



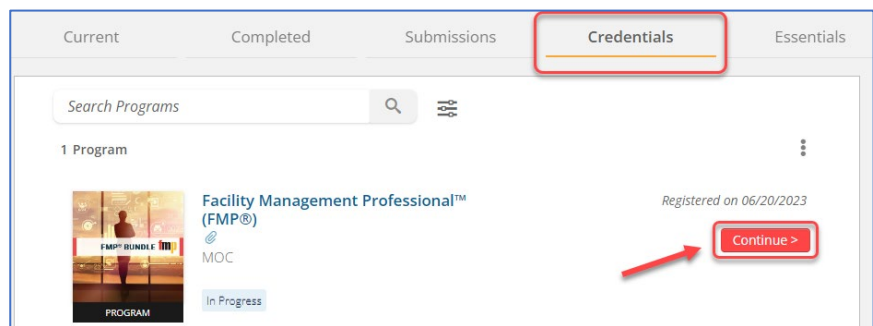
# HOW TO TAKE A CREDENTIAL COURSE

## SECTIONS IN THIS GUIDE

- 1 Accessing Your Course
- 2 Launching Courses
- 3 Final Assessment and Course Completion
- 4 To Print or to View Certificate
- 5 Submit Credential Application
- 6 Online Help Desk

## 1 Accessing Your Course

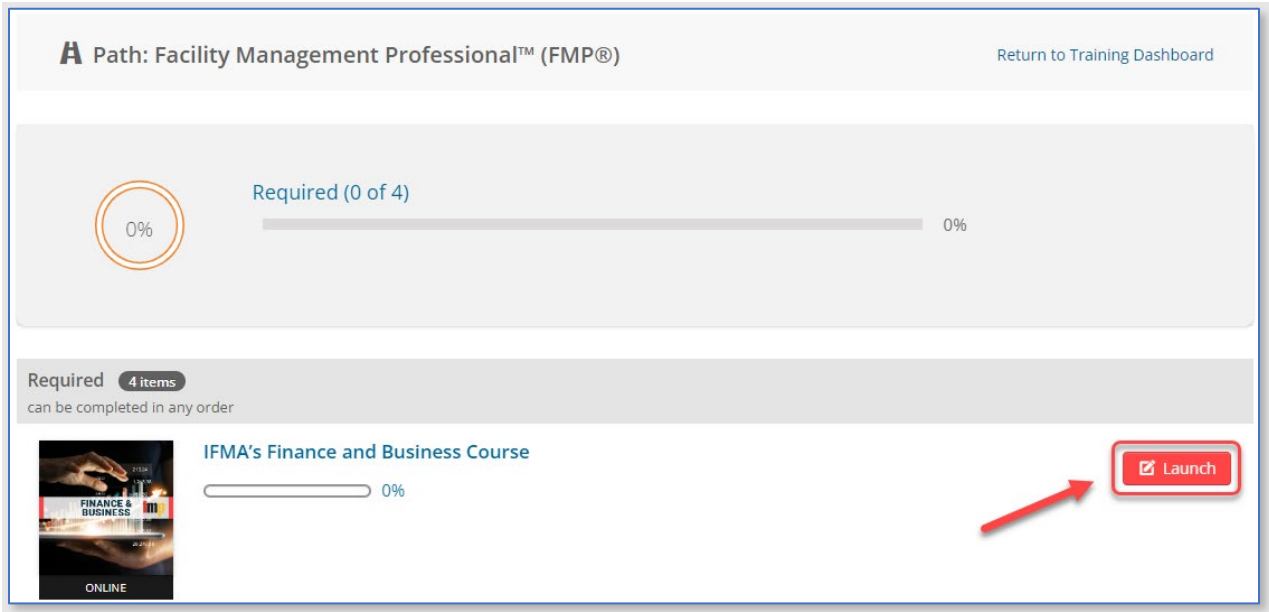
1. From the home screen, click on the yellow **Sign In** box to login to your account.
2. Click on the yellow **Go to Your Training Dashboard** box to access courses.
3. Click on the **Credentials** tab on your training dashboard.
4. Click on the red **Continue >** button.



## 2 Launching Courses

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

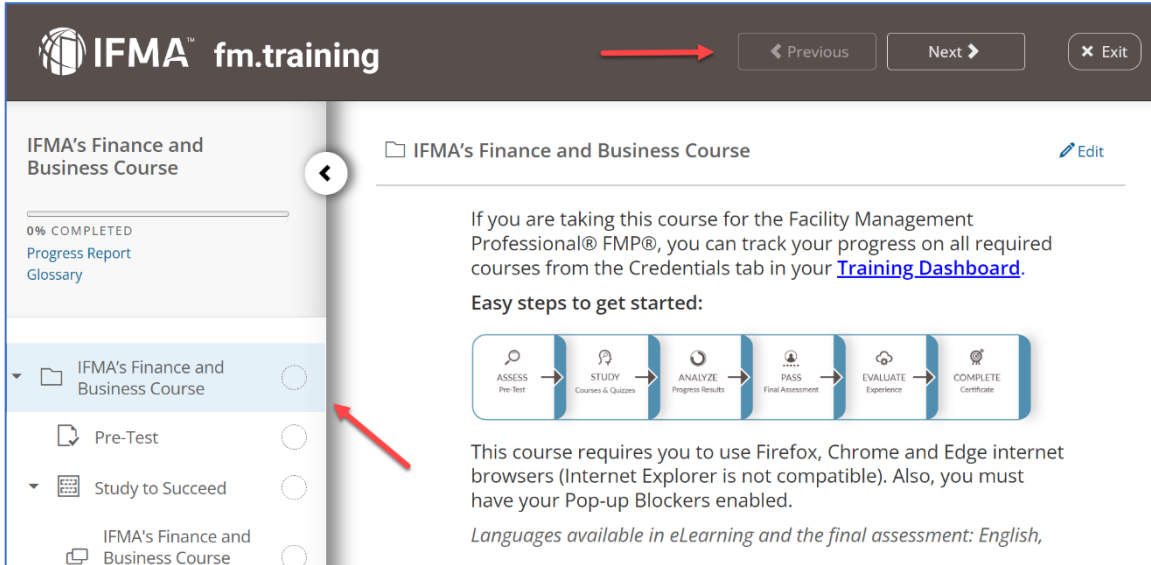
1. Click on the red **Launch** button to open the course.



The screenshot shows the 'Path: Facility Management Professional™ (FMP®)' dashboard. At the top right is a 'Return to Training Dashboard' link. Below the path name is a progress indicator showing 'Required (0 of 4)' with a 0% completion rate. A list of 'Required' items follows, with a note that they 'can be completed in any order'. The first item is 'IFMA's Finance and Business Course', which has a 0% completion rate. A red arrow points to a red 'Launch' button with a checkmark icon, located to the right of the course title.

\*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.



The screenshot shows the IFMA fm.training course interface. The top navigation bar includes the IFMA logo, 'Previous' and 'Next' buttons, and an 'Exit' button. The sidebar on the left displays the course title 'IFMA's Finance and Business Course' with a progress indicator at 0% completed, and links for 'Progress Report' and 'Glossary'. Below this, a list of course items is shown, including 'Pre-Test', 'Study to Succeed', and 'IFMA's Finance and Business Course'. A red arrow points to the 'Study to Succeed' item. The main content area features the course title, a brief introduction, and a section titled 'Easy steps to get started:' which includes a flow diagram with six steps: ASSESS (Pre-Test), STUDY (Courses & Quizzes), ANALYZE (Progress Results), PASS (Final Assessment), EVALUATE (Experience), and COMPLETE (Certificate). Below the diagram, there are instructions about browser compatibility and language options.

\*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](mailto:corporateconnections@ifma.org).

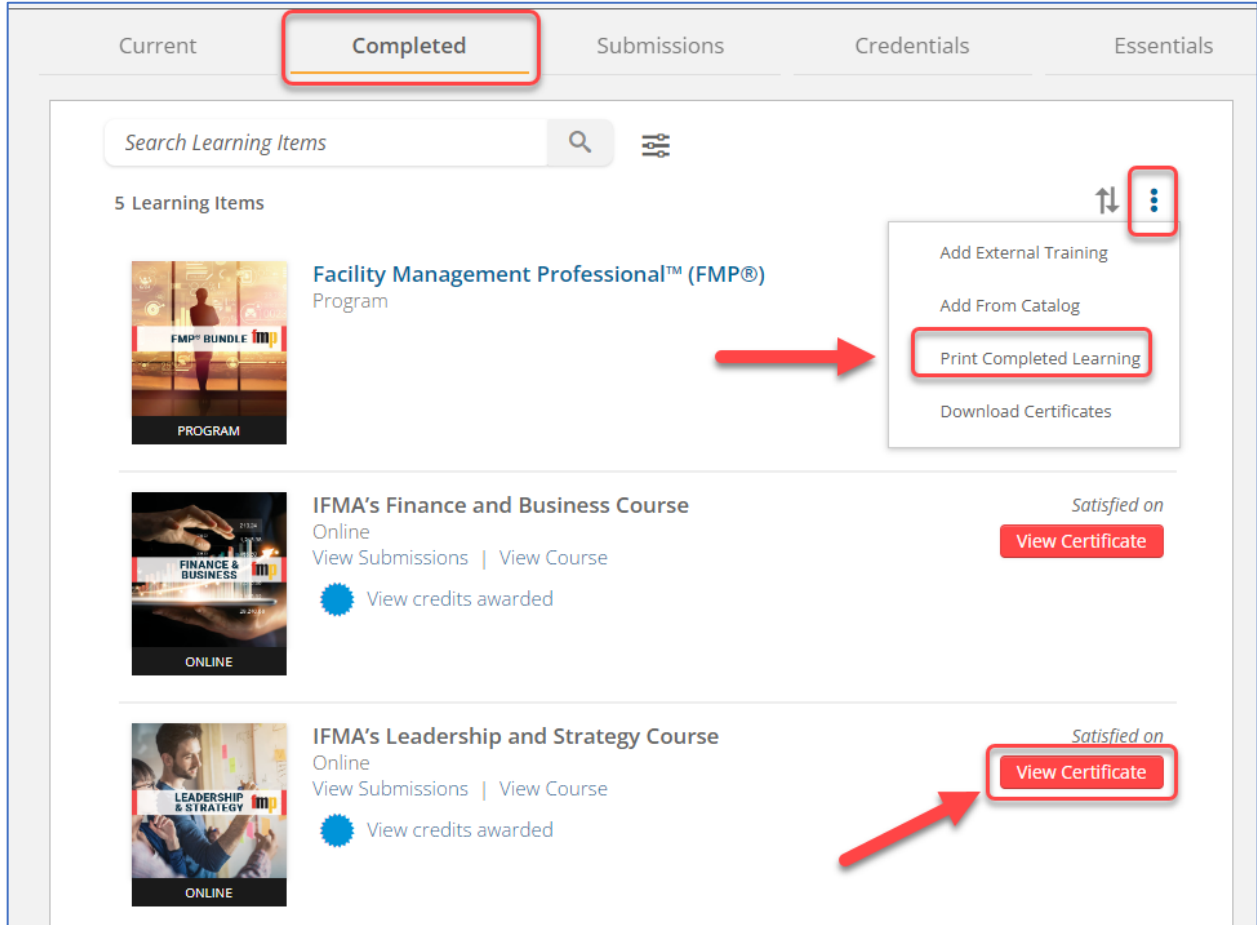
### 3 Final Assessment and Course Completion

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**.

## 4 To Print or to View Certificate



The screenshot shows the 'Completed' tab selected in the top navigation bar. Below the search bar, there are 5 learning items. The first item is 'Facility Management Professional™ (FMP®) Program'. A red arrow points from this item to a dropdown menu that is open, showing options: 'Add External Training', 'Add From Catalog', 'Print Completed Learning' (highlighted with a red box), and 'Download Certificates'. The second item is 'IFMA's Finance and Business Course' with a 'View Certificate' button. The third item is 'IFMA's Leadership and Strategy Course' with a 'View Certificate' button. A red arrow points from the 'View Certificate' button of the third item to the right.


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% completion.
- A 'Proceed To Application' status with a green 'Completed' tag.
- A 'Completion date' field showing '05/27/2023 12:25'.
- A 'Confirm Application Completion' checkbox, which is currently unchecked. A red arrow labeled '1' points to this checkbox.
- A 'Submit Your Application' button, which is highlighted in orange. 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](mailto:Credentials@ifma.org)

