

## *Helpful Tips to becoming ACE certified*

Thank you for using ASA's ACE Online Coaching Certification Program. We apologize that you are having difficulty with the program and hope we can help. We have listed solutions below to some of the issues so that you can get certified sooner. Due to the success of the ACE Online program, and the volume of certifications we are currently processing, it may take 3-5 days to respond to your emails. For this reason we have added additional options that you can try yourself to resolve your issue. Below are answers to commonly asked questions and hopefully one of them will help you correct a problem with your certification status. Also don't forget there is a tutorial on <http://ace.usasoftball.com> that can further help walk you through the test.

**“I have passed the background check and payment has gone through. When I log on it still says buy now? ”**

If your background check has gone through and you still see a “Buy now” link on your profile, while you're logged in to the certification site go back to the receipt that ASA sent you with your payment confirmation and background check. If you don't recall receiving the confirmation email please check other folders in your email program that you might be using to process messages. On that receipt there will be a link that MUST be activated to take your test. You can remove the Buy now link by simply clicking on the activation link that contains your purchase key. Once you confirm your purchase you can proceed to the video and take the test.

**“My husband and I only have one email and want to sign up. Can we use the same email?”**

NO you may not share e-mails. As an ACE policy, each coach must have a unique email address. Your email is our way to identify you. Trying to share emails will delete your information in the ACE database, and erase your certification level. If you do not have an email, we suggest going to [www.yahoo.com](http://www.yahoo.com), [www.gmail.com](http://www.gmail.com), [www.aol.com](http://www.aol.com) or other email sites where you can get a FREE email.

**“I forgot my user name and password. Can I just create a new one?”**

No, If you are a returning user and do not remember your email and/or password, please email us at [ace@softball.org](mailto:ace@softball.org). Please do not create a new profile as that will cause a problem for your information in the ACE database including deleting your certification level. If your previous email is no longer valid, please email us at [ace@softball.org](mailto:ace@softball.org) so we can change it. Please do not create a new profile with your new email.

**“I am trying to pay for my ACE Certification but when I enter in my password on the payment server, it tells me that's not correct. How can I pay for my certification ?”**

For the majority of users, the password for the payment server is the same as the ACE login. However sometimes an account has already been established due to a purchase at either [www.softballoutlet.com](http://www.softballoutlet.com) or [www.officialgear.com](http://www.officialgear.com). If you have already made a payment you will need to use that password for the payment server. If you do not remember, please click on the link that says “I forgot my password! Please email it to me”.

**“My association requires me to register with RegisterASA and process my ACE certification using my registration on RegisterASA. Anything I need to know?”**

There are two ways to access the ACE certification site, through either the National ACE site or RegisterASA. Many local associations require their coaches to use RegisterASA to register teams/coaches as well as process their ACE certification. If you are in one of those local associations please start the process to certify for ACE Online using the link that was provided to you by your RegisterASA administrator. Your RegisterASA administrator can be your team's manager or it could be someone associated with your league. Here are a few things to know when using RegisterASA to process your ACE certification:

- If you accessed the certification site using your RegisterASA link and have taken the test, you must click on “Return to RegisterASA” at the end of the test to finalize your certification. If you do not click on “Return to RegisterASA” your test data will not be updated on RegisterASA and your test will not be finalized. Test data includes your level of certification and the date of your certification. This information is then printed on your ID card. It is important that you click on the “Return to RegisterASA” link so that you and the other coaches listed on your team get your proper credentials.
- If the certification level for your profile is incorrect on the certification site, please contact RegisterASA at [brian@registerasa.com](mailto:brian@registerasa.com) to get this issue corrected BEFORE proceeding with your test.
- Do not create an account on the ASA Payment server if you're using RegisterASA for your ACE certification. The ASA Payment server and RegisterASA are independent sites and cannot associate a payment or background check from one site to the other.
- If you paid through RegisterASA and have taken the test, you must click on “Return to Register ASA” at the end of the test to finalize the certification. If you do not click on “Return to RegisterASA” your test will not be finalized.
- If your level of certification is incorrect, please contact Register ASA at [ace@registerasa.com](mailto:ace@registerasa.com) to get the right level before proceeding or taking tests.

**“HELP! My background check is coming back Red, Pending. I should not have anything on there so do I need to call you to take care of it ?”**

Backgrounds checks can take as little as 30 seconds to as long as a week or more to resolve. It depends on the person's name, location and other factors. Here is what to do if you are held up at any point during the background check process:

1. If your account is displaying a Retry: unknownStatus this means we didn't get a result from ChoicePoint in a timely manner when you first submitted your data for the background check. Click on the Retry link to retrieve your background check result from ChoicePoint. If after a few attempts you continue to see the Retry link please contact us at [ace@softball.org](mailto:ace@softball.org) and in the subject of the message please type “Retry status on Background Check”. In the body of the message include your full legal name, your city and state and the email address you used for your payment and background check.
2. If your account is displaying a **RED: PENDING** status for your background check this usually means that an additional courthouse search has been ordered and this is usually based on where you live and not because you might have offenses on your record. Please wait 24-72 hours and then log back into your certification account at

<http://ace.usasoftball.com> and click the Buy Now link to log in at the ASA Payment server. You will NOT have to go through the payment process and you will not be charged again. On your ACE Transactions page click on the status color (RED) to retrieve your background check result from ChoicePoint again and to see if ChoicePoint has concluded the additional search. If ChoicePoint is done with their additional search your status on the transaction page will be updated to either RED: COMPLETED or to OK: COMPLETED. If your status changed to RED: COMPLETED please see item 3 below. If your status changed to OK: COMPLETED you will see a confirmation page on your screen and you must click on the activation link to remove the "Buy Now" option from your certification profile. After you click on this link the status on your profile on the certification site will change to "Complete Now" and you will be able to watch the video and take the certification test. (The activation link is also emailed to you but you do not have to click on this link again if you have already activated your purchase by using the webpage.)

3. If your account is displaying a RED: COMPLETED status for your background check you can call ChoicePoint at (800) 845-6004 to inquire about the offenses listed on your record with ChoicePoint. When you call ChoicePoint please reference the report number that displays under your status. In addition to the 1800 number, each red lighted applicant will receive an adverse action letter in the mail from Choicepoint.

In some cases you will need to dispute an issue with mistaken identity and the sooner you call ChoicePoint the sooner we can clear you to continue with the certification or registration process. Another issue that can mistakenly put your background check in RED: COMPLETED status are traffic violations. If this is the case with your report the ASA committee will review your record and will clear you to participate providing you do not have other offenses listed. You can call ChoicePoint and request that a traffic violation be removed from future reports to ASA.

For situations not listed above the ASA committee will process all flagged reports and review them on a case by case basis. If the ASA committee is not able to clear you based on the offenses listed on your report you have the option to appeal to your local ASA. The local ASA will hear your case and if deemed necessary will forward a recommendation to the ASA national office for a final decision.

**"I am trying to watch the video but it's really slow and keeps on buffering. Do I need to have any software to watch the videos?"**

Required: Flash 9

Recommended: Broadband connection.

A slow connection/bad connection will cause problems but even with it, the user should be able to pause the video and wait until it downloads and then watch it normally.

Adobe's recommendations are at: <http://www.adobe.com/products/flashplayer/systemreqs/>

**"I was able to print off my certificate but now I see that option is gone. Where can I find that?"**

Certificates are no longer being issued to ACE Certification holders. The card that is sent to you serves as your certification.

We hope the solutions above answer your questions and that your problem is solved. We always suggest viewing the tutorial on <http://ace.usasoftball.com> to help get you through the process. We at ASA appreciate your patience and hope you find the ACE Coaching Certification to be beneficial.