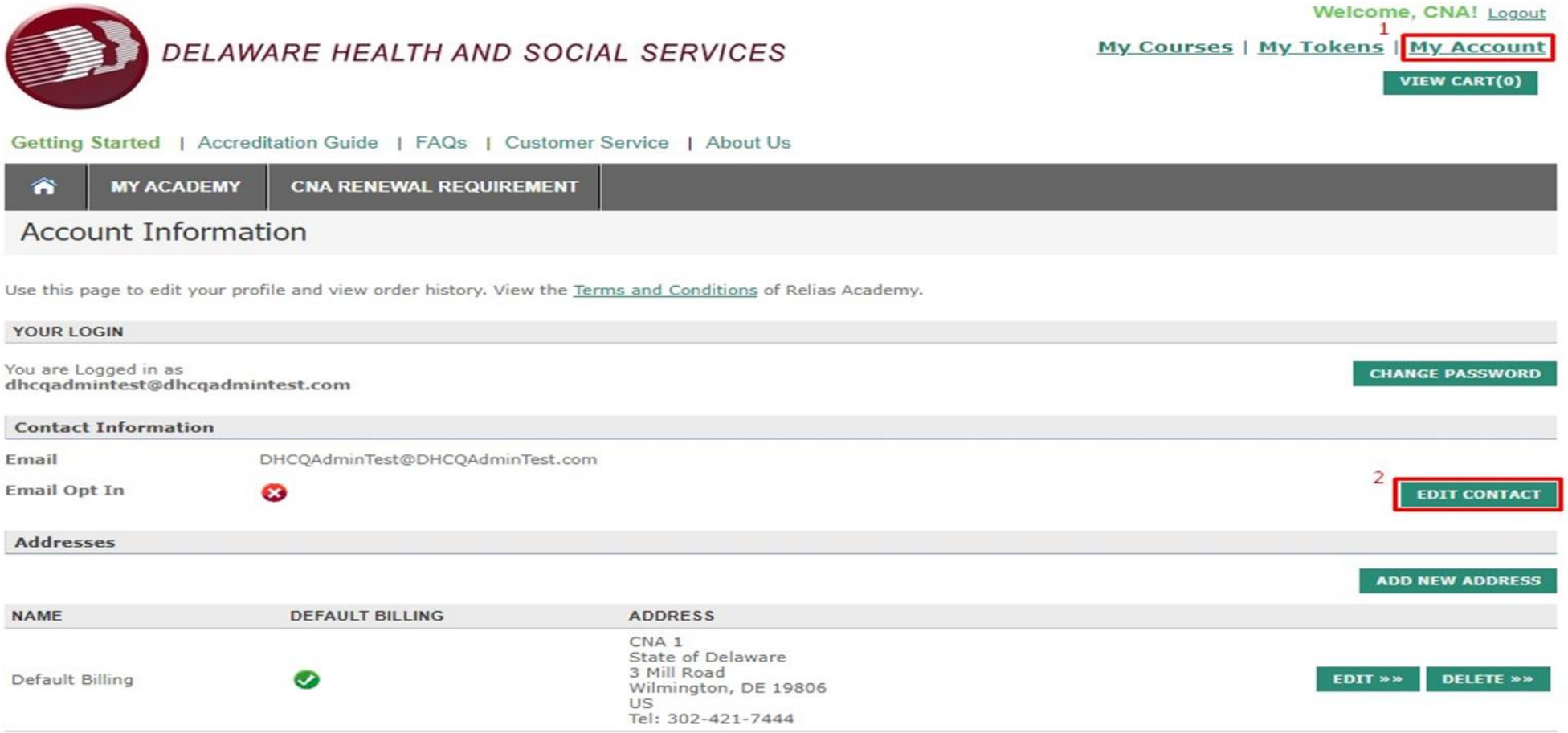
DELAWARE CNA RECERTIFICATION/ RENEWAL PROCESS

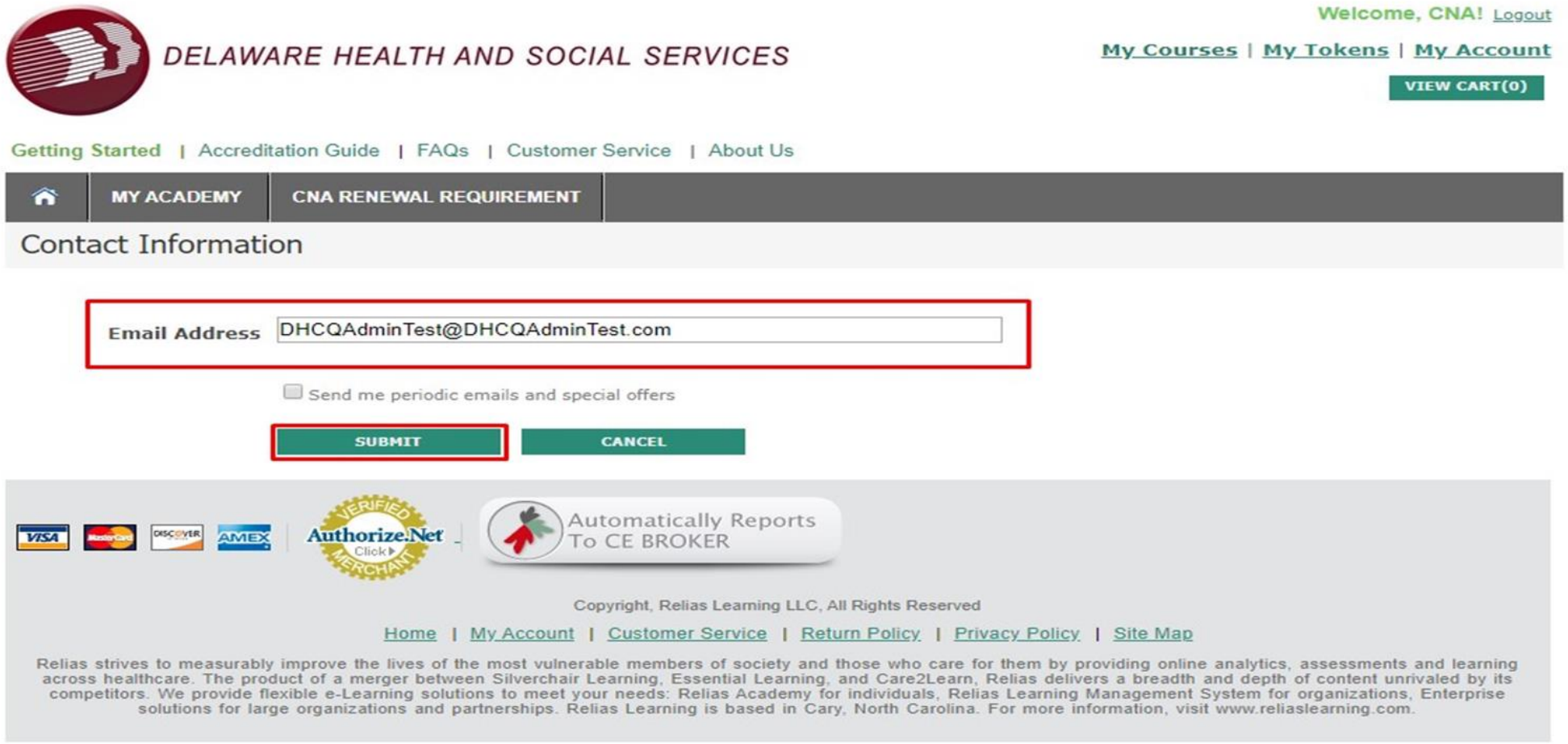
WEB ADDRESS: https://decnarecert.academy.reliaslearning.com

RELIAS SUPPORT: **1-844-735-2223**

Step 1: LOG IN using either your email address or your DE CNA Certification Number. The system generated password is 'Welcome1'.
If you log in using your Delaware CNA Certification Number, please enter an email address. Go to 'MY ACCOUNT' and select 'EDIT CONTACT'

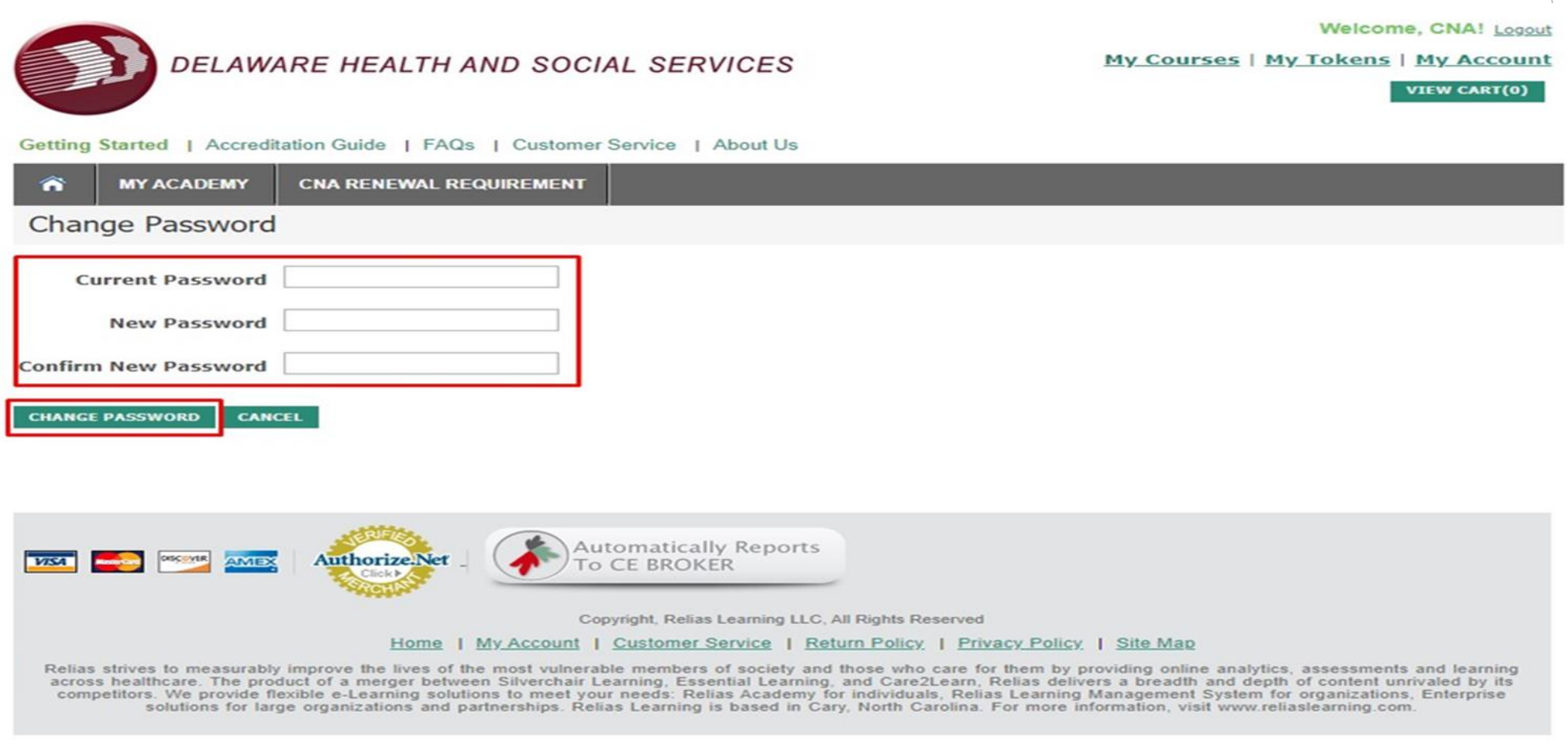


Enter your email address then click ‘SUBMIT’
Once you’ve entered an email address you will be prompted to log in again. Log in using your email address and the system generated password (‘Welcome1’)

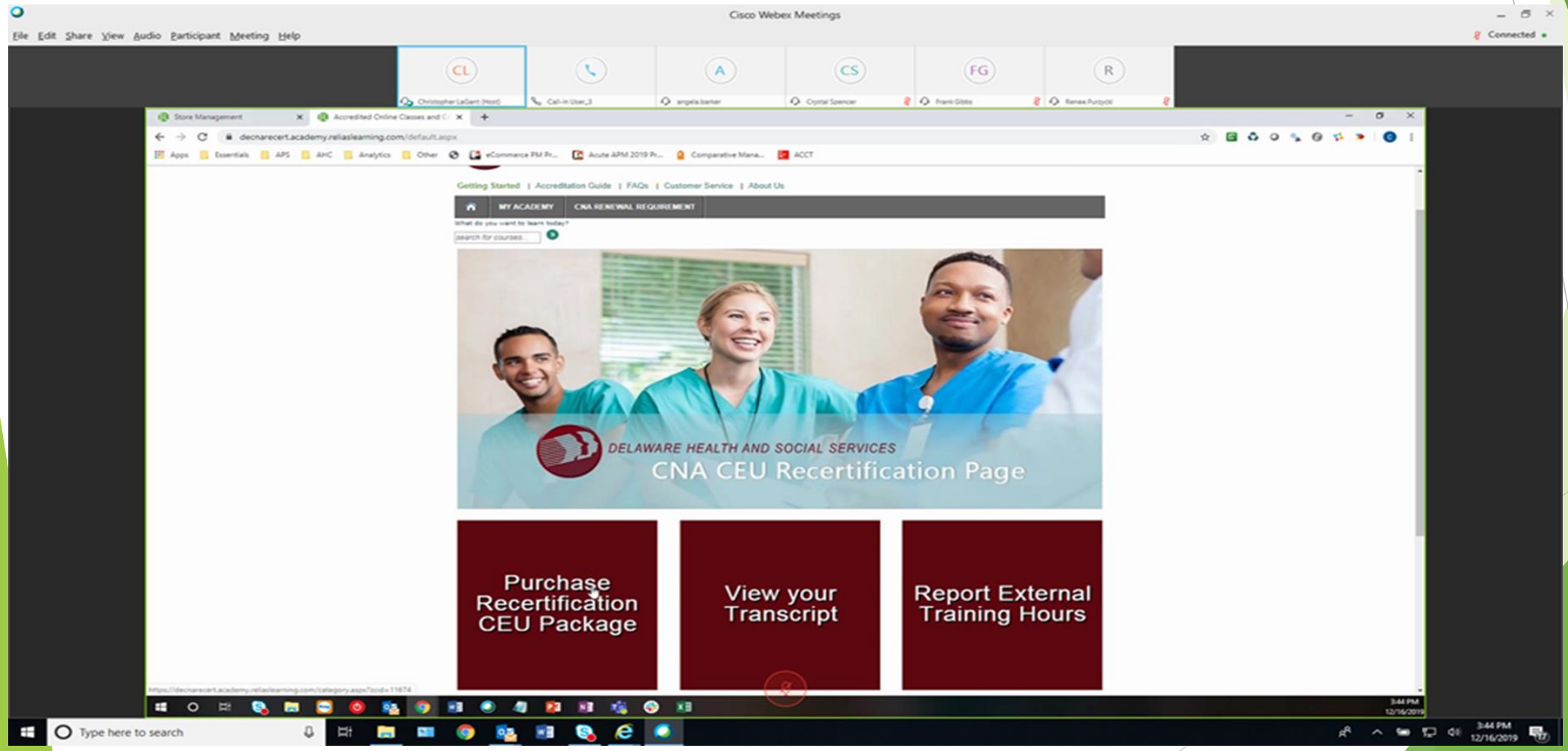


Step 2: Once you have logged back in we recommend you change your password from 'Welcome1'. Select a password that will be easy for you to remember using at least one upper case letter, one lower case letter, and one number.
Click on 'MY ACCOUNT' and select 'CHANGE PASSWORD'

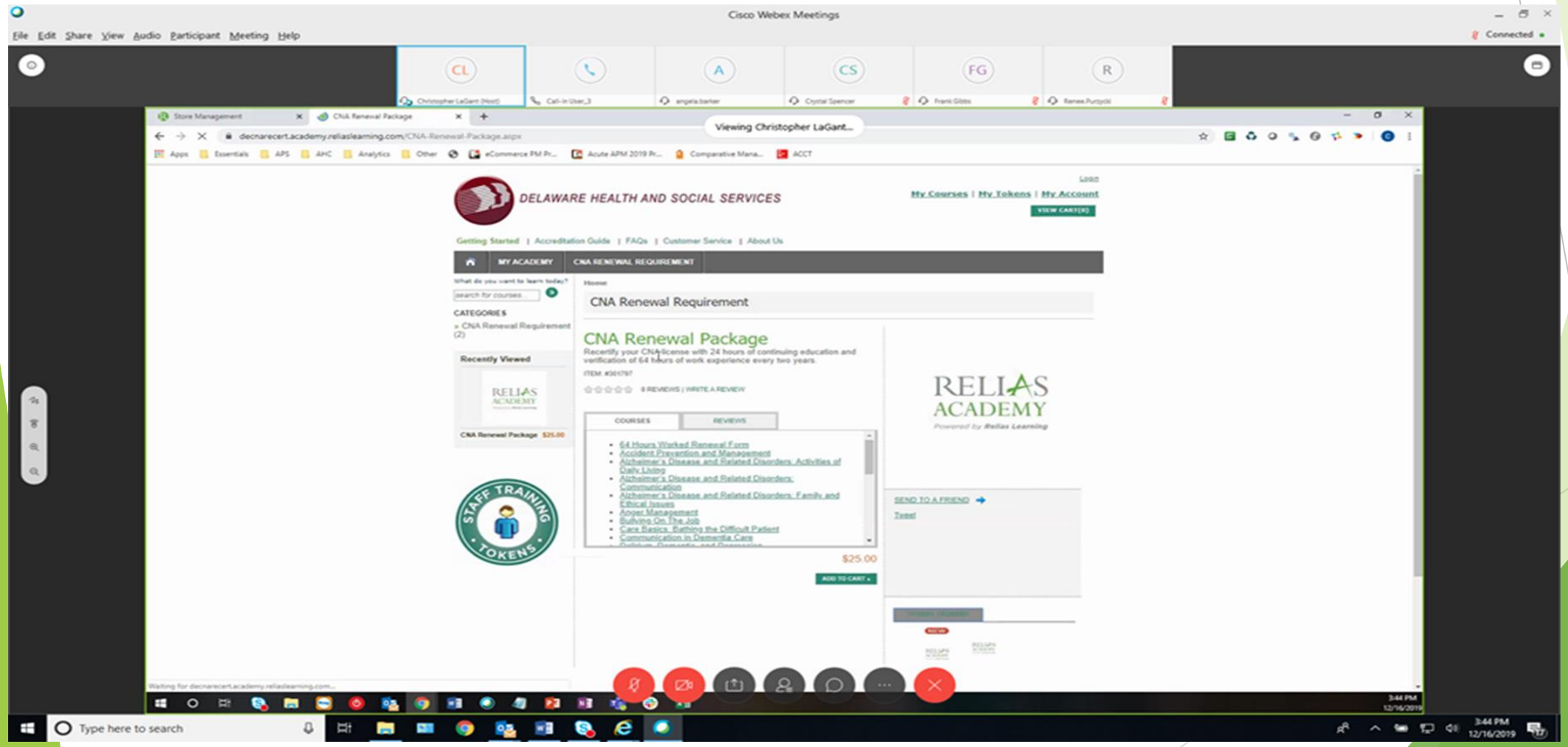
Enter the system generated password ‘Welcome1’ in the first box where it says CURRENT PASSWORD. Enter your new password twice. Once you’ve change your password you will be redirected to log in again. Please log in using your email address and new password.



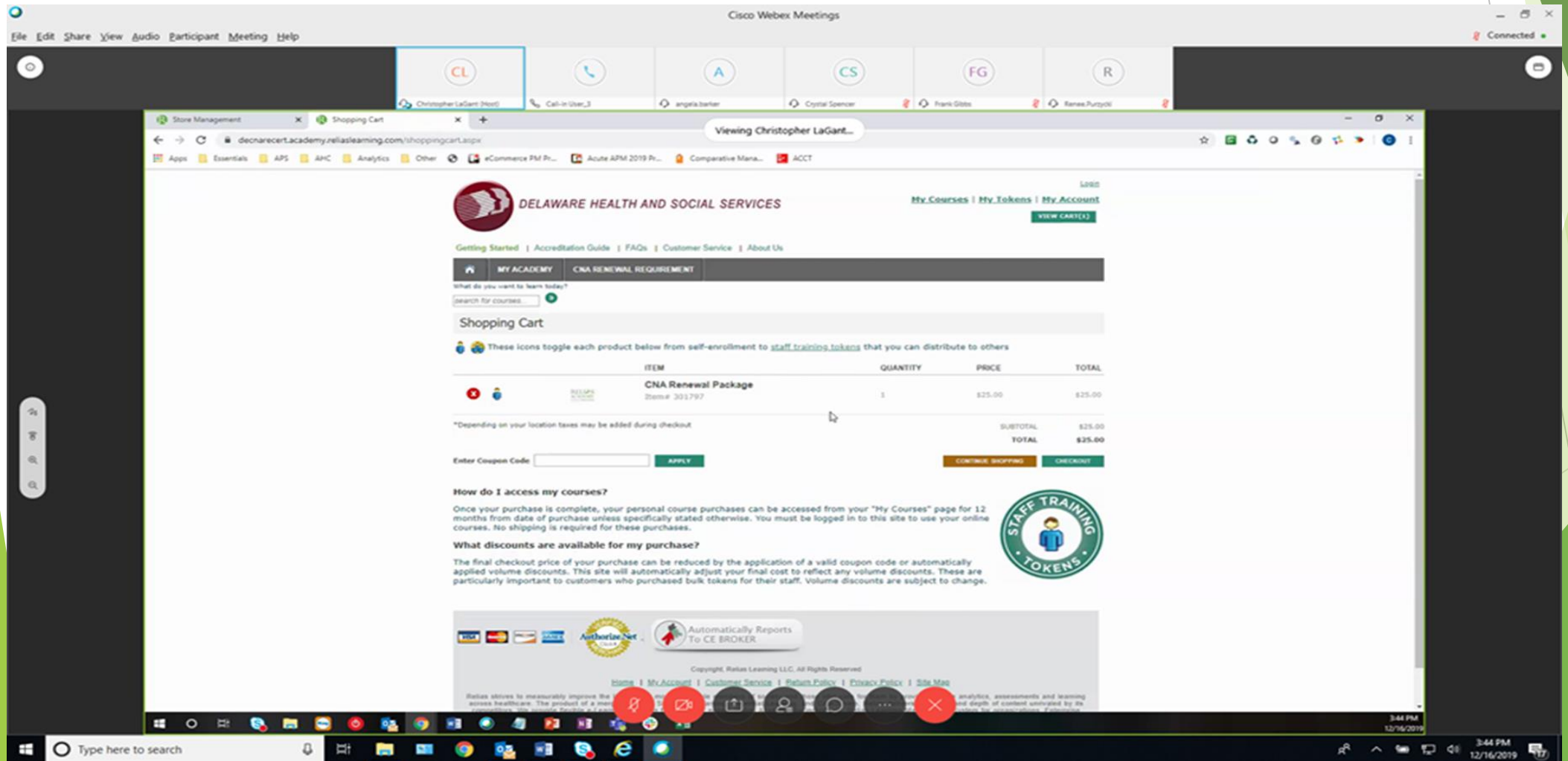
Once you are logged in you will see the Delaware Health and Social Services CNA CEU Recertification Page. From this page you can view your transcript, report external training hours, and purchase the recertification CEU package. If this is your first time you need to Purchase the Recertification CEU package. Click the first maroon box.



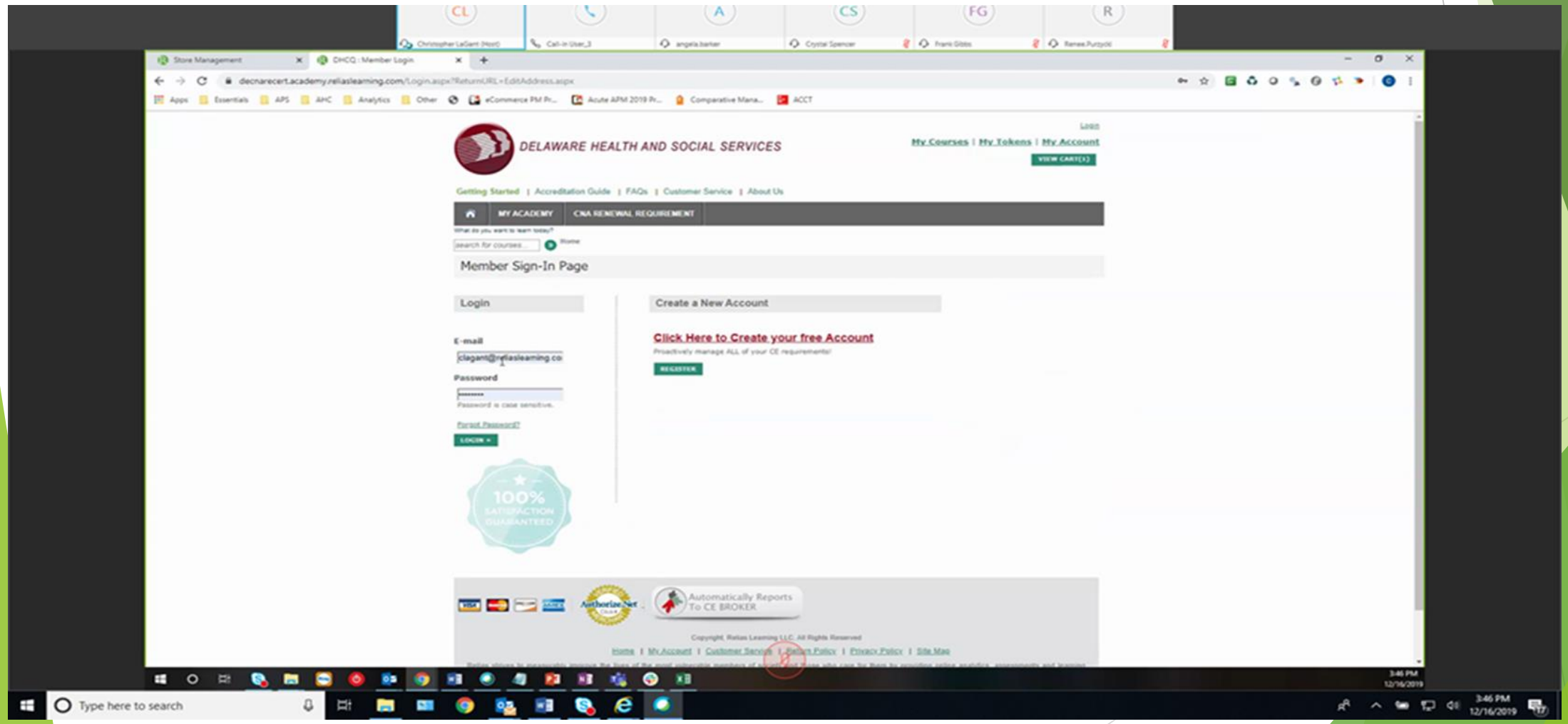
You will see the CNA Renewal Package listed with all of the required classes, including the employment verification; this package will be placed in your cart.



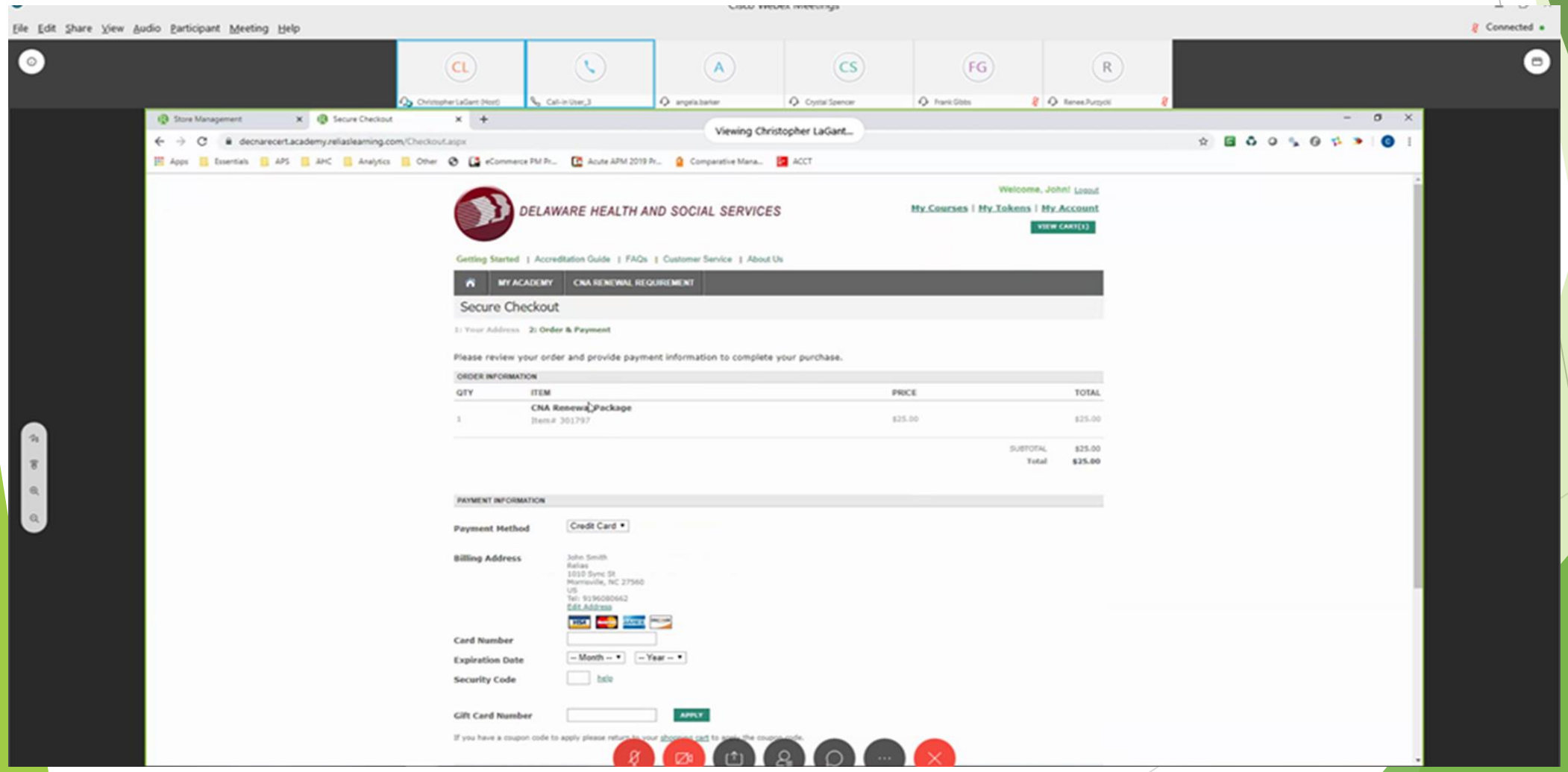
Your shopping cart shows the CNA Renewal Package with the total amount due of $25 which is the cost of your CNA Renewal/Re-certification. Select ‘Check Out’



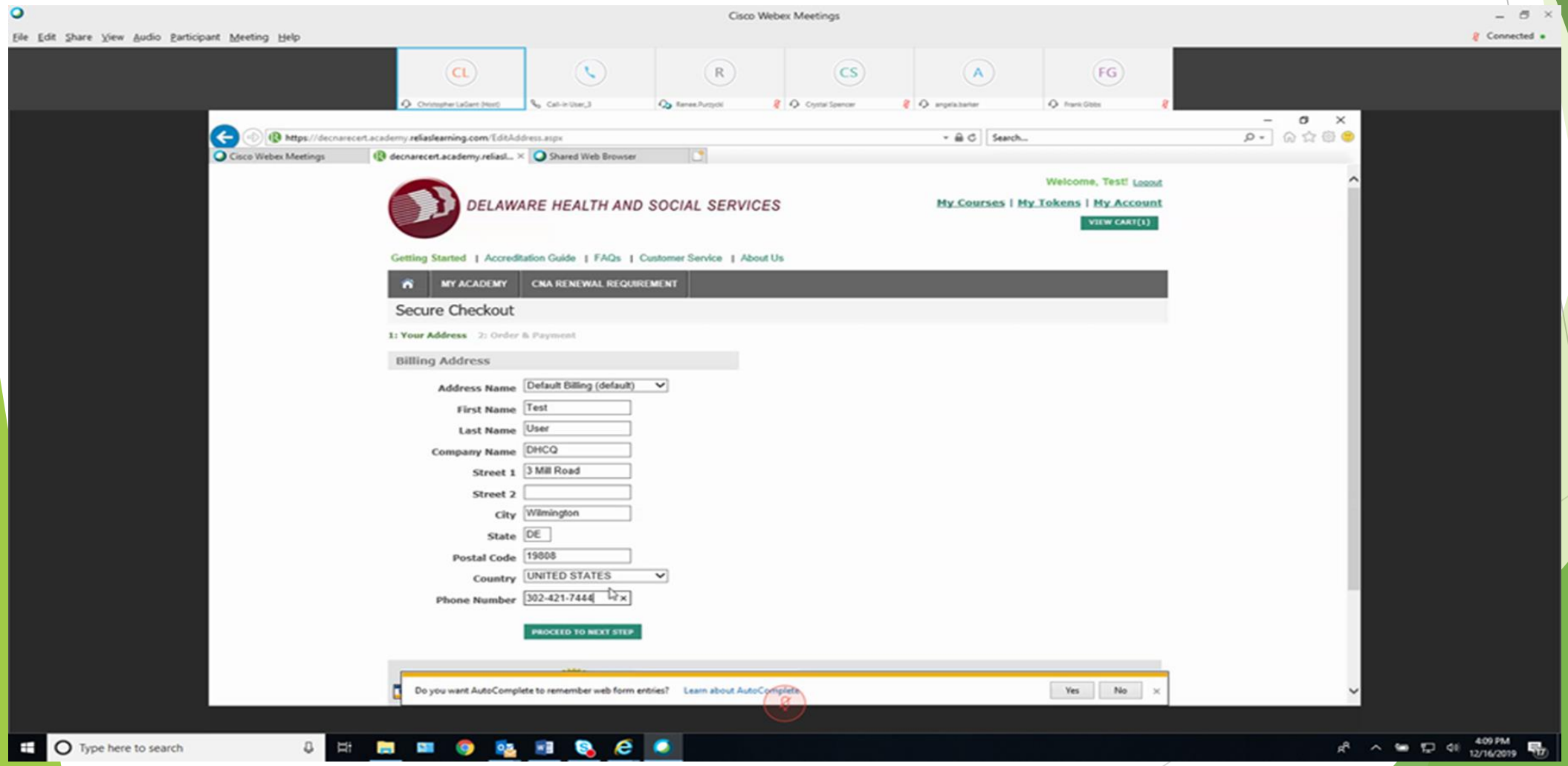
If you did not log in initially before you selected your package, you must log in now. Please log in using your email address or your Delaware CNA Certification Number. You will need to go back to steps one and two, and proceed with changing your password. If you are logging in with your Delaware CNA Certification Number, you will need to enter an email address.



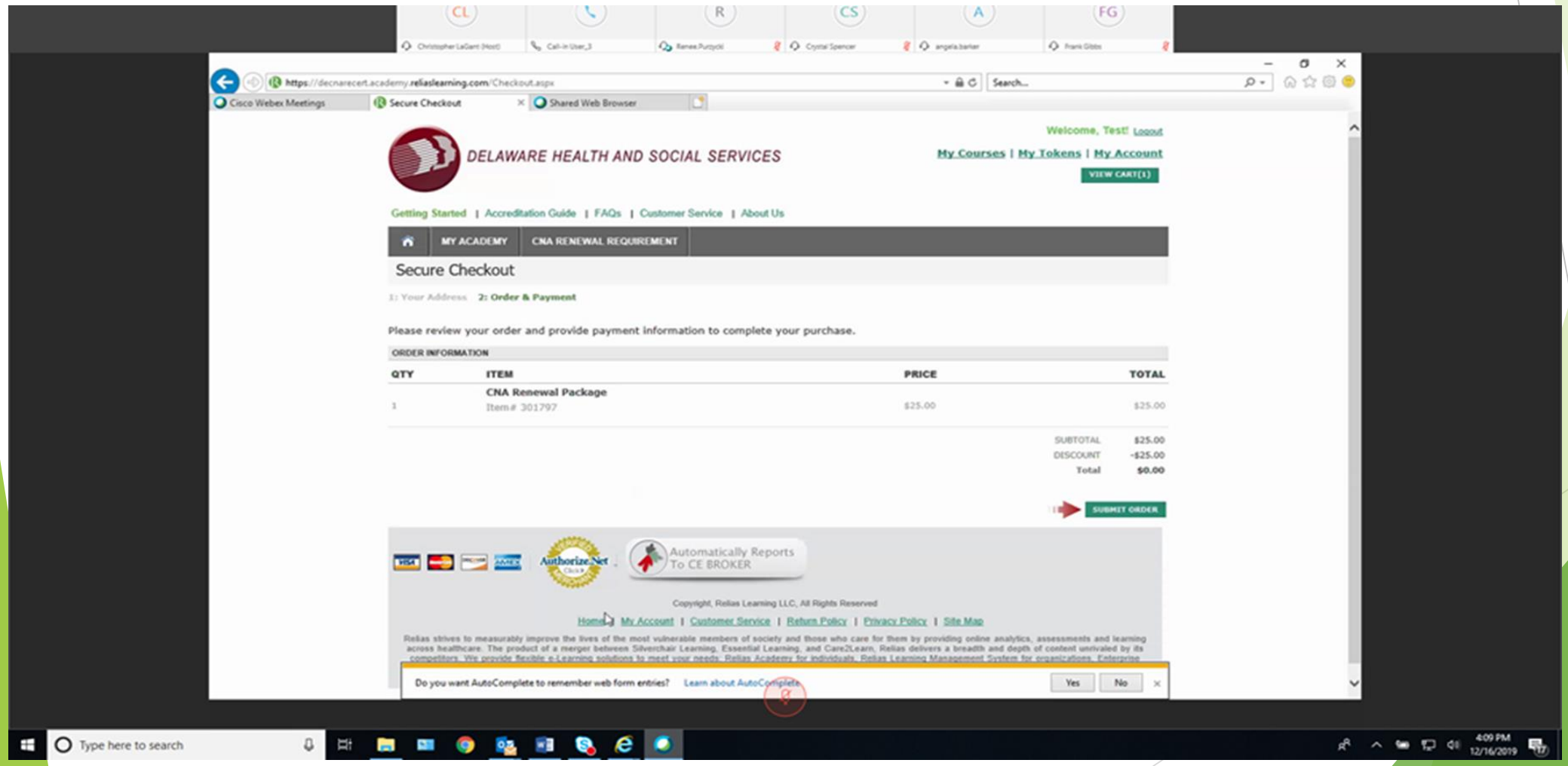
Now you must enter your payment information.



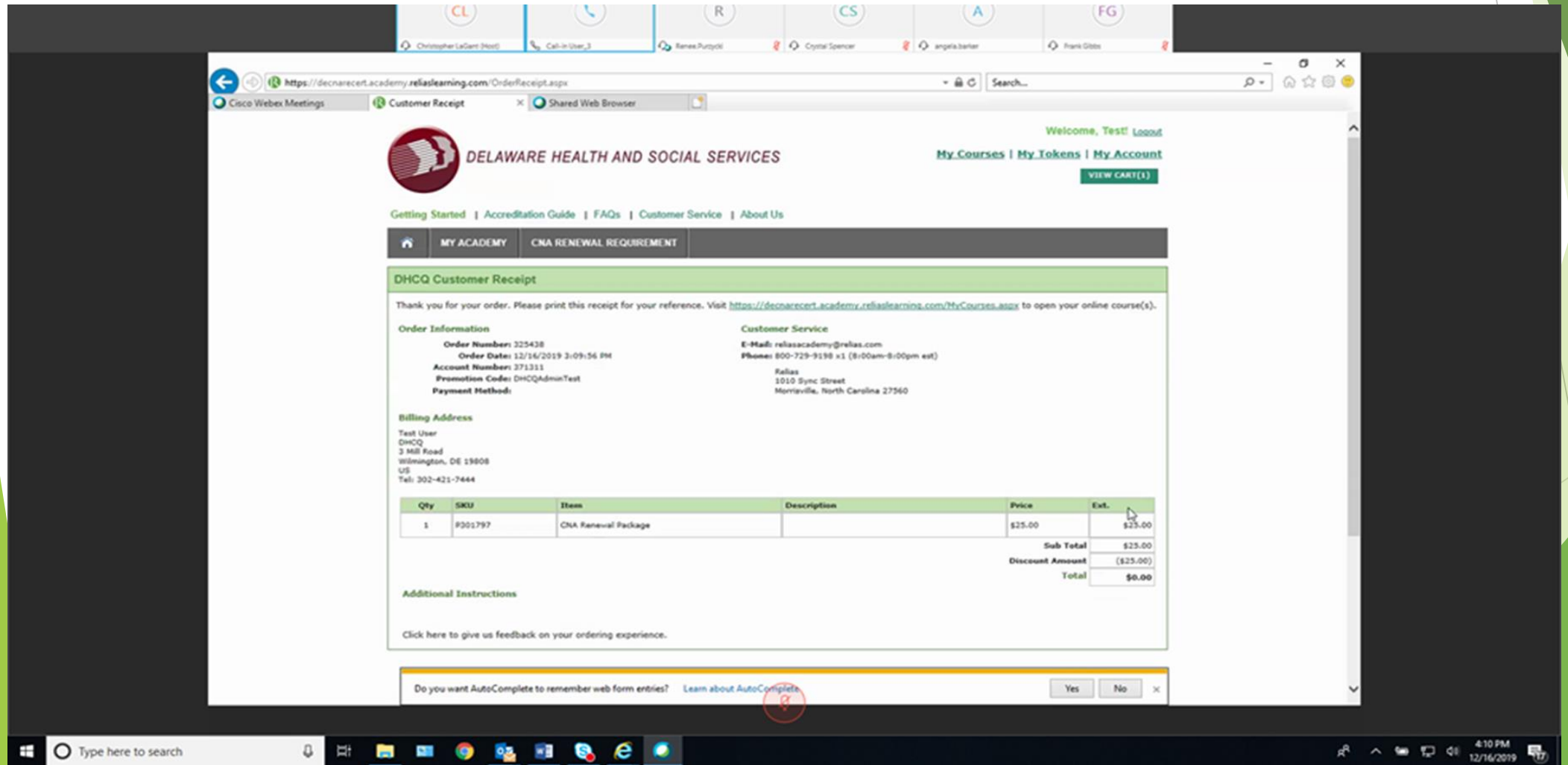
Once you enter your registration information, you should not have to enter it again. Proceed with secure checkout.



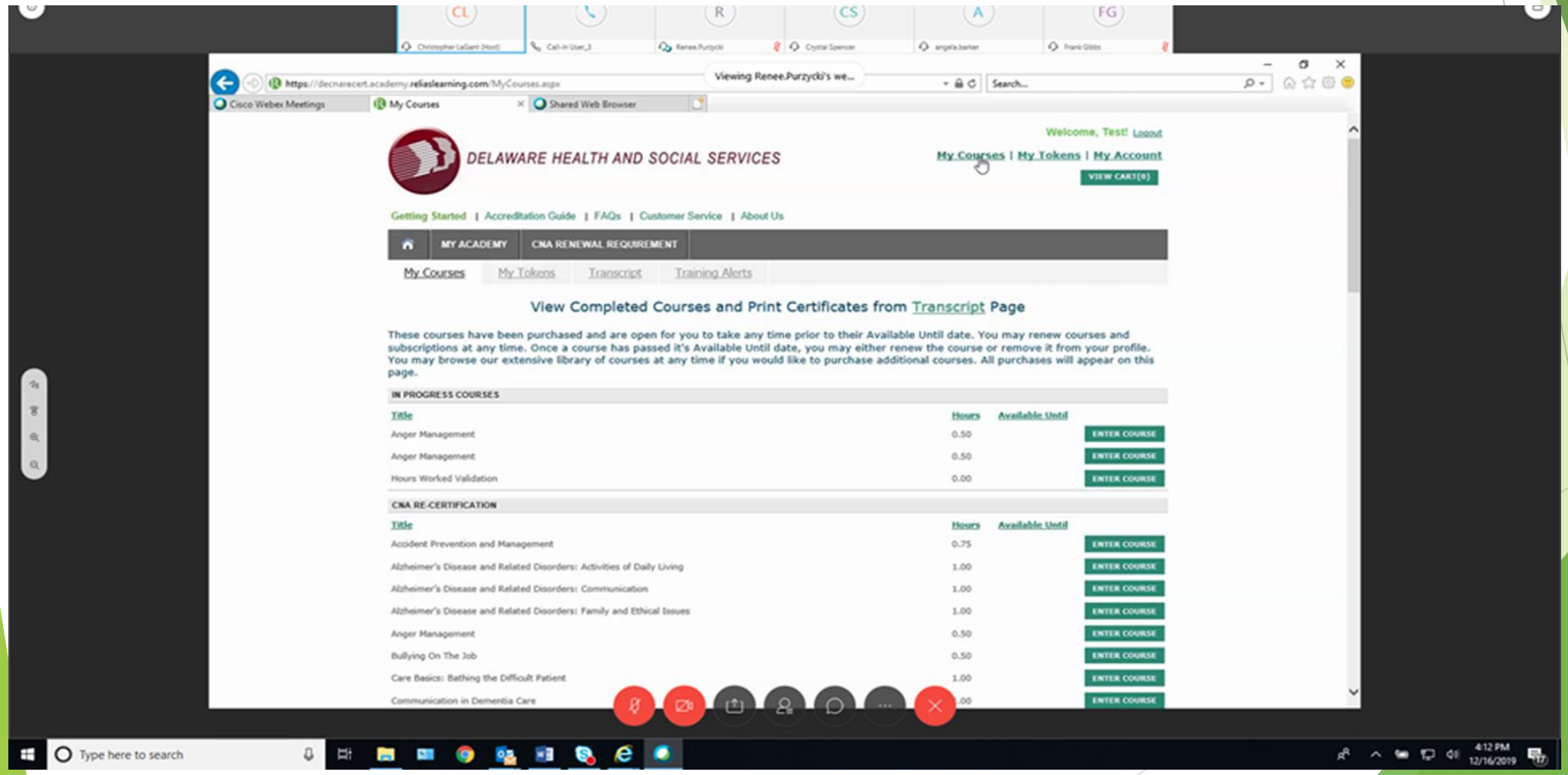
Click ‘Submit Order’



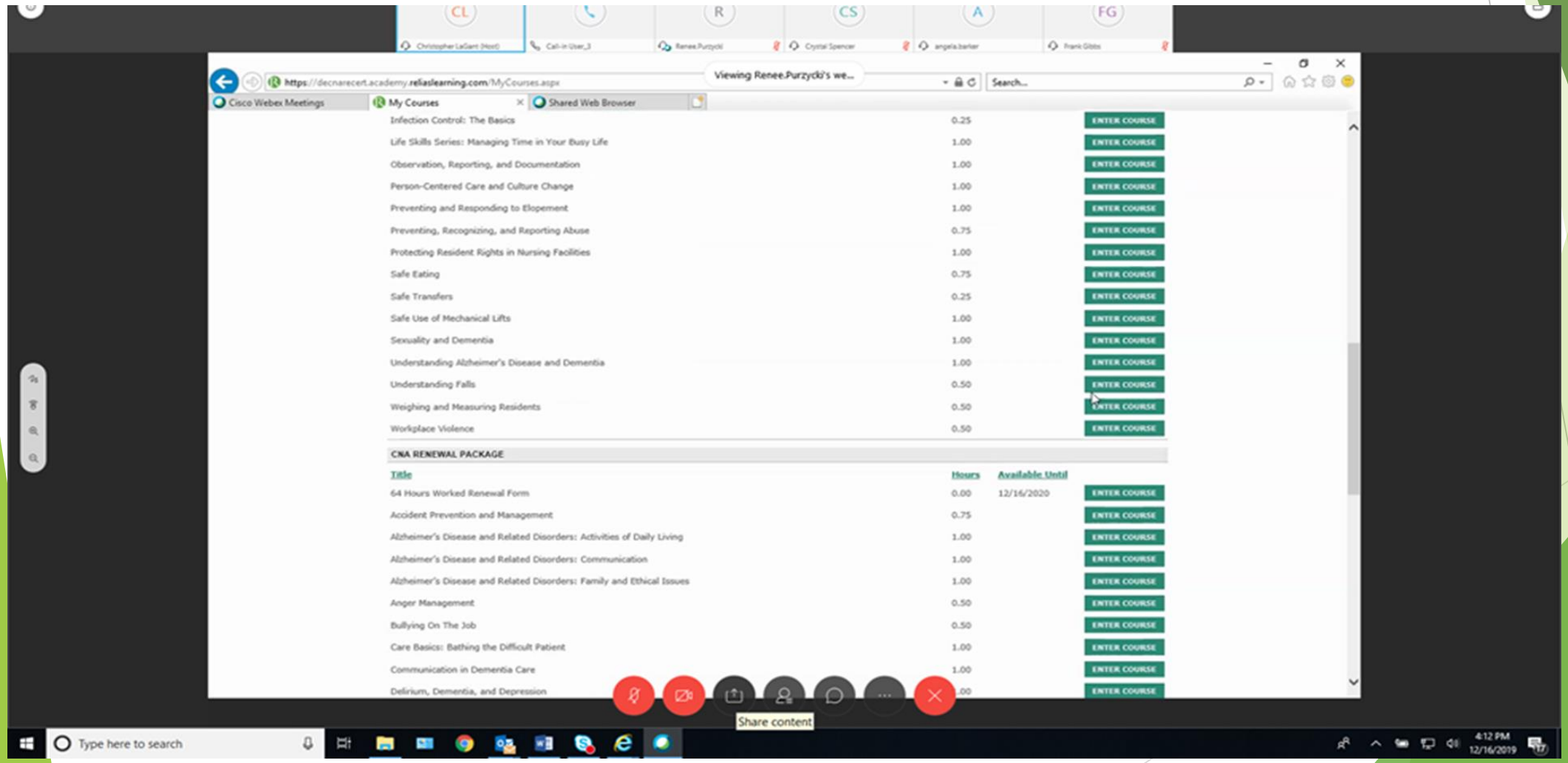
You will now see a receipt for your purchase. You should also receive an email confirmation of this purchase. You may print this page for your records if you chose.



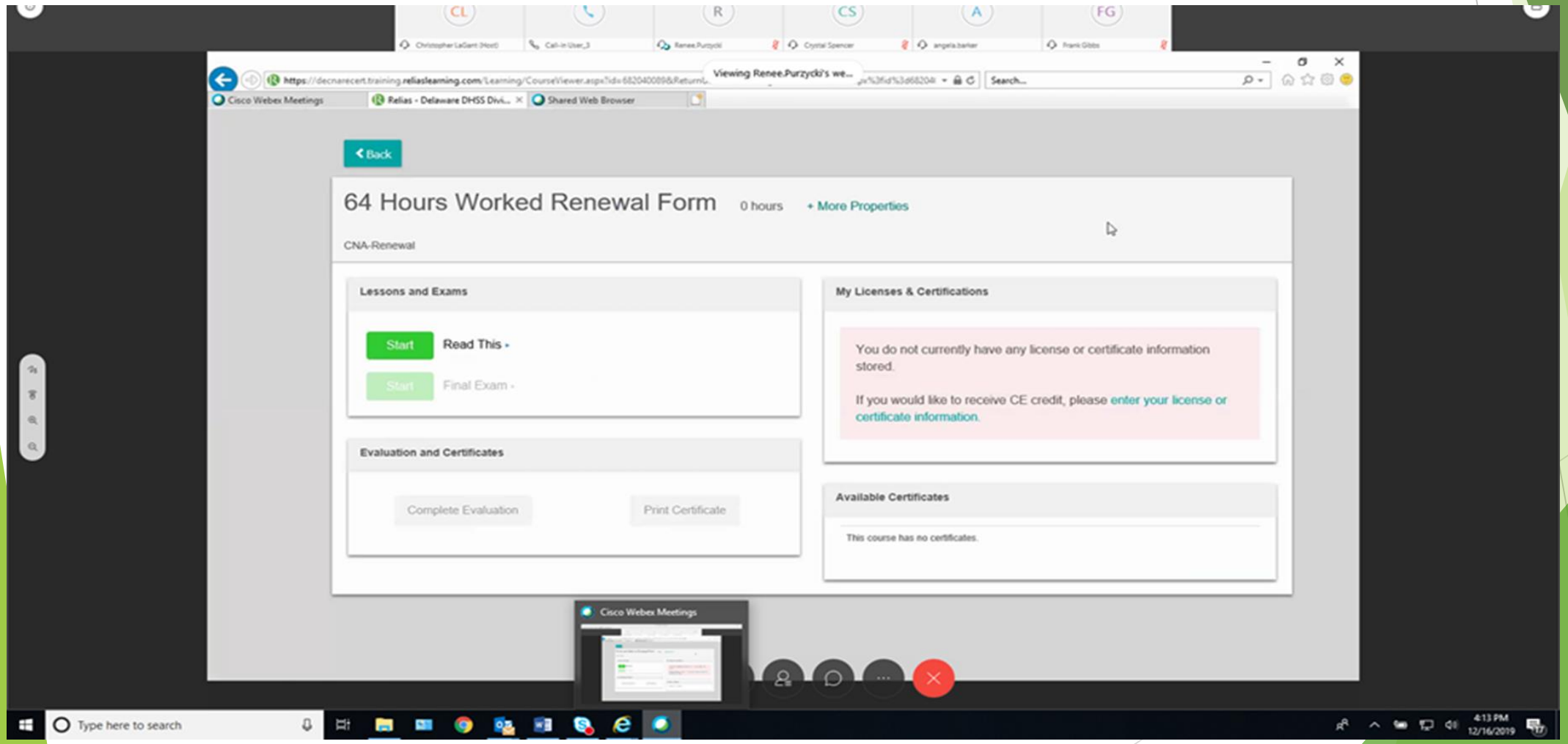
Once your purchase is complete, go to the ‘My Courses’ tab and select your courses. You will see your courses listed as below. You can begin your lessons by selecting one course at a time. Each course requires you to complete a post-test. Remember you are required to complete 24-hours of learning in order to qualify for renewal/recertification.



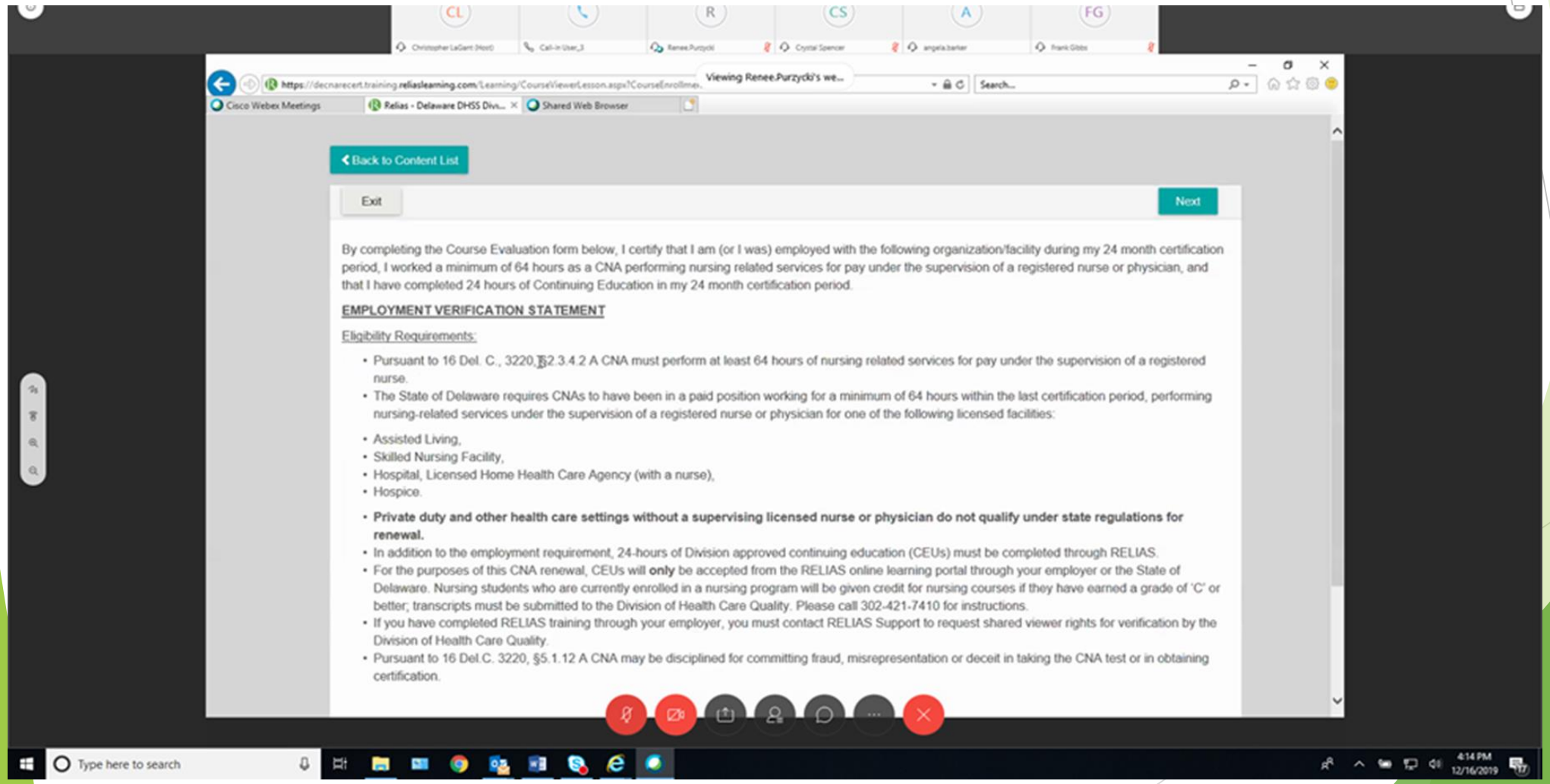
Once you have completed all of your courses you must select the course marked ‘64 Hours Worked Renewal Form’



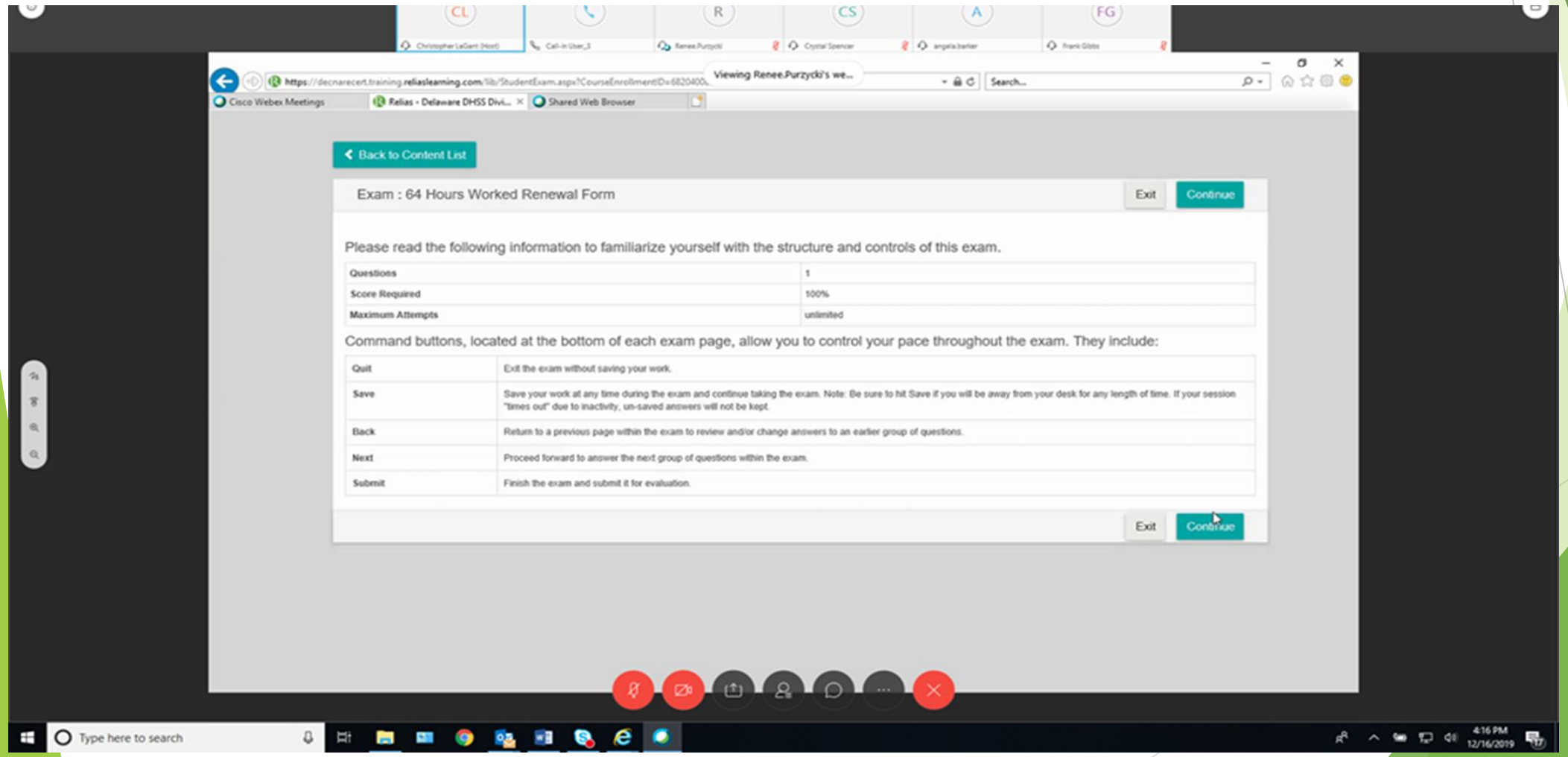
Once you get to this screen click the green ‘Start’ button. Be sure to read carefully the statements which you are about to attest to.



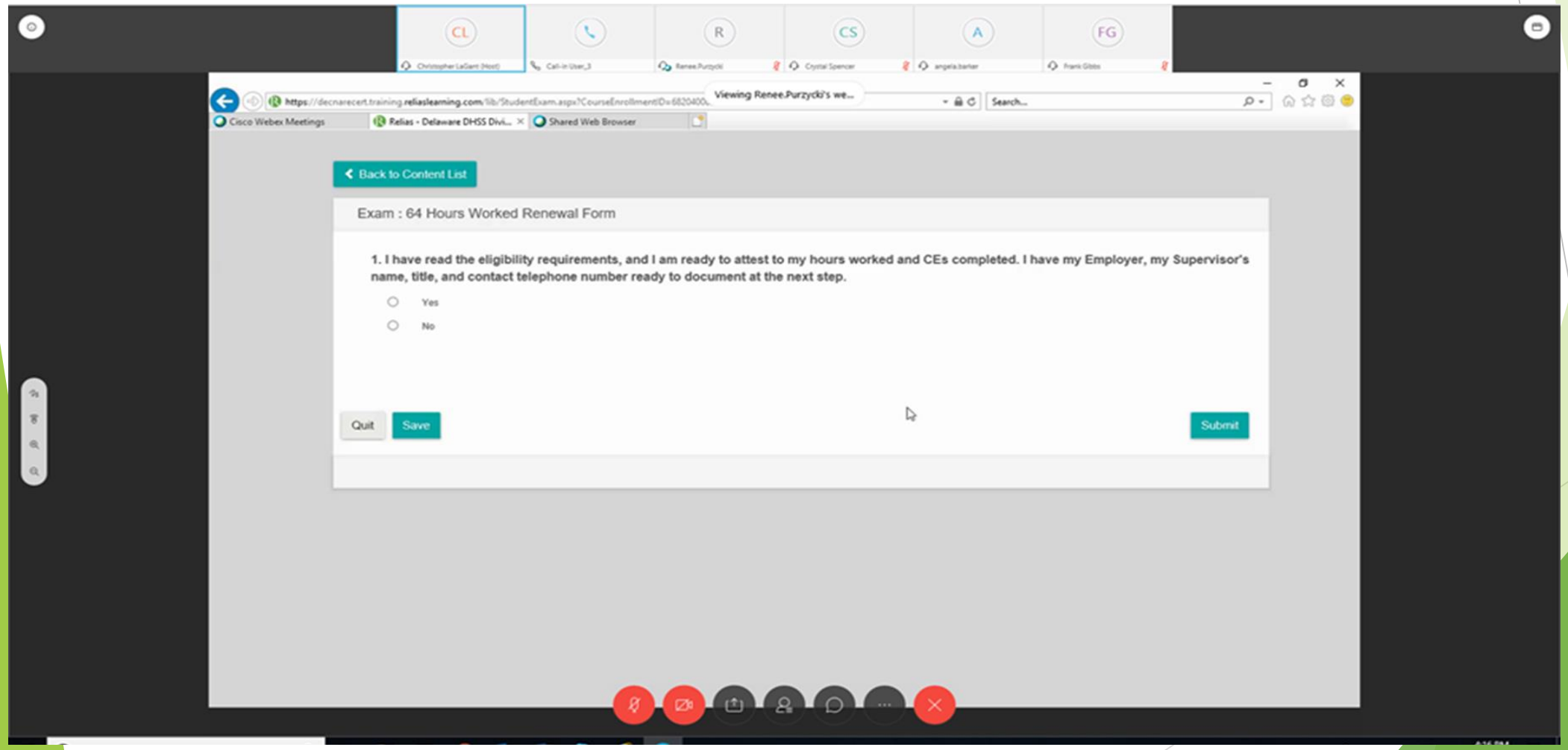
Please read carefully; click ‘Next’ when you are ready to continue.



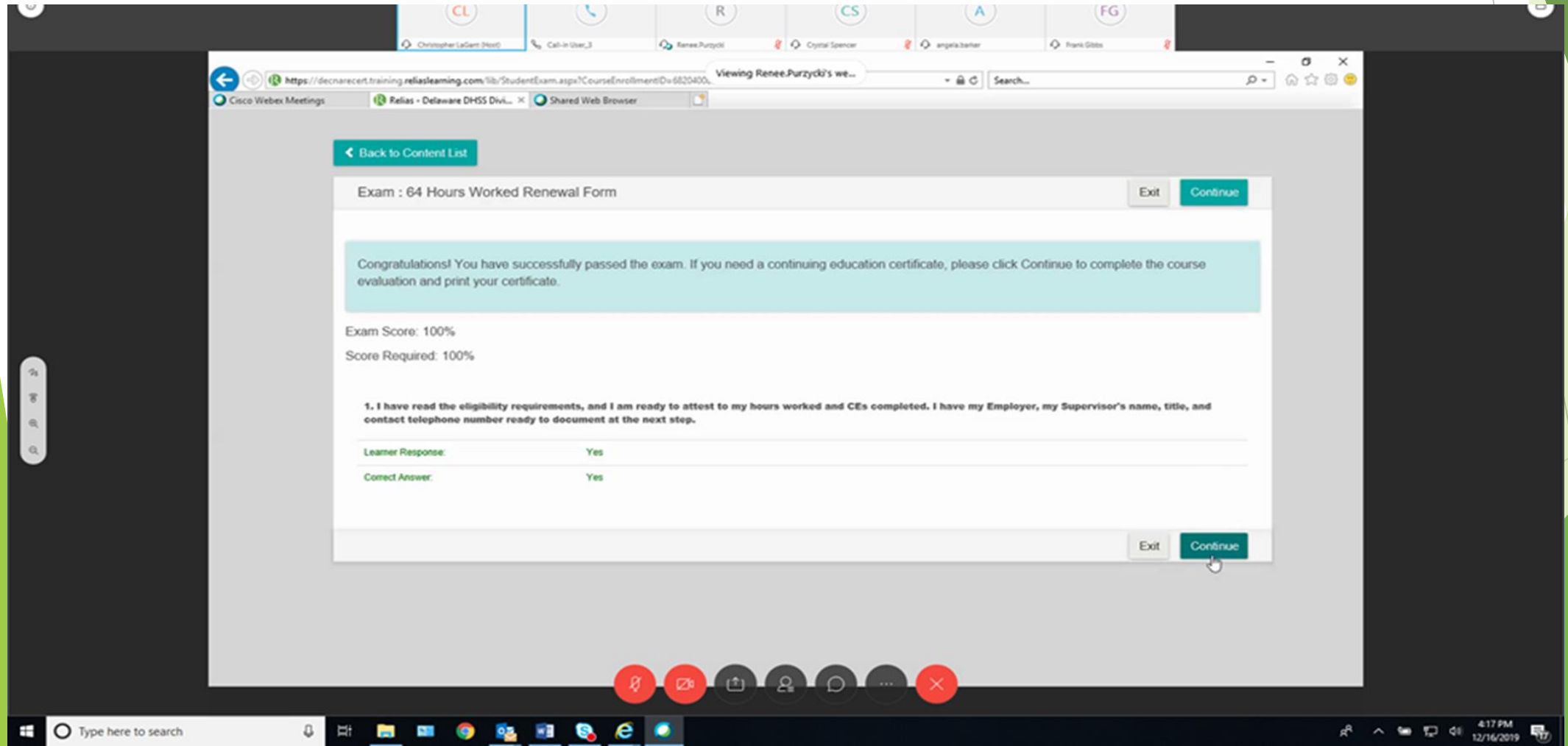
Click ‘Continue’ when you are ready to proceed.



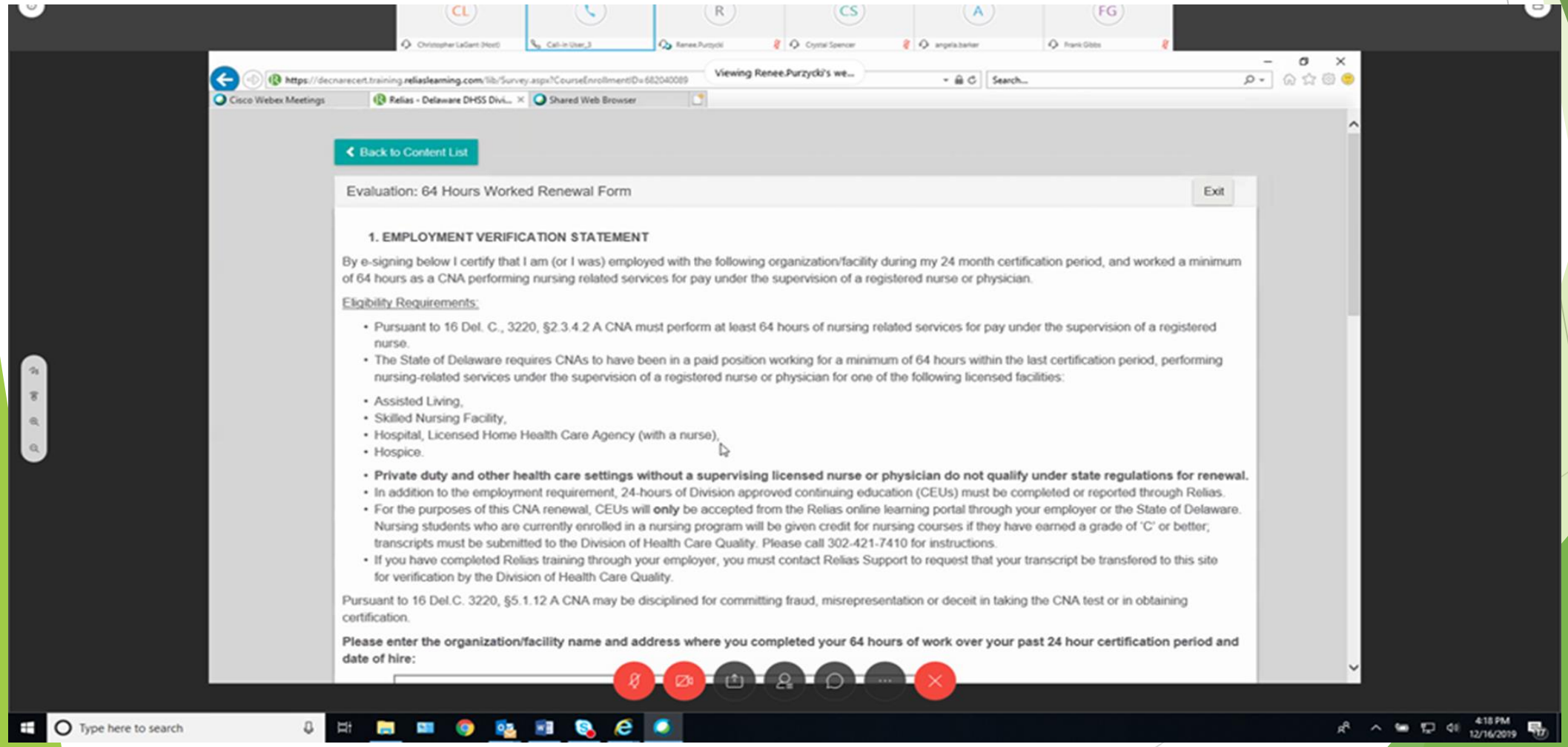
You must answer ‘YES’; click ‘Submit’ when you are ready to continue.



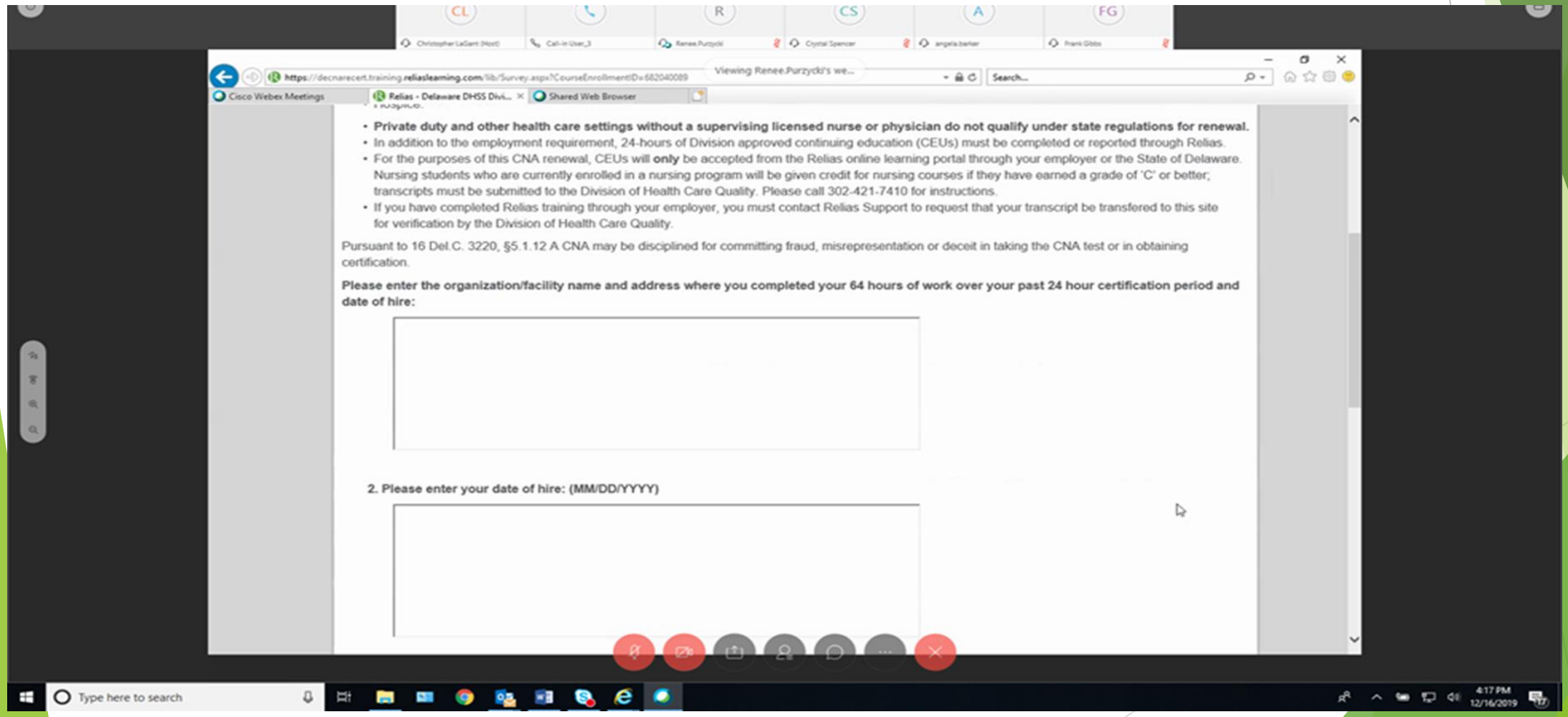
From this screen you may print a Certificate of Completion. Click ‘Continue’ when you are ready to proceed.



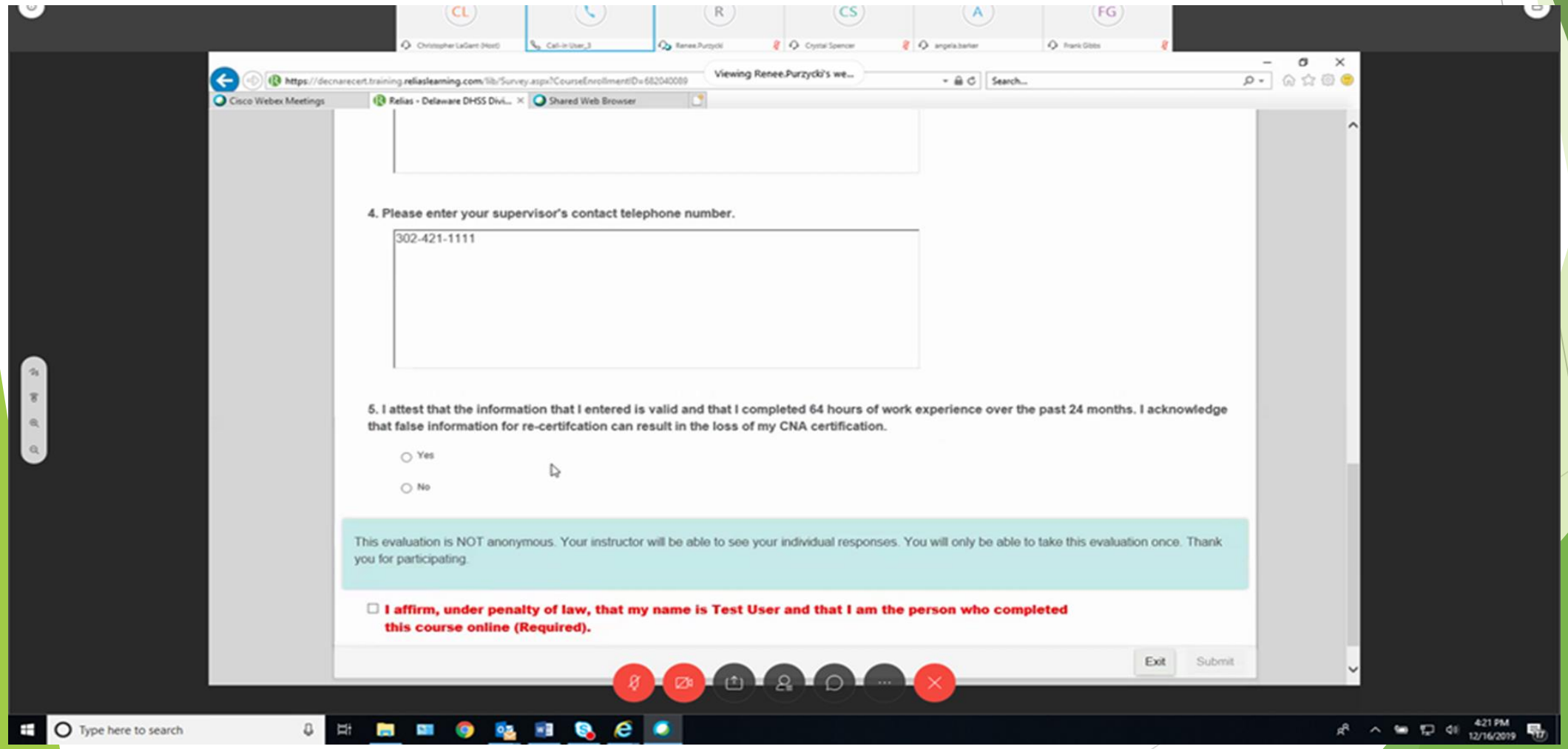
Now you are ready to enter your employment information; this step replaces the renewal form.



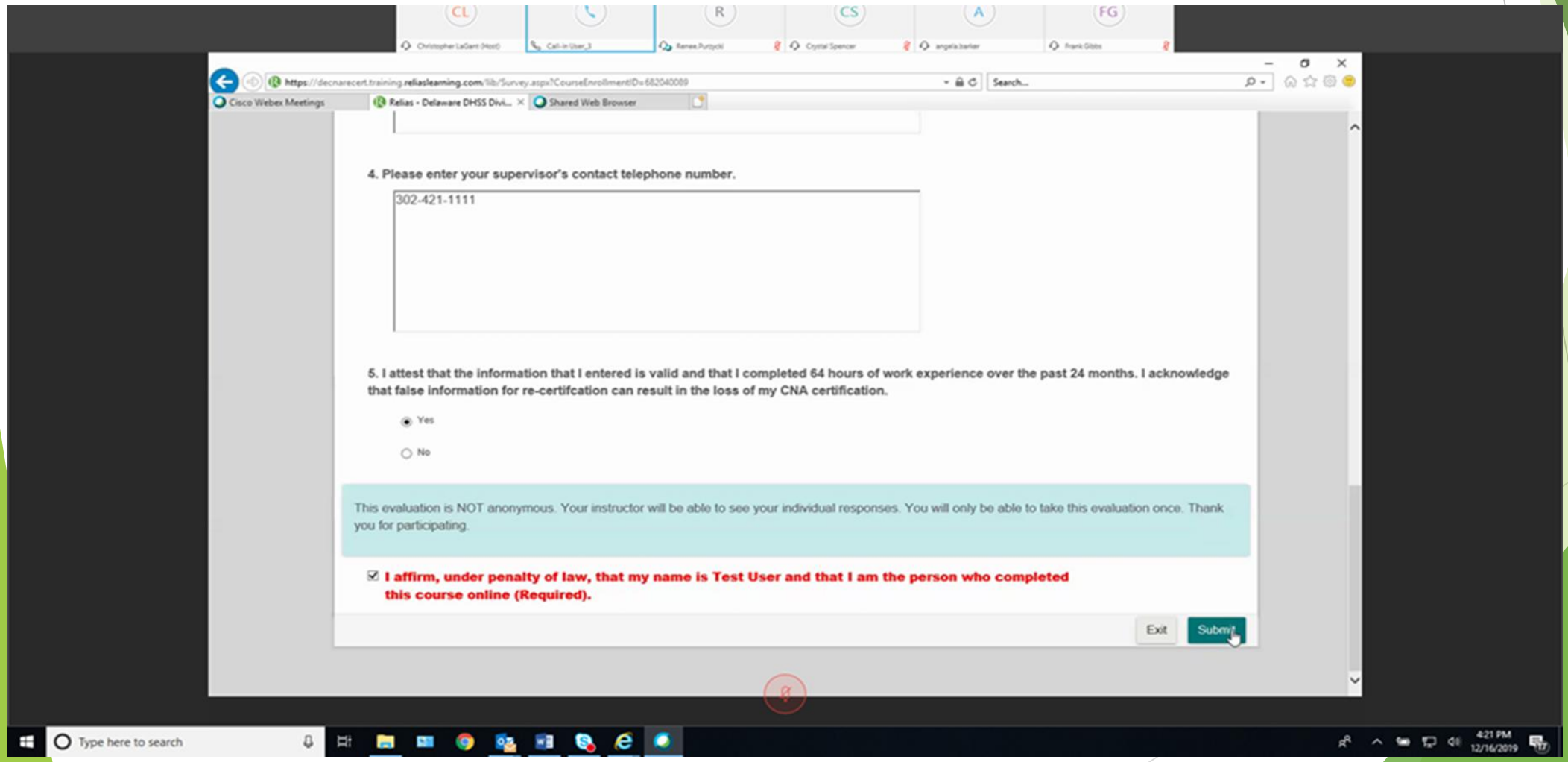
Please enter the name of your employer, the address, and your date of hire in the first box. If you work for a corporation (i.e. Genesis Healthcare, Onix, LLC, Five Star) please enter your employer and the actual location where you (i.e. Genesis, Silver Lake, Cadia Silverside, Forwood Manor). If you no longer work for the employer where you completed your 64 hours please enter your date of hire AND the date you left; this information will be verified by DHCQ. In the second box please re-enter your date of hire using the two digit month, two digit day, and four digit year format.



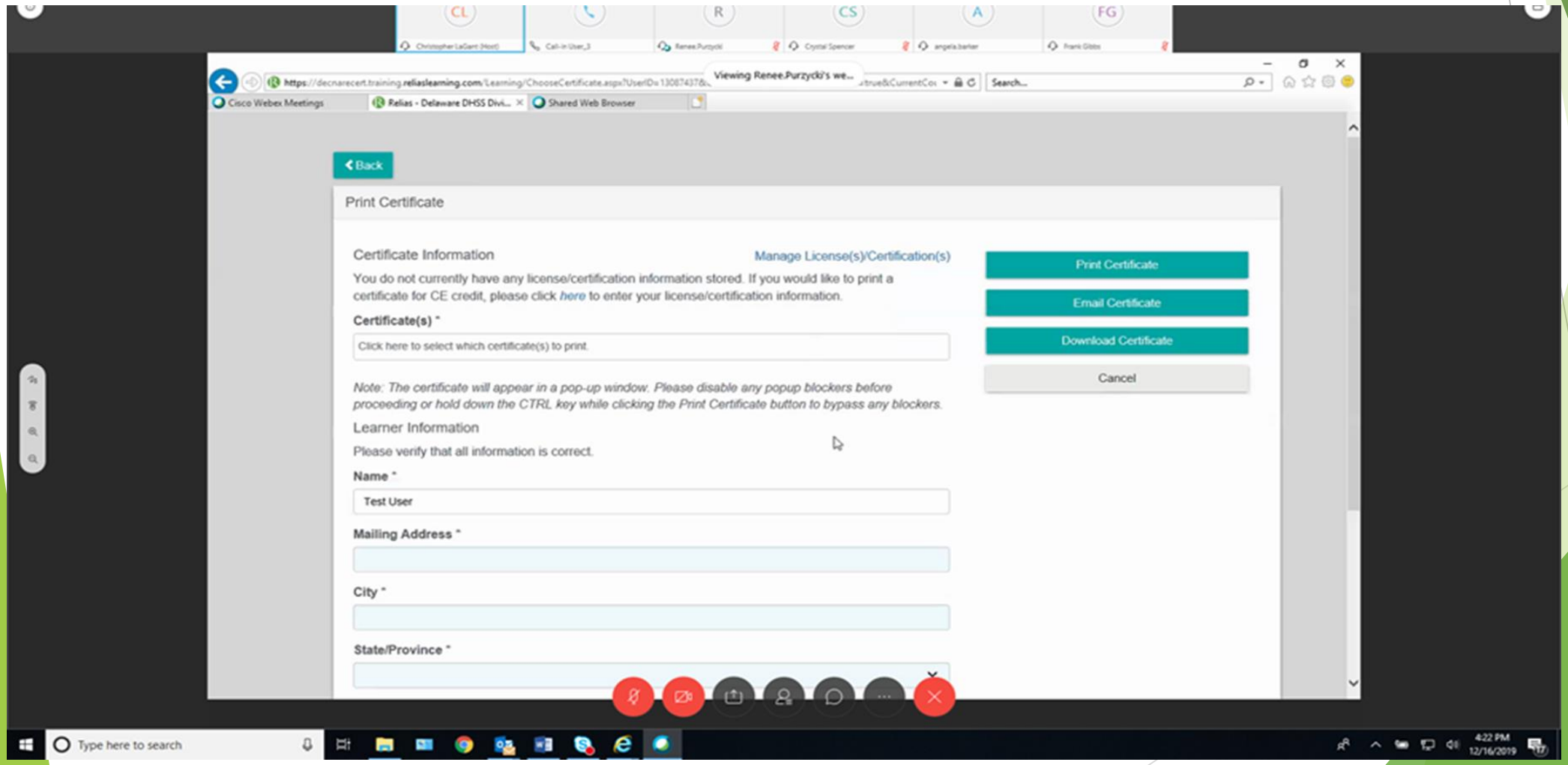
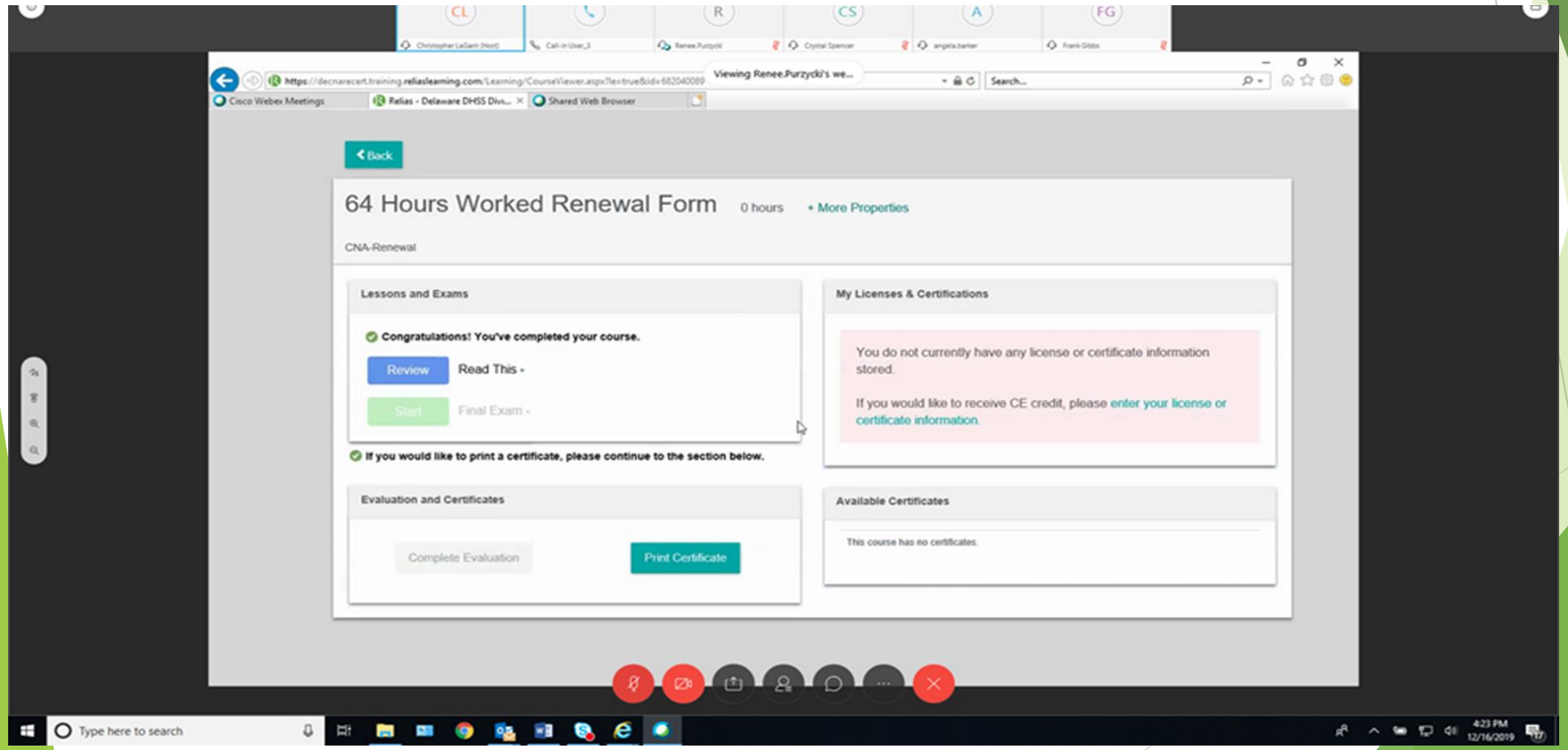
In the third box please enter your Supervisor's name and title. If the Staffing Coordinator or Human Resources Personnel usually verify employment, please enter that person's name and title. In the fourth box enter the individual's telephone number.



You must answer ‘YES’ to statement #5, and then check the box for the affirmation statement. Click ‘Submit’ when you are ready to proceed.



Once you get to this screen you have the option to print, email, or download the Certificate of Completion.



This is the last step. One you have completed all of your courses and submitted your Employment information you are done; DHCQ will be notified electronically and will verify all information. Please allow up to 48 hours for your certification renewal to be processed.