

ISA's New *Find an Arborist* Portal Frequently Asked Questions

What is the New Directory for Find an Arborist?

The new *Find an Arborist* portal is ISA's updated and mobile-friendly directory that allows the public, employers, and peers to find and verify ISA-credentialed professionals. It replaces the legacy *Verify a Credential* and *Find an Arborist* search tools.

By updating their profiles with accurate and up-to-date information, **especially with their location**, ISA credential holders increase their visibility, credibility, and discoverability. For data accuracy and privacy reasons, credential holders must enter their information in the system and may elect to remove their profiles from public view in the directory. No data from the old/legacy systems will be transferred over to the new system, credential holders must log in and update their profiles with their current information.

Visit the directory here: <https://certificates.directory.isa-arbor.com/>

What information can ISA credential holders add to their profiles?

ISA credential holders can personalize their profiles by adding:

- An avatar, logo, or profile picture
- A professional bio/description
- Their city, state, province, country
- Links to social media accounts (e.g., X, LinkedIn)
- Links to their business website or other relevant resources

How do credential holders set up their profile?

Credential holders can access the directory via their digital certificate page or wallet on Accredible, using the same email associated with their ISA account login. From there, they can view and download high-resolution certificates and badges, edit their profile, and manage visibility settings.

Accredible log in: v2.accounts.accreditable.com/login

Additional Resources:

- ISA Website (Digital Badges) - www.isa-arbor.com/Credentials/Digital-Badges
- ISA YouTube Video (Overview of Directory & Profile Set-Up) - <https://www.youtube.com/watch?v=zhOh5XOS0Ao>

Should I update my profile? Will I be able to change my profile in the future?

Yes! Completing your profile helps ensure your information is accurate and visible to the public and industry professionals. The new *Find an Arborist* portal is designed to give credential holders full control over their information. You can update your profile or adjust visibility settings at any time by logging into your account.

Is it possible to prioritize or highlight my profile listing in the new Find an Arborist portal?

In the directory ISA credential holders can be sorted in numerous ways, including alphabetically, by the most recent credential earned, most complete profile, etc. By default, the system prioritizes profiles that are more complete, which helps the public find the most informative profiles first. Completing your profile increases its visibility in search results.

What types of skills or services can I include?

The skills listed in your profile are tied directly to the ISA credentials you hold. You can also describe additional services, areas of expertise, and professional experience in your profile bio.

Why doesn't my updated information appear in the legacy "Find an Arborist" tool?

The legacy *Find an Arborist* tool is no longer being updated and is based on data frozen as of July 7, 2025. ISA is transitioning to the new *Find an Arborist* directory, which provides more accurate, current information and will soon replace the legacy tool.

Will my information from the legacy Find an Arborist tool transfer to the new Find an Arborist portal?

No. To protect your privacy and ensure data accuracy, information from the legacy *Find an Arborist* system is not migrated to the new portal. Credential holders must enter and manage their own information directly in the new platform. This approach ensures that all information is current, accurate, and controlled by the credential holder. The only information displayed automatically is credential status.

ISA strongly encourages all credential holders to complete their profiles so they can be found by the public and industry professionals in their service area.

Why don't credential holders show up in my area in the new Find an Arborist portal? How can I verify a credential if someone isn't listed?

Participation in the directory is voluntary and self-managed. If a credential holder has not added location information, they may not appear in geographic search results. You can still search by name or certification/recipient ID to verify credentials in the new *Find an Arborist* portal.

Still have questions?

We are here to help. If you have any questions, please reach out to us at +1.678.367.0981 or send us an email isa@isa-arbor.com