

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

Contents:

Introduction to CAMP	2
Logging In	3
CFM® Exam Application	4
CFM Exam Re-take Application	6
CFM Exam Extended Eligibility	7
CFM Recertification Process	8
Retired CFM Application	10
FMP® Application	12
SFP® Application	13
Accessing Receipts	14
CEU Transcript	14

Introduction to CAMP

Welcome to IFMA's Credentials 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 Points
- 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

The CAMP Website:

www.ifma.org/my-account/camp

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

DO NOT CREATE A NEW ACCOUNT. YOUR CREDENTIAL AND MEMBERSHIP INFORMATION ARE IN THE RECORD, WHICH HAS ALREADY BEEN ESTABLISHED IN CAMP.

*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 purchases

If you have not established your IFMA membership login, you may call +1-713-623-4362 or email credentials@ifma.org to receive assistance with your login information.

When you initially log in, you will open a page with the following link: “Click here to manage your credentials”. Choose this link to enter the website. You will be required to update your personal information before the left menu populates.

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.

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. Continuing education is required during the last five years, plus a minimum of two references as well as a brief essay regarding the candidate's desire to become a CFM.

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. The candidate must choose "Edit" in order to enter additional information. 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 approved.

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.

Please note that both 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 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.

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

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 Exam Re-take Application

Candidates who are unsuccessful with the CFM Exam have up to one year from the date of the exam to retake 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 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.

Please note that both 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 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.

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

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 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 Recertification Process

The Certified Facility Manager certification is valid for three years. In order to achieve recertification, CFMs are required to earn 120 maintenance points in at least two of the following four categories:

- I. Practice
- II. Continuing education
- III. Professional involvement
- 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

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 must choose the "**Edit**" button first.

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.

As you enter your points for each section, enter total points. Use the "Notes" field to indicate the item for which the points apply. Example:

Total Points for Section I:

60

Notes for Section I:

A 60

Total Points for Section II:

20

Notes for Section II:

A 10, J 10

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. You will need 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**.

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 in the application and 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.

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.

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\$130 for Professional/Associate Members, US\$105 for Young Professional Members and US\$210 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 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**," 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.

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\$130 for Professional/Associate Members, US\$105 for Young Professional Members and US\$210 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**," 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.

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**.