



QUESTION AND ANSWER NOTES FOR CCAP ENROLLMENT

Most recently updated as of Wednesday, October 18, 2023

1.	Q	If I was a CCAP Candidate before 2023, and still in my 3-year candidacy period, do I need to submit a new application in the NCAP Member Portal?
	A	No. Staff at NCAP have already migrated your existing CCAP application and related data into your account in the Member Portal . Unless NCAP has contacted you with questions about your application or candidacy, as a previously active candidate, there's nothing you need to do in the Portal at this time.
2.	Q	Can I return to my existing application in the NCAP Member Portal?
	A	You can return to and continue your existing application draft in NCAP's Member Portal until you have completed and submitted the application. After the application is submitted, please contact us at CCAP@CommunityActionPartnership.com if you need changes made to your application.
3.	Q	How do I return to my <u>unsubmitted</u> application in NCAP's Member Portal?
	A	Log into your account in NCAP's Member Portal . After you see your name appear on the welcome page, select "CCAP Credential" from the top menu bar. In the dropdown menu, select "View My Application History". Please avoid selecting, "Apply for Certification", as clicking on that option will create a new application, causing you to re-enter your data and placing multiple CCAP applications on file. From "View My Application History", select your CCAP application as listed, then select "Continue Application". Remember that if your application has been submitted, it will not be available for you to view through this process. (Please reference Q/A #2 above)
4.	Q	How do I apply my Group Enrollment Code to my application?
	A	<p>The answer to this depends on the status of your application and payment.</p> <p>(a) If your application is in draft form, refer to Q/A #3 above to return to your draft application. When you reach the Process & Pay stage, there will be a box where you can insert a DISCOUNT CODE. Your Group Enrollment Code should be typed into the discount code box, exactly as the code was provided. Complete the process by submitting your order.</p> <p>(b) If your application has been submitted but not yet paid for, log into your account in NCAP's Member Portal. When you see your name on the welcome page, click on My Account in the upper right corner of the screen. Navigate to the Financial tab in your Account. There you should see an invoice with an outstanding \$600 balance for your CCAP enrollment fee. Click on the invoice and follow the prompts to pay. Insert the group order code into the DISCOUNT CODE box and submit the "payment".</p> <p>(c) If your application has been submitted and paid for but you now want to use a group discount code, contact us at CCAP@CommunityActionPartnership.com. We will help you through issuing a refund and paying for your order with your group enrollment code.</p>

5.	Q	What is a CCAP Group Enrollment Code?
	A	Each CCAP application submitted comes with a \$600 enrollment fee. The main advantage to purchasing a Group Enrollment Code is that multiple enrollments can be paid for in a single transaction. The purchaser receives a code and provides the code to their sponsored CCAP applicants. The applicants enter the code in lieu of payment during their application process. If you are an employer in the Community Action Network and/or a State or State CAA Association, you are eligible to purchase a CCAP enrollment code for groups of varying sizes. Every 4 th slot in your group purchase is free. The enrollment code is good for up to 12 months from the date of purchase and the purchaser decides how to allocate the number of enrollments available through the group code. For example, a purchaser of a Group CCAP Enrollment Code for up to 8 people may decide to use the code to sponsor 8 people this year, or, may decide to sponsor 4 people this year and 4 people next year.
6.	Q	How do I purchase a Group Enrollment Code?
	A	Log into your account in NCAP's Member Portal . After you see your name on the welcome screen, click on the "CCAP Credential" tab in the top menu bar. From the dropdown menu, select "Purchase Group Enrollment". Select the purchase size appropriate to your needs and follow the prompts to submit your order. Payments can be made online with a credit card or you can select "Pay Later" or "Send Me an Invoice" to receive an emailed invoice enabling your organization to pay for the purchase by check.
7.	Q	Why does my "CCAP Application Status" mean in the Member Portal?
	A	<p>There are four active "CCAP Application Status" settings in NCAP's Member Portal.</p> <ul style="list-style-type: none"> (a) DRAFT – Indicates an application as been initiated but not yet completed or submitted. (b) PENDING PAYMENT – Indicates an application has been completed but not yet paid for. The application is not considered fully submitted until NCAP has received payment. (c) PENDING APPROVAL – Indicates an application has been completed and paid for. The applicant is now considered an active CCAP Candidate. The application status will not change from "Pending Approval" until the applicant has been certified. (d) CERTIFIED – Indicates the candidate has successfully passed all requirements and been certified by the CCAP Commission.