

No-Am CATC Newsletter 1-25-2024

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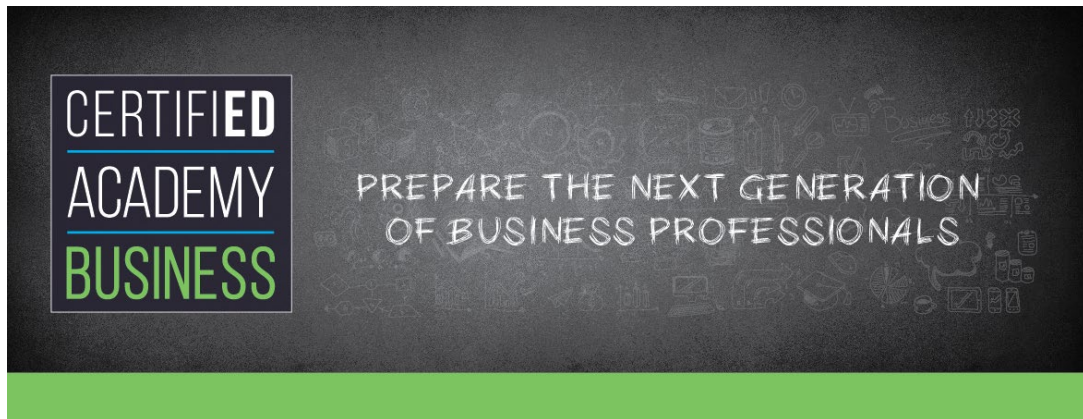
AUTHORIZED TESTING CENTER

NEWS UPDATE

January 25, 2024



Coming up for CERTIFIED Academy



Embedding communication teaching into your curriculum

Join us for our next CERTIFIED Academy: Business webinar on January 31st at 1 PM EST. In this session, sponsored by the Communication Skills for Business program, we are hosting a panel discussion with business education professionals, including our very own Jennifer Stubblefield.

Together we'll discuss how you can help empower students with valuable communication and soft skills. You'll also learn how to build students' digital emotional intelligence, making them effective communicators and employees in the modern workplace.

[I'm ready to register](#)

Hannah Crepeau: Content Marketing Manager



Announcing the NEW IT Specialist Authorized Instructor program



The IT Specialist certification program has just launched a new program specifically for educators. If you or someone you know is looking to teach IT Specialist, or learn how to approach teaching it in the classroom, this new program would be a great fit.

The IT Specialist Authorized Instructor program is designed to help teachers and trainers gain knowledge and tips on how to teach a specific IT Specialist exam in the classroom.

Those who enter the program will gain access to the Train the Trainer videos, learning products, practice products and a voucher to take the IT Specialist exam. Once an educator has completed the program, they will receive a digital badge they can share with others.

Learn more about the Authorized Instructor program for IT Specialist [here](#). If you have educators that would be interested in getting started, please reach out and speak to your Certiport Territory Manager.

Jaime Wait: Field Marketing Manager

The CERTIFIED latest



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



On the podcast: Increasing student motivation with Christina Davis

What do you do if you're struggling to help students get started and stay motivated to succeed? Christina Davis, CERTIFIED Ambassador and educator, has some great advice for you.

In this episode, we talk with Christina about how to increase student motivation in and outside the classroom. She also talks about helping students motivate each other, so you're not the only one driving progress in the classroom. Covering everything from college credit to discovering your students' love languages, this episode is sure to spark some new ideas.

[Listen on Spotify](#)

[Listen on Apple Podcasts](#)

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Hannah Crepeau: Content Marketing Manager



Getting started with Microsoft Office Specialist certification



Starting a certification program from scratch can be daunting. We've put together a few key steps for you to take to make sure your first year teaching the Microsoft Office Specialist program is successful.

How do I get started?

Hannah Crepeau: Content Marketing Manager

Technology updates

Certiport Production Cutover Completed - Resuming Normal Operations

We are pleased to inform you that our Certiport Production environment has transitioned to the new data center on January 21, 2024.

With the successful completion of the Certiport Production migration, all systems, applications, and data as described in recently shared documentation are ready for your organization to resume normal operations. We would like to express our gratitude for **your** patience, cooperation, and support throughout this process.

With the successful completion of the Certiport Production migration, nearly all systems, applications, and data as described in recently shared documentation are ready for your teams to resume normal operations.

The following issues remain outstanding and will require additional time to resolve:

- <http://verify.certiport.com>: The redirect is not functioning. A temporary vanity URL has been created, www.certiport.com/verify.
- There was some system performance slowness observed this morning and it has since been addressed.

Continued...

Reminders

We are now requiring the following domains to be allowed. 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

Please use [this link](#) to ensure communication between our organizations. If successful, you should see the picture shown below.



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](#).

Certiport Authorized Testing Center Locator retired as of 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 retired the CATC Locator on **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

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 21, 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

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.



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