

## Requesting to Schedule an NAAEI Credential Exam via Live Remote Proctoring (LRP)

Students who have completed the requirements for earning a credential should follow the instructions below to request to schedule an NAAEI credential exam in PACE.

During this process, you will receive the following two automatically generated emails. You will need the information in these emails to schedule and take your exam, so please **retain these two emails until after you have completed the exam.**

- **Notice to Schedule NAAEI Exam** from [candidatesupport@meazurelearning.com](mailto:candidatesupport@meazurelearning.com)
- **NAAEI SCHEDULING CONFIRMATION NOTICE (Admission Ticket)** from [candidatesupport@meazurelearning.com](mailto:candidatesupport@meazurelearning.com)

1. Log in at <https://my.naahq.org>

### 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

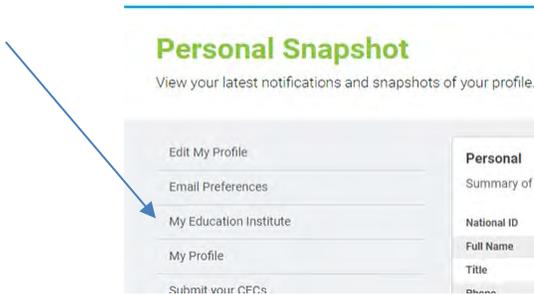
**Log In**

[Forgot My Password](#)

[Find My Account](#)

[Create an Account](#)

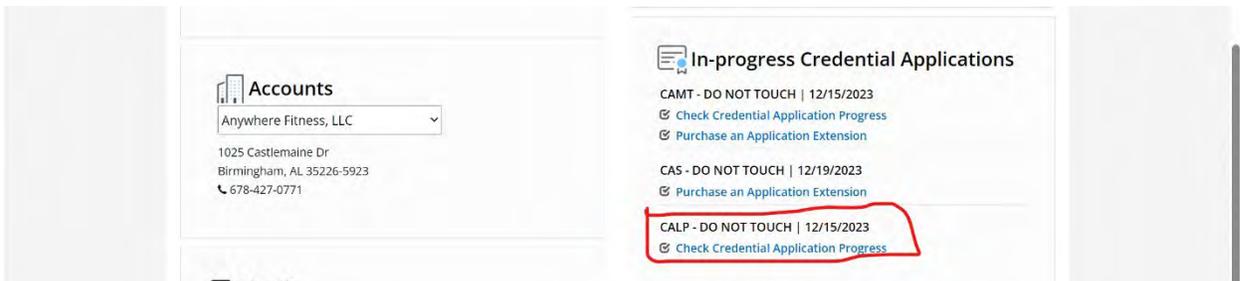
2. Click on “My Education Institute.” This will land you on the PACE portal.



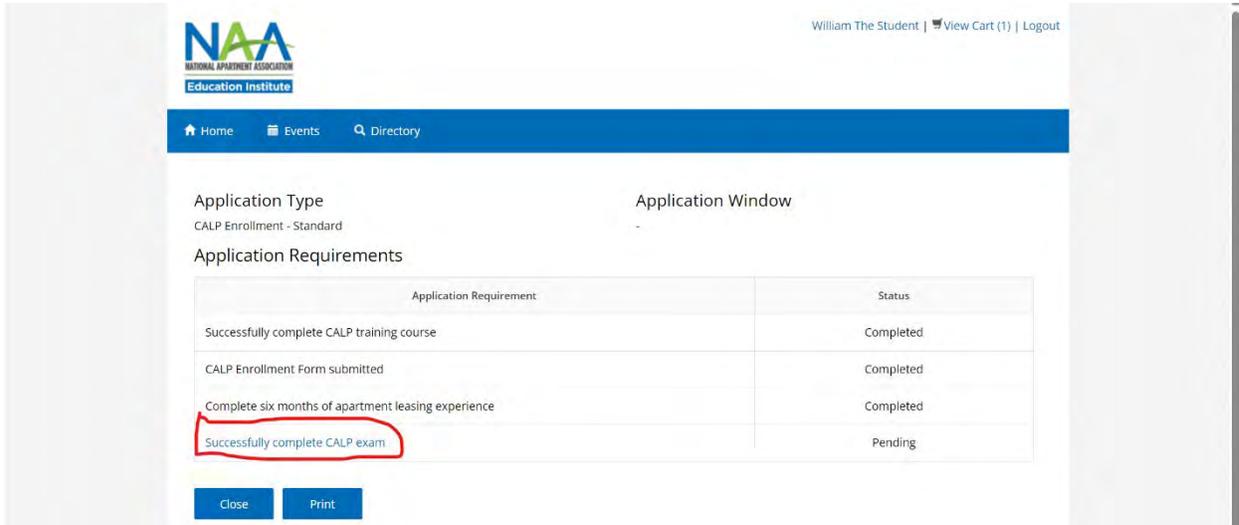
3. Click on the “Home” tab.



4. Scroll down to the “In-Progress Credential Applications” section, and find the application associated with the exam you’d like to schedule. Click on the “Check Credential Application Progress” button.



5. Verify that the status of all Application Requirements is Complete. Click on “Successfully complete exam.” Note that if one or more of the application requirements is not complete, the exam link will not be live.

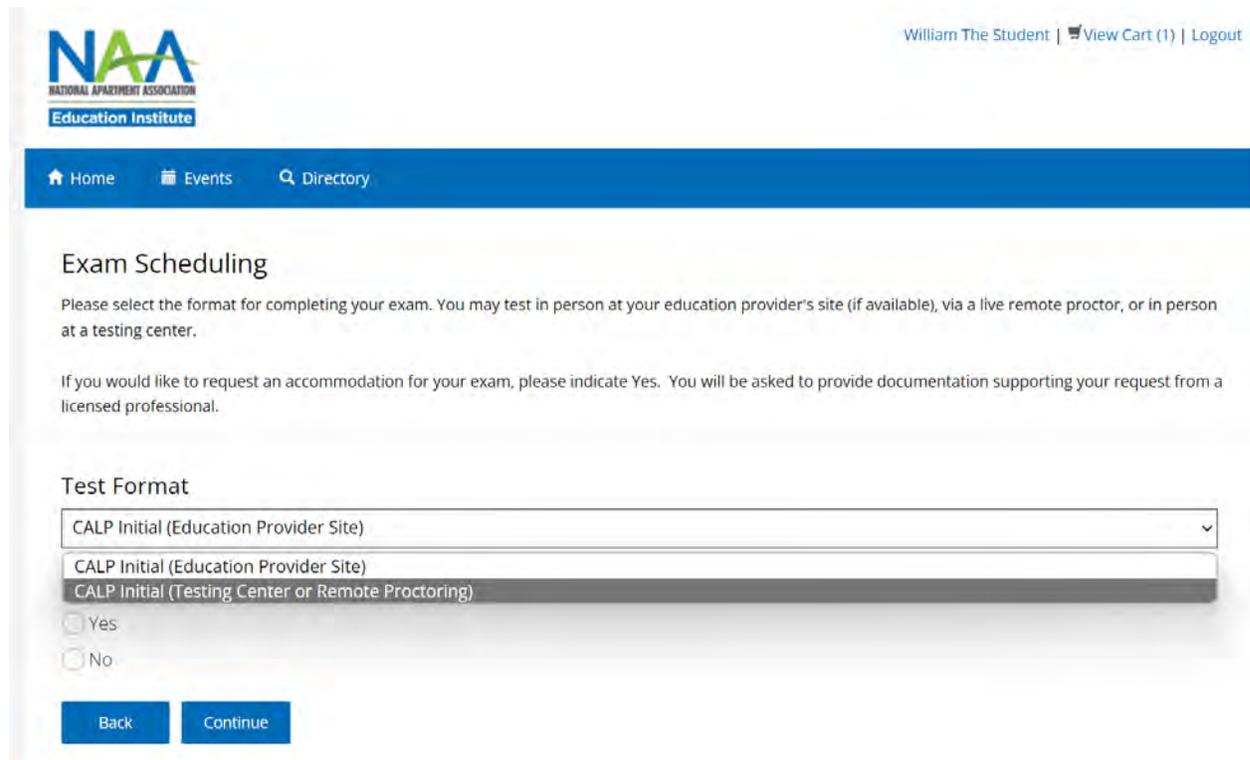


6. Click on “Request to Schedule Exam.”



7. First select your test format. If your education provider is offering an in-person exam, select “Education Provider Site.” Otherwise select “Testing Center or Remote Proctoring.” Once you log into the scheduling site, you will be able to choose whether to test either virtually via live remote proctoring (LRP), or in person at a Meazure Learning testing center.

8. The second question asks whether you require exam accommodations. Select Yes if you would like to submit an accommodation request. Your request must be accompanied by documentation from a licensed professional.



The screenshot shows the NAA Education Institute website. At the top right, it says "William The Student | View Cart (1) | Logout". The navigation bar includes "Home", "Events", and "Directory". The main heading is "Exam Scheduling". Below it, there is a paragraph: "Please select the format for completing your exam. You may test in person at your education provider's site (if available), via a live remote proctor, or in person at a testing center." Another paragraph follows: "If you would like to request an accommodation for your exam, please indicate Yes. You will be asked to provide documentation supporting your request from a licensed professional." The "Test Format" section has a dropdown menu with "CALP Initial (Education Provider Site)" selected. Below the dropdown are two radio buttons: "Yes" and "No". At the bottom of this section are "Back" and "Continue" buttons.

Do you request accommodations?

Yes

No

Back

Continue

Answer both questions, then click Continue.

9. A Notice to Schedule email will be sent to you from Meazure Learning. This email will contain a link to the exam scheduling site along with your login credentials. Retain this email until you have passed your exam.

The screenshot shows the NAA Education Institute website. At the top left is the NAA logo with the text 'NATIONAL APARTMENT ASSOCIATION' and 'Education Institute'. At the top right, it says 'William The Student | View Cart (1) | Logout'. Below the header is a blue navigation bar with 'Home', 'Events', and 'Directory' links. A green notification box contains the text: 'A Notice to Schedule email will be sent to your email address. Refer to that email for instructions on scheduling your exam.' Below this are two columns: 'Exam' with 'CALP Exam - DO NOT TOUCH' and 'Test Information' with 'CALP Initial (Education Provider Site) - Submitted'. To the right, under 'Application Window', there is a minus sign.

10. Locate the Notice to Schedule email and begin the scheduling process. The Notice to Schedule email contains the link to the scheduling site and your login credentials to access the site.

The screenshot shows the 'Welcome to the Meazure Learning Online Exam Registration System' page. The main content is a 'Login' form with the following elements:

- Title: Login
- Instruction: Enter your username and password to submit your scheduling request.
- Username field: elizabethz@gmail.com
- Password field: masked with asterisks, with an eye icon to toggle visibility.
- Forgot Password? link
- Login button (red)
- Please Note: If you have been granted reasonable testing accommodations, your scheduling request should not be considered final until you receive your official Scheduling Confirmation Notice. It may take a few days to confirm the accommodations with the test site. You will be contacted by Meazure Learning via email within three (3) business days of submitting your scheduling request, either with the Scheduling Confirmation Notice to confirm your requested appointment time or with other scheduling options.
- Contact Meazure Learning link

A blue arrow points from the 'Please Note' text to the 'Login' button.

11. Complete all the required fields. When finished, click Continue.

**NATIONAL APARTMENT ASSOCIATION**  
**Education Institute**

Please confirm your demographic information and update if necessary.

**Verify that the first name and last name you used when registering exactly match the first name and last name on the government-issued ID(s) you will present on test day.**

Name  
Elizabeth Zolotukhina TEST ACCOUNT

Street Address \*  
123 Main Street

Street Address 2  
Arlington

Time Zone \*  
US Eastern Time (-05:00)

Email Address \*  
elizabethz@gmail.com

Country \*  
United States Minor Outlying Islands

Home Phone \*  
9172316039

State/Province

City \*  
Arlington

Postal Code \*  
20815

Work Phone

Cell Phone

**Continue**

[Contact Meazure Learning](#)

12. Review the attestations page, scroll to the bottom of the page, check the box "I attest", then click Continue.

**NATIONAL APARTMENT ASSOCIATION**  
**Education Institute**

responsible for the deletion of any materials that may result from the review, whether or not such materials are test materials. By bringing any such device into the test site in violation of Meazure Learning policies, you expressly waive any confidentiality or other similar rights with respect to your device, Meazure Learning's review of the memory of your device, and/or the deletion of any materials. Meazure Learning, the exam site, and the test administration staff are not liable for lost or damaged items brought to the exam site. Any aids for candidates with an injury or disability (e.g., canes, crutches, slings, wheelchairs) may also be inspected.

**IMPORTANT:** The content, including each question, of this examination is the property of the test provider. The examination content is copyrighted and is strictly confidential information. You are strictly prohibited from retaining, copying, distributing, disclosing, discussing, possessing, or receiving any examination content, including even partial questions, by written, electronic, oral, or other form of communication. This includes, but is not limited to, emailing, copying, or printing of electronic files and reconstructing content through memorization and/or dictation before, during, or after the examination. Doing so may result in disciplinary action, assessment of monetary damages, and legal liability. By proceeding further with the examination process, you are acknowledging and agreeing that you understand these restrictions and the consequences if you break these restrictions.

If you have questions or concerns about security procedures at your test site, contact Meazure Learning immediately, before your exam date.

I attest

**Continue**

Clicking Continue will direct you to the scheduling page. Please be patient as we gather your availability.

[Contact Meazure Learning](#)

13. You will see a list of your unscheduled exams. Find the one you'd like to schedule and click on Schedule.

**Education Institute**

### Your Unscheduled Exams

You have 3 unscheduled exam(s).

Exam Name	
Certified Apartment Leasing Professional (CALP) - NAAEI	<a href="#">Schedule</a>
Certified Apartment Portfolio Supervisor (CAPS) - (Meazure Learning Site or LRP)	<a href="#">Schedule</a>
Certified Apartment Supplier (CAS) - (Meazure Learning Site or LRP)	<a href="#">Schedule</a>

[Contact Meazure Learning](#)

14. On the next screen, click on Schedule Live Remote Proctoring Exam.

15. At this point you can choose if you prefer to test at a Meazure Learning testing center or via Live Remote Proctoring (LRP). If you wish to test at a Meazure Learning testing center, clicking that option will redirect you to Meazure Learning's scheduling portal so that you can choose a date/time/location. If you prefer to test via Live Remote Proctoring, make this selection now.

**NAA**  
NATIONAL APARTMENT ASSOCIATION  
**Education Institute**

Elizabeth Zolotukhina  
Candidate Id: 858251651

You have a choice between a live remote proctoring exam and an exam administered at a testing center.

[Schedule Live Remote Proctoring Exam](#)

[Schedule At Testing Center](#)

[Contact Meazure Learning](#)

16. You will see the screen displayed below. If you are testing via LRP, you can now test your computer to be sure its specifications will allow for the LRP option.

When you click on “Examination Delivery Requirements”, it will initiate the process of verification that the computer you are using is suitable for the testing purposes.

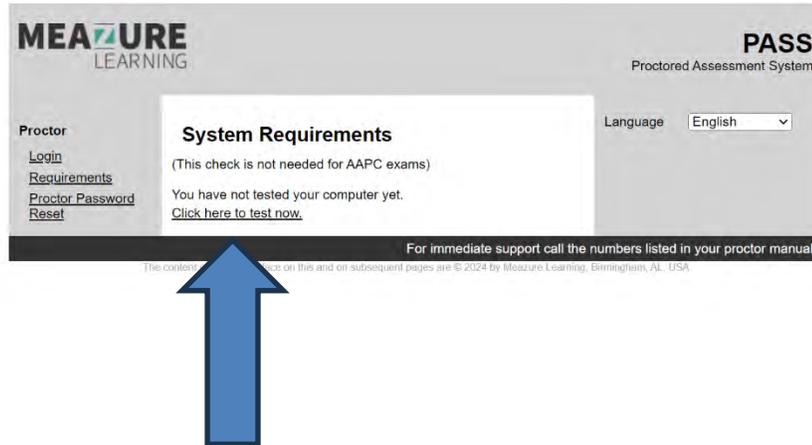
However, if you are scheduling your exam on a computer DIFFERENT from the one you will be testing on, you may bypass this process for now, and continue straight to the scheduling process. You will be given another opportunity to verify your computer’s suitability immediately prior to the exam.

**To avoid any delays in your testing, we strongly recommend that you schedule your test using the same computer which will be used for testing.**

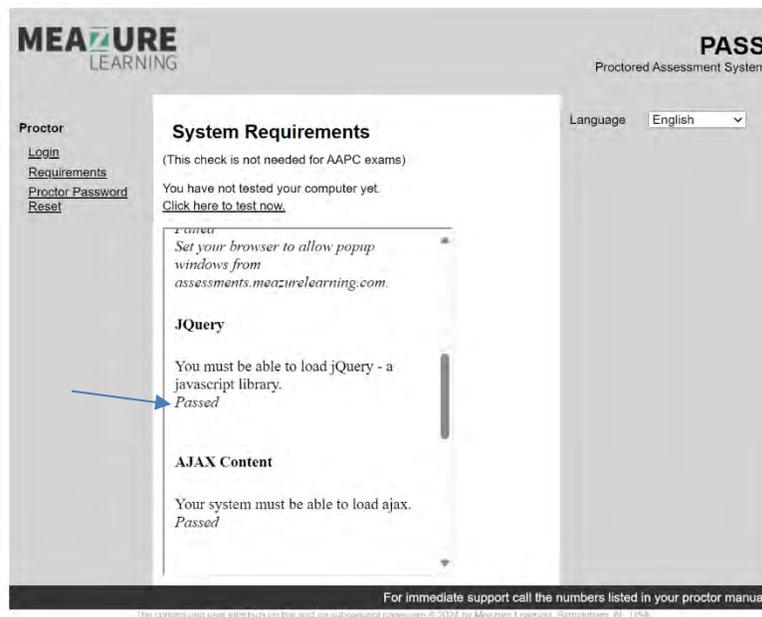
You have a choice between a live remote proctoring exam and an exam administered at a testing center.

Screenshot of the "Schedule Live Remote Proctoring Exam" interface. The page title is "Schedule Live Remote Proctoring Exam" with an upward arrow icon in the top right corner. The main content area contains the following text: "Before scheduling a live remote proctoring exam, please make sure that you test your system for *both* of the following system requirements: [Examination Delivery Requirements](#) (This check is not needed for AAPC exams) [Live Remote Proctor Requirements](#)". A blue arrow points to the "Examination Delivery Requirements" link. At the bottom right, there is a red button with the text "Schedule / Take a live remote proctoring exam".

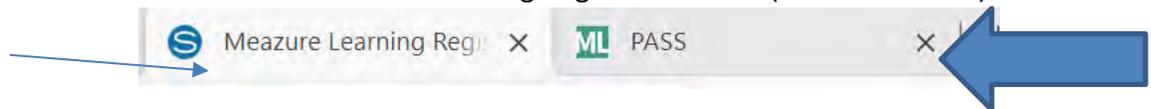
17. A new tab will open in your browser. Click on “Click here to test now.”



18. You will see the following screen. Scroll down to make sure that all components have status “Passed” indicated.



19. If all components feature a “Passed” status, close the “PASS” browser tab (thick blue arrow). You will return to the “Meazure Learning Registration” tab (thin blue arrow).



20. In the “Measure Learning Registration” tab, now click on “Live Remote Proctor Requirements.”

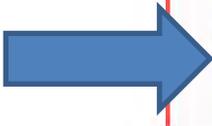
## Schedule Live Remote Proctoring Exam



Before scheduling a live remote proctoring exam, please make sure that you test your system for *both* of the following system requirements:

[Examination Delivery Requirements](#) (This check is not needed for AAPC exams)

[Live Remote Proctor Requirements](#)



[Schedule / Take a live remote proctoring exam](#)

A new tab will open, and you will see different items that you may bring into your testing session.

MEASURE LEARNING  
proctorU

Contact Support Team

ProctorU > Test-Taker > Test It Out Articles

Search

### Test It Out Articles

Follow

*This section is for test-takers using the test it out page within their ProctorU account.*

What is allowed in the exam room for my in person proctored session?

CPU/RAM

Bandwidth

Operating Systems

Supported Browsers

Internet Quality

Microphone

Webcam

**If any aspect of your computer is found to be unacceptable for testing, you will need to find another workstation or computer for the testing purposes.**

21. After you have tested both system requirements, you can now click on the red button “Schedule/Take Exam.”



You have a choice between a live remote proctoring exam and an exam administered at a testing center.

Schedule Live Remote Proctoring Exam ^

Before scheduling a live remote proctoring exam, please make sure that you test your system for *both* of the following system requirements:

[Examination Delivery Requirements](#) (This check is not needed for AAPC exams)

[Live Remote Proctor Requirements](#)

**Schedule / Take a live remote proctoring exam**

22. You will see the following screen. Answer the question. Then, click Submit.

Please answer the following question to continue.

**Are you an EU citizen and/or a current EU resident?**

Yes  No

**Submit**

23. Check the textbox and click Accept Terms.

Please accept the Terms of Service before continuing. ✕

### Terms & Conditions

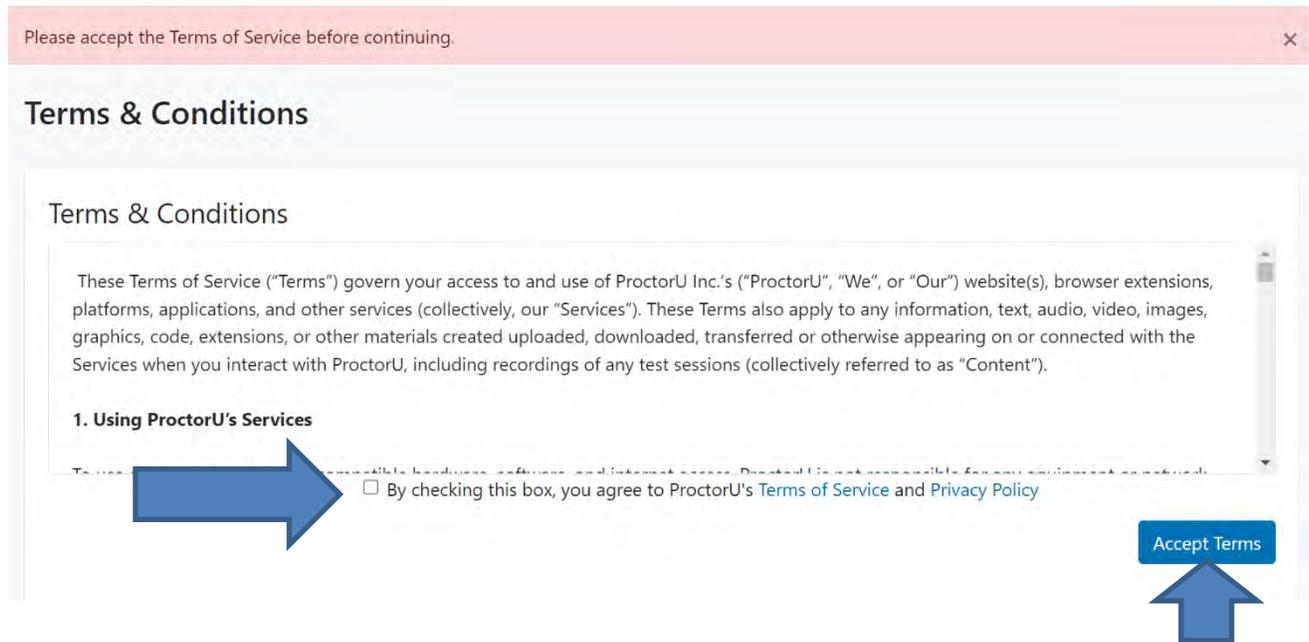
Terms & Conditions

These Terms of Service ("Terms") govern your access to and use of ProctorU Inc.'s ("ProctorU", "We", or "Our") website(s), browser extensions, platforms, applications, and other services (collectively, our "Services"). These Terms also apply to any information, text, audio, video, images, graphics, code, extensions, or other materials created uploaded, downloaded, transferred or otherwise appearing on or connected with the Services when you interact with ProctorU, including recordings of any test sessions (collectively referred to as "Content").

**1. Using ProctorU's Services**

By checking this box, you agree to ProctorU's [Terms of Service](#) and [Privacy Policy](#)

**Accept Terms**



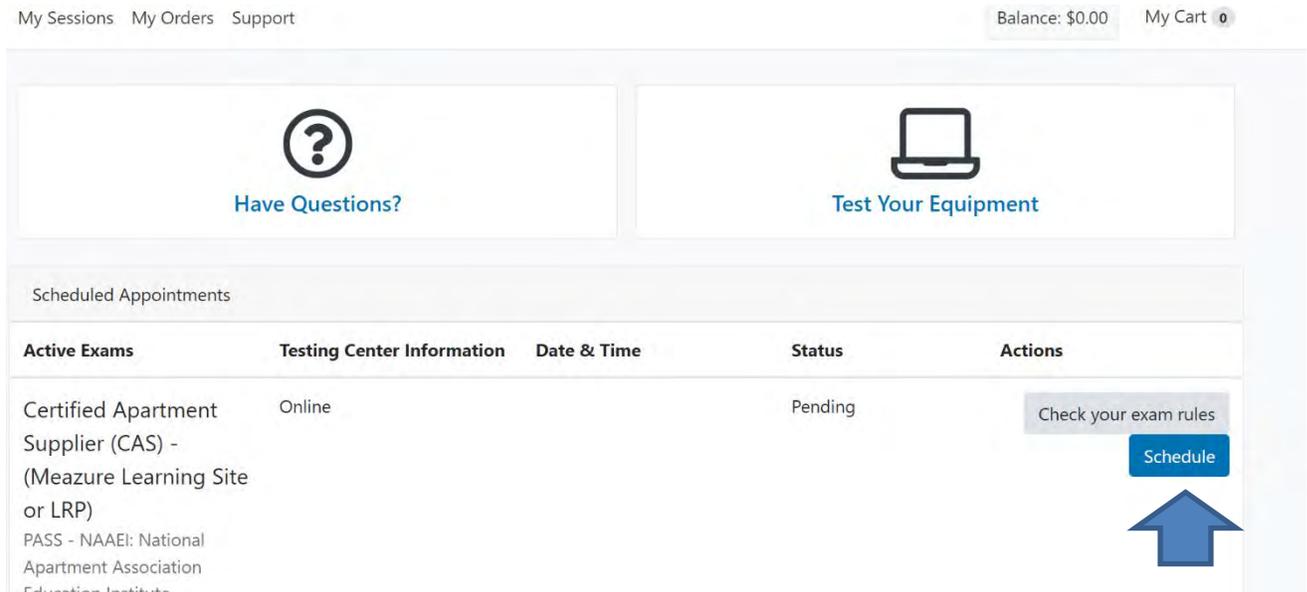
24. Here you can test your computer again. You can also schedule your LRP exam. Click accordingly.

My Sessions My Orders Support Balance: \$0.00 My Cart 0

**Have Questions?** **Test Your Equipment**

Scheduled Appointments

Active Exams	Testing Center Information	Date & Time	Status	Actions
Certified Apartment Supplier (CAS) - (Meazure Learning Site or LRP) PASS - NAAEI: National Apartment Association Education Institute	Online		Pending	Check your exam rules <b>Schedule</b>



25. Pick the date and time of your exam. Please choose carefully and note the AM/PM toggle. When finished, click Submit.

Select a Date

← November 2022 →

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Select a Time

^ ^

02 : 00 PM

∨ ∨

Submit

Please select a date and time on the left. Once you have selected a date and time, please click Submit.

26. When you've found your exam time, click Schedule.

Please click "Schedule" to confirm your time: **3:10PM CET**

 **SCHEDULE** [Cancel](#)

**3:20PM CET**  
Wednesday, December 7, 2022  
19 days from now

**Certified Apartment Supplier (CAS) - (Meazure Learning Site or LRP)**

**SELECT**

Earliest Available Times Next Available Times

27. Your exam is now scheduled. You will see the message below.

Reservation complete. ×

**Your order was successful!** Print Receipt My Sessions

Session	Institution	Date & Time	Type	?	Price
Certified Apartment Supplier (CAS) - (Meazure Learning Site or LRP)	PASS - NAAEI: National Apartment Association Education Institute	12/07/2022 3:10PM CET	Live+		\$0.00
<b>Total</b>					<b>\$0.00</b>

Reschedule My Sessions

**Payment Information**  
Payment Method  
Credit on Account

28. Following the scheduling, you should receive an email with the subject line NAAEI SCHEDULING CONFIRMATION NOTICE (Admission Ticket) from [candidatesupport@meazurelearning.com](mailto:candidatesupport@meazurelearning.com). This email **contains your exam appointment ID and the link to begin your exam.** Please be sure to have this email readily available **right before your test.** Refer to this email and the instructions for taking your LRP exam when you are ready to do so.

**For technical support with the Meazure Learning platform, please contact Meazure Learning's Candidate Services team at [candidatesupport@meazurelearning.com](mailto:candidatesupport@meazurelearning.com) or by phone at 919-572-6880, available M-F 8:30 am-5:30 pm and Saturday 8:30 am-4:00 pm Eastern Time.**