How to Submit Your Application for CSA Group Personnel Certification Programs

1. Order and pay for your Certification by going to csagroup.org/store/:
   a. Search for the appropriate personnel certification program and select the product to add to your cart
   b. Create an account on the csagroup.org/store website (or log in if you already have an account)
   c. Submit payment by using Visa, MasterCard, American Express or Purchase Order
   d. Receive an email with your purchase receipt after transaction is completed

2. Watch for an email from training@csagroup.org. This contains your log-in and password to CSA's eLearning space. If you don't see an email from us within 24 hours please check your spam / junk mail folders and filters.

3. Log-on to CSA's eLearning space at https://elearning.csagroup.org
   a. Enter all requested information
   b. Ensure your email address is entered correctly, as we will be contacting you via this address
   c. Upload any required documentation for the certification program as necessary (e.g. proof of continuous learning, skills checklist, etc.)
   d. SUBMIT your online application

4. CSA will review your application and respond by email from training@csagroup.org within 5 days:
   a. If your application is complete, and you meet the pre-requisites:
      1. CSA will send you an authorization email within 5 business days from the date of submission with a voucher code and instructions on how to schedule your exam within 5 business days
      2. CSA will set up your account with our Test Vendor, Kryterion, and send you an email with your login and password so you can schedule your exam.
   b. If your application is not complete:
      1. CSA will send you an email regarding the additional information you need to provide so we may approve your application.

How to schedule your exam, once approved:

1. Log-on to the Exam Scheduling website by going to Webassessor Exam Scheduling
2. Select the location, day and time for your examination
3. Use the voucher code in your authorization email (see step 4 a. above) to “pay” for the exam
4. Receive a confirmation email from training@csagroup.org with the details of the examination appointment and your Test Authorization Code
5. Print and bring a copy of the confirmation email with you to the exam appointment.

What happens following your exam session:

1. If the preliminary exam result was successful, CSA will review and verify your result and send your certification details by email from training@csagroup.org within 10 business days.
2. If the preliminary exam result was unsuccessful, CSA will review and verify your result and send information about scheduling a re-examination by email from training@csagroup.org within 10 business days.