



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Health Care Quality

To: Delaware Certified Nursing Assistants

Date: October 9, 2025

1. How do I log into RELIAS to complete my CNA CEUs?
 - Please go to the URL for RELIAS which is <https://decnarecert.reliasacademy.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**
 - Do not create or register an account for yourself in RELIAS. An account has been automatically created for you. Use your e-mail address or CNA certification number as your login. If you do not have an e-mail address you will need to use your CNA certification number to initially log onto RELIAS but should obtain an e-mail address.
 - CNAs will login by entering their e-mail addresses and will have a temporary password which is **Welcome1**. The password is case sensitive, so be sure to make the “W,” uppercase in the word “Welcome” and the other letters lower case, and no spaces between the word Welcome and the numeral 1. We recommend you change your 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 (**z64**). All information entered will be verified by the Division of Health Care Quality (DHCQ).
 - Please send an email to Aleen Wilker (Aleen.wilker@delaware.gov) upon completion of the Relias CNA Certification Package and z64 renewal verification form.
 - Each of the 5 boxes must be completed 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 the requirements to renew and will need to contact Prometric (1-866-664-9504) to take the State of Delaware CNA written and skilled exams.
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 **1-844-735-2223**, which will have a representative available from Monday through Friday 8AM-8PM.
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 **from your employer transferred to your State of Delaware DHCQ account** for viewing by DHCQ.

- The RELIAS customer service number is **1-844-735-2223**.
 - Please tell Customer Support you are requesting a “**transcript transfer**.”
6. 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
7. 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, by using the Google Chrome app.
8. Will my employers/supervisor have viewing rights?
- As they had in Elsevier, employers will have viewing rights in RELIAS.
 - The e-mail CNAs launch as the Relias account is viewable by those who employ CNAs.
 - Employers will have access to CNA information in Relias but provided with the expressed intent of transcript verification only. Any information used for any purpose other than transcript verification will result in access revocation.
9. Can I take CEU classes in RELIAS after my lapse date:
- Pursuant to Delaware Health Care Quality Regulation:
 - A CNA who fails to renew prior to the expiration date and **has not completed education and work requirements** is considered lapsed.
 - A CNA with a lapsed certification is not permitted to work as a CNA in the State of Delaware.
 - The CNA must take and pass the CNA competency test in order to work as a CNA in the State of Delaware.
 - A CNA who has lapsed and takes the CEU classes in RELIAS after their lapse date cannot be renewed.
 - A CNA cannot be reimbursed for the \$25.00 payment made through RELIAS if they take CEUs after their lapse date. All CEUs must be completed along with the 64-hour renewal form before a CNA’s lapse date to be renewed for their re-certification period.
 - A CNA will have to contact Prometric to retake their CNA certification exam <https://registry.prometric.com/publicDE> if they have lapsed.

If you have any questions, please call the Division of Health Care Quality at 302-421-7403.