

# ASE Renewal App – Frequently Asked Questions (FAQs)

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### 1) What is the ASE Renewal App?

The ASE Renewal App is an innovative learning tool that ASE has developed to help ASE Certified professionals extend the expiration date of their Automobile Series A1-A9 certifications. This is done without having to take time off or go to a secure test center, all while increasing knowledge and awareness about the technology found in today's complex vehicles. It is important to understand the ASE Renewal App program is **not a test** or a replacement for traditional certification testing. The goal of the ASE Renewal App program is to broaden and expand your technical knowledge.

### 2) Who can sign up for the app?

Technicians who have previously passed an ASE Certification test in the automobile series can sign up. It does not matter whether your certification expires five years from now, is due for renewal this year, or has already expired. **Currently, only certifications A1 – A9 are included, so only technicians who have earned one or more of those certifications are eligible.**

### 3) How does the ASE Renewal App work?

If you have previously passed ASE Certification automobile tests, you can purchase an annual ASE Renewal App subscription from ASE. Questions are then accessed throughout the year on your computer or mobile device. A new question will be available every 30 days with the first question being available on the first day of your subscription. If you have multiple certifications, you will have access to 1 question for each certification every 30 days. You will have access to at least 12 questions, per certification, during your subscription. You will earn 1 credit for each question you answer correctly. Once you accumulate 8 credits, we will extend your certification expiration date by 1 year. If your certification(s) are expired, please see FAQ #7 for additional information.

### 4) How does the annual subscription work?

Your renewal app subscription begins the moment you pay for it and continues for a full 12 months. Subscriptions cannot be stopped once the subscription begins. Your subscription will expire and lock on the one-year anniversary. At least 12 new questions will be available for each of your certifications until the subscription expires. You will not be able to earn any additional credits after your subscription has expired.

### 5) What happens if I answer a question incorrectly?

Remember, the ASE Renewal App is **not a test**. You may receive questions outside of your current technical knowledge. If you answer a question incorrectly, you will be given a 2nd chance question 10 days later. This allows you time to learn more about the subject. When a 2nd chance question arrives, it will be in addition to your regularly scheduled questions. The 2nd chance questions give you a chance to verify you have learned more about the topic and another chance to earn credit toward meeting your certification extension goal. If you miss the 2nd chance question, you will get a 3rd chance after another 10 days. So, you will have multiple chances to earn the required 8 credits. You will not receive a 4<sup>th</sup> chance.

## 6) How long will it take me to earn 8 credits?

On the first day of your subscription, the app will make the first set of questions available. You will receive 1 first chance question per eligible certification. After 30 days, the app will make another set of first chance questions available. If you answer every question correctly on the first try, you could earn 8 credits in about 8 months. Whenever you miss a question, you will get a 2nd and/or 3rd chance to answer a similar question on the same topic 10 days later. If you answer all 3 questions incorrectly, you will not receive a 4th chance and you will not earn a credit for that month. However, your questions will continue to become available on the 30-day cycle so you will continue to have the opportunity to earn additional credits.

## 7) If my certifications are expired, can I renew them using the app?

Yes. If your certifications are expired and you sign up for the app, it will take you 8-to-12 months from the date you subscribe to earn enough credits to reinstate your certifications with current expiration dates. If you need your certifications reinstated quickly, then you should register and take your recertification tests in the traditional way. If this delay in reinstating expired certifications does not adversely affect you, then the app could work well for you.

## 8) If my certifications expire within the next 12 months, can I renew them using the app?

Yes. ASE is offering all FIRST-TIME paid subscribers a free 12-month extension to all CURRENT eligible certifications (A1-A9) at the time of the initial paid subscription. This ONE-TIME extension will eliminate any pressure to earn your extension prior to your credential(s) expiring. If you promptly renew your subscription each year, you will not risk running out of time prior to your credential(s) expiring.

**FIRST-TIME SUBSCRIBER NOTE:** After earning at least 8 credits for any eligible certifications, you will receive a further 12-month extension in addition to the 12-month extension you received when starting your paid subscription.

**EXCLUSION:** If your certifications are expired, you have not fulfilled the work experience requirement prior to subscribing to the app, or you have not met all the ASE certification requirements, you will not receive the 12-month extension at the time of the app subscription purchase.

## 9) Once I earn 8 credits, what will my new expiration date be?

If your current certification(s) expiration date is at least 12 months or more after your paid subscription start date, ASE will add one year to your current expiration date.

If you are a first-time subscriber and your certification(s) are current, you will receive a one-time 12-month extension at the time of subscription purchase. After earning 8 credits for an individual certification, you will receive an additional 12-month extension.

**EXAMPLE:** Your A1 Certification expires on 12/31/2024 and your first-time subscription start date is 8/5/2024. The new expiration date will be 12/31/2025. Once the 8th credit is earned for your A1 certification, the new expiration date will be 12/31/2026.

If your certification has expired and you have earned the appropriate credits, your new expiration date will be 18 months after the date you earn the 8th credit, rounded up to June or December, whichever is closer.

**EXAMPLE:** 8 credits were earned on 8/20/2024. The new expiration date will be 6/30/2026 (8/20/2024 + 18 months = 2/20/2026, then round up to 6/30/2026).

10) What happens if I earn more than 8 credits? Can I use them next year?

Credits earned in one subscription do not carry over to the next subscription. When your subscription expires, so do your previously earned credits. You always start the new subscription with zero credits and need to earn 8 additional credits to extend your certification for another year.

11) Do my unanswered questions carry over to a new subscription?

No. Your questions will remain active during your current paid subscription. Once your paid subscription expires, so do your questions. You must answer your questions while your paid subscription is active to receive credit. Once your paid subscription is renewed, your previous progress is reset to zero credits, and your app will make new questions available each month.

12) I earned a new certification. When will it appear in my app?

If you earn any new eligible certifications while subscribed to the ASE Renewal App, the new certification(s) will be added the next time your subscription is renewed. Remember, your initial ASE Certification is good for 5 years, so you will have plenty of time to earn your extension.

13) How long does it take for my extension to appear in my ASE profile?

Your certification expiration date(s) will be extended in your myASE account within 1 business day of earning the 8th credit. Your extension(s) will be visible in your myASE account and a certification status letter can be downloaded or emailed if you need immediate proof of your credentials.

14) Will I receive a new certificate?

Yes, you will receive an updated certificate after your current subscription concludes. You will not receive a new certificate at the start of your subscription, even after receiving your first-time subscriber extensions. Please ensure the mailing address in your myASE account is correct or you may not receive the new certificate. Please allow 4-8 weeks for delivery of your new certificate.

15) What happens at the end of the subscription?

Before your current paid subscription ends, you will receive a renewal reminder email if you have not renewed your subscription. You can manually renew your subscription 15 days prior to the expiration of your current subscription if you want to continue using the app for another year.

16) How do I renew my app subscription for another year?

To renew your subscription please log into your myASE account profile at [my.ase.com](http://my.ase.com) and select the “Renewal App Subscription” link at the top of the page. To learn more about your subscription options, please visit [ase.com/subscribe](http://ase.com/subscribe).

17) How does the subscription auto renew process work?

The auto renew feature allows you to renew your ASE Renewal App subscription annually without needing to log back into your myASE account each year. By default, the auto renew feature is disabled. When you subscribe or renew your app subscription, you can select the auto renew feature. Auto renew may be disabled or enabled at any time after your subscription has been started. ASE will send you several emails reminding you that your credit card is about to be charged for the auto renewal. If your credit card has expired or is no longer valid, ASE will send you an email alerting you that your app subscription auto renewal was not successful.

## 18) How do I update my credit card information with auto renew enabled?

- If you need to update all your credit card information, uncheck the auto renew box. After confirming your selection, you will need to place a check in the auto renew box. You will then be able to add your new credit card information.
- If you need to update your credit card expiration date only, then you do not need to disable auto renew. When you click the "Update Credit Card" button, you will be given the ability to update the expiration date.

## 19) Can I start and stop the subscription anytime?

You can start your first subscription anytime you want. App subscriptions always run for a full year and cannot be stopped or renewed prior to the end of the current subscription. If you want to discontinue using your app subscription, you may. However, unanswered questions are not eligible for a refund and all subscription purchases are considered final.

## 20) Can I use the app to earn new certifications?

No. If you have never passed the certification test for a specific area, you must register and pass the test BEFORE it will be eligible for the ASE Renewal App program.

## 21) Will other ASE certifications be added to the app?

Additional certifications may be added in the future. Please visit [aserenewalapp.com](http://aserenewalapp.com) for the most current offerings within the ASE Renewal App.

## 22) How much does the ASE Renewal App subscription cost?

The ASE Renewal App is an annual subscription. Please visit [aserenewalapp.com](http://aserenewalapp.com) for current pricing.

## 23) How do the ASE Renewal app questions differ from those used in the traditional ASE tests?

There are a few significant differences:

- The app uses a separate pool of questions not found in traditional ASE tests.
- The questions in the app address more leading-edge technology topics that are typically not seen in ASE certification tests for 3 to 5 years or the questions may be based on topics that some technicians have shown to have difficulty understanding.
- The app displays if you answered the question correctly or not and explains why each answer choice is either right or wrong.

## 24) How much time do I have to answer the questions?

You will have 2 minutes to answer most questions. If the question contains a data table, a wiring diagram, or an illustration, you will have 5 minutes to answer the question. If you do not answer the question and the timer runs out, the question will be scored as incorrect. However, you will still be given the explanation for each answer option, and you will get another chance to answer a similar question after 10 days.

## 25) Can I ask my friends or coworkers for help?

No, not to answer the questions. The app is intended to help you identify gaps in your knowledge. If someone else answers the question, you are violating the terms of use of the app and cheating yourself. After you have answered a question, the app provides an online forum where you may discuss the question and the answer choices and rationales with other technicians who have already answered the question. You can get help from other technicians to increase your understanding and/or help other technicians increase their own knowledge.

## 26) Can I use reference material to answer questions or is that considered cheating?

If you need reference material to answer a question, we are not opposed. The ASE Renewal App program focuses on identifying gaps in your technical knowledge. Most questions in the app do not require the use of reference materials. But for some questions, you may need to look up service information or do a quick internet search to answer the question. The ASE Renewal App promotes learning; using reference materials is one way that technicians learn every day.

## 27) What about question security?

We need your help with question security. When you subscribe to the ASE Renewal app, you must agree to answer the questions yourself and to not share them with anyone else. Taking screenshots of questions and posting them in public forums are considered violations of the EULA you agreed to when you signed up for the ASE Renewal App program. Reposting screenshots of ASE Renewal App questions is grounds for immediate suspension of your subscription, revoking your current credentials, and possibly banning you from all future ASE certifications.

## 28) Who writes the questions in the ASE Renewal App?

The questions are created by a technical committee where service representatives from automotive manufacturers (Domestic, Asian, European), aftermarket parts and equipment manufacturers, working technicians, and career and technology educators meet to share ideas and translate them into questions. All questions must be unanimously approved by the entire group. Once the questions are approved, a second independent technical committee, made up primarily of working technicians, must approve the questions before they are made available within the app.

## 29) What if I do not agree with the answer to a question?

Once you submit an answer to a question, a list of all the answer options and an explanation for each answer will be shown. If you do not agree with the explanation, you can access a discussion forum within the app for that question where you can post a comment, ask a question, read other comments, and respond to others. The comments associated with each question are reviewed regularly by ASE staff (please remain professional) and are used by the technical committees to refine the question when necessary.

## 30) Why can't I receive all 12 questions for each area at once, instead of 1 question per area per month?

The ASE Renewal app program is designed for continuous engagement. The program makes 1 question per certification available within the app every 30 days to let you pace yourself over the entire 12-month subscription period. If you miss a question, this pacing will allow time to seek training information and learn the concepts associated with the question content. Learning these concepts will help you be successful when you receive the next chance to answer a similar question about the same topic. If you answer the next chance question correctly, you will earn a credit toward your certification extension.