Until new CRM is working, we will **change the order in proceeding the certification applications (starting from 7th July):**

1. National/Regional Coordinators will send Applications and Checklists to the e-mail address solely dedicated to the certification proceeding –

[**certification@isst-schemasociety.org**](mailto:certification@isst-schemasociety.org)

1. The office will automatically confirm the receipt of the applications to keep you in the loop (without any attachments). If you do not receive a confirmation about your application within 1 week, we encourage you to send us a request from your end showing us that our email to you has dropped out (or to apologize for a delay from our end).
2. The office checks if the formal requirements are fulfilled (membership status, completeness and correctness of forms filling etc.) in two weeks.
3. If any adjustments needed the office will inform the applicants or coordinators.
4. After that the ISST Certification Coordinator makes the final check and if all is correct approves the certification and instructs the office to issue a Certificate.
5. The process will be clear, transparent, better organized and as much as possible automated
6. We strongly recommend to avoid sending your application from a low-cost-account. If you have an additional email address this will probably work better. Another option is to adjust your account settings to make sure our emails get through.
7. The email address for the ISST Certification Coordinator is also changed -

[**certification.coordinator@isst-schemasociety.org**](mailto:certification.coordinator@isst-schemasociety.org)

(you received this letter from this address). You can use it for any inquiries regarding certification process except for sending Applications (they go to the address - [certification@isst-schemasociety.org](mailto:certification@isst-schemasociety.org))

 We hope this will improve the situation until our new system is operating.

  Paul Kasyanik, PhD

 ISST Certification Coordinator

 ISST Executive Board Member