



ACE Certification Frequently Asked Questions

How do I log in if I took the ACE Education Test last year? Log in to the RegisterUSASoftball.com website by accessing RegisterUSASoftball.com through your browser. Look for instructions by scrolling down on your HomePlate to the ACE Education tab.

I forgot my password, I have a new email address...How do I log in? Please see the document titled “Retrieve Login with ID Card?” link that is located on the RegisterUSASoftball.com homepage.

How do I get started with my ACE Education?

- Log in at RegisterUSASoftball.com.
- **If you are new to RegisterUSASoftball.com**, and you are not being registered by someone else such as a team administrator or head coach, use the following section located on the login screen to begin your profile creation:

Think you may already have an account or want to create one?

First Name

Last Name

Birthday

Zip Code

- Now that you are on the “create a member profile form” fill out the form completely and **select one of the coaching roles. ONLY ONE COACHING ROLE IS NECESSARY. A coach role is required to gain access to the ACE certification system.**
- 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. **HOWEVER, IT IS NOT NECESSARY, AND NOT RECOMMENDED, TO SELECT MULTIPLE COACHING ROLES.**
- Congratulations! You can now use the new RegisterUSASoftball.com system and access the ACE Education process.



I have paid for my background check and ACE Education with my credit card, and now the invoice is charging me for the same services. What should I do? This is usually due to multiple profiles for the same person. Contact your local USA Softball Commissioner and provide them with the invoice number, team ID number, and member ID numbers that are affected in being charged twice, and he or she will contact USA Softball to ensure the proper credit is provided for the duplicate charges on your account. TO AVOID THIS ISSUE IN THE FUTURE PLEASE ENSURE THAT ONLY ONE PROFILE IS USED.

How do I activate a background check so that I may continue with my ACE

Education Test? On the “HomePlate” page toward the bottom there is an “ACE Education” tab. On the tab, click the “Purchase” link in order to purchase the ACE Education w/ Background Check services. On the next page, provide your credit card information and then check the box to agree with the background check consent form. After you successfully pay for your ACE Education, the background check should start automatically. After returning to your HomePlate, you can click the refresh button on your browser to update the information on the Background Check and ACE tabs. 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 on the ACE Education tab. Click on the [“Click here to Enter or Resume the ACE Exam”](#) 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 (if this is a requirement by the local USA Softball association).

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 USA Softball Commissioner will run your background check after payment is received. You can find out from your Team or League 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 Background Check tab located towards the bottom of your HomePlate. Once your background check status shows “Cleared” you will be able to activate the ACE Education.



What if I have not received information on the status of my background check?

If the background check was paid by invoice, first check with your Team or League Administrator to see if payment and all required paperwork have been submitted.

If you have not received a cleared background check status within 7 business days after it has been started you may contact the USA Softball National Office using the “Submit Ticket” option on RegisterUSASoftball.com in order for us to follow up on your report.

What if my profile displays the wrong ACE Education Level? Submit a help ticket on RegisterUSASoftball.com and choose ACE in the Department box and explain your situation. A technical support member will research your education history and adjust your level as needed. Please do not proceed until this issue has been resolved.

How many ACE Education levels can I take in a year? Each coach is permitted to take one test/level per playing season.

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 or your temporary files and “cookies” in your Internet browser. The steps to do this depend on the browser you’re using so please do a Google search such as “Firefox, delete temporary files and cookies” for further instructions. In most cases, clearing your temporary files in your browser allows your browser to work more effectively. ALSO, PLEASE DO NOT SKIP AHEAD WHILE WATCHING THE VIDEO AS THIS WILL CREATE THE ABOVE ISSUE. YOU MUST WATCH THE VIDEO AS IT’S BEING PLAYED AND THEN ANSWER THE QUESTIONS AS PRESENTED.

The ACE video and test are not working on my computer. How do I fix this? We process 100’s of ACE certifications each day but from time to time a user will experience issues due to settings or incompatibilities on their computer. The following are a few recommended steps to take that might help you resolve your issues on your computer. Please submit a help ticket through RegisterUSASoftball.com if you still need help after you perform these steps:

1. Click the “Gear” icon (for settings) in your web browser and adjust your Zoom settings so you can see the entire page on your monitor.
2. When watching the video, do not fast forward but instead let the video play normally. If the questions are not displaying at the end of the video, you’ll need to start over again and watch the whole video.
3. Please make sure that your computer/browser has the latest version of Adobe Flash. If issues continue, please try a different browser.



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 must be answered in each section to mark that section complete.

Can I take the ACE test on a smartphone or tablet? Due to compatibility issues, it is recommended that the ACE test be taken on a Windows-based computer or laptop.

How long is my ACE Education good for? The ACE expiration date is December 31st of each year.

If my ACE Education expires, do I have to start over at level one? The RegisterUSASoftball.com system keeps track of your certification level and as long as you log in with the same profile you will not take the same test from one year to the next.

How long does it take to complete my background check? The background check requires anywhere between a few minutes to a few days to complete. If it has been longer than seven days, please contact your local commissioner.

How long does the ACE 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 Education is also called the **Continuing Education Level** and the subject matter and test changes every year. You'll need to certify under the Continuing Education Level in order to keep your certification active each year.