Improved Access to APICS Learning Systems

Frequently Asked Questions

Q. How is the access to my APICS Learning System(s) improving?

A. The days of scrambling to find your learning system activation email or that buried browser bookmark are over! Beginning October 1, 2025, you will be able to access your APICS Learning System digital content directly through your ASCM My Account. If you choose to opt in, you can also take advantage of a new "Single Sign-On" (SSO) option. This means you will not have to enter your password again when accessing your learning materials—just log in to your ASCM account once, click on the link to access your learning system, and you are all set. For more detailed instructions for using the SSO option, please see the question below.

Q. How do I connect my APICS Learning System account to my ASCM account?

A. To enable the SSO (single sign-on) feature once it launches on October 1, 2025, follow these steps:

1. Activate your learning system account: Open the activation email you received from customercare@apicslearningsystems.com and click the "Activate Account" button. Set up your learning system login and password if you have not already done so.
2. Log into your ASCM My Account by visiting ascm.org.
3. Access the Courses & Downloads section through your ASCM My Account and find your "Certification Learning Systems"
4. Under "Certification Learning Systems," click the "Click here to access your certification learning system(s)" link.
5. The first time you access your learning system this way, you will be prompted to enter your learning system credentials. Check the box labeled "I agree to connect my ASCM account to the learning system." on the screen.

After these steps, you will be automatically logged in to your digital learning system whenever you use the link in your "Certification Learning Systems" section—no need to enter your certification learning system password again.

Q. What if I choose not to opt in to the SSO option?

A. You can continue to use the link within your Courses and Downloads section of My Account to directly access the login screen for your digital learning system. This means you will no longer need to bookmark the link or search for your account activation email to access your digital content. Please note that you will still have the option to enable SSO by selecting the "I agree to connect my ASCM account to the learning system" checkbox if you choose to do so later. If you would like to login without connecting your ASCM account, there is an alternate link found on the login page to redirect you to login manually.

Q. I have two or more APICS Learning System accounts, can I access both with the SSO option?

A. You will first need to have your learning system accounts merged. To do so, please contact customercare@apicslearningsystems.com with a request to merge your learning system accounts. If possible, have the email addresses associated with the accounts available.

Q. What happens if I have two or more learning systems and I select the checkbox to "Agree to connect my ASCM account to the learning system" into one APICS Learning System account without contacting customer care? Can I still access the other learning system?

A. You will need to contact customercare@apicslearningsystems.com to merge your learning system accounts if you want to access both via the SSO process. If you do not, you will need to manually log in to your other learning system account to access the learning system that is not connected to SSO.

Q. What will my experience be if I choose not to merge my learning system account(s)?

A. The SSO feature is designed to make logging into your learning system account(s) more seamless. If you decided not to merge your learning system account(s), then you would be required to log in to each account manually.

Q. Why don't I see the option to access my learning system via My Account?

A. If you do not see the option to access your learning system in My Account, there could be a few reasons:

- Recent purchase or assignment: If you just bought or were given access to a learning system, please allow 1 to 2 hours for the system to update and display your access link.
- Expired access: If you previously had access but cannot see the link anymore, your learning system access period may have ended. Check your account for the expiration date.

- Still having trouble? If you have checked the above and still cannot access your link, contact support@ascm.org for further assistance.

Q. What if I change my learning system credentials or the email address on my ASCM account?

A. You will be prompted to login with your new credentials and re-enable the SSO feature the next time you click on the access link from My Account. If you experience further difficulties accessing your learning system from your ASCM My Account, please contact support@ascm.org.

Q. I am set up under a different user role (coordinator, instructor, learner, etc.) for my two (or more) APICS Learning System accounts. Can I still opt in to the SSO option?

A. No, the SSO (single sign-on) option can only be connected to one account at a time. If you have multiple accounts with different user roles (like coordinator, instructor, or learner), you cannot link them all under one SSO login unless those accounts have the same role and are merged. However, you can still use the My Account page to access the login page for each of your APICS Learning System accounts. For convenience, you might connect your SSO to your main account and, when needed, log out and sign in to your other accounts separately.

Q. I tried using the single sign-on (SSO) feature to access my learning system and realized my access has expired. Can I request extended access to my digital learning system?

A. Learning System access to the online study tools is valid for 12 months from the date of your purchase.

You may only request extended access to your digital learning system if you have a corresponding scheduled APICS exam with a date in the future. To make this request, please contact customercare@apicslearningsystem.com with proof of the future exam date. For more information on purchasing an ATT and scheduling an exam, please see the APICS Exam Handbook.

Q. How can I disable my SSO feature?

A. Please contact customercare@apicslearningsystems.com to request that the SSO function be disabled. You will likely need to provide the email address or username associated with the account.