

AAMCO University FAQs – Frequently Asked Questions

1. [How do I reset my password?](#)
2. [Can I start a course and return later to complete it?](#)
3. [Can I review my results for the courses I've completed?](#)
4. [Do I receive a certificate for completed courses?](#)
5. [Can I take courses I've already completed again?](#)
6. [What information can I view about my team as a manager?](#)
7. [Can I reset passwords for my technicians?](#)
8. [Can I add or delete users on my team?](#)
9. [Are any courses AMI Certified?](#)
10. [How often are new courses added?](#)
11. [Why can't I download the ASE Study Guides?](#)
12. [I am a returning student and want to view my courses.](#)
13. [What if I forgot my password?](#)
14. [I received a new password but want to change it.](#)
15. [What if I forgot my username?](#)
16. [The training videos are not loading, what should I do?](#)
17. [What equipment do I need to take an online course?](#)
18. [What if I can't hear anything?](#)
19. [What are the hours of operation?](#)
20. [Why can't I see what questions I got wrong on the Post Test?](#)
21. [How are Credit Hours calculated per course?](#)
22. [Where is the video for Assessment tests?](#)
23. [I just completed a DVI Training course and it is not showing up as 'completed', how do I get credit?](#)
24. [I just completed an in-person DVI Training, how do I get credit for the video, as we watched it together in class?](#)

1. How do I reset my password?

Click the "[Forgot your password?](#)" link on the login screen and follow the prompts.

Username or Email
guest@aamco.com

Password
.....

Remember me [Forgot your password?](#)

Log in

[Back to Index](#)

2. Can I start a course and return later to complete it?

Yes. On the My Learning page, use the 'In-Progress' filter button to access courses you have opened and therefore, are in-progress, click any you wish and resume where you left off.



AAMCO UNIVERSITY
Learning Management System

My Learning Resources Hands-On Calendar Admins Site Help Logout

AAMCO Career Learning Paths

[Needing more information on how this works? Click here!](#)

Search Here View: **List** Detail Pro Tip: Ctrl F Showing: **20** All

- All Available
- Assigned
- In-Progress**
- Completed
- Technical Training
- Career Level +

[HO-3C Transmission Rebuilding 102 | Advanced Level 6F35, 10R80](#)
[TT-354 Programming | What if it goes wrong?](#)
[TT-353 Diagnosing P0171 & P0174 | Using Fuel Trim Data](#)
[TT-352 Using Solenoid Apply Charts](#)
[TT-350 Torque Converter Diagnostics | Common DTC's](#)
[LMS-1 Using AAMCO LMS-Franchisees and Managers](#)
[LMS-2 Using AAMCO LMS-Technicians](#)
[LMS-3 Using AAMCO LMS-Students](#)
[TT-349 Programming | Vehicle Communication Interfaces \(VCI\)](#)
[SM-0 Why We Believe in the Brand | Insights from the Field](#)
[SM-3 AAMCO's 6 step to success](#)

[Back to Index](#)

3. Can I review my results for the courses I've completed?

Yes. All completed course results and certificates are available under My Learning. Once you access those, clicking any course link will open the course page and provide an option to print or view certificate.

Option 1: Click the 'Completed' filter button to filter and display all Completed courses.

Option 2: For a more detailed view of completed courses, click the 'My Profile' in the page footer menu, this will display all completed courses along with lifetime completions, year-to-date and courses completed by fiscal year.

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- Technical Training
- Career Level +
- CSM & Manager +
- More Course Categories +

SM-1 AAMCO Legacy and History of Humble Beginnings
SM-2 Introduction to AAMCO Crede and the AAMCO Way
SM-5 Trails of Top Performing CSMs
SM-6 The Flow of the Day Own the Pace
TT-347 GM 6L80 6L90 Real World Failures | Possible Causes & Fixes- Part1
DVI-1 Introduction to DVI
DVI-3 Basic Usage
DVI-4 Appointments AMS Scheduler with DVI
DVI-5 AMS/ALLDATA Integration
DVI-6 AAMCO DVI Walk Around
CRP-1 AAMCO's Customer Reception Procedure
CRP-2 Customer Reception Procedure | Interactive Knowledge Check
TT-326 A/C System Diagnostics and Troubleshooting
AMS-1 AMS Introduction
TT-320 Programming | BMW
JIM-1 The AAMCO Pledge and Crede
JIM-2 Connecting the Sales Procedure Dots
JIM-3 IVC Initial Vehicle Check Procedure
NH-4 AAMCO Technician In-Field Assessment
EL-323 VCC / IVC Vehicle Courtesy Check

Click here to show All Results

My Profile Change My Password Other Resources Recruiting Portal Login as a School Find-a-School

[Back to Index](#)

4. Do I receive a certificate for completed courses? How do I print it?

Yes. You can access and print a personalized certificate showing your name, course title, credit hours, and completion date. For any completed course, click the link to the course page to display the completion status along with an option to View Certificate, and once it opens in a PDF viewer, simply click print option.

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Learning Management System

My Learning Resources Hands-On Calendar Admins Site Help Logout

DVI-1 Introduction to DVI

Currently completed 2 lessons of 2 in total

100%

Completed

Contact Course Teacher

Learn how to equip your AAMCO center with the right devices and internet setup to ensure smooth and efficient Digital Vehicle Inspections, enhancing both technician performance and customer satisfaction.

View or Print Certificate here

View Certificate View Results

← DVI-2 Setup Guide TT-344 ABS Systems & How They Affect Transmission Operation →

[Back to Index](#)

5. Can I take courses I've already completed again?

Yes. You may retake courses if you have an active enrollment. Videos can be watched or scrubbed through numerous times as you need to. Tests, on the other hand, require user to 'Reset' them. To do this, scroll to the bottom of the test and click the Reset button to retake it.

[Back to Index](#)

6. What information can I view about my team as an admin of my LMS group?

Franchisees can request Admin level access for anyone they wish to have this access. Once Admin access is granted, these can view login activity, course status, grades, and completions from the Admins page using the Download Report button, which exports to an Excel file in your downloads folder. Edit this report to filter out the needed information.

[Back to Index](#)

7. Can I reset passwords for my technicians?

Admins can reset LMS a user's password from the Admins/LMS Users page. Simply click the 'Reset Password' and the new password will appear above the user group. Note: Admins nor their passwords can be edited by other Admins, contact AAMCO Technical support for these changes.

The screenshot shows the AAMCO University Learning Management System Admins page. The header includes the AAMCO University logo and the text "AAMCO UNIVERSITY Learning Management System". Below the header is a navigation bar with links: My Learning, Resources, Hands-On, Calendar, Admins, Site Help, and Logout. A "Download Report" button is visible in the top right. A dropdown menu for "Choose Shop" is set to "AAMCO Center 16442". A yellow callout box with the text "2. The new password will be displayed above users." points to a message: "The password for user 'Guest16442@aamcoemail.com' has been reset to: changeme". Below this message is a table with columns: Name, Title, Grad Date, Start Date, Zip Code, and Progress. The table contains one row: "Guest User 16442" with "0 progress". To the right of the user name in the table is a yellow callout box with the text "1. Click 'Reset Password' to the right of the desired user." pointing to the "Reset Password" link in the user's action menu (along with "Edit Profile" and "Remove").

[Back to Index](#)

8. Can I add or delete users on my team?

Yes. Admins can add or remove users from the Admins LMS Users page. This can be done by clicking or scanning the QR code located on that page. If you are unable to add new users, contact AAMCO Technical Support. **Note: where Admins manage multiple centers or groups, ensure the correct group name appears in the Shop Admin bar before adding users, failing to do so can result in users being added incorrectly to other groups. If this happens, contact AAMCO Technical Support to repair it.**



AAMCO UNIVERSITY

Learning Management System

[My Learning](#) [Resources](#) [Hands-On](#) [Calendar](#) [Admins](#) [Site Help](#) [Logout](#)

Shop Admin

Choose Shop:
.AAMCO Tech Department

[Download Report](#)

[LMS Users](#) [Assign Courses](#) [Track Assignments](#) [Adopt-a-School Process](#) [Right to Repair Act](#) [Map Test](#)

Name	Title	Grad Date	Start Date	Zip Code	Progress	
Reese Blalock				30263	5 in-progress • 112 complete	You cannot edit an admin.
Reese test	Student	2025-08-07			1 in-progress • 7 complete	Edit Profile • Reset Password • Remove



Click or Scan the QR to Join this Group

15 User Seats Total
Need more seats? Remove users or [contact us](#) to raise your limit.

[My Profile](#) [Change My Password](#) [Other Resources](#) [Recruiting Portal](#) [Login as a School](#) [Find-a-School](#)

[Back to Index](#)

9. Are any courses AMI Certified?

Some courses are AMi certified. Certification status is noted in course details.

[Back to Index](#)

10. How often are new courses added?

New courses are added regularly, monthly and sometimes weekly. In addition to this, older courses are sometimes replaced or updated to stay current.

[Back to Index](#)

11. Why can't I download the ASE Study Guides?

ASE Study Guides are copyright protected and are designed to be used only within the LMS system.

[Back to Index](#)

12. I am a returning student and want to view my courses.

Log in, select My Learning, then use the 'All Available' filter button to search the entire catalog of courses, or, the 'Assigned', 'In-Progress' or 'Completed' buttons to filter out courses, in those categories, and specific to you. The remaining filters can be used to browse by Career Level, Role and other options in the 'More Course Categories' filter. Filters like, ASE Prep, Spanish, etc.



Rewrite & Republish

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[My Learning](#) [Resources](#) [Hands-On](#) [Calendar](#) [Admins](#) [Site Help](#) [Logout](#)

AAMCO Career Learning Paths

[Needing more information on how this works? Click here!](#)

View: [List](#) [Detail](#) Pro Tip: Ctrl F Showing: [20](#) [All](#)

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[LMS-3 Using AAMCO LMS-Students](#)
[TT-349 Programming | Vehicle Communication Interfaces \(VCI\)](#)
[TT-348 Coming Soon](#)
[SM-0 Why We Believe in the Brand | Insights from the Field](#)
[SM-1 AAMCO Legacy and History of Humble Beginnings](#)
[SM-2 Introduction to AAMCO Credo and the AAMCO Way](#)
[SM-3 AAMCO's 6 step to success](#)

[My Profile](#) [Change My Password](#) [Other Resources](#) [Recruiting Portal](#) [Login as a School](#) [Find-a-School](#)

[Back to Index](#)

13. What if I forgot my password?

Click the 'Lost your password?' link on the login screen, located just under the username and password entry fields.

[Back to Index](#)

14. I received a new password but want to change it.

Log in, go to My Learning, then scroll to the bottom of any LMS page, and in the footer, click 'Change My Password'.

[Back to Index](#)

15. What if I forgot my username?

Your email address is your username, if you do not remember your email, have your franchisee or other center Admin (often the CSM), and have them go to Admins > LMS Users and under the 'Edit Profile' option they have to the right of your name, they will see your email used to create your account. If this is not possible, contact AAMCO University.

[Back to Index](#)

16. The training videos are not loading, what should I do?

Check your internet connection and close other streaming applications. If you experience a blank page, make sure that you are not in a Career Level or Assessment test. Often, these tests are assigned by Admins, and they will only appear for those who are following a Career Learning path. If none of these are the issue, there may be an issue AAMCO site admins need to address, contact AAMCO Technical for assistance.

[Back to Index](#)

17. What equipment do I need to take an online course?

A Windows or Mac computer, updated browser, internet connection, and speakers or headset. Google Chrome is the friendliest browser.

[Back to Index](#)

18. What if I can't hear anything?

Check speaker volume, audio settings, and internet connection. Often, when using other applications like Zoom or Teams, or similar conferencing applications, the default speaker for video playback can get reassigned and it just need to be selected again.

[Back to Index](#)

19. What are the Technical Support Hotline hours of operation?

Monday–Friday, 8:00 am–5:00 pm EST, Saturday 10:00 am-2:00pm EST.

[Back to Index](#)

20. Why can't I see what questions I got wrong on my test?

The final test(s) for courses will display correct and incorrect answers once the user passes the pass mark of 80%. A score less than that will only allow you to reset the test and try again. Assessment test are the exception to this, as they can only be taken once without an option to reset, if a score less than 80% is scored with these, the user would need to complete all of the training within that level and there is no need to retake the assessment test at that point.

[Back to Index](#)

21. How are Credit Hours calculated per course?

Credit hours are calculated using video runtime, test questions, and study material.

[Back to Index](#)

22. Where is the video for Assessment tests?

Assessment tests do not include videos and are used to evaluate a user's existing knowledge. If an assessment test score is less than 80% it means the user needs to complete the learning within that level. Please note that assessment tests only need to be taken once and therefore cannot be reset or taken again.

[Back to Index](#)

23. I just completed a DVI Training course and it is not showing up as 'completed', how do I get credit?

Some courses like the DVI and CSM training videos, require the user to click the 'Complete Lesson' button after watching the video completely. Most do not require that additional measure so, in those cases, when you explore the course you feel you have completed, you should see green checkmark beside each internal lesson (typically one video and one test), any that do not have a green checkmark, indicates that have not been completed 80% or greater, open that video or test and complete.

[Back to Index](#)

24. I just completed an in-person DVI Training, how do I get credit for the video, as we watched it together in class?

During an in-person training, you should have been directed to login to your LMS account and click the 'Complete Lesson' button that appears for the course, under the video playback frame, this will assign a green checkmark of completion. To get overall credit for completion for any LMS course, the test too, along with any additional lessons appearing on the course page, must also have a green checkmark to get full credit. Simply completing the test once you are logged in will apply completion credits.

[Back to Index](#)