



AMERICAN ASSOCIATION
OF AIRPORT EXECUTIVES

**AAAE Certification Management
& Learning Platform
User Guide**

TABLE OF CONTENTS

Welcome	3
Account Access	3
Managing your Profile	4
Understanding the Home Dashboard	5
The Left Navigation Menu (Primary Navigation Tool)	5
Search Learning Catalog	5
Learning Center	7
Dashboard Panels Explained	7
Examinations	9
Exam System Requirements & Protocols	10
The Accreditation Program (A.A.E.) Process	12
Definitions	19
Frequently Asked Questions/Contacts	20
Exam Instructions and Guidelines	23

WELCOME

Welcome to AAAE's Certification Management/Learning Platform (TopClass). This guide will walk you through every part of the system in step-by-step detail. By the end of this guide, you will understand:

- Purpose and functionality
- How to log in
- Dashboard Information
- How to locate and launch your exam
- How to access your score report and certificate
- How to navigate the search catalog
- What to expect on exam day
- How to submit your accreditation writing requirement (if applicable)

This guide is designed to eliminate confusion and ensure you feel confident using the system before your exam begins.

What is TopClass?

TopClass is AAAE's secure online certification management platform. It is where all online certification activities, tracking, exams, and related course materials are housed.

Through the platform, you can:

- Enroll in certification programs
- Take scheduled certification exams
- Receive automated system notifications
- Submit accreditation papers for review and feedback
- Track certification progress
- Download official certificates
- Earn digital badges
- The word "path" refers to the certification program process.

Think of this platform as your personal online certification portal.

Account Access

Step 1: Navigate to the Website

- Open your web browser and go to: <https://aaae.topclasslms.com/>

Step 2: Enter Your AAE Credentials

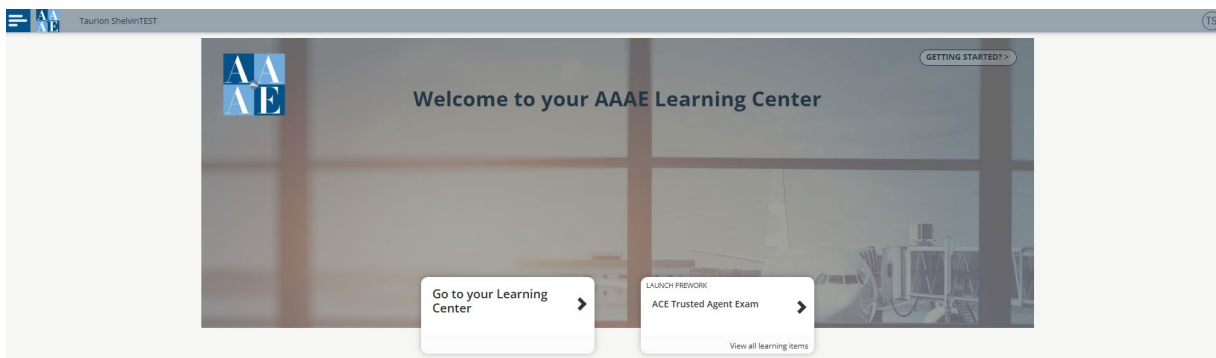
You will log in using your existing AAE account credentials.

- Enter your username
- Enter your password
- Click "Log In"


Note: We use Single Sign On, so you will be redirected to AAE.org to sign in with your AAE username and password and then redirected back to the platform. If you cannot remember your password, use the password reset option on the login page. If you have not signed into our system before, enter your email address as your username and click the Forgot Password link to receive an email and create a password.

Step 3: Confirm You Are Logged In

After logging in successfully, you will arrive at your **Home Dashboard** (also called the Landing Page). If you see a page with navigation options on the left and multiple information boxes in the center, you are logged in correctly. If you do not see navigation options, please click on **“Go to your Learning Center”**.



Managing your Profile

Click on your initials in the top right corner  to view your account, edit your profile or navigate to the Getting Started (Help) page.

Here you can:

- Update your Personal Details
- Upload a Profile Picture
- Display your Achievements to Others
- Choose from multiple Interests to receive relevant, personal learning recommendations.

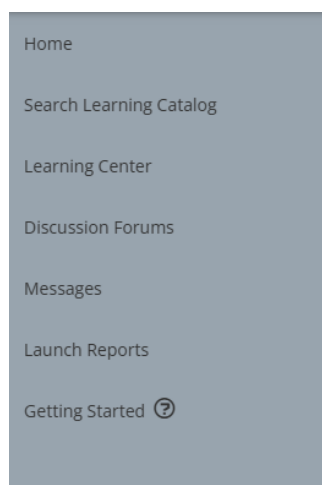
Understanding the Home Dashboard

The Home Dashboard is your central hub. Every major action begins here and each of these sections serves a specific purpose.

The dashboard contains:

- Left Navigation Menu
- Search Bar
- Messages Panel
- Certification Program Progress
- Badges Showcase
- Contact Information

The Left Navigation Menu (Primary Navigation Tool)



The left-side vertical menu allows you to move throughout the platform. Understanding this menu is essential.

Home

This button returns you to the main dashboard at any time. If you ever feel lost in the system, click **Home** to reset your location.

Search Learning Catalog

The Learning Catalog is where you can browse and register for new programs or add them to your Wishlist. Click on the Search Learning Catalog button from the left Navigation menu to get to the catalog and find your next program. **Important:** This is NOT where you go to take a scheduled exam you are already enrolled in. The catalog is only used to find new courses or programs.

Search Bar



At the top of the page:

- Enter keywords
- Click the magnifying glass
- Review results

You may see a message such as: “Your search returned 18 results.”

Filters

On the left side, filters allow you to narrow results by:

- Category
- User Ratings
- Credit Type

Filters help refine results but are optional.

The screenshot displays three program cards in a learning catalog. Each card includes a thumbnail image, a title, a star rating, a description, and a button for further action.

- ACE Airport Finance Certification Program:** Features a financial data chart. Description: "ACE Airport Finance is the first comprehensive program designed for airport personnel responsible for the financial operations at commercial service and general aviation airports. It is based on federal regulations and policy, research from aviation organizations and generally accepted financial practices. Airport Finance". Action button: "View Path Options".
- FREE Leadership Development Training Library:** Features a circular diagram with a central 'L'. Description: "Foundational Leadership Development Training". Action button: "Enroll".
- ACE Airfield Operations Certification Program:** Features an image of an airport tarmac. Description: "A Part 139-based certification program designed to educate and challenge airport personnel with airfield operations responsibilities or anyone interested in a related career. Learn More Here". Action button: "Unavailable".

Variou options will display in the Learning Catalog for each program – **View Path Options, Enroll or Unavailable.** If you have not already registered for a program or training, this is where you can go to learn more about the program and register.

- **View Path Options** – Click on this to navigate to the information page to learn more about the selected program.

On the information page, you will see a button that says “Choose Path” on the right. Select this to view the Enroll

button, which you will select to move forward with the program registration and payment.

The screenshot shows the detailed page for the "Airport Fire Officer (A.F.O.)" program. It includes a large image of a fire truck, the program title, a date added, user reviews, a description, and a "Choose Path" button. A yellow arrow points from the "Choose Path" button to the right-hand side of the page, which contains a selection box for the certification path.

Airport Fire Officer (A.F.O.)
 ADDED: 07/02/2025 14:46
 ★★★★★ 0 user reviews

Prove your knowledge of the structure of ARFF organizations, their standards and regulations, and the fiduciary responsibilities involved in leading an ARFF organization by earning your A.F.O.
 The A.F.O. professional designation program is designed for existing and aspiring leaders in the ARFF profession. The program prerequisites ensure that a candidate has obtained and mastered the necessary baseline as an Airport Master Firefighter. Learn More Here

Choose Path A

Select a certification path to follow for the Certification Program:

A A.F.O. Certification Enroll

- **Enroll** – Clicking on Enroll from the catalog will take you directly to the purchase page for the On Demand trainings.
- **Unavailable** – If you are already enrolled in a program, it will show as unavailable in the catalog.

Note: The only program that does not require payment is the Leadership Development Training.

Learning Center

This is the most important section for certification candidates.

The Learning Center is where:

- Your scheduled exam will appear
- You access active enrollments
- You view past exams
- You download certificates
- You review score reports (scores will not appear for exams taken outside of this platform)
- Access program activities and progress
- View and enter your CEUs

Discussion Forums

This area is used only if a program includes discussion participation. Currently there are no available discussion forums.

Messages

This is your internal messaging system. A red notification dot means you have unread messages.

You may receive:

- Enrollment confirmations
- Exam access notifications
- Submission confirmations
- Automated system messages
- Instructor or writing coach communications (if applicable)

Dashboard Panels Explained

Once logged in, the center of the screen contains several informational panels.

- **Recommended Learning**
 - Gives suggestions based on your selected interests or activity history.
 - You can select your Interests in your profile under “account”.

Recommended Learning ⓘ Show All >

ONLINE FOUNDATIONAL LEADERSHIP DEVELOPMENT TRAINING

Social Media in the Workplace | Career Setting & Closing | Personal Productivity | Diversity, Equity, & Inclusion | Improving Self-Awareness | Managing Workplace Relationships

FREE Leadership Development Training Library
Published: 07/02/2025
★★★★★ (0)

CERTIFICATION PROGRAM

Airport Certified Employee
PLANNING & ENVIRONMENTAL

ACE Planning & Environmental Certification Program
Published: 07/02/2025

ONLINE

Airport Security Coordinator (ASC) Training

Airport Security Coordinator (ASC)
Published: 03/05/2025
★★★★★ (6)

- **Messages Panel**

- This box shows your most recent messages.
- Clicking a subject opens the full message.
- Clicking “View All Messages” shows your complete message history.
- Each message includes:
 - Sender name (e.g., training@aaae.org or system)
 - A clickable subject line
 - The date received

- **Certification Program Progress**

- If you are enrolled in a certification program, this section displays:
 - Percentage completed
 - Exams completed
 - Requirements remaining
 - Program enrollments that have expired.


*This panel updates automatically when you pass an exam.

- **Badges Showcase**

- This area displays digital recognition badges earned through successful program completion.
- If you see: “Your Awarded Badges will appear here” It simply means you have not yet earned a badge.
- Badges can be viewed on your learner profile.

BADGES SHOWCASE


Latest Received ⚙️



Certified Member

American Association of Airport Executives

06/03/2026 07:10



ACE Operations

American Association of Airport Executives


06/03/2026 03:42

Last Updated: 06/07/2026 16:56

[VIEW ON PROFILE](#)

MESSAGES


Latest received ⚙️



AAAE Training Department

Welcome to Your AAAE Certification Program


2 days ago



AAAE Training Department

You have been removed from a Certification Program...

3 days ago



AAAE Training Department

You have attained a Certification Program

4 days ago

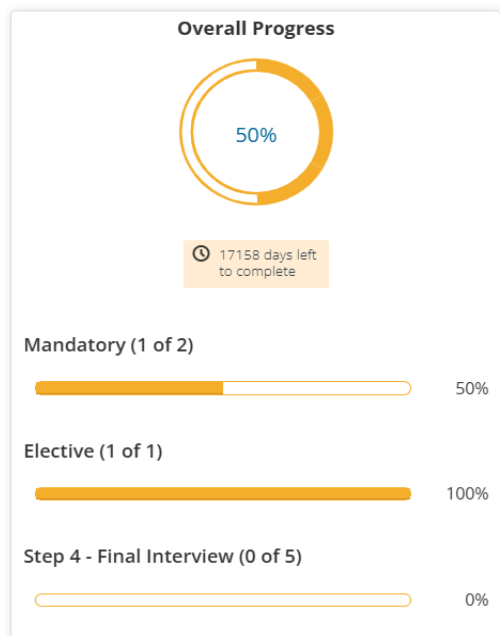
Last Updated: 06/07/2026 16:56

[VIEW ALL MESSAGES](#)

CERTIFICATION PROGRAM PROGRESS


Accredited Airport Executive Program

Certification Path: Initial Certification



ACE Airport Security Certification Program

Certification Path: ACE Airport Security Certification



This Certification Program was not achieved within the allotted time limit, i.e. by **08/02/2019.**

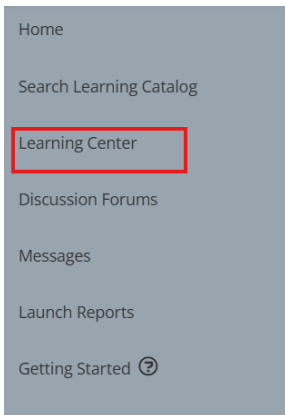
You are free to retake this Certification Program at any time.

Enroll

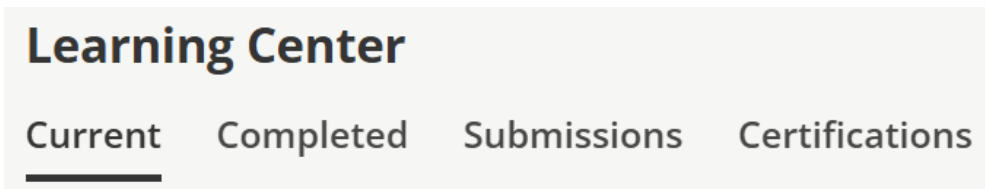
Examinations

Follow these steps carefully for all certification exams.

Step 1: From the left navigation menu, click **Learning Center**.



Step 2: Understand the Tabs



At the top of the Learning Center page, you will see four tabs, see below for details on what each tab displays:

- **Current**
 - Review or launch your available exams and activities. Do not click the exam or Launch Pework before you are ready to take your full exam. If an exam does not appear, click into the program from the Certification tab, find the exam and click “Enroll” to add it.
 - Search, filter and sort current activities.
 - Add CEUs (External Training) via the Actions button.
 - View upcoming deadlines.

Note: If you previously failed. an exam but have earned a certification, you may see an exam “in progress” under this tab. You do not need to take any action. The certification has been registered.

- **Completed**
 - Search, filter, and sort your completed exam and activities.
 - Download and print awarded Certificates.
 - View completed CEUs.
- **Submissions**

- Activity and exam submissions.
- Detailed score reports.
- **Note:** For all exams taken outside of this new platform, you will see a score of 0/0, but your true score has been registered with AAAE.
- **Certifications**
 - Certification programs enrolled in and completed.
 - Certificates available for download.
 - Select any program to access the path (activities that need to be completed to earn the certification). Check here for available exams not showing under the Current tab.
 - Once in the path, you will a “resources” tab, which is where you will find the study materials and any other reference materials for that program.

Step 3: Click the Current Tab

Available exams will appear under **Current**. Locate the title of the exam that you want to start. You will see options such as **Launch**, **Launch Prework**, **Resume**, or **In Progress**. Any of these options will take you through the process to begin your exam. For “In Progress” you need to click on the exam or activity name to launch it.

A blue rounded rectangular button with a white pencil icon and the text "Launch".A blue rounded rectangular button with a white pencil icon and the text "Launch Prework".A blue rounded rectangular button with a white pencil icon and the text "Resume".A light orange rounded rectangular button with the text "In Progress".

Exam System Requirements & Protocols

Before attempting to log in or take your exam, ensure you have the following:

Required Equipment

- A desktop computer or laptop (not a tablet or phone)
- Reliable high-speed internet connection
- Updated web browser (Chrome, Edge, Firefox, etc.)

Not Permitted for Exams

- Tablets
- Smart devices – phone, watch, meta glasses, etc.
- Multiple monitors
- Headphones or earbuds
- Open books or notes

Using unsupported devices may prevent the exam from functioning properly.

During the Exam

IMPORTANT: Candidates must follow all exam guidelines or else the exam could be invalidated.

Exam guidelines can be found on **Page 23 of this guide** and will display at the start of the exam.

NOTE: If you have trouble with the proctoring software (ID, Camera, Room Scan) upon starting your exam, please contact support@integrityadvocate.com.

Once entering the exam:

- The timer begins
- Navigation away from the page is prohibited
- The exam must be completed in one sitting
- Be aware that if you lose internet connection, do not refresh the page, hit the back button, or navigate away. Just wait for it to reconnect, or else you may lose your exam session. If you do lose your session, you will need to contact the [Training Department](#) to return. The Training Department is available M-F 8:30-5:30 Eastern.

During the exam Do Not:

- Open new browser tabs*
- Visit other websites*
- Use notes or study materials*
- Use your phone
- Take screenshots or photographs

*These actions are acceptable only for those taking the proctored essay for A.A.E.

After Submitting an Exam

- Go back to Learning Center
- Click the **Submissions** tab

Learning Center

Current Completed **Submissions** Certifications

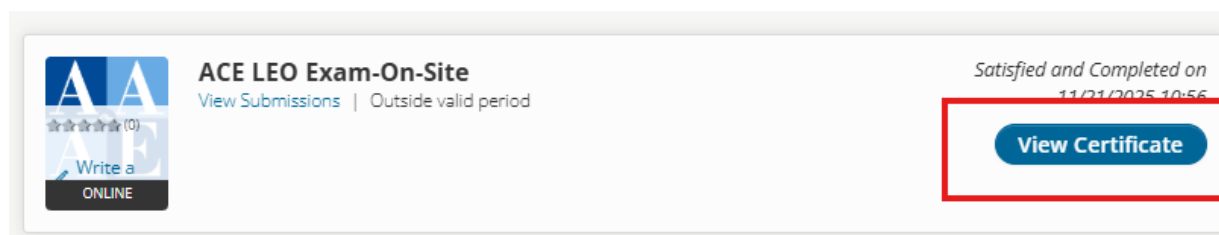
- Select your exam title with the blue hyperlink.

ACE Law Enforcement Officer (LEO) Exam - Onsite	ACE LEO Exam-On-Site	38 / 100	For credit	No	11/21/2025 10:53	Complete
Important Exam Warnings	ACE LEO Exam-On-Site	N/A	For credit	No	11/21/2025 10:49	Complete
AAAE Survey	ACE LEO Exam-On-Site	N/A	Pre work	No	11/21/2025 10:49	Complete

- Review the score report.
- If an exam shows as Complete or Completed, that is an indication that you were unsuccessful and will need to retake it to earn the certification. Satisfied and Completed indicates you have passed the exam.

For those who passed:

- Click the **Completed** tab
- Download or print the certificate



Reminder:

To take your scheduled exam, do **NOT** use the Search Catalog. Always go to: Learning Center → Current

Course Listing Cards

Each course listing includes:

- Course Title (clickable)
- Program Type (e.g., Online, Certification program)
- Description
- Certificate information
- Enrollment status

The Accreditation Program (A.A.E.) Process

All accreditation activities, except for the final interview, will take place within this platform. Candidates will use the platform to track their progress, upload resumes, take the C.M. exam, complete writing requirement assignments, upload advanced degree transcripts and signed code of ethics forms, and enter and track CEUs once accreditation is earned.

Enrollment

- Candidates enrolling in the accreditation program must meet certain eligibility requirements, found in the program description in the Learning Catalog or at

www.aaae.org/aae.

- Once you meet the criteria and have paid the program fee, the A.A.E. program will appear under your Certifications in your learning center. Click on the Continue to view the program path.

Step 1 - Prerequisites

- Click Enroll to upload your resume to the portal for review by the Accreditation team.

Step 1 - Prerequisites

1 items

Upload your resume for review of eligibility for the A.A.E. program. If approved, candidate must purchase Affiliate membership in AAAE and pay the program fee to be registered.

Eligibility Requirements:

- Affiliate membership with AAAE or IAAE - [Join Now](#)
- At least one year of consecutive employment and current employment at a public use airport (three years to

[more information](#)

Step 2 - C.M. Exam or Writing Requirement (these can be completed in any order)

- Multiple-Choice (C.M.) Exam**
 - Program materials, including the C.M. modules, Program Guide and Writing Guide can be found in the Resources tab in the A.A.E. program path.
 - Download the materials to study for your exam.
 - Once you are ready to test, you will be able to launch it from the Current tab in your Learning Center.

Contents

Details

Resources 6

Learning Center

Current

Completed

Submissions

Certifications


Writing Requirement

The following options are available for the writing requirement.

- Select Enroll in any of the options to start that option. Once one option is completed, it will display here.
- To progress through the process for each type of activity, go to the Learning Center and you can either go to Current to select that specific activity or go to Certifications and select Continue in the A.A.E. program.

	A.A.E. Advanced Degree	Not Started	Enroll
	A.A.E. Case Study	Not Started	Enroll
	A.A.E. Management Research Paper	Not Started	Enroll
	A.A.E. Proctored Essay Exam	Not Started	Enroll
	Proctored Executive Memo Submission	Completed By Equivalence	Course

- If you want to change your writing requirement option at any point, you can just enroll in another one and start the path for that activity.
- **Advanced Degree**
 - Select enroll to upload your official transcript.
- **Case Study/Management Research Paper**
 - Select Enroll next to the option you want to pursue to get started.
 - Next to Case Study instead of Enroll, you will now see Launch. You can also Launch the Case Study steps from your Learning Center under Current.
 - Once you Launch the Case Study you will be taking through the Case Study Process. Review each step of the process and then click Exit.
 - Once you exit the process you will see the next step appear in your Learning Center - **A.A.E. Case Study Topic for Coach Review**. Once you click Start you will be asked to submit your topic and a short description, via a file upload.
 - **DO NOT include your name or identifying information on your topic submission.**
 - The topic will be reviewed by the writing coach and BOE.
 - Feedback will be given through platform notifications. You can check your notifications under “Messages” in the left navigation menu.
 - Once your topic is approved, navigate to your Learning Center and under Current or in the A.A.E. path select the next step, which is to submit your paragraph outline for review by the writing coach.

- You will need to upload the outline to the platform. This does not need to be anonymous since you will work hand in hand with the writing coach on your case study or paper.
 - Once reviewed, you will receive a message and can view the feedback by going back into the activity. If you need to resubmit your outline, you can do that there as well.
 - Once the outline is approved, and you have completed the first draft of your paper, you will go back to your Learning Center and select the next activity - **A.A.E. Case Study Coach Review** to submit your paper to the coach.
 - Once the writing coach has submitted feedback it will appear in your message center.
 - Once you make the requested edits, reenroll in the **A.A.E. Case Study Coach Review** and upload your revised paper. You will repeat this process until the coach says the paper is ready for BOE review.
 - Finalize your paper for BOE review - **DO NOT include your name or identifying information on your final submission. It should remain anonymous.**
 - Submit your paper in the Learning Center by selecting **A.A.E. Case Study Final Submission**.
 - Once your paper has been graded you will be notified in the message center and will be able to see the comments by going back into the activity.
 - If you want to make any final edits, based on the comments, before the paper is published, you can do so and then send your final paper to accreditation@aaaee.org to complete the writing requirement.
- **Proctored Essay Exam**
 - Click Enroll to select your two topics for the exam. **This will need to be done in advance of your exam date because it may take 24-48 hours for your exam to be populated.** Once the exam is available, you will be notified in your message center. You will see a white dot next to the envelope when you have a message.  The exam will also appear in your Learning Center.
 - When you are ready to take the exam, go to your Learning Center to launch it.
 - You will need to have a camera/video capabilities, screenshare, an ID and strong internet connection before starting your exam as it will be proctored via the AI proctoring system.
 - Once you launch your exam, you will be presented with instructions and the questions.
 - You will type your answers in Microsoft Word or another word processing application and will upload your responses into the platform for each question.

- Once you have submitted your responses, they will be reviewed by the writing coach and BOE, which can take up to 8 weeks.
- Once the exam has been graded, you will received a notification via the messaging center and will receive an email from the Accreditation department with next steps.

- **Proctored Executive Memo**

- Click Enroll to get started.
- Review the Memo requirements and upload your organizational chart for review of eligibility.
- You will be notified if you are eligible to proceed through the messaging center. You will see a white dot next to the envelope when you have a message.
- If approved, you can proceed with selecting your question topic through the messaging center by clicking on the link to review your Submission or you can launch it by selecting Resume from your Learning Center or the A.A.E. program path.

Your submission for Eligibility Requirements has been reviewed by Amy Calliari

This was submitted as part of the activity: A.A.E. Proctored Executive Memo Exam

You may access your Submission by clicking [here](#).

Regards

- Once clicking Resume, you will be brought back to the Proctored Memo process where you will select your question topic. Click Start to review and select your option. This will not start the exam it will just bring up the topic screen.
- Select your topic and click Submit.

A.A.E. Proctored Executive Memo Exam

- ▼
AAE Proctored Executive Memo Enroll & Topic Selection
○
- Eligibility Requirements
✓
- Proctored Memo Category Selection
○

* Required

Select **One Category** for your Proctored Executive Memo Exam. Once selected the Accreditation department will activate your exam and you will receive a notification that is available.

- Finance & Administration
- Planning, Construction & Environmental
- Operations, Security & Maintenance
- Communications & Community Relations

award up to 1 point

Submit
Save For Later

- The Accreditation department will review your topic select and you will see the exam appear in your Learning Center once it is available. **Please note that it may take 24-48 hours for the exam to become available.**
- Once you have submitted your response, it will be reviewed by the writing coach and BOE, which can take up to 8 weeks.
- Once the exam has been graded, you will received a notification via the messaging center and will receive an email from the Accreditation department with next steps.
- You will need to have a camera/video capabilities, screenshare, an ID and strong internet connection before starting your exam as it will be proctored via the AI proctoring system.

Step 4 - Final Interview

- Once Steps 1-3 are completed, you will receive notification from the Accreditation department, along with a code of ethics document. At that time, you will be instructed to reach out to your regional examiner to be paired with a mentor to prep for the final interview.
- Candidates must have at least three years of airport experience before sitting for the interview.
- Before the interview is scheduled all candidates must upload a current resume and the signed code of ethics statement in the platform under **Step 4 – Final Interview.**
- Click on Enroll next to **A.A.E Final Interview Requirements** in your learning center or A.A.E. path to upload your documents.
- You may see that the final interview sections are locked or unavailable in your path. AAEE will complete this portion of your path for you in the platform, so you do not need to do anything here.

CEUs

- View your CEUs under the Completed section of your Learning Center.
- To view just CEU activities, select Filters above your list of activities and select CEU under Credit Type.
- To view a transcript of your current CEUs, select Actions/View Credits Report.
- To submit new activities, select Actions/Add External Training.
- Fill out the details of your activity.
- Select Type – CEU to populate the list of subtypes.
- Then select your subtype, add your credit amount and hit Create to add the credits.

The screenshot shows the 'Completed' section of the Learning Center. At the top, there are tabs for 'Completed', 'Submissions', and 'Certifications'. Below the tabs is a search bar and a 'Filters' button. The main content area is titled 'Items' and includes a 'Sort' button and an 'Actions' dropdown menu. The 'Actions' menu is open, showing options: 'Add External Training', 'Add From Catalog', 'Print Completed Learning', 'Download Certificates', and 'View Credits Report'. The form below the menu has the following fields:

- Use Exact Search
- Completed: from MM/dd/yyyy to MM/dd/yyyy
- Code: [text input]
- Title: [text input]
- Expiry Date: from MM/dd/yyyy to MM/dd/yyyy
- Credit Type: CEU (dropdown)
- [Search] [Reset] [Help]

Accredited Airport Executive Program Registered on 08/30/2018

MOC

17157 days left to complete

CERTIFICATION PROGRAM

In Progress

Continue >

- To view your current CEU cycle progress, click on the most recent listing of the program under Certifications and you will see a progress bar and CEU count.
- You can view your previously completed maintenance cycle or initial path by selecting Previously completed at the top and whichever path you want to view.

A Path: Maintenance Previously completed ... [Return to](#)

Overall Progress

32%

722 days left to complete

Elective (0 of 1)

0%

Credit Requirement Options ▲

CEU

64%
(35 of 55)

CEU

Legal (Achieved 2.00 of 2.00 minimum required)

DEI (Achieved 0.00 of 2.00 minimum required) ▲

Ethics (Achieved 2.00 of 2.00 minimum required)

67%
(4 of 6)

Definitions

- **Complete or Completed** – When referring to exams = Fail
- **Satisfied & Completed** – When referring to exams = Pass
- **Path** – The activities required to earn a certification.
- **Initial Path** – The activities required to earn the A.A.E.
- **Maintenance Path** – CEU cycles and requirements for A.A.E.s.
- **Digital Badge** – Special icon you can use in your electronic signature or social media to display your certification.
- **Learning Center** – Where you will find all of your current and past certification, on demand training, and CEU activities.

Frequently Asked Questions

What is TopClass?

TopClass is AAAE's certification management and learning platform. It is the platform where you will take certification exams, access on demand courses, review score reports, and download certificates.

How do I log in to TopClass?

- Go to: <https://aaae.topclasslms.com>
- Log in using your AAAE username and password.
- If you are unable to log in, use the password reset option or contact training@aaae.org.

What if I forget my password?

- Use the "Forgot Password" link on the login page.
- Follow the instructions sent to your email to reset your password.
- If you do not receive a reset email, check your spam folder.
- Contact member.services@aaae.org if you need assistance logging into your AAAE account.

What equipment do I need to take my exam?

- You will need a desktop laptop computer, Photo ID, Camera with video capability, Internal microphone, Strong Internet connection and updated browser (Chrome, Edge, Firefox).
- Tablets and mobile phones **are not permitted** and may not function properly with the testing platform.

What are the exam rules and protocols?

- You can find the exam instructions and guidelines at the front of each exam, at the end of this document and online at <https://aaae.org/your-career/exam-instructions-and-guidelines>.

How do I schedule my exam?

- If you have paid the relevant fees and been accepted into a certification program, your exam will be set up for you upon enrollment or payment of a retake fee and will appear under the Current tab in your Learning Center.
- You do not need to notify AAAE in advance when you are ready to take your exam, unless you do not see it available in your Learning Center.
 - To access your exam:
 - Click **Learning Center**
 - Click the **Current** tab
 - Locate your exam title

6. I don't see my exam under the Current tab. What should I do?

First, confirm:

- You have paid the program fee. If not, you can do so at www.aaae.org/certification.
- If it's a retake, you have paid the retake fee. If not, you can do so at www.aaae.org/exam.
- You are logged into the correct AAAE account.
- You are in the Learning Center.
- You are viewing the **Current** tab (not Completed or Submissions).
- If your exam still does not appear, contact training@aaae.org immediately.

Can I click on the exam before my scheduled start time?

- No. You should only click the exam at your scheduled start time. Clicking early may affect your access or timing.

Is the exam open book?

- No. The exam is not open book. You may not use notes, books, websites, or other reference materials during the exam, unless you are taking the A.A.E. proctored essay exam.

Can I open other browser tabs during the exam?

- No. Navigating to other websites or opening additional tabs is strictly prohibited and may invalidate your exam, unless you are taking the A.A.E. proctored essay exam.

Can I take a bathroom break during the exam?

- Because this is a timed remote exam, you should plan accordingly.
- The exam timer continues to run even if you leave your computer.

What happens if my internet disconnects during the exam?

If your internet connection drops:

- Do not refresh your screen, click back or navigate away from the exam page. Wait for the internet to stabilize or you could lose your exam session.
- If the exam does not return within a few minutes, contact training@aaae.org immediately.

How long do I have to complete the exam?

- Times on each exam vary. You will have three hours for C.M., ACE GA, and AMF Exams. You will have two hours for all other exams.
- The time limit will be displayed once you begin.
- The timer starts as soon as you officially launch the exam.

Can I pause the exam and return later?

- No. Certification exams must be completed in one sitting. Once started, you must finish before submitting.

14. What happens when I submit my exam?

After submission:

- Go to the **Submissions** tab in Learning Center.
- Click your exam title to view your score report.
- If you fail, you can pay the retake fee of \$75 to take the exam again at www.aaae.org/exam.
- If you pass, your certificate will be available under the **Completed** tab.

Where do I find my score report?

- Learning Center → Submissions → Select Exam Title

Where do I download my certificate?

- Learning Center → Completed → Find Exam Title → Select View Certificate

What does “Unavailable” mean in the Search Learning Catalog?

- “Unavailable” means that the course or program is not currently open for enrollment or you have already enrolled.

Do I need to use the Search Learning Catalog to take my exam?

- No. If you are already enrolled in the exam, access it through: Learning Center → Current
- The Search Learning Catalog is only for enrolling in new courses.

What are digital badges?

- Digital badges are visual recognitions awarded after completing certain certification milestones.
- If earned, they will appear in your Badges Showcase on your dashboard.

Who do I contact if I need help?

- For technical support or exam-related questions, contact training@aaae.org.
- Include your name, program, and a description of the issue for faster assistance.

What should I do before starting my exam at home?

Before starting:

- Sit in a quiet, distraction-free area
- Clear your desk
- Close all browser tabs and applications
- Silence and move your phone out of reach
- Ensure stable internet connection

*Preparing properly reduces the risk of technical or policy issues.

22. Is my exam activity monitored?

- Yes. The platform tracks exam activity, including navigation behavior and submission data.
- Exam integrity policies are strictly enforced.
- Find the [exam guidelines here](#).

Contact Information

Certification programs:

Email 1: training@aaae.org

Email 2: accreditation@aaae.org

Phone: 703-834-0500

Proctoring software support during exam:

support@integrityadvocate.com

Exam Instructions and Guidelines

All examinees must adhere to the following guidelines to take a AAAE certification exam.

Exam Fees

- One free exam attempt comes with your program registration fee.
- A \$75 fee will apply to all candidates who are retaking an exam that they previously did not pass.
- You must have paid all fees to be able to access your exam in TopClass.

Equipment/Technical Requirements

- Computer with a webcam and internal microphone (tablets and mobile devices are not permitted)
- Compatible Browsers: Google Chrome or Mozilla Firefox
- Government Issued Photo ID
- Internet speed minimum of 256kbps
- Ability to scan testing space with webcam to show no prohibited items are present in area

NOTE: Candidates can check their internet speed and tech capabilities before starting their exam.

Exam Results

- You will receive an email with preliminary Pass/Fail results immediately after taking your exam.
- Once your exam session is evaluated for adherence to the guidelines, your full results will be available in the TopClass platform.

- If you have passed the exam and want to have a certificate and pin mailed to you for your achievement, you will need to complete the certificate request form. If you have failed, then you will receive emailed instructions regarding a retake.

Exam Protocols

All sessions will be recorded, and AAAE will be notified of prohibited activities including, but not limited to, those listed below. Failure to adhere to these guidelines could result in AAAE invalidating your exam.

- Exams are **not open book**. The use of, or reference to, any unapproved materials during the exam is prohibited.*
- Examinees are **not permitted to leave the room** until their exam is complete.
- Examinees should only have **one monitor/screen** active during the exam.*
- Navigating to **other websites** during the exam is **strictly prohibited**.*
- Examinees must share their screen during the exam session to show that no other windows are open.
- The examinee's **webcam and mic must be enabled** prior to logging into the exam and stay on for the duration of the exam.
- Examinees must have **nothing in the room** with them except the device on which they are taking the exam, including but not limited to electronic devices, smart phones, notepads, and reference materials. Once logged into the exam, a 360-degree environment check with webcam is required to show that no prohibited items are in the room/workspace.*
- The use of **earbuds, AirPods or headphones** of any kind during the exam is **prohibited**.
- The exam site must be **the only window** open on the examinee's computer during the exam.*
- Screen printing, photographing, copying or any other form of **capturing or reproducing the exam is not permitted**. Shared questions may be tracked to individual test takers.
- Examinees may **not discuss the exam questions** with others while the exam is in progress or after the exam.
- **No one else should be in the room** with the candidate while the exam is in progress.

*Exceptions apply to those A.A.E. candidates taking the two-question proctored essay exam.

NOTE: If you have trouble with the proctoring software (ID, Camera, Room Scan) upon starting your exam, please contact support@integrityadvocate.com.

Failure to adhere to the exam guidelines or the Association's suspicion that such failure has occurred may result in immediate termination of the exam. Examinees will be given the opportunity to address any such suspicions or failures. This session will be recorded for review. However, after review, AAAE reserves the right to take any appropriate action it deems necessary up to and including withholding certification from an examinee now and in the future. With regard to members, this may also include action for failure to adhere to AAAE's Code of Ethics. Further, should an exam be terminated based on any suspicion of, or failure to follow these guidelines, AAAE reserves the right to deny any refund request for exam fees paid. Lastly, all actions taken by AAAE will be kept confidential, but for when an examinee has been sponsored by their employer. In such circumstances, notification to the employer will be limited to the action(s) taken.