# TMU: KY SRNA Testing Site User Guide

WEBSITE FOR SCHEDULING NURSEAIDE STUDENTS FOR THEIR STATE EXAM

FOR PRIMARY INSTRUCTORS, STUDENTS, ADMINISTRATORS AND SPONSORS

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- **Instructor:** Enter, Complete/Incomplete Students, Schedule State Exam, Reports, View Scheduled Students

- **Facility:** Payments and Reports

- **Student:** Registration, Payment, Scheduling, View and Print Results, Study Guide

- **Sponsorship:** Facilities sending employees to KCTC for training with the facility paying for testing

- **FAQ and Resources**

# TMU SRNA Testing Website

## https://ky.tmutest.com
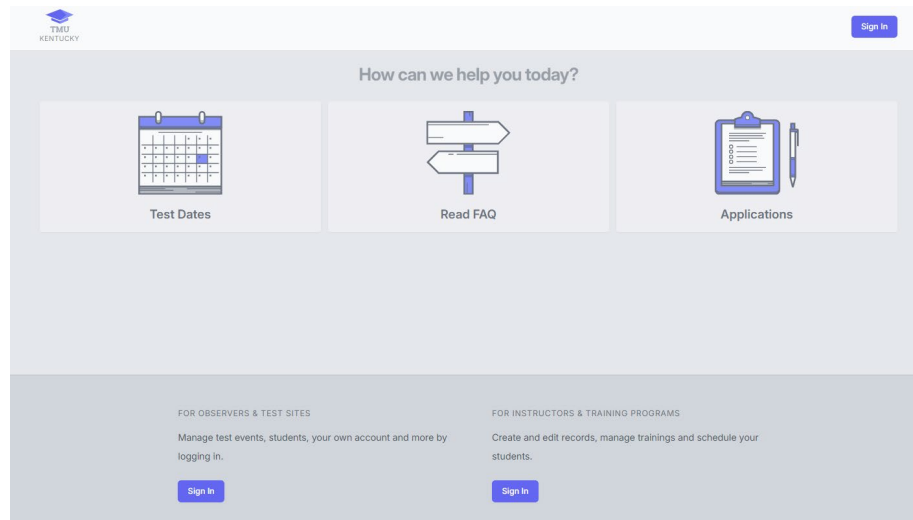


**Guide Definitions:**

**INSTRUCTOR:** The Primary RN Instructor of the Student that can attest to the student's completion of training per regulations.

**STUDENT:** The Individual in the Nurse Aide Training Program preparing to sit for the SRNA exam.

**FACILITY:** The Training Provider such as a School or LTC. This login access would be attached to whomever is responsible for test payment. **(May or May not be the Program's Instructor as this role has limited access)**

**SPONSOR:** Facilities not teaching but sending employees to KCTC for training with the facility paying for testing.

**KCTCS INSTRUCTOR**: Instructions directed to the KCTCS Instructor teaching a sponsored student

**TEST SITE/TEST SITE KNAT COORDINATOR:** Instructions directed to the KCTCS KNAT Coordinator at a TEST SITE.

# TMU SRNA Testing Website Access Levels

## RN Instructor Access

- Enter Students at Beginning of Course
- Complete or Incomplete Students
- Schedule for Testing
- Access to Reports
- **Does not** have Payment access

## Student Access

- Will receive email once instructor enters them in system
- Complete registration
- Pay/Schedule Test
- Receive Notifications
- View/Print Results

## Facility/School Access

- Available after approved Instructor added
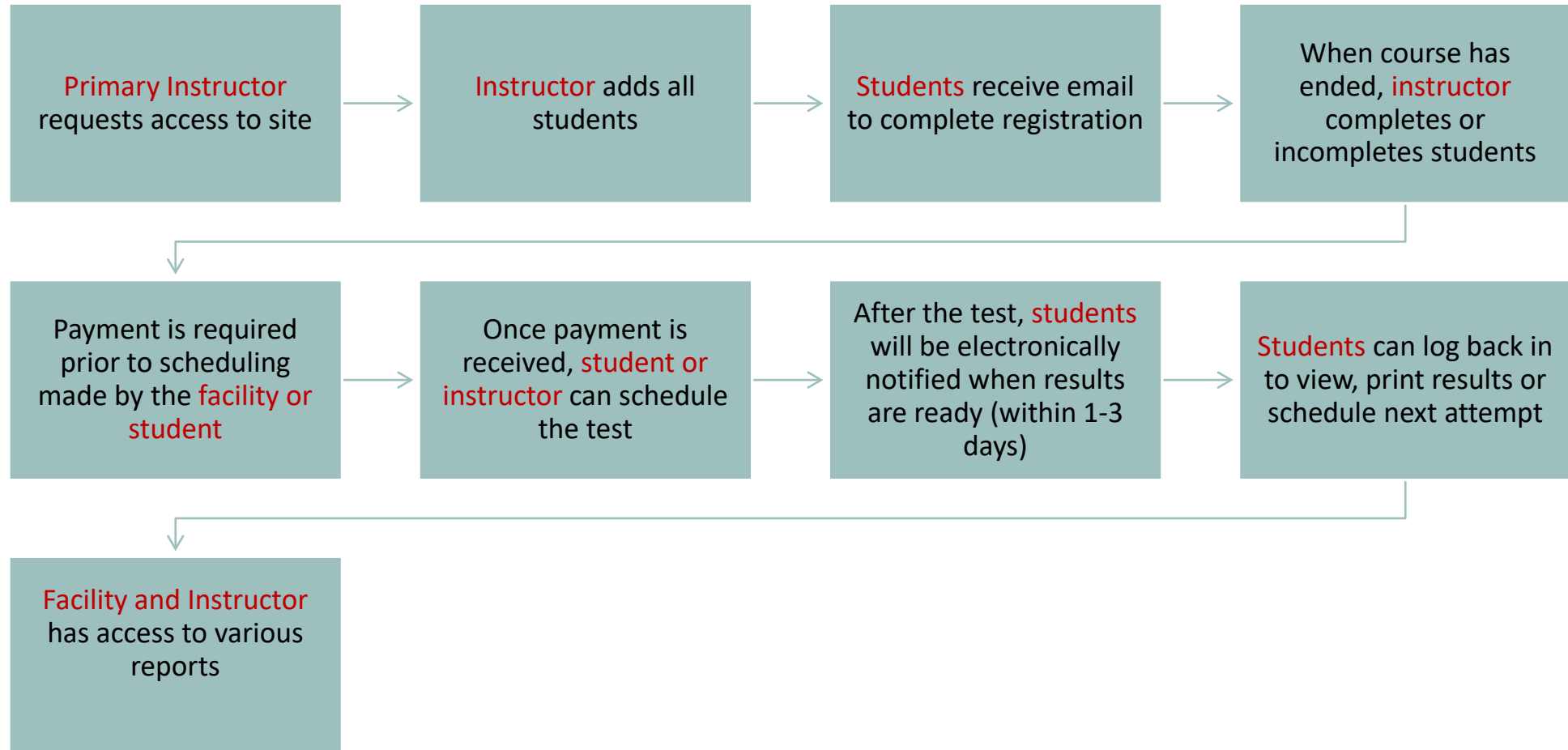- Reach out to activate/ review contact information
- Test Payments
- Access to Reports

## Sponsor Access

Allows facilities that send employees elsewhere for the course to be able to have access to pay for the state test
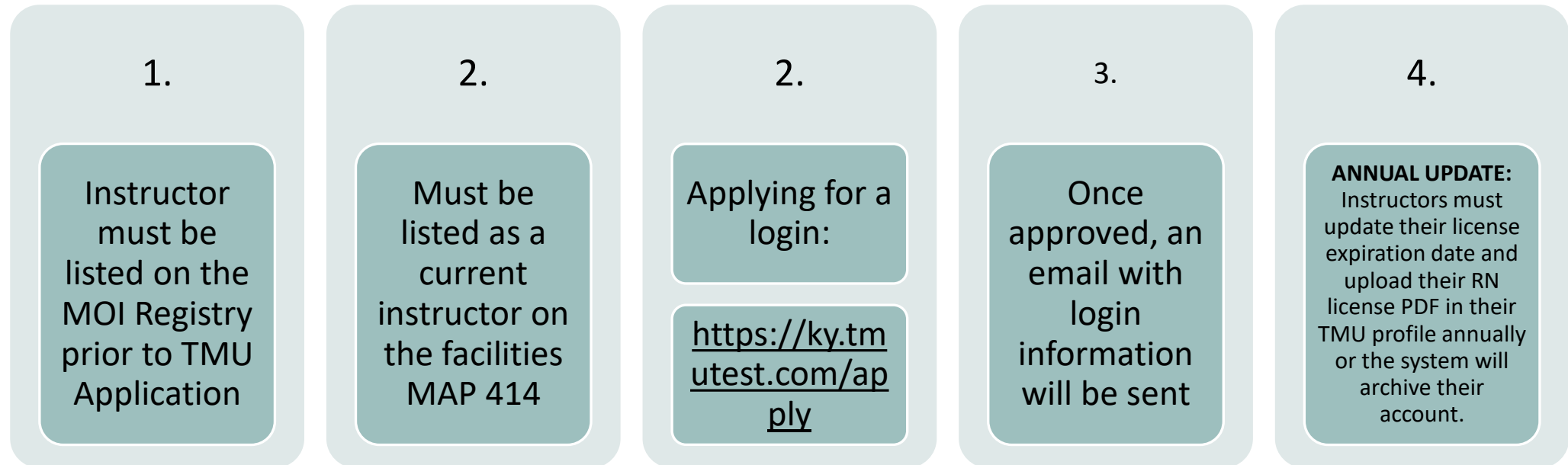
# PROCESS

| | | | |
|---|---|---|---|
| Primary Instructor requests access to site | → Instructor adds all students | → Students receive email to complete registration | → When course has ended, instructor completes or incompletes students |

| | | | |
|---|---|---|---|
| Payment is required prior to scheduling made by the facility or student | → Once payment is received, student or instructor can schedule the test | → After the test, students will be electronically notified when results are ready (within 1-3 days) | → Students can log back in to view, print results or schedule next attempt |

Facility and Instructor has access to various reports

# Primary Instructors

The RN Instructor: Enter, Complete/Incomplete Students, Schedule State Exam, Reports, View Scheduled Students

# Primary RN Instructor Access

All Primary Instructors (RNs) at a facility will need a login to enter their students (Secondary Instructors (LPNs) do not need an account.

| 1. | 2. | 2. | 3. | 4. |
|---|---|---|---|---|
| Instructor must be listed on the MOI Registry prior to TMU Application | Must be listed as a current instructor on the facilities MAP 414 | Applying for a login: https://ky.tmutest.com/apply | Once approved, an email with login information will be sent | **ANNUAL UPDATE:** Instructors must update their license expiration date and upload their RN license PDF in their TMU profile annually or the system will archive their account. |

MOI Registry: https://kctcs.hylandcloud.com/221NurseRegistry/index.html

•If you have different roles, you will need different emails used for each login for password recovery.

# Instructor Access- "You have no active trainings"

**If your Instructor account has been disabled/archived and you are still an active instructor:**

1. **You are not listed on the MOI Registry: You may check your status or apply here:**

   - Registry: MOI Instructor Registry
   - Application : Registry Form

   **OR**

2. **Annual Update in TMU:**

   - Instructors must update their license expiration date and upload their RN license PDF in their TMU profile annually or the system will archive their account.

   - If listed on the MOI registry and still archived, please send a PDF copy of your KBN RN license to: NurseAideTesting@kctcs.edu to be reactivated.

   **OR**

3. **You are not listed as a current Instructor on a Facilities MAP 414**

   Have the facility fill out a new MAP414 adding you as an instructor.  MAP 414

Will show your name

**Welcome, SRNA Instructor!**

Viewing Nurse Aide (SRNA) records

**Inbox**
See notifications regarding your account

**Your Profile**
Manage your personal information

**Students**
View related training records and people

**Change Discipline**
Update the discipline being viewed

Notifications are sent here

To enter and complete your students

Only used if you also teach Medication Aide
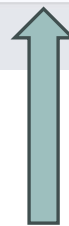
Update personal information including License and Expiration

# INSTRUCTOR-Enter and Completing Students

**Enter all Students at Beginning of Course**

Students will then receive email to complete registration and set up their login

Create ⊕
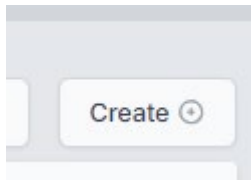
**Complete or Incomplete Students**

Students that are ineligible to sit for the state exam should be marked incomplete and a reason drop down will populate.

REASON *

Select Reason ⌄

Select Reason
Attendance
Academic Performance
Health Reasons
Personal Reasons
Criminal History
Financial Reasons
Moving
Behavior
Language Skills

**How To Guides:**

https://www.hdmaster.com/testing/cnatesting/kentucky/KY_CNA_Home.htm
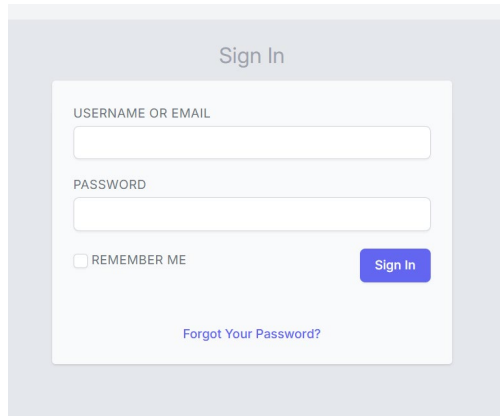
Narrated 4 min - Instructors How To Enter, Complete & Incomplete Students in TMU©

Instructor Guide - How to Enter A Student in TMU

Instructor Guide - How to Complete A Student's Training in TMU

Instructor Guide - How to In-Complete A Student's Training in TMU

# INSTRUCTOR- Students LOG IN ISSUES
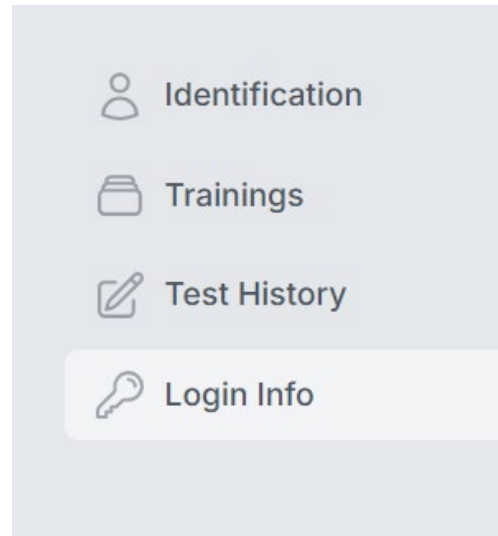


If a student **forgot** their password, they need to reset it using the email address in the system and the forgot password process.

This also works for students that have been entered in the system by their instructor but the student states they never got a registration email from TMU.

If you need to **check what email is in the system** or change it, the instructor can pull up the student and, on the left, it is under log in info.

# Enter and Completing Students-FAQ

**I have some students that did not receive the registration email. How do I get that resent? / I mistyped their email, how do they get the registration email?**

- The system won't resend the registration email if a student's email is changed/corrected. Any student that does not get the TMU registration email can login using their email on file and do a forgot password. That will get them to the same place to complete registration.

- If need to check what email is in the system or change it, the instructor can pull up the student and, on the left, it is under "log in info".

**I mistyped my student's name, how do I correct it?**

- The system won't let you correct a name once submitted. Please email Nurseaidetesting@kctcs.edu and we can correct it.

**If a student receives an INCOMPLETE grade (I)...and we anticipate their completion the following semester (next few weeks)....Do we still need to change their status?**

- No, they can remain on your list as attending and you would just put in the completion date when finished.
-  Incomplete would be if the student is not going to complete your training and wants to start a new one or pick a new profession.

# Enter and Completing Students-FAQ

**Do I enter all my students or just those eligible to test?**

- Enter your full class roster near the beginning of the course.  This system allows for incomplete status (those not eligible to test) and reasoning. This will provide for better reporting.

 **Can we reactivate a former/failed student?**

- Yes, you can add new training to a student.

# INSTRUCTOR- Accommodations

Some approved accommodations for the Nurse Aide Testing include but are not limited to:  an Oral/Audio examination for the written exam, a non- electronic translating dictionary, extended time, etc.

**The Instructor may note the student for an audio test** by checking the audio box under the students Identification Tab.

# INSTRUCTOR- Accommodations

Other accommodation requests may be submitted to the **Test Site KNAT Coordinator**. If approved, the **Test Site KNAT Coordinator** can mark additional selections in the TMU system under OTHER OPTIONS and upload the documentation to the student's file.
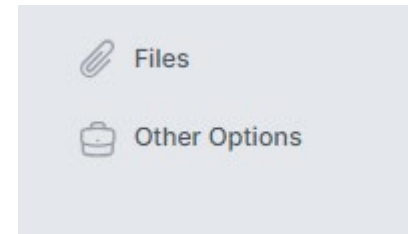
# INSTRUCTOR- Scheduling Exams

Two requirements

- Student must be marked "complete" in system
- **Facility/School** must have already paid or have PO in system (payment is under the facility login not instructor)

(Students needing an audio test need marked in system prior to payment)

# INSTRUCTOR- Scheduling Exams

1. Select Students:

**Students**

View related training records and people
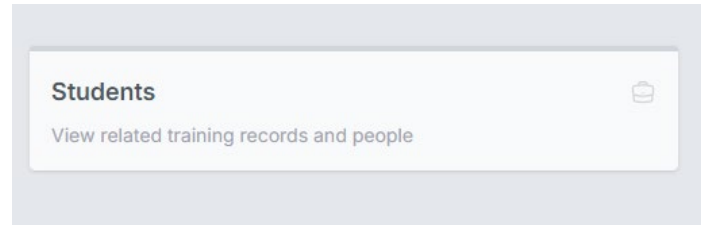
2. From the list you can see who is scheduled:

UPCOMING TESTS

State Registered Nurse Aide K   06/03 12:00 PM EDT

No active tests

3. To schedule, hover over the student and select edit:

Actions   Edit
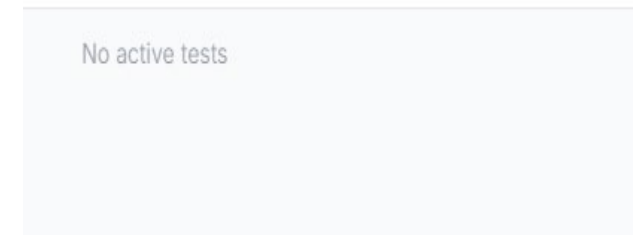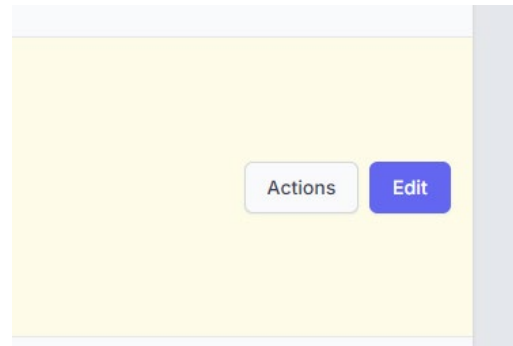
# INSTRUCTOR- Scheduling Exams

4. Select Test History
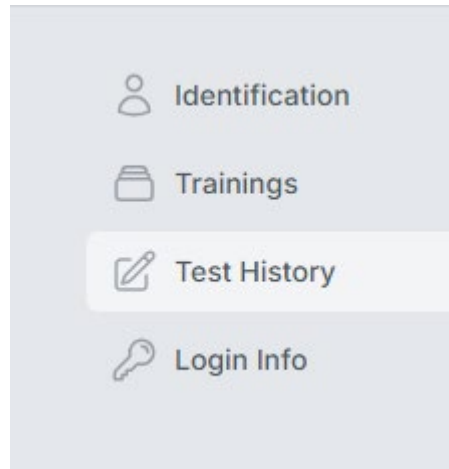
5. Once paid, this screen will show (click on the blue schedule buttons):

# INSTRUCTOR- Scheduling Exams

It will list by date or select site on Map to filter:



6. Select Schedule ➡️

# INSTRUCTOR- Scheduling Exams

7. Click on the blue schedule button then confirm:
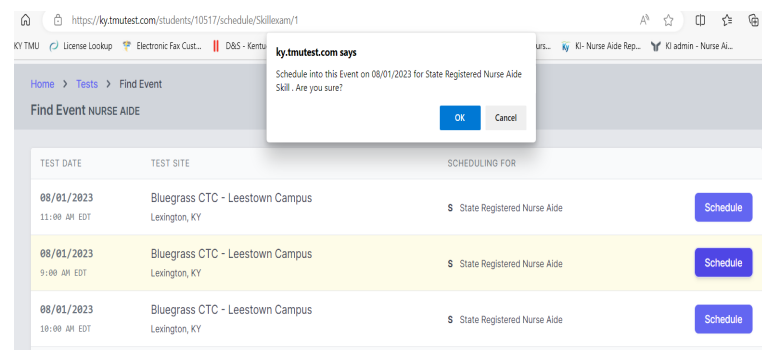


8. It will show scheduled once complete. You may click on DETAIL for more information.
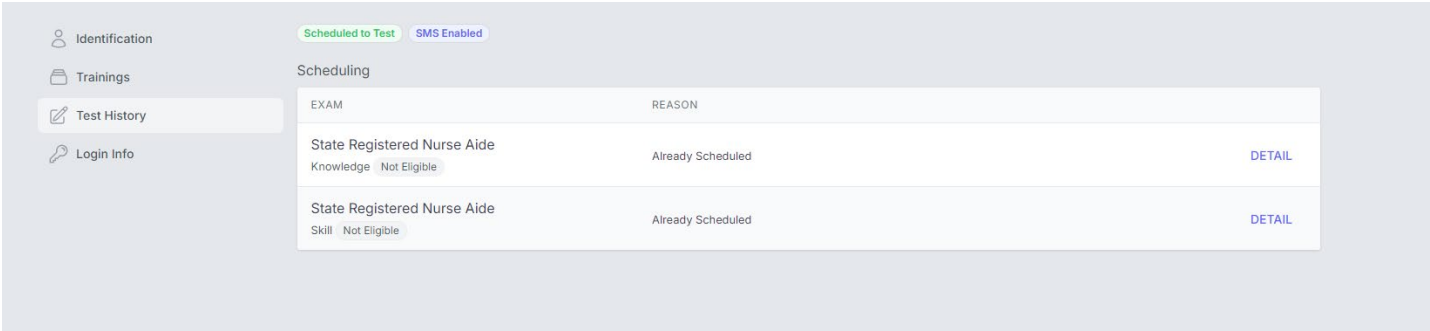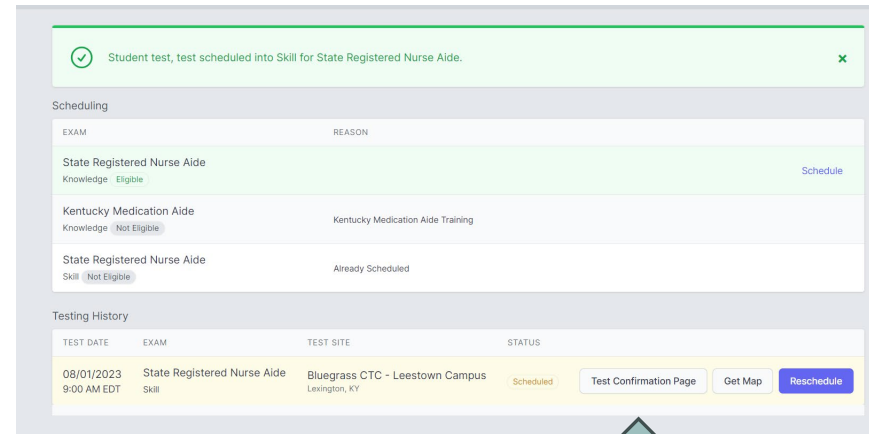
# INSTRUCTOR- Scheduling Exams

**The student may login in and reviews confirmation page and Identification requirements for Test Day.**

**Approved Identification follows the I-9 Page 2.**

[I-9 Verification FORM](#)

# INSTRUCTOR- Rescheduling

Once scheduled, an instructor **cannot** change a students test schedule.  The student can log in and rescheduled until 3 days prior to the exam.

## Rescheduling exam:

- The system locks a student out of being allowed to reschedule 3 days prior to exam. (reschedule button will not show)

- If you did not attend an exam you were scheduled for, the option to pay/reschedule will reappear as an option after the test results of the missed exam event are finalized ~3 days after missed event.

- **Test Fees are Non-Refundable** (we cannot reschedule within the 3-day window as test proctor schedules are set)
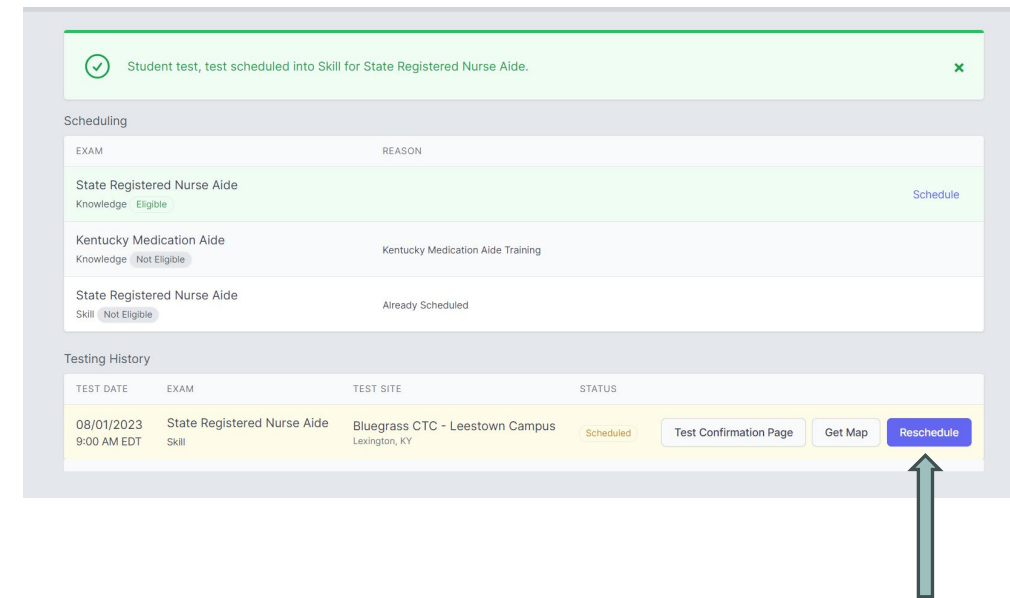
# INSTRUCTOR- Results

Results:

An email notification of the results being ready for view will be sent to the student **within 1-3 business days after exam.** Students can log back into TMU to view/print results.
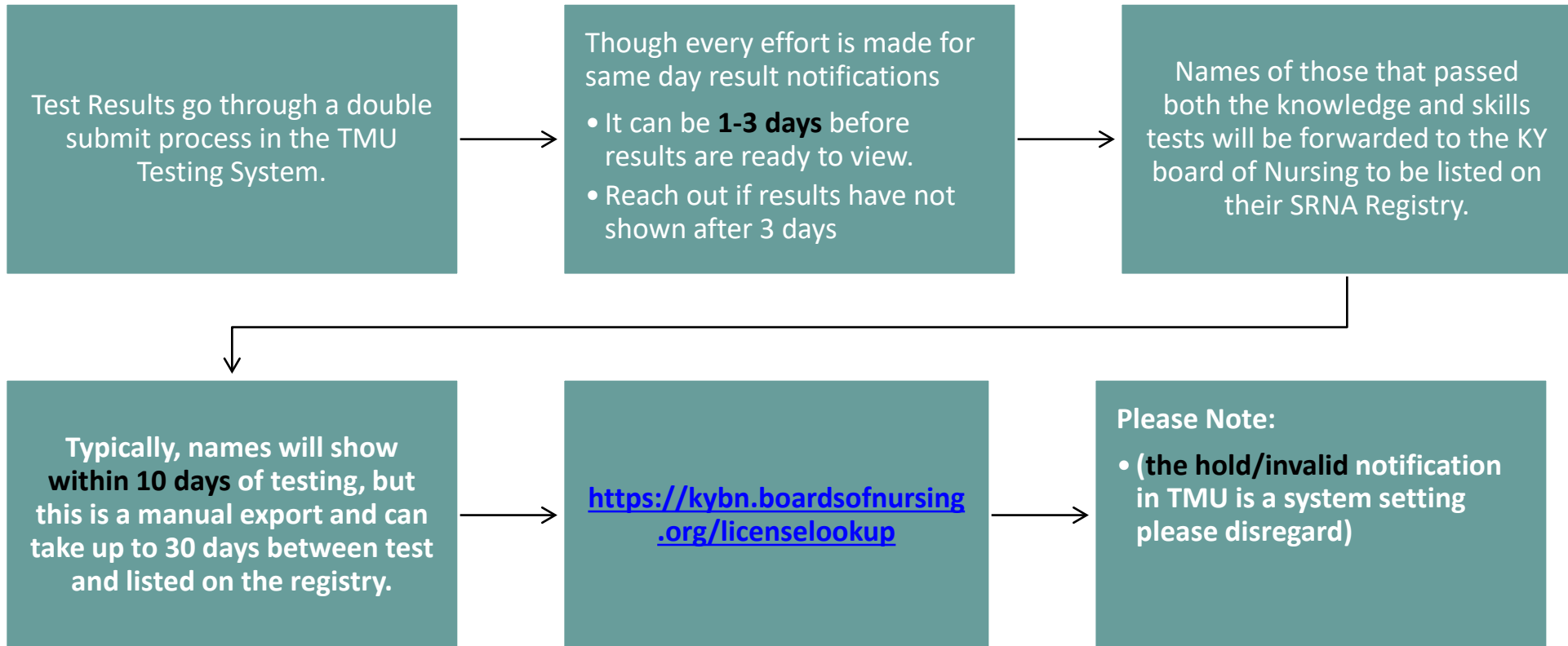
**Please Note:**

**(the hold/invalid notification is a system setting please disregard)**

# INSTRUCTOR- Reports

- **No Show** -List of tests marked as No Show

- **Knowledge Detail** -Pass rates per subject and list of most often missed vocabulary words

- **Skill Detail** -Pass rates for skill tasks and individual steps in those tasks

- **Pass / Fail** -Details test results of students and where they trained

- **Retake Summary** -Details pass rates for an exam on a given try (1,2,3, etc...)

- **Testing Trends** -Totals and pass rates per month for trainings and exams

- **Attrition Rate** - Training Programs-Details about trainings and count of reasons for not completing them grouped by Training Program

- **Attrition Rate** – Instructors-Details about trainings and count of reasons for not completing them grouped by Instructor

- **Training to Testing Interim** -Shows length of time from training completion to first test

# KBN NURSE AIDE REGISTRY

Test Results go through a double submit process in the TMU Testing System.

Though every effort is made for same day result notifications
- It can be **1-3 days** before results are ready to view.
- Reach out if results have not shown after 3 days

Names of those that passed both the knowledge and skills tests will be forwarded to the KY board of Nursing to be listed on their SRNA Registry.

**Typically, names will show within 10 days of testing, but this is a manual export and can take up to 30 days between test and listed on the registry.**

**https://kybn.boardsofnursing.org/licenselookup**

**Please Note:**
- **(the hold/invalid notification in TMU is a system setting please disregard)**

# Scheduling Exams and Reporting-FAQ

**Who can schedule an exam?**
- The students/instructor have access to schedule the exams.

**I used to have my students test as a big group?**
- There are still options for coordinators to hold a block for groups. Please reach out to the testing site.

**I am not seeing dates for the testing site we typically use?**
- Please reach out to that testing site coordinator:

Nurse Aide Coordinators | KCTCS

**I had a student test and now I don't see them in the system?**
- After a student has completed testing, they are not in your active list of students. They can be found in your reports under the facility login.

# Facility

Payment, Reports

Facility- The Training Provider Location (i.e. LTC Facility, School etc.)

CURRENT TESTING FEES CAN BE FOUND:
https://nurseaide.kctcs.edu/online-testing/index.aspx

# FACILITY- Access/Payment

**Available after approved instructor added**

Reach out to activate/ review contact information

**Facilities can pay for student testing once students are marked complete by instructor**

Payment is required prior to scheduling the exam

**Payment methods:**

Credit Card (default): Discover, Visa, Mastercard

Purchase Order (with approval from test site)

**(Students needing an audio test need marked in system by Instructor prior to payment)**

# FACILITY Payments- Credit Card

1.  Log into: https://ky.tmutest.com/  Check that you are in correct login:  "Welcome (facility name) " not instructor's name
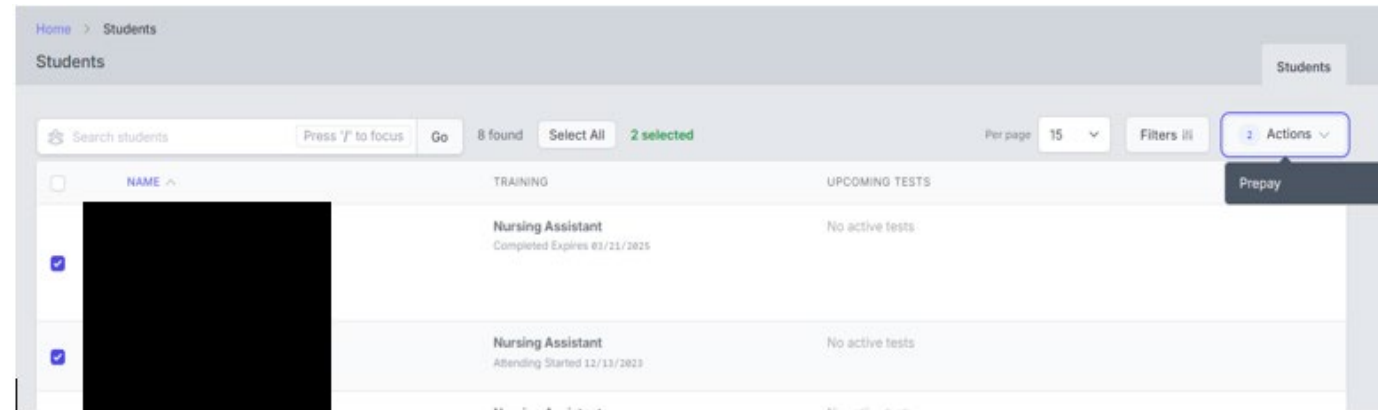
2.  Select Students:
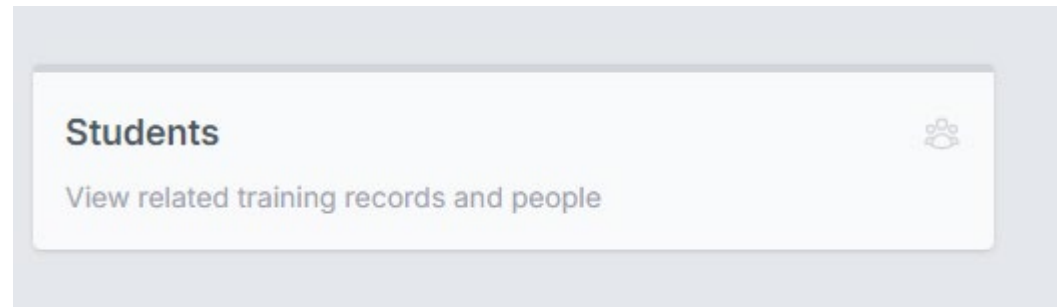


3.  Check mark who you want to pay for:

(Be mindful of selection as test fees are non-refundable)
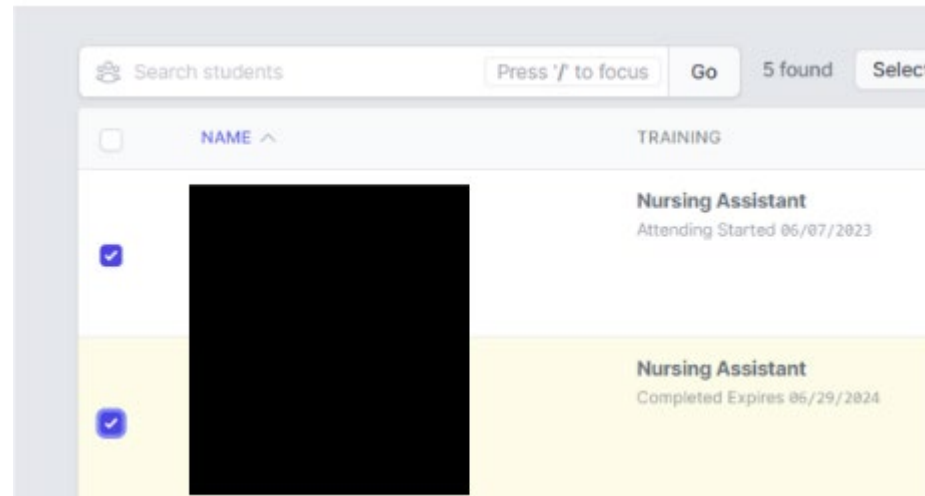
# FACILITY Payments- Credit Card

4. Select Actions-prepay

5. Go to cart and complete payment

6. A summary can be found under billing history

7. A detailed receipt will be emailed to the email address on file

8. Once completed, the instructor/student can go ahead and log in and schedule for testing

# FACILITY Payments- Purchase Order

Credit Card is the preferred method of payment, but facilities may request PO/Invoicing from the test site. (Approval is at the test sites discretion)

**If the Facility/School is paying via PO/Invoice directly to the college test site.**

**The college test site invoice process stays the same, but this allows the school/facility to let our testing system know they are doing a PO.**

.

**Then the college test site will still send the invoice for payment as per their process.**

This allows:

- Better tracking of payment type.

- The Facility/School gets the correct total because the system will account for audio selection.

- The Instructor can schedule in the system once the Facility/School has marked their students as PO payment type.

- No one can accidentally double pay by paying the college directly and pay by CC in system.

*The Test Site needs to mark them allowed for PO in the TMU system

# FACILITY Payments- Purchase Order

Credit Card is the preferred method of payment, but facilities may request PO/Invoicing from the test site. (Approval is at the test sites discretion)

## THE FACILITY/SCHOOL:
1. **Check that you are in correct login:  "Welcome (facility name)"**
   - **If it states "Welcome Susie Smith" you are under instructor login and won't have access to payment.**
   - **Sometimes the instructor also has the facility login access (two logins) and sometimes it is another designated individual at the facility**

2. Select Students

3. Check mark who you want to pay for:

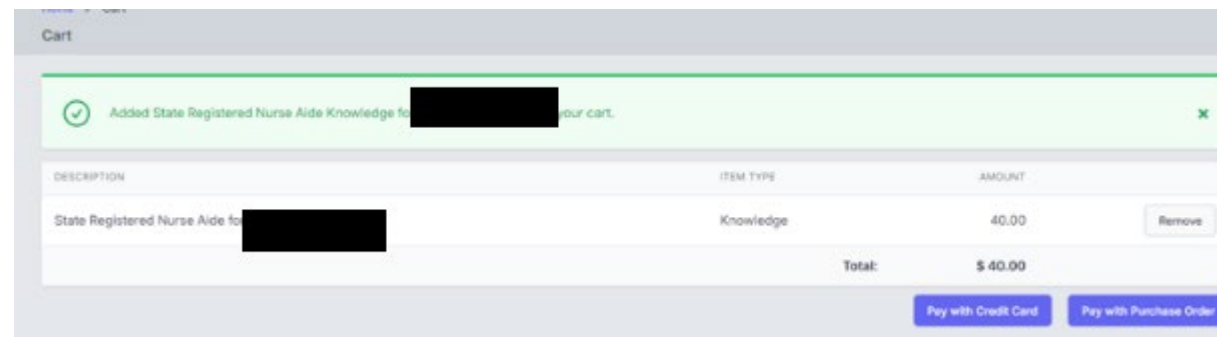**(Be mindful of selection as test fees are non-refundable)**
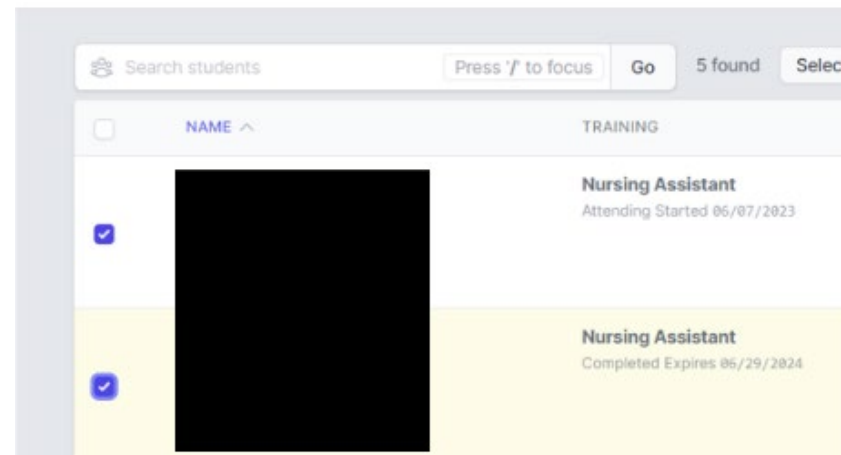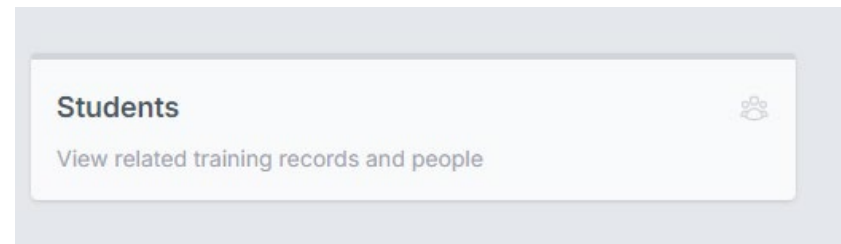
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4. Select Actions-prepay
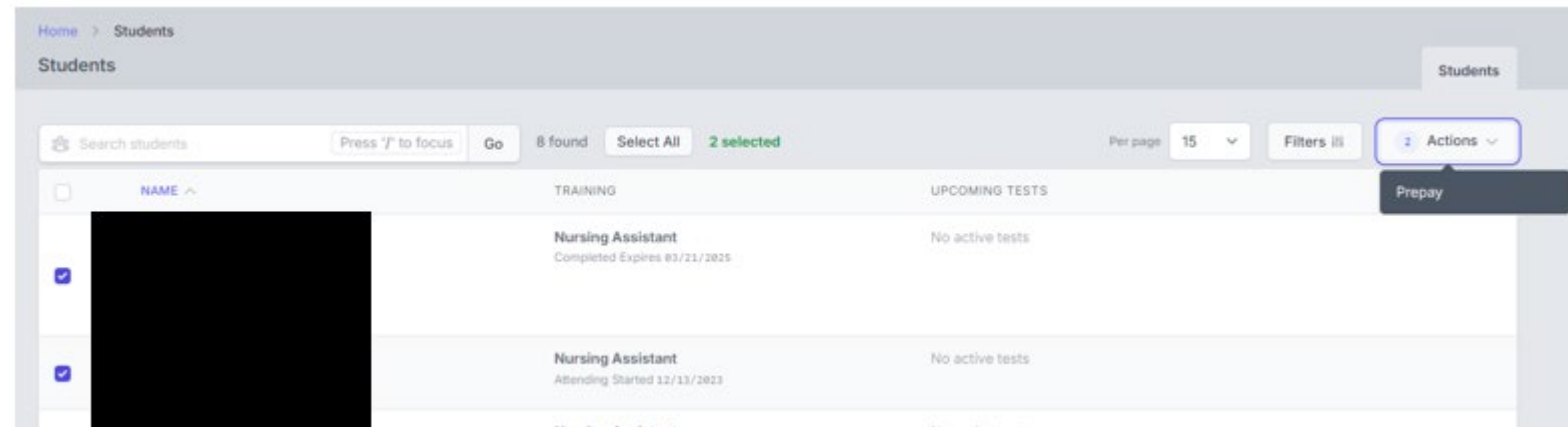
5. There will be a PO button next to the CC button.

# FACILITY Payments- Purchase Order

6. Go to cart and complete payment. Unless otherwise arranged with your test site, instructions are:

- Enter the name of the person responsible for payment as the authorized agent.

- Enter your TP# number into the PO Number along with a 1, 2, 3 etc. for the number of the PO sequence.

  - Example: the first PO may be 9074831 the next class you pay for would be 9074832 etc.

7. Submit Purchase Order



What You're Paying For

**Please do not pay from this receipt. An official invoice will be sent to you from our accounting system**

| DESCRIPTION | COST |
| --- | --- |
| State Registered Nurse Aide for ▮▮▮ | 40.00 |
| State Registered Nurse Aide for ▮▮▮ | 75.00 |
| Total: | $ 115.00 |

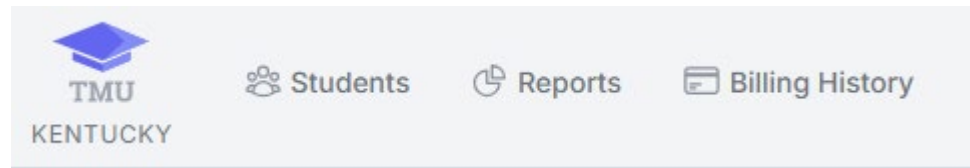Pay with a Purchase Order

AUTHORIZED AGENT

PO NUMBER

Payment refunds may be subject to a processing fee per your state's refund policy
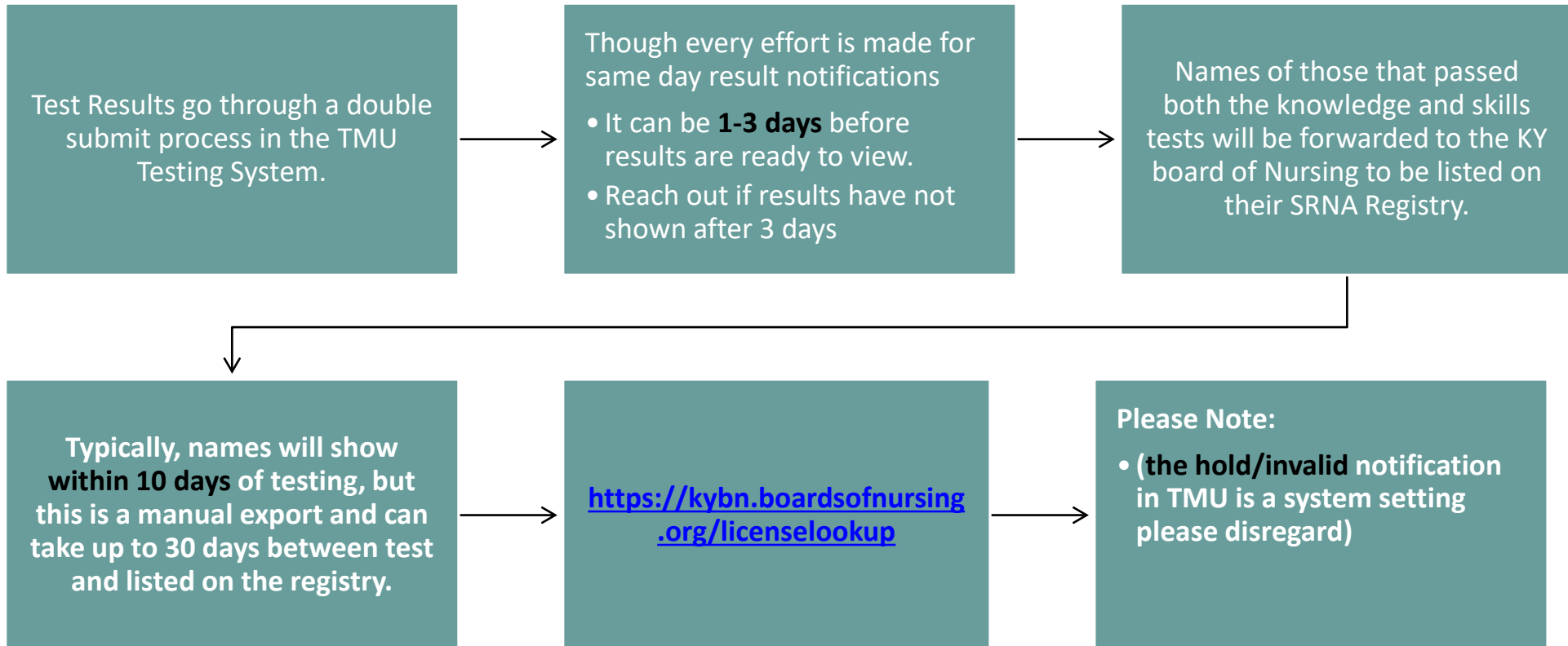
**Submit Purchase Order**

# FACILITY Payments- Purchase Order

8. A summary can be found under billing history

9. A detailed receipt will be emailed to the email address on file

10. Once completed, the instructor can go ahead and log in and schedule those students for testing

11. An invoice will be sent from the test site for payment

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- **Attrition Rate** – Instructors-Details about trainings and count of reasons for not completing them grouped by Instructor

- **Training to Testing Interim** -Shows length of time from training completion to first test

# FACILITY Payments- FAQ

**I have a student needing to reschedule.**
- Students can reschedule in the system up to 3 days before exam. Once inside the window, the system will remove this option.  If a student does not attend their scheduled event, they will be marked as a no show, and the system will allow/ show option for rescheduling/ repayment 24-48 hours after the scheduled event has concluded. **Test fees are non-refundable**.

**What payments are accepted?**
- Visa, Discover, and Mastercard.  We are unable to accept AMEX.  Setting up the purchase order selection in the system may be an option in some circumstances, that is up to the specific testing site.

**I'm confused about how students pay?**
- Students now can self-schedule and pay online by card. Facilities can continue to pay for their students as well.  You must be logged in under the facility role to see prepay option.

**I am logged into the TMU site but do not have a prepay option.**
- You are probably logged in as an instructor and not facility.  Only the facility role has payment access (outside of the individual student).  When logged in correctly, you will see a facility name i.e., "Welcome Smith Nursing and Rehab".

**I need a copy of our receipt.**
- Receipts are emailed to the email associated with your facility in the TMU system.  You may also view your billing history located at the top when logged in as a facility. If you did not receive a receipt, check your spam and make sure this email is whitelisted with your IT department: **noreply@mail.authorize.net**

# Student

Registration, Payment, Scheduling, View and Print Results, Study Guide

CURRENT TESTING FEES CAN BE FOUND:
https://nurseaide.kctcs.edu/online-testing/index.aspx

# STUDENT- Account Creation

Once the Instructor has added the student to TMU, the student should get the following email:
**Subject: Account Created**
**From:** <no-reply@tmutest.com



**Kentucky TMU**

**Account Created**

Your TMU account has been created.

**Username:** ttest2 *(or your email address)*
**Password:** ▮▮▮▮▮

Log in at https://ky.tmutest.com to access your account.

[ Log In Now ]
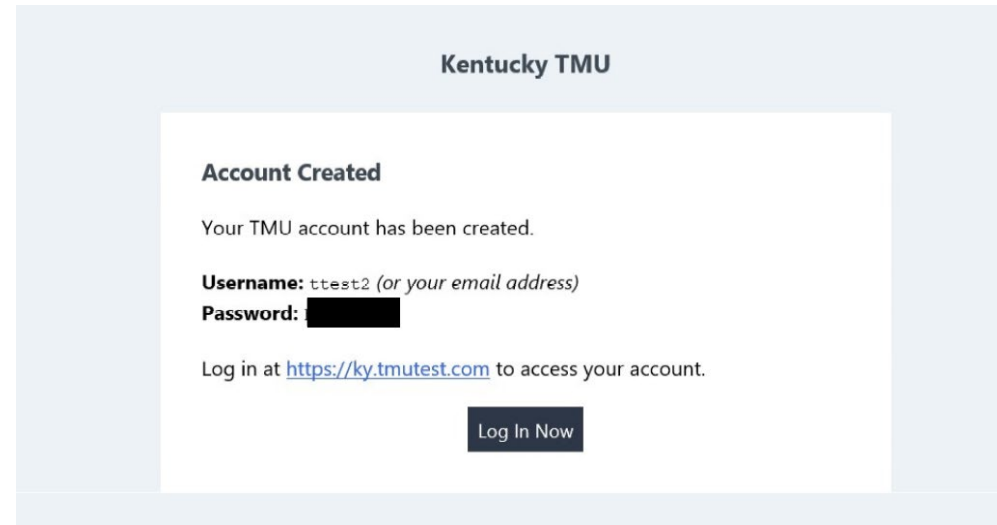
If not found, students can still log in using the email address the instructor put in TMU and do the forgot password process.

Registration:
Once logged in, the student will be asked to complete registration information and a few background questions.
The student can log in any time prior to testing to complete registration.

When the instructor has marked the student as completing the course, the student or the instructor can schedule the exam by logging back into the TMU system.

# STUDENT- Pay/Schedule

Students have access to the latest **study guide** under downloads.
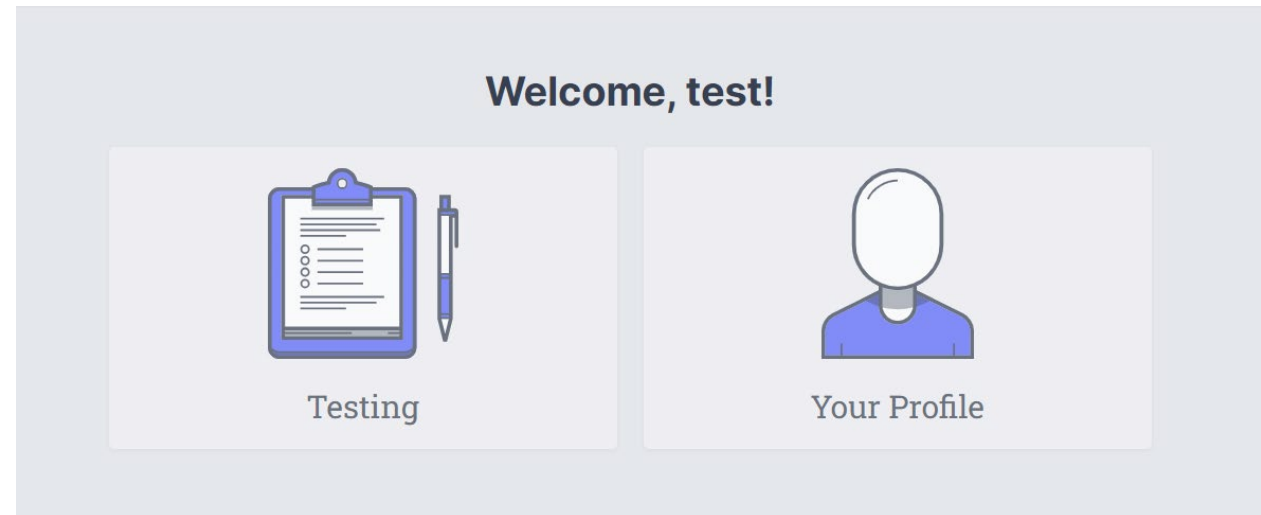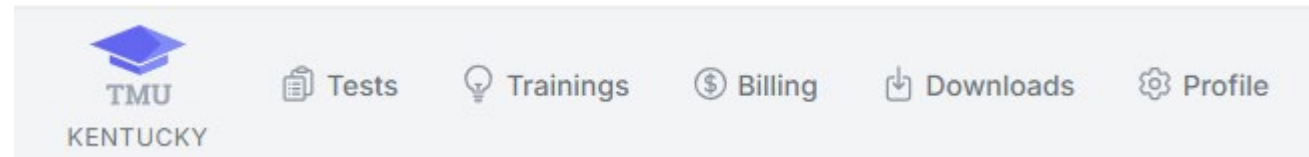
Log into:
https://ky.tmutest.com/



(If registration is not complete, that will pop up first to force completion)

1. Select Testing: ➡️



**(Students needing an audio test need marked in system by Instructor prior to payment)**

# STUDENT Pay/Schedule

2. If student pays for their exam, this screen will show: (if facility is paying, that needs to be completed first from the facility side and then this screen will be skipped for the student)



3. Select tests to pay/schedule, then go to cart at the top and pay.

**(Students needing an audio test need marked in system by Instructor prior to payment)**

# STUDENT- Pay/Schedule

4. Once paid, this screen will show (click on the blue schedule button):



**(Students needing an audio test need marked in system by Instructor prior to payment)**

# STUDENT- Pay/Schedule

It will list by date or select site on Map to filter:



5. Select Schedule ➡️

# STUDENT- Pay/Schedule

6.  Click on the blue schedule button then confirm:



7.  Scheduled Exam is in yellow

8.  Then schedule the second exam (knowledge/skill)

9.  Student may print confirmation with day of instructions and view directions
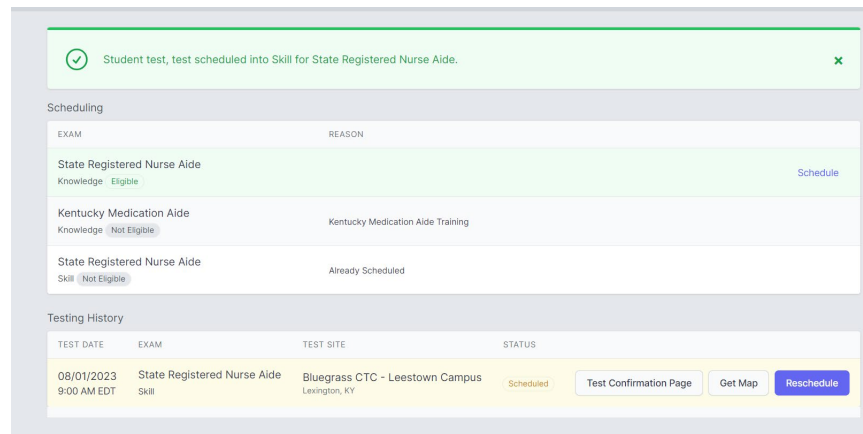
# STUDENT- Pay/Schedule



**Make sure to review confirmation page and Identification requirements for Test Day. Approved Identification follows the I-9 Page 2.**

[I-9 Verification FORM](I-9 Verification FORM)

# STUDENT- Rescheduling

Once scheduled, an instructor **cannot** change a students test schedule. The student can log in and rescheduled until 3 days prior to the exam.

## Rescheduling exam:

- The system locks a student out of being allowed to reschedule 3 days prior to exam. (reschedule button will not show)

- If you did not attend an exam you were scheduled for, the option to pay/reschedule will reappear as an option after the test results of the missed exam event are finalized ~3 days after missed event.

- **Test Fees are Non-Refundable** (we cannot reschedule within the 3-day window as test proctor schedules are set)

# STUDENT- Results

## Results:

An email notification of the results being ready for view will be sent **within 1-3 business days after exam.** Log back into TMU to view/print results.

| EXAM | REASON |
|---|---|
| State Registered Nurse Aide<br>Knowledge  Not Eligible | Hold / invalid record status |
| Kentucky Medication Aide<br>Knowledge  Not Eligible | Hold / invalid record status |
| State Registered Nurse Aide<br>Skill  Not Eligible | Hold / invalid record status |

**Testing History**

| TEST DATE | EXAM | TEST SITE | STATUS | | |
|---|---|---|---|---|---|
| 07/19/2023<br>8:30 AM EDT | State Registered Nurse Aide<br>Knowledge | Elizabethtown CTC<br>Elizabethtown, KY | Passed | Details | Print Test Results |
| 07/19/2023<br>8:30 AM EDT | State Registered Nurse Aide<br>Skill | Elizabethtown CTC<br>Elizabethtown, KY | Passed | Details | Print Test Results |

**Please Note:**

**(the hold/invalid notification is a system setting please disregard)**

# KBN NURSE AIDE REGISTRY

Test Results go through a double submit process in the TMU Testing System.

Though every effort is made for same day result notifications
- It can be **1-3 days** before results are ready to view.
- Reach out if results have not shown after 3 days

Names of those that passed both the knowledge and skills tests will be forwarded to the KY board of Nursing to be listed on their SRNA Registry.

**Typically, names will show within 10 days of testing, but this is a manual export and can take up to 30 days between test and listed on the registry.**

**https://kybn.boardsofnursing.org/licenselookup**

**Please Note:**
- **(the hold/invalid notification in TMU is a system setting please disregard)**

# STUDENT- Retake

If student did not pass the exam, the option to pay for the failed exam retake will also be on the results screen and the process is the same:



Rescheduling missed exam:
The system locks a student out of being allowed to reschedule 3 days prior to exam.
If you did not attend an exam you were scheduled for, the option to repay/reschedule will reappear as an option after the test results of the missed exam event are finalized ~3 days after missed event. Same process as above. **Test Fees are Non-Refundable** (we cannot reschedule within the 3-day window as test proctor schedules are set)

# STUDENT-FAQ

**I did not receive the registration email. How do I get that resent?**
- The system won't resend the registration email if a student's email is changed/corrected.  Any student that does not get the TMU registration email can login using their email on file and do a forgot password.  That will get them to the same place to complete registration.

**I passed but the site says hold/invalid?**
- Hold/Invalid is a normal system setting after a student has tested and is archived in our system.  The test results are further down the page.

**I need to reschedule.**
- Students can reschedule in the system up to 3 days before exam. Once inside the window, the system will remove this option. If a student does not attend their scheduled event, they will be marked as a no show, and the system will allow/show option for rescheduling/repayment 24-48 hours after the scheduled event has concluded. **Test fees are non-refundable.**

**What Payments are accepted?**
- Visa, Discover, and Mastercard.  We are unable to accept AMEX.

**How can I see what dates are available before I pay?**
- The test date icon can be seen prior to logging into the TMU site. Select it and you can view the calendar before paying. (Note: Dates shown may change once logged in due to removing those closed for specific groups.

# Sponsorship

Facilities not teaching but sending employees to KCTC for training with the facility paying for testing

CURRENT TESTING FEES CAN BE FOUND:
https://nurseaide.kctcs.edu/online-testing/index.aspx

# SPONSORSHIP- Payment Process

**\*The KCTCS KNAT Coordinator** will first need to follow the sponsorship instructions in the coordinator supplemental guide to activate the facility in TMU as a sponsor and add the sponsor facility to each applicable student's profile.

## Sponsor Facility:

Log into: https://ky.tmutest.com/



- Once students/employees have been **marked** <u>**complete**</u> by their instructor, the facility can log in and pay for testing.

- Eligible students/employees will be listed. Select and add to cart to pay

**Student/Instructor:**

Once paid, the student or instructor can schedule as usual.
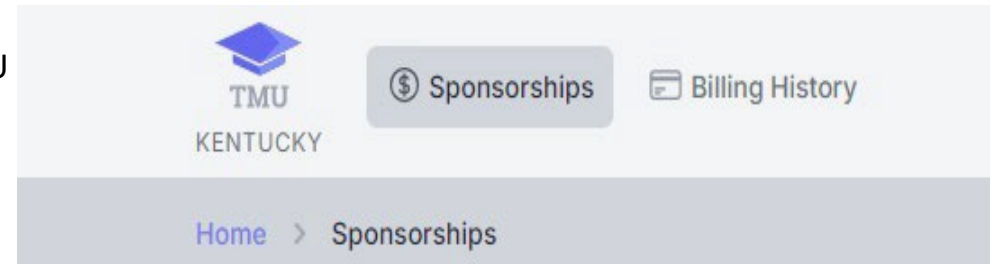
**Accepted Payment Types:**

- Visa, Discover, and Mastercard. We are unable to accept AMEX. Setting up the purchase order selection in the system may be an option in some circumstances, that is up to the specific testing site.

**Test Fees are Non-Refundable**

# FAQ and Resources

REVISED TMU USER GUIDE

# Enter and Completing Students-FAQ

**I have some students that did not receive the registration email. How do I get that resent? / I mistyped their email, how do they get the registration email?**

- The system won't resend the registration email if a student's email is changed/corrected. Any student that does not get the TMU registration email can login using their email on file and do a forgot password. That will get them to the same place to complete registration.

- If need to check what email is in the system or change it, the instructor can pull up the student and, on the left, it is under "log in info".

**I mistyped my student's name, how do I correct it?**

- The system won't let you correct a name once submitted. Please email Nurseaidetesting@kctcs.edu and we can correct it.

**If a student receives an INCOMPLETE grade (I)...and we anticipate their completion the following semester (next few weeks)....Do we still need to change their status?**

- No, they can remain on your list as attending and you would just put in the completion date when finished.
- Incomplete would be if the student is not going to complete your training and wants to start a new one or pick a new profession.

Identification

Trainings

Test History

Login Info

# Enter and Completing Students-FAQ

**Do I enter all my students or just those eligible to test?**

- Enter your full class roster near the beginning of the course.  This system allows for incomplete status (those not eligible to test) and reasoning. This will provide for better reporting.


**Can we reactivate a former/failed student?**

- Yes, you can add new training to a student.

# Scheduling Exams and Reporting-FAQ

**Who can schedule an exam?**
- The students/instructor have access to schedule the exams.

**I used to have my students test as a big group?**
- There are still options for coordinators to hold a block for groups. Please reach out to the testing site.

**I am not seeing dates for the testing site we typically use?**
- Please reach out to that testing site coordinator:

Nurse Aide Coordinators | KCTCS

**I had a student test and now I don't see them in the system?**
- After a student has completed testing, they are not in your active list of students. They can be found in your reports under the facility login.

# FACILITY Payments- FAQ

**I have a student needing to reschedule.**
- Students can reschedule in the system up to 3 days before exam. Once inside the window, the system will remove this option.  If a student does not attend their scheduled event, they will be marked as a no show, and the system will allow/ show option for rescheduling/ repayment 24-48 hours after the scheduled event has concluded. **Test fees are non-refundable**.

**What payments are accepted?**
- Visa, Discover, and Mastercard.  We are unable to accept AMEX.  Setting up the purchase order selection in the system may be an option in some circumstances, that is up to the specific testing site.

**I'm confused about how students pay?**
- Students now can self-schedule and pay online by card. Facilities can continue to pay for their students as well.  You must be logged in under the facility role to see prepay option.

**I am logged into the TMU site but do not have a prepay option.**
- You are probably logged in as an instructor and not facility.  Only the facility role has payment access (outside of the individual student).  When logged in correctly, you will see a facility name i.e., "Welcome Smith Nursing and Rehab".

**I need a copy of our receipt.**
- Receipts are emailed to the email associated with your facility in the TMU system.  You may also view your billing history located at the top when logged in as a facility. If you did not receive a receipt, check your spam and make sure this email is whitelisted with your IT department: **noreply@mail.authorize.net**

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# Additional FAQ

**Who can pay for an exam?**
- The facility or student can pay for the exam.

**Did I read somewhere you had to have different email?**
- If you have different roles, you will need different emails used for each login for password recovery

**The instructor application has an RN attestation, but I am an LPN?**
- LPNs can supplement an RN primary instructor as a secondary instructor. LPNs cannot teach the course on their own. The RN must be the one inputting and completing students in the system.

**What is the difference between instructor and facility logins/roles?**

**Instructor:**

- Enter and complete students
- Schedule exams
- Only see your students
- Run reports
- Once a student passes, they will be off the list but still viewable in reports

**Facility:**

- Will say the facility name upon log in like "Welcome Smith School"
- View all eligible student for the school/facility,
- See if students are scheduled for tests
- Run reports
- **Pay** for testing if applicable
- Once a student passes, they will be off the list but still viewable in reports

# Important Websites:

- **MAIN Website for Testing:** https://ky.tmutest.com/

-  **KCTCS Nurseaide Site:** https://nurseaide.kctcs.edu/



- **KY Page on Headmaster (Instructor How To Videos/Understanding Reports):**
https://www.hdmaster.com/testing/cna testing/kentucky/KY_CNA_Home.htm

# Helpful Resources

**Instructor Application for access to TMU test site:**
(must apply to be able to add/complete students):
https://ky.tmutest.com/apply

**Program Changes:**
(New Program, Site Change, Instructor Change, etc.):
must complete a new MAP 414 within 30 days
MAP 414 Application

**Method Of Instruction:**
**Instructors that have completed the required MOI course can be found on the MOI Registry:**
MOI Instructor Registry

**Register for MOI Course through KCTCS:**
KCTCS MOI Course

**Trained but not showing on MOI Registry:**
Registry Form

Training Questions: KYNurseAideTraining@kctcs.edu
Testing Questions: NurseAideTesting@kctcs.edu