

LOGIN

How do I access the online certification portal?

- The online certification portal can be reached at <https://cert.nbcna.com/>.

I do not know my password. How do I find out?

- Login and password information for Program Directors is predetermined by the NBCRNA. The Program Director login is the school code. The password is your last name (with the first initial capitalized) followed by the last 4-digits of the program phone number on the COA List of Recognized Programs. If you experience any difficulties, you can call the office toll free at 866-894-3908 and the NBCRNA staff will assist you with your login and password information.

PAYMENT

What methods of payment does the NBCRNA accept?

- The NBCRNA accepts credit cards (Visa, MasterCard, Discover, and American Express) or PayPal payments **only**.

Can some of my students apply and pay through the online certification portal and some mail in cashier's checks?

- No. All students are required to apply and pay through the Online Certification Portal. The NBCRNA no longer accepts cashier's checks, money orders or institutional checks for payment of fees.

Can I pay for my students with an institutional check?

- No. The NBCRNA no longer accepts cashier's checks, money orders or institutional checks for payment of fees. If the students have pre-paid the fees to the Program, it is the responsibility of the program to determine how to reimburse the students. Either the Program or the students must pay the Examination Fees by credit card or Paypal account.

PROCESSING

A student will no longer be completing the program on the original date provided to the NBCRNA, can the Program Director correct this in the portal?

- Yes. The Program Director can go to *My Students* to edit information regarding their students' completion dates; however, the Program Director must still submit a *Change in Student Status Form for individual student changes*. Note: Exception, if the completion date changes for the entire cohort, NBCRNA will accept the date change via the official transcript. The Program Director does not have to make the change either in the portal or by submission of a *Change of Student Status Form*.

Can I still submit NCE applications before my students complete the program?

- Yes. You may create NCE applications for your students up to 60 days prior to the program completion date, and submit the applications with required documents up to 30 days prior to program completion. If you submit applications in advance of the completion date, as in the past, you must mail a *2012 Program Completion Verification Form* certifying that the students listed have officially completed the program. The NBCRNA will then finish processing the materials and send an email with the scheduling information to all eligible graduates.

I forgot to print a receipt when I made the payment for my students, where can I print another?

- The NBCRNA no longer requires payment receipts from programs or students. However, if you would like a receipt for your payment, there is a link to *Receipts* on the Program Director portal homepage. This link will provide the receipt for all payments that *the program* has made; it will not show payments made by students.

The student has completed the necessary parts for the exam application, but their application has not been processed, why?

- The NBCRNA processes applications by graduating cohort; not by individual applicant (unless the student has a different completion date from the rest of the group). It is imperative that the Program Director monitor the Manage NCE and SEE Exam pages because applications for the SEE or NCE can be held up if even one student from a program is delinquent in signature or payment.

How long will it take for the students to receive their eligibility packet in the mail?

- Eligibility packets are no longer mailed. Once payment; applications and all required materials have been received by the NBCRNA office, it will take 2-4 weeks for processing. Eligibility notifications are sent via email directly to the student following processing and verification of program completion.

Can students schedule a reservation for the test center in the portal?

- No. The NBCRNA Online Certification Portal is an electronic application and payment site. It is not designed for exam scheduling. The eligibility notification sent by the NBCRNA office via email to each student will include information regarding scheduling an appointment to take the test directly through the Pearson VUE system.

Can individuals who were not successful on the NCE pay through the online certification portal?

- Yes. After the NBCRNA processes exam results, individuals who did not pass the exam will be sent a letter and application form for retaking the exam. The NBCRNA will create the electronic exam request on their behalf and they will be able to enter the portal to pay the examination fee. If they are re-taking the exam within one year of their original application, there is no need to re-submit a photo ID page; however, they must mail a copy of their current RN license, receipt of online payment, and copy of their signed application.

NCE APPLICATIONS

I have created an application for a student who can no longer take the NCE at this time. How do I delete this request?

- The Program Director can delete an exam request *only* if the exam has not been paid for. To delete the request, go to the *Manage NCE Exam* page and select the student for whom you wish to delete the request. Select the trash icon on the right of the screen. Note: Students can *never* delete an exam request.
- Exam requests that have been paid for cannot be deleted through the portal. Please contact the NBCRNA office via email at certification@nbcrna.com if you would like to request a refund of a pre-paid exam request.

What happens when the student must sign for the NCE application, but the program is paying on their behalf?

- When the NCE application is created for the student and the Program Director indicates whether he/she will be submitting the transcript and photo ID form electronically (as a PDF) or will be mailing the materials to the NBCRNA an email is automatically sent to the student indicating that they have an NCE exam application waiting for their signature. Once the student enters the student portal, reviews the materials (if created as a PDF) and signs the application, an email will be sent to the Program Director indicating that the exam application has been signed. Once the application is in Pending Payment status, the program director may enter the portal by selecting the student's record in Manage NCE and pay on behalf of the student. **Note: the exam application must be signed before the program director can pay the fee.**

How do I upload the Transcript and Applicant ID Form to my student's applications?

- The completed official Transcript and Applicant ID Form need to be scanned and merged into one PDF file per student. Once you create the NCE application on the *Create NCE App* page you will be directed to an upload page. For each student you may navigate to the saved file on your computer and upload it to their application. This must be performed for each student. Please note: The student will be able to view, download, and approve the PDF that the Program Director has attached to their application, but they will **not** be able to change information or upload new versions.

After I submit the student applications and they are listed as Pending Application, do I need to mail anything to the NBCRNA?

- If a Program Director chooses to upload a PDF of the Transcript and Applicant Photo ID Form, there is nothing to mail to the NBCRNA. If a Program Director chooses not to upload those documents as a PDF for each student, they need to mail the Transcript and Applicant Photo ID Form to the NBCRNA in order for eligibility processing to occur.

How will I know that the NBCRNA has received the electronic transmission?

- The application status will be changed from Pending Application to Pending Review.

SEE REQUESTS

Is there anything for the student or Program Director to sign for the SEE?

- No. The SEE electronic registration requires only a payment. Once payment has been received from all the students that the Program Director has selected to take the exam, the NBCRNA staff can process the registration and send eligibility information via email to the students.

I have created an application for a student who can no longer take the SEE at this time. How do I delete this request?

- The Program Director can delete an exam request *only* if the exam has not been paid for. To delete the request, go to the *Manage SEE Exams* page and select the student for whom you wish to delete the request. Select the trash icon on the right of the screen. Note: Students can *never* delete an exam request.
- Exam requests that have been paid for cannot be deleted through the portal. Please contact the NBCRNA office via email at certification@nbcna.com if you would like to have a request considered for a refund of a pre-paid exam . The NBCRNA reviews all requests on a case-by-case basis.