



NAAEI Credential Student Account Creation

Follow the steps below to create your NAA account. After your account has been created, locate your NAA ID on the My Profile page and provide it to your education provider.

Start here: <https://my.naahq.org>

1. Click on “Create an Account”
welcome

Please log in or create an account to continue.

Login Changes – Email Required

The National Apartment Association has upgraded its security and is changing the method for logging into its systems. The systems now use your email address as your username.

- If you know the email address on your account, please use the **Forgot My Password** link to change your password and login.
- If you don't know your email address or don't have one on your account, please use the **Find My Account** link below.

Log In

Email

Password

Log In

[Forgot My Password](#)

[Find My Account](#)

[Create an Account](#)

2. Complete all required fields. **Remember to check the box next to “Check Here for credential PACE access.”**

Last Name *

Mailing Zip/Postal Code *

Check here for credential PACE access

3. Click “create account”

My Login Information

Email *

Retype Email *

Password *

Your password must be at least 8 characters long, have a mix of letters and numbers, and cannot contain your username.

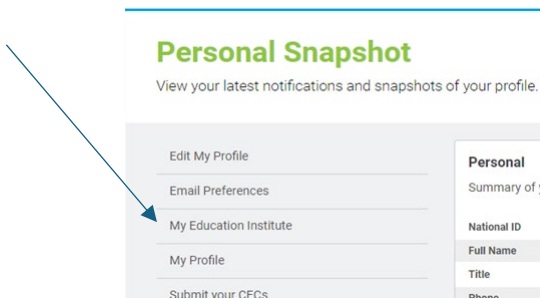
Password Strength: Normal

Retype New Password *

Create Account

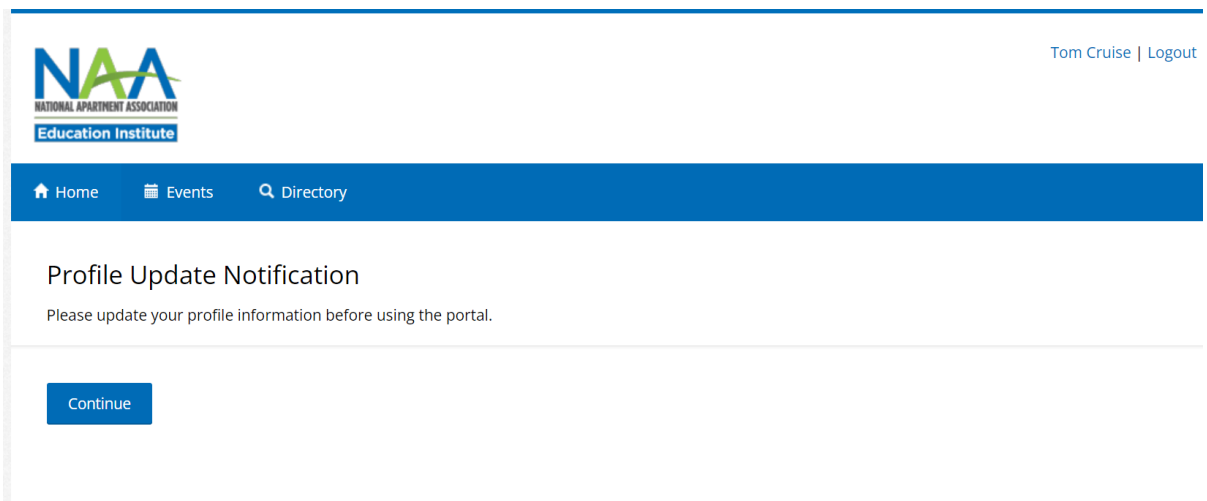
Please remember and/or record your seven-digit NAA ID, which is found on the My Profile page. You will need to provide it to your education provider.

4. Click on “My Education Institute.” This will land you on the PACE portal.



5. You will see your PACE welcome screen. First-time logins will be required to validate their profile information. The system will prompt you to update your profile before displaying the portal home screen. Click “Continue” to begin.

Note: if you are not able to access your PACE account, return to the Personal Snapshot page and click “Edit My Profile.” Confirm that you have checked the “Check here for credential PACE access” box. You cannot access the portal unless this box is checked.



6. Verify that your profile information is correct and click Update. If updates are needed, return to the NAA Profile page. If updates aren't needed, click "Continue."

The screenshot shows the NAA Profile Update page. At the top left is the NAA logo (National Apartment Association Education Institute) and at the top right is the user name "Will Smith | Logout". Below the logo is a navigation bar with "Home", "Events", and "Directory" links. The main heading is "Profile Update" with a sub-note: "Please update your information as needed below. Email, shipping and billing address can be updated at My NAA Profile." On the left is a "My Profile" sidebar with links for "Contact Information", "Shipping Address", "Billing Address", "Credential Directory Settings", and "NAAEI Faculty Directory Settings". The main form area contains: "E-mail Address" with a text input field containing "test@test2.com"; "Home (optional)" with a dropdown menu set to "United States" and an empty text input; "Business (optional)" with a dropdown menu set to "United States" and a text input containing "1234567890"; "Cell (optional)" with a dropdown menu set to "United States" and an empty text input; and a blue "Update" button at the bottom.

7. After you've updated your profile, you'll see a confirmation message.

The screenshot shows the NAA Profile Update page after a successful update. At the top left is the NAA logo and at the top right is the user name "Tom Smith | Logout". Below the logo is a navigation bar with "Home", "Events", and "Directory" links. The main heading is "Profile Update" with the same sub-note as in the previous screenshot. On the left is a "My Profile" sidebar with links for "Contact Information" and "Shipping Address". The main form area is mostly empty, but a green box with the text "Success! Update has been saved." is displayed. A blue arrow points from the top right towards the success message box.

- Click on “Home” to view your portal home page. There, you can apply for a credential, submit a credential renewal application, or submit continuing education credits (CECs.)

NAA PACE
NATIONAL APARTMENT ASSOCIATION
Education Institute

Tom Smith | Logout

Home Events Directory

Profile Update

Please update your information as needed below. Email, shipping and billing address can be updated at [My NAA Profile](#).

My Profile

- > Contact Information
- > Shipping Address

Success! Update has been saved.

- The PACE portal home screen is displayed below.

NAA PACE
NATIONAL APARTMENT ASSOCIATION
Education Institute

Tom Smith | Logout

Home Events Directory

Welcome to PACE!

The PACE portal is a one-stop shop for managing your credential applications, completions and renewals.

For more information about apartment industry credentials and their requirements, visit the [NAA website](#).

Visit the [Candidate Resources](#) page for exam prep information and instructions for how to schedule your exam.

For questions or customer support, contact education@naahq.org.

Tom Smith

test@gmail.test.com
[My NAA Profile](#)

Update your Profile

Click or drop an image here to update your photo.

Apply for New Credentials

- Apply to become an NAAEI Instructor
- Apply for CAS
- Apply for CALP - Standard
- Apply for CAMT
- Apply for CAM
- Apply for IROP
- Apply for CAPS