



## 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 PC 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 delivered throughout the year to your PC or mobile device. The app will deliver 1 question every 30 days per certification area. If you have multiple certifications, you will receive 1 question, for each certification, each month.

**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. If you accumulate 8 credits for the certification area by the end of your subscription year, your certification will be extended 1 year.

**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 at a testing center. If this delay in reinstating expired certifications does not adversely affect you, then the app can work well for you.

**8. Q: If my certifications will 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 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 expiration date is 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 is less than 12 months from your paid subscription start date, you will receive a one-time 12-month extension at the time of subscription purchase. Once you earn 8 credits for a certification, you will receive an additional 12-month extension.

EXAMPLE: Your A1 Certification Expires on 12/31/2022, the first-time subscription start date is 10/5/2022, the new expiration date would be 12/31/2023. Once the 8th credit is earned, the new expiration date would be 12/31/2024.

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 June 30th or December 31st expiration windows.

EXAMPLE: 8 credits were earned on 11/20/2022. The new expiration date will be 6/30/2024 (11/20/2022 + 18 months = 5/20/2024, then round up to 6/30/2024)

**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. Your subscription will expire exactly 1 year later.

EXAMPLE: If you start your subscription on May 15, 2022 at 3:15 PM local time, your subscription will expire on May 15, 2023 at 3:15 PM local time.

When you earn 8 credits (by answering 8 questions correctly) in one certification area, ASE will extend that certification for one year. You will continue to receive questions for the entire 12 months, even after you have earned 8 credits.

**12. When does my certification get extended? Will I receive a new certificate?**

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. You will receive an updated certificate after your current subscription concludes. Please allow 6-8 weeks for delivery of your new certificate.

**13. Q: What happens at the end of the subscription? How do I sign up for another year?**

A: Prior to the end of your current paid subscription, you will receive a renewal reminder email. You can renew your subscription 15 days prior to the completion of your current subscription if you want to continue using the app for another year.

**14. 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 renew. 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 and your app subscription will not auto renew. If you want to auto renew again, you must make that selection at the time of subscription.

**15. 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 will begin receiving new questions each month.

**16. 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.

**17. 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 on my device?**

A: No. When you subscribe to the ASE Renewal app, all eligible certifications you have previously earned 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 included when you renew your paid subscription in the future.

**18. 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 take that test at a secure Prometric test center.

**19. Will other ASE certifications be added to the app?**

A: Additional certifications may be added in the future but that has not yet been determined at this time.

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

A: The ASE Renewal App has an annual subscription price of \$48 for any or all the automobile series (A1-A9) certifications. The \$48 price is the same whether you are certified in one area or all nine.

**21. 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 during your subscription. Traditional recertification testing is conducted at secure test centers and 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 the convenience and continuous learning to be beneficial.

**22. 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 tests delivered in secure test centers. 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. Third, after you answer a question, the app tells you whether you answered correctly and explains why each answer option is right or wrong. Finally, after you have earned enough credits to extend your certification, you may see questions that address manufacturer-specific vehicles and systems.

**23. 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.

**24. 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.

**25. Q: Can I use reference material to answer questions?**

A: Most questions in the app don't require the use of reference materials. But for some questions, you may need to look up the 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.

**26. Q: What about question security? Is it cheating if I look up information to answer a question?**

A: A lot of the ASE Renewal App content addresses leading-edge technology, so we expect that you may sometimes need to reference service information to correctly answer a question. When you subscribe to the ASE Renewal app, you must agree to answer the questions yourself and to not share them with anyone else outside of the appropriate app discussion forum. If you are answering the questions yourself, you are not cheating.

**27. 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.

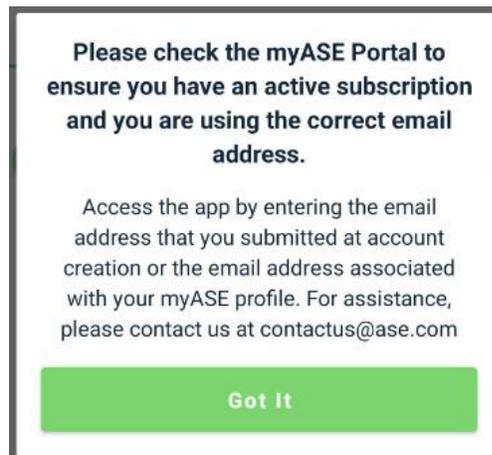
**28. Q: What if I don't agree with the answer to a question?**

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.

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

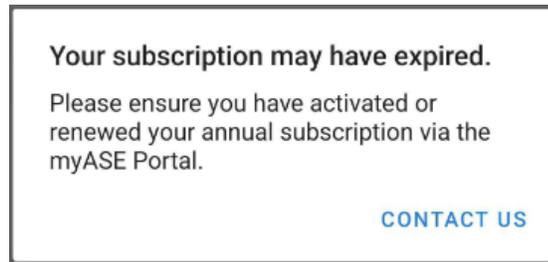
A: The ASE Renewal app program is designed to deliver questions every 30 days per certification to allow you to pace yourself over the course of the entire 12-month subscription period. If you miss a question, this pacing will allow time to seek training information and learn the concepts associated 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.

**30. 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.

**31. 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.