



# Certification Candidate Management System (CCMS) Candidate User Guide

The IIA's Global Certifications Department

2015

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## **Certification Candidate Handbook**

The Certification Candidate Handbook is the cornerstone of the Certification program. It details the process from beginning to end, program requirements, what to expect at the testing center, how scores are calculated, and everything in between. It is strongly recommended that all candidates download the latest version of the handbook.

## **Certification Website**

The IIA's certification programs are clearly and completely detailed on the website under the Certification tab.

The website features links to required forms, policies, and administrative directives governing certification programs; quick access to the Certification Candidate Management System and everything there is to know about IIA certifications.

## Certification Candidate Management System (CCMS)

CCMS is the system of record for The IIA's global certification programs.

Candidates and certified individuals administer their own certification requirements for computer-based examinations through this system, which also allows candidates to:

- Apply to individual global certification programs.
- Register for exams.
- Review certification status.
- View official exam results.
- Monitor progress in your chosen certification program.
- Report Continued Professional Education (CPE) credit.

CCMS works to a limited degree with The IIA's association management system, meaning both systems hold demographic and contact information on IIA members and certification candidates. The key difference is that if you update your information in one system, it will not automatically update your information in the other system.

- For example, if you update your email address in CCMS, you must also log into your membership profile within The IIA's main website to update your information in that system.
- A project is underway to streamline this process, but until it is tested and launched, you must make updates to both systems individually.

## Logging In to CCMS

CCMS is a web-based application. To access the system, open your web browser and navigate to the following page:

<https://i7lp.integral7.com/durango/do/login?ownername=iia&channel=iia&basechannel=integral7>

This is the login screen you will see when you access CCMS. Enter your username and password and click on the “LOGIN” button.

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### IIA Certification Candidate Management System Login

Username

Password

- First Time Users
- [Forgot your password?](#)

Welcome to the IIA Certification community. IIA's powerful, user-friendly application helps you apply for, complete, and maintain your certifications and related information, while keeping you connected to and informed about IIA certifications.

After you log in, you'll be able to:

- Apply for IIA certification programs
- Register for IIA certification examinations
- Review your certification status
- View your exam score report
- Review next steps in your certification process
- Update your personal information
- Review your credential and exam history
- Contact IIA customer service
- And much more

**Helpful Links**

Standards & Guidance	International Conference
Bookstore	Global Events
CAE Resources	About Internal Auditing
Research Foundation	About The IIA
Certification	

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## Forgotten Credentials

There is an account recovery process within CCMS. This process should be used by:

- Those who have a username and password but cannot remember what they are.
- Individuals who have NEVER accessed their CCMS record, but HAVE PREVIOUSLY sat for a certification examination must use this method to gain access to a CCMS record.

Individuals **must not create** duplicate records. If in doubt or experiencing issues, please contact our Customer Relations team for assistance:

- Email: [customerrelations@theiia.org](mailto:customerrelations@theiia.org)
- Telephone: +1-407-937-1111

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- And much more

**Helpful Links**

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Bookstore	Global Events
CAE Resources	About Internal Auditing
Research Foundation	About The IIA
Certification	

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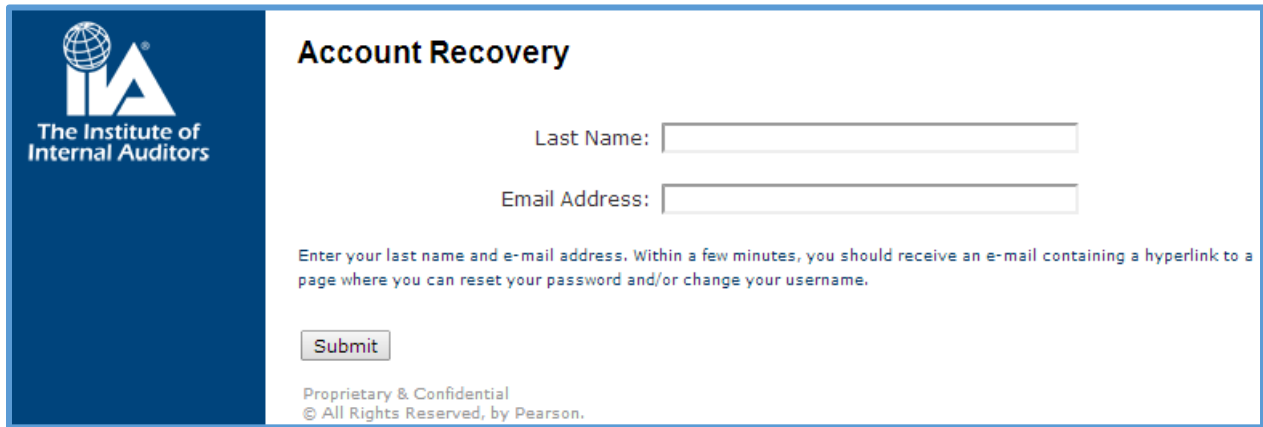
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**NOTE: Generally speaking, your username should be your IIA Global membership ID number, or IIA Customer ID number.**

After clicking on the “Forgot your password?” link, the next screen will prompt you to enter your Last Name/Surname and email address on file in your CCMS record.



**Account Recovery**

Last Name:

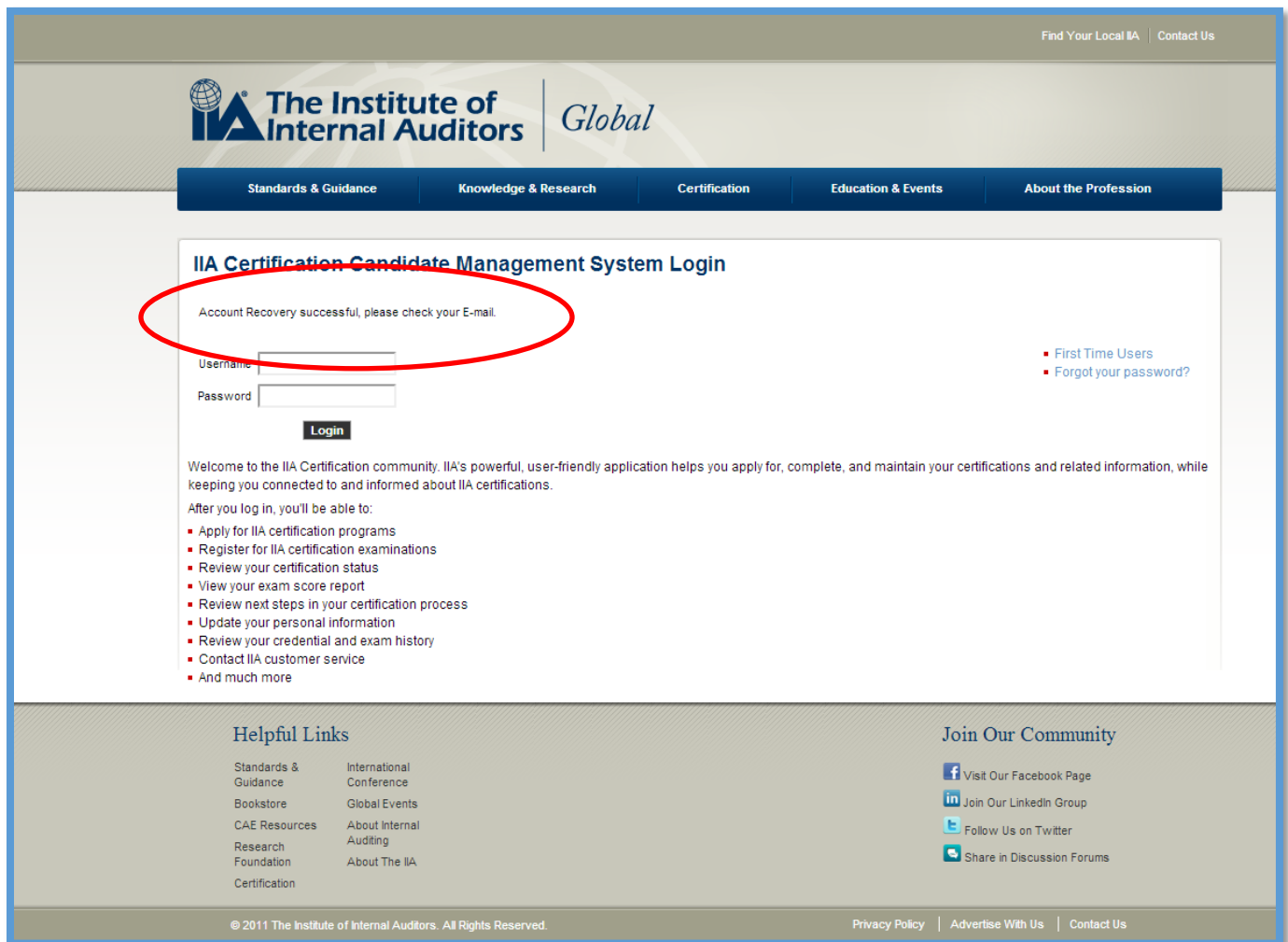
Email Address:

Enter your last name and e-mail address. Within a few minutes, you should receive an e-mail containing a hyperlink to a page where you can reset your password and/or change your username.

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Once you enter your last name, email address, and click Submit, one of two things will occur:

1. If successful, you will be returned to the main CCMS log in screen which reads “Account Recovery successful, please check your email.”



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### IIA Certification Candidate Management System Login

Account Recovery successful, please check your E-mail.

Username:

Password:

- First Time Users
- Forgot your password?

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- Register for IIA certification examinations
- Review your certification status
- View your exam score report
- Review next steps in your certification process
- Update your personal information
- Review your credential and exam history
- Contact IIA customer service
- And much more

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Standards & Guidance	International Conference
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2. If the process was unsuccessful, you will see an error message indicating “We could not locate your record or your record does not contain a valid email address, please contact customer support.”

**Account Recovery**

We could not locate your record or your record does not contain a valid e-mail address, please contact [customer support](#).

Last Name:

Email Address:

Enter your last name and e-mail address. Within a few minutes, you should receive an e-mail containing a hyperlink to a page where you can reset your password and/or change your username.

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- a. This message would be received because the last name/surname in the record and the email address entered did not match an existing record in CCMS.
- b. If you have multiple email addresses, you can retry the Account Recovery process using a different email address.
- c. If you are not successful, contact Customer Relations for further assistance.
  - Email: [customerrelations@theiia.org](mailto:customerrelations@theiia.org)
  - Telephone: +1-407-937-1111



If you are new to Certifications and have never taken a certification exam before, you must create a new record in CCMS:

Step 1: From the main CCMS login, screen click on the First Time Users link.

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### IIA Certification Candidate Management System Login

Account Recovery successful, please check your E-mail.

Username

Password

**Login**

[First Time Users](#)

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- Register for IIA certification examinations
- Review your certification status
- View your exam score report
- Review next steps in your certification process
- Update your personal information
- Review your credential and exam history
- Contact IIA customer service
- And much more

**Helpful Links**

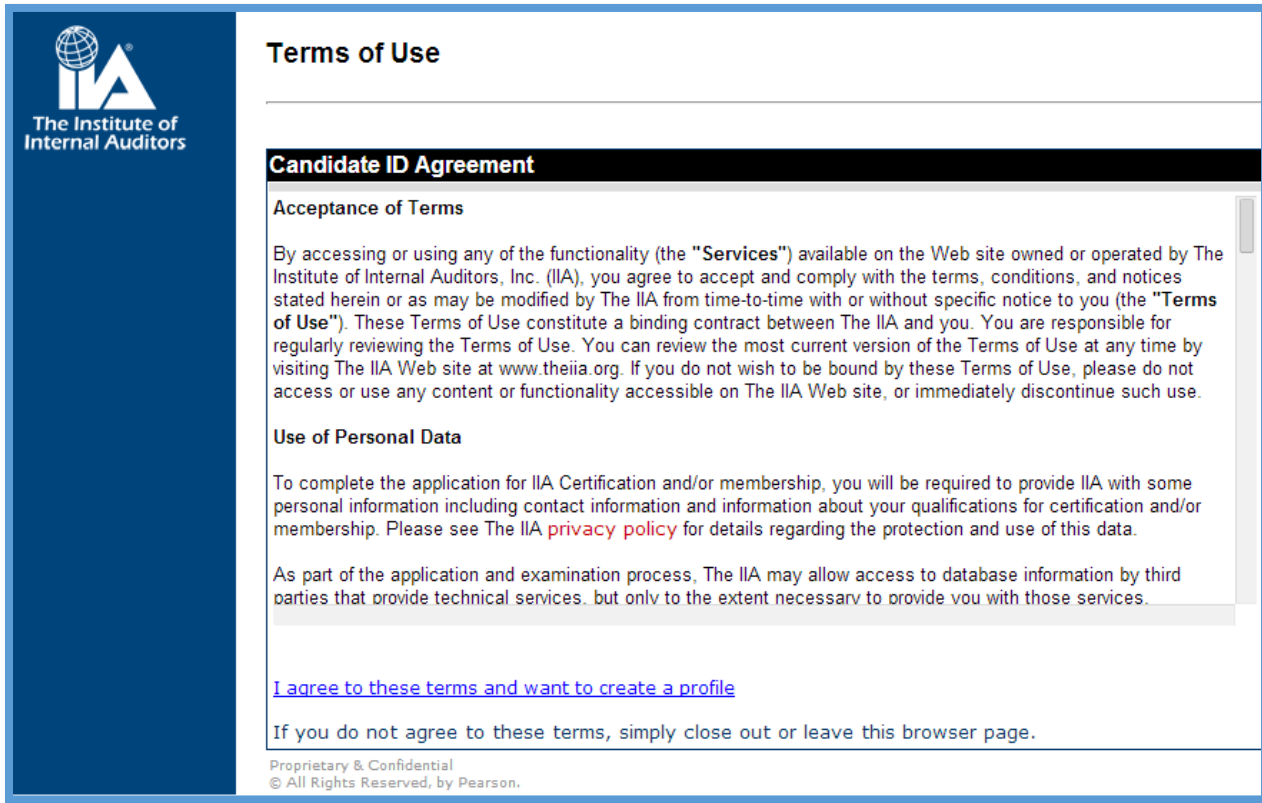
Standards & Guidance	International Conference
Bookstore	Global Events
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Step 2: You must read and agree to the Terms of Use. This is also the screen where you can access The IIA's privacy policy. It is recommended that you review the page fully (including additional links) prior to agreeing to the terms and conditions.



**Terms of Use**

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**Candidate ID Agreement**

**Acceptance of Terms**

By accessing or using any of the functionality (the "Services") available on the Web site owned or operated by The Institute of Internal Auditors, Inc. (IIA), you agree to accept and comply with the terms, conditions, and notices stated herein or as may be modified by The IIA from time-to-time with or without specific notice to you (the "Terms of Use"). These Terms of Use constitute a binding contract between The IIA and you. You are responsible for regularly reviewing the Terms of Use. You can review the most current version of the Terms of Use at any time by visiting The IIA Web site at [www.theiia.org](http://www.theiia.org). If you do not wish to be bound by these Terms of Use, please do not access or use any content or functionality accessible on The IIA Web site, or immediately discontinue such use.

**Use of Personal Data**


To complete the application for IIA Certification and/or membership, you will be required to provide IIA with some personal information including contact information and information about your qualifications for certification and/or membership. Please see The IIA [privacy policy](#) for details regarding the protection and use of this data.

As part of the application and examination process, The IIA may allow access to database information by third parties that provide technical services, but only to the extent necessary to provide you with those services.

[I agree to these terms and want to create a profile](#)

If you do not agree to these terms, simply close out or leave this browser page.

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 **NOTE: If you do not accept the terms and conditions, you will be unable to create a record in CCMS and you will not be able to participate in The IIA's global certification programs.**

Step 3: Once you have agreed to the terms and conditions, you will be prompted to create your user profile in CCMS, entering information as appropriate.


Items marked with a \* are required fields. This information is used for a variety of purposes including keeping you informed of your certification process through the various stages of becoming and remaining certified.

The IIA does not allow third parties to create records or administer certification activities on behalf of a candidate. Candidates must administer their own account in CCMS.

## Personal Information

### New Candidate Record

Fields marked with an \* are required.

 Select a Locale ▼

**General Information** Verify that name is as it appears on your identification.

\* First Name   
Middle Name   
\* Last Name   
Birth Date  (mm/dd/yyyy)

#### Addresses

\* Country  ▼  
\* Primary Address   
  
  
\* City   
\* State/Province  ▼  
\* Postal Code

Country  ▼  
Alternative Address   
  
  
City   
State/Province  ▼  
\* Postal Code

#### Phone Numbers

	Phone Country Code	Number	ext
* Primary Phone Number	<input type="text" value="-Select-"/> ▼	<input type="text"/>	<input type="text"/>
Alternative Phone Number	<input type="text" value="-Select-"/> ▼	<input type="text"/>	<input type="text"/>

After creating your account, you must re-authenticate your demographic information before moving on.

## Landing Page

Once you have logged in, you will be directed to the “home” screen also known as the Landing Page, which serves as your home page with a snapshot of your demographics and certification program status information. The IIA will occasionally place important messages or alerts at the page’s bottom.

The screenshot shows the user's home page. On the left is a dark blue navigation sidebar with the IIA logo and various menu items. The main content area is white and features a header with the user's name and ID. Below this are three expandable sections: 'My Personal Information', 'My IIA Program Status', and 'CPE 2013 Update'. The 'My Personal Information' section displays the user's contact details and membership status. The 'My IIA Program Status' section contains a table with columns for Status, Effective, Privileged, and Expiration. The 'CPE 2013 Update' section is currently collapsed. At the bottom of the page, there is a copyright notice and a version number.

**Home**  
Sienna DeMeglio - 1777270

**My Personal Information**

**Sienna DeMeglio** (1777270) Update

1222 New York Ave  
Orlando, FL 32174  
UNITED STATES  
(321) 217-4111  
[abraql02@icloud.com](mailto:abraql02@icloud.com)  
IIA Member : **No** Change Password

**My IIA Program Status**

Status	Effective	Privileged	Expiration
--------	-----------	------------	------------

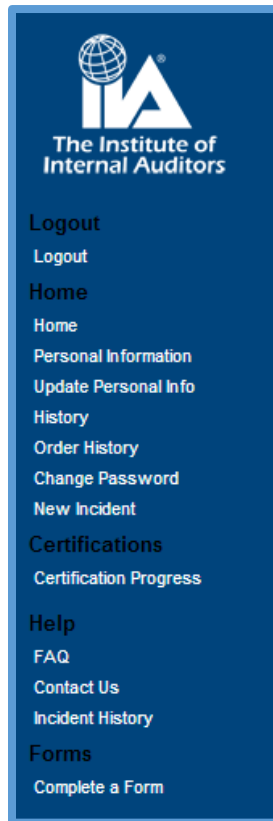
**CPE 2013 Update**

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**Navigation Menu:**  
Logout  
Home  
Home  
Personal Information  
Update Personal Info  
History  
Order History  
Change Password  
New Incident  
Certifications  
Certification Progress  
Help  
FAQ  
Contact Us  
Incident History  
Forms  
Complete a Form

## Left Navigation Menu

The left navigation menu is used to access various areas of your record:



- **Logout** – Signs you out of the CCMS application.
- **Home** – Brings you to the landing page.
- **Personal Information** – Displays current demographic information.
- **Update Personal Info** – Allows you to edit demographic information.
- **History** – Allows you to see various actions on record over time.
- **Order History** – Shows the history of items purchased through CCMS.
- **Change Password** – Allows candidates to change and update password.
- **New Incident** – Allows candidates to create support tickets.
- **Certification Progress** – Provides access to a “requirements tree” indicating progress toward earning a designation.
- **FAQ** – Allows you to see questions others have asked.
- **Contact Us** – Different ways to contact The IIA.
- **Incident History** – Allows you to review the incidents you have logged over time.
- **Complete a Form** – Used to access forms, such as application, exam registrations, and continuing professional education to name a few.

## Updating Candidate Demographic Information

Candidates should use CCMS to update demographic information, such as email, mailing address, and phone number. Once you have updated your information, scroll to the bottom of the page to click Submit to save the new information. If a field is not editable, click New Incident in your CCMS record and submit a description of the issue for assistance.

You can access the Update Personal Information screen two ways:

1. From the left navigation menu, select Update Personal Info.
2. From the Update link on the top right of the Landing Page.

The screenshot shows the 'Update Personal Info' page for Sienna DeMeglio (ID: 1777270). The page is divided into several sections:


- Header:** 'Update Personal Info' and 'Sienna DeMeglio - 1777270'. A 'Select a Locale' dropdown is visible.
- Candidate Record:** A table with columns 'ID Name', 'ID', and 'Last Updated'. The entry shows 'Registry ID 1777270' and '03/13/2014'. A note states: 'Fields marked with an \* are required.'
- General Information:** A section with a blue header and a note: 'Verify that name is as it appears on your identification.' Fields include: First Name (Sienna), Middle Name, Last Name (DeMeglio), Birth Date (with a '(mm/dd/yyyy)' hint), and Company Name.
- Addresses:** A section with a blue header. It includes a 'Preferred Mailing Address' dropdown set to 'Primary Address'. Fields include: Country (UNITED STATES), Primary Address (1222 New York Ave), City (Orlando), State/Province (Florida), and Postal Code (32174).
- Alternative Address:** A section with a 'Country' dropdown set to '-Select-'. Fields include: Alternative Address, City, State/Province (set to '-None-'), and Postal Code.

The left navigation menu includes: Logout, Home, Personal Information, Update Personal Info (circled in red), History, Order History, Change Password, New Incident, Certifications, Certification Progress, Help, FAQ, Contact Us, Incident History, Forms, and Complete a Form.

## History

The history link allows you to see various actions on the record over time. There is an option to filter history so you can easily find what you are looking for. The Details link on the right side of each event will display the date and time stamp of when the action was completed, and what was changed/updated.

There are two date columns on this page: Event Date denotes when an action was completed; Effective Date shows when the action became effective.



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- Certification Progress
- Help
- FAQ
- Contact Us
- Incident History
- Forms
- Complete a Form

### History

**Alissa DeMeglio - 1724416**

View

for  the last  days OR  Date Range:  to

AND Description contains

\*Date Range must be in MM/DD/YYYY format or it will be ignored.


EVENT DATE	EFFECTIVE DATE	EVENT TYPE	DESCRIPTION	
Feb 14, 2014	Feb 14, 2014	Demographic Change	Update from Avectra failed.	<a href="#">Details</a>
Feb 14, 2014	Feb 14, 2014	Demographic Change	Update from Avectra failed.	<a href="#">Details</a>
Feb 14, 2014	Feb 14, 2014	Demographic Change	Changed Email Address.	<a href="#">Details</a>
Feb 14, 2014	Feb 14, 2014	Demographic Change	Update from Avectra failed.	<a href="#">Details</a>
Dec 31, 2013	Dec 31, 2013	Demographic Change	Update from Avectra failed.	<a href="#">Details</a>
Dec 3, 2013	Dec 2, 2013	Status Events	Registered expired; Registration Expired issued in CIA Part 1 Exam Eligibility	<a href="#">Details</a>
Nov 3, 2013	Nov 3, 2013	Expiration Notification	Expiration Notification	<a href="#">Details</a>
Oct 4, 2013	Oct 4, 2013	Expiration Notification	Expiration Notification	<a href="#">Details</a>
Sep 4, 2013	Sep 4, 2013	Expiration Notification	Expiration Notification	<a href="#">Details</a>
Aug 13, 2013	Aug 13, 2013	Demographic Change	Changed Primary Address.	<a href="#">Details</a>
Aug 13, 2013	Aug 12, 2013	Status Events	Remove CRMA Registration issued in CRMA Exam Eligibility	<a href="#">Details</a>
Jul 2, 2013	Jul 2, 2013	Status Events	Registered issued in CRMA Exam Eligibility	<a href="#">Details</a>
Jul 2, 2013	Jul 2, 2013	Form	CRMA - Exam Registration was Submitted.	<a href="#">Details</a>
Jul 2, 2013	Jul 2, 2013	Status Events	Eligible issued in CRMA Exam Eligibility	<a href="#">Details</a>
Jul 2, 2013	Jul 2, 2013	Status Events	Approved issued in Certification in Risk Management Assurance (CRMA)	<a href="#">Details</a>
Jul 2, 2013	Jul 2, 2013	Form	CRMA Application was Submitted.	<a href="#">Details</a>
Jul 1, 2013	Jul 1, 2013	Incident	#5431050736	<a href="#">Details</a>
			Closed	
			test	
Jun 12, 2013	Jun 12, 2013	Incident	#5431050736	<a href="#">Details</a>
			Closed	
			test	
Jun 6, 2013	Jun 6, 2013	Form	CIA - Part 2 Registration was Submitted.	<a href="#">Details</a>
Jun 5, 2013	Jun 5, 2013	Form	CIA 2012 Continued Professional Education (CPE) Reporting Form was Submitted.	<a href="#">Details</a>
Jun 5, 2013	Jun 5, 2013	Status Events	Registered issued in CIA Part 1 Exam Eligibility	<a href="#">Details</a>
Jun 5, 2013	Jun 5, 2013	Form	CIA - Part 1 Registration - Fee Waived was Submitted.	<a href="#">Details</a>
Jun 5, 2013	Jun 5, 2013	Status Events	Eligible issued in CIA Part 2 Exam Eligibility	<a href="#">Details</a>
Jun 5, 2013	Jun 5, 2013	Status Events	Eligible issued in CIA Part 4 Exam Eligibility	<a href="#">Details</a>
Jun 5, 2013	Jun 5, 2013	Status Events	Eligible issued in CIA Part 2 (3 Part) Exam Eligibility	<a href="#">Details</a>
Jun 5, 2013	Jun 5, 2013	Status Events	Eligible issued in CIA Part 1 Exam Eligibility	<a href="#">Details</a>
Jun 5, 2013	Jun 5, 2013	Status Events	Eligible issued in CIA Part 3 Exam Eligibility	<a href="#">Details</a>
Jun 5, 2013	Jun 5, 2013	Status Events	Eligible issued in CIA Part 3 (3 Part) Exam Eligibility	<a href="#">Details</a>
Jun 5, 2013	Jun 5, 2013	Status Events	Eligible issued in CIA Part 1 (3 Part) Exam Eligibility	<a href="#">Details</a>
Jun 5, 2013	Jun 5, 2013	Status Events	Approved issued in Certified Internal Auditor (CIA)	<a href="#">Details</a>
Jun 5, 2013	Jun 5, 2013	Form	CIA Application was Submitted.	<a href="#">Details</a>
Jun 4, 2013	Jun 4, 2013	Demographic Change	Changed Email Address, Alternative Email Address.	<a href="#">Details</a>
Jun 4, 2013	Jun 4, 2013	Demographic Change	Changed IIA Member .	<a href="#">Details</a>
Jun 4, 2013	Jun 4, 2013	Demographic Change	Demographic record created.	<a href="#">Details</a>

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## Order History

Candidates can see their order history and reprint receipts for items that have been purchased through CCMS.

To print a receipt, select the transaction you would like to print. You will see the Order Detail screen from which you can select Show Receipt and print a document.



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- Complete a Form

### Order History

Alissa DeMeglio - 1724416

Filter By Order Date:

Order Date	Order ID	Payment Type	Candidate Name	Candidate ID	Product Category	Amount	Order Status
06/05/2013	5390331549		DeMeglio, Alissa	1724416		\$0.00 (USD)	Complete
06/05/2013	5390346411		DeMeglio, Alissa	1724416		\$0.00 (USD)	Complete
06/06/2013	5398078722	Wire Transfer	DeMeglio, Alissa	1724416	Exam Registrations	\$200.00 (USD)	Pending
06/06/2013	5398226111		DeMeglio, Alissa	1724416	Applications	\$100.00 (USD)	New
07/02/2013	5503484603		DeMeglio, Alissa	1724416		\$0.00 (USD)	Complete

Records 1 - 5 of 5.

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## New Incident

Candidates can log a support ticket or incident using the New Incident link from the left side menu.

Incidents can be used for:

- Name Changes
- Technical/System Issues
- Questions or Concerns

Clicking New Incident will bring you to this screen:

The screenshot shows the 'New Incident' form interface. On the left is a dark blue navigation menu with the Institute of Internal Auditors logo and links for Logout, Home, Personal Information, History, Order History, Change Password, New Incident, Certifications, Help, and Forms. The main content area has a title 'New Incident' and a user identifier 'Alissa DeMeglio - 1724416'. Below this is a 'General Information' section with a blue header. The form includes fields for 'Opened' (Fri Feb 14 11:20:37 CST 2014), 'Summary' (a single-line text box), and 'Description' (a large multi-line text box). There are also dropdown menus for 'Status' (set to 'Opened'), 'Category' (set to '- Uncategorized -'), 'Source' (set to 'Web'), and 'Response' (set to 'Email'). A 'Create Incident Detail' button is located at the bottom right of the form. At the bottom left of the form area, there is a copyright notice: 'Proprietary & Confidential © All Rights Reserved, by Pearson.'

- **Summary:** Provide a brief description of the issue.
- **Description:** Describe the issue in full detail. (Please include any error messages you may have received [if any] and all supporting information.)
- **Category:** It is very important to select the correct category because this is how we track issues and identify trends to resolve common issues.

Incidents are processed on a first come-first served basis.

## Certification Progress

Candidates can see their progress displayed in their record by accessing the certification progress link. The “Status” column indicates where a candidate is within an individual program.

The screenshot shows the 'Certification Progress' page for Alissa DeMeglio (ID: 1724416). The page features a navigation menu on the left with options like Logout, Home, Personal Information, History, Order History, Change Password, New Incident, Certifications, Certification Progress, Help, FAQ, Contact Us, Incident History, Forms, and Complete a Form. The main content area is titled 'IIA Program Progress' and contains a table with columns for Status, Effective, and Expiration. The table lists various certification programs and their current status.

	Status	Effective	Expiration
Flagship Certification			
Certified Internal Auditor (CIA)	Approved	06/05/2013	06/05/2017
Specialty Certifications			
Certification in Control Self-Assessment (CCSA)			
Certified Financial Services Auditor (CFSA)			
Certification in Risk Management Assurance (CRMA)	Approved	07/02/2013	07/02/2017
Certified Government Auditing Professional (CGAP)			
Exam Eligibility			
CCSA Exam Eligibility			
CFSA Exam Eligibility			
CGAP Exam Eligibility			
CIA Part 1 Exam Eligibility	Registration Expired	12/02/2013	
CIA Part 2 Exam Eligibility	Eligible	06/05/2013	
CIA Part 3 Exam Eligibility	Eligible	06/05/2013	
CIA Part 4 Exam Eligibility	Eligible	06/05/2013	
CIA Part 4 Recognition Credit			
CRMA Exam Eligibility	Remove CRMA Registration	08/12/2013	
CIA Part 1 (3 Part) Exam Eligibility	Eligible	06/05/2013	
CIA Part 2 (3 Part) Exam Eligibility	Eligible	06/05/2013	
CIA Part 3 (3 Part) Exam Eligibility	Eligible	06/05/2013	

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To see your certification progress:

- Click on the certification name.
- Select “History.”
  - This displays progress over time.
- Or select “Requirements.”
  - This displays what requirements have been completed (blue box is displayed), and what requirements are still needed. (Partially completed blue or white box.)

**Candidate Progress**  
Test Aidan Braglia - 1766742

**IIA Program Progress Details**

Certified Status Requirements	Status	Date
<input checked="" type="checkbox"/> Supporting Documentation completed and CIA exam parts passed-From Approved <ul style="list-style-type: none"> <li><input type="checkbox"/> Exam Part 1</li> <li><input type="checkbox"/> Exam Part 2</li> <li><input type="checkbox"/> Exam Part 3 and 4</li> <li><input checked="" type="checkbox"/> Supporting Documentation</li> </ul>	In Progress	03/14/2014
	Completed	03/14/2014

**IIA Program Event History**

Your Current status is Approved since 01/02/14.  
The total certificants in this program is 52,366  
The number of certificates granted to date is 129,333

Status	Processed	Effective	Expiration
Approved		01/02/2014	01/02/2018

This illustration indicates the supporting documentation requirement has been completed as the box is filled in blue. The exams have not been completed as the box next to each exam name is white. If you click on the drop down arrow next to Supporting Documents, it will show exactly what documents are missing.

**NOTE:**

- Each certification program offers a four-year eligibility window. This means you have 4 years to complete all requirements from the time your application is approved.
- There is a 180 day registration window for exam parts.
  - Each registration allows you to sit for that exam one time. You will need to schedule and sit for the exam part during that 180 day period.
- There is a 90 day waiting period for retaking a failed exam part.
- There is a 3 year waiting period for retaking a previously passed exam parts.

## Complete a Form

This area allows candidates to take specific action within their certification programs. Form examples include, but are not limited to:

- Applications, exam registrations, Continuing Professional Education (CPE) reporting, and requesting a certificate.

(You only have access to forms for which you are authorized based on your certification status. For example, you will not see the Certificate Order Form until you hold a certified status.)

**Complete a Form**  
Alissa DeMeglio - 1724416

New Forms | In-Process Forms | Completed Forms

Application

- [CFSA Application](#)
- [CGAP Application](#)

Registration

- [CIA - Part 1 \(3 Part Version\) - Exam Registration](#)  
This form will allow you to register for the CIA (3 Part Version) - Part 1 Exam
- [CIA - Part 2 \(3 Part Version\) - Exam Registration](#)  
This form allows you to register for the CIA Exam Part 2 (3 Part Version).
- [CIA - Part 3 \(3 Part Version\) - Exam Registration](#)  
This form allows you to register for the CIA - Part 3 (3 Part Version) Exam Registration.
- [CRMA - Exam Registration](#)  
Use this form for CRMA - Exam Registration

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There are three tabs in this menu.

- New Forms:
  - Forms are grouped by headers, such as Application, to group similar forms together.
  - You can click on the header to show or hide forms within that section.
  - If you open a form and are not able to complete it at that time, you can select “Save for Later”. The form will automatically move to the In-Process Form tab until you complete and submit that form.
  - If you are unable to see a particular form, you may not have authorized access to it.

- Several factors determine which forms you can see. For example, if you are not required to report Continuing Professional Education (CPE) due to having only recently been certified, you will not be able to see this form.
- In-Process Forms:
  - Forms opened but not completed or submitted will reside here until you submit them.
  - If you need to access a form under the In-Process tab, click on the form name. Then select the blue Edit button on the top left of the form. This will allow you to edit and make changes to the form. Make sure you save your changes.
- Completed Forms: keeps track of your history of completed forms.

Once a form is submitted and your payment has processed, you will receive an [event based email \(EBE\)](#) providing you with next steps (if any) and payment confirmation.

## Event Based Emails or EBEs

Candidates will receive an event based emails (EBEs) when a status change occurs on their record, a milestone is reached, or to remind you of an upcoming required action.

Here is an example of an EBE.

Dear Test Candidate:

Congratulations! We are pleased to inform you that you have completed all of the requirements for the Certification in Control Self-Assessment (CCSA) program and have therefore earned the Certification in Control Self-Assessment (CCSA) designation. This e-mail serves as your official notice of certification.

**Please be sure to read this entire email for the important information that follows.**

### **Obtaining Your Certificate**

Now that you've achieved your certification, you must initiate the order to receive your personalized certificate, which is suitable for framing. Completing the Certificate Order Form is the only way to request your certificate, and failure to submit the form will result in a certificate not being sent to you. [Click Here](#) to access the Certificate Order Form.

Before you complete the order, please be sure to go to the "update personal info" link in [CCMS](#) and ensure your personal contact information is accurate and up to date. Please be certain to confirm or update how your name will appear on your certificate and the proper mailing address.

Please note: The IIA is not responsible for misprinted or misrouted certificates if you have not validated/verified your information. Failure to validate this information could result in a US \$50 fee if you need to have your certificate reprinted due to error.

### **Continuing Professional Education (CPE)**

To keep your designation up-to-date and active, you have an obligation to earn and report acceptable Continuing Professional Education (CPE) credits on an annual basis to The IIA.

For earning your CCSA, you have been awarded 40 CPEs, 20 of which are applicable this year and 20 of which are applicable to next year. After that, to maintain your status as a CCSA, you must earn and report an additional 20 CPEs per calendar year. Details on reporting requirements and additional information can be found on our [website](#).

Again, congratulations on earning your Certification in Control Self-Assessment designation. We look forward to a productive, ongoing relationship with you as you continue to expand and add to your expertise. If you have questions or need assistance regarding your certification or CPE reporting requirements, please [click here](#) to log in to your CCMS record and submit a New Incident.

On behalf of The Institute of Internal Auditors, best wishes for your continued success.

Sincerely,

The IIA Global Certifications Team

IIA Candidate ID: 1724416

\*\*\*PLEASE DO NOT REPLY TO THIS EMAIL\*\*\* This is a system generated response. If you require further assistance, please log in to your CCMS



**NOTE: EBEs are sent from an unmonitored email box; do not REPLY to an EBE. If you have questions or need further assistance, please log a New Incident through CCMS for further assistance.**

## Pricing

Pricing for applications, registrations, CPE reporting, and other items in CCMS is based on your membership status.

If you believe you are seeing the incorrect price listed when submitting a form:

- STOP! Do not submit the form.
- Contact Customer Relations for assistance in resolving your membership status.
  - Email: [customerrelations@theiia.org](mailto:customerrelations@theiia.org)
  - Telephone: +1-407-937-1111



**NOTE: If you live in one of the following countries, contact your local Institute for assistance:**

Argentina	Australia	Austria
Belgium	Brazil	Bulgaria
China	Chinese Taiwan	Czech Republic
France	Germany	Greece
Indonesia	Italy	Japan
Korea	Malaysia	Mexico
	Netherlands	
Morocco	Spain	New Zealand
	Thailand	
Norway		Singapore
South Africa		Sweden
Switzerland		Turkey

## Document Verification

Certified individuals and certification candidates must send forms and other necessary information to IIA Norway, [post@iia.no](mailto:post@iia.no).

This may include, but is not limited to:

- Proof of education forms and other supporting documentation (diplomas, transcripts, etc.).
- Character reference forms.
- Experience Verification Forms and other supporting documentation.