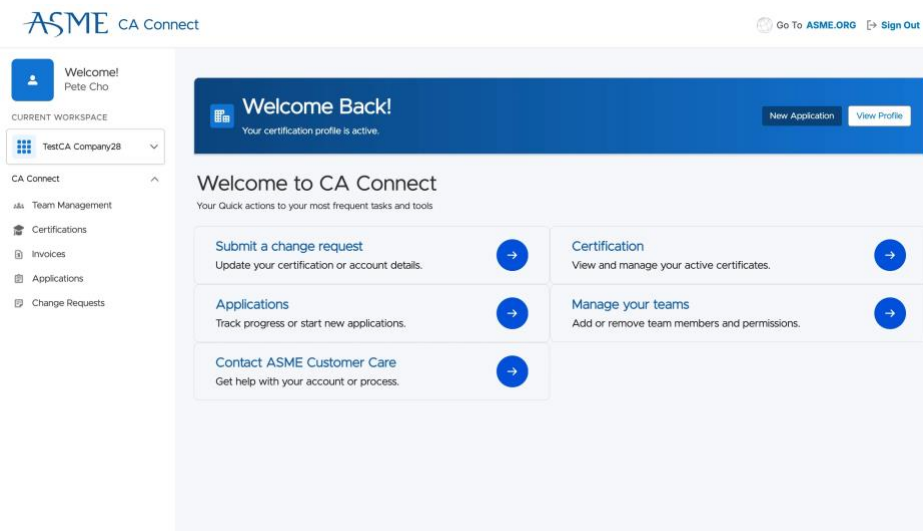


How to Submit a CA Connect Change Request

This guide walks you through the steps to submit a Change Request to an Application in the CA Connect portal. You must already have an ASME.org account and CA Connect access. To create an ASME.org account, please review the “Log In to CA Connect” guide.

⚠ NOTE: Please create a Change Request for requesting updates to company information, previously issued Certifications, in progress Applications, uploading Code Book Proofs of Purchase, or other CA-related items. For any login or ASME.org account issues, please contact ASME Customer Care.

1. Navigate to the CA Connect home page. Ensure you are accessing the correct company workspace if you have access to more than one company.



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2. Select the "Submit a change request" link.

The screenshot shows the ASME CA Connect dashboard. At the top left, it says 'Welcome! Pete Cho' and 'CA Connect'. On the right, there are links for 'Go To ASME.ORG' and 'Sign Out'. The main content area has a blue header with 'Welcome Back!' and 'Your certification profile is active.' Below this, there are four quick action cards: 'Submit a change request' (highlighted with a red circle), 'Certification', 'Applications', and 'Contact ASME Customer Care'. Each card has a blue arrow icon on the right.

3. Click "+ New Change Request" and a new Change Request form will open.

The screenshot shows the 'Change Requests' page in ASME CA Connect. The page title is 'Change Requests' and it says 'Submit and track certification and site change requests.' Below the title, there is a blue button with a white plus sign and the text '+ New Change Request', which is highlighted with a red circle. Below this, there are two change request entries. The first entry is titled 'New name for our company' with ID '00254558'. It has a 'New' status tag, a description 'Company name has changed', and was created on 'Jun 12, 2026'. The program is 'Not Applicable (N)'. The second entry is titled 'Changing our location' with ID '00254497'. It also has a 'New' status tag, a description 'Changing our location', and was created on 'Jun 10, 2026'. The program is 'Boiler and Pressure Vessels (BPV)'. Both entries have a 'View Details' button on the right.

- Select the appropriate Change Request Type for your situation. See below for a list of Change Request Types and what they mean.

The screenshot shows the 'New Change Request' form in the ASME CA Connect system. The 'Request Type' dropdown menu is open, displaying a list of request types. The first option, 'CA - Certificate Revision', is circled in red. Other options include 'CA - Scope / Manual Change', 'CA - Site / Location Change', 'CA - Extension', 'CA - Additional Building / Temporary Shop', 'CA - AIA / Accreditation Change', 'CA - Cancellation / Withdrawal', 'CA - Company Name Change', and 'CA - Intake - Codebooks: Proof of Purchase'. The form also includes fields for 'Program', 'Site (Optional)', and 'Description'.

Change Request Type	Definition
Certificate Revision	Notify/Request ASME of a revision to your certificate
Scope / Manual Change	Notify ASME of a Scope change or a change in your manual
Site / Location Change	Notify ASME of another location where work is taking place or let ASME know if that location has changed
Extension	Request to extend your certification
Additional Building / Temporary Shop	Notify ASME about any work being done in an additional building/temp shop
AIA / Accreditation Change	Request to change AIA or accreditation
Cancellation / Withdrawal	Notify ASME about cancelling your review or withdrawing your application
Company Name Change	Request to Change Legal Company Name
Intake - Codebooks: Proof of Purchase	Notify ASME of code-book purchases made from another vendor

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5. Select the appropriate Program from the dropdown for your Change Request Type. Some Change Requests apply to a single Program, some apply to All Programs, and some apply to none (“N/A”). If unsure, select “N/A.” **Optional:** Select the related Site location for your Change Request, if applicable.

The screenshot shows the 'New Change Request' form in the ASME CA Connect system. The 'Program' dropdown menu is open, displaying a list of program options. A red circle highlights the 'Boiler and Pressure Vessels (BPV)' option. The 'Request Type' is set to 'CA - Extension' and 'Site (Optional)' is 'No Site Selected'. The 'Subject' field is empty, and the 'Authorized Inspection Agency' is set to 'No AIA Selected'.

6. Enter the Subject and Description of your request. The Subject is a very short summary of your request or issue. There is a limit of 255 characters. The Description is a place for you to enter more detailed information. **⚠️ NOTE:** Include your certificate/application number if known, any affected facility/location, requested change, effective date(s), and any supporting context. Do *not* include any sensitive payment or password information.

The screenshot shows the 'New Change Request' form with the 'Subject' field highlighted by a red circle. The text 'New name for our company' is entered in the Subject field. The 'Description' field is empty. The 'Request Type' is 'CA - Extension' and 'Program' is 'Boiler and Pressure Vessels (BPV)'. The 'Authorized Inspection Agency' is set to 'No AIA Selected'.

Welcome, Pete Cho

CURRENT WORKSPACE

TestCA Company28

CA Connect

- Team Management
- Certifications
- Invoices
- Applications
- Change Requests**

Change Requests

Submit and track certification and site change requests.

New Change Request

Cancel Submit

*Request Type: CA - Extension *Program: Boiler and Pressure Vessels (BPV) Site (Optional): No Site Selected

*Subject: Need additional time *Description: Need 2 more months before scheduling

Authorized Inspection Agency: No AIA Selected

- Click "Submit" to create your request. Once your request is submitted you will see your Request Number underneath the subject. You can refer to that number for any interaction with ASME Customer Care.

Change Requests

Submit and track certification and site change requests.

Need additional time

00254571



[Back to Requests](#)

Status: New

Request Type: CA - Extension

Program: Boiler and Pressure Vessels (BPV)

Account: Sample Company

Site: Not provided

Requested By: Pete Cho (uattestcauser28@asme.org)

Created: Jun 15, 2026, 07:42 AM

Description

Need 2 more months before scheduling

Documentation and Submission

- Once your request has been submitted, you will have the ability to add Comments or Upload Files as needed, and ASME Staff will review or request additional information as needed.

⚠️ NOTE: ASME Staff will use Comments to provide feedback and update you on the status of your request. You will be notified by email of any updates, and you can login to review the comments and provide any supporting information or documents as needed.

The screenshot displays the 'Change Requests' page in the ASME CA Connect system. On the left is a navigation sidebar with the user profile 'Pete Cho' and a menu including 'TestCA Company28', 'CA Connect', 'Team Management', 'Certifications', 'Invoices', 'Applications', and 'Change Requests'. The main content area is titled 'Change Requests' with the subtitle 'Submit and track certification and site change requests.' It features a card for a request with ID '00254571' and title 'Need additional time'. The request details include: Status: New; Request Type: CA - Extension; Program: Boiler and Pressure Vessels (BPV); Account: TestCA Company28; Site: Not provided; Requested By: Pete Cho (pattestcauser28@asme.org); Created: Jun 15, 2026, 07:42 AM. A description box contains the text 'Need 2 more months before scheduling'. Below the request card are sections for 'Activity Log' (showing no public activity), 'Add Comment' (with a text input field containing 'Adding some more detail here.' and an 'Add Comment' button), and 'Supporting Documents'.

9. If uploading supporting documents, click the “Upload File” button and select a local file.

⚠ NOTE: File size upload is limited to 2GB.

The screenshot shows the 'Supporting Documents' section of the ASME CA Connect interface. At the top, there is an 'Activity Log' section with a single entry by Pete Cho from June 15, 2026, at 07:42 AM, with the text 'Adding some more detail here.' Below this is an 'Add Comment' section with a text input field and an 'Add Comment' button. The main section is 'Supporting Documents', which includes the instruction 'Upload supporting documents for this change request.' and a green status indicator '1 file uploaded'. A red circle highlights the 'Upload File' button. Below this, a document entry is shown with the title 'COMTS-CA Connect - Service Delivery Process - Frequently Asked Questions-100626-201939.pdf', the description 'Extension request', and the uploader 'Pete Cho' from June 15, 2026, at 07:42 AM. The document type is listed as 'Case Files'.

10. Select a file on your computer to upload.

11. Enter a short description of the uploaded file, which will assist ASME staff in completing your change request. The file name will be populated automatically. Example description: “Proof of Purchase of Complete ASME 2025 BPVC”

The screenshot shows the 'Upload File' dialog box overlaid on the 'Supporting Documents' section. The dialog box has a title 'Upload File' and instructions: 'Please select a File. Accept formats: .pdf, .png, .jpg, .jpeg'. It features a 'Choose File' button and a text field containing the file name 'COMTS-CA C...26-201939.pdf'. Below this, there is a '* File Name' field with the same text. The 'Description' field is empty and circled in red. At the bottom right of the dialog box are 'Upload' and 'Cancel' buttons. In the background, the 'Supporting Documents' section is visible, showing the 'Upload File' button and a green status indicator 'No files uploaded'. The text 'No files have been uploaded yet.' is also visible.

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12. Click "Upload" and after the upload is completed, a confirmation will appear. If the upload fails for any reason, please try again, or reach out directly to ASME Customer Care with the Change Request number shown in the list.

Upload File

Please select a File. Accept formats: pdf,png,jpg,svg

Choose File COMTS-CA C...26-201939.pdf

*File Name
COMTS-CA Connect - Service Delivery Process - Frequently Asked Questions-10...201939

Description
Extension request

Upload Cancel

Supporting Documents

Upload supporting documents for this change request.

Upload File

No files have been uploaded yet.

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13. Navigate back to "Change Requests" list to see all Change Requests, their Request number, Status, Submitted Date, and next action. If charges may apply after ASME review, payment is only requested after changes are finalized.

ASME CA Connect

Go To ASME.ORG

Welcome! Pete Cho

CURRENT WORKSPACE

TestCA Company28

CA Connect

Team Management

Certifications

Invoices

Applications

Change Requests

Change Requests

Submit and track certification and site change requests.

+ New Change Request

Update
Comment added.

Need additional time 00254571	Created: Jun 15, 2026	Program: Boiler and Pressur Vessels (BPV)
New	Request Type: CA - Extension	Site: Not provided
Description: Need 2 more months before scheduling		

New name for our company
00254558