

**TRAINING AND TESTING QUICK REFERENCE GUIDE**  
**Division of Health Service Regulation (DHSR)**  
**Health Care Personnel Education and Credentialing Section (HCPEC)**

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# CREDENTIALIA

## 1. IMPORTANT WEBSITES

- Click [here](#) to go to Credentia's homepage.
- Click [here](#) to go to Credentia's test takers website for nurse aides.
- Click [here](#) to go to Credentia's test takers website for medication aides in nursing homes.
- Click [here](#) to go to Credentia's test takers website for medication aides in adult care facilities.
- Click [here](#) for information on how to be a test center with Credentia.
- Click [here](#) for information on how to be a nurse evaluator with Credentia.

## 2. HOW TO CONTACT CREDENTIALIA VIA PHONE OR EMAIL

Training Programs, Test Sites and Candidates should call 1-888-204-6249 or email [support@Credentia.com](mailto:support@Credentia.com) for customer assistance.

## 3. HOW TO SUBMIT AN EMAIL

To improve the timeliness and quality of responses, please complete the following:

- In the subject line of the email, include your State of reference (NC) and training program number (issued by DHSR) or test site number (issued by Credentia).
- Please be clear and concise in your email so that the customer support team can easily identify the problem to be resolved.
- If you are experiencing more than one problem, it would be helpful to number them in your email.

# DHSR/HCPEC

## 1. TRAINING AND REGISTRY WEBSITE

Click [here](#) to go to the DHSR/HCPEC website to review information pertaining to unlicensed healthcare individuals.

## 2. RESPONSIBILITIES

DHSR/HCPEC is responsible for the following:

- Nurse Aide I – training, competency exam, registry verification
- Medication Aide – competency exam, registry verification
- Geriatric Aide – training, registry verification
- Health Care Specialty Training for Nurse Aides – training, registry verification
- Feeding Assistant – training

# CANDIDATE IDENTIFICATIONS

## 1. TEMPORARY LICENSES, PERMITS, AND IDENTIFICATIONS

The NC Division of Motor Vehicles issues a paper certificate for temporary licenses, permits, and identifications that is valid for 60 days. This is a valid form of identification for the nurse aide and medication aide state-approved exams. On the day of the exam, you are not required to bring an expired form of identification along with the new temporary certificate. Click [here](#) for more information from the NCDMV.

## TEST SITES

### 1. TYPES OF TEST SITES

- Test sites determine their classification type. The two (2) classification types are In-Facility Test Site (INF) and Regional Test Site (RTS).
- INF Test Site = available to candidates that completed the training course at the INF location.
- RTS Test Site = available to all candidates in the state regardless of where they completed the training course.

### 2. TIMELINE FOR BECOMING A TEST SITE

- Test sites are encouraged to submit the application at least 60 calendar days before their preferred initial test date.
- Applicants will receive confirmation of Credentia's receipt of their application within 5 business days.
- The test site evaluation process typically takes 30-45 calendar days from the date the application is received.
- Credentia will notify the applicant, via email, if their request to become a test site is approved or if additional information is needed.

### 3. SYSTEM REQUIREMENTS TO HOST AN EXAM

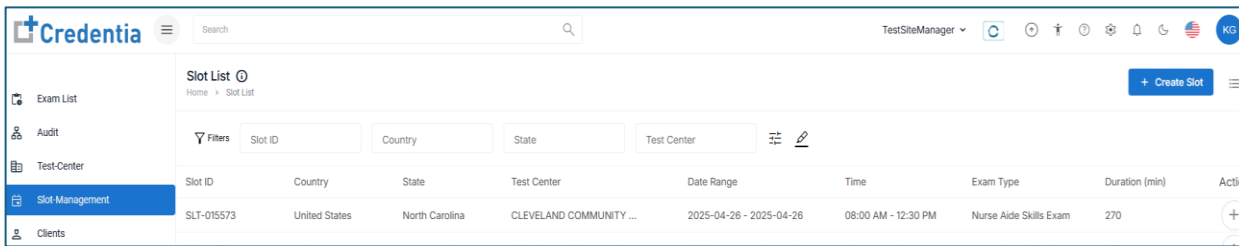
Click [here](#) to learn more about the system requirements needed to host an online exam.

### 4. WHEN TO SUBMIT TEST DATES

Test sites should submit test dates at least 30 calendar days prior to the test date. This will allow Credentia adequate time to communicate the test opening to Evaluators in North Carolina.

### 5. HOW TO VIEW SUBMITTED TEST DATES

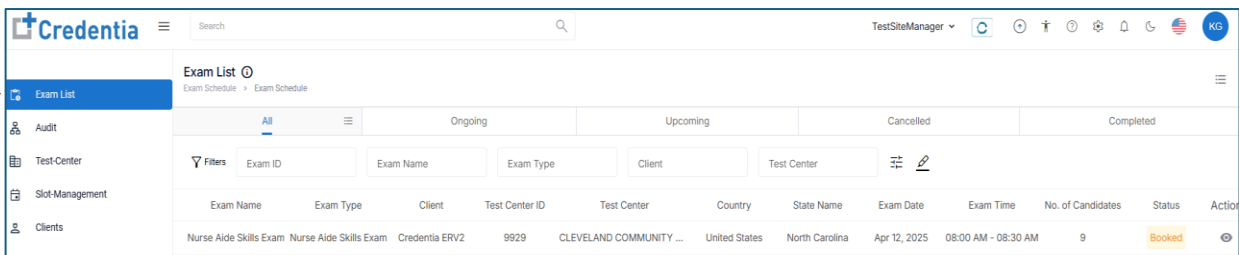
Test sites can see the dates they submitted for testing by going to the Slot Management tab. Refer to the screen shot below.



## 6. HOW TO VIEW CONFIRMED TEST DATES

Test sites can see the confirmed test events by going to the Exam List tab. Refer to the screen shot below.

Confirmed test dates will only be visible in the Exam List tab after an Evaluator has been assigned and at least one (1) candidate has registered to take the exam on the specified date.



## 7. HOW TO VIEW OPEN SKILLS TEST SEATS

Monthly, DHSR/HCPEC notifies training programs of the open (available) skills test seats in the state.

## 8. SHARING OPEN SKILLS TEST SEATS WITH ALL CANDIDATES

- INF test sites should contact Credentia to open skills test seats to all candidates in the state.
- Once the INF test site contacts Credentia, the classification type for the test date will change from an INF test date to a RTS test date so that all candidates in the state can register to take the exam at the INF location.
- Only the test date selected by the INF test site will change to a RTS test date.

## 9. SHARING OPEN SKILLS TEST SEATS WITH SPECIFIC CANDIDATES OR TRAINING PROGRAMS

- INF test sites can open skills test seats to specific candidates or training programs by sharing their INF code issued by Credentia.
- Once an INF test site shares their INF code, then candidates can register to take the exam at the INF location.
- The classification type for the test date does not change. It remains an INF test date.

## 10. SHARING OPEN SKILLS TEST SEATS AND PASS RATES

Pass rates are calculated based on where candidates complete the training course, not the testing location. Sharing open skills test seats will not affect a training program's pass rates.

## 11. HOW TO SHARE OPEN SKILLS TEST SEATS

There are two (2) ways an INF test site can share their INF code.

- Email the INF code to training programs across the state.
- Share the INF code with candidates or training programs that contact them directly to determine availability.

Credentia and DHSR do not share INF codes because the INF test site must provide approval to allow “visitors” to test at the INF location.

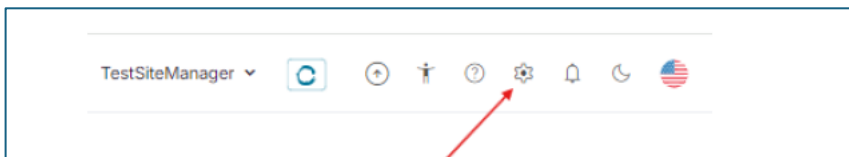
All registration deadlines for test events still apply. For example, candidates must schedule to take the skills exam at least 10 calendar days before the exam date.

## 12. HOW TO VIEW THE EXAM ROSTER

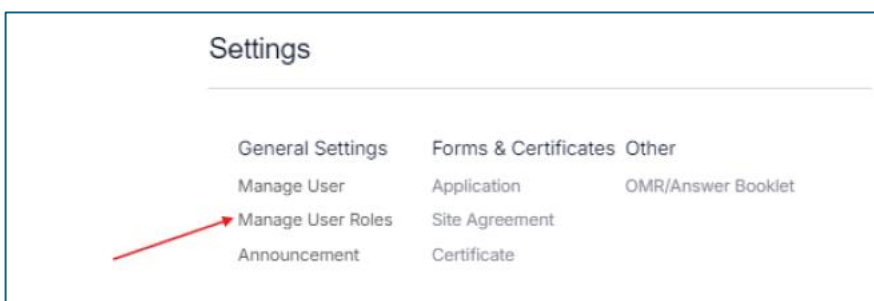
Below are screen shots of how to update your settings in the Credentia platform to view an exam roster.

As a reminder, you will be able to view an exam roster if at least one (1) candidate has registered to take the exam on the specified date.

Step 1: Click on the Settings icon.



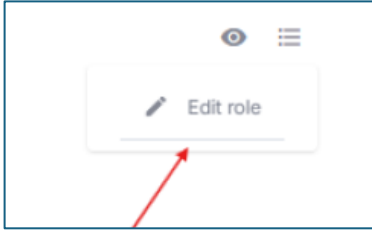
Step 2: Click on Manage User Roles.



Step 3: On the Test Site Manager screen, click on the icon with the 3 lines.



Step 4: Click on Edit role.



Step 5: In the Description field, enter Test Site Manager.

A screenshot of a form titled 'Enter the role details'. It has two input fields: 'Role Name\*' with the text 'TestSiteManager' and 'Description\*'. A red error message 'description is required!' is visible below the description field.

Step 6: Ensure all boxes are checked. When finished, scroll to the bottom of the screen and click the Submit button.

A screenshot of a settings panel titled 'Exam List'. It contains several checkboxes, all of which are checked. A red arrow points to the top right corner of the panel, and another red arrow points to the 'View (7 Selected)' dropdown menu.A screenshot of the 'Exam List' settings panel, similar to the previous one, but with red arrows pointing to each of the checked checkboxes: 'View (7 Selected)', 'View-Exam', 'Candidates', 'General Detail Information', 'ADA Candidate', 'Exam Frequency', 'Slot', and 'Candidate Information'.A screenshot of the bottom navigation bar of the application. It contains three buttons: 'Cancel', 'Save as Draft', and 'Submit'. A red arrow points to the 'Submit' button.

Step 7: Refresh your page.

## 13. PAPER VERSION OF THE WRITTEN EXAM

- The paper version of the written exam is being eliminated in North Carolina. Candidates can continue to take the written exam online.
- As of December 31, 2024, the following counties are no longer offering the paper version of the written exam.
  - Alamance, Alleghany, Avery, Bertie, Buncombe, Cabarrus, Camden, Catawba, Clay, Cumberland, Currituck, Davidson, Durham, Forsyth, Gaston, Gates, Graham, Guilford, Henderson, Hyde, Iredell, Johnston, Jones, Lincoln, Madison, Mecklenburg, Mitchell, New Hanover, Northampton, Onslow, Orange, Perquimans, Pitt, Rowan, Transylvania, Union, Wake, Washington, Yadkin
- Effective June 30, 2025, the following counties will no longer offer the paper version of the written exam.
  - Alexander, Anson, Ashe, Beaufort, Bladen, Brunswick, Burke, Caldwell, Carteret, Caswell, Chatham, Cherokee, Chowan, Cleveland, Columbus, Craven, Dare, Davie, Duplin, Edgecombe, Franklin, Granville, Greene, Halifax, Harnett, Haywood, Hertford, Hoke, Jackson, Lee, Lenoir, Macon, Martin, McDowell, Montgomery, Moore, Nash, Pamlico, Pasquotank, Pender, Person, Polk, Randolph, Richmond, Robeson, Rockingham, Rutherford, Sampson, Scotland, Stanly, Stokes, Surry, Swain, Tyrrell, Vance, Warren, Watauga, Wayne, Wilkes, Wilson, Yancey

## 14. MINIMUM NUMBER OF CANDIDATE REGISTRATIONS REQUIRED FOR SKILLS EXAM

For a skills test event to occur, at least five (5) candidate registrations are required. If the minimum number of candidate registrations is not met, then the exam will be cancelled.

## ONLINE WRITTEN EXAM

### 1. WHAT CANDIDATES SHOULD DO BEFORE THE EXAM

Credentia's website provides guidance to candidates on what to do before the exam date. The information for each exam type can be found on Credentia's website for test takers.

### 2. WINDOWS IN A TESTING ROOM

Candidates may complete their online exam in a room with a window(s), however the window(s) must be completely covered. This is to ensure that no one outside the testing room can distract the candidate during testing.

### 3. CANCELLING OR RESCHEDULING AN EXAM

Candidates should cancel or reschedule an exam at least 2 calendar days before the exam date.

# SKILLS EXAM

## 1. SCHEDULING AN EXAM

Candidates must schedule to take the exam at least 10 calendar days before the exam date.

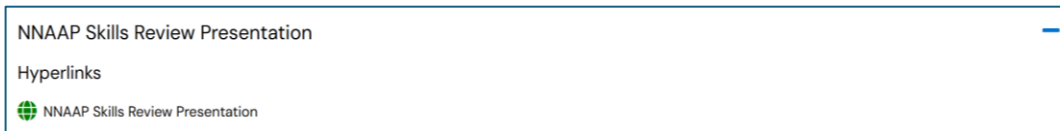
## 2. MOBILE DEVICES

Credentia's platform and scheduling system are not optimized for use on mobile devices. It is recommended that candidates use a laptop or desktop when searching for open skills test seats.

## 3. ONLINE INFORMATION SUPPORTED BY CREDENTIALIA

Available on Credentia's website is an audio recording that discusses each skill and key reminders to take into consideration when candidates are performing the steps listed in the Candidate Handbook. Follow the directions below to listen to the audio recording.

- Click [here](#) to go to Credentia's test takers website.
- Scroll down on the webpage to the Resources section.
- Select the plus (+) sign to expand the NNAAP Skills Review Presentation.
- Click on the audio recording link.



## 4. ONLINE INFORMATION NOT SUPPORTED BY CREDENTIALIA

Credentia has not partnered with XY Nursing Skills (as seen in the picture below) to demonstrate nurse aide skills for the state-approved exam.

