

## How to schedule a CNA Skills Exam at a Community Day

**Once you have received an email or phone call from Testing Services stating that you may schedule:**

**Step 1** – Navigate to CASS Self-Serve: [www.ivytech.edu/schedulenow](http://www.ivytech.edu/schedulenow)

**Step 2** – Click on Non-Student Login (unless you are an Ivy Tech student - if so, use the student log in)

**Step 3** – Click the button to create an account. Follow the onscreen instructions for setting up and verifying your account.

**Step 4** – Login with your new account information.

**Step 5** – Type in the name of the exam, select the exam and click next.

(Ex: **CNA Certified Nurse Aide Skills 1st Attempt** ) NOTE: If you **ONLY need the written exam**, do not choose a name with skills! You are not limited to Community Days!

**Step 6** – Using the dropdown, select the campus of your choice

**Step 7** – Click the **red** calendar and the date you would like and click next.

**Step 8** – Use the dropdown box and select the time you would like and click next.

**Step 9** – Select “Pre-paid at Bursar” since payment was with your application before you can schedule.

**Step 12** – Click on “Submit My Appointment Request”.\*

\*Note: You will receive multiple emails:

- The first email confirming your appointment request.
- The second email will be an approval or decline of the appointment.
- If you have not received either email, check your spam/clutter/junk folders.
- Or you are always able to view your appointment status/history at [ivytech.edu/schedulenow](http://ivytech.edu/schedulenow).

**No Show Policy:** You should take the exam at the time of your appointment. If you do not arrive on time for your scheduled appointment, you must send a new appointment request to the CNA Office. **You will be charged the full cost for your exam.**

**Moving an appointment time or date:** If you need to move the appointment date or time, up to 72 hours in advance, you may go to <https://ivytech.edu/schedulenow> and reschedule. If you receive a message saying you must call the center, you have waited too long and are outside the rescheduling window. You will be charged a fee to make a new appointment.

1. Login and click on View Appointment History
2. Click on the little gear next to the appointment ID and choose reschedule.
3. Pick the date and time you desire.
4. If the system will not allow you to reschedule, you are outside the rescheduling window.