

FREQUENTLY ASKED QUESTIONS

KANSAS CITY METRO ASA



Updated 4-18-10

Q. Who is my ACE administrator?

A. **National Ace Administrators** – Nancy Teehee at nteehee@softball.org
Lori Coleman at: lcoleman@softball.org

Q. Where can I find information about the ASA's coaching education program?

A. www.registerasa.com

Q. If I take the ACE Certification test do I also have to pass a Background Check?

A. **NO** – Background checks are included with ACE Certification.

Q. Can more than one coach take the Background Check and/or ACE tests?

A. **Absolutely!** 1 coach must take the ACE test and all Assistant Coaches must take a Background Check.

Q. How long is my Certification valid?

A. Certification runs from Jan 1st thru Dec 31st and must be renewed yearly.

Q. How long is my account Active?

A. The ACE Online account will be active for two years following a completed certification. If a coach does not complete a certification in two full calendar years following his or her most recent certification, the coach's online ACE Account will be considered inactive and the coach will have to restart the certification process at Level 1 in future years.

Q. I registered at a local ACE Clinic in 2009 but can't find my profile on the website when I look it up. What should I do?

A. Contact the National ACE Administrator and he or she will be able to locate and manually reset your profile for you. **DO NOT** complete STEP 2 of the registration process which will create a new profile for you and will force you to start at Level 1.

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Q. Why can't I find my profile online even though I registered with an ACE Clinic a few years ago?

A. If you did not recertify within the last 2 years, you will have to start the ACE Certification Process at Level 1.

Q. Why won't it let me take a test I just purchased, instead it asks me to buy the test again?

A. Contact the National ACE Administrator with your issue. The Webmaster will have to resolve this issue.

Q. Why does it ask for my username and password when I try to buy the certification test even though I am already logged into the ACE Website?

A. When you purchase a test you will be redirected to the ASA's Online Store Site, softballoutlet.com, which is a secure site where you will be able to purchase the test. You will have to log in or create a profile on this site to purchase tests for the ACE Online Program. Once you have purchased the test there will be a link on your receipt page that will direct you back to the ACE Online site to watch the video and take your test.

Q. I am trying to take the Continuing Education test, but the video won't play. What is the problem?

A. The Continuing Education Level is designed to be updated annually with changes in the ASA Code and Playing Rules. Since the test will be updated every year there is no video to accompany the test. The answers to the questions can be found in the ASA Code, which can be viewed at www.asasoftball.com, and the ASA Playing Rules which can be found in the ASA Rule Book. You can obtain a copy of the rule book from your Local ASA Commissioner.

Q. What are the costs of the ACE Tests?

A. Level 1 is \$25.00, Levels 2, 3, and Continuing Education is \$20.00/ea.
Background tests are \$7.00