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**:

This is an example of the screen you will see after your account has been set up:
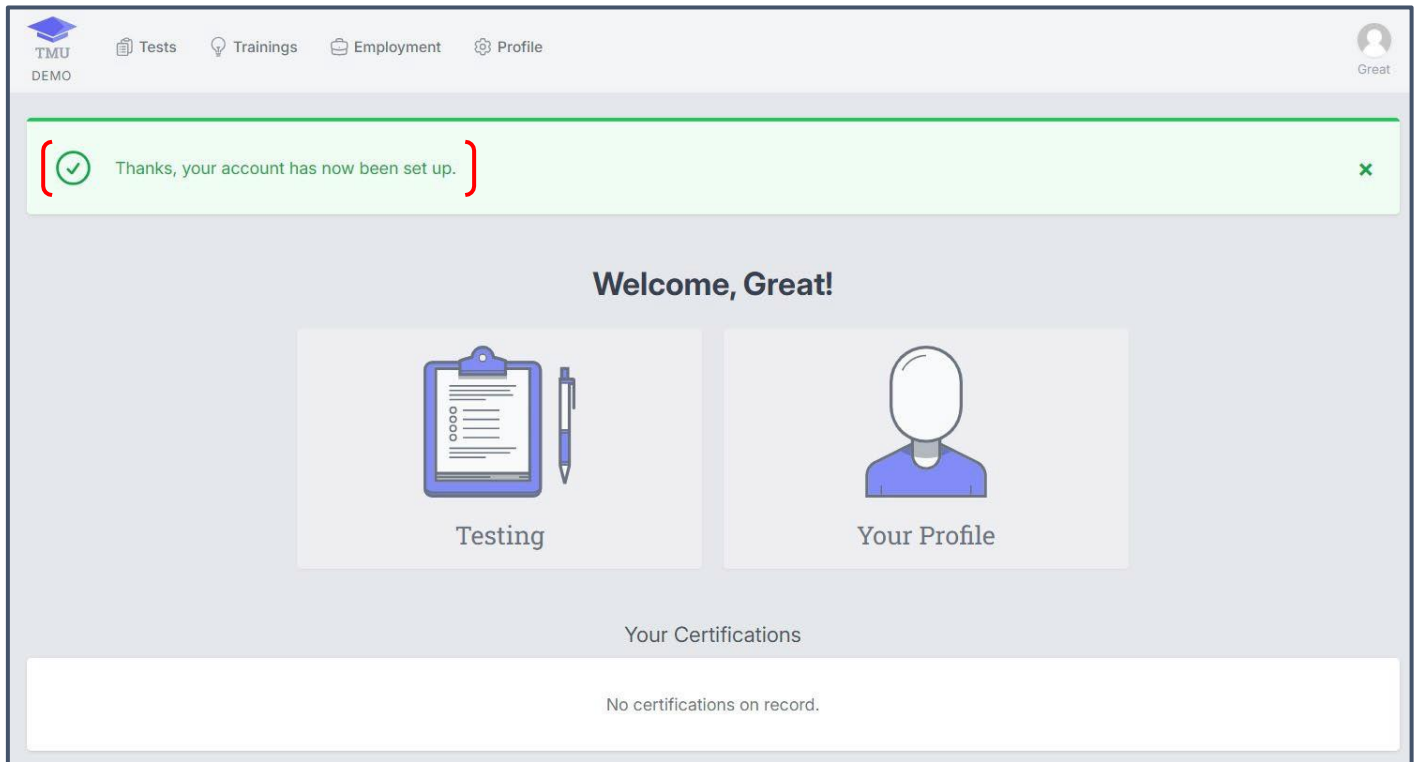
Candidate/Student Forgot your Password – How to Reset Account

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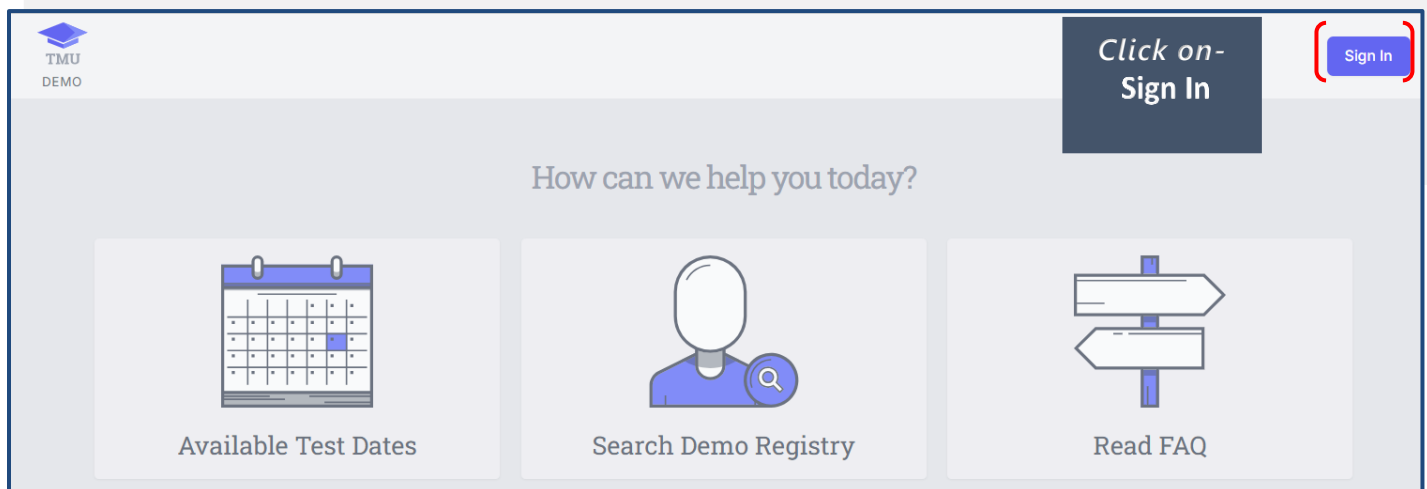
Go to the TMU© main log in screen located at www.sdhca.org/cna. Click **Sign In** and enter your **Email or User ID** and **Password**.

Sign In

USERNAME OR EMAIL

PASSWORD

REMEMBER ME

Sign In

Forgot Your Password?

Enter your- **Username or Email**
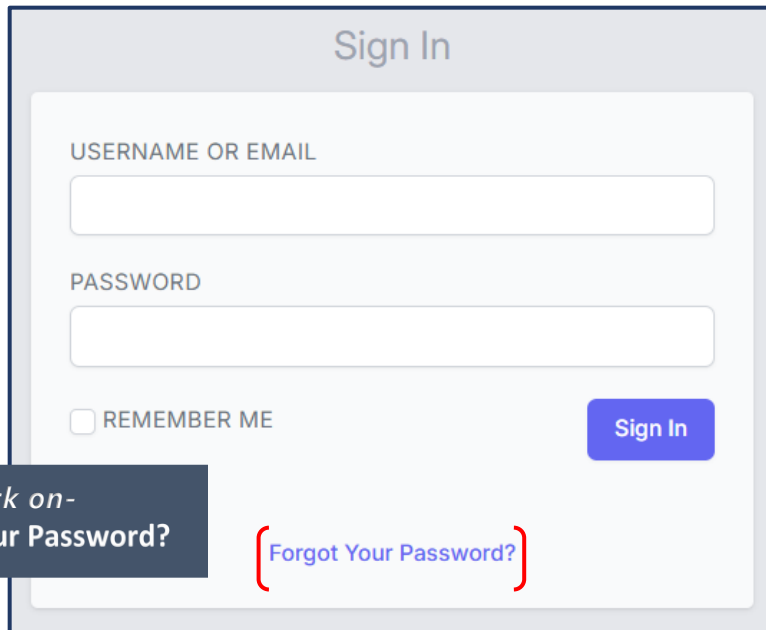
and your- **Password**

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.

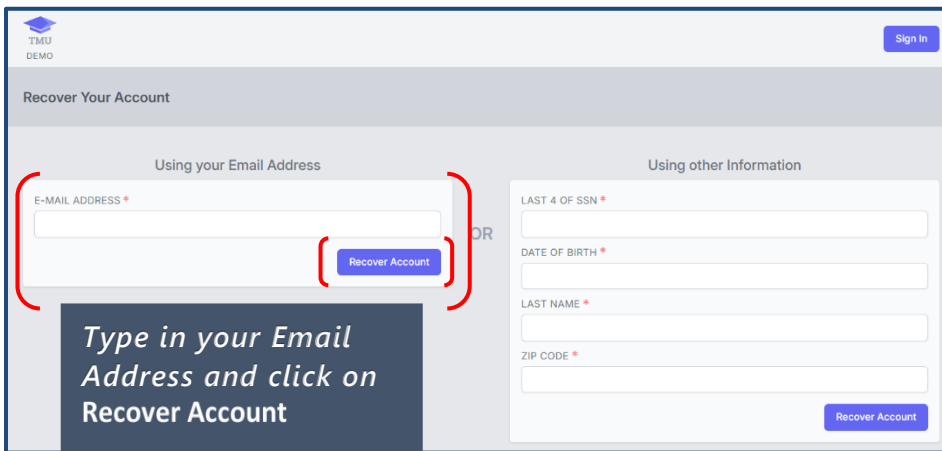## Sign In

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.

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

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.

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

TMU DEMO | Tests | Trainings | Employment | Profile | Fantastic

Welcome, Fantastic!

Testing

Your Profile

Your Certifications

No certifications on record.