

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.

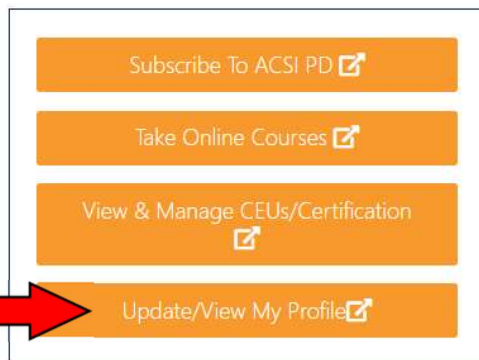
If you are confident that you know your user name and password, you can skip to step 6!

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



2. Click the orange "Update/View My Profile" button.

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.



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

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.

Do you need help signing into our site?

- ☒ Find my account by e-mail address
- ☐ I forgot my password
- ☐ Contact ACSI Care Team

Please give us up to 3 e-mail addresses to use in searching for your account.

If one of these e-mail addresses exists in our records, we'll use it to send you a link to display that user name and reset the password so you can sign in with it.

If we can't find any of the addresses, please create a new user account.

E-mail Address 1	E-mail Address 2	E-mail Address 3
<input type="text"/>	<input type="text"/>	<input type="text"/>

Find My User Account

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.

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

Do you need help signing into our site?

Account Found!

We have located your user account, and because you have a secret question/answer on file, we can get you signed into the system without delay. Once you click the "Sign In, then Reset Password" button, you will see your name displayed at the top of the screen.

If you don't remember the answer you selected earlier, just enter any text, and click the "Sign In" button. If your answer isn't correct, you will be offered the chance to reset your password without a secret answer.

What is the name of your favorite pet?



If you can't read the characters click here to generate a new image

Sign In, then Reset Password

Do you need help signing into our site?

- ☐ Find my account by e-mail address
- ☒ I forgot my password
- ☐ Contact ACSI Care Team

Please enter EITHER your e-mail address OR your user name. We will use this identification to locate your user account so we can get you signed in quickly and easily.

E-mail Address

OR User Name, if different

Find My User Account

Sign In

Username / E-mail

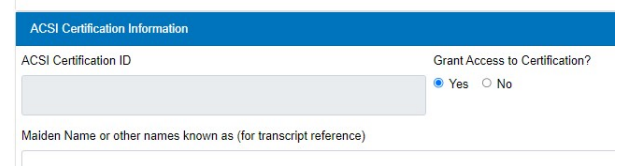
Password

☐ Keep me signed in if I close the browser

Sign In

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".



ACSI Certification Information

ACSI Certification ID: [text box]

Grant Access to Certification? ☒ Yes ☐ No

Maiden Name or other names known as (for transcript reference): [text box]

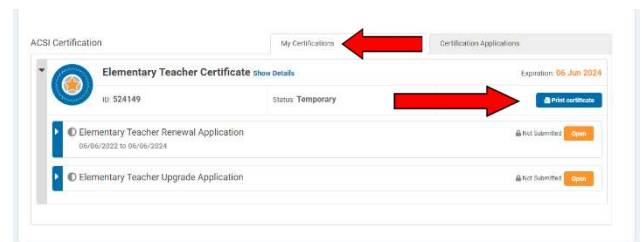
6. Navigate back to "Learning" at the top of the page and then click "View & Manage CEUs/Certification".

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

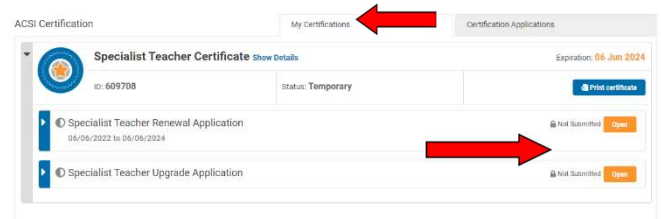


7. Scroll down towards the bottom of the page to quickly locate your previous certificates and start a new application in the "ACSI Certification" section.

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.

