

CAM Completion Instructions



CERTIFIED APARTMENT
MANAGER®

May 2017



Welcome to CAM Online!

Congratulations on taking an important step in your career. The Certified Apartment Manager (CAM) credential opens the door to employment opportunities throughout the apartment industry.

The following steps will guide you toward the achievement of your credential. Save these instructions for reference throughout your candidacy.



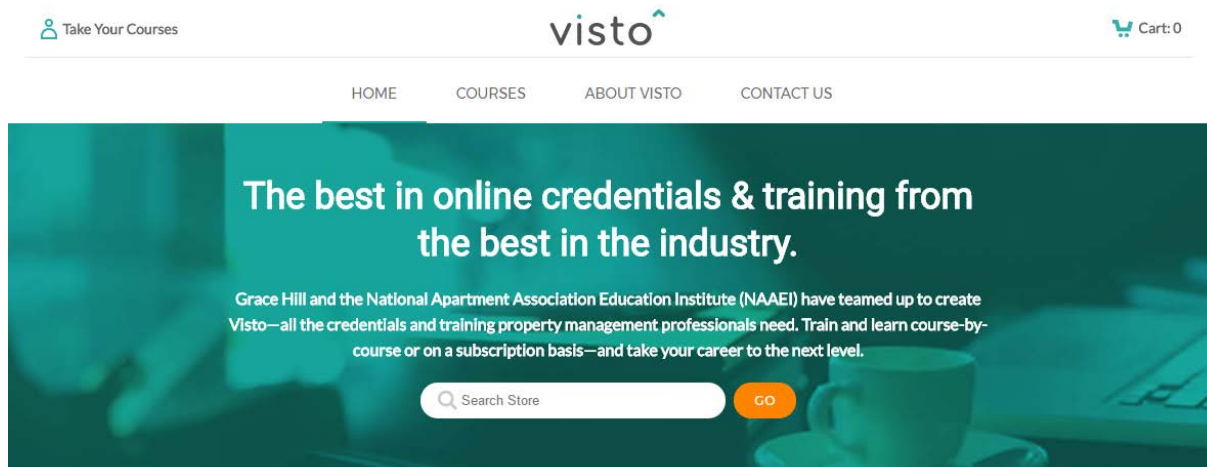
Enroll as a Candidate

- Visit <https://members.naahq.org> to create an NAA account (if you don't already have one) and to enroll as a candidate in the CAM program.
- When enrolling, include the date you entered the apartment industry. The CAM credential requires one year of onsite apartment management experience.
- Candidacy is a one-year period during which you must complete the eight CAM modules and pass the two-part comprehensive exam.



Purchase the CAM Modules

- Purchase the CAM Online modules at www.gowithvisto.org.
- CAM modules can be purchased individually or as a full program.
- After purchasing the modules, you will receive a confirmation email with a link to access your courses. You can also access your courses at www.gowithvisto.org by clicking on the Take Your Courses button on the top left side of the home page.





Complete Eight CAM Modules

Be sure you have completed the eight CAM Online modules on Visto:

- Industry Essentials
- Financial Management
- Marketing
- Property Maintenance
- Risk Management
- Legal Responsibilities
- Human Resources
- The Resident Experience



Prepare for the CAM Exam

- Exam study materials are located on the [Candidate Resources](#) section of the NAA website.
- Study materials include practice tests, skill checks, practice financial calculations and a quick reference guide for financial terms and formulas.
- CAM test prep webinars are offered regularly. Check the [Candidate Resources](#) page for upcoming webinar dates.



Schedule Your Exam

- Contact NAAEI at education@naahq.org to obtain your NAA ID and exam eligibility code for logging into the exam scheduling site.
- You will choose the date and location for your test and will need to provide proof of identity when you arrive to take the exam.
- See the [NAAEI Candidate Handbook](#) for more information about the exam scheduling process and what to bring to your exam.



About the CAM Exam

- The CAM exam is a two-part online exam held in a proctored environment and timed for two hours per part. The exam is administered by Castle Worldwide, which offers testing sites throughout the country.
- The CAM exam is scored pass/fail. You must pass both parts to achieve the credential.
- Part 1 has 115 multiple choice questions. Part 2 has 70 scenario-based questions.
- If you do not pass one or both parts of the exam, you make retake that part(s) after seven days have elapsed. A retake fee of \$80 for one part or \$100 for both parts will be charged when you schedule an exam retake.
- Contact education@naahq.org to obtain a retake exam eligibility code.

Retrieve Your Digital Badge, Certificate and Pin

- Within a few days of successfully completing the CAM exam, you will receive an email from ProExam Vault with instructions for downloading your digital badge.
- Digital badges can be used in the signature line of emails, on digital resumes and on LinkedIn, Facebook and other social media.
- Allow 3-4 weeks after your exam completion to receive your official certificate and pin in the mail.
- Be sure that your correct mailing and e-mail addresses are on file with NAAEI.



Maintain Your CAM Credential

- A CAM is required to submit six continuing education credits (CECs) each year to satisfy the credential renewal requirement.
- Visit www.gowithvisto.org to find great courses to satisfy the CEC requirement.
- You will receive a renewal notice by mail and email each year a few months prior to the anniversary date of your renewal.
- Submit CECs and renewal payment of \$100 online [here](#).
- Be sure to update your contact information with NAAEI if there are any changes.

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Thank You



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