TOP 10

CNA Examination Quick Tips

1. The name listed on your Prometric (testing vendor) registration **must match the name on your identification exactly**. If your name does not match exactly, it can result in delays in receiving a test date or being turned away from the examination, which will require you to register again and pay additional testing fees to Prometric.

2. All applicants are required to have Livescan fingerprinting (Level II background screening) completed. **The Board cannot accept hard copy fingerprint cards or results**; all results must be submitted electronically by a Livescan service provider. Livescan screenings completed at a **Florida police or sheriff's department require additional** payment be submitted to FDLE Civil Applicant Payment System (CAPS) website before results will be released to our office. You will be required to enter your name as indicated on the fingerprint submission and your TCN# when making this additional payment. Applicants that reside outside Florida or do not have a U.S. Social Security number may find a provider at https://flhealthsource.gov/background-screening/out-of-state-providers/.

   If you have **already completed a screening** that is stored in the Agency for Health Care Administration's (AHCA) Clearinghouse, it can be used for licensure purposes. The screening should automatically load to your file within 72 hours. In order to be shared among state agencies, it is **required** for you to have a photograph taken at the time of fingerprinting to be entered into the Clearinghouse. If a photograph was not taken, additional screening(s) will be required.

3. Be certain you have completed the **correct application, answered all questions, signed, and dated the application**, and that your handwriting is legible to prevent any delays in receipt or approval of your application. Please allow sufficient processing time before calling or e-mailing to check the status. Applications are processed in date order, **regardless** of any prescheduled test dates.

4. It is very important that you have the correct Social Security Number (SSN), name and Date of Birth listed on both your application and your Livescan screening. **Any discrepancies will prevent your results from being received automatically** and will require a copy of your Social Security Card and Driver License in order to correct.

5. Mail, including overnight mail, is first received by the Department of Health (DOH) central mailroom and will take an additional **1-3 business days** to reach the Board office.

6. If you are aware of a criminal, discipline or health history that may be discovered during the review process, please **submit the required information** (listed in the application) as soon as possible. It is important to note that some traffic offenses are considered criminal (DUI, Driving While License Suspended or Revoked (DWLSR), Reckless Driving, etc.) and should be listed.

7. For applicants who have registered for In Facility Testing (IFT), your application should be submitted **no less than 60 days in advance** of the scheduled event, to allow time for processing, approval, and scheduling. Applications cannot be expedited, regardless of prescheduled events.

8. Maintain your current address with the Board office in order to receive updates. Address changes should be provided to the board office in writing. All communication will be provided via email whenever possible. The license will be mailed to the address on file. If the address has changed, the US post office will not forward state government mail; resulting in the license being returned.

9. Any applicant who **fails the exam** after three attempts will not be eligible for re-examination again until they have completed a Florida-approved training program (120 hr course).

10. Your test date will be sent via email from Prometric; it is **very important that you have listed the correct email address** on your application. Check your "junk" or "spam" folders if you have not received your test date within the allotted timeframe.