Returning User to ACSI

If you’re a returning user to our acsi.org website, please follow these instructions to update your account, and then begin your new/renewal/upgrade Certification Application.

*If you are confident that you know your user name and password, you can skip to step 6!*

1. Click on Learning at the top right of the acsi.org website.

2. Click the orange “Update/View My Profile” button.

3. Check to see that you do not have a duplicate/prior account!

   This is where you can check for any duplicate accounts, update your contact information, and make sure any prior certifications you’ve held with us were brought over into this new system.

   This is important to ensure we do not have duplicate accounts for you and that all of your information is in one place. Click the “Find my account by e-mail address” radio button, enter any previous school email addresses, and click the blue “Find My User Account” button.

4. Complete one of the password retrieval or reset options OR just log in with your known user name and password

   NOTE: If you find that you have duplicate accounts, please contact us at certification@acsi.org so that we can merge them into one for you.
5. Update any profile information you’d like and give yourself access to.

Once in your profile, you’ll want to make sure the “Grant Access to Certification” button is checked “Yes”.

6. Navigate back to “Learning” at the top of the page and then click “View & Manage CEUs/Certification”.

From here on out, you’ll be able to START AT this step and sign straight into the Learning Builder system.

7. Scroll down towards the bottom of the page to quickly locate your previous certificates and start a new application in the “ACSI Certification” section.

Click the blue “Print Certificate” button to print and access your previous certificates.

You can also click the “Open” button to start your renewal or upgrade application, or just scroll up to view your progress towards being able to submit that application.

Click any certificate type in the gray “Certification Applications” tab to see an orange “Begin” button to start a new or different application.