

Convert a CTE Student Provisional Certification to a Full NHA Certification

1 Navigate to <https://certportal.nhanow.com/>

2 Login to your admin account.

3 Click **Provisional Certification Queue**.

The screenshot shows the NHA portal dashboard. On the left sidebar, under the 'CANDIDATES' section, the 'Provisional Certification Queue' link is highlighted with a dashed box and a blue circle. Other links in the sidebar include 'Historic Reports', 'Learning Insights Center', 'Send Account Invitations', 'View Exam Applications', 'View Exam Results', 'Certification Queue', 'STAFF Manage Users', and 'EXAMS Schedule Exam, Upcoming Exams, View Exam Rosters'. On the right, there are orange buttons for 'Implementation Guides And Resources', 'PSI Testing Resources', and 'NHA Candidate Handbook'. Below these are 'Explore Most Used How-to Resou...' links for 'How to add a user to your account' (with a 'Download PDF' button) and 'How to view exam applications' (with a 'Watch Video' button).

4 You can search by **Status**. The default is **View All**, but toggling to **Valid** will show you the Certifications that are currently available to convert to full certification.

The screenshot shows the 'Provisional Certifications Waiting to be Granted' page. At the top, it says 'Currently Viewing Organization: NHA Demo'. Below that, there's a search bar and a 'Bulk Grant' button. The 'Status' dropdown menu is set to 'Valid' and is highlighted with a blue circle. The table below shows a list of certifications with columns for First Name, Last Name, Email, Exam Type, Status, Exam Date, and a checkbox. One certification is visible: VStg0317_02, VStg0317_02, vstg0317_02@mailinator.com, CEHR S, Valid, 2021-04-05.

	First Name	Last Name	Email	Exam Type	Status	Exam Date	
<input type="checkbox"/>	VStg0317_02	VStg0317_02	vstg0317_02@mailinator.com	CEHR S	Valid	2021-04-05	2 C

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You can search by Candidate Name or sort each column to locate the student you're looking for.

Currently Viewing Organization: **NHA Demo**
 Provisional Certifications Waiting to be Granted

Show: 10 entries Status: Valid Search: Bulk Grant Archive Selected

Last Name	Email	Exam Type	Status	Exam Date	Provisional Expiration Date	Actions
VStg0317_02	vstg0317_02@mailinator.com	CEHR S	Valid	2021-04-05	2022-04-05	Grant

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You can also view the **Expired** Provisional Certifications. If the Provisional Certification lapses before converting to a full certificate, then each candidate will be required to retake the NHA certification exam.

Currently Viewing Organization: **NHA Demo**
 Provisional Certifications Waiting to be Granted

Show: 10 entries Status: Expired Search: Bulk Grant

First Name	Last Name	Email	Exam Type	Status	Exam Date	
<input type="checkbox"/>	Shannon	Stover	shannons9@fake.fake	CPT	Expired	2017-12-11

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You can search by **Archived** Status if you would like to limit the number of certificates you see on your screen. Archiving does not remove the ability to grant provisional conversion.

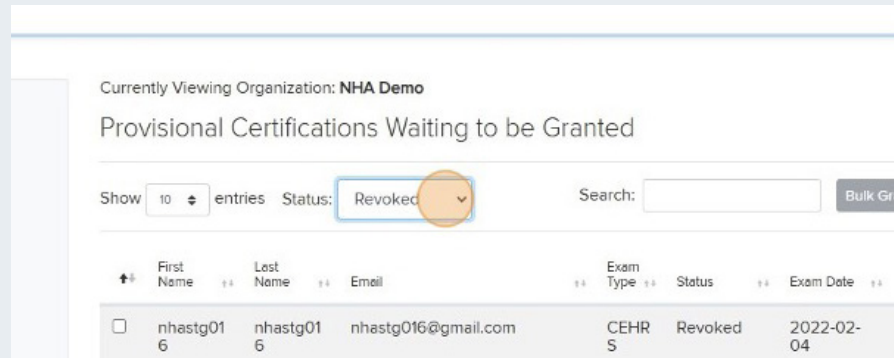
Currently Viewing Organization: **NHA Demo**
 Provisional Certifications Waiting to be Granted

Show: 10 entries Status: Archived Search: Bulk Grant

First Name	Last Name	Email	Exam Type	Status	Exam Date	
<input type="checkbox"/>	Shannon	Stover	shannons8@fake.fake	CPT	Archived	2017-12-11

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Click the **Revoked** status to view any certification that was revoked and no longer valid.



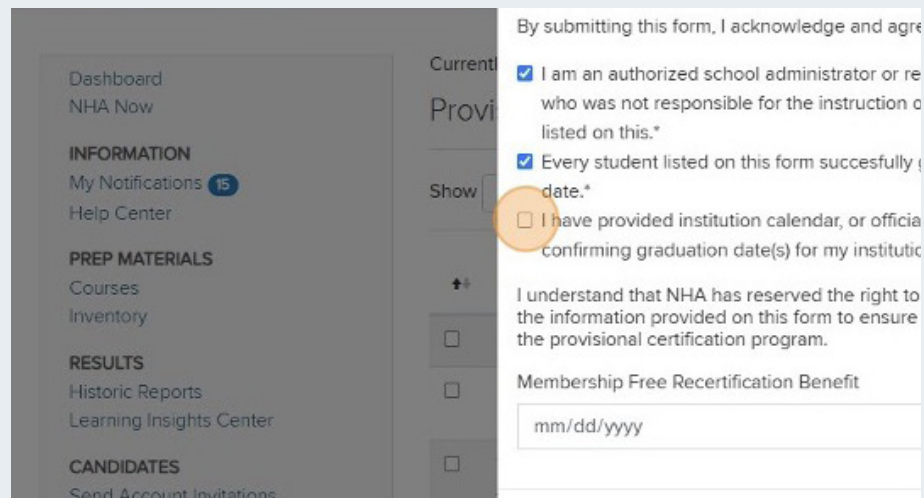
9

Toggle to the Student you want to Grant Certification to. Next to their name, you will click **Grant**.

Email	Exam Type	Status	Exam Date	Expiration Date	Actions
shannons9@fake.fake	CPT	Expired	2017-12-11	2018-12-11	--
dragons@dra.gon	CPT	Expired	2017-12-11	2018-12-11	--
vstg0317_02@mailinator.com	CEHR S	Valid	2021-04-05	2022-04-05	
kane_roman@ascendlearning.com	CPT	Valid	2022-01-10	2023-01-10	
teststo090803@gmail.com	CMA	Valid	2021-08-09	2022-08-	

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A pop up will appear acknowledging that you agree with the following attestation. Please be sure to agree to each statement before proceeding to the next step.



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In the Membership Free Recertification Benefit field, you will confirm your student's date of graduation.

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Click **Submit** to officially convert the provisional certification to full certification.

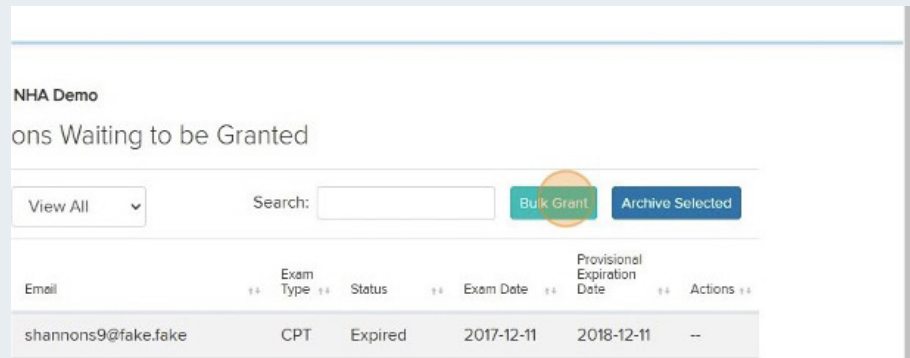
13

You have capabilities to Grant Certifications to a Bulk of candidates at once. Check mark each learner's name that you would like to convert to a full certificate.

Checkmark	First Name	Last Name	Email
<input type="checkbox"/>	Egg	Targarye n	dragons@dra.gon
<input checked="" type="checkbox"/>	VStg0317_02	VStg0317_02	vstg0317_02@mailinator.com
<input checked="" type="checkbox"/>	Kane	Roman	kane_roman@ascendlearning.com
<input checked="" type="checkbox"/>	Test	4	teststg090803@gmail.com
<input type="checkbox"/>	VStg0819_01	VStg0819_01	vstg0819_01@mailinator.com
<input type="checkbox"/>	VStg0819_04	VStg0819_04	vstg0819_04@mailinator.com
<input type="checkbox"/>	VStg0303_01	VStg0303_01	vstg0303_01@mailinator.com

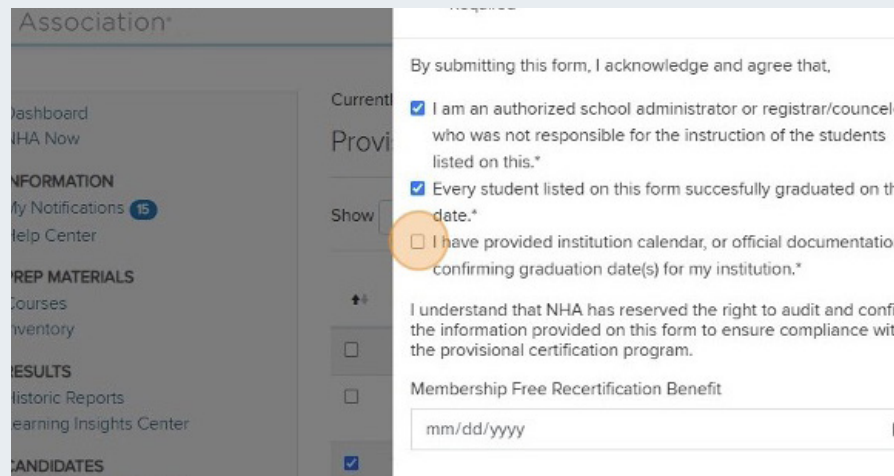
14

Then click **Bulk Grant**.



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Check mark each field and provide the graduation date. This will convert multiple students' provisional certification to full certification, at one time.



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If needed, you may bulk Archiving Certifications. Check mark your learners, then click **Archive Selected**.

