

LOGIN

1. How do I access the online certification portal?

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

2. My AANA ID and password will not let me login. How do I login to the portal?

- Your AANA ID and password will *not* work on the NBCRNA portal. If this is your first time accessing the portal, you will need to select **Register**. Enter your AANA ID and last name and the system will send you an email with instructions on how to create your password. You can then login as a returning user with your AANA ID and newly created password.

3. When I tried to register I received a message stating that I could not register because the NBCRNA does not have an email address on file for me. Who do I contact?

- Call the NBCRNA office toll free at 866-894-3908. The staff can enter your email address for you into the system and you will be able to complete the registration process the following day.

4. My Program Director says that I should have received an automated email from the NBCRNA regarding logging into the portal. How do I login if I never received the email?

- Due to individual email security settings, some students have trouble receiving the automated email. Please check your spam messages and add certification@nbcrna.com to your safe sender list to ensure receipt of future emails. To register and login to the portal you do *not* need to receive the email. Simply go to the URL indicated above and click Register.

PAYMENT

1. What methods of payment does the NBCRNA accept?

- The NBCRNA accepts credit cards (Visa, MasterCard, Discover, and American Express) and PayPal payments only. As of January 1, 2012, the NBCRNA no longer accepts cashier's checks or money orders.

NCE APPLICATIONS

1. I received an email from the NBCRNA saying that an NCE exam is waiting for my signature. What does this mean?

- Your Program Director has created an electronic application for you to take the NCE. Please go to the Online Certification Portal, Student Portal, to verify your demographic information under *Profile*. The first and last name that the NBCRNA has on file must match the ID that you present at the testing center.
- If the Program Director has elected to submit the NBCRNA official Transcript and the Authentication of Applicant ID form electronically, a PDF with these documents will be attached to the electronic

application created for you. You must review the documents and “sign” the exam application by clicking on the exam link under Signatures and Payments. Your Program Director will be notified by email when you have signed the exam application. After signature, either you or your program director can pay for the exam depending on the specifications of your program.

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

- When the Program Director creates the NCE application, and has indicated how the transcript and photo ID form are being submitted to the NBCRNA (either electronically or by mail), an email is automatically sent to the student indicating that they have an NCE application waiting for their signature. Once the student enters the Student Portal and reviews the PDF documents (if the Program Director has created them) and signs the application, an email will be sent to the Program Director indicating that the application has been signed. At this point the program director may enter the portal to pay for their student. **Note: The exam application must be signed before the program director can pay the fee.**

SEE REQUESTS

1. I received an email from the NBCRNA saying that a SEE exam request has been created on my behalf. What does this mean?

- Your Program Director has created an electronic request for you to take the SEE. Please go to the Online Certification Portal, Student Portal, to verify or change your demographic information. The first and last name that the NBCRNA has on file must match the ID that you present at the testing center. Once you have reviewed the demographic information, the SEE request requires only payment. If your program will be paying on your behalf, you have no further steps to complete. If your program has directed you to pay, select Signatures and Payments; then select the exam for which you wish to pay. The portal will guide you through our secure PayPal site.

2. Is there anything for the student 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 will process the registration and e-mail eligibility information to you. Processing takes 2-4 weeks.

3. My Program Director created a request for me and I 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. 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 request a refund of a pre-paid exam request. The NBCRNA considers requests on a case by case basis.

PROCESSING

1. How long will it take to receive my eligibility packet in the mail?

- Eligibility information is no longer mailed. Once payment and applications have been received, please allow 2-4 weeks for processing. For the NCE, the 2-4 weeks for processing begins following the official

completion date of the nurse anesthesia educational program. Information regarding exam eligibility and exam scheduling will now be emailed directly to the student.

2. I have completed the necessary parts for my exam, but my application is still not in processing, why?

- The NBCRNA processes applications by program cohort. Applications for the SEE or NCE can be held up if even one student from a program is delinquent in signature or payment.

3. I don't see where I can reserve my seat for the exam. Where can I do this in the portal?

- The NBCRNA Online Certification Portal is an electronic application and payment site. It is not designed for exam scheduling. When the NBCRNA completes the processing of your exam application, the eligibility notification sent to you via e-mail by the NBCRNA will include information regarding reserving your seat directly through the Pearson VUE system.

4. I forgot to print a receipt when I made my payment, where can I print another?

- A printed receipt is not required for submission with applications for the SEE or the NCE for first time takers. However, if you would like a receipt, the Student Portal homepage contains a link to *Receipts*. This link will provide the receipt to all payments that *you* have made.

5. I was not successful on the NCE exam and need to retake it. Can I still pay through the online certification portal?

- Yes. After the NBCRNA processes your exam results, you will be sent a letter with instructions regarding retaking the exam. The NBCRNA will create the electronic payment request on your behalf and you will be able to enter the portal to pay. If you are re-taking the exam within one year of your original application, there is no need to re-submit a photo ID page, however, you must send a copy of your current RN license, receipt of your online payment, and a copy of your signed application