



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. Click on the application link on the appropriate Certification/Designation page. <https://www.firearson.com/credentials/>

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 payment number on the first page of the application.

← View Order Details #118683 [Print Invoice](#) Credit Balance: \$0.

Bill To	Ship To	Order Info

Summary Information	Line Item	Payments	Installments
		Click here.	
Date	Payment ID	Total	
05/21/2024	Payment #61234	\$78.00	

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Q After I enter my 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: *

A screenshot of a form with several input fields. The fields are: 'Name *' (with sub-labels 'First Name with Middle Initial' and 'Last Name'), 'Company *', 'Address Line 1 *' (with sub-label 'Address Line 2'), 'City *', and 'State *'. Each of these fields has a red asterisk next to its label. Large black arrows point to each of these required fields.

Q What type of documents can be uploaded?

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



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

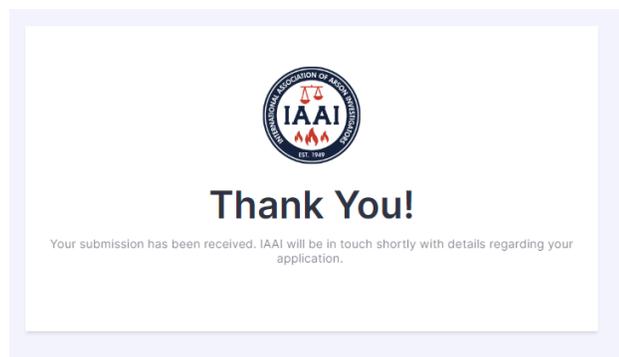
A Yes. To save your progress, you must first create a free account on JotForm. You can use whatever email you would like for this account. JotForm is not in any way linked to your IAAI account. At the bottom of each page of the application, you will see a "Save" button. Once you click that button, you 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!
Your draft application will only be saved for 2 months. After that time, it will be deleted.

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:



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

Q How will I know the status of my application?

A After your application is submitted, and the committee has reviewed it, you will receive an email (to the address you completed your form with) with the status.
If, after 14 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 reviewer.



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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 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 enter your credentials into the appropriate testing platform, using the email provided on your application. You will be contacted by email to either schedule your exam or that your CFITrainer.net exam has been activated.

Q I have more classes and documents than there are spaces on the application. How do I include all that information?

A You should combine your classes, trainings, and supporting documentation as needed to fit into the provided spaces. For example, you may combine your CFI Trainer courses and credits in one line, and then upload your transcript as supporting documentation. Similarly, you can combine any classes you took in a given timeframe, for example “CFITrainer.net classes 2023”, or all classes from a conference together in one space. Feel free to combine them however you see fit.

Q I would like to see the application requirements prior to paying. Where can I find a list of the classes and credits I need to apply?

A Our website has links under each certification that bring you to a SAMPLE application. There are also links to the Certifications Manual, which also provide details for each certification and its requirements.

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.