

# USA Volleyball Academy Helpdesk

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## **I've passed my IMPACT exam, but my USAV record does not show any certification.**

Ben Pearman - 2015-09-04 - [0 Comments](#) - in [Courses](#)

Our Learning Management System and USAV Members database are two separate systems that must exchange information to create student records, and then update member records once a course has been completed. We use a custom web service to achieve this, but any number of things can interrupt this information exchange. If you find that your USAV member record does not reflect your recent certification, please [fill out a helpdesk ticket](#) and we will confirm your certification and update your record for you.