



# Change Request

## Provider Information Updates

## Change Request Provider Information Updates

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CE Providers can make updates to provider information, through a change request.

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The following provider information may be updated through a change request:

- provider name change
- address, phone number, email and websites(s)
- sale, ownership change
- closure of business
- non-renewal of ACE provider approval

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Change requests are categorized by the change type.

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Change requests must be submitted in the application portal.

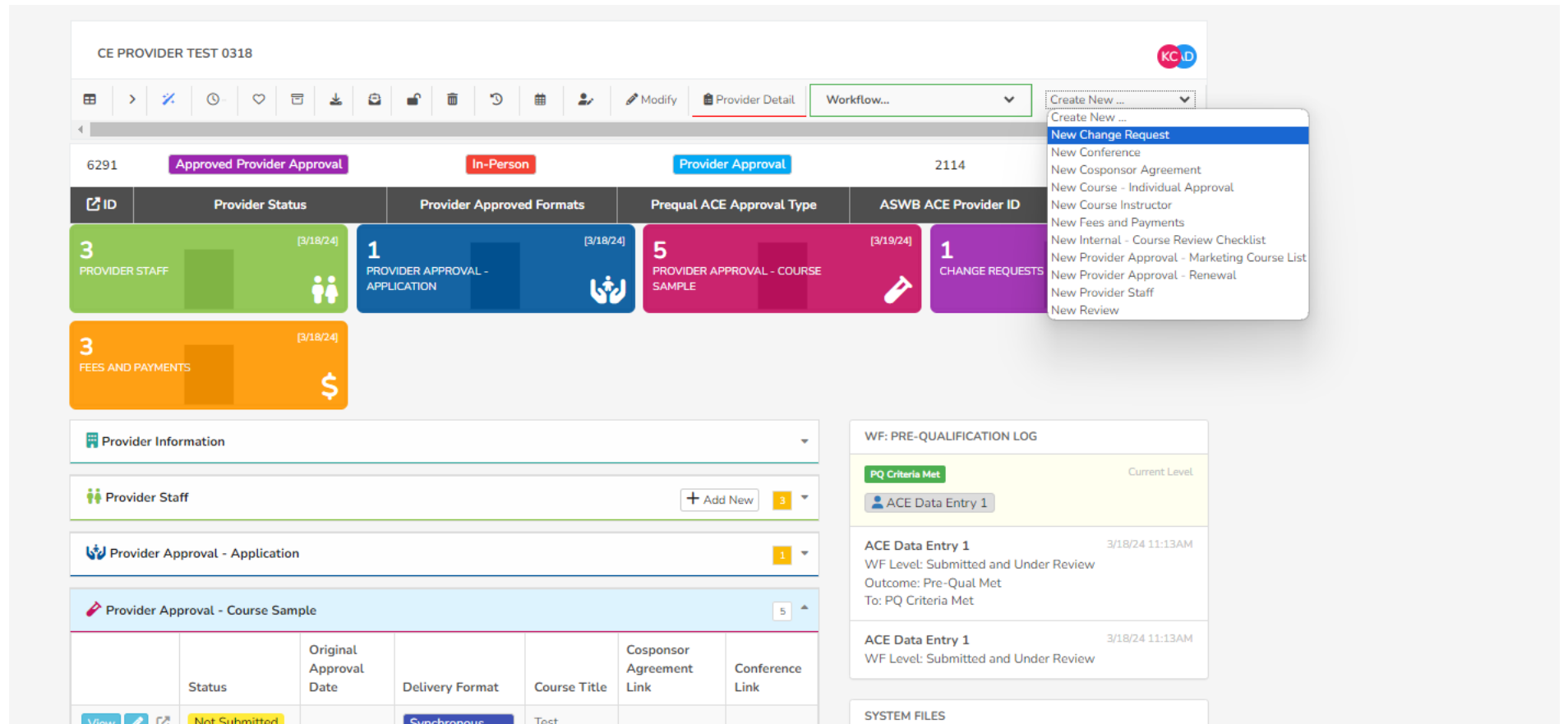
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Change requests to update provider information can take up to 30 days for approval.

# Entering a New Change Request

Access the provider record in the portal and click the “Create New” dropdown.

From the dropdown list, click New Change Request.



The screenshot shows the ACE provider portal interface for 'CE PROVIDER TEST 0318'. The top navigation bar includes 'Provider Detail' and 'Workflow...'. A 'Create New ...' dropdown menu is open, listing various options, with 'New Change Request' highlighted. The main content area displays a dashboard with several cards: 'PROVIDER STAFF' (3), 'PROVIDER APPROVAL - APPLICATION' (1), 'PROVIDER APPROVAL - COURSE SAMPLE' (5), and 'FEES AND PAYMENTS' (3). Below the dashboard are sections for 'Provider Information', 'Provider Staff', 'Provider Approval - Application', and 'Provider Approval - Course Sample'. A table at the bottom shows a list of items with columns for Status, Original Approval Date, Delivery Format, Course Title, Cosponsor Agreement Link, and Conference Link. The 'WF: PRE-QUALIFICATION LOG' section shows 'PQ Criteria Met' and 'ACE Data Entry 1' entries.

# Change Request Entry Provider Changes

When the change request opens, populate the change effective date.

Select provider changes as the change type.

Select the provider change from the list.

If multiple provider changes are needed, a separate change request must be submitted for each.

Complete the required information for the change.

Complete the signature section and click save entry.

CE PROVIDER TEST 0318  
Change Request

Provider Details

6291	Approved Provider Approval	Synchronous distance learning	Provider Approval	2114
ID	Provider Status	Provider Approved Formats	Prequal ACE Approval Type	ASWB ACE Provider ID

Change Request

Title

Request Date \*

Change Effective Date \*  This is the date that the change should be effective. For instance, if you are closing the business, this would be the closure date.

Change Type \*  Provider Changes  Staff Changes  Provider Level Format Changes  Major Course Change  Minor Course Change

Provider Changes



Provider Change \*  Provider - Close Business  
 Provider - Name Change  
 Provider - Sell Business ⓘ  
 Provider - Non Renew ACE Approval  
 Provider - Contact Information Change ⓘ

Signature

# Change Request Submission

Click "Submit"

CE PROVIDER TEST 0318  
Provider Changes - Provider - Contact Information Change KC

Provider Details | Modify Entry | **Submit** |  | 

ID	Entry ID	Provider Status	Provider Approved Formats	Prequal ACE Approval Type	ASWB ACE Provider ID
6291	1466	Approved Provider Approval	Synchronous distance learning	Provider Approval	2114

**Change Request** 10

**Title** Provider Changes - Provider - Contact Information Change

**Status**

**Request Date** 10/8/2024


**Change Effective Date** 10/8/2024

**Change Type** **Provider Changes**

**Provider Changes**

**Provider Change** Provider - Contact Information Change

**Contact Information To Change** **Mailing Address**

**New Mailing Address**  500 Southridge Pkwy, Culpeper, VA 22701

**Staff Changes**

**Provider Format Changes**

# Change Request Approval

CE PROVIDER TEST 0318  
: CE Provider Test 0318

6291 Approved Provider Approval Synchronous distance learning Provider Approval 2114 PQ Criteria Met

ID	Provider Status	Provider Approved Formats	Prequal ACE Approval Type	ASWB ACE Provider ID	Pre-Qualification
7	PROVIDER STAFF (9/11/24)	1 PROVIDER APPROVAL - APPLICATION (3/18/24)	4 PROVIDER APPROVAL - COURSE SAMPLE (10/1/24)	2	COURSE - INDIVIDUAL APPROVAL (9/11/24)
2	COURSE INSTRUCTOR (9/17/24)	10 CHANGE REQUESTS (10/8/24)	6 FEES AND PAYMENTS (10/3/24)		

Provider Information

Provider Staff + Add New 7

Provider Approval - Application 1

Provider Approval - Course Sample + Add New 4

Course - Individual Approval + Add New 2

Course Instructor + Add New 2

Change Request + Add New 10

Title	Status	Change Effective Date	Change Type	Course To Change	Course Instructor / Speaker
Provider Changes - Provider - Contact Information Change	Approved	10/8/2024	Provider Changes		

SYSTEM FILES

- ACE application user guide - Helpful tips
- ACE application user guide - Individual course appr...
- ACE application user guide - Making updates
- ACE application user guide - Prequalification request
- ACE application user guide - Provider application
- ACE application user guide - Provider renewal
- ACE-Handbook-12.2023
- ASWBProviderRenewalCourseListTemplate
- Cosponsor-Agreement-Template
- Provider Staff Agreement
- Renewal provider agreement

MAP

Once the change request is approved the status will reflect approved.

Changes to the provider's name, address, phone number email or website will be reflected in the provider information section once the change request is approved.