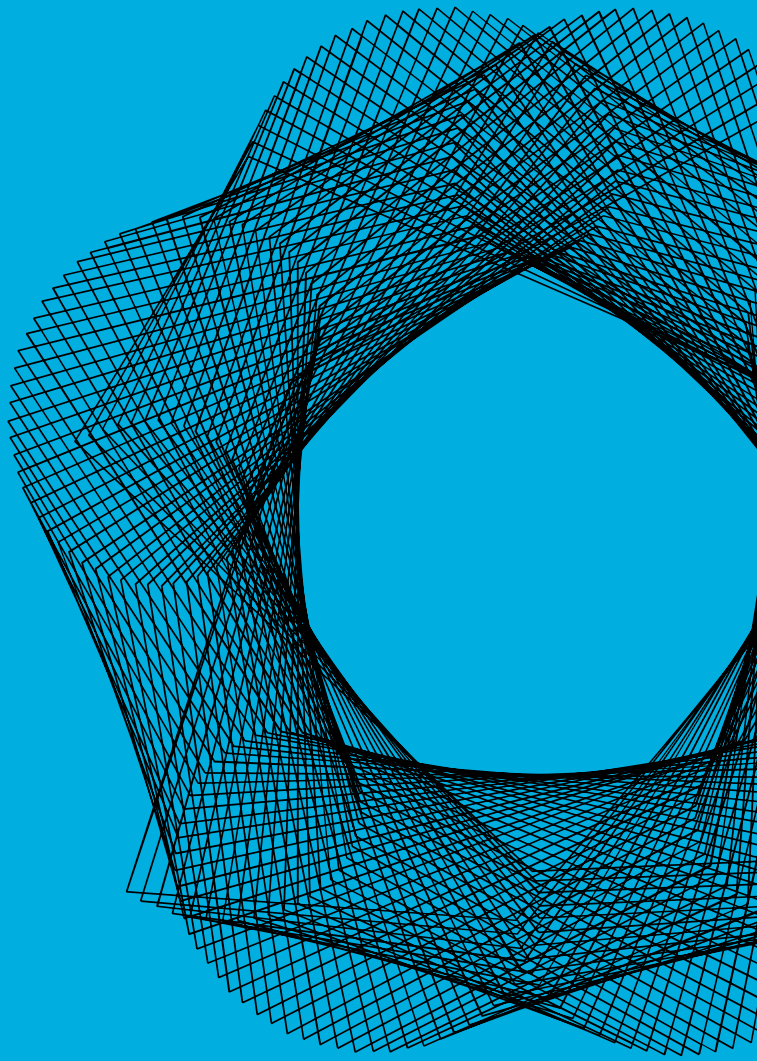


CREDENTIAL ALLIANCE

LEARNING
VAULT

FAQS



Contents

| | |
|---|-----------|
| GENERAL FAQ'S | 3 |
| ACCESSING YOUR CREDENTIALS | 5 |
| DIGITAL CREDENTIAL ISSUER FAQ'S | 8 |
| SHARING YOUR DIGITAL CREDENTIALS | 9 |
| WHAT ARE THE STEPS MY ORGANISATION CAN TAKE TO BEGIN OFFERING DIGITAL CREDENTIALS? | 16 |

General FAQ's

WHO IS LEARNING VAULT?

Learning Vault provides a comprehensive solution for the issuance and management of digital credentials. We develop resources and technologies that actively support education providers, governments and enterprises across the world in facilitating the acquisition, curation, and portability of knowledge-based achievements throughout an individual's lifetime.

WHY HAVE I RECEIVED AN EMAIL FROM LEARNING VAULT?

If you've received a digital credential, it means you've earned a course credential, certification, demonstrated skill or professional achievement in your field or industry from the issuing organisation.

Now you have your digital credential, you can now easily showcase your skills and accomplishments to potential employers or peers.

WHAT IS A DIGITAL CREDENTIAL?

A digital credential is a virtual, secure asset issued to validate an earned course credential, certification, demonstrated skill or professional achievement. It can be displayed on digital platforms such as social media profiles, resume, or personal websites to showcase your accomplishment to potential employers or peers.

By earning and using digital credentials, you can demonstrate your skills and achievements in a more portable and credible way, helping you stand out in competitive job markets.

WHAT ARE THE ADVANTAGES OF HAVING A DIGITAL CREDENTIAL?

Digital credentials can be shared easily across a variety of platforms, such as social media, personal websites, and professional networking sites. This makes it easier for you to showcase your skills and accomplishments to potential employers, colleagues, and peers.

As well as this, your digital credentials are stored in your digital backpack, meaning they can be accessed from anywhere with an internet connection. This makes it easy for you to access your achievements as you move from job to job or pursue new opportunities.

WHAT IS THE PROCESS FOR DETERMINING IF I HAVE EARNED A CREDENTIAL?

Upon earning a credential, you can expect to receive an email notification from Learning Vault (noreply@learningvault.io). This email will provide you with detailed instructions on how to claim your digital credential and set up your digital backpack.

DOES LEARNING VAULT REQUIRE PAYMENT FOR ITS USE?

No, there is no cost associated with using Learning Vault. Our service is provided to you completely free of charge.

WHAT MEASURES ARE IN PLACE TO PREVENT SOMEONE FROM DUPLICATING AND MISUSING MY DIGITAL CREDENTIAL?

Digital credentials are highly secure due to their unique link to data hosted by Learning Vault. This link to verified data eliminates the risk of anyone fraudulently claiming your credential or associated identity, making them a much more secure credential compared to paper-based certificates.

HOW DOES MY CERTIFICATION OR PARTICIPATION GET DISPLAYED AS A DIGITAL BADGE OR CREDENTIAL?

Learning Vault has collaborated with your badge issuer to convert the learning achievements you have demonstrated into a digital credential.

IF YOU HAVE ANY INQUIRIES REGARDING LEARNING VAULT OR YOUR DIGITAL CREDENTIAL, WHERE CAN YOU GO TO ACCESS SUPPORT?

At Learning Vault, we understand that earning a digital credential can be an important accomplishment, and we are committed to providing you with the support you need to make the most of your achievements.

By referring to our video library you can get a better understanding of the value of digital credentials and how they can be used to showcase your achievements.

If you have any questions or need further assistance with accessing, sharing, or displaying your credential, our customer service team is here to help. You can contact us through our website or via email at support@learningvault.com.au

Accessing your credentials

WHAT STEPS DO I HAVE TO TAKE TO ACCESS MY CREDENTIAL?

1. **Check your email:** You may have received an email notification with instructions on how to access your digital credential. Look for an email from noreply@learningvault.io which will contain a link to the digital credential platform and provide prompts to create an account. If this can't be located, please check your spam or junk folder before contacting us at support@learningvault.com.au
2. **Create an account:** If you don't have an account on the digital credential platform, you will need to create one. Follow the link provided in the email or by referring to the video links found on our [YouTube](#) channel to create an account.
3. **Log in:** Once you have created an account, log in to our digital credential platform using your credentials.
4. **Locate your credential on the platform.**
5. **Download or share your credential:** Depending on the platform you wish to share this to; you may be able to download a digital image of your credential or share it directly from the platform to social media or other digital channels.

NEED ASSISTANCE IN GETTING STARTED?

At Learning Vault, we understand that earning a digital credential can be an important accomplishment, and we are committed to providing you with the support you need to make the most of your achievements.

By referring to our video library you can get a better understanding of the value of digital credentials and how they can be used to showcase your achievements.

If you have any questions or need further assistance with accessing, sharing, or displaying your credential, our customer service team is here to help. You can contact us through our website or via email at support@learningvault.com.au

WHAT STEPS CAN I TAKE TO ENSURE THAT I RECEIVE THE EMAIL NOTIFICATION FOR MY DIGITAL CREDENTIAL?

To ensure that you receive your credential notification email and prevent it from being flagged as spam, consider adding noreply@learningvault.io as a Contact or Safe Sender in your email settings. The process for adding a new contact may vary depending on your email provider, so you should consult your email provider's instructions on how to do this.

If your email address is associated with a work network, you can also contact your network administrator and request that they whitelist the email address noreply@learningvault.io. This should help ensure that your credential notification email is delivered to your inbox.

ARE YOU HAVING TROUBLE RECEIVING AN EMAIL TO RESET YOUR PASSWORD?

There could be a few reasons why you haven't received a password reset email. One possibility is that the email has been sent to your spam or junk folder, or it may have been blocked by a network firewall. Another possibility is that you are trying to generate a password reset email for an email address that is not registered as your primary or confirmed secondary email address.

If you have checked your spam and junk folders and are still unable to locate the password reset email, please contact a member of the Learning Vault support team via email on support@learningvault.com.au

I HAVE MULTIPLE PROFILES, AM I ABLE TO MERGE THESE?

To effectively consolidate all your credentials in one place, it is recommended that you ensure all of your credentials are linked to the same email address.

I HAVE ACCESSED MY DIGITAL BACKPACK, BUT I CANNOT VIEW MY CREDENTIALS.

To resolve this issue, make sure that the email address you use to log in to learningvault.io is the same as the email address to which your digital credential delivery email was sent. If you log in with an email address that does not have any credentials associated with it, you will create a new digital backpack that does not contain any credentials.

Alternatively, if you have not received your credential, we recommend that you reach out to your credential issuer for assistance. They can either resend your credential or provide an update on the status of issuing your credential.

WHAT OCCURS WHEN MY CREDENTIALS REACH THEIR EXPIRATION DATE?

To effectively consolidate all your credentials in one place, it is recommended that you ensure all of your credentials are linked to the same email address.

CAN A POTENTIAL EMPLOYER OR RECIPIENT I HAVE SHARED MY DIGITAL CREDENTIAL WITH VERIFY IT?

Verifying the authenticity of a digital credential is essential to ensure that it is valid and not fraudulent. To verify a digital credential, you can follow these steps:

1. Click on the digital credential that was issued to you.
2. Click on the "*Verify Badge*" button.
3. This will open a verification page that confirms the validity of the badge information.

The information that is included in the verification page may vary, but it typically includes:

- Issued By (the organisation that issued the credential)
- Issued To (your name or the name of the person who earned the credential)
- Expires On (if applicable)
- Issued On (the date the credential was issued)

You can use this information to confirm the validity of the digital credential and ensure that it was issued by a reputable organisation.

WHERE CAN I GET ASSISTANCE WITH ANY INQUIRIES REGARDING MY DIGITAL BADGE?

If you have a question or concern regarding your digital badge, such as incorrect information or an issue with the image, you should reach out directly to the badge issuer. However, if you need assistance with your Learning Vault account, including accessing and downloading your digital credentials, you can contact support@learningvault.com.au.

WHAT ARE THE REQUIREMENTS WHEN BUILDING A GRAPHIC FOR A DIGITAL CREDENTIAL?

Using an appropriate size for your certificate background image is crucial in ensuring a high-quality certificate. If the image is too small, it may appear blurry or pixelated. Our recommended minimum size for the certificate background image is 600 x 600 pixels and it should be saved in either PNG or JPEG format.

HOW DO I LOGIN TO LEARNING VAULT AS AN ISSUER?

As an issuer of credentials with Learning Vault, you can log in to your account by visiting the learningvault.io website and entering the email address associated with your account. Once you have logged in, you will have access to your dashboard where you can create, publish, and issue your digital credentials to recipients.

Should you require additional support feel free to contact a member of our team on support@learningvault.com.au

GDPR & DATA PROCESSING INFORMATION AT LEARNING VAULT

At Learning Vault, we take data protection and GDPR compliance seriously. Here is some information about GDPR and data processing at Learning Vault:

Data Processing: We process personal data to provide our services to our customers, including issuers and earners of digital credentials. This includes data such as names, email addresses, and other contact information.

Data Protection: We take thorough steps to protect the personal data that we process, including implementing technical and organisational measures to ensure security and confidentiality.

Data Access: Our customers have access to the personal data of their learners and earners through the Learning Vault platform. We do not access or share personal data unless required to do so by law in the provision of our services.

GDPR Compliance: We comply with the requirements of the General Data Protection Regulation (GDPR) and other applicable data protection laws. This includes providing transparency and control over personal data, implementing appropriate technical and organisational measures, and reporting data breaches.

Data Retention: We retain personal data only for as long as necessary to provide our services or as required by law.

If you have any further questions or concerns about GDPR and data processing at Learning Vault, please do not hesitate to contact us.

Sharing your digital credentials

WHAT IS THE PROCESS FOR SHARING MY DIGITAL CREDENTIAL?

A significant advantage of digital credentials is their portability - you can easily share your achievements with friends, customers, and prospective employers.

To share your digital credential, you can make use of the unique URL associated with it. This URL can be shared through various online and social media channels and is the most effective means of sharing your credential with others.

HOW CAN I SHARE MY DIGITAL CREDENTIALS ON MY LINKEDIN FEED?

1. Log in to your learningvault.io account.
2. Navigate to your digital backpack and select the digital credential you want to share.
3. Click on the "**Share Badge**" button on the reverse side of the credential.
4. Choose the LinkedIn icon and log in to your LinkedIn account if prompted.
5. Select the option to share your digital credential as a post or send it as a private message to your LinkedIn connections.
6. Alternatively, select the "**View Badge**" option to access the webpage for your digital credential.
7. Click on the LinkedIn icon on the credential's webpage to share it in multiple ways.
8. Choose to share your digital credential as a post, send it as a private message, or both.
9. Finally, click on the "**Share URL**" button and copy the link to your digital credential's webpage.
10. Paste the link directly into the post section of your LinkedIn news feed.
11. Your digital credential is now shared on LinkedIn and visible to your professional network.

WATCH TUTORIAL 

HOW CAN I SHARE MY DIGITAL CREDENTIALS TO MY LINKEDIN PROFILE?

To add your digital credential to your LinkedIn profile, follow these steps:

1. Log in to your learningvault.io account.
3. Click on the flip badge arrow to see the reverse side of the credential.
4. Select the "**Share Badge**" button to reveal multiple ways to share your credential.
5. Copy the credential URL link.
6. Log in to your LinkedIn account.
7. Go to your personal profile page and check if you have a "**Licenses and Certifications**" section.
8. If you do not have the "**Licenses and Certifications**" section, click on "**Add Profile Section**" and select "**Licenses and Certifications**" option.
9. Fill out the name of the activity, the name of the organisation that issued the credential, the date when you were issued the credential, whether the credential expires or not, and the credential URL.
10. Click on the "**Save**" button.
11. Check that the credential has displayed correctly on your profile and click on the "**See Badge**" option to ensure that the link is working properly and will take your LinkedIn connections to the correct webpage.

That's it! You have successfully added your digital credential to your LinkedIn profile page.

WATCH TUTORIAL



CAN I SHARE MY DIGITAL CREDENTIALS TO FACEBOOK?

Yes, you can share your digital credentials on Facebook. Here are the steps to follow:

1. Log in to your learningvault.io account.
2. From the main page of your digital backpack, select the digital credential you want to share on Facebook.
3. Click on the flip badge arrow to see the reverse side of the credential.
4. Select the "**Share**" icon to view multiple ways to share your credential.
5. Select the Facebook icon and log in to your Facebook account.
6. Choose whether you want to share the credential to your newsfeed, story, or both.
7. Alternatively, select the "**View Badge**" option to see the webpage that your audience will see when sharing.
8. On this page, you can share your credential to over 100 social media platforms, including Facebook. Click on the Facebook icon and choose whether you want to share to your newsfeed, story, or both.
9. Another way to share your credential is by clicking the "**Share URL**" button and copying the link to your Facebook timeline's status bar.
10. Once you've selected your preferred sharing method, follow the prompts to share your credential on Facebook.

That's it! You should now be able to share your digital credential on Facebook.

WATCH TUTORIAL 

HOW TO DISPLAY YOUR DIGITAL CREDENTIAL IN YOUR EMAIL SIGNATURE

Yes, you can display your digital credentials in your email signature. Here's how to do it:

1. Log in to your learningvault.io account.
2. Select the digital credential you want to display in your email signature.
3. Click on the flip Badge arrow to see the reverse side of the credential.
4. Select the **"Share Badge"** button and choose the email icon.
5. Enter your email address and click on the **"Send"** button.
6. Check your email inbox for an email from LearningVault with the subject **"LearningVault Credential Email Signature."**
7. Follow the instructions in the email to copy the credential HTML code.
8. Open your email signature settings in your email client.
9. Paste the credential HTML code into your email signature.
10. Save your changes and send a test email to ensure that your credential is displaying correctly.

Following these steps will allow you to display your digital credential from LearningVault in your email signature.

WATCH TUTORIAL



HOW TO SHARE YOUR DIGITAL CREDENTIALS TO YOUR FACEBOOK WORKPLACE

Here are the steps to follow to share your digital credential from LearningVault to Facebook Workplace:

1. Log in to your LearningVault.io account using your credentials.
2. Select the digital credential you want to share on Facebook Workplace.
3. Click on the flip badge arrow to see the reverse side of the credential.
4. Select the **"Share"** button and copy the credential URL link.
5. Go to your Facebook Workplace page and click in the **"Write something"** section.
6. Choose where you want to share your credential (e.g., group or timeline).
7. Paste the credential URL link into the **"What are you working on"** section to share your credential with your work team.
8. Alternatively, you can select the **"View Badge"** option on the credential you want to share to get the credential URL link.
9. Copy the credential URL link and paste it directly into your status bar on your Facebook Workplace timeline.

By following these steps, you can easily share your digital credential from LearningVault to Facebook Workplace and showcase your achievements to your work team.

WATCH TUTORIAL 

HOW TO SHARE YOUR DIGITAL CREDENTIAL TO YOUR LINKTREE PROFILE

1. Log in to your LearningVault.io account.
2. Select the digital credential you want to share to your Linktree profile.
3. Click on the flip badge arrow to see the reverse side of the credential.
4. Select the **"Share"** button to copy the credential URL link.
5. Go to your Linktree profile and click on the **"Add New Link"** button.
6. Add the title of the credential and paste the credential URL into the URL section.
7. Click the **"Credential"** button to ensure that you have linked the correct credential.
8. Alternatively, select the **"View Badge"** option on the credential you want to share and click the **"Share URL"** button to get the credential URL link.
9. Copy the link and paste it as a new link on your Linktree profile.
10. Repeat the process for all your credentials and add them to your Linktree account.
11. Use your Linktree URL to share the collection of your credentials anywhere online.

By following these steps, you can seamlessly add your digital credentials from LearningVault to your Linktree profile and share your accomplishments with your audience.

WATCH TUTORIAL



HOW TO SHARE YOUR BADGE TO INSTAGRAM

Here are the steps to follow to share your digital credential from LearningVault to Facebook Workplace:

1. Log in to your LearningVault.io account from your mobile device.
2. Navigate to your digital badge and click on the "**Share Badge**" button.
3. Choose the Instagram icon and select "**Share on Instagram**".
4. Select the image you want to share on Instagram and click "**Next**".
5. Add a caption to your image and any desired hashtags, and then click "**Share**".
6. Alternatively, you can download an image of the badge by selecting the "**Download Badge**" option and then upload it to Instagram as a regular post or story.

To include a link to your digital credential in your Instagram profile, paste the credential URL into your profile bio or use a third-party service like Linktree to create a landing page with links to your credentials.

WATCH TUTORIAL



What are the steps my organisation can take to begin offering digital credentials?

HOW MUCH WILL IT COST MY ORGANISATION TO USE LEARNING VAULT IN SETTING UP OUR DIGITAL BADGING?

We offer various plans based on the number of credentials you aim to issue each year. To speak to one of our sales representatives click [here](#) (enter link to HubSpot lead form)

LEARNING VAULT

<https://www.learningvault.com.au>