

# Service Partner Certification Program FAQ

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The Service Partner Certification program provides various education opportunities and resources to assist in successfully implementing, consulting, and training MRI clients. Additionally, the program enables you to validate and demonstrate proficiency in MRI's solutions. This document answers frequently asked questions about the Service Partner Certification program.

## What certifications are available with the program?

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You can receive product certifications for Commercial Management (CM), Residential Management (RM), and Financials, which consists of Accounts Payable (AP) and General Ledger (GL). You can also receive a technical certification for Flexibility Toolkit. In addition to the standard certifications, there are also certification endorsements available in various areas of the product including Budget and Forecasting and JobCost. An endorsement exam is considered a small subset of a standard certification exam.

## Is there a fee associated with the program?

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In most cases, certification and curriculum is available at no extra charge. For more information, contact [partnereducation@mrisoftware.com](mailto:partnereducation@mrisoftware.com).

## How do I become an MRI Certified Partner (MCP)?

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The process of becoming an MCP consists of the following steps:

1. Register for the certification program on the **Partner Resources** page ([myMRI Client Portal](#) > **Navigation** > **Partner Connect** > **Partner Resources**).
2. Complete a series of prerequisite courses to help prepare for the certification exam. If you do not think you need to take these recommended courses before taking the certification exam, skip to Step 3.
3. Take and pass the certification exam with a score of 85% or higher.

### **Note**

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If you fail the certification exam twice, you will be required to take all recommended prerequisite courses before taking the exam again.

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After passing the certification exam, you will receive a confirmation email containing a certification badge that can be added to your LinkedIn® account. This badge is an easy way to demonstrate your MRI Certification to colleagues, clients, and peers.

## What does the certification curriculum consist of?

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The program is comprised of a series of eLearnings, live virtual trainings, recorded courses, product documentation, and prerequisite courses and exams designed to provide a thorough understanding of the applicable MRI module and content. These resources are located on the [MRI Partner Education Training website](#).

Live virtual trainings are held regularly throughout the year. You have access to the following two types:

- **Client-facing**—These courses are held by the MRI Talent Development team and are open to both clients and partners.

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### Note

Courses are subject to change or cancellation at any time.

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- **Partner Education**—These courses are held by internal teams and are open to both internal and partner resources.

If you are unable to attend a live training, a recording of the course may be made available on the [MRI Partner Education Training website](#). When a course is recorded, it will be posted within two to three business days after the training.

For information about registration or recordings, contact [partnereducation@mrisoftware.com](mailto:partnereducation@mrisoftware.com).

## What topics are covered in the prerequisite exam?

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The prerequisite exam includes the following topics:

- **Database Schema**—This content is covered in live and recorded virtual training.
- **MRI Basics**—This content is covered in eLearning.
- **MAX**—This content is covered in documentation.
- **Certification Overview**—This content is covered in live and recorded virtual training.

## How do I know which courses to take in preparation for the certification exam?

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In addition to the prerequisite courses, MRI has designed a resource catalog with courses recommended specifically for partners. Before taking the certification exam, MRI recommends reviewing all education opportunities and enrolling in any courses that you feel will increase your knowledge.

The course catalog is available from the **Partner Resources** page ([myMRI Client Portal](#) > **Navigation** > **Partner Connect** > **Partner Resources**) by clicking **Learn More** under **Service Partner Certification**.

## How do I maintain an active certification?

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Certification renewal is required every 24 months. To renew your certification, you must complete a minimum of 6 credit hours of continuing education courses. At least 2 of those credit hours must be from a course that is relevant to each of your current certifications. For example, if you have RM and CM certifications, you must take 2 credit hours related to RM and 2 credit hours related to CM. The remaining 2 credit hours can be from any subject area.

Your certification can also be renewed by completing qualifying MRI client subcontracted project work. Completing approved project work of 12 or more hours will satisfy certification renewal requirements. This can consist of projects directly subcontracted from MRI GPS or an MRI Client.

For more information about the certification renewal process, refer to the **Partner Certification** section on the **Partner Resources** page ([myMRI Client Portal](#) > **Navigation** > **Partner Connect** > **Partner Resources**).



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