



On-Demand Annual Pass FAQs

How do I activate my Annual Pass?

The first thing you should do is review the list of courses included in your Annual Pass. Then, log into your ASSP account and add courses to your cart (note: pricing will adjust to \$0 during the checkout process). Finally, checkout and find your courses in your Learning Center by clicking My Account > My Learning > Learning Center.



When will CEUs be added to my account?

CEUs will be awarded within three days after course completion.

Where can I find my awarded CEUs?

After logging in to your ASSP account, select "My Account" and then "Transcripts" from the left-side menu.

Can I take a course twice?

Yes. Once courses have been added to your account, you can review and watch the videos as often as you want using your one-year Annual Pass subscription. However, you will only earn CEUs once.

Can I cancel my Annual Pass?

Unfortunately, we do not offer refunds for the Annual Pass. Please [click here](#) for the full education policies and procedures.

What if I take all the courses available?

New courses will be added on an ongoing basis. Visit our website for up-to-date course lists.

Can I share my Annual Pass?

The Annual Pass is meant for one person and should not be shared. Discounts are available for multiple purchases. Contact Business Development Manager Tom Kerschner at +1 630-302-5870 for details.

Questions? Contact customer service at +1 847-699-2929 or customerservice@assp.org.

