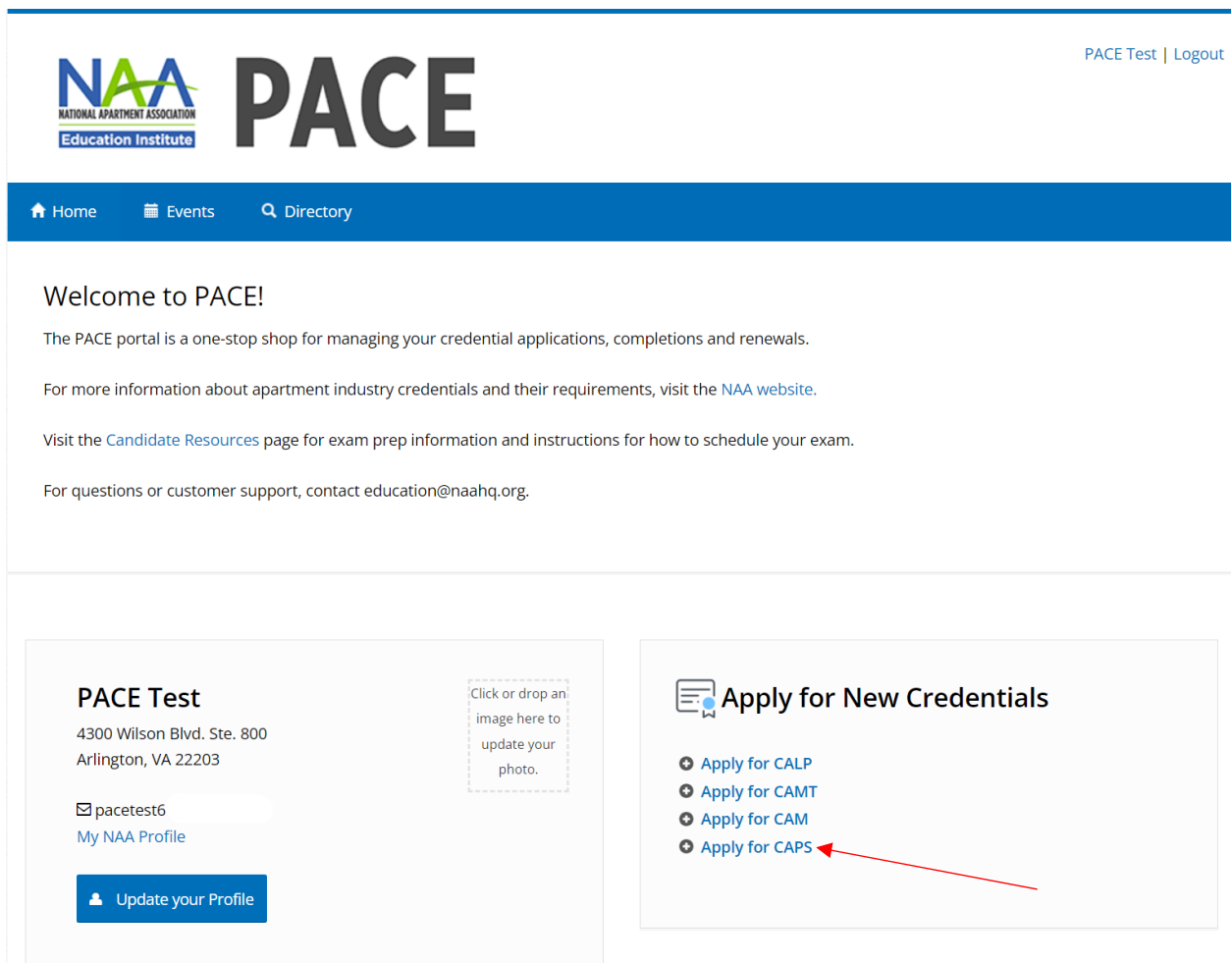


Applying for CAPS in PACE

Follow the steps below to apply for the CAPS credential. Once all application requirements are complete, you may request to schedule your exam.

Start here: <https://my.naahq.org>. Log into your NAA account and click My Education Institute on the Personal Snapshot page to access PACE.

1. The PACE portal home screen is displayed below. In the “Apply for New Credentials” tile, click on **Apply for CAPS**.



The screenshot shows the PACE portal home screen. At the top left is the NAA logo and 'Education Institute' text. To the right is the 'PACE' title. In the top right corner, there are links for 'PACE Test' and 'Logout'. Below this is a navigation bar with 'Home', 'Events', and 'Directory' options. The main content area starts with a 'Welcome to PACE!' message, followed by a paragraph explaining the portal's purpose. Below this are three links: 'NAA website', 'Candidate Resources', and 'education@naahq.org'. The bottom section contains two main tiles. The left tile is titled 'PACE Test' and includes the address '4300 Wilson Blvd. Ste. 800, Arlington, VA 22203', an email 'pacetest6', a 'My NAA Profile' link, and an 'Update your Profile' button. The right tile is titled 'Apply for New Credentials' and lists four options: 'Apply for CALP', 'Apply for CAMT', 'Apply for CAM', and 'Apply for CAPS'. A red arrow points to the 'Apply for CAPS' option.

2. **IMPORTANT:** On the Enrollment Applications Options page, carefully read the text under CAPS, as it provides critical information about the **three** enrollment path options. Under Application Type, select the appropriate enrollment type and click Continue.

***Important: If you select the incorrect application type, you will be assigned the incorrect exam.** You can click the “Back” or “Cancel” buttons at any time during the enrollment application process to start over. However, if you need to change the application type after you have reached the Application Confirmation page, please reach out to education@naahq.org so we can reset your application.

Enrollment Application Options

The CAM and CAPS programs have multiple pathways for enrollment. Read the below information carefully before making your selection.

CAM:

Apply for **CAM V1** if you:

- Purchased the CAM course [online through Visto](#) **on or before March 31, 2025**
- Completed the CAM course [with an instructor through an education provider or NAA Affiliate](#) **on or before August 31, 2024**

Apply for **CAM V2** if you:

- Purchased the CAM course [online through Visto](#) **on or after April 1, 2025**
- Completed or are completing the CAM course [with an instructor through an education provider or NAA Affiliate](#) **on or after September 1, 2024**

CAPS

CAPS Standard requires 24 months of experience as a multi-site supervisor OR CAM + 24 months as an apartment manager.

Apply for **CAPS V1 Standard** if you:

- Purchased the CAPS course [online through Visto](#) **on or before April 30, 2025**
- Completed the CAPS course [with an instructor through an education provider or NAA Affiliate](#) **on or before August 31, 2024**

Apply for **CAPS V2 Standard** if you:

- Purchased the CAPS course [online through Visto](#) **on or after May 1, 2025**
- Completed or are completing the CAPS course [with an instructor through an education provider or NAA Affiliate](#) **on or after September 1, 2024**

CAPS Direct allows you to earn your CAPS credential without completing the CAPS coursework, provided you fulfill specific criteria. To qualify for CAPS Direct, candidates must meet two of the following three criteria:

1. Hold a bachelor's or master's degree with a major, minor or concentration in property management or real estate.
2. Hold a current CPM designation.
3. Have over five years of experience as a multi-site portfolio supervisor.

CAPS Direct is also available to former CAPS credential holders who have allowed their credential to lapse for more than five (5) years.

Application Type

- CAPS Enrollment - Direct
- CAPS V1 Enrollment - Standard
- CAPS V2 Enrollment - Standard

Cancel

Continue

3. If you selected CAPS Direct as the Application Type, skip to [page 6](#) on this help guide. If you selected CAPS V1 or CAPS V2 as the Application Type, enter your **portfolio supervisory experience start date**, indicate if you currently hold an **active ARM or RAM credential** and fill out your **legal first and last name**. Then, click Continue.

***Important:** If the first name and last name on your application do not match the first and last name on your government ID, you will not be permitted to take the exam.

CAPS Enrollment

Welcome to the Certified Apartment Portfolio Supervisor (CAPS) enrollment application! To apply for the CAPS credential, you must have at least two years of experience as a multisite supervisor or have earned your CAM plus two years of experience as an apartment manager. Credential requirements include completion of the CAPS coursework and successful completion of the CAPS exam.

Experience Information

On what date did you start your portfolio supervisory experience?

Do you currently hold an active ARM or RAM credential?

- Yes
 No

Legal Name as Issued on Government ID

Legal First Name [optional]

Legal Last Name [optional]

4. Read the Credential Application Attestations. Check the box next to “I agree to the attestations above,” then click Continue.

Credential Application Attestations


By signing this attestation for a credential with the National Apartment Association Education Institute (NAAEI), I acknowledge I have read and understand the eligibility criteria for this certificate. I understand I am subject to all eligibility requirements for this certificate as described in this application and that eligibility for this certificate depends on successful completion of specified certificate program requirements.

If I receive a provisional certificate, I certify I will submit the required documentation to validate my professional experience, if applicable. I understand that NAAEI will only grant me a full certificate upon validation of my professional experience. If granted a full certificate, my name will be included in the official listing of certificate holders as maintained by NAAEI. By signing below, I authorize NAAEI staff and any appropriate Director of the NAAEI Board to make all inquiries and investigations they, in their sole discretion, deem necessary to verify my credentials, professional experience, and any other information included in or submitted with my credential application.

I expressly acknowledge and agree that any information accumulated by NAAEI through the credential application process may be used for statistical, research, and evaluation purposes and NAAEI may enter into agreements to release anonymous and aggregate data to employers or external researchers at their sole discretion and without additional notice to me or acknowledgment by me. Otherwise, subject to the mailing list authorization, all information will be kept confidential and shall not be used for any other purposes without my permission. I hereby certify the information provided on and with this application is true, complete, and correct. I further attest any misstatement of material fact submitted on, with, or in furtherance of this application for an NAAEI certificate shall be sufficient cause for NAAEI to bar me from taking this and future NAAEI certificate examinations; invalidate the results of my examination; withhold this or other NAAEI certificates; revoke this or other NAAEI certificates; and take other disciplinary action against me, including, but not limited to notifying my employers.

I understand if my certificate record is audited, I will be required to submit documentation to support the information in my application. I further understand if I fail to submit supporting documentation, NAAEI can bar me from taking this and future NAAEI certificate examinations; invalidate the results of my examination; revoke this or other NAAEI certificates; and take other disciplinary action against me, including, but not limited to notifying my employers.

NAAEI credential marks indicate that credential holders have met the initial and ongoing certification requirements (as applicable). The credential mark is used by NAAEI credential holders as a distinctive visual symbol of a NAAEI credential that can be easily recognized by employers, colleagues, industry professionals and clients. In essence, credential holders should use this mark as a seal of quality and integrity, as it is a recognized symbol of professionalism that distinguishes credential holders from other industry professionals. The use of a NAAEI credential should only be used by credential holders who have maintained the required renewal of their certification (as applicable) and whose rights to use the credential have not been suspended or revoked. The credential mark may not be altered or modified in any way. It should not be used as any part of a company name or logo.

I agree to the attestations above. 

5. Verify that **all** information is correct and click Continue. If any information is incorrect, click Back or Cancel.

Credential Application Summary

Please review your application below. If everything looks correct, please click 'Continue.'

Certification Type

CAPS V2 Enrollment - Standard

Application Type

CAPS V2 Enrollment Fee

On what date did you start your portfolio supervisory experience?

01/01/1998

Do you currently hold an active ARM or RAM credential?

No

Legal First Name

PACE

Legal Last Name

Test



6. On the Application Confirmation page, review the information, especially the Certification Type, and click Close. You'll be taken back to the portal home page. You've completed the CAPS application process.

***Important: Once you've made it to this page, you can no longer change the certification type. If you determine that you selected the wrong type, please email education@naahq.org so we can reset your application.**

Application Confirmation

Your credential application has been submitted. Once the list of requirements is complete, you will be able to schedule your exam. Credential training courses are available online through [Visto](#) or in person through a local training provider.

Certification Type

CAPS V2 Enrollment - Standard

Application Requirements

Application Requirement	Status
CAPS V2 enrollment form submitted	Completed
Has at least 24 months of multi-site property supervisor experience	Pending
Completed CAPS V2 training course.	Pending
Successfully complete CAPS V2 exam	Waiting on Prerequisites

Product	List Price	Your Price	Tax	Qty	Total
CAPS Enrollment Fee	\$0.00	\$0.00	\$0.00	1	\$0.00

Subtotal: \$0.00

Discount: \$0.00

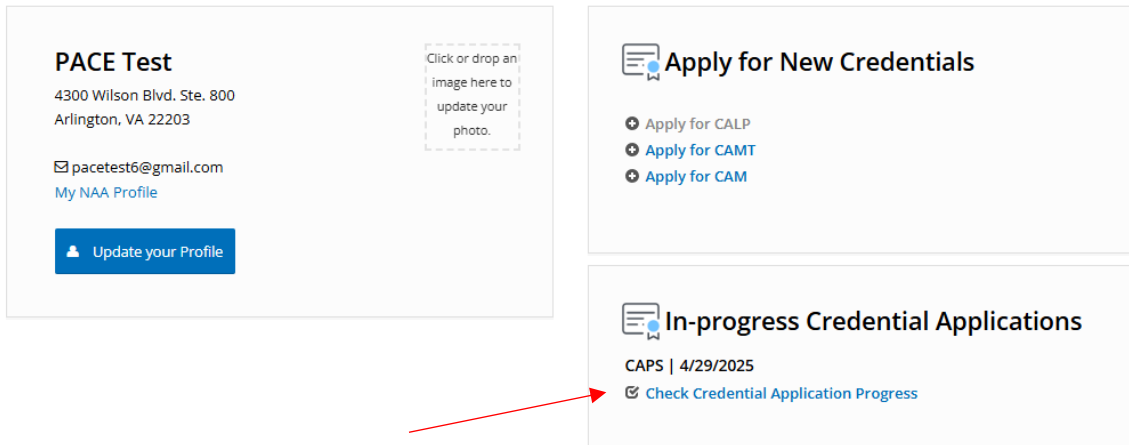
Tax: \$0.00

Shipping: \$0.00

Total: \$0.00



7. To check your CAPS application progress at any time, from the PACE portal home page, click on “Check Credential Application Progress” in the “In-Progress Credential Applications” tile.



8. Once all CAPS application prerequisites are completed (see the Status column), you’ll be able to request to schedule your CAPS exam. To request to schedule your CAPS exam, click on “**Successfully complete CAPS exam**” pictured below. ***Important:** Before you request to schedule your exam, confirm that the Application Type is correct based on the information provided in Step 2 above. You will be assigned the exam that corresponds with the application type you selected. If you determine that you selected the incorrect application type, please email education@naahq.org so we can reset your application.

Application Type
CAPS V2 Enrollment - Standard

Application Window
4/1/2025 - 10/1/2025

Application Requirements

Application Requirement	Status
Has at least 24 months of multi-site property supervisor experience	Completed
Completed CAPS V2 training course.	Completed
CAPS V2 enrollment form submitted	Completed
Successfully complete CAPS V2 exam	Pending

Close Print

CAPS Direct – Enrollment Instructions

1. If you selected CAPS Direct as the Application Type, enter your **portfolio supervisory experience start date**, indicate if you currently hold an **active CPM credential**, indicate if you have a **Bachelor’s or Master’s degree in property management or real estate** and fill out your **legal first and last name**. Then, click Continue.
***Important:** If the first and last name on your application does not match the first and last name on your government ID, you will not be permitted to take the exam.

CAPS Enrollment

Welcome to the Certified Apartment Portfolio Supervisor (CAPS) enrollment application! To apply for the CAPS credential, you must have at least two years of experience as a multisite supervisor or have earned your CAM plus two years of experience as an apartment manager. Credential requirements include completion of the CAPS coursework and successful completion of the CAPS exam.

Experience Information

On what date did you start your portfolio supervisory experience?

Do you currently hold an active CPM credential?

- Yes
 No

Do you have a Bachelor's or Master's degree in property management or real estate?

- Yes
 No

Legal Name as Issued on Government ID

Legal First Name [optional]

Legal Last Name [optional]



2. Read the Credential Application Attestations. Check the box next to “I agree to the attestations above,” then click Continue.

Credential Application Attestations


By signing this attestation for a credential with the National Apartment Association Education Institute (NAAEI), I acknowledge I have read and understand the eligibility criteria for this certificate. I understand I am subject to all eligibility requirements for this certificate as described in this application and that eligibility for this certificate depends on successful completion of specified certificate program requirements.

If I receive a provisional certificate, I certify I will submit the required documentation to validate my professional experience, if applicable. I understand that NAAEI will only grant me a full certificate upon validation of my professional experience. If granted a full certificate, my name will be included in the official listing of certificate holders as maintained by NAAEI. By signing below, I authorize NAAEI staff and any appropriate Director of the NAAEI Board to make all inquiries and investigations they, in their sole discretion, deem necessary to verify my credentials, professional experience, and any other information included in or submitted with my credential application.

I expressly acknowledge and agree that any information accumulated by NAAEI through the credential application process may be used for statistical, research, and evaluation purposes and NAAEI may enter into agreements to release anonymous and aggregate data to employers or external researchers at their sole discretion and without additional notice to me or acknowledgment by me. Otherwise, subject to the mailing list authorization, all information will be kept confidential and shall not be used for any other purposes without my permission. I hereby certify the information provided on and with this application is true, complete, and correct. I further attest any misstatement of material fact submitted on, with, or in furtherance of this application for an NAAEI certificate shall be sufficient cause for NAAEI to bar me from taking this and future NAAEI certificate examinations; invalidate the results of my examination; withhold this or other NAAEI certificates; revoke this or other NAAEI certificates; and take other disciplinary action against me, including, but not limited to notifying my employers.

I understand if my certificate record is audited, I will be required to submit documentation to support the information in my application. I further understand if I fail to submit supporting documentation, NAAEI can bar me from taking this and future NAAEI certificate examinations; invalidate the results of my examination; revoke this or other NAAEI certificates; and take other disciplinary action against me, including, but not limited to notifying my employers.

NAAEI credential marks indicate that credential holders have met the initial and ongoing certification requirements (as applicable). The credential mark is used by NAAEI credential holders as a distinctive visual symbol of a NAAEI credential that can be easily recognized by employers, colleagues, industry professionals and clients. In essence, credential holders should use this mark as a seal of quality and integrity, as it is a recognized symbol of professionalism that distinguishes credential holders from other industry professionals. The use of a NAAEI credential should only be used by credential holders who have maintained the required renewal of their certification (as applicable) and whose rights to use the credential have not been suspended or revoked. The credential mark may not be altered or modified in any way. It should not be used as any part of a company name or logo.

I agree to the attestations above. 

Back

Cancel

Save and Exit

Continue

3. Verify that **all** information is correct and click Add to Cart. If any information is incorrect, click Back or Cancel.

Credential Application Summary

Please review your application below. If everything looks correct, please click 'Continue.'

Certification Type

CAPS Enrollment - Direct

Application Type

CAPS Enrollment Fee

On what date did you start your portfolio supervisory experience?

01/01/1980

Do you currently hold an active CPM credential?

No

Do you have a Bachelor's or Master's degree in property management or real estate?

No

Legal First Name

Student


Legal Last Name

Test

Back

Cancel

Save and Exit

Add to Cart 

4. On the Shopping Cart page, ensure the CAPS Application fee has been added to your cart and click **Checkout**. This will take you to the Community Hub where you will need to complete the payment via credit card. Once you have completed the payment, your application will be flagged for review by the NAAEI team to ensure you meet the eligibility requirements. A member of the team will reach out within 2-3 business days regarding the status of your CAPS Direct application and next steps.

Shopping Cart

Please review your cart below. To add or remove class materials, return to the Upcoming Classes page to edit the roster. Click Checkout on the right hand side to enter payment information.

CAPS Application
\$750.00
Term: April 29, 2025 to October 29, 2025

Coupon Codes
You don't have any coupons.

[Apply](#)

Order Summary

Subtotal:	\$750.00
Discount:	\$0.00
Tax:	\$0.00
Order Total:	\$750.00

[Checkout](#)

5. To check your CAPS application progress at any time, from the PACE portal home page, click on “Check Credential Application Progress” in the “In-Progress Credential Applications” tile.

PACE Test
4300 Wilson Blvd. Ste. 800
Arlington, VA 22203
pacetest6@gmail.com
My NAA Profile
[Update your Profile](#)

Apply for New Credentials
[Apply for CALP](#)
[Apply for CAMT](#)
[Apply for CAM](#)

In-progress Credential Applications
CAPS | 4/29/2025
[Check Credential Application Progress](#)

6. Once all CAM application prerequisites are completed (see the Status column), you'll be able to request to schedule your CAPS exam. To request to schedule your CAPS exam, click on **“Successfully complete CAPS exam”** pictured below.

Application Type

CAPS Enrollment - Direct

Application Window

11/13/2024 - 5/13/2025

Application Requirements

Application Requirement	Status
CAPS Enrollment Fee - Direct	Completed
CAPS Experience - Direct	Completed
Successfully complete CAPS exam	Pending

Close

Print