

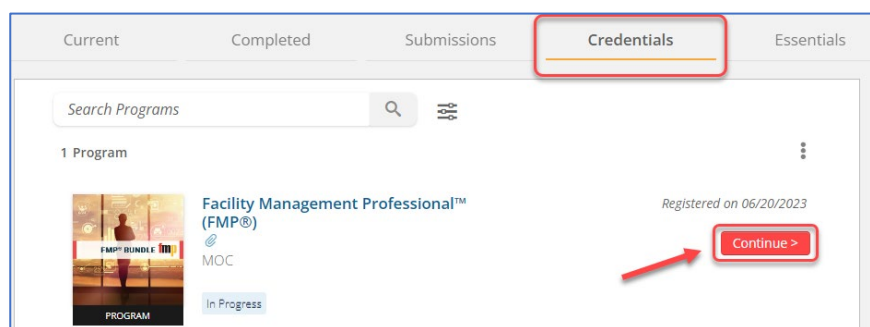
HOW TO TAKE A CREDENTIAL COURSE

SECTIONS IN THIS GUIDE

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- 4 To Print or to View Certificate
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1 Accessing Your Course

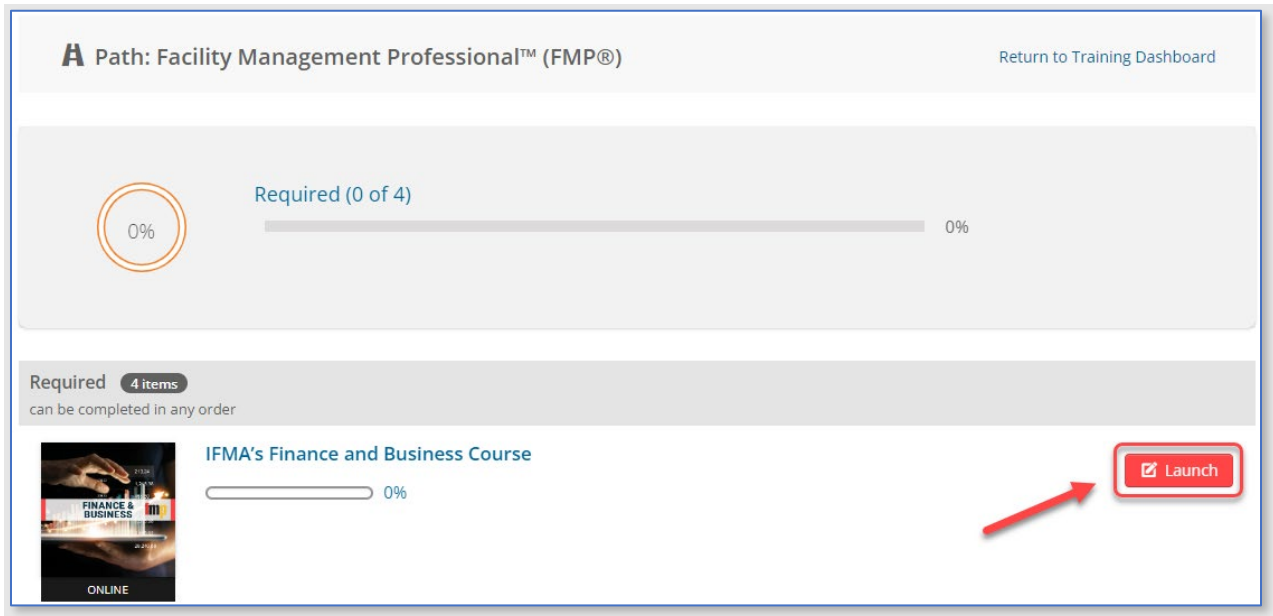
1. From the home screen, click on the yellow **Sign In** box to login to your account.
2. Click on the red **Go to Your Training Dashboard** box to access courses.
3. Click on the **Credentials** tab on your training dashboard.
4. Click on the red **Continue >** button.



2 Launching Courses

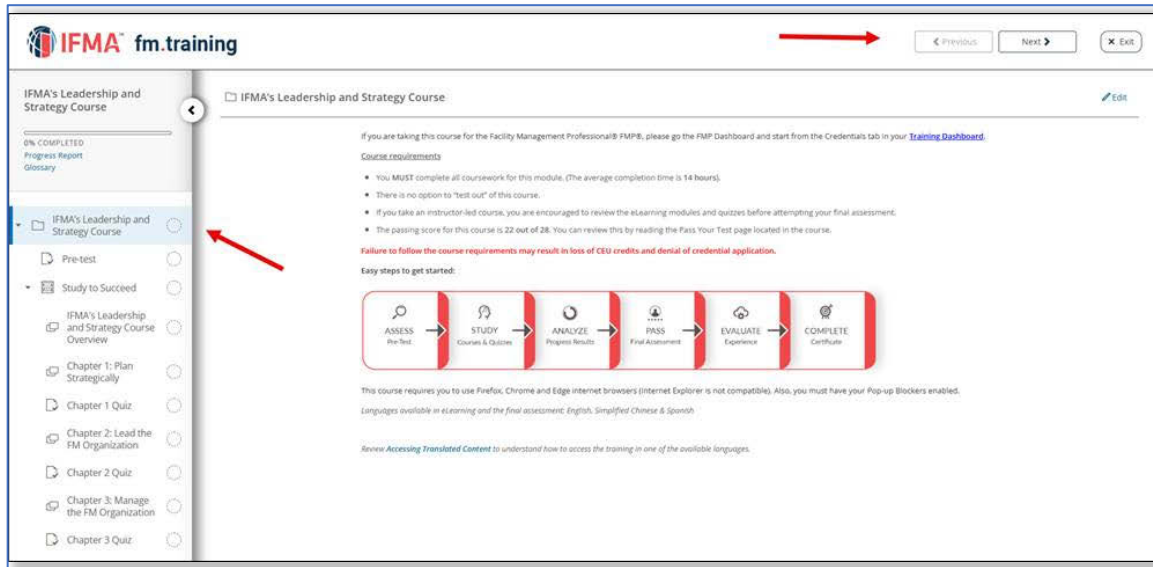
Your credentialed courses will be listed in the Required area under the **Contents** tab.

1. Click on the red **Launch** button to open the course.



*Courses can be launched from the Current tab or from the Credentials tab just click on the red **Resume** or **Launch** button.

2. To access the materials for the course, expand the folder on the left-hand side of the screen. This will provide the course breakdown including **Study to Succeed**, **Study Resources**, and **Final Assessment** for each course.
3. Click on the course title or click **Next** on the content player to open the course in a new pop-up window. Ensure pop ups are enabled to allow material to appear, please review [How to enable pop-ups](#) if you require extra assistance.



*Please note that you can access and download the course book from the **Study Resources** folder for free. Please review [How to Print a PDF](#). The PDF is not meant for printing as it is watermarked. If you wish to purchase a hardcopy of the course materials, please reach out to corporateconnections@ifma.org.

3 Final Assessment and Course Completion

After progressing and completing all the material within the course, you will need to complete the **Final Assessment**.

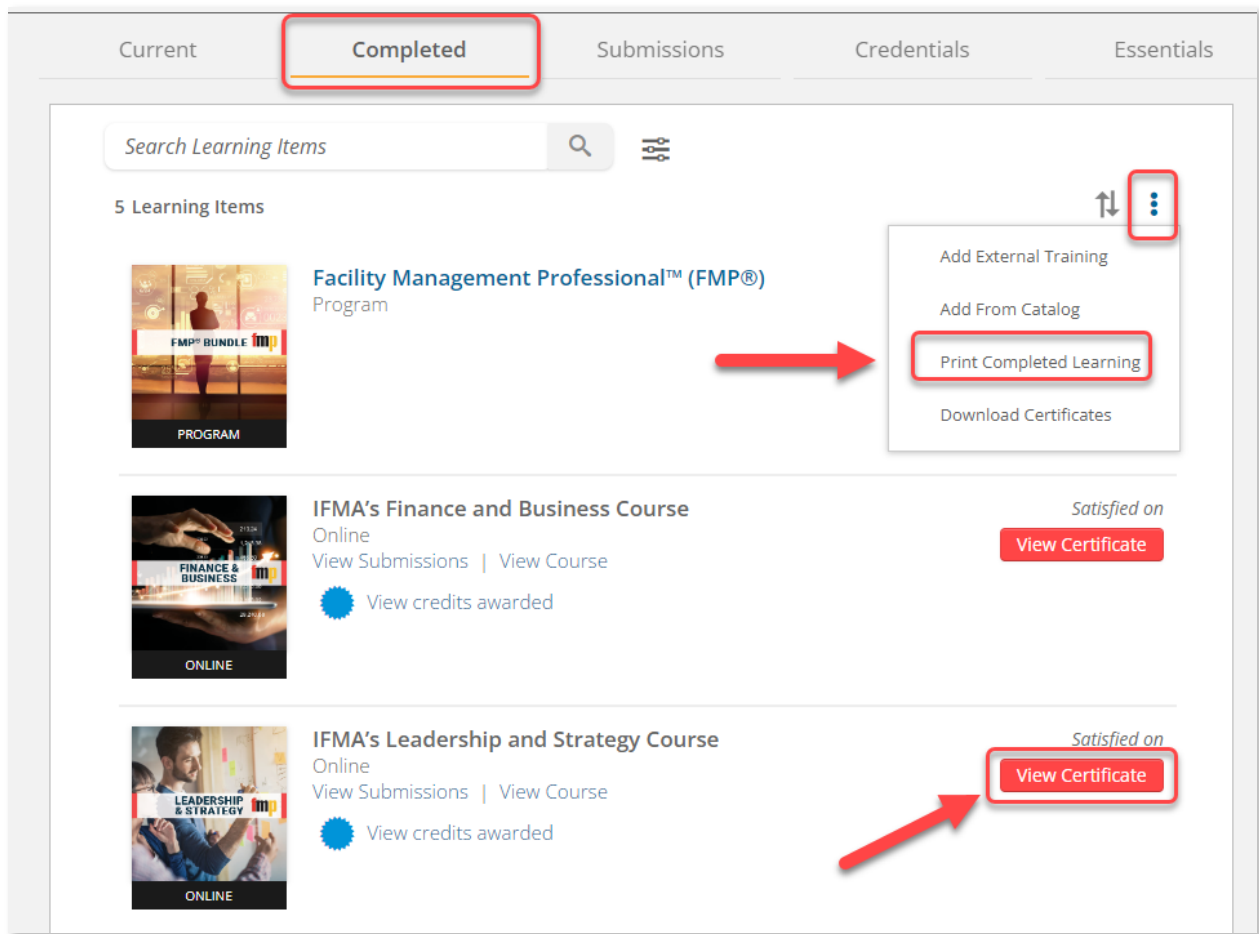
Please take a few minutes to read through these instructions.

- We encourage you to work through the chapters and then take the corresponding quiz before moving to the final assessment.
- When you are ready to take the final assessment, please read over the instructions on the **Pass your Test** page so that you understand the grading policy and the time restrictions for the test.
- You will have three (3) attempts to pass the final assessment. If you fail to pass you will be locked out of the course for 30 days. Please read the **Pass Your Test** page for important information regarding your final assessment. **If there is a technical error while taking the exam, please make sure to use all three (3) attempts before you open a help desk ticket by clicking [here](#).**
- After you pass the final assessment, you will be asked to complete a course **Evaluation**. **Evaluations** are not mandatory; however, we ask everyone to please complete the evaluation as this will help us improve our courses and content. You can access the **Evaluation** at any time click on the red **Start** button to begin the **Evaluation**.

Course Requirements

- You **MUST** complete all modules for each course. (The average time to complete is **13 -15 hours per course**).
- There is no option to “**test out**” of any courses.
- If you take an instructor-led course, you are encouraged to review the eLearning modules and quizzes prior to attempting your final assessment.
- Each course has a set passing score. You can review this by reading the **Pass Your Test** page within each course.

4 To Print or to View Certificate



The screenshot shows the IFMA training dashboard with the 'Completed' tab selected. It lists three learning items:

- Facility Management Professional™ (FMP®) Program**: Includes a thumbnail, title, and a menu icon in the top right corner. A red arrow points from the menu icon to a dropdown menu with options: 'Add External Training', 'Add From Catalog', 'Print Completed Learning' (highlighted with a red box), and 'Download Certificates'.
- IFMA's Finance and Business Course**: Includes a thumbnail, title, 'Online' status, 'View Submissions | View Course' links, 'View credits awarded' link, and a 'View Certificate' button (highlighted with a red box) under the 'Satisfied on' status.
- IFMA's Leadership and Strategy Course**: Includes a thumbnail, title, 'Online' status, 'View Submissions | View Course' links, 'View credits awarded' link, and a 'View Certificate' button (highlighted with a red box) under the 'Satisfied on' status.

Upon completion of both the final assessment and the evaluation you can click on **Exit** to go back to the training dashboard. Click on the **Completed** tab from the training dashboard. From here you will be able to access all completed courses and certificates. To print simply click on **View Certificate** and click the **printer icon** in the upper right-hand corner. You can also print all certificates at once by clicking the **ellipses** and click **Print Completed Learning**.

*Please note this is the certificate of completion of the course and does not represent your FMP Credential certificate.

5 Submit Credential Application

Upon completion of all required courses, you will need to submit your application to apply for your Credential.

1. From the **Credentials** tab scroll to the bottom of the screen and click on **Confirm Application Completion** box.
2. Click on **Submit Your Application**. Please review more detailed steps on how to submit your FMP application using the [CAMP User's Guide](#).



The screenshot shows a 'Submit Application' form with the following elements:

- A progress indicator showing '100%' in a blue circle.
- A status box labeled 'Proceed To Application' with a green 'Completed' tag.
- A 'Completion date:' field showing '05/27/2023 12:25'.
- A 'Confirm Application Completion:' field with an unchecked checkbox. A red arrow labeled '1' points to this checkbox.
- A 'Submit Your Application' button. A red arrow labeled '2' points to this button.

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CONTACT INFORMATION

Online Help Desk:

Contact our help desk if you require further assistance or for general inquiries.

Phone: +1-800-963-6900 (Worldwide)
or +1-713-623-4362 | 7:15 a.m. – 5:45 p.m. CDT (USA/Canada)

Fax: +1-713-623-6124

For questions on IFMA's FMP, SFP, CFM credentials contact: Credentials@ifma.org

