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RegisterASA and ACE Certification Frequently Asked Questions

How do I login if I took the ACE Certification Test last year? Login to the RegisterASA website by accessing www.registerasa.com . Look for instructions in your Personal Steps grid.

How do I login? Go to www.registerasa.com **NOTE: If you have not taken the ACE Certification online in previous years and never had a RegisterASA.com login.** Click the “Create Profile” button on the login page of registerasa.com then click the Create Account button on the screen that follows. Complete the form and select one of the coaching roles and then click submit. If you already have an account you can sign in using your new username and password.

NOTE: If you can't remember your user name or password, and you have taken the ACE Certification Test online since December 1, 2009 and had a profile with an email address for the account, you must follow this procedure: Click “lost your password?” on the login screen of www.registerasa.com. You will be sent an email link that will allow you to change your username and set a new password.

Why can't I login? I know my username and password from when I last logged in. We implemented a completely new system in 2010 and previous usernames and passwords were not imported. If your email address has not changed, the system will allow you to set the username and password of your choice by clicking on the “lost my password” link and clicking the reset link that will be sent to you by email.

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 “lost your password?” link. Enter your email address to see if your profile still exists. If so, you will receive an email from ASA Softball that will have a link to update your username (optional) and password.

What if I never receive a “lost your password?” email? Go to the website address, www.asasoftball.com/about/register.asp, and scroll to the bottom of the page. You will find a place where you may enter your zip code and obtain your local ASA representative's contact information. Inform him/her that the email for “lost your password” was never received, and the commissioner will assist you in getting into the system manually.

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. If your child

has used your email address, then go into their profile and delete the email address as it is not necessary for them to provide us with that information.

If it is a spouse using your email address, then either create a new email account for you or your spouse 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; www.gmail.com; or www.aol.com to obtain a FREE email account.

How do I get started with my ACE Certification?

- If you are a previous user of RegisterASA and it is your first time on the new system, you need to click the "lost your password?" link to reset your password. On the "Lost Password" screen type your email address and then click submit.
- When you are ready to use the system for the first time and are not a previous user, you must create a member profile. Click the "create profile" button.
- Now that you are on the "create a member profile form" fill out the form completely and select one of the coaching roles.
- 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. 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/she will contact ASA to ensure the proper credit is provided for the duplicate charges on your account.

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 then follow the steps that will guide you through the credit card process. 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.

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 he or she receives a payment for the invoice. 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, you need to contact your local ASA Commissioner. You will not receive a confirmation email once your background check is completed. You will need to check your home plate for the updated status that will display the word "Cleared".

If you have not received a cleared background check status within 7 business days, you need to contact the ASA National Office using the "Submit Ticket" option on www.registerasa.com in order for us to follow up on your report.

What if my profile displays the wrong ACE Certification Level? Before you pay for your certification, contact your local ASA Commissioner and provide them with your name, member ID number, email address, and your last completed ACE certification level. Do NOT start a test if you feel the incorrect certification level is displayed as you will not receive a refund once the test has been started, and you will need to complete that level of testing.

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 of your temporary files, cookies, and cache. By doing this process, it will allow more space to run the video file correctly. Please know that you cannot skip ahead in the video, it must play in the order it was created.

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 31st of the same calendar year in which it was taken. EXCEPTION: If the test is taken between December 1st and December 31st, it will carry over to the next year's end of the calendar year of December 31st.

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? Anywhere between a few minutes to a few days. 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 do I register my team?

Every team must have a Team Administrator in order to register online. If you are responsible for registering your team, including all coaches and players, ensure that your profile has the "Team Administrator" role selected by accessing your Profile.

Please read the following tips to help you register your team:

- On the Registration Menu click either the "Add New Team" button or the "View My Teams" button.
- If you use one of your previous teams you can create a current year registration by clicking the "Add to New Season" link. You can then edit the team by removing previous players and adding new players.
- If you're adding a new team, complete the information and then click the Add Team button.
- Under the fees grid three blue buttons will appear. Click "add member"
 1. Type first name, last name, zip, birth date and then click "submit".

OR

2. If available, type the Member's ID number and date of birth and click "submit".

- Based on the results of the search for this member, you will either see a list of possible member matches the system located, or you will see the new member form with the data you just entered already filled out.
- If a correct match is found for the member you want to add click the Select button next to the member's name. Otherwise add the person as a new member. (You will repeat this procedure for each player and coach) then click "Add to Team".

What if I forgot to send my other coaches a "welcome email", can I still do that now? If you did not initially click the box next to "send welcome email" on the coach's profile page, return to the coach's profile and send the Welcome Email by checking the box and clicking the SAVE button.

Can I submit my team for registration with existing issues? Most associations allow their users to submit registrations with issues that are non-critical in nature. (For example: birth certificates need to be reviewed by Commissioner). Some issues are critical and will not allow you to submit without a correction (background checks and ACE Certification requirements or an invalid age on a player). It is suggested that you take care of all issues first, and then submit your team, as this will speed up your registration process. Contact your local ASA commissioner for more information.

Why is the "submit" button grayed out?

- Check to make sure that you have selected the role of "Team Administrator" for your profile.
- Every team must have a "Team Administrator". This is the person that is responsible for the registration process, mailing in the fees, and distributing ID cards to your team members.

What is the difference between a standard roster and a championship roster?

- A Standard roster is one that a coach will use for all invitational tournaments.
- Some associations allow players on multiple Standard rosters. Check with your local ASA.
- A Championship roster will freeze your team's players onto one roster for Championship play such as National Qualifiers, State Tournaments, Regional Tournaments, and National Tournaments. Only a local ASA Commissioner can move a player that is on a Championship roster.

How do I create an invoice for my team's registration? After you enter all of your players and coaches, click the "Generate Invoice Preview" and review the information on the screen that follows. If the information looks correct click the "Create Invoice" button to create the invoice. A box will display to create an invoice, for you to select your shipping information, and to choose roster type (standard or championship) for the team. When you send the invoice to your local ASA Commissioner, be sure to include your payment and copies of birth certificates and background check consent forms (if required).

I made a mistake creating the invoice and the registration charges and insurance deductibles are incorrect. How do I change the invoice? A team administrator can make any changes to the team or roster as long as the team is in “Pending” status. If you have submitted your roster, you will need to contact your local ASA Commissioner and ask him/her to VOID the invoice. After the invoice is voided you may make the necessary changes to your registration, and recreate a new invoice by clicking the “submit and create invoice” button again.

How can I find Tournaments? Click the “Tournaments” link at the top of the login page of www.registerasa.com. You can also find tournaments on the ASA website www.asasoftball.com or www.tournamentasa.com



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