

**LEARNING  
VAULT**

# Digital Credential Welcome Pack

For issuing organisations  
& recipients

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[www.learningvault.com](http://www.learningvault.com)

# LEARNING VAULT

Welcome to our digital credential help guide. This document will support you, as an issuing organisation or recipient, with the onboarding and management of our digital credentialing technology.

To introduce Learning Vault: Through industry-leading digital credentials, education content and talent pool technology, Learning Vault has created a tech-powered skills ecosystem connecting education to employment.

We make knowledge more accessible, portable and applicable through our three key product pillars - Education Vault, **Credential Vault** and Talent Vault. Let's explore Credential Vault!

## What are digital credentials?

Learning Vault's digital credentialing architecture, Credential Vault, allows organisations to issue **verifiable, machine-readable, digital assets** validating recipient's educational achievements across their lifelong learning journey.

Digital credentials, for accredited and non-accredited achievements, can be collected, managed, and shared via a personal, digital skills wallet, empowering the recipient in the talent marketplace.

The following document provides an overview of Learning Vault's digital credentialing platform via issuer and recipient guides. If further detail or clarification is required in any area, please contact Learning Vault directly at [info@learningvault.com](mailto:info@learningvault.com)

Now, let's get into the **mechanics**  
behind a digital credential!

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# **Issuing Organisation Onboarding Guide**

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# Integration via APIs and PATs

Our technology is completely interoperable, meaning it can integrate into any existing system through APIs (Application Programming Interface). APIs act as a 'socket', enabling seamless communication between applications. Our platform's headless architecture allows clients to integrate our entire digital credentialing platform within their desired user interface or existing system.

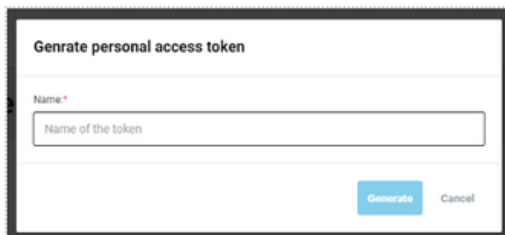
## Let's get started

To set up an API integration, you must first generate a Personal Access Token (PAT). A PAT acts as a secure alternative to passwords, a key facilitating seamless integration with various third-party services, providing access to Learning Vault's APIs, data repositories, and additional resources. It is imperative to safeguard your PATs with the utmost discretion!

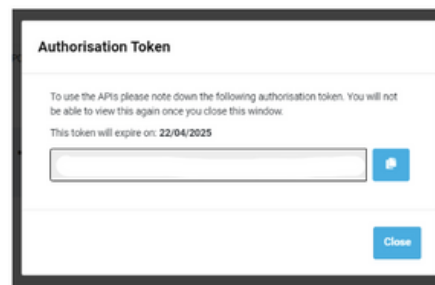
A PAT is connected to the administrator who generates it, so ensure that the individual from your organisation who generates the PAT will have consistent administrative access to the Learning Vault platform. Should your account be deactivated, the token will consequently be invalidated, severing the third-party system's access to Learning Vault.

To generate your PAT:

- You will need **Admin** access to your Learning Vault account
- Log in to learningvault.io
- Access the sidebar menu and expand Issuing Credentials
- Click on API
- Select 'Generate Personal Access Token'
- The below pop-up box will appear and you will be required to name the personal access token before generating it. Ensure you document the token before closing the window.



The screenshot shows a dialog box titled "Generate personal access token". It contains a text input field labeled "Name\*" with the placeholder text "Name of the token". Below the input field are two buttons: "Generate" and "Cancel".



The screenshot shows a dialog box titled "Authorisation Token". It contains a text input field with a copy icon to its right. Below the input field is a "Close" button. The dialog also displays the text: "To use the APIs please note down the following authorisation token. You will not be able to view this again once you close this window." and "This token will expire on: 22/04/2025".

- You will then need to return to the system that you are using and input the API into your system for integration.

# View and create users accounts

You have now successfully integrated our technology into your system. It's time to learn what it can do and how to work with it on a day-to-day basis. Let's start by setting up, viewing and managing users for your organisation.

- Log into learningvault.io
- If you initially see the 'Recipient' view of the platform, click on 'Recipient' in the top right-hand corner to switch to the 'Administrator' view.
- The 'Users' tab on the left-hand side of the screen will display names, emails, dates, and roles of individuals with administrative capabilities on the platform for your organisation.
- To create a new user, fill in their email address, first name, and last name. The username will automatically populate with the advisable email address.
- Choose the user's role from the available options
  - Administrator
  - Credential Creator
  - Credential Issuer
  - Credential Drafter
  - Recipient
  - View Only
- Click the 'Create User' button to complete the process.
- The new user will receive an email notification to activate their account and gain access to the platform.

# View and create sub-organisations

- Log into learningvault.io
- If you initially see the 'Recipient' view of the platform, click on 'Recipient' in the top right-hand corner to switch to the 'Administrator' view.
- Click on the 'Organisations' tab.
- Review the hierarchy of your organisation, including any sub-organisations that already exist.
- To add a new sub-organisation, click the 'Add Organisation' button by hovering on the relevant parent organisation.
- Type in the name and a description of the new sub-organisation.
- Select 'Save' to create the new sub-organisation.

# Create a digital credential with endorsements

- Log into learningvault.io
- If you initially see the 'Recipient' view of the platform, click on 'Recipient' in the top right-hand corner to switch to the 'Administrator' view.
- Click on the 'Preparing Credentials' dropdown select the 'Credential Issuers' tab, and click the 'Create Issuer' button in the top right corner.
- Type in the name of the issuer, select the organisation it should be associated with, type in the issuer's website, write a description, and upload a logo.
- To create an endorser, navigate to the 'Credential Endorsers' tab and follow the same steps as creating an issuer.
- After these details have been completed, go to the 'Graphics Library' tab on the left to see all of the credential graphics that already exist for your organisation. To upload a new graphic, select the 'Add Graphic' button in the top right-hand corner and upload your graphic.
- Use the credential creation template Word document (as provided during the onboarding process) to fill out all the details, get management approval, or make any changes before putting the details into the platform.
- Once your template is ready, navigate to 'Managing Credentials' and select the 'Create Credential' button in the top right-hand corner.
- Fill out the name, description, expiry, language, issuer, tags, and graphic fields. Select the criteria tab above and fill this out per your template.
- Move onto the 'Attributes' tab and add as many attributes as you like.
- Move onto the 'About' tab and write who has issued and endorsed this particular credential.
- Once all the sections are complete and you're happy with them, select 'Save Draft' to make changes later, or publish it as an immutable, verifiable credential.

# Issue a digital credential

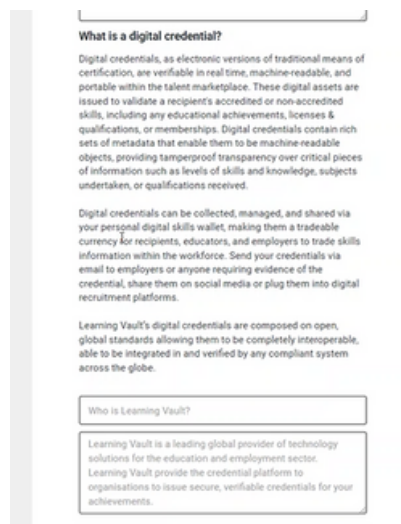
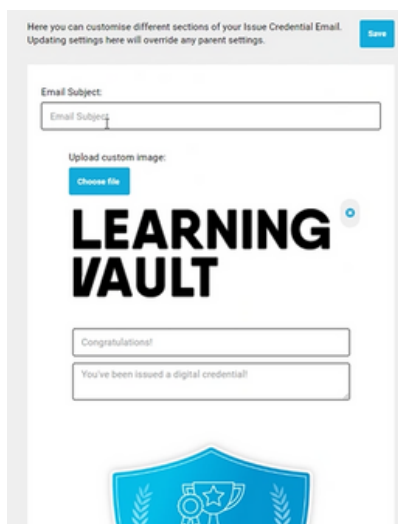
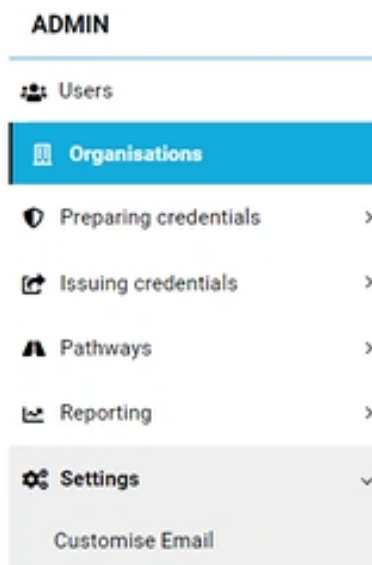
- Log into learningvault.io
- If you initially see the 'Recipient' view of the platform, click on 'Recipient' in the top right-hand corner to switch to the 'Administrator' view.
- Click on the 'Issuing Credentials' dropdown.
- Select the 'Add Individual Recipients' tab to manually issue credentials that you have previously created.
- Choose the credential you want to issue, and click 'Issue Credential'. Confirm the attributes and add the recipient's name and email address. Add any extra details like a testimonial or evidence (image, video, URL or PDF). Make sure to select "Save Recipient" before issuing the credential.
- Alternatively, use the 'Add Multiple Recipients' tab to upload multiple recipients using a CSV file. Choose the credential you want to issue, download the template and fill it out with the correct formatting (Column A should include 'First Name' and 'Last Name', Column B should include 'Email').
- Confirm the attributes, and upload the populated CSV file. Add any extra details like a testimonial or evidence before issuing the credential.
- For advanced recipients, use the 'API' tab to generate your own personal API key and integrate it with your system. Only the administrator should do this.

With these steps completed, you're now ready to issue digital credentials for your organisation.



# Customise the issuance email

- Log into learningvault.io
- If you initially see the 'Recipient' view of the platform, click on 'Recipient' in the top right-hand corner to switch to the 'Administrator' view. You need to be logged in as an 'Administrator' to access this feature!
- On your lefthand side click on the 'Settings' dropdown and then 'Customise Email'.
- Follow the prompts:
  - You can customise the subject
  - Upload a custom image
  - Customise text
  - Customise the description of your organisation as the issuing authority.

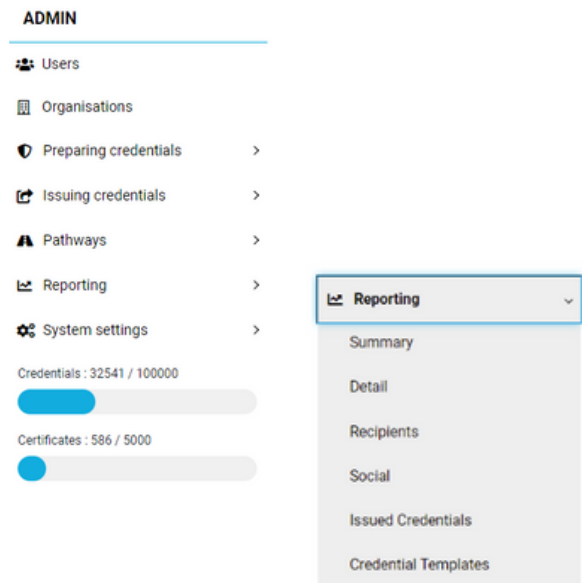


- Click 'Save'

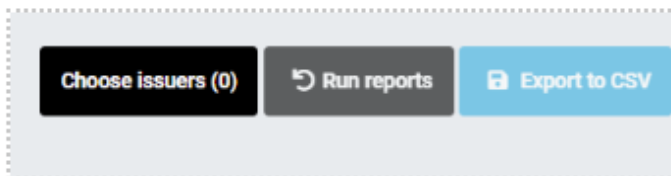
**Note! This customisation applies to your issuing organisation and all sub-organisations!**

# How to access data on credentials issued to date

- Log into learningvault.io
- If you initially see the 'Recipient' view of the platform, click on 'Recipient' in the top right-hand corner to switch to the 'Administrator' view.
- Refer to the sidebar of options and select the 'Reporting' dropdown.



- Select 'Issued Credentials'.
- You will have the option to select the organisation or issuers which you wish to pull data for.
- After selecting the relevant issuers, click on 'Run Reports'.



- Following this, a report will be generated that will provide you with a breakdown of all credentials issued to date.
- Please note that there will be an option to click 'Export to CSV.' By selecting this option you will have access to a format which allows you to edit, filter and share data.

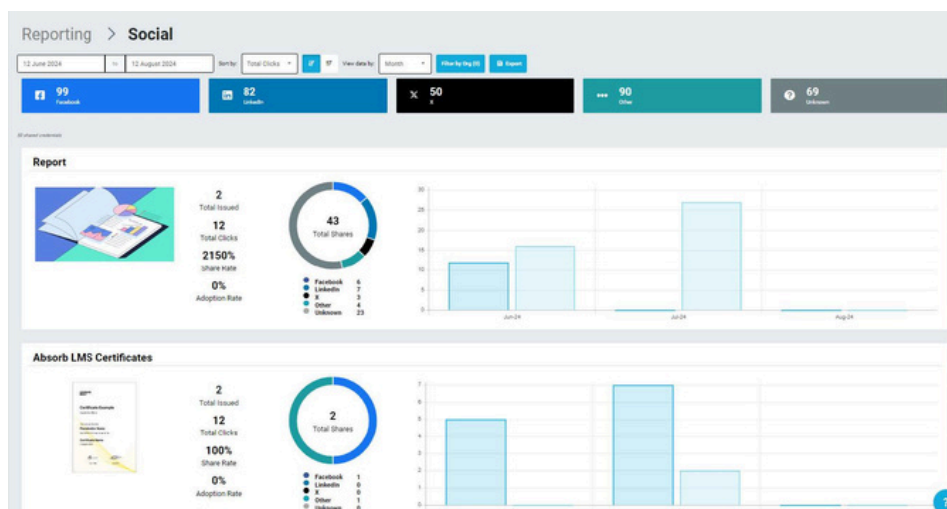
# How to access social media reports

Recipients can share their digital credentials across social media platforms, via URL with employers, recruiters and other persons, or integrate with their personal Apple and Google wallets. Each share acts as a brand awareness tool for the issuing organisation.

The following report will give insights into credential issuance data, shares, and more.

- Log into learningvault.io
- If you initially see the 'Recipient' view of the platform, click on 'Recipient' in the top right-hand corner to switch to the 'Administrator' view.
- Refer to the sidebar of options and select the 'Reporting' dropdown.
- Select 'Social'
- You will have the option to select the organisation or issuers which you wish to pull data for.
- After selecting the relevant filters such as date range, sorting category, e.g. 'clicks', etc. you will receive a full report on data around your recipient's engagement with their credentials.

*These reports can help you communicate your ROI based on brand awareness through shares.*



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# Recipient Guide

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# Receive and access your digital credential

Your organisation has partnered with Learning Vault, Australia's first globally compliant edtech provider of digital credentialing technology. This means that your organisation will now issue you digital, shareable assets validating your educational achievements, thereby replacing traditional means of certification in paper or PDF format which are easy to be tampered with and easy to lose.

This new way of recognising skills allows you to collect, manage and share your credentials in a verifiable, efficient, secure way, straight from your phone or computer.

## Let's get started

Check your email! You should have received an email notification with instructions on how to access your digital credential. Look for an email from [noreply@learningvault.com.au](mailto:noreply@learningvault.com.au) which will contain a link to the digital credential.

1. You can use and share your digital credentials straight from the email body, by clicking the LinkedIn, Apple Wallet or Google Wallet buttons.
2. Or you can access your personal, digital skills wallet - an online repository for you to collect, manage and share all digital credentials you will collect throughout your life.

## Access your personal, digital skills wallet

- Open the email you received from [noreply@learningvault.com.au](mailto:noreply@learningvault.com.au)

If you can't locate your email, please check your spam or junk folder before contacting us at [support@learningvault.com](mailto:support@learningvault.com). To avoid the confirmation email being blocked or sent to spam/junk folders, please add [noreply@learningvault.com.au](mailto:noreply@learningvault.com.au) to your contacts or safe list.

- Scroll down to the button 'Access Credential via Skills Wallet' which provides you with a free credential repository to store, curate and share your digital credentials.
- The 'Access Credential via Skills Wallet' link will provide prompts to create an account.  
**When creating your account, you must use the email address that you received your credential to have access to the issued credential.**

- **Log in:** Once you have created an account, log in to your digital skills wallet platform.
- Locate your credential on the platform and click on the 'Flip Credential' icon in the top right corner of the credential image.
- You can select to share directly from the flipped credential or you can click on 'View Credential' which will lead you to the so-called assertion page. This page provides an overview of your achievement including course overview, timeframe, marks, endorsements, etc.
- **We recommend that you add an additional personal email address to maintain continuity of access to your personal skills wallet.**
  - This can be done by logging into the skills wallet platform and clicking on the 'Settings' cog, located in the top right-hand corner. Select 'Contact Details' and add the details of your additional email addresses after clicking on '+Add email address'.
  - After you have completed this section, it is important that you click on the tile 'Save Settings'. This will ensure that all your changes have been saved and your account is up to date.

# How to use your digital skills wallet

The digital skills wallet is a user-friendly repository that allows recipients like yourself to collect, manage and share their digital credentials throughout their lifetime. You can collect any achievement, skill or licence, including university degrees, RTO certificates, qualifications, licenses, internships, upskilling courses, etc., and therefore build a coherent, verifiable profile of your unique skill set.

## Learn how to navigate your personal skills wallet:

- Log in to your account on [learningvault.io](https://learningvault.io).
- View the main page ('Credentials') of your personal skills wallet where you can see all the credentials that you have been issued and details about them.
- Use the various personalised options available to view or categorise your credentials, including the default graphic view, list view, detailed view, search and sort options, and collections feature ('Collections').
- Use the reverse side of each credential to add comments, view, download, share or remove your credential.
  - Click on the **'View Credential'** option to see the assertion page which includes all the details about the course you have completed and the page that your audience will see if you decide to share your achievement.
  - Use the **'Download Credential'** option to download a graphic of the credential that you have been issued along with its metadata.
  - Use the **'Share'** option to share your credentials anywhere online, on social media platforms, via email, to your personal Apple or Google wallet, or on digital recruitment platforms.
  - Use the **'Remove'** option to archive your credentials from your personal skills wallet. Archived credentials can always be recovered in the settings section of your skills wallet.
- You can update your password and profile details in the settings section, including adding a profile picture and multiple email addresses to access your personal skills wallet. Click 'Save Settings' to save any changes you make.

# Sharing your digital credential

As mentioned, you can share your credentials anywhere online, on social media platforms, via email, to your personal Apple or Google wallet, or on digital recruitment platforms. Any third party receiving your digital credential, e.g. an employer, can instantly verify it with the click of a button.

Let's delve deeper into the different sharing options.

## Share your digital credential to your LinkedIn Feed

- Log in to your learningvault.io account.
- Navigate to your skills wallet and select the digital credential you want to share. There are three ways to share your credentials to your LinkedIn feed:
  - Click on the 'Flip' icon and then on the 'Share Credential' button on the reverse side of the credential. Choose the LinkedIn icon and log in to your LinkedIn account if prompted. Select the option to share your digital credential as a post or send it as a private message to your LinkedIn connections.
  - Alternatively, select the 'View Credential' option to access the assertion page of your digital credential. Click on the LinkedIn icon on the credential's assertion page to share it in multiple ways. Again, choose to share your digital credential as a post, send it as a private message, or both.
  - Thirdly, you can click on the 'Share URL' button and copy the link to your digital credential's assertion page. Paste the link directly into the post section of your LinkedIn news feed.
- Your digital credential is now shared on LinkedIn and visible to your professional network.



## Share your digital credential to your LinkedIn Profile

- Follow the steps above until you view your digital credential assertion page. Click on the 'Share URL' button
- Log in to your LinkedIn account.
- Go to your personal profile page and check if you have a 'Licenses and Certifications' section.
- If you do not have the 'Licenses and Certifications' section, click on 'Add Profile Section' and select the 'Licenses and Certifications' option.
- 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.
- Paste the URL.
- Check that the credential is displayed correctly on your profile and click on the 'See Credential' option to ensure that the link is working properly and will take your LinkedIn connections to the credential assertion page.

## Share your digital credential to your Facebook profile

- Log in to your learningvault.io account.
- From the main page of your skills wallet, select the digital credential you want to share on Facebook.
- Click on the 'Flip' icon to see ways to interact with the credential.
- Select the 'Share' icon to view multiple ways to share your credentials.
- Choose whether you want to share the credentials to your newsfeed, story, or both.
- Alternatively, select the 'View Credential' option to see the assertion page that your audience will see accessing your credential.
- Another way to share your credentials is by clicking the 'Share URL' button and copying the link to your Facebook timeline's status bar.

## Share your digital credential to your Apple or Google wallet

- Log in to your learningvault.io account. Alternatively, you can share your digital credential directly from the email you received.
- Once logged in, select the digital credential you want to add to your mobile Apple or Google wallet.
- Click on the 'Flip' credential arrow to see ways to interact with the credential.
- Select the 'Share Credential' button and choose to share to either the Apple or Google wallet.
- For Google wallets, select 'Add' on the next screen to add a mobile pass to your Google wallet.
- For Apple wallets, select 'Add' from the top right. The pass should now be available in your Apple wallet.
- Each pass contains a QR code that can be used by someone wanting to validate your digital credential. Once they scan the QR code, they will be taken to the assertion page where they can choose to verify credentials instantly.
- Mobile wallet cards can also be flipped over and may contain additional information.


You can now access your digital credentials via your personal mobile wallet, being able to share and showcase your achievements straight from your phone.

## Download your credential in PDF format


- Log in to your learningvault.io account / access your digital skills wallet.
- Once you have logged in, navigate to the credential you wish to download and click on the image located in the top right hand corner of the selected credential. The following options will appear:



### Option 1:

- Select the download icon 
- This option will download your credential to your device.
- The downloaded credential will be accessible in your device's "Downloads" folder, where you can access, save, and share it as needed.

### Option 2:

- Select the share icon 
- Following this, select the download option from the menu that appears.



- The credential will be downloaded to your device.
- Similar to Option 1, it will be accessible in your device's "Downloads" folder for you to access, save, and share.

# Troubleshooting

## **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 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](mailto:support@learningvault.com)

## **I have multiple skills wallet profiles. Am I able to merge them?**

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 or any alternate email addresses are set up in the settings section of your skills wallet.

However, if you accidentally set up more than one profile, you can get in touch with [support@learningvault.com](mailto:support@learningvault.com), and the Learning Vault support team will assist.

## **I have accessed my digital skills wallet, but I cannot view my digital credentials.**

To resolve this issue, make sure that the email address you use to log in to your skills wallet 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 skills wallet that does not contain any credentials.

Alternatively, if you have not received your digital 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 happens if and when my digital credential expires?

If your digital credential is expired then the period of validity set by the issuing organisation or institution has passed. You may need to renew your certification. You should contact the issuing organisation if you don't think it should be expired.

## Can any third party I share my digital credential with verify it?

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

- Click on the digital credential that was issued to or shared with you.
- Click on the 'Verify Credential' button. This will open a verification page that confirms the validity of the credential information.
- Or scan the QR code of your credential in your personal mobile wallet. This will open up the credential assertion page where they can click on the 'Verify Credential' button.

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.

For more information get in touch with Learning Vault directly.

**Email:** [info@learningvault.com](mailto:info@learningvault.com)

**Phone:** 1300 662 443

