CAPS Online Completion Instructions

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May 2018

Welcome to CAPS Online!

Congratulations on taking an important step in your career. The Certified Apartment Portfolio Supervisor (CAPS) 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.
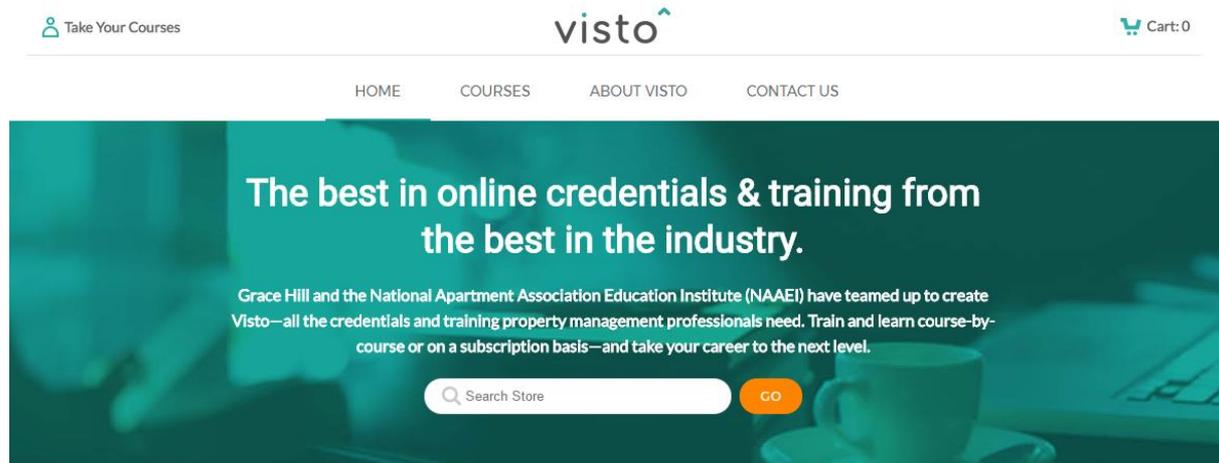
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Enroll as a Candidate

- 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 CAPS program.

- When enrolling, include the date you entered the apartment industry. The CAPS credential requires two years of onsite apartment management experience OR one year of management experience along with achievement of the CAM credential.

- Candidacy is a one-year period during which you must complete the six CAPS modules and pass the two-part comprehensive exam.

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Purchase the CAPS Modules

- Purchase the CAPS Online modules at www.gowithvisto.org.
- CAPS 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 Six CAPS Modules

Be sure you have completed the six CAPS Online modules on Visto:

- Client Services & Stakeholder Relations
- Investment Management
- Improving Asset Performance
- Asset Evaluation and Preservation
- Talent Development
- Contemporary Issues in Multifamily Housing

Prepare for the CAPS Exam

- Exam study materials are located on the [Candidate Resources](#) section of the NAA website.

- Study materials include practice tests, skill checks and practice financial calculations.

- CAPS test prep webinars are offered regularly. Check the [Candidate Resources](#) page for upcoming webinar dates.

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Schedule Your Exam

- To obtain your NAA ID and exam eligibility code for logging into the exam scheduling site, forward your transcript of completed courses to NAAEI at education@naahq.org. The transcript is located in the Achievements tab of your Visto account.

- NAAEI will send instructions with a link to 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.

- You may opt to take the exam via live online proctoring if your computer is equipped with a webcam and audio functioning.

- See the NAAEI Candidate Handbook for more information about the exam scheduling process and what to bring to your exam.

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About the CAPS Exam

- The CAPS 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 in person testing sites throughout the country, as well as a live online proctoring option.

- The CAPS exam is scored pass/fail. You must pass both parts to achieve the credential.

- Part 1 has 100 multiple choice questions. Part 2 has 60 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.

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Retrieve Your Digital Badge, Certificate and Pin

- Within a few weeks of successfully completing the CAPS 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 CAPS Credential

- A CAPS 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, including personal email address, with NAAEI if there are any changes.

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Thank You