CAMP USER'S GUIDE

User's Guide for IFMA's Credential Application and Maintenance Program (CAMP)

Contents:

Contact Credentials Department: credentials@ifma.org

Introduction to IFMA's Credential Application and Maintenance Program (CAMP)

Welcome to IFMA's Credential Application/Maintenance Program (CAMP). This user-friendly program allows you to apply for, complete and maintain your credentials and related information. You must complete the required course work before submitting your FMP or SFP application.

After you log in, you'll be able to:

- Submit IFMA credential applications
- Review IFMA credential requirements
- Pay for IFMA credential applications
- Review your credential status
- Update your personal information
- Review and update your CFM Maintenance Activities
- Review your credential and exam history
- Contact IFMA credentialing staff
- Download credential logos
- Print your transcript of CEUs earned through IFMA
- Review payment history and print receipts

If you require additional help with the CAMP program, you may call IFMA at

+1-713-623-4362 or email credentials@ifma.org.

Logging In

Log in Directly to the CAMP Website:

http://www.ifma.org/professional-development/credentials/manage-my-credentials

Note: To access CAMP, you will need to log in using your www.ifma.org username and password.*

==DO NOT CREATE A NEW RECORD.== YOUR CREDENTIAL AND MEMBERSHIP INFORMATION ARE IN THE RECORD, WHICH HAS ALREADY BEEN ESTABLISHED IN CAMP.   YOU WILL NEED TO USE THE EMAIL ADDRESS IN YOUR IFMA MEMBERSHIP RECORD OR YOU WILL INADVERTANTLY CREATE A NEW RECORD. ==IF YOU USE AN EMAIL ADDRESS THAT IS NOT IN YOUR IFMA RECORD, YOU WILL CREATE A NEW RECORD==.

*If you have participated in any of the following activities, you have a record in CAMP:
- IFMA membership
- Participation in any IFMA-sponsored events
- Bookstore purchases
- Prior credential applications or purchas

User this link to access CAMP: www.ifma.org/my-account/camp

The email on file with IFMA will be your Username.

If you have previously logged in, and don't have your PW, choose "forgot password". You will receive a link to reset the PW. Login. This will take you back to the IFMA Home Page, but you will be logged in. To get to the "CAMP" button on the Manage my Credentials page, you must choose **Professional Development > Credentials > Manage My Credentials. Click on the "CAMP" button** and you will move into the CAMP program

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If you have never logged into CAMP, ifma.org or the IFMA online learning center, using your email address, you will need to **register** your email as your UN, in order to do so.

If you receive a notice that you must have a valid user email to reset your PW, this means that your email must be registered and you must create the user. You will need to choose: "**Register**". This will create an account with the single sign-on program which is used to login. Follow those instructions, using the same email which is in your IFMA record. As long as you use the email address IFMA has on file, this will not create a new record.
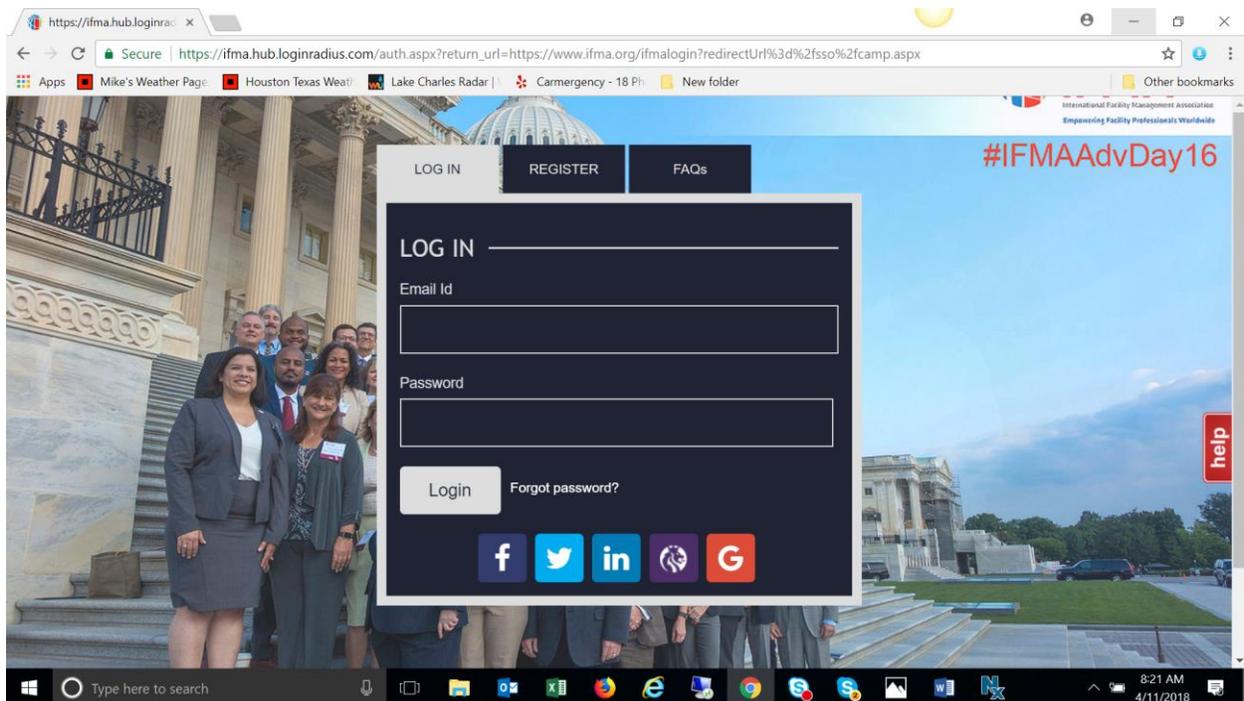
Note:
- If you do not know which email is on file with IFMA, please call 713-623-4362 and a Member Services representative will assist you.
- Do not use your social media account or a new email address for login. Doing so will create a new record that will not contain your credential information.

Once you are logged in, you will again see the Credentials Page for www.ifma.org. To get to the "CAMP" button on the Manage my Credentials page, you must choose **Professional Development > Credentials > Manage My Credentials**. **Click on the "CAMP" button and you will move into the CAMP program.**

You will be required to update and verify your personal information before the left menu populates.

Follow the directions in the User Guide for completing the application and payment forms.

If you need login assistance, you may call +1-713-623-4362

Providing your personal contact information is optional. We keep this information on file only to contact you regarding your credential if we cannot contact you through the employer information. Renewal notices are emailed to the first email address listed, and it is the candidate's responsibility to make certain that IFMA has current contact information on file.

You can now access the applications and forms available in the left menu bar.

Log in Using the IFMA.org Website – "My IFMA"

You can also reach the CAMP program through the IFMA website: www.ifma.org .

Log in to "My IFMA." After logging in, choose:

Professional Development Tab > Credentials > Manage my Credentials

You can use the "**CAMP**" graphic which will take you into the CAMP program to the Home Page.

CFM Exam Application

After logging in to CAMP and updating your personal information:

From the left menu > under Credentials > Applications and Forms > choose CFM Exam Application

The application must be completed with sufficient FM experience and education history to demonstrate the candidate's eligibility for the exam. Job duties for each position must be listed with enough detail to allow the experience to be assessed. At the end of the application, a summary of experience in each competency area must be listed.

NOTE: The Exam Application Program will time out. It is necessary for candidates to save the application frequently in order to prevent the loss of the information.

If the application is **"Saved,"** it will appear in **"In Process"** forms, under the **"Applications and Forms"** file in the left menu. The candidate may need to choose **"Edit"** in order to enter additional information and/or submit the form. When the

application is complete, it must be **"Submitted"** in order to move to the Approval Queue.
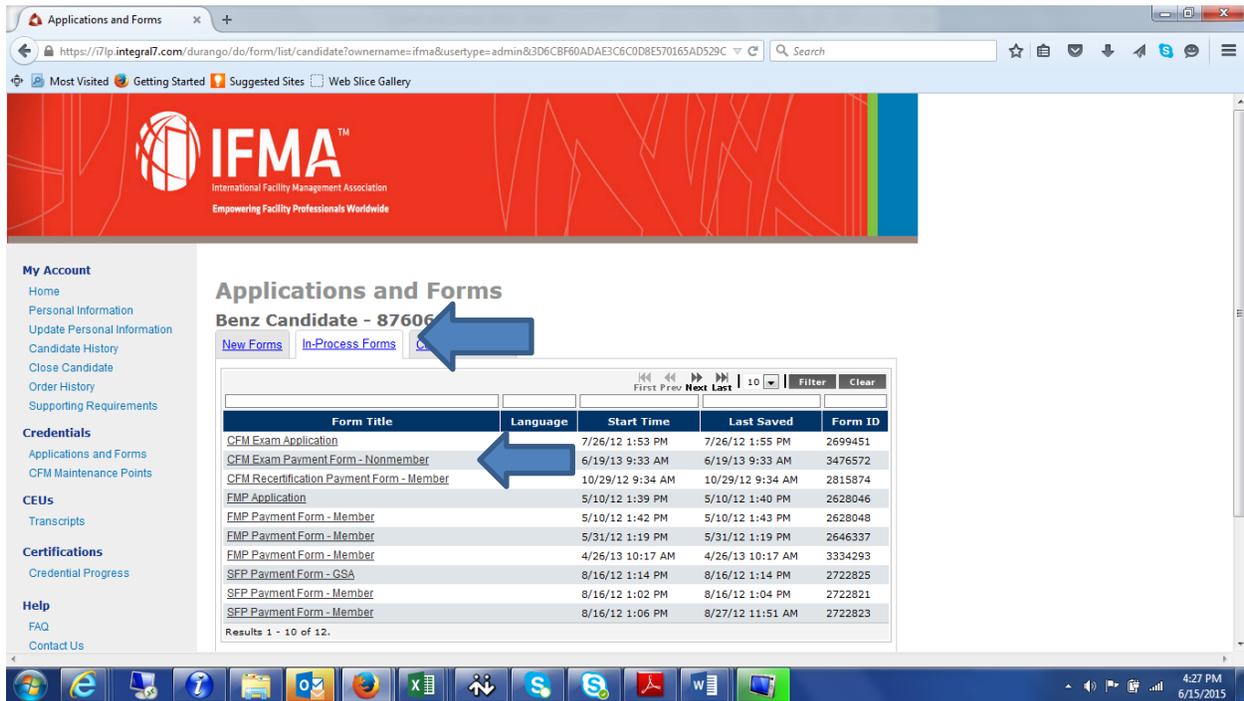
The **CFM Exam Payment Form** must also be completed, submitted and confirmed in order for the CFM Exam Application to be processed in the approval queue.

From the left menu > under Credentials > Applications and Forms > choose CFM Exam Payment Form

The payment forms are broken down for Member, Nonmember and GSA. If you are an employee or contractor working for the federal government, you may be eligible for the GSA program. If you do not see the GSA payment form and believe that you are eligible to use this form, please contact the IFMA Credentials Department at +1-713-623-4362.

After completing the payment, you will be able to pull your **receipt** from the **"Order History" tab.**

Please note that both the CFM Exam Application and the CFM Exam Application Payment Forms must be "Completed" in order for the application to move into the Approval Queue. The forms will appear in the "Completed" forms tab in the Application and Forms module.

An email notice will be sent to the candidate when the application has been approved. This may take up to 21 days. The email will contain instructions for registering for the

exam at a Prometric Testing Center. Upon approval of the CFM Exam Application, the candidate will have 90 days to schedule and complete the exam. Candidates should make certain that they are aware of the requirements associated with any changes to scheduled exams. The information regarding rescheduling will be in the confirmation email.

In the event your application is incomplete or lacks the required information, it will be "Rejected." Rejected forms move back into the "In Process" tab and can be revised and re-submitted. A rejected application will have a note attached explaining why the form was rejected.

CFM Ethics Training Requirement

Beginning January 1, 2018, all CFM Exam Applicants will be required to take an Ethics Assessment prior to issuance of the CFM certificate. Additionally, all CFMs recertifying, will be required to take the Ethics Assessment once every 6 years, or with every other recertification period.

Process: The "go live date" for the Ethics Assessment Requirement will be January 1, 2018. The CFM Scheme Committee has determined the criteria for programs meeting the standards of the IESC, and thus far, have chosen two programs which meet the requirements, one is the RICS Ethics Assessment and the other is HR Training Courses – Code of Business Conduct and Ethics Training. Access for the HR Training Course is found in the candidate's CAMP record, in Applications and Forms.

If a CFM's employer has an Ethics Assessment which employees take as part of in-service training, the course can be submitted to the CFM Scheme Committee for approval. Please contact credentials@ifma.org for additional information.

Impact:

- For exams scheduled after January 1, 2018, CFM applicants will be required to complete an Ethics Assessment before achieving the CFM credential.
- All recertifying CFMs will complete the assessment to recertify.
- CFMs will be required to complete the assessment every six (6) years, or every other renewal term.
- Employer sponsored in-service training Ethics Courses can be submitted for approval and used to meet this requirement.

CFM Exam Re-take Application

Candidates who are unsuccessful in passing the CFM Exam have up to one year from the date of the exam to re-take the exam at a reduced fee. The fee is US$265 for IFMA Members and US$365 for Nonmembers. After one year, the candidate will need to submit a new CFM application and make full payment for the CFM exam application fee.

To complete the **CFM Exam Re-take Application**:

After logging into CAMP and updating your personal information:

From the left menu > under Credentials > Applications and Forms > choose CFM Exam Retake Application

The **CFM Exam Retake Application Payment** form must also be completed, submitted and confirmed in order for the CFM Exam Retake Application to be approved.

From the left menu > under Credentials > Applications and Forms > choose CFM Exam Retake Application Payment Form

The payment forms are broken down for Member, Nonmember and GSA. If you are an employee or contractor working for the federal government, you may be eligible for the GSA program. If you do not see the GSA payment form and believe that you are eligible to use this form, please contact the IFMA Credentials Department at +1-713-623-4362.

After making the payment, you will be able to pull your **receipt from the "Order History" tab.**

Please note that both the Retake Application and Payment Forms must be **"Completed."** They will appear in the "Completed" forms tab in the Application and Forms module. Completed forms are moved into the Approval Queue, and an email notice with scheduling instructions will be sent to the candidate when the application has been approved. This may take up to 21 days. The email will contain instructions for registering for the exam at a Prometric Testing Center.

Upon approval of the CFM Exam Re-take Application, the candidate will have 90 days to schedule and complete the exam. Candidates should make certain that they are aware of the requirements associated with any changes to scheduled exams.

CFM Exam Extended Eligibility

Candidates who are approved for the CFM Exam have 90 days to schedule and take the exam. In the event that a candidate needs to extend the exam period, this can be done by completing the **Eligible to Test Expired - Renew Eligibility Form**.

From the left menu > under Credentials > Applications and Forms > choose Eligible to Test Expired - Renew Eligibility Form

There is a US$50 fee required for the Eligibility Extension.

Completed forms are moved into the Approval Queue, and an email notice will be sent to the candidate when the application has been approved. This may take up to 21 days. The email will contain instructions for registering for the exam at a Prometric Testing Center.

Upon approval of the CFM Exam Eligibility Extension, the candidate will have 90 days to schedule and complete the exam. Candidates should make certain that they are aware of the requirements associated with any changes to scheduled exams.

CFM Recertification Process

The Certified Facility Manager certification is valid for three years. In order to achieve recertification, CFMs are required to have six activities in at least two of the following four categories:

I.   FM Related Education
II. FM Practice
III. Professional Leadership
IV. Development of the profession

The CFM Recertification Form can be used to track and upload information for the renewal process.

After logging into CAMP and updating your personal information, if required:

From the left menu > under Credentials > Applications and Forms > choose CFM Recertification Form Effective Jan 1, 2018 > Click on form to open.

After entering personal information on the first page, the CFM will enter activities. Note, the "Maintenance Period" is the period of the current CFM certification. Example: For a CFM whose certification is expiring 7/1/2017, the maintenance period would be 2017 – 2020

As you enter your activities for each section, check the appropriate boxes. Use the **"Notes"** field to enter short comments, and the "Add File" link to upload the required documentation.

Section II: FM Practice

☑ Activity 1

☑ Activity 2

☑ Activity 3

Please upload activity documentation for Section ll if they were not sponsored by IFMA headquarters.
Add File

You can scan and upload documentation for each section of the form and when ready, submit the form. To upload documentation required for your renewal, choose the **"Add File"** button at the end of each section. **"Browse"** to find the file, then choose **"Add,"** and then **"Save."** The file will upload into the section where you need the documentation. The **"Add File"** button is at the end of each section.

Be sure to **"Save"** the form any time you update it. If you save the form and go back to complete it, you will find the form in the **"In Process"** forms tab. In order to update it, you may need to choose the **"Edit"** button first.

After completing the form, you must choose **"Submit"** to complete the form and for the form to move into the Approval Queue. You will find all completed forms in the "Completed Forms" tab of Applications and Forms.

After submitting the form, you will see the **CFM Recertification Payment Form**, also in the Applications and Forms tab. This will be completed and submitted electronically as well. To open the form, choose "Submit," enter the information, submit, and then confirm. The completed form will move to "Completed Forms." After making the payment, you will be able to pull your **receipt from the "Order History" tab**.

The payment forms are broken down for Member, Nonmember and GSA. If you are an employee or contractor working for the federal government, you may be eligible for the GSA program. If you do not see the GSA payment form and believe that you are eligible to use this form, please contact the IFMA Credentials Department at +1-713-623-4362.

After making the payment, you will be able to pull your **receipt from the "Order History" tab.**

NOTE: Annual payments may be made starting in January 2018 for the 2020 renewal year. Three annual payments must be submitted by the time the CFM recertification is submitted. The annual payments are not refundable.

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Process: The "go live date" for the Ethics Assessment Requirement will be January 1, 2018. The CFM Scheme Committee has determined the criteria for programs meeting the standards of the IESC, and thus far, have chosen two programs which meet the requirements, one is the RICS Ethics Assessment and the other is HR Training Courses – Code of Business Conduct and Ethics Training. Access for the HR Training Course is found in the candidate's CAMP record, in Applications and Forms.

If a CFM's employer has an Ethics Assessment which employees take as part of in-service training, the course can be submitted to the CFM Scheme Committee for approval. Please contact credentials@ifma.org for additional information.

Impact:

- For exams scheduled after January 1, 2018, CFM applicants will be required to complete an Ethics Assessment before achieving the CFM credential.
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- CFMs will be required to complete the assessment every six (6) years, or every other renewal term.
- Employer sponsored in-service training Ethics Courses can be submitted for approval and used to meet this requirement.

Retired CFM Application

Rules and Policies for RCFM

The Retired CFM designation is only appropriate for those who do not intend to continue representing themselves as CFMs in the practice of FM. The Retired CFM status will allow individuals to show their association with the certification even though they are no longer maintaining it.

Retired CFM Rules

1. A Retired CFM category has been established for CFMs. This status is available to CFMs who have retired or who have otherwise left the profession and want to indicate past certification.

2. There will be no age requirement for the Retired CFM status.

3. In order to apply for Retired CFM status, a CFM must be active and no more than six months past the expiration date of their most recent recertification period.

4. The fee for the Retired CFM status is US$95.

5. There are no renewal requirements for Retired CFMs. The status is effective for the individual's lifetime.

6. There will be an application form for the Retired CFM status, which will indicate agreement with the terms of the retired CFM status.

7. If a candidate chooses the RCFM status and later wishes to revert to the active CFM status, he/she will be required to apply for and pass the CFM exam.

8. According to ANSI guidelines, Retired CFMs do not hold active certification, and this must be outlined on our website and other media in which certification status is defined. Retired CFMs will not be allowed to use "CFM" in their title, but must use RCFM instead.

9. Retired CFMs will receive a certificate indicating their status and a Retired CFM pin.

Apply for the RCFM

Log in to **CAMP** (www.ifma.org/my-account/camp). You will first be required to update your personal information. Upon verification of the information, you will see the left menu.

From the left menu > under Credentials > Applications and Forms > choose RCFM Application,

Complete and submit the application, agreeing to the RCFM rules.

Once your RCFM Application has been submitted, you will see the RCFM Application Payment Form, also under Applications and Forms.

From the left menu > under Credentials > Applications and Forms > choose RCFM Application Payment Form

You will need to complete, submit and confirm the payment form.

IFMA will review your application and you will be notified of the outcome by email. You should allow approximately 30 days for processing and receipt of your RCFM certificate packet.

FMP Application

When a candidate has completed all four FMP final assessments, he/she becomes qualified to apply for the Facility Management Professional Certificate. Please note it takes a minimum of 48 business hours for all courses to move into the CAMP record and for the FMP application to be visible. It can take longer in some instances.

The final step in the process is to submit the FMP Application with payment through IFMA's new **Credential Application and Maintenance Program (CAMP)**. The non-refundable application fee is US$140 for Professional/Associate Members, US$115 for Young Professional Members and US$250 for Nonmembers.

Please Note: When you first access CAMP, log in to your existing credential account using your IFMA.org username and password. (Do not create a new account. Your login for CAMP will be different from the login information used to access the FMP program.) If you need assistance with your username and/or password, please email credentials@ifma.org or call IFMA at +1-713-623-4362.

Please allow **3-4 business days** before attempting to access your application to make certain that your assessment results have been updated in CAMP.

To access the FMP Application:

- Go to: www.ifma.org/my-account/camp
- Update Personal Information
- From the left menu, under **Credentials > Applications and Forms > choose FMP Application**
-

To submit payment electronically:

- After submitting your application, you will see the **FMP Application Payment Form**, also in the Applications and Forms tab.
- The payment forms are broken down for Member, Nonmember and GSA. If you are an employee or contractor working for the federal government, you may be eligible for the GSA program. If you do not see the GSA payment form and believe that you are eligible to use this form, please contact the IFMA Credentials Department at +1-713-623-4362.
- Open the form and choose "Submit." Enter the information, **"Submit,"** and then "Confirm."
- The completed form will move to Completed Forms.
- After making the payment, you will be able to pull your **receipt from the "Order History" tab.**

Once your application is submitted, IFMA will verify your results. Verification may take up to **30 business days**. Once approved, you will be awarded your IFMA FMP Credential.

SFP Application

When a candidate has completed all three SFP final assessments, he/she becomes qualified to apply for the Sustainability Facility Professional Certificate. Please note it takes a minimum of 48 business hours for all courses to move into the CAMP record and for the FMP application to be visible. It can take longer in some instances.

The final step in the process is to submit the SFP Application with payment through IFMA's new **Credential Application and Maintenance Program (CAMP)**. The non-refundable application fee is US$140 for Professional/Associate Members, US$115 for Young Professional Members and US$250 for Nonmembers.

Please Note: When you first access CAMP, log in to your existing credential account using your IFMA.org username and password. (Do not create a new account. Your login for CAMP will be different from the login information used to access the FMP program.) If you need assistance with your username and/or password, please email credentials@ifma.org or call IFMA at +1-713-623-4362.

Please allow **48 business hours** before accessing your application to make certain that your assessment results have been updated in CAMP.

To access the SFP Application:

- Go to: www.ifma.org/my-account/camp
- Update Personal Information
- From the left menu, under **Credentials > Applications and Forms > choose SFP Application**
-

To submit payment electronically:

- After submitting your application, you will see the **SFP Application Payment Form**, also in the Applications and Forms tab.
- The payment forms are broken down for Member, Nonmember and GSA. If you are an employee or contractor working for the federal government, you may be eligible for the GSA program. If you do not see the GSA payment form and believe that you are eligible to use this form, please contact the IFMA Credentials Department at +1-713-623-4362.
- Open the form and choose "Submit." Enter the information, **"Submit,"** and then "Confirm."
- The completed form will move to Completed Forms.
- After making the payment, you will be able to pull your **receipt from the "Order History" tab.**

Once your application is submitted, IFMA will verify your results. Verification may take up to **30 business days**. Once approved, you will be awarded your IFMA SFP Credential.

Accessing Receipts

After completing the payment for any item in CAMP, you will be able to pull your **receipt from the "Order History" tab.** Click on the order to open. Choose the **"Show Receipt"** link to see the receipt. The receipt may be copied and pasted into an email.

CEU Transcript

Currently, CEU Transcript Reports must be pulled from IFMA's membership database by an individual from our Member Services Team. Individual CEUs can be checked and records printed from the CAMP program. CEUs can be found under **Transcripts > Completed Forms.** Open the CEU record and cut and paste into a word document or email.

Publish Your Credential

This feature allows credential holders to securely verify their credentials to third parties, such as employers. Individuals are sent a secure link and authorization code which allows them to view the authentic verification report of the candidate's credential status.

For additional security, the link has a configurable expiration date and maximum view limit. Once credentialed in a program, candidates can have a credential status report sent to a recipient of their choice. Choose "**Publish Credentials**" from the left hand menu under **"Credential Progress"**. Choose and enter a recipient email address, insert a message and check the agreement box. Then choose "**Publish Report**". The recipient will receive a message containing a secure link which will verify the credential.

IFMA Online Credentials Registry

IFMA's Public Credentials Directory allows individuals to verify credentials by name, city, state or country. Results show active credential holders, the credentials they hold and the initial privilege dates of each.