Online Certification Applications- FAQs

Q What platform is IAAI using for online certification applications?

A JotForm

Q How can I access the online platform?

A Any web browser (Google Chrome, Safari, Firefox, etc.)

A Desktop/laptop, smart phone, tablet

Q What is the first step to accessing the online application?

A First, you will need to provide payment for your application via the IAAI Online Store under the Certification Applications category.
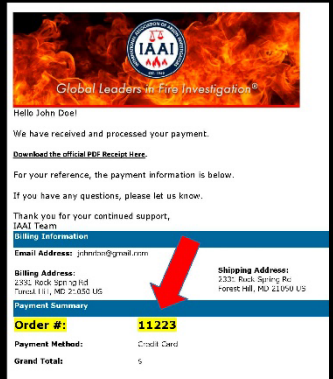
A **NOTE:** Payment is **required** before beginning the online application process. If you need to pay by check and/or require an invoice, please contact IAAI Certifications HQ.

A Once payment is submitted, you will receive a confirmation email with your payment receipt **and** an email with the link to complete the application.
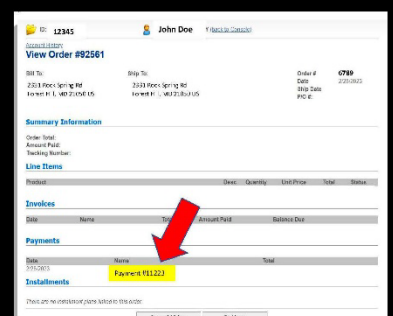
Q Once I click on the application link, what do I do next?

A Please keep your receipt readily available, as you **must** enter your order/payment number on the first page of the application.

From your Confirmation Email:

From your Member Profile:

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Q After I enter my order/payment number, how do I complete the application?

A Fill in each field on the application per the instructions provided. *We recommend having all supporting documentation (transcripts, employment letters, etc.) readily available for upload before you begin this process.*

Q I keep getting an error message that won't let me proceed to the next page, what do I do?

A The majority of the fields on IAAI Certification applications are **required**. These fields **must** be filled prior to moving to the next step. Required fields include candidate information, documents, tables, etc.

Q What does a required field look like?

A Required fields are indicated a red asterisk: *****

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Q What type of documents can be uploaded?

A JotForm accepts all document types including .pdf, .doc, .docx, .jpg, .png, etc.

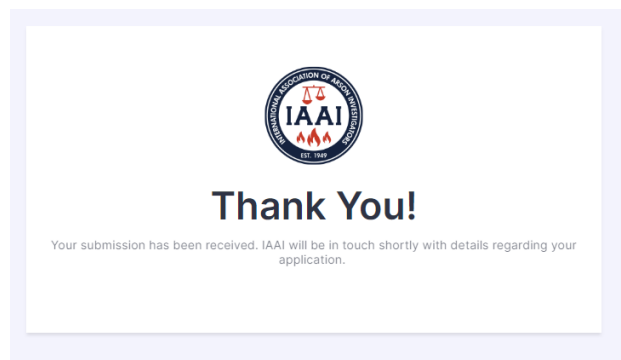**Q** Am I able to save my application and come back to it when I'm ready?

A Yes! At the bottom of each page of the application, you will see a "Save" button. Once you click that button, you will receive an email from JotForm with a link to your saved application. Whenever you are ready to resume your application, you just click that link, and you can pick up where you left off!

Q How do I submit my application?

A On the last page of the application, once all fields are filled, you will click on the green "Submit" button.

Q How do I know that my application has been submitted successfully?

A Once you submit, you will see this screen:

Thank You!

Your submission has been received. IAAI will be in touch shortly with details regarding your application.

A Additionally, you will receive an email copy of your completed application.

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Q How are applications approved?

A Once your application is submitted, it is then sent to the review committee, where they will be able to Accept, Reject, or require more information.

Q How will I know the status of my application?

A After your application is submitted, and the vetter has reviewed it, you will receive an email (to the address you completed your form with) with the status.

A If, after 10 business days, you have not received this email, please contact IAAI HQ. IAAI Staff will be able to check on your application status and/or follow up with the vetter.

Q My certification requires an exam in CFITrainer.net or a written exam. When will I be activated to take my exam?

A Once your application is approved, the process will follow for your exam. IAAI Staff will be notified of your approval, and we will either enter your credentials into CFITrainer.net (with the email provided in your application) or you will be contacted by email to schedule your exam with a proctor.

The IAAI Staff team is here to help! Should you need assistance with any of the steps listed above, please feel free to contact us via phone- 410-451-FIRE(3473) and select prompt 3 for Certifications, or any of the certifications inboxes, which can be found on www.firearson.com. We look forward to receiving your application, and wish you the best of luck as you take the next step in earning an IAAI Certification and/or Designation.