProvider_03222016.txt', a 'Select File' button, and an 'Import File' button.

Troubleshoot roster errors

If errors are detected in your file, they will be displayed as shown below:

The following table shows a list of common errors and their suggested solutions.

Error message example	Suggested solution
The training program / date combination was not valid for the specified completion date	Verify you've entered "your" Training program number in the field. Also, confirm there are no extra lines or spaces or returns at the end of the last record. Best practice: The last candidate that you type in, do not add a space, press the return key after you put in their date of birth
Completion date cannot be greater than current date	Check for any completion dates you may have submitted that are in the future. You cannot submit dates in the future – all completion dates must be on or before today's date.

<p>Completion date is not in a valid format - the correct date format is MM/DD/YYYY OR M/D/YYYY</p>	<p>Make sure all dates are NOT using dashes like MM-DD-YYYY format. Dates such as 1/9/2015 will be accepted. Formats such as "1-9-2015" , or "Jan 9, 2015" will not be accepted.</p>
<p>< Course ID, Candidate first name, Candidate last name, or Email address > is not in correct format</p>	<p>Make sure the data fields are listed in the correct order from left to right for each candidate: Course ID, Completion date, Candidate first name, Candidate last name, Candidate email address, Date of Birth</p>
<p>< Course ID, Completion date, Candidate first name, Candidate last name, or Email address > is missing</p>	<p>Check for any blank/null cells or spaces or returns for an extra line in your data.</p>
<p>You have selected an invalid file type. Please select either a .dat or .txt file.</p>	<p>Make sure your file is saved with one of the following extensions: .txt, or .dat.</p>
<p>There are an incorrect number of fields in the records. The record should contain 6 fields.</p>	<p>Confirm that you have 6 fields separated by commas. Also confirm that on the very last candidate, you have not hit the "enter" key and added a separate line</p>

For the candidate experience, please read the Georgia Nursing Assistant Candidate Experience document.

Provider Questions	Answers
<p>What is the process to update the provider profile to correct address, contact info, email?</p>	<p>Contact Mary Vaughan at: Mary.Vaughan@gmcf.com or</p> <p>Barbara Simmons at: barbara.simmons@gmcf.org</p> <p>They will confirm the changes and send them to Diana</p>
<p>Which email address are the EBEs sent from, so that candidates can configure their email safe senders list?</p>	<p>They will be coming from pearsonVUEcustomerservice@pearson.com</p> <p>This mailbox does not accept any replies.</p>
<p>Why can't the upload file format be a Word (.doc) file?</p>	<p>The roster upload feature was not designed to handle .doc files</p>
<p>What is the correct format to use for candidates with multiple last names?</p>	<p>The Last Name field will accept multiple names with spaces, hyphens (dashes). It will not accept last names with commas.</p>
<p>Should records be uploaded for candidates who have previously completed training, but have not registered or tested yet?</p>	<p>Yes. These candidate records will not be part of the historical data upload. These records can be added to your roster upload once the candidate contacts the training program stating that they have not registered to test.</p>
<p>What will happen if a candidate sends a paper application after the date that we've converted to the online process?</p>	<p>The candidate's check will be returned to them with instructions to use the new online process</p>
<p>Can multiple files be uploaded for the same completion date?</p>	<p>Yes. The completion date is per candidate, rather than per file. But do not load the same candidates more than once</p>
<p>When is the last date that a candidate can register for their exams?</p>	<p>The candidate may register 12 calendar days prior to the test date.</p> <p>Example: First Test date the candidate is August 8, 2017.</p>
<p>Business Days or Calendar Days?</p>	<p>As of the go live on 7/27, they will be calendar days, not business days.</p>