



Question	Answer
How do I apply for a new certification using Certemy?	Individual links for each of our applications can be found on the right side column of our homepage: http://www.asapnys.org/ny-certification-board/ . We strongly encourage you to read the posted step-by-step instructions for each application prior to clicking on the application link. You should only use these links once to install the individual application into your Certemy account. To access your account in the future, use the standard link: https://asap.certemy.com/entry/login
How do I access my account?	Use the link: https://asap.certemy.com/entry/login . You will need your email address and password. If you cannot access your account, please email support@certemy.com .
Where is my current certification information in Certemy?	You can verify your current information on our website at: http://www.asapnys.org/verify-nycb-certification/ You will not find information about your current certification in your Certemy account. Your Certemy account is for new certification applications only. You are welcome to upload copies of certificates into your Digital Wallet for future use and safekeeping.
When will my application be reviewed?	Applications will only be reviewed when all steps of the application have been completed, including submitting the appropriate fee. The application approval process can take up to 4 weeks for complete applications.
I'm having trouble with my Certemy account, what should I do?	Please email support@certemy.com if you cannot access your account or you are having other technical issues. NYCB staff are still available to answer certification process questions. Email is still the best option since we are mostly working from home. Please email Cathie Gifford at cgifford@asapnys.org or Elisabeth Kranson at ekranson@asapnys.org .
I have part of a paper application completed. Can I submit that?	We will still accept paper applications, if they are complete. Certemy does not allow for a combination of paper and computer submissions. Please email your completed PDF application to cgifford@asapnys.org .
Part of my Certemy application has been rejected, what do I do?	Please follow the instructions on the email you received stating why your application step was rejected. You can resubmit the requested information, which will be reviewed.
My agency is sending a check for my application and/or exam fees. How does that work in Certemy?	In the fee step of any application, there is an option to pay by check. Please place a "1" by the correct fee and click "3 rd Party Payment". Please provide a note about who is sending the check on your behalf. We will verify the payment once the check has been received.
My agency will be paying by credit card for my application and/or exam fees. How does that work?	In the fee step of any application, there is an option for someone else to pay your fee. Please place a "1" by the correct fee and click "3 rd Party Payment". Please provide a note about who is paying the fee on your behalf. We will verify the payment once the payment confirmation has been received.
I received a scholarship from FOR-NY to pay for my fees? How can I show that in Certemy?	As with check or credit card payments, please place a "1" by the correct fee, click "3rd Party Payment", and indicate in the notes under "3rd Party Payment" that you have received a scholarship. Please upload a copy of your voucher from FOR-NY into your "Digital Wallet" in Certemy or email a copy to Cathie Gifford at cgifford@asapnys.org .
How do I renew both my CRPA and CARC certifications simultaneously?	You need to fill out both the CRPA and CARC renewal credentials in Certemy. When it comes to the fee step, pay \$75 each by credit card, or send in a check or money order for \$150. Please put a note in the "3 rd Party Payment" section that you are sending a check or money order so we know to watch for it. This special fee applies ONLY to simultaneous renewals.