



CERTIFIED APARTMENT
LEASING PROFESSIONAL®

CALP Online Completion Instructions



Welcome to CALP Online!

Congratulations on your decision to obtain the Certified Apartment Leasing Professional (CALP) credential, a critical step in an apartment leasing professional's career.

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 CALP program.
- When enrolling, include the date you entered the apartment industry. The CALP credential requires six months of apartment industry experience.
- Candidacy is a six-month period during which you must complete the seven CALP modules and pass the exam.



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Purchase the CALP Modules

- Purchase the CALP Online modules at www.gowithvisto.org.
- CALP 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 Classroom and then My Courses at the top of the home screen.



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Complete Seven CALP Modules

Be sure to complete the seven CALP Online modules on Visto:

- Bringing in New Residents: Be Prepared
- Marketing and Maintaining Your Community
- Why Your Competition Matters
- Relevant Laws and How to Apply Them
- The Sales Process and Building Relationships
- Effectively Meeting the Needs of Current Residents
- Market Analysis for Leasing Professionals



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Prepare for the CALP Exam

- Exam study materials are located on the [Candidate Resources](#) section of the NAA website.
- Study materials include a practice test and skill checks.

About the CALP Exam

- The CALP exam is a 120-question multiple choice exam timed for two hours. The exam is administered by Scantron and is taken via live online proctoring. You must use a computer equipped with a webcam to complete your exam.
- To obtain your NAA ID and the exam eligibility code required to schedule your CALP exam, forward your transcript of completed courses to NAAEI at education@naahq.org. The transcript is found in the Achievements section of Visto Classroom.
- NAAEI will send exam scheduling instructions by email.
- If you do not pass the exam, you make retake it as many times as necessary within your candidacy period. A retake fee of \$65 will be charged when you schedule an exam retake. Contact NAAEI for a retake eligibility code if necessary.



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Retrieve Your Digital Badge, Certificate and Pin

- Within a week of successfully completing the CALP exam, you will receive an email from BadgeCert 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.
- Certificates and wallet cards may also be printed from your BadgeCert account.
- Be sure that your correct mailing and e-mail addresses are on file with NAAEI.



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Maintain Your CALP Credential

- An CALP is required to submit three 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 \$50 online [here](#).
- Be sure to update your contact information with NAAEI.



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Good luck on your path to CALP!

