

No-Am CATC Newsletter 5-20-2021

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AUTHORIZED TESTING CENTER

NEWS UPDATE

May 20, 2021

To Make Your Life Easier

GMetrix Improves Support with Additional Staff and New Knowledge Base



Over the past few months, GMetrix has experienced record levels of support inquiries which has impacted their response times. GMetrix is committed to always improve the customer experience, and as a result has increased their support team staff, and they have launched a new GMetrix Knowledge Base. New articles are being added regularly to make this a valuable, robust resource.

You can access the GMetrix Knowledge Base in one of two ways:

- Login to your GMetrix Administrator Dashboard, click on the HELP button found on the bottom-right of the page. Type in a question or topic and it will search the knowledge base for related articles.
- Go to support.gmetrix.com to see a well-organized list of articles.

If you don't find the answer you need, there are two easy-to-use options:

- Create a support ticket by clicking on “New Support Ticket” near the top of the Knowledge Base.
- Send an email to gmetrix@support.com and a support ticket will automatically be created.

Show Me the GMetrix Knowledge Base

John Medved: Product Marketing Manager



Microsoft Office Specialist Program – Assessment Efficacy Report

Over the past year, Pearson created an efficacy report on the Microsoft Office Specialist program. These efficacy reports help us, and the wider education community build a better understanding of not just what works, but how, why, and in what context – helping us learn, not guess, about how the design and use of products relates to the achievement of outcomes that matter most. This report on the Microsoft Office Specialist program by Certiport is part of Pearson’s ongoing commitment to communicate the impact in a transparent way for assessment offerings.

[**Show Me the MOS Assessment Efficacy Report**](#)

Tyson Davis: Product Marketing Manager

NEW Microsoft Fundamentals Exams



Certiport is excited to announce the release of two new Microsoft Certified Fundamentals exams!

Microsoft Security, Compliance, and Identity Fundamentals (SC-900)

This certification is targeted to those looking to familiarize themselves with the fundamentals of security, compliance, and identity (SCI) across cloud-based and related Microsoft services. Candidates should be familiar with Microsoft Azure and Microsoft 365 and want to understand how Microsoft security, compliance, and identity solutions can span across these solution areas to provide a holistic and end-to-end solution.

Microsoft Dynamics 365 Fundamentals CRM (MB-910)

This exam covers the features and capabilities of Microsoft Dynamics 365 customer engagement apps. Candidates of this exam should have general knowledge of or relevant working experience in an Information Technology (IT) environment. They should also have a fundamental understanding of customer engagement principles and business operations.

Cont...

As of May 18, both exams are now available with a third releasing in June. [Microsoft Dynamics 365 Fundamentals ERP \(MB-920\)](#) will release June 8, 2021. With the addition of these three new exams, there are nine Microsoft Fundamentals Exams available. To learn more about the Microsoft Fundamentals program, visit www.certiport.com/Fundamentals.

Ashley Walton: Product Marketing Manager



Creativity in Teaching Communication



Running up against a brick wall in your lesson planning? Having struggles finding new and creative ways to teach communication skills to your students? Join our expert communication educator to learn about how to use initiatives like group projects and mock interviews to help students practice their communication skills. The final webinar will take place on May 26th at 4 PM ET. You won't want to miss this session.

Ready to Register!

Hannah Crepeau: Content Marketing Manager



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Join Us Virtually for CERTIFIED 2021



Why are technology certifications important for your career and your students? Join us at CERTIFIED 2021 to learn how they can impact your classroom! We are excited to share with you live sessions, fun interactive social experiences, and teacher development. Don't miss this opportunity to listen, learn, and collaborate with a community of educators who share your passion for improving education and changing lives.

CERTIFIED 2021 Virtual offers two registration options. The Enhanced Virtual Registration includes live keynote sessions, live breakout sessions, certification exams through Certiport Exams from Home, exhibit booths, product updates, and interactive social sessions including trivia, escape rooms, and yoga! The Enhanced Virtual Registration is only \$95. The Free Virtual Registration will include live keynote sessions, recorded breakout sessions, exhibit booths, and product updates.

[I'm Ready to Register for CERTIFIED 2021](#)

Matt Richards: Field Marketing Manager



How States Can Prioritize Entrepreneurship Education



Educators across the United States work daily to inspire their students to look critically at the world, to find ways to make long-term changes and improvements. Empowering students with entrepreneurial skills is a great first step to help students look around and discover ways to make the world a better place.

With the long-term impact of COVID-19 pandemic, it's more important now than ever to empower tomorrow's entrepreneurs. Find out four ways to bring entrepreneurship into your classroom, regardless of the subject you teach.

How Can I Prioritize Entrepreneurship?

Hannah Crepeau: Content 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.

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.

Exam Content Updates

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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