



## Product Updates

### Sharing Opportunities

Credly continues to add exciting new ways to use credentials. We most recently added sharing options like **ZipRecruiter** in the U.S. and **SEEK** in Australia. We have also updated the language around our certificate download. As part of these enhancements, we are experimenting with new sharing layouts and interactions to increase the number of credentials promoted online.

This is aimed at helping your earners realize their opportunities!

(P.S. If you haven't updated your APIs from youracclaim.com to **credly.com** this is another reminder to do so.)



## Pro Tips

### Leverage Credly's Earner Support

If you haven't visited our [Credly Help Center](#) recently, we encourage you to look at the resources available! At this site, your earners are welcome to use the [Submit a Request](#) link at the top. We can help your earners with many kinds of questions. In fact, our amazing support team has a satisfaction score of 87% for 2021!

What we can't (or won't) do is issue badges when an earner tells us something is missing. For that, we rely on knowing whom to contact. **If you haven't recently updated your contact, technical contact, and/or support contact emails, please do!** You'll find these fields under Preferences > Profile.



### Welcome to the Credly Help Center

🔍 Type in a search term here...

SEARCH

#### All Articles

##### General Information

IBM + Kynix FAQs  
What is Credly?  
What is a badge?  
Where is my Scrum.org badge?  
Why Should I Revalidate My Profile?  
How is displaying my achievement as a badge useful?

SEE ALL 28 ARTICLES

##### Accepting a Badge

How do I get started?  
How can I be sure I receive my badge notification email?  
Not receiving a password reset email?  
Can I automatically accept badges?  
How do I manage and share my digital badge?  
What can I do with my restricted badge?

SEE ALL 9 ARTICLES

##### Managing my Account

How do I change my password?  
Can I add multiple emails to my account?  
How do I merge my accounts?  
How do I reset my Two Factor Authentication?  
How do I manage my privacy?  
How do I add or remove social accounts?

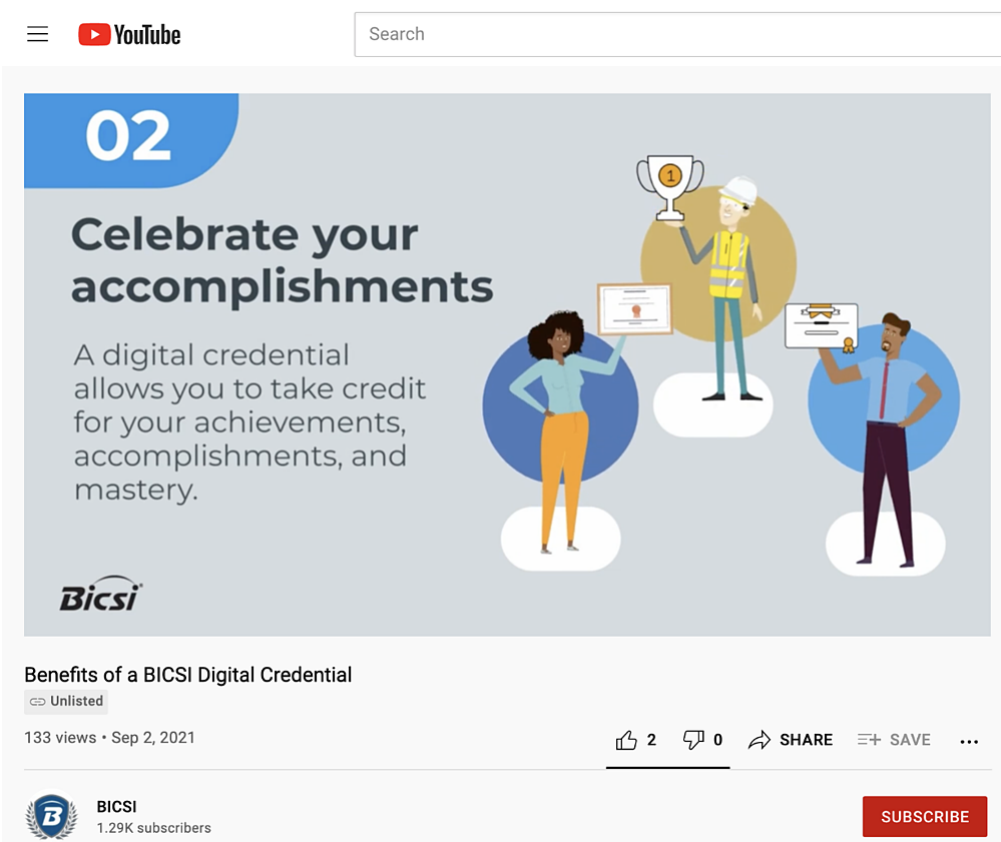
SEE ALL 9 ARTICLES



## Client Spotlight

### BICSI

Prior to the launch of a new credentialing strategy, BICSI reviewed our earner support materials and asked if they could customize the videos. Their team used our raw files to create versions that feature their own credentials and logos. Those files are now part of their marketing and support materials on their own site.



## Marketing/Event Updates

### Tell us your story

Our team is collecting good “stories” about credentialing to be used in our onboarding efforts or as a customer-facing podcast. Often as new organizations come to the platform, they find stories of how others use the platform to be inspiring, if not instructive. If you are interested in lending your voice to our efforts, please let us know by emailing us at [\[email protected\]](#).

As always, if there are any questions about the contents of this newsletter please reach out to your assigned CSM or contact us at [\[email protected\]](#).

Have an amazing day!  
Your Credly CSM Team



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