

CAM V1 Exam Sunsetting

Visto Online Students FAQs

*This FAQ document only applies to students who took the CAM V1 course online through Visto, **not** with an instructor through an NAA Affiliate or education provider.

CAM FAQs

What is the difference between CAM V1 and CAM V2?

The online course that you purchased through Visto is CAM V1, which is the original Certified Apartment Manager course. CAM V2 is the updated version of the Certified Apartment Manager course that was introduced for in-person training in September 2024. The CAM V2 course contains important lessons in team management, leadership, sustainability and investment management that are not included in CAM V1. The online version of CAM V2 through Visto won't be available until spring of 2025.

Can I switch my course from CAM V1 to CAM V2?

If you purchased the online version of CAM V1 through Visto on or after September 1, 2024, you are eligible to switch to CAM V2 at no additional cost. Please note, the CAM V2 course won't be available online through Visto until the spring of 2025. If you would like to switch to CAM V2, please notify [Amy Allen](#) to receive the updated course.

If you switch to the online version of CAM V2, your candidacy start date will change to the date that the course becomes available on Visto in the spring of 2025.

If you purchased the online version of CAM V1 before September 1, 2024, you will remain a CAM V1 candidate and must complete the V1 exam no later than September 30, 2025.

Can I get a refund for the CAM V1 course?

If you need to cancel your online credential course, you may only do so within seven (7) days from the date of payment. To submit a refund request, [click here](#) to submit a ticket. You will receive a refund of the purchase price less a \$75 administrative fee. Refunds will be made within 14 days of the request, and in the same form as payment was received. No refunds or cancellations will be granted after 7 days from the purchase date. **No refunds or cancellations will be granted on courses that have already been started.**

If I am unable to pass the CAM V1 exam before September 30, 2025, how can I learn the new CAM V2 material that will be on the CAM V2 exam?

NAAEI is in the process of creating study materials for the CAM V2 content that was not included in the CAM V1 course. The study guide will be available to all eligible CAM V1 students who have not yet passed the exam for purchase in the summer of 2025.

How long do I have to pass the exam and earn my CAM credential?

If you purchased and took the CAM V1 course online through Visto, you have 6 months from the date that you purchased the course to complete the course, pass the exam and earn the credential. If you haven't completed the course and passed the exam within 6 months from your purchase date, you may purchase an extension for \$75 to earn an additional 6 months of candidacy. If you do not earn the credential within 30 months of purchasing the course, no additional extensions are permitted, and you will have to purchase and complete the course again.

For example, if you purchased the course from Visto on May 1, 2024, you had 6 months, until November 1, 2024, to complete the course and take and pass the CAM V1 exam. If you were unable to complete the course and pass the exam by November 1, 2024, you would have needed to purchase an additional 6-month extension for \$75. If you are unable to complete the course and pass the exam by November 1, 2026, which is 30 months from May 1, 2024, you will need to purchase the entire course again and start over.