Certemy FAQ

Q: Why are there so many email notifications?
A: The recertification process is segmented into 7 steps. Each step has a series of three reminder emails when a step is due soon or past due. We hope these automated reminders will assist in timely recertification. Emails are sent from support@acha.certemy.email. We recommend you add this to your Contact List to ensure receipt of reminders. The Board and Executive Office are working with the platform to reduce the number of emails.

Q: I don't want to receive email notifications. How do I turn them off?
A: The default setting is to receive all email communications from Certemy. You may customize your email notification settings by using [THIS](#) step-by-step guide.

Q: Why is the process more time consuming this year? Why are there so many questions on the form?
A: ACHA is becoming more strategic. To do this, we need more information about our certificants, their practices, and continuing education behavior. Collection of data, as well as confirmation of accuracy of current data, is paramount for making more strategic decisions. We value the integrity of our data and have thus required you to assist us in providing more information. Once you've completed the information within the profile and on the recertification form this year, that information will be auto-populated on all future forms.

Q: Why do I need to input payment three times to pay in full?
A: The College's financial stability is built on our annual recertification fees. As we anticipate a stressful 2021 recertification cycle given the pandemic, we wanted to provide our certificants with more payment flexibility than offered previously. Certemy maintains high data security by not storing credit card information in the platform which is why you enter payment information three times if paying in full. The Board and Executive Office are reviewing this implementation for efficacy in 2021.

Q: Why do I need to enter LU separately?
A: Data collection is a key component of the College's ability to make informed, educated decisions. As the College investigates continuing competence, we need to collect data on the LU our certificants are using. Thus, the continuing education step requires entry of individual activities. However, if you are using an AIA transcript to report all required LU, you may submit all course hours in one step with the upload of the transcript.

Q: I'm getting a browser error when I access Certemy from an email notification. Help!
A: Please copy the URL and paste it into a new browser. Certemy works best in Google Chrome, Safari, Internet Explorer, and Microsoft Edge.

Q: I don't know the date of my original licensure. How do I complete the date fields?
A: Please complete the information to the best of your ability. If specific dates are unknown, please select the first day of the applicable month.