



# FMP GETTING STARTED GUIDE

## About the Guide

Welcome to IFMA's Facility Management Professional (FMP) Credential Program. This getting started guide contains a suggested study approach, instructions, and helpful hints that will support you as you undertake each section of the FMP. Whether you take instructor-led or e-Learning courses, each course contains the tools you need to help you to pass the FMP final assessments.

## The 4 courses that make up the FMP are:

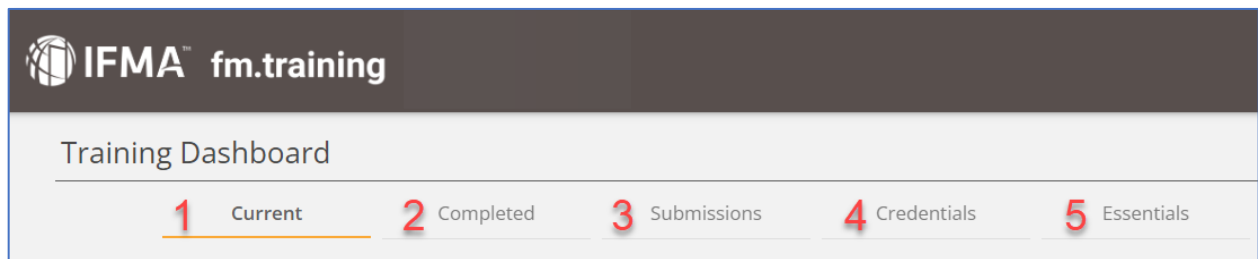
1. IFMA's Leadership and Strategy Course
2. IFMA's Finance and Business Course
3. IFMA's Operations and Maintenance Course
4. IFMA's Project Management Course

## SECTIONS IN THIS GUIDE

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# 1 Understanding the Training Dashboard

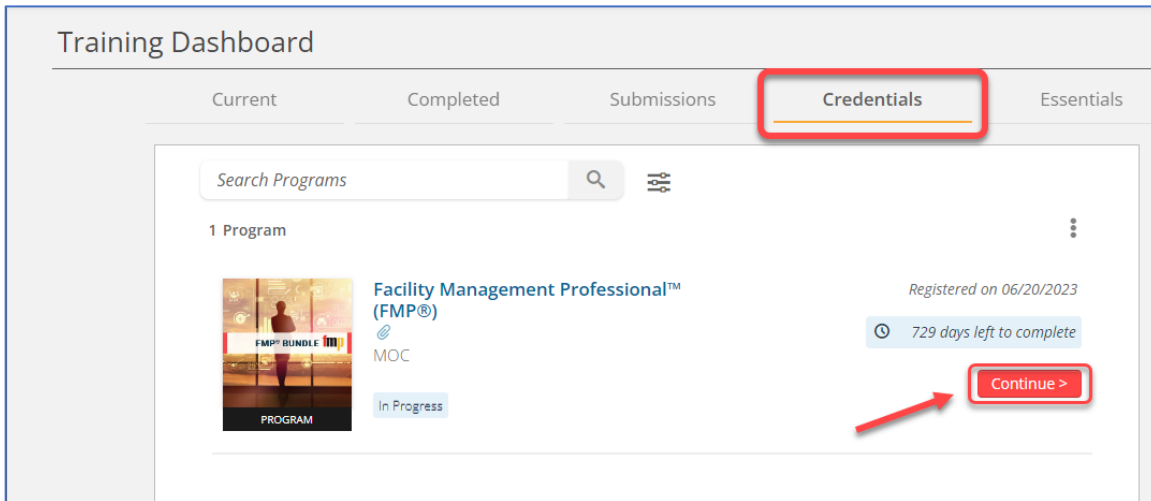
The Training Dashboard consists of several tabs: Current, Completed, Submissions, Credentials and Essentials.



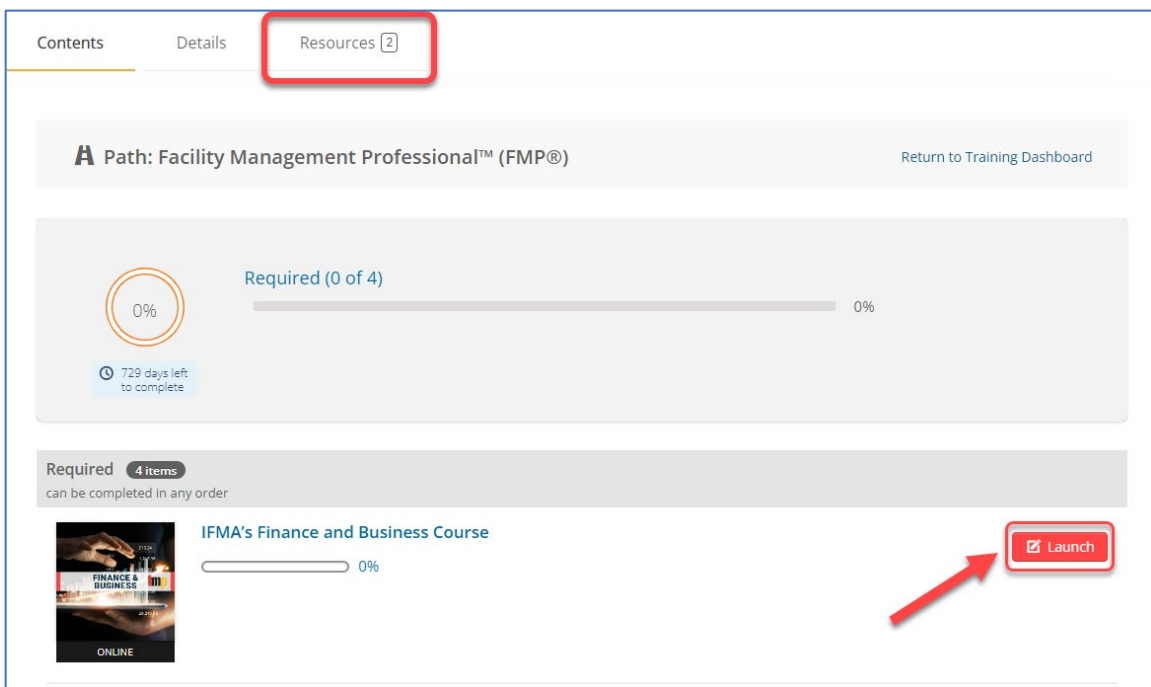
## Training Dashboard Components:

1. **Current Tab.** This area contains Not Started or In Progress courses. Once you are enrolled in or purchase a course, this is the area where you can launch or resume courses.
2. **Completed Tab.**
  - Contains all courses you have completed.
  - Download your certificate of completion.
  - View the course if you need to get course information.
  - If a course expires without completing it, it will be located here.
3. **Submissions Tab.** This area contains all your test scores for courses and any completed Instructor-led Training.
4. **Credentials Tab.** If you are taking an individual course or a Credential path bundle, this is where you can keep track of the progress of the required courses including when to apply for the Credential.
5. **Essentials Tab.** If you are taking the Essentials of FM modules, this is where you can keep track of all the modules to completion. Also, to print the certificate of completion for all 10 modules.
6. **Featured News.** Important alerts or events from IFMA.
7. **Messages.** Any messages that the system sends out to your email address, will also place them in the messages widget. (not seen in above picture)

## 2 Understanding the Credentials Tab



The **Credentials** tab is designed to track your progress once you have been enrolled into the Credential path as you complete the required courses to earn your credential. From the **Credentials** tab click on the red **Continue** button.



For further information regarding the course, including the FMP Getting Started Guide or the FM Introduction Video please click on the **Resources** tab at the top of this screen. To start the desired course, simply click on the red **Launch** or **Resume** button.

## Submitting Your FMP Application



Submit Application

100%

Proceed To Application  
Completed

Completion date: 05/27/2023 12:25

Confirm Application Completion:

Submit Your Application

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

## Enrolling into the Credential Path from an Individual Course via the Widget

You will not be able to see the Credential Path if you are only enrolled in an individual course. If you would like to add the Credential Path to your training dashboard, please review our step-by-step [Widget Guide](#) on how to enroll into the Credential Path.

### 3 How to Take a Course

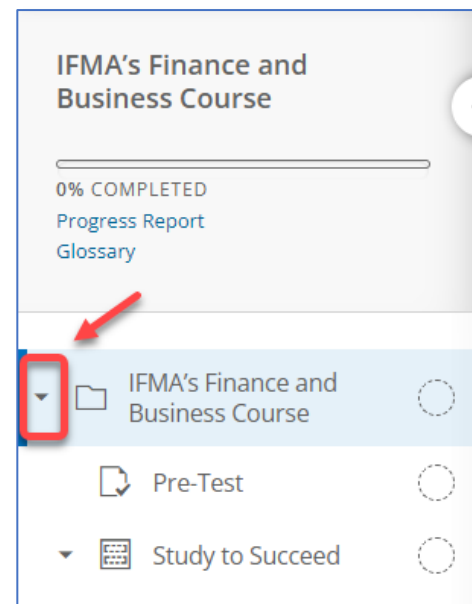
See a more detailed guide on how to take a course [here](#). Also please review [Understanding The Training Dashboard](#) to become more familiar with the [Course Player](#) and how to access your course information.

#### Understanding Course Steps

In the contents window of the course player, click to expand the main folder. This will extend the folder to see all the activities for a course. All FMP required courses have the same activities as shown below in the picture. Let us go over each activity.

#### Assess Your Current Knowledge

1. Whether you are taking the course as instructor-led or as independent eLearning, we recommend taking the **Pre-Test** first to help identify your current knowledge.
2. Click on **Pre-Test**.
3. Click on the red **Start** button and begin.
4. After you complete the **Pre-test**, you will be able to view your score on the last page of the test.
5. You can also find your scores in the activity **Analyze Your Progress**. Review the **Progress Report**. This report will always have your scores from your last attempt for the **Pre-Test** and **Final Assessment**. The chapter quizzes detail your highest scores for all attempts.



#### Study to Succeed

1. Now the real work begins. Studying!
2. Understand your study options – instructor-led or eLearning.
  - a. If you choose to take the course as instructor-led, you will receive a printed participant manual as well as having access online to all the eLearning modules, assessments, flashcards, and case studies. You are required to: 1. Pass the final assessment to complete the course and, 2. Record your feedback on the evaluation to make the certificate of completion appear for print or download.
  - b. If you select to take the course through eLearning, you will have access online to all the eLearning modules, assessments, flashcards, and case studies. You are required to: 1. Review all eLearning modules, 2. Pass the final assessment to complete the course and, 3. Record your feedback on the evaluation to make the certificate of completion appear to print or download.

3. Enhance your knowledge by engaging in the course activities online.
  - a. **Course Content.** Either from the instructor-led class or the eLearning modules, read the chapters, use the course activities and resources to apply your knowledge.
  - b. **Chapter Quizzes.** Assess your retention and comprehension so you can pinpoint any knowledge gaps immediately.
  - c. **Case Study.** Check your ability to apply course concepts with the online case study. This exercise provides a real-world application of selected course content.
  - d. **Flashcards.** Reinforce your memory of key concepts and terminology. The flashcards are available online and may be printed for offline practice.

## Study Resources

1. **Student Guide (Flipbook) English Only**
2. **Student Guide (PDF) English, Chinese, Spanish Versions.** As a resource, we provide student guides for viewing and downloading. If you decide to print the downloaded document, a watermark will appear across each page.
3. **Course Corrections.** At times, we may need to alert you to course content issues or revisions.

## Analyze Your Progress

8. Let's say you've taken the pre-test a couple of times, completed all the chapter quizzes and you want to see what chapters/topics you could use some extra time studying to maximize your performance on the final assessment.
  - a. Click on the **Progress Report** at the top of the **Progress** bar to analyze your progress within the course.
  - b. Review all your scores for the pre-test and chapter quizzes. If you have any scores lower than 50% of the number of questions correct for a chapter topic, we highly recommend additional study time in those areas.
9. We also suggest reviewing your **Progress Report** before taking the **Final Assessment**. It's important to note that you are limited to three (3) attempts for the **Final Assessment**. If you fail all three attempts, you will be locked out of the **Final Assessment** for 30-days to allow you additional study time to prepare for your next attempt. This process repeats until the expiration date of the course or until you pass.

## Pass Your Test

1. When you have studied the course content enough to feel confident of your understanding and skills, take the **Final Assessment**.

COURSE TITLE	NUMBER OF QUESTIONS TO ANSWER CORRECTLY TO PASS THE FINAL ASSESSMENT	TOTAL NUMBER OF QUESTIONS IN THE FINAL ASSESSMENT	TIME LIMIT ON FINAL ASSESSMENT
Finance and Business	24	31	80 minutes
Leadership and Strategy	22	28	70 minutes
Operations and Maintenance	30	39	100 minutes
Project Management	37	48	120 minutes

2. **Final Assessment passing** scores (or number of questions to be answered correctly) and times to take the assessment vary by course. Please review the table below carefully.
3. To access the test, click on **Final Assessment**. Please review **Pass Your Test** on the course page for important information regarding assessment requirements.
4. Click on the red **Start** button and begin. Remember that **Final Assessments** are time limited.
5. Review all the instructions for the **Final Assessment**. The **Final Assessment** is different from the **Pre-Test** and **Chapter Quizzes** in several ways:
  - a. **Final Assessment** questions are unique and not found in any other test or quiz.
  - b. The **Final Assessment** is a timed test.
  - c. There is no rationale or feedback provided.
  - d. You will not see right or wrong answers.
  - e. You must take the test in one sitting. There is no way to pause a test administration.
  - f. All questions are randomized and not grouped by chapter topic on each attempt.
  - g. The distractors are randomized on each attempt.
6. Try your best on each attempt of the **Final Assessment**. **You only get three attempts to pass the Final Assessment. If you fail all three attempts, you will be locked out of the Final Assessment for 30 days. The process repeats until the expiration date of the course.**
7. After the test: If you passed, Congratulations! Only a couple more steps to go!
8. If, on your third attempt, you did not pass don't worry. You have 30-days to study. Start with pulling your **Progress Report** to review all your scores to see where you need to study.
9. After completing your **Final Assessment**, you will be prompted to complete an **Evaluation** of the course experience. Click on the red **Start** button to begin the **Evaluation**. **Evaluations** are not required but encouraged.
10. To view your **Certificate of Completion**, click on the **Completed** tab of the training dashboard. Click **View Certificate** to be able to view and print your certificate of completion. This is the certificate for the completion of the course and does not represent your FMP Credential certificate.

## 4 System Requirements (Browser Recommendations)

IFMA's FMP courses and study components are delivered through [fm.training](https://fm.training) and for the best results we recommend you have:

1. A computer or mobile device to view all learning modules and activities.
2. A strong internet connection

### Internet Browser Versions

[fm.training](https://fm.training) will operate using the browsers listed below, but typically runs best in the latest versions. **Chrome or Firefox are the preferred browsers.**

[Chrome](#) | [Firefox](#) | [Microsoft Edge](#) | [Chrome for Mac/Apple Devices](#)

*Internet Explorer and Safari are buggy. We recommend not using these internet browsers.* You may find it helpful to have more than one browser installed on your computer. If you run into problems using one browser, moving to another browser may resolve your issues.

**Required Browser Settings** The following browser settings should be selected:

[Enable Cookies](#) | [Enable JavaScript](#) | [Do not block pop-up windows](#)

**Note:** In some browsers, you can make an exception for [fm.training](https://fm.training) if you don't want to use these settings for all websites.

Instructions for personalizing your browser settings are available via the following links:

[Firefox help](#) | [Chrome help](#) | [Microsoft Edge help](#)

### Recommended Browser Add-ons

The following add-ons may need to be installed if your browser is not already configured with them:

- **Java** may need to be installed and enabled in your browser for features used by some. You will typically see a warning if you need to install or upgrade Java. [Download/Check Java](#).
- **Adobe PDF Reader** and PDF browser plugin will let you view PDFs in a browser window without opening a separate program. [Download Adobe Acrobat Reader](#). The download includes the browser plugin. To install this plugin, just follow prompts.



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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](mailto:Credentials@ifma.org)

