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 TSS Self-Serve: 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. Please note, this is a DIFFERENT WEBSITE than the application website and will require you to make a non-student account if this is your first time to schedule since 6/1/26. (You will receive an email when you create an account. You must click on it to verify your account. THEN you will be able to log in.)

Step 4 – Login with your new account information.

Step 5 – Click on appointment in the top, left corner

Step 6 – Choose Schedule Appointment

Step 7 - Type in the name of the exam, select the exam and click enter

(**Ex: SKILLS**) NOTE: If you **ONLY need the written exam**, do not choose a name with skills! You are not limited to Community Days!

Step 8 – Using the dropdown, select the center where you want to test (**Example: Anderson)**

Step 9 – Scroll to the bottom of the page, click in the MM/DD/YYYY field. Pick the date you would like.

Step 10 – Use the dropdown box and select the time you would like.

Step 11 – Read the information and click the box next to "I acknowledge…."

Step 12 – Click on the arrow on the right to proceed to the next page

Step 13 – If you would like text updates, click on the "Yes, send text notification" box

Step 14 – 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.

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 48 hours in advance, you may go to https://ivytech.edu/schedulenow and reschedule. If you have waited too late, your appointment will be declined and you will need to repay the $90 fee. Contact cna_qma_testing@ivytech.edu for payment instructions.

1. Log in click on Appointment (top left) and Appointment History
2. Find the appointment and click on "Request Reschedule"

3. Pick the date and time you desire.