

1). How do I log into RELIAS to complete my CNA CEUs?

- Please go to the URL for RELIAS which is <https://decnarecert.academy.reliaslearning.com>
- Every CNA learner is required to have an e-mail address to access RELIAS learning. If you do not already have an e-mail address, you can obtain a free e-mail address through: **gmail.com, yahoo.com, aol.com, hotmail.com or ymail.com**
- CNAs will login by entering their e-mail addresses and will have a temporary password provided to you in a communication from the Division of Health Care Quality. The system will then recommend the CNA change their password using 8 characters that include letters and numbers with one letter being uppercase.

2). How do I pay my renewal fee?

- CNAs will pay their \$25.00 renewal fee online through the RELIAS website using a credit card (which can be prepaid) or with a debit card.

3). How do I submit my renewal form?

- CNAs will fill out the 64 hour employer renewal form online. The 64 hour renewal form is listed as a class. All information entered will be verified by the Division of Health Care Quality (DHCQ).

4). What if I am experiencing technical difficulties with the RELIAS process?

- If you have difficulty logging into RELIAS, please call their customer service number at **844-735-2223**, which will have a representative available from Monday through Friday 8AM-8PM.
- Please note, the RELIAS customer service representatives will be available beginning on January 2, 2020. However, a CNA can log into RELIAS and purchase their package and begin classes as of January 1, 2020.

5). My employer requires that we complete our in-services through RELIAS. Can I use those classes for my CNA renewal?

- Yes. The DHCQ will allow credit for any RELIAS courses taken within your certification period. Please contact RELIAS customer service support once your account is activated to have your transcript transferred for viewing by DHCQ.

- The RELIAS customer service number is **844-735-2223**.

6). I've already completed my required 24 hour CEUS in Elsevier. How will I get credit for those lessons?

- If you have completed all of your lessons in Elsevier, please print your transcripts and submit to DHCQ for verification no later than December 27th. Transcripts will not be viewable or printable by CNAs after that date.
- CNAs are required to log into RELIAS and pay the \$25.00 fee to purchase the recertification package; You will then need to complete the 64 hour employment verification form located under the "class" tab.
- DHCQ will process your renewal once verification is received that you have logged into RELIAS, obtained your recertification package and completed the steps.

7). What if I didn't finish my required 24 hour CEUs in Elsevier?

- If you did not complete all 24 hours of learning in Elsevier, you will be required to complete additional lessons in RELIAS.
- CNAs are required to log into RELIAS, pay the \$25.00 renewal fee, complete all required classes and then complete the employment verification form located under the "class" tab.
- You must have a total of 24 hours of learning (CEUs) within your certification period in order to renew, including the required abuse/neglect and dementia training.
- Please note, DHCQ will not have access to Elsevier after December 27, 2019, therefore you must have a copy of your transcript from Elsevier to verify what classes have been completed.

8). Can I add my RELIAS lessons from my current employer to the Elsevier lessons I completed?

- Yes; as long as those lessons were completed during your certification period, they may be added to the lessons you complete through your employer. Please contact RELIAS support to have your lessons from your employer transferred to be viewed in your DHCQ transcript. The RELIAS customer service number is **844-735-2223**.

9). What is my certification period?

Your certification period is the two years' time between the date of your last renewal and the date of your upcoming renewal;

- Example: CNAs who are due for renewal January 31, 2020
 - Certification Period: February 1, 2018 – January 31, 2020

10). Will I still be able to do my lessons in RELIAS on my mobile device (cell phone, tablet, etc.) as I did with Elsevier?

- Yes, the RELIAS platform can be accessed on a mobile device.

11). Will my employers/supervisor have viewing rights?

- As they had in Elsevier, employers will have viewable rights in RELIAS.