



## MEMO

### FHC/CPO/ACPO Exam Re-take Instructions

In order to re-take the FHC/CPO/ACPO examination, you will need to find a SHCM certified professional or NAHP or NAHP-e (National Affordable Housing Professional) in your area to proctor the exam. To find a SHCM, NAHP or NAHP-e in your area, please visit NAHMA's online credential directory at:

<http://www.nahma.org/directory>

Search for a SHCM, NAHP or NAHP-e (by clicking on the circle next to SHCM, NAHP or NAHP-e on the webpage) and then enter the city and/or state in which you wish to re-take the exam. You will find names and contact information for those who hold the credential that you are searching for. Next, you should contact the person whom you wish to proctor the exam to coordinate a date/time and location that is mutually convenient for you to re-take the exam.

Please return your re-take application form **after** you have determined the day that you will be re-taking the exam, and be sure to include your proctor's name, address, and phone number, so that NAHMA can mail the appropriate exam to your proctor before the re-take date. When you re-take the exam, be sure to have your CPO, ACPO or FHC course manual and writing implements. A calculator may be used for any of the exams, but a laptop or other type of computer may not be used. The FHC/CPO/ACPO exam is not offered online at this time.

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### SHCM Online Exam Re-Take Instructions

The student will find a SHCM, NAHP, or NAHP-e certified person from within their company that can act as a proctor or the online credential directory at <http://www.nahma.org/directory>. As an alternative, you may also contact your local AHMA for assistance in locating a proctor for your retake exam. To find your local AHMA visit <http://www.nahma.org/content/map1.html>.

Refer the proctor to contact Doug O'Dell at Testrac to sit through a 10 minute proctor webinar at (952-997-0641; [dbodell@testrac.com](mailto:dbodell@testrac.com)). Upon completion of the proctor webinar, the proctor will contact Natasha at NAHMA and request a (voucher) which is needed to access the online exam. The student coordinates with the proctor the test date/time and location. The exam can be taken on a computer at the home office or even property. Desktop computer, laptop or even a tablet.

Please return your re-take application form **after** you have determined the day that you will be re-taking the exam, and be sure to include your proctor's name, address, phone number, and email address. SHCM is a closed book exam.

If you have any questions regarding your exam re-take, please contact Natasha Patterson at (703) 683-8630, x117 or [npatterson@nahma.org](mailto:npatterson@nahma.org).

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