CAMP² USER GUIDE

IFMA'S CREDENTIALS APPLICATION AND MAINTENANCE PROGRAM

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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.
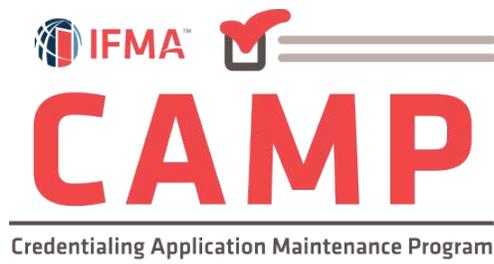
Logging In

Log in Directly to the CAMP Website:

https://www.ifma.org/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 purchase

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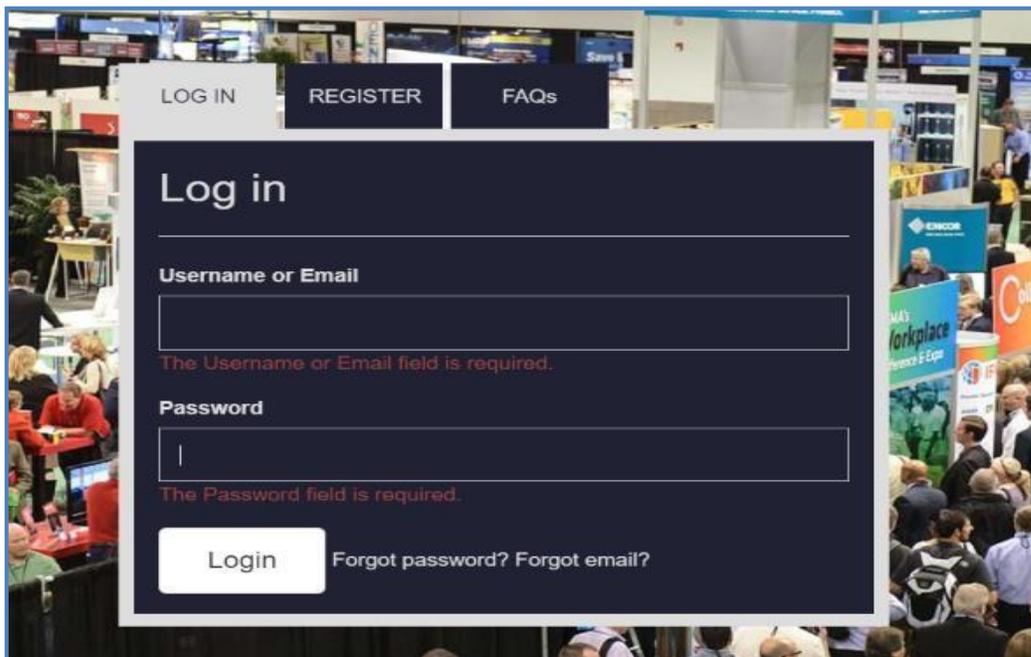©IFMA™
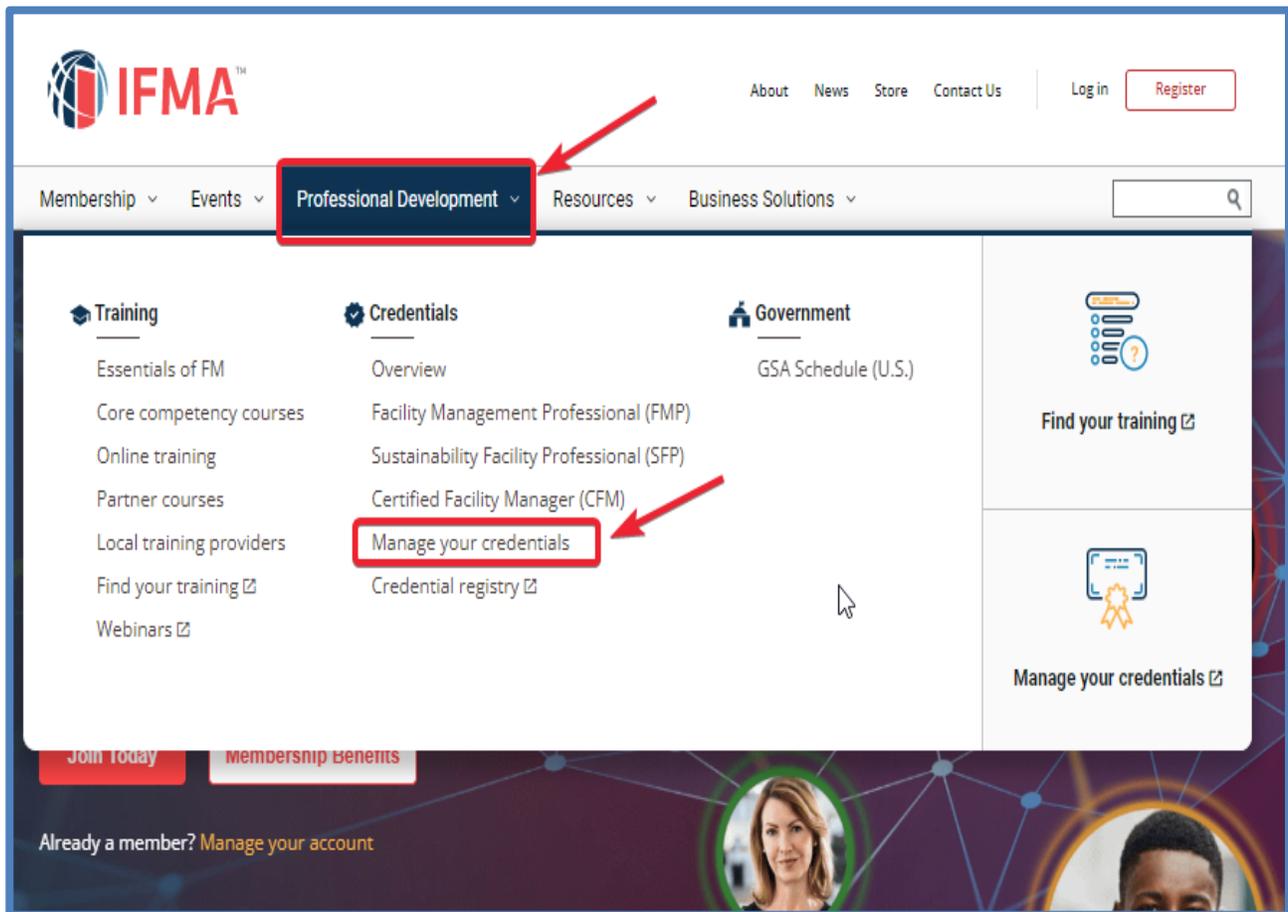
Previously Logged In:
If you have previously logged in**,** and don't have your PW, choose "forgot password". You will receive a link to reset the PW. Select the link provided, this will take you back to the IFMA Home Page.

Never Logged In:
If you have never logged into CAMP, ifma.org, or the IFMA online training site, using your email address, you will need to register your email as your Username, to proceed with accessing the CAMP account.

Log In Error:
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.


Please check and verify your personal information before continuing into the program. If any corrections must be made, you will need to go back to the IFMA Membership Program to update and make changes.

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

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.

You may click on either the Begin CFM Application button or click on Applications in the toolbar to access the application.
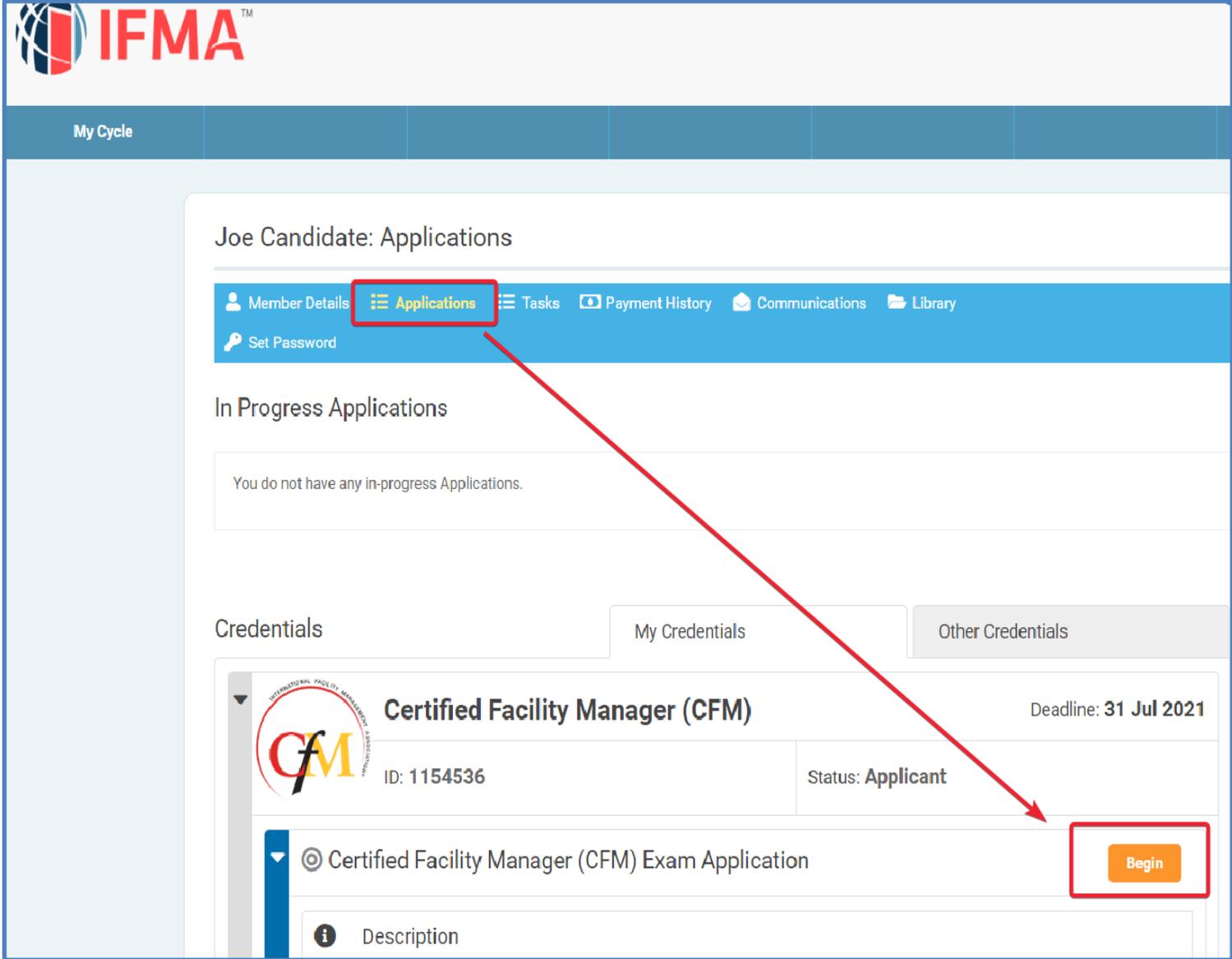
Step 1: Determine Eligibility

In the application pathway section, you will need to determine which option best describes your experience.

Option 1: Requires a bachelor's degree or higher in Facility Management and three years of experience in facilities management.

Option 2: Requires at least five years in facilities management, with no specific educational requirements.

The required selections will be subject to change based on the option that has been selected.

Step 2: Education History, for those who qualify for Option 1

If you have chosen **Option 1**, please complete the Education History section by selecting the **"+ Add Education History**" button. A pop-up window will appear to complete the required fields.

Note: If you have chosen Option 2, you may bypass this section as your review will be based solely on your work history.

Step 3: Work History

All application pathways must complete the Work History section. This requires adding employment history, position held, supervisor's contact information, and listing major responsibilities.
> *Note when adding dates if you are currently present in your job add today's date.*

Step 4: Experience Summary

All application pathways must complete the Experience Summary by selecting the "Add Experience" button to open the required window.
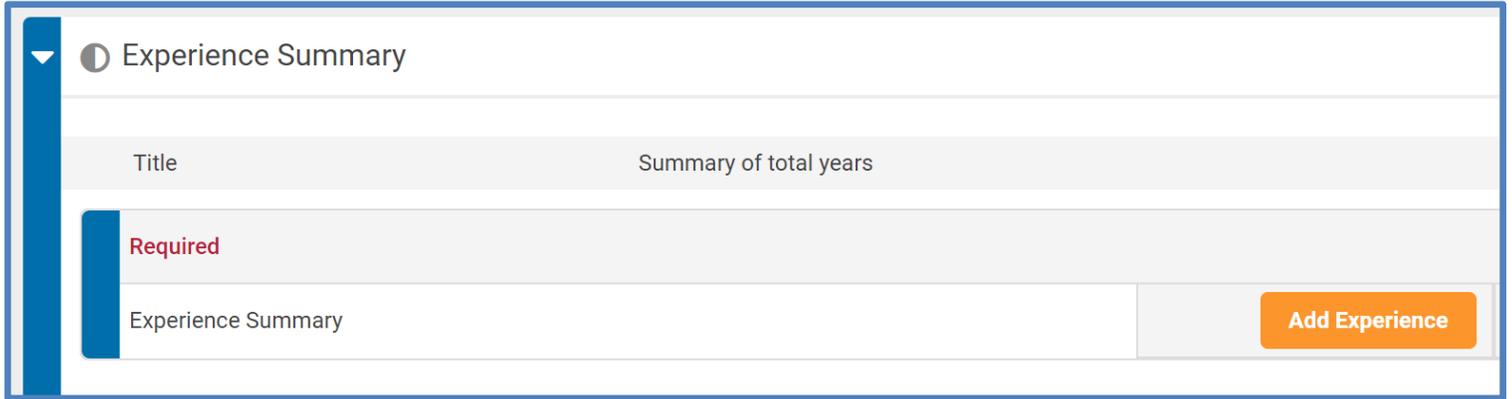
This window will include all 11 competency areas, you will need to add the number of years of experience you have in each area. Use the drop-down box to select the range.

Step 5: Green Check Mark Signal

Once all the sections have turned green, the top part of your application will have a green checkmark indicating it is ready for submission. Select "Submit" to be prompted to the application terms and conditions.
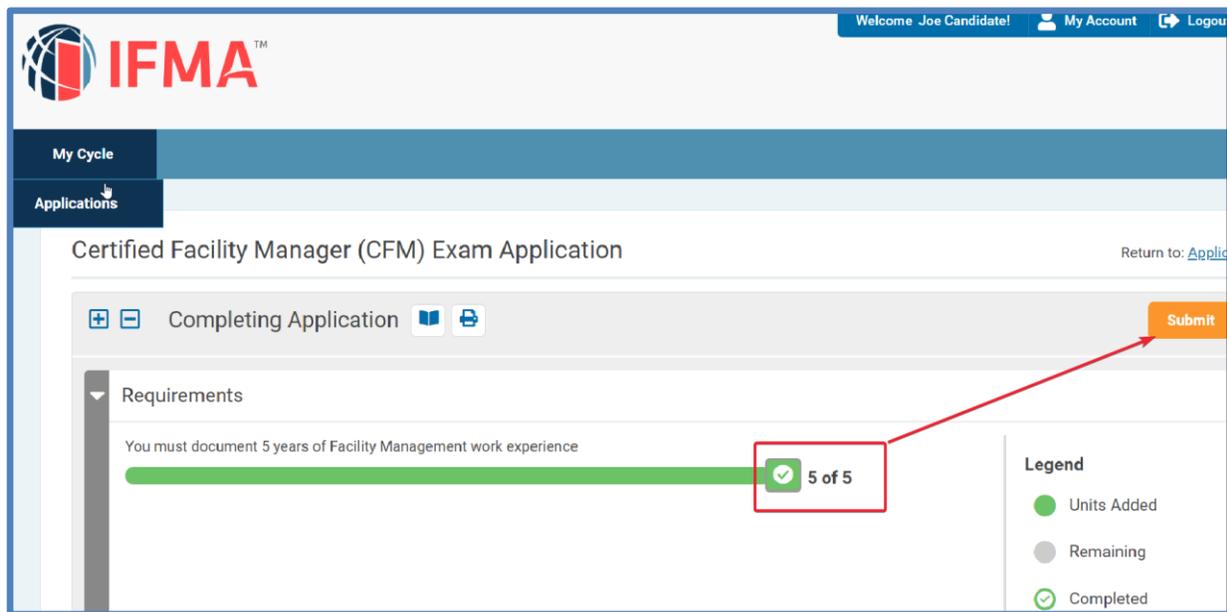
Step 6: Application Terms and Conditions

The following window will have several sections that outline the rules and regulations. Complete each section accordingly.

Certified Facility Manager (CFM) Exam Application: Complete Application: Code of Conduct ✕

Code of Conduct	I shall have as my primary goal developing and managing safe, human, and functional work spaces. I shall integrate the needs of management with the needs of people in the workplace to develop and manage humane and effective work environments.
Rules and Regulations ›	I shall have as an achievable goal maintaining objective, professional judgments. I shall not compromise this judgment by undertaking any activity, accepting any contribution or having any conflict of interest that would prevent acting in the best interest of my employer, clients, or those people for whom I provide or maintain workplaces.
Release of Information ›	I shall practice in a manner that supports the rights of employers, employees and clients, and shall not discriminate because of race, sex, creed, age, religion, disability or national origin.
Special Exam Accommodations ›	I shall continually seek new information to maintain and upgrade my professional skills relative to the design, construction, maintenance and management of the physical environment as it relates to people and work processes.
Finalize Application ›	

I have read and agree to adhere to the CFM® Code of Conduct and will comply with the disciplinary and appeals process.*:

Select Attestation Code of Conduct ▾

‹ Previous   Next ›

Step 7: Confirm Payment Details

This window will require you to review your information. This includes verifying your shipping address. If you are not able to proceed with this window. You may have missing information, please review Troubleshooting on page 28 to fix the issue.

Confirm your Payment Details:

- Verify the country listed is correct. (If you receive an error refer to pg. 28)
- Verify if your membership status is correct.
- GSA pricing is only for United States Federal Government Employees
  - If you do not qualify, click: No, I am not eligible by using the drop-down box. Only enter your email if you are a Federal Employee.
- Verify that the name on the CAMP platform is correct. **Note the way it is displayed will be the same on the certification. Contact** credentials@ifma.org if you need to make any changes.
- Include a contact phone number to reach out for shipment reminders or issues.
- Confirm your shipping address.

Section 2: Confirm Credential
The following window will require you to confirm the credential that you are applying for.

Step 8: Pay Fees

All credit card payments select "Pay Fees."

All other transactions please contact credentials@ifma.org if you need wire or check instructions.

All application fees are non-refundable please see below to determine fees. Tiered pricing is available for application submissions, fees are based on region.

To determine which fee applies to you, view the Tiered Pricing Chart in the Appendix on page 29. Find the country associated with your address and determine the applicable fee. Discounted rates apply to tiers 2 and 3.

Prices effective July 5, 2023

Tier	CFM Application Fee in USD	
	Member	**Non-Member**
1	$595	$880
2	$476	$704
3	$369	$546
GSA	$529.49	$529.49

After submitting your CFM Application

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 through the 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". A rejected application will have a note attached explaining why the form was rejected.

CFM® Ethics Training Requirement

All CFM Exam Applicants are 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.

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.

If a CFM's employer has an Ethics Assessment which employees take as part of in-service training, and the course covers the 10 required principles (see CFM Handbook), it can be submitted to meet the requirement.

CFM® Exam Extended Eligibility

Candidates who are approved for the CFM Exam have 90 days to schedule and take the exam. If a candidate needs to extend the exam period, this can be done by selecting the option online.
There is a $50 USD fee required for the Eligibility Extension.

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.

Click on Applications > Click View for the CFM Exam Application> scroll down to the end of the page to select Add activity on the Extension Request task group and the pay extension fee.
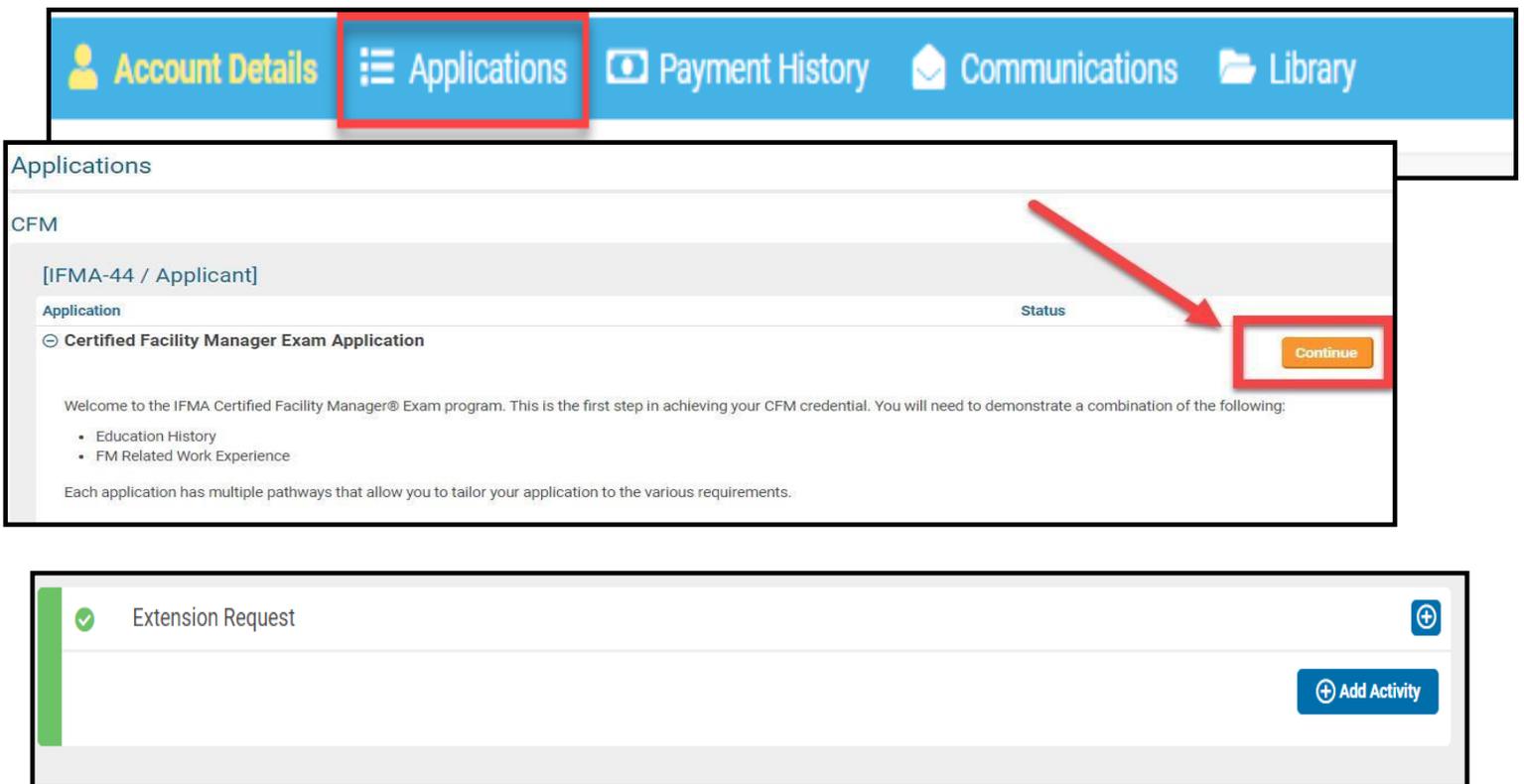
CFM® Exam Retake Application

Candidates who are unsuccessful in passing the CFM Exam have up to one year from the date of the first unsuccessful exam to retake the exam at a reduced fee. The fee is $265 USD for IFMA members and $365 USD for non-members.

After one year, the candidate will need to submit a new CFM application and make full payment for the CFM exam application fee.

To submit the Retake request, your report from Prometric must be uploaded to the original CFM Exam Application. Once IFMA has received the exam results the system will open to allow a request for retake within the original CFM Exam application.

Click on **Applications >** Choose **CFM Exam Application >** Select **Ready for Retest Action** and **Pay Fee.**
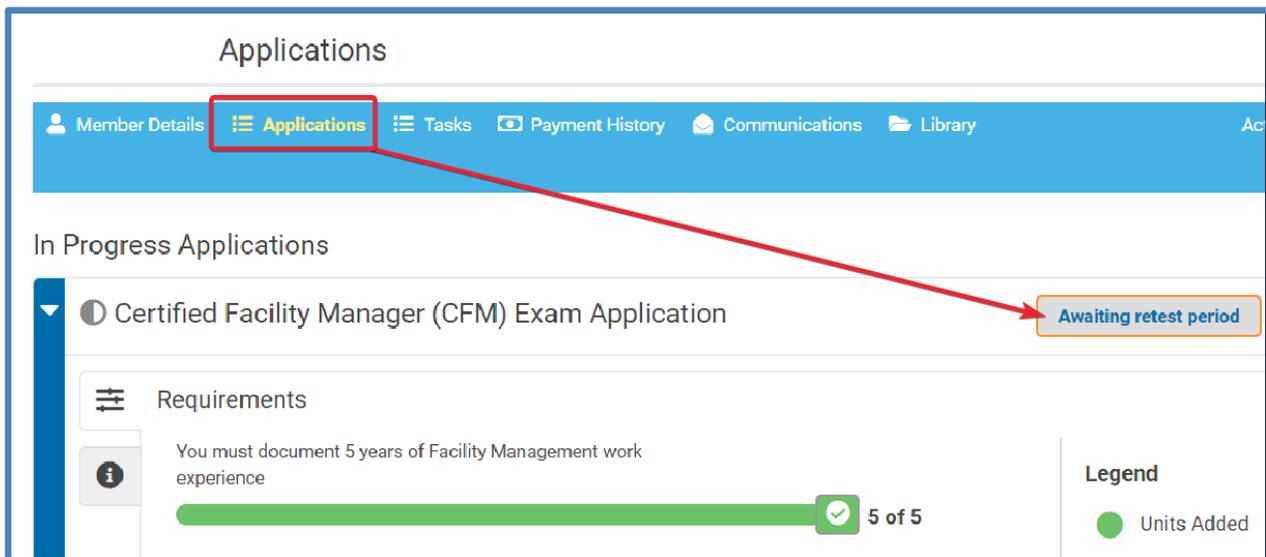
An email notice with scheduling instructions will be sent to the candidate when the application has been approved. This may take up to 21 days. The email will contain instructions for registering for the exam at a Prometric Testing Center.

Upon approval of the CFM Exam Retake 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 have six activities in at least two of the following four categories:

> FM Related Education
> FM Practice
> Professional Leadership
> Development of the Profession

The CFM Recertification Form can be used to track and upload information for the renewal process. To read over the required activities review [Retain your Status. Recertification Your CFM.](#)

Click on your dashboard **Applications.**
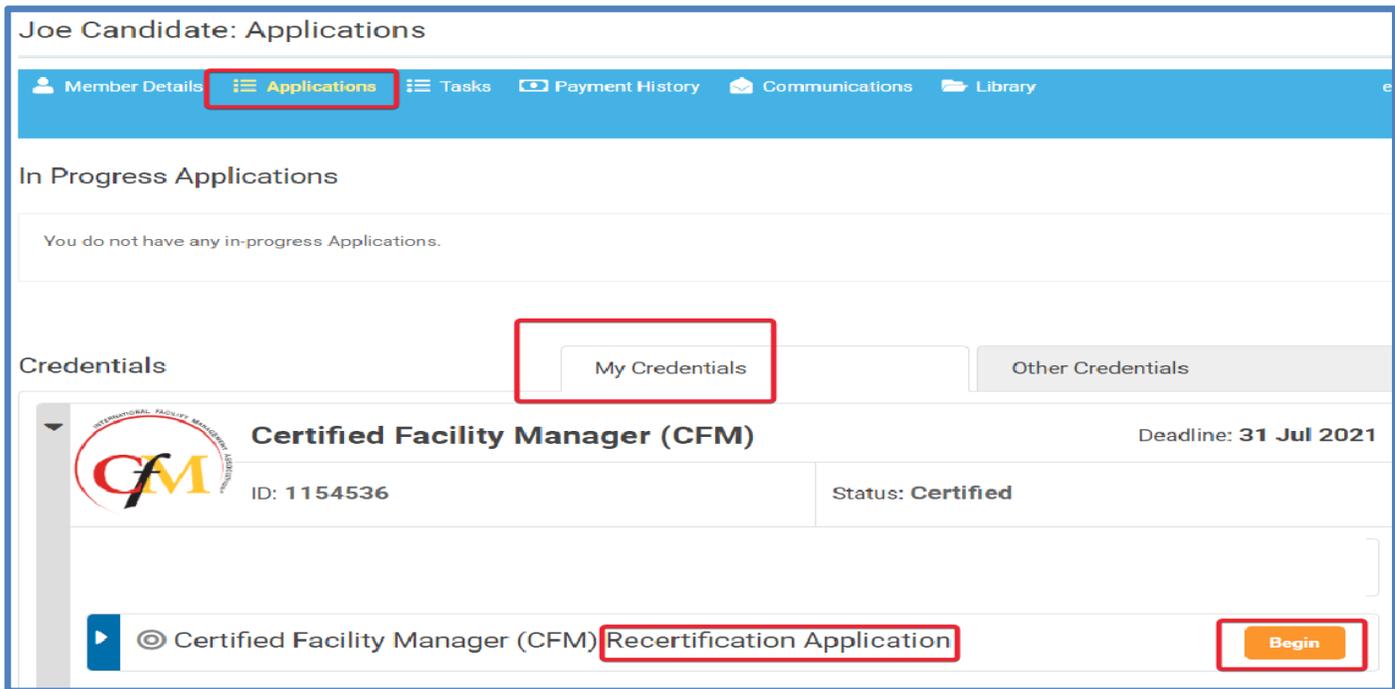
Once you begin, select to add activities in the task group and review the list of maintenance activities. Complete each task from the categories listed above. Once the requirements are satisfied the application will give you a green checkmark to proceed through the submission process.

1. Press Submit, the orange button in the top right.
2. Verify Payment details.
3. Enter GSA Information if applicable and answer "Yes" to GSA Pricing.
   A valid email is required for GSA pricing.
4. Complete the payment online.

RCFM© (Retired) 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 ANAB, ANSI National Accreditation Board 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 Retired CFM

Click on Applications on your dashboard.
Select Retired CFM under CFM arrow to begin your application.
IFMA will review your application. Applications for RCFM are not processed until the end of the active CFM period. You will be notified when the application is processed and will receive your RCFM certificate packet.
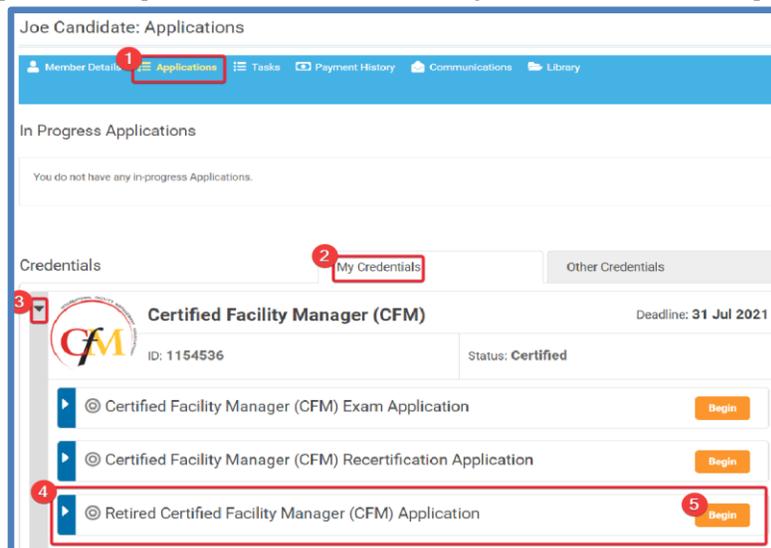
FMP® Application

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 Credential Application and Maintenance Program (CAMP). The non-refundable application fee is $140 USD for professional/Associate members and $250 USD for non-members.

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.) If you need assistance with your username and/or password, please 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.

Step 1: From the top left Click on "**My Cycle**" then "**Applications**" on your dashboard.

Step 2: Locate the Facility Management Professional (FMP) Application and select **"Begin."**

Step 3: Ensure all the prerequisite courses are posted. Click **"Submit"**
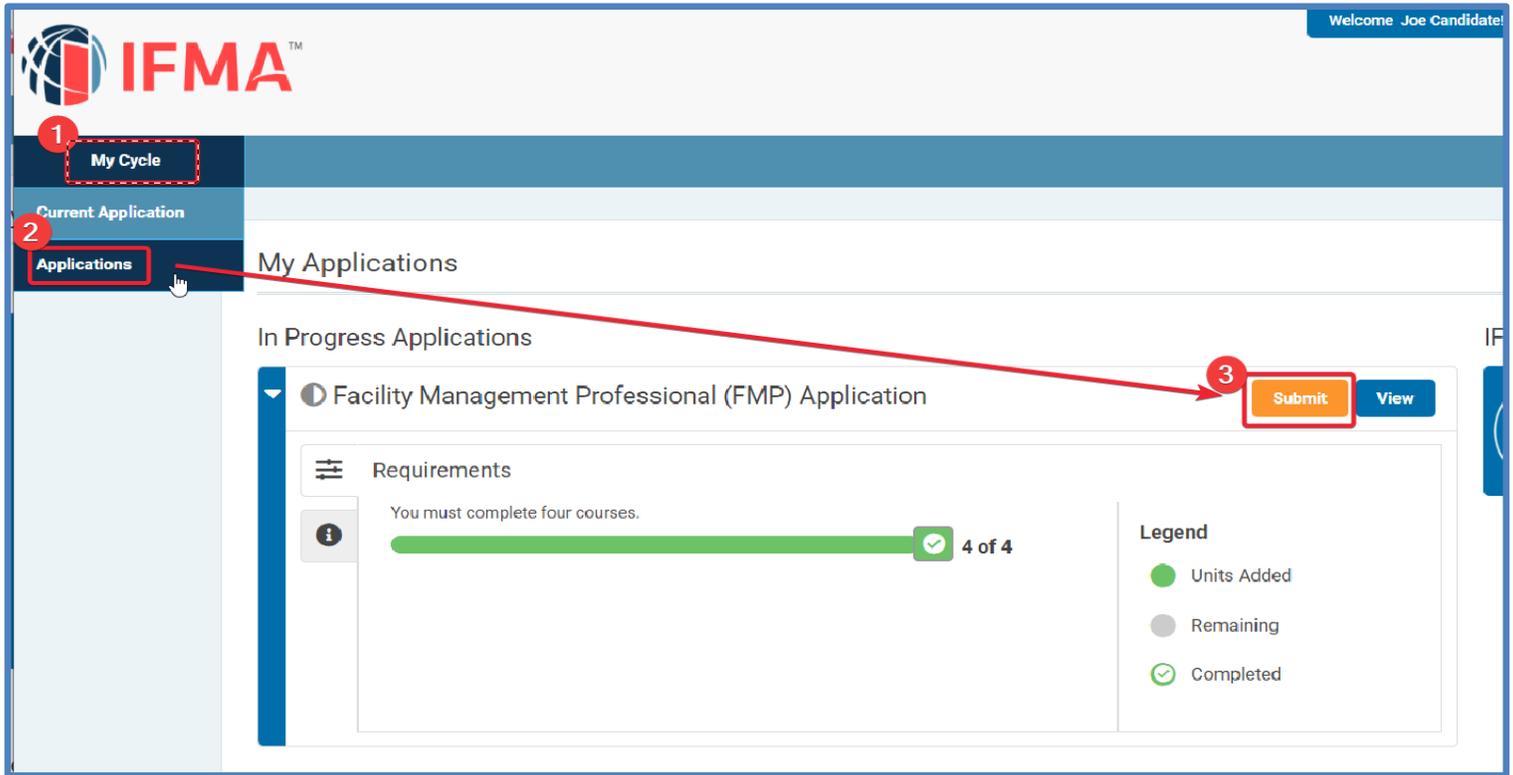
Step 4: Application Terms and Conditions

The following window will have several sections that outline the rules and regulations.
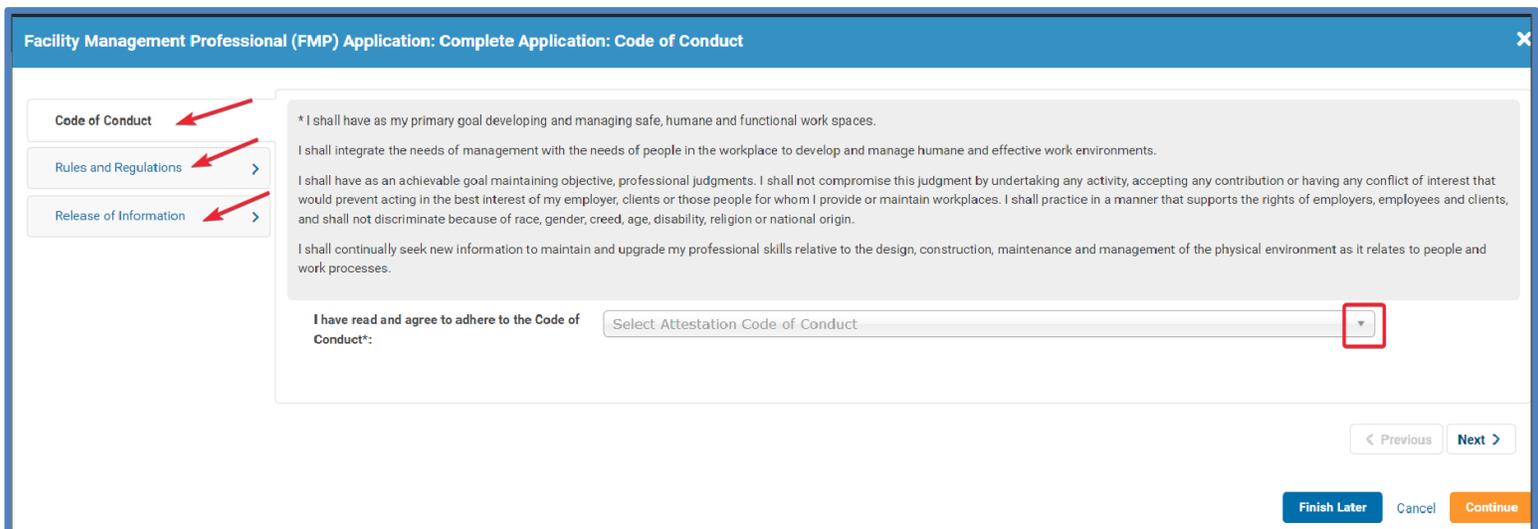
Step 5: This window will require you to review your information. This includes verifying your shipping address. If you are not able to proceed with this window. You may have missing information, please review Troubleshooting on page 28 to fix the issue.

The prompted window will need to verify to prepare your Payment Details:

- Verify the country listed is correct. (If you receive an error refer to pg. 28)
- Hard Copy request will be listed if applies.
- GSA pricing is only for <u>United States Federal Government Employees</u>
  - If you do not qualify, click: No, I am not eligible by using the drop-down box. Only enter your email if you are a Federal Employee.
- Verify that the name on the CAMP platform is correct.
- Provide a contact phone number.
- If you have selected to pay the additional fee for a hard copy, confirm your shipping address.

Section 2: Confirm Credential
The following window will require you to confirm the credential that you are applying for.

Step 6: Processing Payment

All credit card payments can proceed by choosing Pay fees.

Alternative Payments specify type a payment using the drop-down box then click on Alternative Payment for the credentials team to review and approve.

Note: If you purchased the program <u>after</u> June 28, 2022, your application fee has been prepaid. When you get to the payment page, just choose the "Submit" button.

Facility Management Professional (FMP) Application: Pay Fees ✕

Select **Pay Fees** to complete your payment via credit card.

If you are paying by Check, Wire Transfer, or PO please select an Alternative Payment Type. If you are paying by Purchase Order please include the PO Number in the Alternative Payment Details.

When staff recieves your payment they will record it for you and move your application forward.

If your application fee has been prepaid, choose the "Submit" button.

Certificate Program Application Fees (FMP/SFP) are non-refundable.

Credit Card Payments can be made through this option

Certificate Application Fee*:   Title: Application Fee - Tier 1 Non-Member and Certificate Fee Delivery
Amount: $ 325.00   [Pay Fees]

Alternative Payment Types: Select Payment Type ▲
                                   Check
Alternative Payment Details: Purchase Order
                                   Wire Transfer

Alternative Payments: Use drop down box to select type of payment.

[Alternative Payment]   [Back]   Cancel

Step 7: After Payment Completion your application

After payment is complete you will receive a confirmation by email and a downloadable receipt, this will be available from your dashboard under Payment History. This will complete your submission; the Credentials Department will verify your results. Verification may take up to 21 business days. Once approved, you will be awarded your IFMA 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 SFP 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 Credential Application and Maintenance Program (CAMP). The **non-refundable application fee is $140 USD for Professional/Associate members and $250 USD for Non-members.**

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

Step 1: From the top left Click on "**My Cycle**" then "**Applications**" on your dashboard.
Step 2: Locate the Sustainability Facility Professional (SFP) and select "**Begin.**"
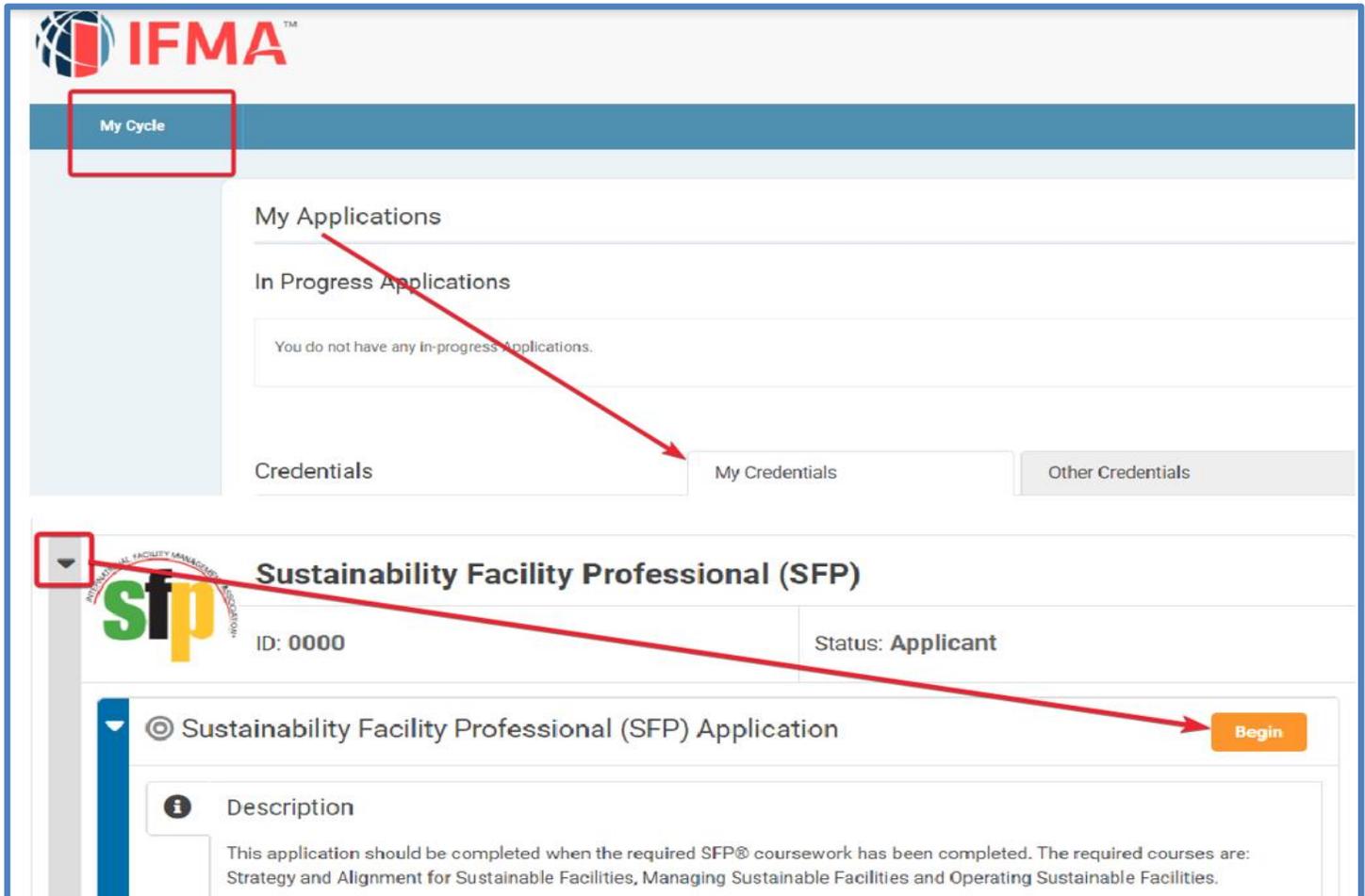
Step 3: Ensure all the prerequisite courses are posted. Click "**Submit**"

Note: It can take up to 48 business hours for all courses to be posted on CAMP.
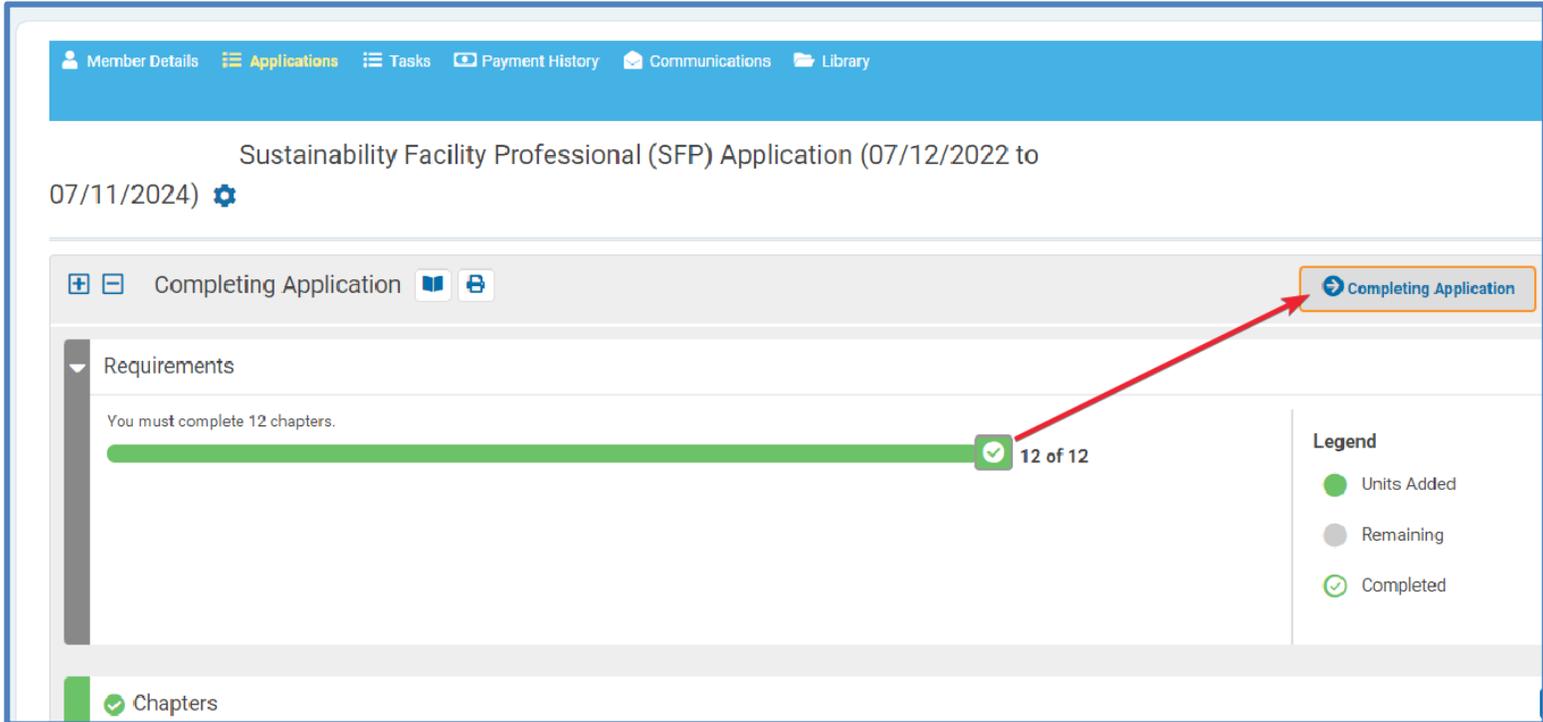
Step 4: Application Terms and Conditions

The following window will have several sections that outline the rules and regulations.
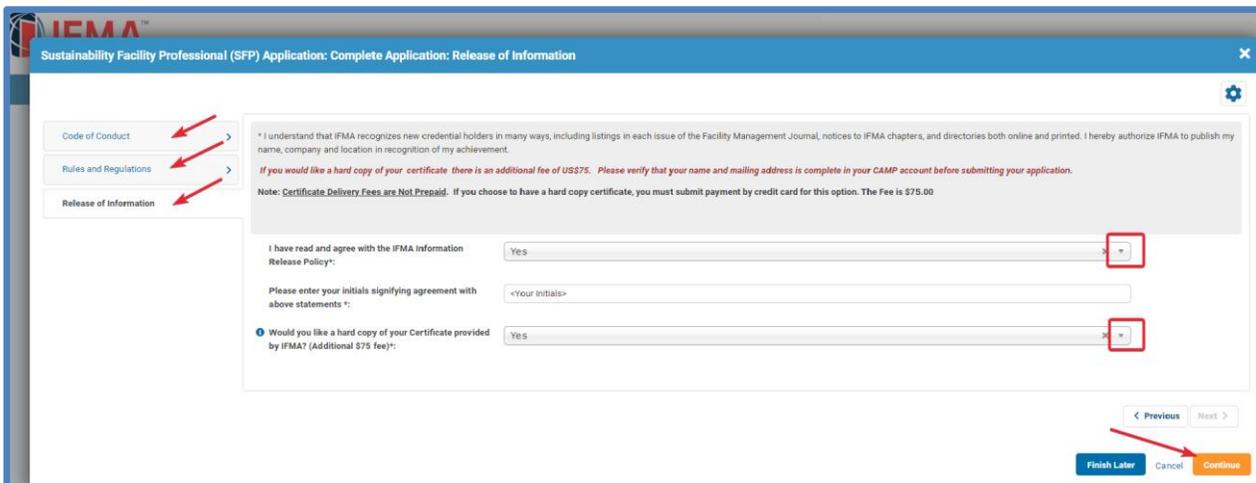
Step 5: This window will require you to review your information. This includes verifying your shipping address. If you are not able to proceed with this window. You may have missing information, please review Troubleshooting on page 29 to fix the issue.

Confirm your Payment Details:
- Verify the country listed is correct. (If you receive an error refer to pg. 28)
- Hard Copy request will be listed if applies.
- GSA pricing is only for <u>United States Federal Government Employees</u>
  - If you do not qualify, click: No, I am not eligible by using the drop-down box. Only enter your email if you are a Federal Employee.
- Verify that the name on the CAMP platform is correct. **Note the way it is displayed will be the same on the certificate.**
- Provide a contact phone number.
- If you have selected to pay the additional fee for a hard copy, confirm your shipping address.

Section 2: Confirm Credential
The following window will require you to confirm the credential that you are applying for.

Step 6: Processing Payment

All credit card payments can proceed by choosing Pay fees.

Alternative Payments specify type a payment using the drop-down box then click on Alternative Payment for the credentials team to review and approve.

Note: **If you purchased the program <u>after</u> June 28, 2022, your application fee has been prepaid.** When you get to the payment page, just choose the "Submit" button.

Sustainability Facility Professional (SFP) Application: Pay Fees

Select **Pay Fees** to complete your payment via credit card.

If you are paying by Check, Wire Transfer, or PO please select an Alternative Payment Type. If you are paying by Purchase Order please include the PO Number in the Alternative Payment Details.

When staff recieves your payment they will record it for you and move your application forward.

If your application fee has been prepaid, choose the "Submit" button.

Certificate Program Application Fees (FMP/SFP) are non-refundable.

Certificate Application Fee*:	**Title:** Application Fee - Tier 1 Member and Certificate Fee Delivery **Pay Fees**
	Amount: $ 215.00

Credit Card Payments can be made through this button

tmpl CFM/FMP Payment Calculation:	215
tmpl CFM/FMP Payment Title Calculation:	Application Fee - Tier 1 Member and Certificate Fee Delivery
Payment Amount:	215
Payment Title:	Application Fee - Tier 1 Member and Certificate Fee Delivery
Alternative Payment Types:	Select Payment Type
Alternative Payment Details:	
tmpl GL Codes:	
Eligible to Apply:	

Alternative Payments: Use the drop down box to select a type of payment then click on the Alternative Payment button. Note the application will not be processed until payment is received

Alternative Payment   **Back**   Cancel

Step 7: After Payment Completion your application

After payment is complete you will receive a confirmation by email and a downloadable receipt, this will be available from your dashboard under Payment History. This will complete your submission; the Credentials Department will verify your results. Verification may take up to 21 business days. Once approved, you will be awarded your IFMA credential.

IFMA's 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 credential.
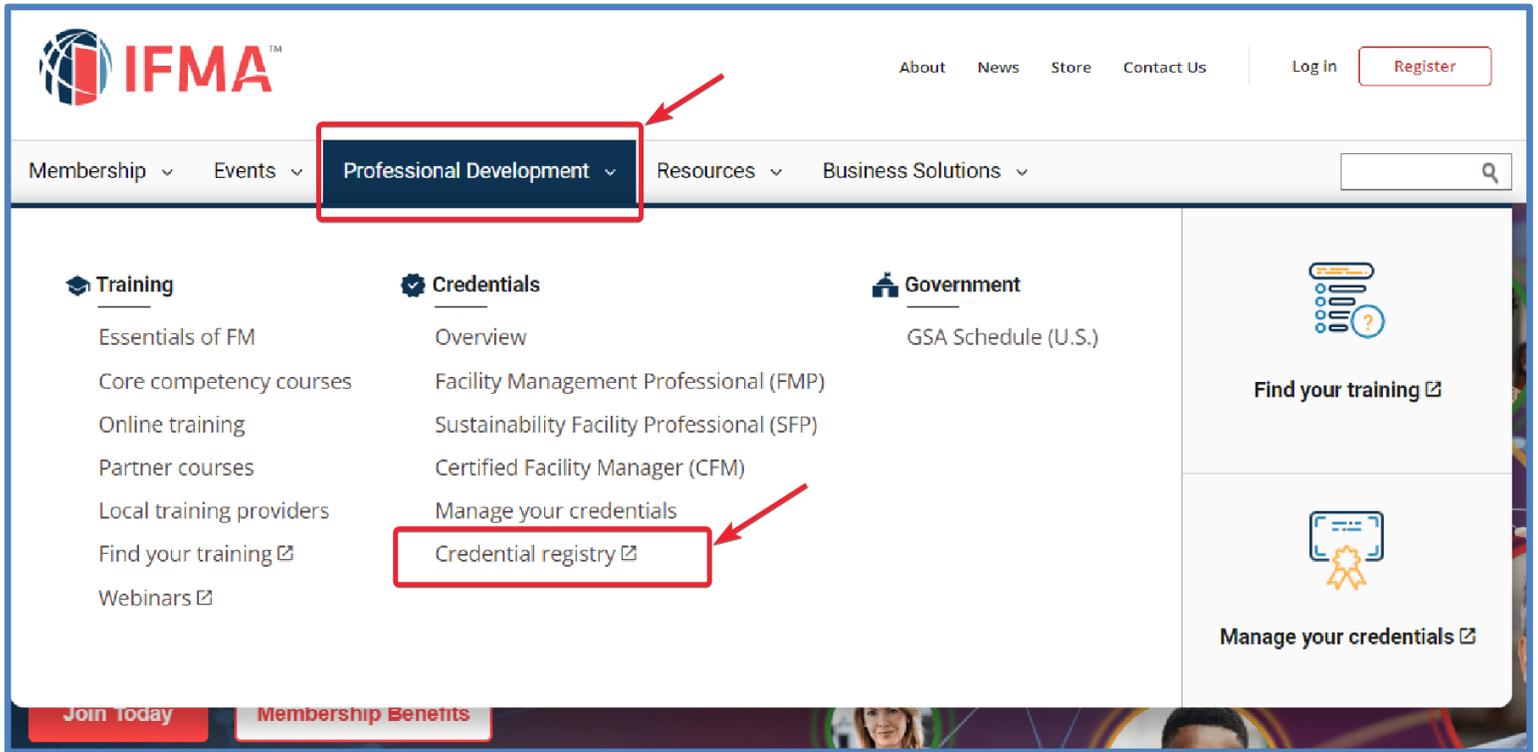
Requesting Hard Copy Certificates

Please be advised that the following pertains solely to FMP and SFP certificates, all CFM certifications will be issued by mail.

The demand for printed copies has decreased over time as digital badges become increasingly popular to display. IFMA no longer sends out hard copy certificates, this is now available at an additional cost of $75 USD.

All credential recipients will be able to download and print their certificates from CAMP and receive a free digital badge that offers real-time verification. Additionally, candidates can be verified through an online Public Registry.

You can make a hard copy request by selecting it within the application. The package will include a hard copy embossed certificate with a lapel pin. Once the payment has been processed the receipt will be available on your CAMP dashboard under Payment History.

Depending on your order and location, it may take up to 12 weeks for your shipment to arrive.

Digital Badges

IFMA is committed to equipping you with the essential resources to highlight your professional accomplishments. We have partnered with Credly to offer portable and secure badges that empower earners to showcase their accomplishments and skills. Once you have earned your designation an invitation from admin@credly.com will be sent 7-10 business days after your approval.
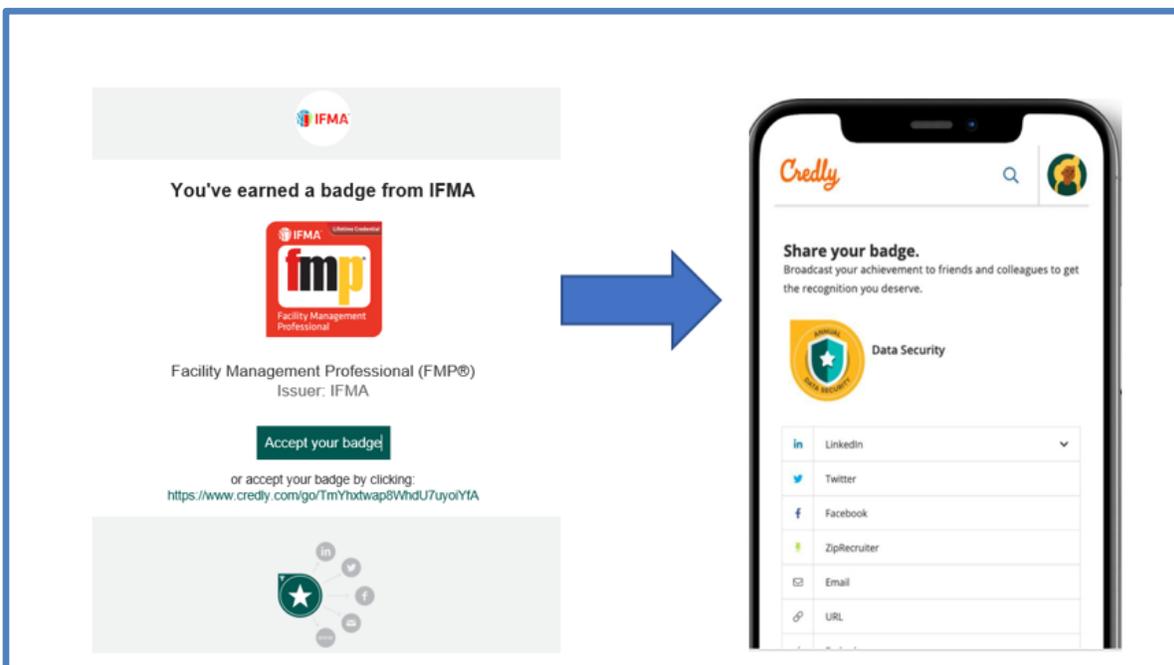
Troubleshooting

Country Not Listed Error

If your country is not listed, the system will not allow you to pass the Confirm Payment Details window. To resolve this issue, log out of CAMP and log into https://my.ifma.org/ after signing in select "**My Account**" and "**Edit Profile**". Ensure to properly log off the site before logging back in to allow the information to transfer over.
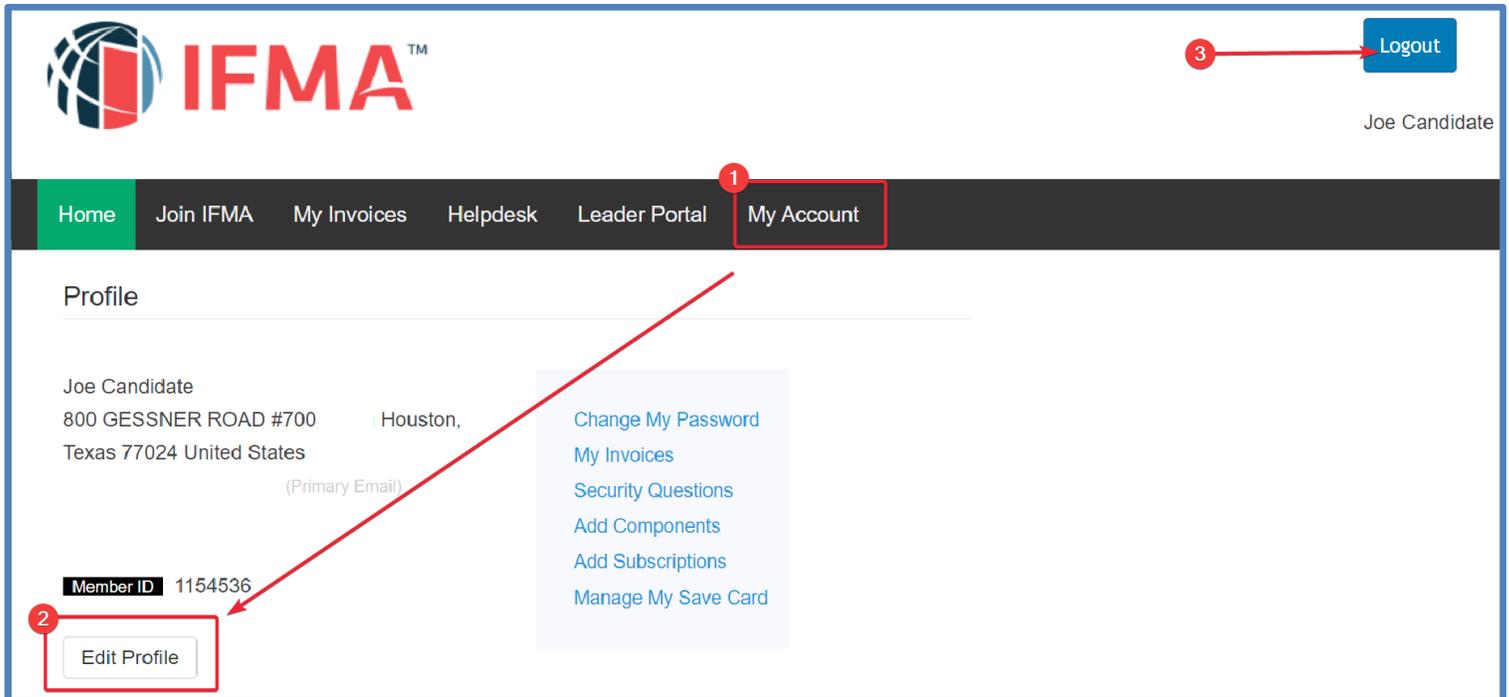
Membership Not Listed Error

If your membership is not listed, the system will not allow you to pass the Confirm Payment Details window. To resolve this issue, contact our Membership Department at Phone: +1-713-623-4362 or by email at membership@ifma.org.

Communications Tab Tool

If you believe you may have missed a notification, log in to your [CAMP](#) account and select the "Communications" tab from the Dashboard to view any emails sent via CAMP.

Appendix

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Tier 1	Tier 2	Tier 3
Australia	Bahrain	Algeria
Austria	Botswana	Argentina
Bahamas	Brunei	Bangladesh
Belgium	Bulgaria	Barbados
Bermuda	Chile	Bosnia and Herzegovina
Canada	Colombia	Brazil
Cayman Island	Costa Rica	Burma
Denmark	Curacao	China
Finland	Cyprus (Greek area)	Croatia
France	Estonia	Czech Republic
Germany	Faeroe Islands	Dominican Republic
Holland	Greece	Ecuador
Hong Kong	Israel	Egypt, Arab Rep.
Iceland	Lebanon	Fiji Island
Ireland	Mauritius	Ghana
Italy	Portugal	Guinea
Japan	Puerto Rico	Guinea-Bissau
Kuwait	Republic of Macedonia	Guyana
Liechtenstein	Romania	Haiti
Luxembourg	Saint Lucia	Hungary
New Zealand	Slovak Republic	India
Norway	Spain	Indonesia
Oman	St. Kitts	Ivory Coast
Qatar	Taiwan	Jamaica
Saudi Arabia	Thailand	Jordan
Singapore	Uruguay	Kenya
Slovenia	Venezuela	Malaysia
South Korea	Virgin Islands	Mexico
Sweden		Morocco
Switzerland		Nigeria
The Netherlands		Pakistan
United Arab Emirates		Papua New Guinea

United Kingdom
United States

Philippines
Poland
Polska
Samoa
Serbia and Montenegro
Sierra Lione
Sri Lanka
Syria
Tanzania
Trinidad and Tobago
Turkey
Uganda
Vietnam

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