

HOW TO COMPLETE YOUR TMU© ACCOUNT (AFTER YOU HAVE BEEN ENTERED IN YOUR STATE'S TMU© DATABASE) CANDIDATE INSTRUCTIONS

How a Student Completes Their Account (Make a copy of these instructions for your student. The student must complete these steps themselves to have the most accurate personal information.) Once your initial registration information has been entered in the TestMaster Universe (TMU©) database by your training program (or via another method), you will receive a confirmation email from TMU© that your account has been created.

IMPORTANT MESSAGE FOR THE STUDENT: Before you can test, you must sign in to your state's TMU© database using your secure Email or Username and Password and complete and/or verify your demographic information.

- It is highly recommended that when you receive your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you sign in to your account, update your password, and complete and/or verify your demographic information.

If you do not know your Email or Username and Password, enter your email address and click on 'Forgot Your Password?'

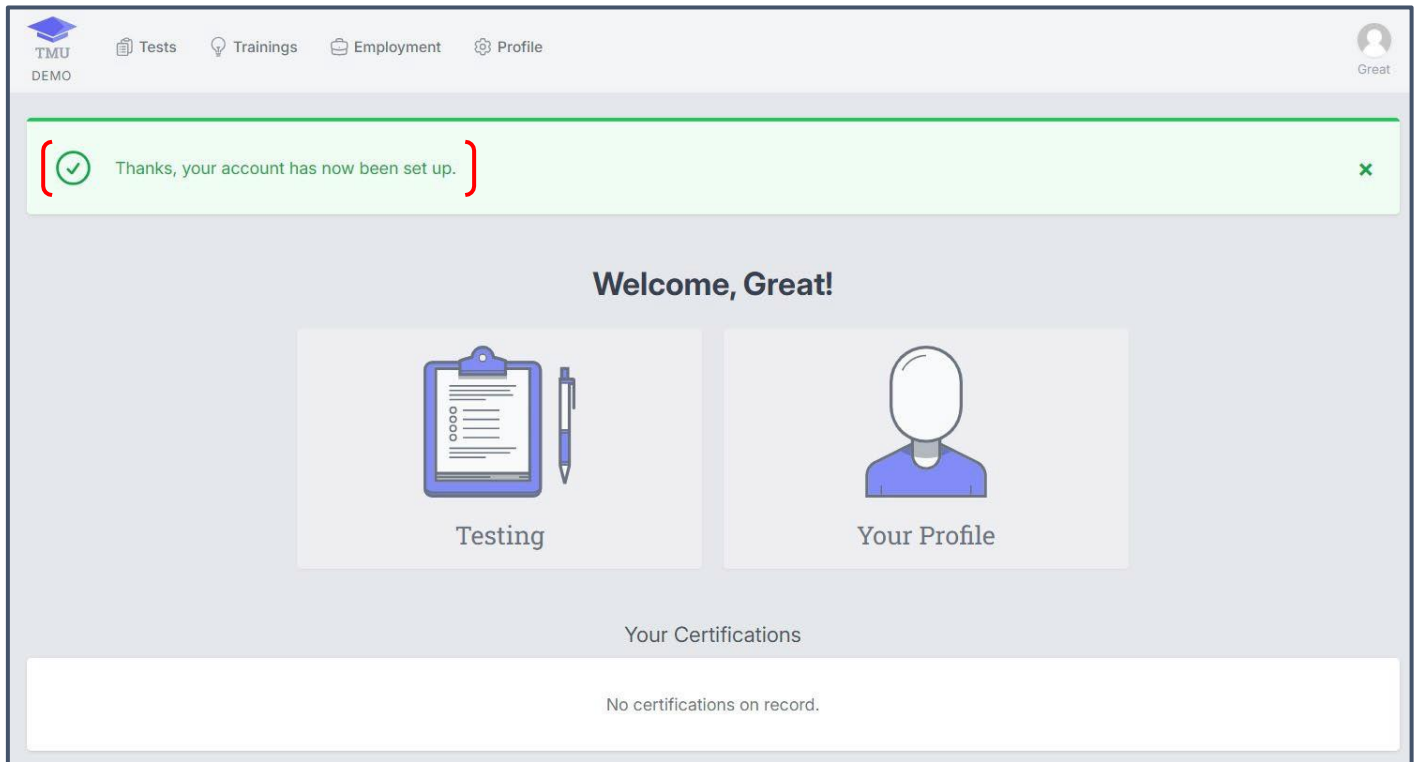
You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see the instructions below in this document.) **Questions? First ask your trainer for assistance. Otherwise, email [SDHCA](#) (details of the issue and screenshots are helpful).**

*This is the screen you will see the first time you sign in to your TMU© account **with the demographic information you need to enter to complete your account:***

The screenshot shows the 'Setup Account' page on the TMU© DEMO website. The page has a navigation bar with 'Tests', 'Trainings', 'Employment', and 'Profile'. The main content area displays a message: 'We're Sorry, Your Account Still Needs Some Info' with the instruction 'Enter the below information to finish setting up your account.' Below this is a form with the following fields: FIRST * (Great), MIDDLE, LAST * (Student), SUFFIX, SOCIAL SECURITY # * (Encrypted for your safety), BIRTHDATE *, PHONE *, ADDRESS *, CITY *, STATE * (Select State), and ZIPCODE *. A 'Finish Account Setup' button is at the bottom right. A disclaimer box at the bottom left states: 'DISCLAIMER: By completing your account you consent to your name and certification status being publicly listed on the Demo registry'. A callout box on the right says: 'Enter the blank * fields and then click on-Finish Account Setup'.

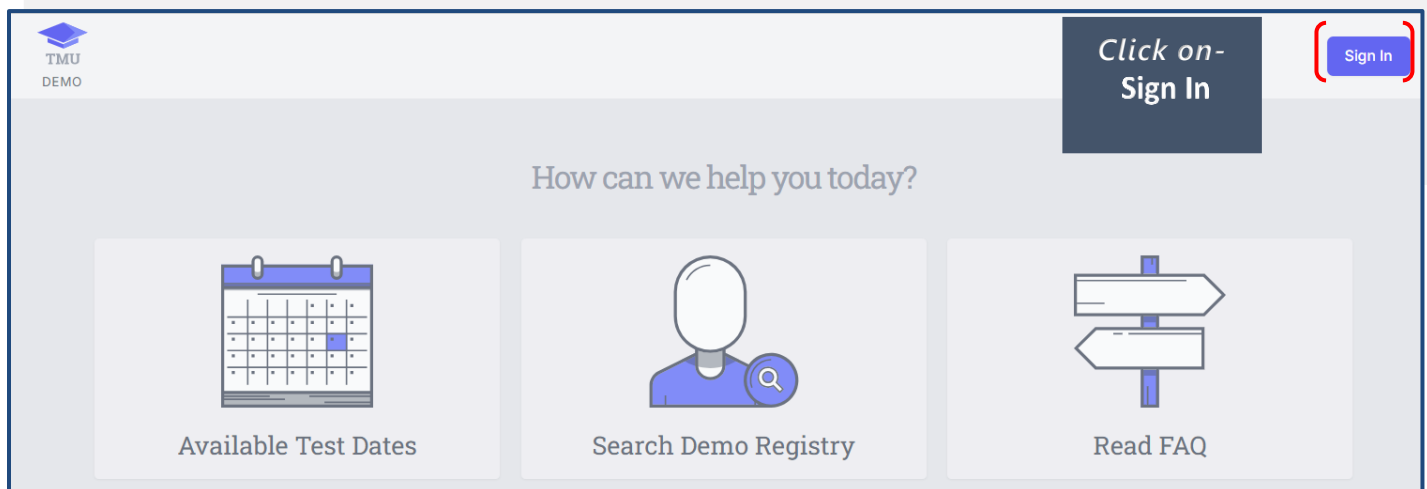
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This is an example of the screen you will see after your account has been set up:



Candidate/Student Forgot your Password – How to Reset Account

NOTE: Please refer to the **Candidate Handbook** for more detailed information and instructions regarding the day of testing and what to study. A Candidate Handbook can be found at www.sdhca.org/cna. Ask your trainer for assistance with downloading the Candidate Handbook if they haven't already shared a hard copy with you.



Go to the TMU© main log in screen located at www.sdhca.org/cna. Click **Sign In** and enter your **Email or User ID** and **Password**.

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CANDIDATE INSTRUCTIONS

The image shows a 'Sign In' form with the following elements: a title 'Sign In' at the top; a label 'USERNAME OR EMAIL' above a text input field; a label 'PASSWORD' above another text input field; a checkbox labeled 'REMEMBER ME'; a blue 'Sign In' button; and a link 'Forgot Your Password?' at the bottom. Red brackets are drawn around the two input fields and the 'Sign In' button to indicate where the user should enter their credentials and click.

*Enter your-
Username or Email

and your-
Password

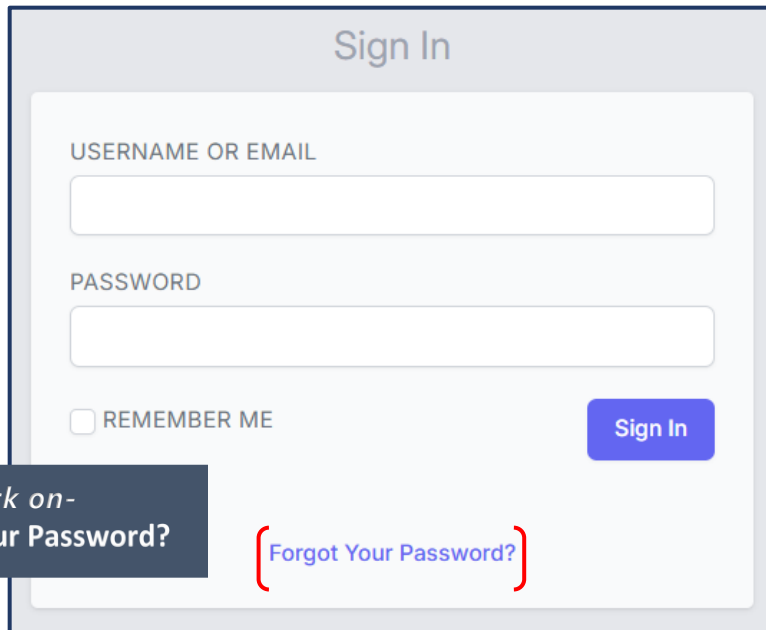
and click-
Sign In*

**If you do not
remember your
password, please
follow the instructions
below.**

Forgot your Password and Recover your Account

If you have forgotten your Password or do not know your Password, follow the instructions below to reset it and recover your account.

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CANDIDATE INSTRUCTIONS



Sign In

USERNAME OR EMAIL

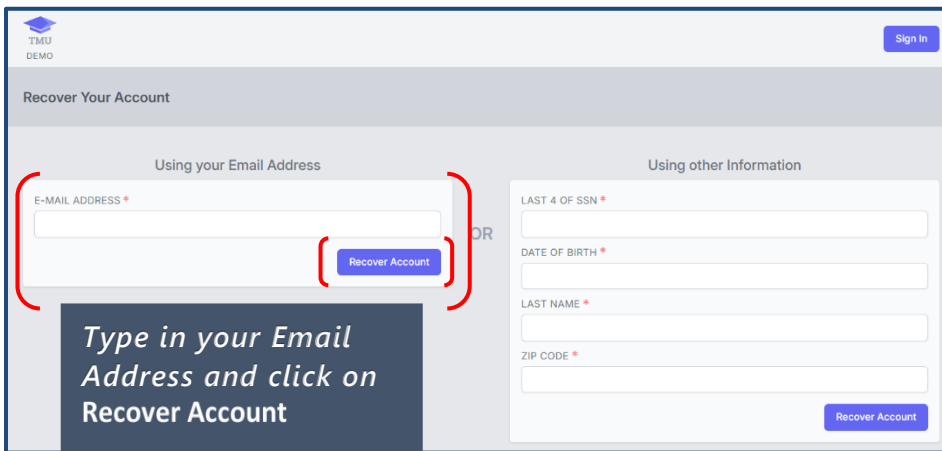
PASSWORD

REMEMBER ME

Sign In

*Click on-
Forgot Your Password?*

{ Forgot Your Password? }



TMU DEMO

Sign In

Recover Your Account

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account

*Type in your Email
Address and click on
Recover Account*

*You will receive the message,
We have e-mailed your password reset link! Please allow a few
minutes for the email to be delivered.*

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TMU DEMO Sign In

Recover Your Account

We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account

This is what the email will look like (check your junk/spam folder for the email):

Reset Password Notification External Inbox x

TMU <no-reply@tmutest.com> to me

TMU

Hello!

You are receiving this email because we received a password reset request for your account.

Reset Password

This password reset link will expire in 60 minutes.

If you did not request a password reset, no further action is required.

Regards,
TMU

If you're having trouble clicking the "Reset Password" button, copy and paste the URL below into your web browser: <https://azcg.tmutest.com/password/reset/958c582285a1c05f53f2f295fa0f32cf76db81cdf909e1aeeab1057cd03e0f377email=teresaw%40hdmaster.com>

Click on-Reset Password

Note: If you do not reset your password right away, the link will expire in 60 minutes, and after that time, you will need to request a new link.

HOW TO COMPLETE YOUR TMU© ACCOUNT
(AFTER YOU HAVE BEEN ENTERED IN YOUR STATE'S TMU© DATABASE)
CANDIDATE INSTRUCTIONS

Reset Your Password

E-MAIL ADDRESS
sample@sampleemail.com

PASSWORD

CONFIRM PASSWORD

Reset Password

Type in your Password and Confirm Password, then click on – Reset Password

This is an example of the screen you will see once you have reset your password and are signed in to your TMU© account

