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Overview

CompTIA A+, CompTIA Network+, CompTIA Mobility+, CompTIA Security+, CompTIA Cloud+ and CompTIA Advanced Security Practitioner (CASP) certifications earned January 1, 2011 or after are valid for three years from the date you were certified. The certification must be renewed within three years to remain certified.

You have three options to renew your certification:
1. Pass the most current version of the exam for your respective existing certification. (Note: Per Certification policies you cannot take and pass the same exam twice)
2. Earn a qualifying higher-level CompTIA certification or other industry certification
3. Complete continuing education (CE) activities and earn a sufficient number of Continuing Education Units (CEUs)

“New” CompTIA has created a CEU Assessment App to help determine if your CE Activity meets the CE Program requirements. The CEU Assessment App can be accessed from the Continuing Education page in your certification account or from the Earn Continuing Education Units page on the CompTIA Continuing Education web site.

For more information on the CE Program click here.

Customer Service - Contact Us
(630) 678-8300
(866) 835-8020
Our customer service team is available to assist you Monday through Friday from 7:00 a.m. to 7:00 p.m. CT.
Send Help Request
Where do I find the CompTIA Code of Ethics Policy?

1. Log in to your Certification Account

![Login](image-url)
2. Click on the Continuing Education menu item
The Code of Ethics message box will appear if you have not signed the annual agreement.

3. Click on Code of Ethics Policy Page
Read the Code of Ethics Policy and check the boxes next to the following:

- I am at least 18 years of old
- Agree to Policy

4. Click on the Submit button

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**Code of Ethics Policy**

To become certified you must accept by clicking the two boxes to “agree” to the current version of the certification agreement. Failure to complete this step will stop you from becoming certified.

If you are not of legal age, you cannot sign the agreement here. You must have your parent or legal guardian review the agreement, print the page, sign and send a copy to the following address:

CompTIA
CE Audit Group
3500 Lake Road, Suite 106
Downtown Grove, IL 60515

Once a CompTIA has received and reviewed your agreement you will be contacted via email. At that time you will be given instructions on signing the Ethics page agreement.

**CompTIA Candidate Code of Ethics Policy**

A Certified Person shall offer and provide professional services with integrity.

A Certified Person shall perform professional services in a manner that is fair and reasonable to clients, principals, partners, employers, and shall disclose conflicts of interest in providing such services.

A Certified Person shall not disclose any confidential client information without the specific consent of the client.

A Certified Person will always conduct themselves in a manner which enhances the image of the profession.

A Certified Person shall provide services to clients competently and maintain the necessary knowledge and skill to continue to do so in those areas in which they are certified.

A Certified Person shall not solicit clients through false or misleading communications or advertisements.

In the course of performing professional activities, a Certified Person shall not engage in conduct involving dishonesty, fraud, deceit or misrepresentation, or knowingly make a false or misleading statement to a client, employee, employer, professional colleague, governmental or other regulatory body or official, or any other person or entity.

**Procedural Requirements for CompTIA Continuing Education Code of Ethics Policy**

Notice of Violations and Sanctions:

If it is determined that any Certified Person has violated this Ethics Policy, CompTIA will send such Certified Person a written notice of violations and applicable sanctions and a copy of CompTIA’s Appeals Policy and Process.

Remedies for Violating the Candidate Conduct Policy:

Any Certified Person determined by CompTIA to have violated this Ethics Policy shall, if determined necessary or appropriate by CompTIA based upon the seriousness of the incident or violation:

- be denied and/or decertified in a CompTIA certification(s)
- have all other CompTIA certifications previously granted to such candidate revoked;
- not be eligible to register and/or schedule any CompTIA certification examination, or receive any CompTIA certification, for a minimum period of twelve (12) calendar months from the date of such determination;
- have the current continuing education program cycle suspended and/or not be eligible to pursue any CompTIA certification for a minimum period of twelve (12) calendar months from the date of such determination;
- be subject to any and all other appropriate action, including legal remedies, that CompTIA deems necessary or appropriate to enforce CompTIA’s Ethics Policy.

Appeals Process:

After a Certified Person has received a written notice of violations and applicable sanctions from CompTIA, such candidate or Certified Person will have thirty (30) calendar days to file a written request for appeal pursuant to CompTIA’s Appeals Policy and Process.
Where do I pay my CE Fees?

1. Log in to your Certification Account
2. Click on the Continuing Education menu item
3. Click on the Pay CE Fees button
The following screen will display if you have multiple CompTIA certifications (A+, Network+, Mobility+, Security+, Cloud+ and/or CASP).

It is recommended you set your intent to the highest certification level you hold. Upon completion of the CE Program highest level certifications will automatically renew lower level certifications. CompTIA CASP is considered the highest-level certification, followed by CompTIA Security+, CompTIA Network+ and CompTIA A+.

**Note:** This is not applicable to CompTIA Cloud+ and CompTIA Mobility+.

4. Select the Intended path by clicking on the drop down arrow
5. If you are using a CE Token to pay CE Fees, the CE Token number is to be entered in the CE Tokens Codes field.
6. If using multiple CE Tokens to pay CE Fees, the CE Tokens would be entered in the remaining Token Codes fields.
7. Click on the Submit button
A message will appear stating the Token(s) was accepted.
If the CE Token code was not accepted a message displays notifying you to contact your command POC.

- One or more of your CE Token codes are invalid. Please verify the CE Token with your component Point of Contact or the person who provided you with the CE Token information. CompTIA distributes the CE Tokens to the purchasing organization but does not track or monitor the distribution or ongoing management of these CE Tokens for the certified professional.

<table>
<thead>
<tr>
<th>Name</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>ComptIA Security+ce</td>
<td></td>
</tr>
<tr>
<td>Remaining Balance</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

CE Tokens (If you have been provided CE Token code(s) please enter it below)

CE Token Codes:

Submit
If not using a CE Token

8. Click on the Pay Now button
CE Fees can be paid via a PayPal account or via American Express, Discover, Visa or MasterCard. You need to enter demographic information to pay as a guest. By doing this it does not create a PayPal account it is only a means to pay.
Where can I find a record of CE Fees I’ve paid?

1. Log in to your Certification Account
2. Click on the Continuing Education menu item
3. Click on the Payment History button
CE Maintenance Fees are displayed in the E-commerce transaction history section. CE Tokens used to pay CE Fees are displayed in the CE Token History section.
Where can I print a copy of my CE Fee transactions?

1. Log in to your [Certification Account](#)
2. Click on the Continuing Education menu item
3. Click on the Payment History button

“New” CEU Assessment App!

CompTIA has created an assessment app that will help determine if your CE activity meets the CE Program requirements. We encourage you to use this assessment tool prior to submitting your CEUs.

Monitor Your Progress

Make sure you have a plan for earning the number of CEUs you’ll need to renew. CE Fees need to be current prior to uploading CEUs.

CE Intent Level

CEU Progress

CEU Progress displayed above is based on the certification in which your intent is set to. CEUs need only to be uploaded at this certification intent level. (Intent does not pertain to Mobility+ and Cloud+ certifications)
CE Maintenance Fees are displayed in the E-commerce transaction history section.

4. Click on the Transaction ID
5. Click on the Print button
Where do I submit Continuing Education Units (CEUs)?

1. Log in to your Certification Account
2. Click on the Continuing Education menu item
3. Click on the Add CEUs button
The following screen will only display if you hold multiple CompTIA certifications (A+, Network+, Mobility+, Security+, Cloud+ and/or CASP).

It is recommended you set your intent to the highest certification level you hold. Upon completion of the CE Program the highest level certification will automatically renew lower level certifications. CompTIA CASP is considered the highest-level certification, followed by CompTIA Security+, CompTIA Network+ and CompTIA A+.

**Note:** This is not applicable for CompTIA Cloud+ and CompTIA Mobility+.

4. Select the Intended path by clicking on the drop down arrow
5. Click on an Activity Group

![Add CEUs](image)

“New” CEU Assessment App!

CompTIA has created an assessment app that will help determine if your CE activity meets the CE Program requirements. We encourage you to use this assessment tool prior to submitting your CEUs.

Activity Type:
- Additional IT Certifications
- Training and Higher Education
- Work Experience
- IT Industry Participation
- Publishing
6. Click on the Activity
Notice the activity requirements display on the screen. You need to ensure you read the requirements prior to submitting.

7. Click on the Accept Activity button
8. Select the number of CEUs for the activity
9. Click on the Documentation Language drop-down arrow and select the language of the documentation being submitted.
10. Click on the Select button to upload CE documents. Max of 5 documents can be submitted and Max of 1 meg or less per document size.

Please note the documentation requirements for the activity.
Ensure you read and understand the agreement prior to submitting CEUs.

11. Click on the Agree check box
12. Click on the Submit button
Where can I find a record of the CEUs I have submitted for the current CE cycle?

1. Log in to your Certification Account
2. Click on the History menu item
3. Click on CE Activities

Exams

Exams are imported during regular business hours. After completing an exam, allow 5 business days for it to appear here.

<table>
<thead>
<tr>
<th>Code</th>
<th>Exam</th>
<th>Registration number</th>
<th>Grade</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAS-001</td>
<td>CompTIA Advanced Security Practitioner CE</td>
<td>=***********</td>
<td>Pass</td>
<td>2014-Dec-30</td>
</tr>
<tr>
<td>SY0-391</td>
<td>CompTIA Security+ CE</td>
<td>=***********</td>
<td>Pass</td>
<td>2011-Nov-24</td>
</tr>
</tbody>
</table>

Continuing Education Enrollment and Maintenance Fee Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Expires</th>
<th>Source</th>
<th>Audit Status</th>
<th>Documentation</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>CE Annual Maintenance Fee (Advanced Certifications)</td>
<td>2016-Feb-24</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>CE Annual Maintenance Fee (Advanced Certifications)</td>
<td>2015-Jan-23</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>CE Annual Maintenance Fee (Advanced Certifications)</td>
<td>2013-Nov-16</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>CE Annual Maintenance Fee (Advanced Certifications)</td>
<td>2012-Dec-10</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>CE Annual Maintenance Fee (Advanced Certifications)</td>
<td>2012-Dec-10</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Continuing Education Code of Ethics Agreement

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Expires</th>
</tr>
</thead>
<tbody>
<tr>
<td>CompTIA CE Program Policy Agreement</td>
<td>2016-Feb-19</td>
<td>2017-Feb-19</td>
</tr>
<tr>
<td>CompTIA CE Program Policy Agreement</td>
<td>2014-Jan-27</td>
<td>2015-Jan-27</td>
</tr>
<tr>
<td>CompTIA CE Program Policy Agreement</td>
<td>2012-Dec-10</td>
<td>2013-Dec-10</td>
</tr>
</tbody>
</table>
Continuing education activities submitted are listed in the Continuing Education Activities area.

### Continuing Education Activities

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Audit Status</th>
<th>CEUs</th>
<th>Updated</th>
<th>Training Provider or Certification Name</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016-Feb-24</td>
<td>Under Review</td>
<td>10</td>
<td>2016-Feb-24</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2016-Feb-24</td>
<td>Under Review</td>
<td>10</td>
<td>2016-Feb-24</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2014-Aug-05</td>
<td>Eligible for Random Audit</td>
<td>1 (1 Hours)</td>
<td>2014-Aug-05</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2014-Aug-05</td>
<td>Complete</td>
<td>50</td>
<td>2014-Aug-05</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2014-May-19</td>
<td>Eligible for Random Audit</td>
<td>1 (1 Hours)</td>
<td>2014-May-19</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2013-May-17</td>
<td>Eligible for Random Audit</td>
<td>40 (40 Hours)</td>
<td>2013-May-17</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Where can I edit previously submitted CEUs?

1. Log in to your Certification Account

[Image of login page]
2. Click on the Continuing Education menu item
3. Click on the Edit CEUs button
The following screen will only display if you hold multiple CompTIA certifications (A+, Network+, Mobility+, Security+, Cloud+ and/or CASP).

4. Select the Intended path by clicking on the drop down arrow
CEU activities can only be modified for the current three-year CE Renewal cycle. Previous CE cycle activities remain as is and cannot be modified or deleted.

To delete an activity

5. Click on the Activity title
6. Click on the Delete button
To change the number of CEUs

1. Click in the Units box and change the number
2. Click on the Update button
To upload additional documentation

1. Click on the Select button
2. Add the documentation
3. Click on the Update button

![Edit CEUs](image-url)
Where can I see my overall progress?

1. Log in to your Certification Account
2. Click on the Continuing Education menu item
The Continuing Education home page provides you with your overall progress towards renewing your CompTIA certifications.

- **CEU Intent Level** – The certification level in which you are currently renewing your certification(s).
- **CEU Progress** – Start Date and Expiration Date, cycle days remaining, CEUs submitted that count towards renewal, CEU total required and percentage complete
- **CE Fees** – Annual CE Fee amount, Annual CE Fee required and Annual CE Fees paid.

"New" CEU Assessment App!

CompTIA has created an assessment app that will help determine if your CE activity meets the CE Program requirements. We encourage you to use this assessment tool prior to submitting your CEUs.

**Monitor Your Progress**

Make sure you have a plan for earning the number of CEUs you'll need to renew. CE Fees need to be current prior to uploading CEUs.
Will my CEUs be audited?

As per the [CompTIA Continuing Education (CE) Program Audit Policy](#), audits are performed randomly. CompTIA is unable to guarantee a certified professional’s CEUs will be audited. If an audit is performed the certified professional will be notified via email stating an audit was performed and how to go about reviewing the results.

“New” CompTIA has created a CEU Assessment App to help determine if your CE Activity meets the CE Program requirements. The CEU Assessment App can be accessed from the Continuing Education page in your [certification account](#).
Where can I view my Audit results?

As per the [CompTIA Continuing Education (CE) Program Audit Policy](https://www.comptia.org), audits are performed randomly. CompTIA is unable to guarantee a certified professional’s CEUs will be audited. If an audit is performed the certified professional will be notified via email stating an audit was performed and how to go about reviewing the results.

1. Log in to your [Certification Account](https://www.comptia.org)

![CompTIA Certification Account Login](https://www.comptia.org/Assets/Images/CE/CE-Program-Audit-Policy-Certification-Account-Login.png)
3. Click on the Continuing Education menu item
4. Click on the Audit History button
5. Click on View

The audit results will display in the Item Status column.
If a CEU was invalidated reference the Auditor Comments for an explanation.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Active</th>
<th>Expires CEUs</th>
<th>Documentation</th>
<th>Language</th>
<th>Item Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attended a Live Webinar (1 unit per hour) for Security+ CEUs</td>
<td>2016-Dec-20</td>
<td>6 (6 Hours)</td>
<td>No</td>
<td>English (English)</td>
<td>Invalid</td>
</tr>
<tr>
<td>Auditor Comments: Please upload the activity once you receive confirmation letters.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certified Professional Activity Comments: I watched these videos and logged in as stated, still waiting confirmation letters.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attended a Live Webinar (1 unit per hour) for Security+ CEUs</td>
<td>2015-Dec-21</td>
<td>2 (2 Hours)</td>
<td>No</td>
<td>English (English)</td>
<td>Valid</td>
</tr>
<tr>
<td>Certified Professional Activity Comments: Completed IT Pro Webinar Series</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completed a Training Course (1 unit per hour) for Security+ CEUs</td>
<td>2015-Oct-06</td>
<td>2 (2 Hours)</td>
<td>No</td>
<td>English (English)</td>
<td>Valid</td>
</tr>
<tr>
<td>Certified Professional Activity Comments: Certificate for MB Windows 8.1 Configuring, Remote Management and Security</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>