

## **Exciting Changes!**

We've updated our template screens to assist with authoring and managing existing badge templates, and authoring new ones. What should you look for? Some of our favorite new features are:

- The badge template ID is now displayed right on the details page. It's easier than ever to know which version you should use!
- The ability for issuers to manage labor market settings, including whether your skills tags are active.
- When authoring, a clean updated interface.

Lincoln Technologies See Profile	Javascript Fur	ndamentals			
Badges	Details Insights Settin	ngs History			
☆ Analytics	Template ID: 6fce2519-127d-4	0d7-9c88-c76acf6efb60		Issue	•
{ } Developers					
∜ Preferences	TECHNOLOGIES JAVASCRIPT	Issued by: Lincoln Technol Badge holders have demons based learning, a competen algorithms and data structu programming language that is also one of the core techn and CSS. Skills	strated through	self-directed projec ations of JavaScript, a high-level b browsers support. keb, along with HTM	t- . It IL
	Type: Validation	Computer Programming	Debugging	Algorithims	
	Level: Foundational	Application Programming	JavaScript		
		Object Oriented Programmin	ng Project N	lanagement	
	Time: Months				
	Cost: Paid	Criteria			
	Additional Details	The methods of instruction include practical exercises, discussion, and lecture.			

What should you do now? Jump in and give it a try. Ultimately, this new look will help you create templates that have more impact for your earners and your organization. Don't forget that we maintain a robust Issuer Support area!



## New at Credly - Customer Success Ask Me Anything (CS AMA)!

The Customer Success team is excited to offer monthly "Ask Me Anything" sessions for current Credly clients. These one-hour sessions will take place on the 1st Wednesday of each month from 10-11 a.m CT. During CS AMA, stop by and ask Credly CSM, Stephanie Overman, your most burning questions in a casual, fun, and collaborative environment. Some AMA questions may relate to:

- Platform Features
- Navigation
- Earner Experience
- Program Strategy
- Marketing/Communications

No questions to ask? You can still attend, engage, and learn from other Credly clients.

## **Register Here!**

Please note that these sessions will not be recorded. We hope you can join us!



## Who Should We Contact?

It's important that we know who to contact, especially if we receive a question from one of your earners that doesn't pertain to our platform. Please visit your admin area (found in the Preferences > Profile tab) and make sure you have up-to-date emails identified for contacts.

- **Technical Contact** = Who do we reach out to if we notice any technical problems with your integration or issuance?
- Legal Contact = Who do we notify of new subprocessors, privacy & security updates, etc.?
- **Support Email OR Support URL** = If someone asks us how to get one of your badges, we'll send them to you. Where do you want us to point them? You only need one or the other.



**Credly is Now Part of Pearson!** 



In case you missed it, read all about our exciting announcement here. We have important work ahead of us, and we're glad you are part of our future!

As always, if there are any questions about the contents of this newsletter please reach out to your assigned CSM or contact us at customersuccess@credly.com.

Have an amazing day! Your Credly CSM Team



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