

## DIGITAL CREDENTIALS – FREQUENTLY ASKED QUESTIONS FOR DUKE OF ED USERS

### What is a digital credential?

A digital credential, or digital badge, is like an online certificate that shows what skills or knowledge someone has. It's easy to share and prove your achievements to others (such as potential employers or universities), via social media or a resume. Each badge usually includes information like the name of the person who earned it, the organisation that gave it, and what they did to get it. [Here is an example.](#)

### I received an email from Credly about a badge, what should I do next?

Congratulations on earning a digital credential! Follow the link in the email you received from [admin@credly.com](mailto:admin@credly.com) telling you about the credential. You'll be asked to create an account and confirm your email. After you create the account and log in, you can accept your badge!

### What is Credly?

Credly is a platform that helps people and organisations give out digital badges. They work with many trusted companies around the world to award badges to people like you. Credly uses special technology to create and manage these badges so that you can share and prove your skills online and these can't be easily copied by anyone else.

### What are the benefits of a digital badge?

Digital badges are a great way to show off your skills online. They're easy to share and are trusted by others because they can be verified. Potential employers, tertiary education providers, friends and family that you share a badge with can see exactly what you did to earn that badge and what skills and abilities you developed along the way.

### How will I know if I've earned a badge?

You will receive an email (from [admin@credly.com](mailto:admin@credly.com)) with instructions on how to claim your badge and how to set up your account.

### Where am I able to share this digital badge?

You can easily share your badge to anyone via email, embed the link in your resume, share via Seek, use in online application forms for tertiary education applications, or share to social media sites such as LinkedIn.

### How do I share my badge?

To share your badge, log in to your account on [www.credly.com](http://www.credly.com), select the badge you'd like to share and click the Green 'Share' button at the top of the page. You will be brought to the 'Share Badge' screen, where you can find different tabs directing you to connect your social media accounts and share your badge.

### I accidentally rejected my badge. How can I recover it?

Please get in touch with Credly support by [submitting a request](#) One of our representatives will resend the badge notification email for the rejected badge. The badge will then be available for you to accept and share again.

### Is there an app where I can manage and share my badges?

Yes, there is a Credly app available on either [App Store](#) or [Google Play](#). Download for easy access to manage and share badges.

### Who can see my badge/s?

It depends on the badge privacy settings you set on your Credly account.

- If your account is set to private - no one can see the badge.
- If your profile set to public and the search functions are turned off - only people who you share your badge with can see it.
- If the search functions are turned on - your profile is searchable by other Credly platform users for purposes of job searches to find people with certain skillsets.

### What if I only want people that I share the badge with to be able to see it?

You can change your privacy settings in Credly so that you control who sees your badge. The profile needs to be publicly visible in order to share the badges but the searchability of your profile can be turned off. This means only people that you share the badge with can see your profile and badges.

### Is there a fee to use Credly?

Using Credly is completely free for you.

### What stops someone else from stealing my badge?

Each badge is linked to verified data on Credly, making it more secure than a paper certificate. This link ensures that only you can claim it.

### Can I move badges from Credly to other platforms?

Yes! You can download your badge from Credly. It includes unique data that lets you upload it to other badge sites like the Badgr Backpack.

### Where do I go to get help or technical support?

Check out [support@credly.com](mailto:support@credly.com) for tutorials and answers to other questions you might have.