No-Am CATC Newsletter 1-11-2024
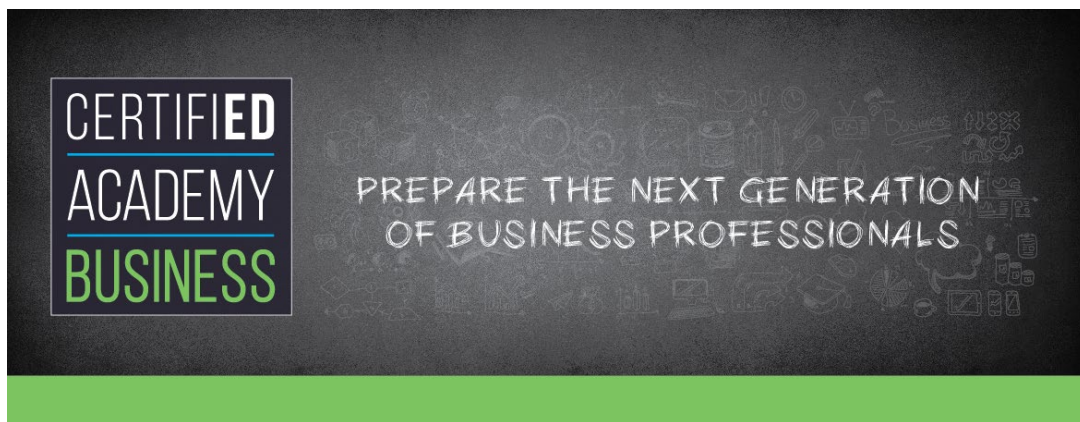
CERTIPORT

A PEARSON VUE BUSINESS

AUTHORIZED TESTING CENTER

NEWS UPDATE

January 11, 2024

What's new with CERTIFIED?

Don't miss your chance to register for CERTIFIED Academy: Business 2024

A new year means new opportunities to learn and grow! We're so excited to kick off 2024 with our CERTIFIED Academy: Business course. And if you prepare the next generation of business professionals, this is the course for you.

Get details on our free training sessions, and find out how you can test certifications in your classroom.

I'm ready to register

Hannah Crepeau: Content Marketing Manager

Explore how certification can prepare your students for success

How much can technology certification really impact your classroom, your career, and the lives of your students? Join us at CERTIFIED 2023 to find out. CERTIFIED is the only education conference dedicated exclusively to exploring the full promise of certification in the classroom. Don't miss this opportunity to listen, learn, and collaborate with a community of educators who share your passion for using certification to improve education and change lives.

I want to take advantage of early bird pricing!

Dominique Delbar: Corporate Events Manager

Certiport Updates

Certiport planned data center transition – production environment

As a reminder, Certiport is preparing to migrate our systems to a new data center environment, scheduled to begin on January 21st at 8:00 am Mountain Standard Time, with validations to be completed on the same day by 8:00 pm Mountain Standard Time. We will send notification when the new data center environment is live and normal operations can resume.

During this transition, the following Certiport systems will be unavailable. There is no action required from you:

- Compass for Windows

- Compass for Mac

- Portal (the logged in area of our website)

- Compass Cloud

- Exams From Home (EFH)

- Certiport access to OnVUE

As part of this transition, Certiport will no longer be able to provide a range of static IP addresses for communication purposes.

Continued…

Action

For CATC outbound traffic to Certiport, you will need to allow traffic to the entire following domains (*.certiport.com, *.pearson.com, *.pearsonvue.com, *.starttest.com, *.starttest2.com, *.startpractice.com, *.programworkshop.com, *.gettesting.com).

See our **Technical Requirements** page for full details.

Please note: If you are using an API that Certiport has provided, we don't expect changes but please verify all is working post cutover.

Connection Testing Tool

We know that the changes to allow traffic to the Certiport domain need to be tested. Please use the following **link** to ensure communication between our organizations. If successful, you should see the picture illustrated below. If you can see the image below when performing the test, then you can access Azure. If you can't you need to whitelist "*.certiport.com".

Please keep in mind, due to unforeseen circumstances and challenges ahead, all dates are subject to change. We appreciate your understanding and flexibility as we aim to provide the best experience possible.

Continued…

We appreciate your partnership and will continue to keep you apprised as the project progresses. Thank you for your patience as we work through the remaining details. If you have any specific questions about the data center transition, please contact the **Certiport Support Teams**.

Closed for MLK Jr. Day

The Certiport office in Lehi, UT will be closed on Monday, January 15 for Martin Luther King Jr. Day:

- Test Candidate Support: Closed

- CATC Customer Service: Closed

- CATC Technical Support: Closed

Normal business hours will resume on Tuesday, January 16, 2024. Thank you for your cooperation and understanding.

Please **visit our website** for additional information on our holiday hours.

Certiport Operations Team

End of service for old versions of Compass for Windows

All software products have a lifecycle, Certiport's Compass exam delivery technology is no exception. This message is to provide some important information about upcoming changes for Compass for Windows. This applies only to Compass for Windows and does not affect Compass for Mac.

On February 14, 2024, support will end for all versions of Compass for Windows with the last three digits of **835 or less**. For example, 19.0.2.835, 10.0.2.**793**, 10.0.2.**718**, etc. will no longer receive the following:

- Security updates

- Non-security hotfixes

- Free or paid assisted support options

- Exam content updates from Certiport

Computers running an earlier version of Compass will continue to work even after support ends. However, using unsupported software may increase the risk of an unfavorable exam experience. Each new release of Compass includes multiple bug fixes that prevent known issues and updating to the latest version will provide you with a more stable environment.

All Certiport Authorized Testing Centers are encouraged to upgrade to the latest version of Compass, **19.0.2.1270**. To check which version of Compass you are currently using, launch Compass, log in, and then click on "About Compass" in the left-hand menu. For more information, please review our **Compass Update Guide**.

JB Tinker: Product Manager

Certiport Authorized Testing Center Locator to be retired effective January 21, 2024

Certiport strives to provide effective, easy-to-use services and technologies in all aspects of our business. To help support this effort, Certiport is currently migrating certain business services to cloud-based servers supported by Microsoft Azure technology.

One service that is affected by this migration is the Certiport Authorized Testing Center (CATC) Locator. The CATC Locator has been an important tool for Certiport customers for many years, however recent advancements in technology have increased the availability of online and remote exam delivery solutions, alternatives to physical CATCs. As a result, Certiport has made the difficult decision to retire the CATC Locator effective **January 21, 2024**.

Certiport recognizes that some customers rely on the CATC Locator to address certain business needs and that this decision may result in some inconvenience. For this we sincerely apologize. Moving forward, testing center locator inquiries should utilize the following link: **Support for Test Takers Certiport**.

If you have questions or would like additional information, please contact your **Certiport Territory Manager.**

JB Tinker: Product Manager

Unity Certifications

New video: Watch the power of Unity Certified User

UNITY CERTIFIED USER
PROGRAM OVERVIEW

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Are you ready to create the "futures of tomorrow" with your students?
Unlock their potential through the Unity Certified User, a certification program designed to empower aspiring game developers, designers, and creators. Through an easy-to-follow curriculum, practice tests, and three certification exams, this certification program provides foundational knowledge and skills in the world's leading platform for creating interactive, real-time 3D experiences and virtual reality. To experience the power of Unity Certified User, watch the NEW program video below.

Show me the power of Unity

Caroline Campbell: Product Marketing Manager

Resources for You

Stay Updated on Certiport's Latest News

New Product Information
See what exams have been recently released or are coming soon.

Live Trainings
View the calendar for upcoming onboarding and support webinars.

System Maintenance
Mark your calendar! See what dates are scheduled for periodic maintenance, as maintenance can affect exam delivery.

Compass Updates
Get detailed information on upcoming changes to the Compass exam delivery software.

Important Notices   RSS
Get notifications regarding the use and support of our exam products, delivery systems, solutions, and features.

Exam Content Updates   RSS
Review planned release dates of exams undergoing maintenance.

Support
Find answers online including FAQs, Quick Reference Guides, Technical Requirements, or the different ways to contact our Technical Support team.