

CNA Certification Exam Preparation Checklist

Please use this checklist to ensure you are well prepared for your CNA Certification Exam. If you are unsure about how to complete one of the items, please contact Yardstick Assessment Strategies as per the contact information below.

PRE-EXAM

- Purchase and Book Exam Appointment
- Confirm exam booked corresponds with the specialty you have been approved to write and according to your nursing license (i.e., Registered/Licensed Practical Nurse, Registered Nurse or Registered Psychiatric Nurse).
- Test your exam day computer and network using the 'Test it Out' systems check via your online account (see below).
 - Additional information can be found in your booking confirmation email or on the [FAQ Page](#).
 - Having difficulties or receiving a failed result? Contact **ProctorU** for assistance using the contact information at the bottom of the page.



- Confirm your exam day environment meets the requirements (hard surface, no windows or glass walls, quiet & well-lit)
- Confirm you have a valid piece of government-issued photo ID to present to the proctor

EXAM DAY

- Ensure you have read, in full, your booking confirmation email for details on what to expect.
- Ensure to login 10-20 minutes before your appointment to test your system once again

- Having difficulties connecting to a proctor? Please contact ProctorU directly for assistance.

Phone: 1-855-772-8678, Option 1

Text Support Prior to connection time: [send a ticket for support](#)

Text Support During connection time: Live Chat support available to candidates

Hours of Operation: 24 hours a day, 7 days a week

- Need to reschedule your appointment due to technical issues? Please contact Yardstick Assessment Strategies directly for assistance.

Phone: 1-888-900-0005, Option 1

Text Support: testingsupport@getyardstick.com

Hours of Operation: Monday through Friday from 8:00am to 7:00pm Eastern

Emergency phone: 1-888-881-1005

Hours of Operation: Anytime you are writing your exam outside of business hours for the duration of the administration period.