

Nurse Aide Frequently Asked Questions

Preparing a Roster File

Scan the roster for errors, using the checklist below as a guide:

- ✓ Is the file saved as a CSV, TXT, or DAT?
- ✓ Are all of the fields for each candidate listed in the correct order?
- ✓ Do all completion dates fall *on or before* today's date? *Future dates will not be accepted.*
- ✓ Are your dates formatted correctly (e.g. four digits in the year) ✓
Were any fields left blank or incomplete?

Roster File - Common error messages

| Error message example | Suggested solution |
|--|--|
| <i>The training program/date combination was not valid for the specified completion date</i> | Verify you've entered your training program code as given to you by the state or indicated your program roster upload documentation. |
| <i>Completion date cannot be greater than current date</i> | Check for any completion dates that are in the future . You cannot submit dates in the future – all completion dates must be on or before today's date. |
| <i><Course ID, Candidate first name, Candidate last name, or Email address> is not in correct format</i> | Make sure the data fields are listed in the correct order from left to right for each candidate. Please note your program documentation for the exact fields required in the roster upload. |

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| <p><i><Course ID, Completion date, Candidate first name, Candidate last name, or Email address> is missing</i></p> | <p>Check for any blank/null cells or spaces in your data.</p> <p>If using Excel, check for blank cells. If using a text editor, check for spaces.</p> |
| <p><i>You have selected an invalid file type. Please select a .csv, .dat or .txt file.</i></p> | <p>Make sure your file is saved with one of the following extensions: .csv, .txt, or .dat</p> |
| <p><i>There are an incorrect number of fields in the records. The record should contain 5 (or 6) fields.</i></p> | <p>Confirm that you have 5 (or 6) fields separated by comments. Also confirm you have not hit the "enter" key and added a separate line</p> |

Common Provider Questions and Answers

| Question | Answer |
|---|--|
| <p>My candidate is having issues with scheduling. Who can help?</p> | <p>Have the candidate contact Pearson VUE Call center for assistance.</p> |
| <p>I am an In-Facility test site and want to schedule an exam date.</p> | <p>This is now handled directly within the Insite Conductor tool. If you have questions with, are unfamiliar or do not have access to this tool, please reach out to the Pearson VUE Facilities team for training and assistance:</p> <p>855.253.9214</p> <p>FacilitySupport@GetCredentia.com</p> |
| <p>I am interested in become an In-Facility test site or a Regional Test Site. Where do I begin?</p> | <p>Please review the requirements and application at this web address: https://home.pearsonvue.com/For-testcenters/Test-center-types/Nurse-Aides.aspx</p> |
| <p>How do I purchase test vouchers for my candidates?</p> | <p>Please visit the voucher store at: https://home.pearsonvue.com/For-test-centers/Voucherstore.aspx</p> |

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| Do I need to load previous candidates that were trained before we went to the new system? | No. Candidates who were trained <i>and have applied for and received an authorization to take an examination</i> before the blackout period have been already loaded into Credential Manager system. All the candidate needs to do is call the Pearson VUE call center and schedule their examination. There is no need for a new roster upload or for the candidate to come into Credential Manager. |
| I submitted a roster file with an error in the candidate name. Can you help me fix. | Please call us at 1-866-377-1493 for assistance. Depending on the severity of the fix, Pearson VUE may require the candidate to provide proof of the name change. |