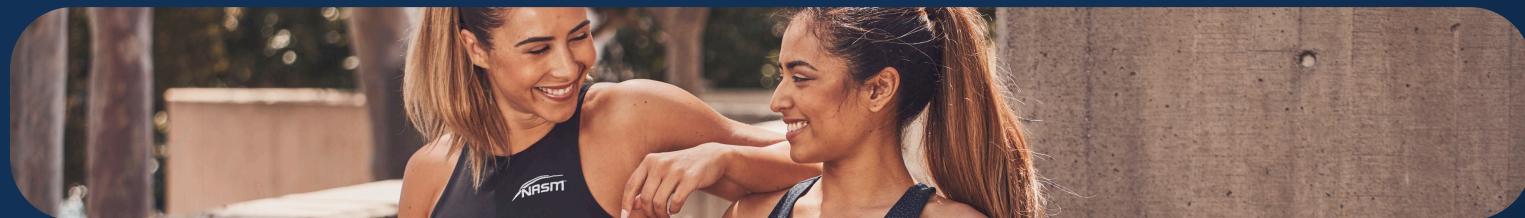# THE RECERTIFICATION PORTAL USER GUIDE

# The Recertification Portal

Once you log into your NASM Customer Portal, select **Credentials>Recertification** from the top menu. Locate your credential within the Recertification tab and click on the **Manage Renewal** button. This will launch the online recertification portal.

Once the Recertification Portal is launched, you will be presented with your Home Page. This will provide you with a quick look at your certification status, expiration date, and total credits needed.
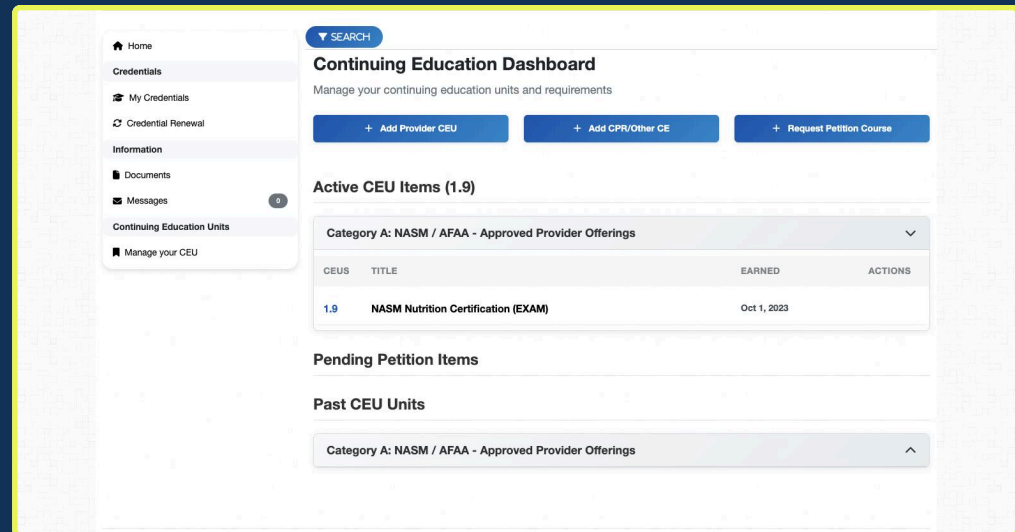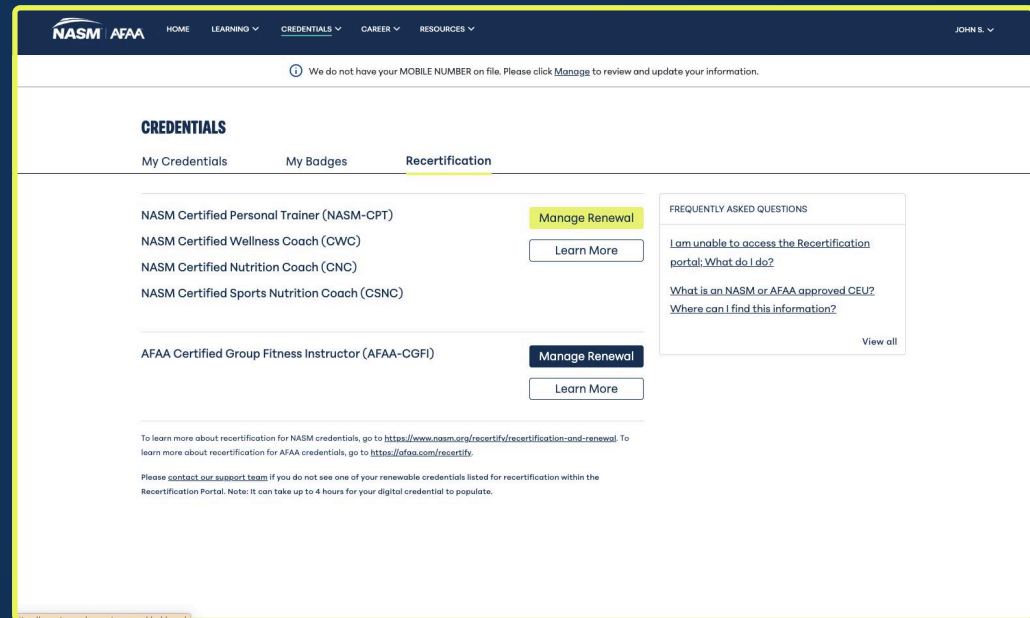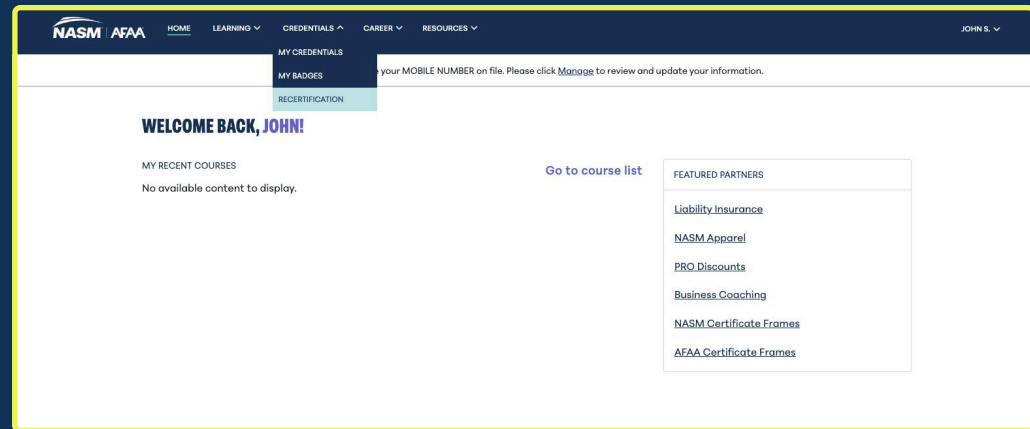
# Adding CEU Courses

**Important Note:** All courses completed directly through NASM & AFAA should automatically populate. If you notice courses are missing, please contact Member Services.
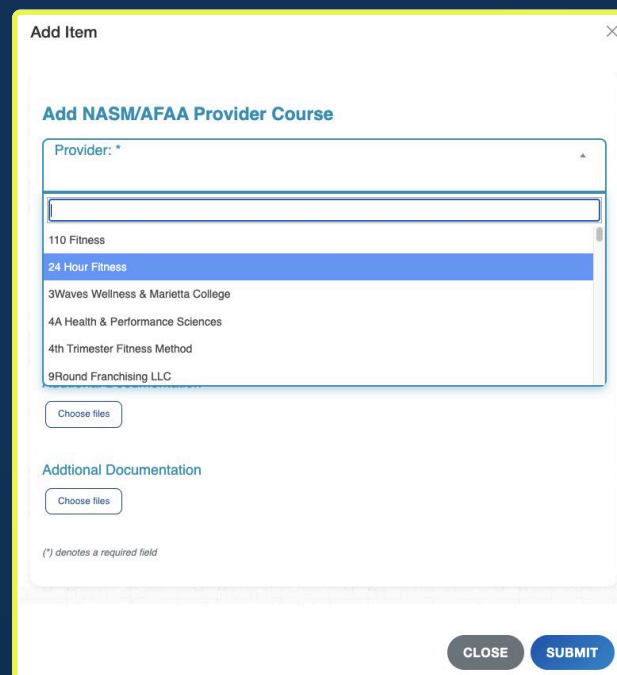
To add Approved Provider Courses:

1. Select **Manage your CEU** within the left navigation menu.
2. To add pre-approved courses, select **Add Provider CEU**
3. Click into the Provider search bar. You can search for the name of the provider in the search bar or navigate through each individual page.

   If a provider's name is not populating, please check the pre-approved provider list on our website to ensure the provider's name matches what is listed.

## Adding CEU Courses (Cont.)

4. Once you find the provider, click on the name. The courses that are currently approved for that provider will display.
5. If available, select the course you completed.
   **Note:** Be sure to check our pre-approved provider list to confirm the course's approval expiration date.
   ▪ If the course is not listed, it will require a petition.
6. Enter the date earned for your course.
7. Upload your documentation or certificate of completion for the course.
8. After all information is entered, click **Submit.**

## Petitioning a Course

1. After confirming the course is not on the Provider's course list, click on **Request Petition Course** from the Continuing Education Dashboard.
2. Fill in the fields within the add **Request Petition Course** window:
   ▪ **Certification:** Select the certification that you would like to apply the petition course to.
   ▪ **Title:** Enter the title of the course.
   ▪ **Date of Activity/Date Awarded:** Enter the date of completion.
   ▪ **Requested CEUs:** Enter the earned CEU value.
   ▪ **Documentation:** Upload documentation or certificate of completion for the course.
3. Confirm that you have checked to ensure that the course is not already approved.
4. After all the information is entered, click **Submit.**
5. Click on the **Unpaid Petition Course** notification on your home page.
6. You will be directed to the shop page to pay the Petition fee.

# Adding your CPR/AED/Other CEUs

1. To upload your CPR/AED course, select **Add CPR/ Other CE.**
   - Fill in the fields within the **Add CPR/Other CE** window:

     - **CEU Category:** Choose Category D: CPR and AED Certification.
     - **Title:** Please indicate the company you completed your course with and then add "CPR/AED course".
     - **End Date of Activity/Date Awarded:** Enter the date of completion.
     - **Requested Points:** Enter 0.1 CEU. No other value will be accepted.
     - **Documentation:** Upload a copy of the front and back (if applicable) of the CPR card. Note: This is required and must be submitted as one file.
     - Once all the information is entered, select **Submit.**

2. To upload courses from Category B (Industry Contributions) or Category C (Post Certification Collegiate Coursework), select **Add CPR/ Other CE.**
   - Fill in the fields within the **Add CPR/Other CE** window:

     - **CEU Category:** Choose Category B or Category C from the dropdown.
     - **Title:** Provide the title of the completed courses or industry contributions.
     - **End Date of Activity/Date Awarded:** Enter the date of completion.
     - **Requested Points:** Add in CEU value requested based on contact hours completed.
     - Once all the information is entered, select **Submit.**
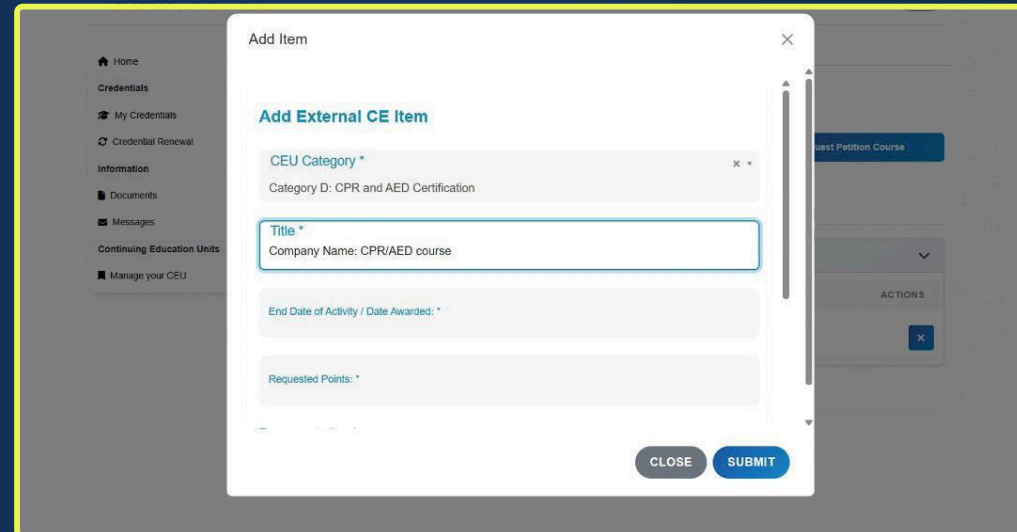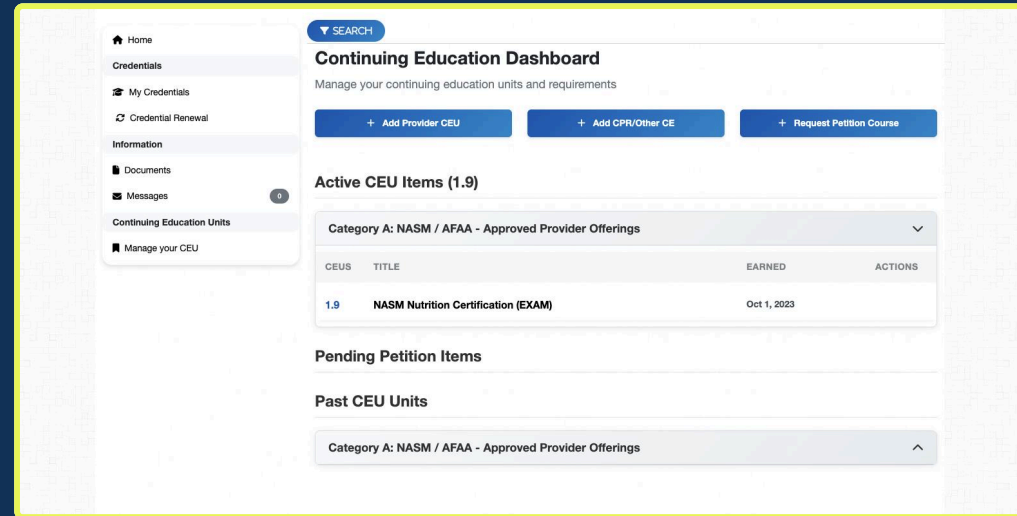
# Submitting your Application and Fees

1. After all your courses are uploaded, click **Credential Renewal** in the left navigation menu.
2. If all CEU requirements have been met, the credentials will be in the **Ready to Renew** section.
3. Click on the credential that you would like to renew.
4. You have two options to complete your checkout:
   - To pay the standard application and any late fees you may owe, click **Renew.**
   - To enroll in the Recertify for Life program, click **Recertify for Life. Note:** If you have already purchased Recertify for Life, this option will be grayed out to avoid purchasing the product again.
5. Click **Submit** and you will navigate to the shop page to pay for your fees.
   - Once payment is complete, your application is submitted to the NASM/AFAA team for review.

For quality assurance, the portal system will randomly select candidates for manual review. You will be notified via e-mail as well as portal message if you have been selected for this audit process. A member of our staff will review all documentation submitted. If any additional documentation is needed, you will be notified again via e-mail and portal message.