

Delaware Certified Nurse Aide Recertification Procedure

Effective 1-1-2020

1. Go to the URL for Relias at <https://decnarecert.academy.reliaslearning.com>. Do not create or register an account for yourself in RELIAS. An account has been automatically created for you. CNAs will login by entering their e-mail addresses and a temporary password (Welcome1). It is recommended that you change your password to a strong password using a combination of characters including letters and numbers. If you do not have that information, you can contact the DHCQ office at 302-421-7410
2. Pay a \$25.00 renewal fee online through the Relias website using a credit or debit card.
3. To qualify for recertification, CNAs are required to complete a minimum of 24 hours of approved continuing education, including 6 hours of Dementia training and 2 hours of training related to resident/patient abuse prevention/neglect and/or mistreatment. Relias provides a pre-selected package of classes that meet these requirements.
4. Complete the 64-hour employer renewal form online. The 64-hour employer renewal form is listed as class (z64). Each of the 5 boxes on the z64 form must be completed online, by the CNA, with the employer identifying information that is requested. If all 5 boxes are not completed in their entirety and submitted before your expiration date, then you have not met requirements for recertification.
5. CNAs who do not meet the recertification requirements by their expiration date are considered to have lapsed and are required to contact Prometric (1-866-664-9504) or at [Delaware Nurse Aide Exam | Prometric](#) to take the State of Delaware CNA written and skills examinations. There is a \$115.00 fee, payable to Prometric, via credit or debit card, to register for the examinations. The website <https://registry.prometric.com/publicDE> is where you can view your active certification.
6. If you have difficulty logging into Relias, we recommend you send an email message to the Relias support site <https://decnarecert.academy.reliaslearning.com/contact.aspx>. You may also choose to call their customer service number at 1-844-735-2223, which is available Monday through Friday 8am-8pm.
7. The Division of Health Care Quality will also accept Relias CEUs, completed during your recertification period, from your employers Relias account. You must contact Relias customer service to request a transcript transfer, their customer service number at 1-844-735-2223, which is available Monday through Friday 8am-8pm.
8. To view & print your active DE certification status go to <https://registry.prometric.com/publicDE>
9. If you have any questions, please call the Division of Health Care Quality at (302) 421-7410.