



To our CCI community,

On May 1, 2025, we launched a new account portal designed to deliver more features, improved functionality, and a better experience for our applicants and credential holders. While this transition lays the foundation for long-term improvements, we are currently experiencing challenges that are affecting critical processes, most notably application processing and exam scheduling.

Historically, new applications were processed within 15 business days. Due to these challenges, application processing times have increased to 30-45 business days. This means applicants may experience longer wait times before they can schedule their exams.

While we cannot yet provide a specific resolution date, please know that our team is actively working to resolve these issues as quickly as possible. We remain committed to restoring full functionality and delivering a smooth, reliable service experience for all candidates and credential holders moving forward.

Thank you for your patience and your continued commitment to Wholehearted Validation.

We will continue to provide updates as we make progress.

Sincerely,

Cardiovascular Credentialing International

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