



ASE Renewal App – Frequently Asked Questions (FAQs)

1. Q: What is the ASE Renewal App?

A: 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. Q: How will I benefit from using the ASE Renewal app?

A: First, you can conveniently extend your ASE certifications using the web app on your computer or the mobile app on your cell phone or tablet. Second, the app will present questions on key current technical topics to help you identify potential gaps in your knowledge.

3. Q: Who can sign up for the app?

A: Technicians who have previously passed an ASE Certification test in the automobile series can sign up. It doesn't 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.**

4. Q: How does the ASE Renewal App work?

A: 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 to 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 receive 1 question for each certification every 30 days. You will receive a minimum of 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.

5. Q: What happens if I answer a question incorrectly?

A: Remember, the ASE Renewal App is **not a test**. You will likely 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 an opportunity to verify that you have learned more about this topic, as well as another opportunity 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.

6. Q: How long will it take me to earn 8 credits?

A: Every 30 days throughout the 12-month subscription, we will send you a new question (one in each certification area). 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 that topic. If you answer all 3 questions incorrectly, you will not earn a credit for that month. However, your questions will continue to arrive on the 30-day cycle so you will continue to have the opportunity to earn additional credits.

7. Q: If my certifications are expired, can I renew them using the app?

A: Yes. If your certifications are expired and you sign up for the app, it will take you approximately 8-to-12 months from the date you subscribe to the app 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. If this delay in reinstating expired certifications does not adversely affect you, then the app could work well for you.

8. Q: If my certifications expire within the next 12 months, can I renew them using the app?

A: 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 credentials expiring. If you promptly renew your subscription each year, you will not risk running out of time prior to your credential expiring.

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

EXCLUSION: If 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 app subscription purchase.

9. Q: Once I earn 8 credits, what will my new expiration date be?

A: 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) expiration date was less than 12 months from your paid subscription start date, you received 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 10/5/2023. 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 the next expiration date (June or December).

EXAMPLE: 8 credits were earned on 11/20/2023. The new expiration date will be 6/30/2025 (11/20/2023 + 18 months = 5/20/2025, then round up to 6/30/2025)

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

A: Credits earned in one year do not carry over to the next year. 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. Q: How does the annual subscription work?

A: 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 on the same date it was started, just 1 year later. At least 12 new questions will be available for each of your certifications until subscription expires. You will not be able to earn any additional credits after your subscription has expired.

12. Q: How long does it take for my extension to appear in my ASE profile?

A: Your certification expiration date(s) will be extended in your myASE account within 1-2 business days of earning the 8th credit. Your extension(s) will be visible at the myASE portal and a certification status letter can be downloaded if you need immediate proof of your certification status.

13. Q: Will I receive a new certificate?

A: 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 allow 6-8 weeks for delivery of your new certificate.

14. Q: What happens at the end of the subscription?

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

15. Q: How do I renew my app subscription for another year?

A: To renew your subscription please log into your myASE portal profile at www.ase.com and select the "Renewal App Subscription" link at the top of the page. To learn more about your subscription options, please visit www.aserenewalapp.com and click the "subscribe" link for additional information.

16. Q: How does the subscription auto renew process work?

A: The auto renew feature allows you to renew your ASE Renewal App subscription annually without needing to log back into the myASE Portal each year. By default, the auto renew feature is turned off. When you subscribe or renew your app subscription, you will have the opportunity to select the auto renew feature. Auto renew can be turned off at any time but can only be selected at the time of subscription. The myASE Portal will send you an email 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, the myASE Portal will send you an email alerting you that you need to act or your app subscription will not auto renew.

17. Q: How do I update my credit card expiration date if I have selected auto renew?

A: Credit card expiration date updates can be made at any time within the myASE Portal. Log into your myASE Portal profile found at www.ase.com. Select the "Renewal App Subscription" link at the top of your myASE Portal page. Then click the "Update Credit Card" button to update the expiration date.

18. Q: How do I update or change my credit card to a different credit card if I have selected auto renew?

A: If you need to update your credit card on file for your Renewal App Subscription, the first thing you will do is uncheck the "Auto Renew" feature found within your myASE Portal profile. Once you confirm your decision, auto renew will be disabled. You will now need to wait until your subscription is within 15 days from expiring. At that time, you will be able to resubscribe to the ASE Renewal App program with a new credit card. You will also be able to select "Auto Renew" again with your new credit card.

19. Q: Do my unanswered questions expire or can I carry them over to a new subscription?

A: 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 you app will begin receiving new questions each month.

20. Q: Can I start and stop the subscription anytime?

A: 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 subscriptions are considered final.

21. Q: If I earn additional eligible certifications during my 12-month subscription period to the ASE Renewal app, will they be added to my current subscription and appear within my app?

A: No. When you subscribe to the ASE Renewal app, all eligible certifications that you currently possess will be included with your subscription. If you earn any new eligible certifications while subscribed to the ASE Renewal App, these new certifications will be added to the app when your subscription is renewed.

22. Q: Can I use the app to earn new certifications?

A: 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.

23. Will other ASE certifications be added to the app?

A: Additional certifications may be added in the future. Please visit www.aserenewalapp.com for the most current offerings within the ASE Renewal App.

24. Q: How much does the ASE Renewal App subscription cost?

A: The ASE Renewal App is an annual subscription. Please visit www.aserenewalapp.com for current pricing.

25. What is the difference between the ASE Renewal App and traditional recertification testing? Will recertification testing continue to be offered?

A: The ASE Renewal App will extend the expiration date of your certification by 1 year if you have earned at least 8 credits for a particular certification during your subscription. Traditional recertification testing will extend your certification by 5 years if you pass the recertification test. Traditional recertification testing will continue to be offered; the app is an alternative for those who find convenience and continuous learning to be beneficial.

26. Q: How do the questions in the ASE Renewal app differ from those used in the recertification tests?

A: There are a few important differences. First, the app uses a pool of questions that is separate from those used on the ASE's traditional tests. Second, the questions in the app address more leading-edge technology topics that are typically not seen in ASE certification tests for 3 to 4 years or the questions are based on topics that technicians traditionally have difficulty understanding. Third, after you answer a question, the app tells you whether you answered correctly and explains why each answer option is right or wrong.

27. Q: How much time do I have to answer the questions?

A: You will have 2 minutes to answer most questions. If the question is complex, uses a wiring diagram, or requires reference material, you will have 5 minutes. 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 in the future.

28. Q: Can I ask my friends or coworkers for help?

A: 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 answers with other techs who have also answered that question. In that way, you can get help from other technicians to increase your understanding and help other technicians increase their knowledge as well.

29. Q: Can I use reference material to answer questions or is that considered cheating?

A: If you need reference material to answer a question, we are not opposed. The ASE Renewal App program focuses more on learning rather than testing. Most questions in the app don't require the use of reference materials. But for some questions, you may need to look up the service information to answer the question. You will be given 5 minutes to answer these questions. The ASE Renewal App promotes learning and using reference materials is one way that technicians learn every day.

30. Q: What about question security?

A: 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 questions is ground for immediate suspension of your ASE Renewal App subscription, suspension of your current credentials, and possible banning from future ASE certifications.

31. Q: Who writes the questions in the ASE Renewal App?

A: The questions come from ASE question-writing workshop technical committees where service representatives from automotive manufacturers (domestic and import), aftermarket parts and equipment manufacturers, working technicians, and career and technology educators meet to share ideas and translate them into questions. Each question is designed to measure the knowledge that you need to know in your job and must be approved by the entire group.

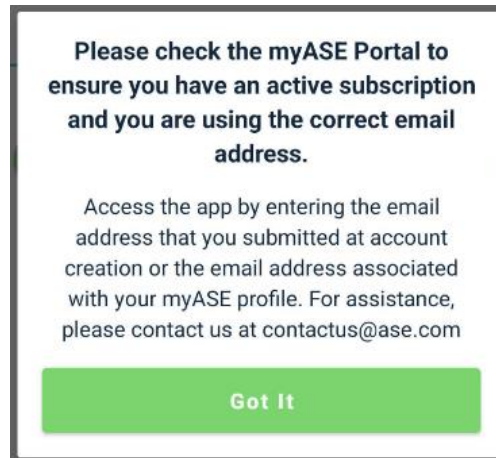
32. Q: What if I don't agree with the answer to a question?

A: Once you submit an answer to a question, a list of all the answer options and an explanation for each answer option 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 or question for other technicians, read their comments, and respond.

33. Q: Why can't I receive all 12 questions for each area at once, instead of 1 question per area per month?

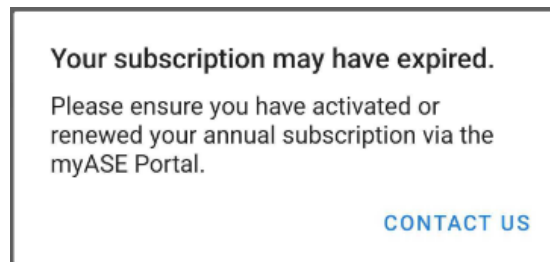
A: The ASE Renewal app program is designed for continuous engagement. The program delivers questions within the app every 30 days per certification to allow you to pace yourself over the course of the entire 12-month subscription period. If you miss a question, this pacing will allow time to seek training 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 and to earn a credit toward your certification extension.

34. Q: I tried logging into the app but I got an error message that says "Please check the myASE Portal to ensure you have an active subscription and you are using the correct email address." What is wrong with my email address?



A: This error is caused by either an expired ASE Renewal App subscription or you are attempting to log in using an email address not registered for the program. To resolve this issue, you can log in to the myASE Portal and verify if you have an active subscription. If your subscription is expired, you can renew your subscription. To log into the ASE Renewal App, you need to use the email address you submitted during account creation. If you did not specify an email address when you purchased your ASE Renewal App subscription, the default email address used for your app account is the one associated with your myASE profile.

35. Q: I received an error message that says, "Your subscription may have expired". Why did I receive this error message?



A: This error occurs when there is no active subscription associated with the email address entered. This message will appear after the 3-day Trial subscription expires and a regular subscription is not started. You can log into your myASE account to verify your subscription status and purchase a subscription.