



December 8, 2020

Dear Peer Professionals,

Our world looks very different than it did a year ago. The global pandemic has forced us all to rethink how we do business. The need to streamline our application process has become our first priority. As a result, we are excited to announce NYCB's transition to Certemy this month (December 2020). Certemy is software built specifically for certification boards that will allow candidates to complete their entire application/renewal process online from signatures to payments.

Certemy will allow you to do the following:

- Complete your application or renewal online, using any phone or computer.
- Set up a password protected account, so you can manage your application process anytime, from anywhere, on any of your digital devices.
- Upload any requested documents (training completion certificates and/or a copy of your high school diploma or equivalent) directly into a "digital wallet".
- Invite your supervisor/program manager to electronically complete a role experience form (for CRPA and CRPA Upgrade applicants only)
- Submit payment using a credit card or upload proof of a check/money order payment.
- Know exactly what is needed to complete the application process. If a step is left incomplete, you will receive email reminders that keep you on time and on task, so you never forget something.
- Receive email alerts when we have reviewed and approved your submissions.
- Print your certificate immediately, once your application has been approved by the Board. This is for CARC and CRPA-P candidates only. CRPA candidates will be pre-registered to take the exam and sent instructions on how to schedule their exam.
- Review and retrieve your documentation from your "digital wallet" at any time.
- Receive automatic emails when your certification is close to its expiration date to ensure you have completed the continuing education requirements and don't miss any deadlines.

The new system may take some time to get used to, but we're convinced that applicants will find it easy and convenient. As always, the NYCB team (Cathie Gifford, Ruth Riddick and myself) are always here to help and to answer any questions about certification. We will also have technical support from Certemy if necessary to solve any problems regarding your account.

Please watch out for more information in the coming weeks.

Have a happy and safe holiday season.

A handwritten signature in black ink, appearing to read 'Elisabeth Kranson', with a stylized flourish at the end.

Elisabeth Kranson
Director of Certification