



## ACE Certification Frequently Asked Questions

**How do I log in if I took the ACE Certification Test last year?** Log in to the RegisterASA website by accessing [www.registerasa.com](http://www.registerasa.com) . Look for instructions in your Personal Steps grid.

**How do I log in?** One way to log in is to use the “Welcome Email” message that is sent by your team’s administrator. This allows you to access the profile that was used for your registration. If you’re not in the process of registering with a team you’ll need to provide your username and password on the RegisterASA.com homepage. If you don’t remember your login credentials you can use the “Need help logging in?” link. You’ll need to provide your email address in order to reset your password.

**What if I forgot my username or password?** In order to keep your registration on schedule, **DO NOT CREATE A NEW PROFILE**, as this will only delay the process. Go to the login screen and click the “Need help logging in?” link. Enter your email address and click the Submit button. If your email address is in our database you will receive an email from ASA Softball that will have a link to update your password and (optional) your username.

**What if I never receive a “lost your password?” email?** Please submit a help ticket through the RegisterASA homepage explaining the issue. Please provide your email address when you submit the help ticket.

**What if I receive the message “your email is already in use”?** First check and make sure that another person is NOT using your email address in the system, such as your child or spouse. The best way to do this is to login with the account for the specified email address. If you do not know the login information click the “Need help logging in?” link to reset the password for that email address. However in order to do this you’ll need access to the specified email account.

If another family member is using your email address, then either create a new email account for you or for the other family member so that you can use different email addresses. The system only allows one email address per person, and will NOT allow duplicate addresses. Your unique email address is the system’s way of identifying you. If you do not have an email account, you may go to [www.yahoo.com](http://www.yahoo.com); [www.gmail.com](http://www.gmail.com); or [www.aol.com](http://www.aol.com) to obtain a FREE email account.

### **How do I get started with my ACE Certification?**

- Log in at [www.registerasa.com](http://www.registerasa.com).



- If you are new to RegisterASA, and you are not being registered by someone else such as a team administrator or head coach, click the “Create Profile” button.
- On the screen that follows scroll to the bottom of the page and click the “Create Account” button.
- Now that you are on the “create a member profile form” fill out the form completely and select one of the coaching roles. ONLY ONE COACHING ROLE IS NECESSARY.
- When you select multiple roles for your account, your name may be listed separately with each member type in the team grid. This does NOT mean you will be charged a fee for each membership type. You only have to pay one registration fee per person. HOWEVER, IT IS NOT NECESSARY TO SELECT MULTIPLE COACHING ROLES.
- Congratulations! You can now use the new RegisterASA system and access the ACE Certification process.

**I have paid for my background check and ACE Certification with my credit card, and now the invoice is charging me for the same services.** This is usually due to multiple profiles for the same person. Contact your local ASA Commissioner and provide them with the invoice number, team ID number, and member ID numbers that are affected in being charged twice, and he will contact ASA to ensure the proper credit is provided for the duplicate charges on your account. TO AVOID THIS ISSUE IN THE FUTURE PLEASE ENSURE THAT ONLY ONE PROFILE IS USED.

**How do I have a background check activated and take my ACE Certification Test?** On the “Homeplate” page there is a grid under “Personal Steps” at the top of the page. In the grid, click the “Purchase” link for the ACE Certification w/ Background Check to pay for the two services. Click the “I Agree” button for the background check consent form and provide your credit card information. After you successfully pay for your ACE Certification, the background check should run automatically. Click the refresh button on your browser to update the information in the Personal Steps grid. If after a few minutes the status for the background check stays on “not started”, click on the background check link under the requirement column. This should move your background check status to either “Pending” or “Cleared”.

When your background check has cleared a new link will appear. Click on the [ACE Certification w/ Background Check](#) link to access the ACE test. After you complete and pass the test, the status will change to complete and your registration will be ready to submit (if this is a requirement by the local ASA office).

**What if my association requires that I pay for the background check through my team invoice? How do I start the background check?** Normally when this is done, the local ASA Commissioner will run your



background check after payment is received. You can find out from your Team Administrator whether payment has been submitted to the Commissioner. Please allow the Commissioner 5-7 working days for processing. You can check the status of your background check through the Personal Steps grid. Once your background check status shows "Cleared", you will be able to activate the ACE Certification.

**What if I have not received information on the status of my background check?** If the background check was paid by invoice, first check with your Team Administrator to see if payment and all required paperwork has been submitted. If payment has been submitted check with your local ASA Commissioner to see if any other information is required. You will not receive a confirmation email when your background check is completed. You will need to check your Homeplate for the updated status that will display the word "Cleared".

If you have not received a cleared background check status within 7 business days, and paid by credit card, you may contact the ASA National Office using the "Submit Ticket" option on [www.registerasa.com](http://www.registerasa.com) in order for us to follow up on your report.

**What if my profile displays the wrong ACE Certification Level?** Submit a help ticket on RegisterASA.com and choose ACE in the Department box and explain your situation. A technical support member will research your certification history and adjust your level as needed.

**How many ACE Certification test levels can I take in a year?** One test/level per calendar year.

**What if the video on the test is not running smoothly, slowly, or stops playing altogether?** If you are having trouble in viewing the video delete your browsing history or your temporary files and "cookies" in your Internet browser. The steps to do this depend on the browser you're using so please do a Google search such as "Firefox, delete temporary files and cookies" for further instructions. In most cases, clearing your temporary files in your browser allows your browser to work more effectively. ALSO, PLEASE DO NOT SKIP AHEAD WHILE WATCHING THE VIDEO AS THIS WILL CREATE THE ABOVE ISSUE. YOU MUST WATCH THE VIDEO AS IT'S BEING PLAYED AND THEN ANSWER THE QUESTIONS AS PRESENTED.

**What if I'm in the middle of taking the test, I logged off the system and come back later only to find that the system shows I haven't even started the test?** This will happen when you do not answer all of the questions following one of the video sections. The videos are broken down by section and all the questions need to be answered in each section to mark that section complete.

**How long is my ACE Certification good for?** The ACE certification expires on December 31<sup>st</sup> of the same calendar year in which it was taken. EXCEPTION: If the test is taken between December 1<sup>st</sup> and December 31<sup>st</sup>, it will carry over to the next year's end of the calendar year of December 31<sup>st</sup>.



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**If my ACE Certification expires, do I have to start over at level one?** No, your ACE Certification is kept in our database for up to three years after the last certification. After three years of inactivity you will need to start at Level 1.

**How long does it take to complete my background check?** The background check requires anywhere between a few minutes to a few days to complete. If it has been longer than seven days, please contact your local commissioner.

**How long does the test take?** Each of the four tests are different lengths, plan for somewhere around 45 minutes to an hour.

**I completed ACE level four last year, now what?** Congratulations! You are now considered to be among the elite continuing education class of coaches. The fourth level of ACE certification is called the Continuing Education Level and this test changes every year. Continue taking this level every year so that your ACE certification remains active.

**How can I find Tournaments?** You can find national championships, qualifiers and information on GOLD tournaments through [www.usasoftball.com](http://www.usasoftball.com). For other ASA tournaments located throughout the country please visit [www.tournamentasa.com](http://www.tournamentasa.com).

