



- **I am new to this site. How do I get started?**

Welcome to ACSM ceOnline. We are pleased that you are interested in earning your CECs from the industry leader, the American College of Sports Medicine! Please click [here](#) for step-by-step directions to help you create an account and to complete transactions.

- **I am an ACSM Alliance member, where do I find the member discount code?**

ACSM Alliance members can obtain the member discount code by emailing and requesting it from the ACSM Membership Department at membership@acsm.org. Please be sure to include your full name and member ID number in the email.

- **I am an ACSM Alliance member, where do I find the Health & Fitness Journal access codes?**

Every issue of the Health & Fitness Journal will contain that particular journal's access code which will correspond to the self-test. This access code is located on several pages throughout the journal. If you are an ACSM Alliance member but do not have your journal, please email onlinelearning@acsm.org to request the access code. Please be sure to include your full name and member ID number.

- **I cannot access the Health & Fitness Journal self-test. I receive an error message in red and cannot complete my transaction.**

Item

ACSM November-December 2012 Health and Fitness Journal Self-test (Online Course) [ACSM-FIT-ND-12] **This product requires a specific coupon code in order to be purchased.**

The Health & Fitness Journal self-tests are an exclusive benefit to current ACSM Alliance members and are not accessible if you are not a current member. Alliance members have a specific access code that they must enter to gain access to these self-tests. Interested in becoming a member?? Please contact our Membership Department at membership@acsm.org.

- **The member discount code was not accepted for my purchase. What do I do now?**

When the member discount code is accepted, you will see the following message:

\$5.00 THANK YOU--DISCOUNT WAS APPLIED FOR COUPON CODE!!

If you do not see this message, please do not proceed with your transaction. Please call 317-637-9200 x 117 during normal EST business hours or email onlinelearning@acsm.org before placing your order. ACSM does not provide refunds for the member discount code not being used at the time of purchase.

- **I am an ACSM Alliance member and I forgot to enter my member discount code. May I please have a refund or credit?**

Unfortunately, ACSM does not process refunds for not using the member discount code at the time of purchase. We encourage all customers to please contact us before completing your purchase if you need the member discount code or if you have questions.

- **How do I know how many CECs I have?**

In ACSM ceOnline, you are able to see courses completed and CECs earned. Please select the 'My Courses' and 'My Continuing Education' tabs to access courses that are in progress, credits completed, as well as credits manually entered from outside agencies.

The screenshot shows the 'My Courses' section of the ACSM ceOnline interface. It features two main sections: 'In Progress' and 'Completed', each with a table of course details. The 'In Progress' section shows one course: 'Heart-Core Circuit Training - CEC Course' with 2.00 hours and 0.20... and 17 more credits from ACSM. The 'Completed' section shows two courses: 'ACSM January-February 2013 Health and Fitness Journal Self-test' (4.00 hours, 4.00... and 1 more credits) and 'ACSM/Exercise is Medicine® Professional Credential Workshop' (5.00 hours, 5.00 credits).

In Progress						
My Courses	Hours	Credits	Source	Type	Status	
Heart-Core Circuit Training - CEC Course	2.00	AASFP 0.20... and 17 more	ACSM	Online Course	Enrolled	

Completed						
My Courses	Hours	Credits	Source	Type	Completed	
ACSM January-February 2013 Health and Fitness Journal Self-test	4.00	ACSM 4.00... and 1 more	ACSM	Online Course	Passed Feb 25, 2013	
ACSM/Exercise is Medicine® Professional Credential Workshop	5.00	ACSM 5.00	ACSM	Online Course	Passed May 09, 2013	

- **How do I add CECs earned from outside agencies?**

ACSM does not keep track of any outside agency in which credits are earned for continuing education. Please click [here](#) for step-by-step directions to manually add CECs earned from outside agencies.

- **Can I print the course material?**

Yes, some courses do have the option of allowing you to print off the course material.

- **What happens if I do not pass the course? Do I have to pay for it again?**

No, you do not have to pay for the course again if you do not pass your self-test. You have unlimited opportunities to take the self-test in order to pass. Once you pass it, you will then earn your CECs and will be able to print off your certificate as proof of CECs earned.

- **I started the course but I am not able to finish it right now. Can I come back and finish it later?**

Yes, as a benefit of ACSM ceOnline, you have the flexibility to start and stop your course at anytime, 24/7/365. However, you must complete the course before the noted expiration date. Expiration dates can be found in the course procedures for all ACSM journal self-tests. Courses without expiration dates will be available indefinitely or until you are notified by email that the course will be expiring soon.