

Digital credentials

Getting started guide

Easily share your professional skills
with your network in a way that is
credible and validated.

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What are digital credentials?

Digital credentials are easy-to-share and fully verifiable online badges that enable you to instantly showcase your skills with your professional networks and potential employers at the click of a button.

Issued to you on successful completion of your programme or qualification, each badge acts as a digital certificate. It safely stores all the information about the knowledge, skills and behaviours that you demonstrated throughout your learning journey. Unlike a paper certificate, your credential will never go missing.

Using our digital credentials platform, you can quickly share your badge via social media channels such as LinkedIn, Facebook and X, as well as adding them to emails or embedding them into your own website or blogs.

Find out how to access your digital credentials, so you can proudly display your achievements anytime, anywhere.



Set yourself up to receive digital credentials

In order to receive your digital credentials, you will need to provide your personal email address.

- If you do not have an email address then you will need to create a new account
- Register for an email account with Outlook, Yahoo, Gmail or any other recognised web-mail email services
- Please use your name when creating an account so you can use it when applying for jobs
- Using anything other than your name is not professional and will hinder your job applications

Additional guidance for prison leavers

- Contact your Employment and Resettlement Worker with your email address
- The Employment and Resettlement Worker will notify the Education Administration Team.

Access your digital credentials

Once you've successfully completed your qualification or programme, you will be notified by email that you've been awarded your digital credential.

Open the email and select 'View your achievement' to go to our digital credentials platform. From here you can easily view and share your digital credential(s). You can also see the data that sits behind your digital credential, including the details of your achievement, the skills and knowledge you demonstrated, the criteria and when it was issued.

If you haven't received your email, we recommend checking your spam folder or contact us for further support at digitalsupport@cityandguilds.com.



Congratulations! Here is your **digital credential for Functional Skills in English at Level 2 - 4748-02**.

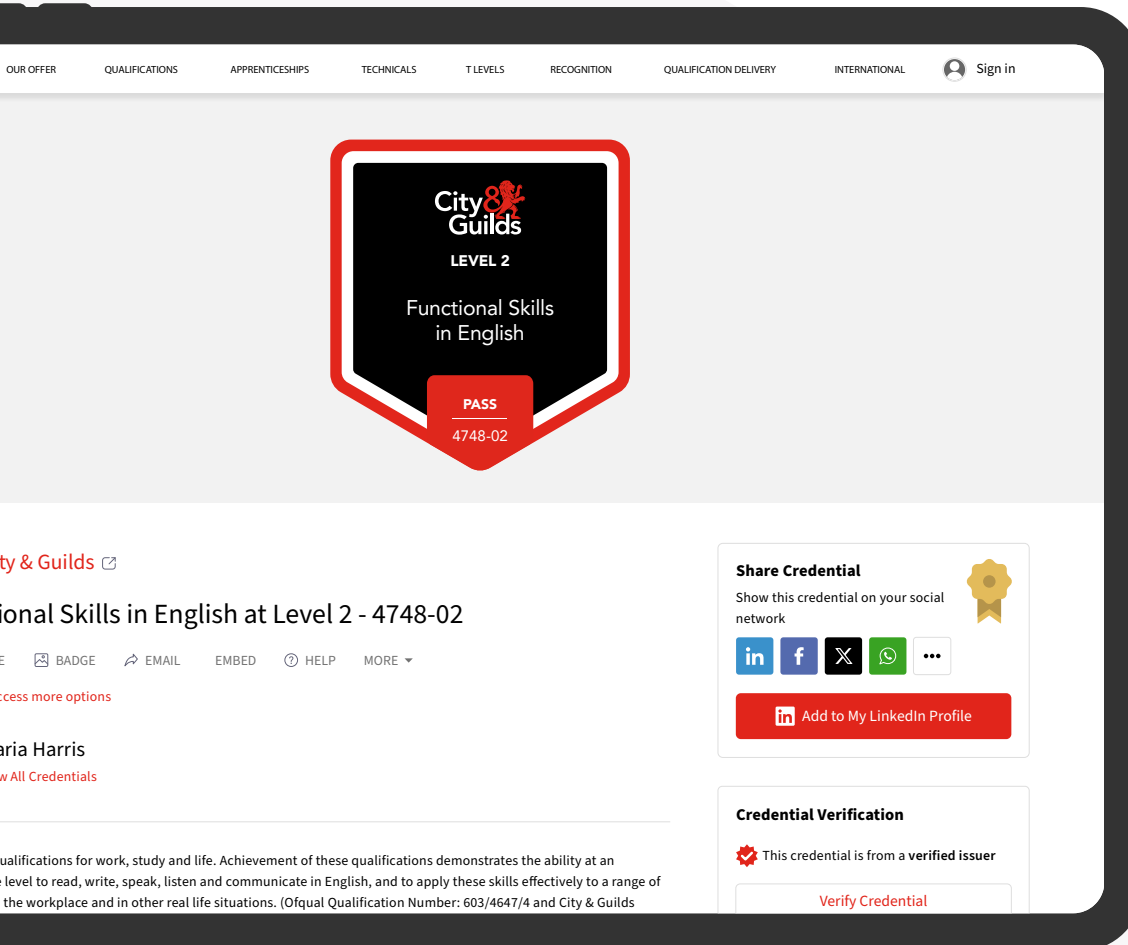
Congratulations on receiving your Functional Skills in English at Level 2 - 4748-02 digital credential from City & Guilds!

To get the most out of your digital credential, take these next steps:

- View your digital credential
- Share it on your LinkedIn feed
- Update your LinkedIn profile

Your digital credential is available at any time so that you can easily share the details of your achievement.

[View your credential](#)



Time to tell others

Share your digital credential to your social and professional networks using the Share Credential function.

Click on the button for the platform you want to share your digital credential, and follow the instructions.

If you get stuck, just go to the Support section to get some help.

Add to mobile phone digital wallet

With a mobile phone digital wallet, it's even easier to access and verify all your professional credentials.

Whether you're on-site, in the office, or sharing with peers; it can all be done straight from your mobile device.

Add your credential to the digital wallet on your mobile phone, in a few simple steps:

On your mobile phone, in the notification email that lets you know you have been awarded a digital credential:

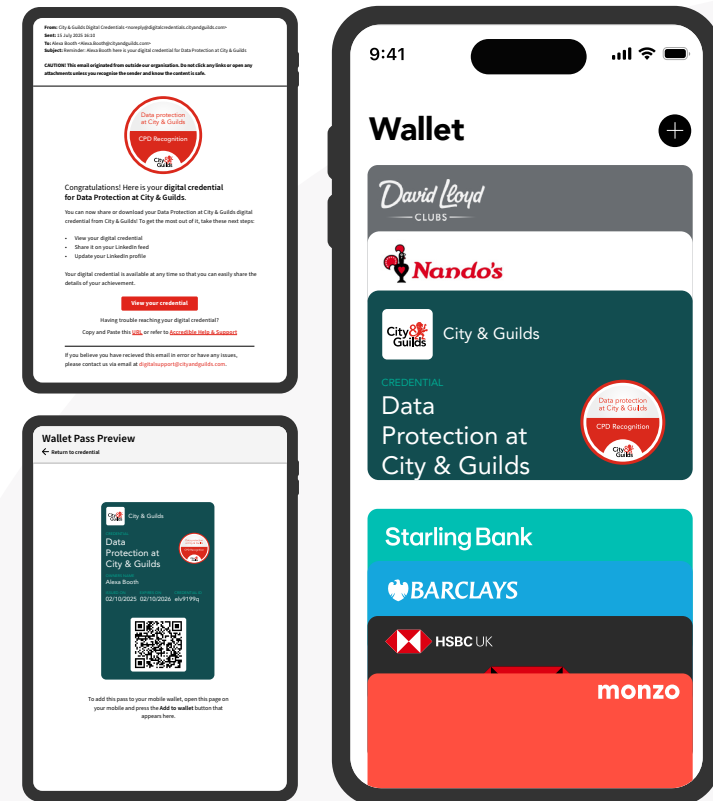
1. Click on the **'View your credential'** button in the email - it will take you to your credential on the Accredible platform

If on an Apple mobile phone:

2. Scroll to the **'Options'** menu and select **'Add to Mobile Wallet'**, or
3. View the preview, and confirm the addition of the credential to your mobile wallet

If on a Google or Android mobile phone:

2. Scroll to the **'Options'** menu and select **'Add to Mobile Wallet Preview'** or **'Add to Google Wallet'**
3. Click on the wallet icon (fix or ignore any error messages)
4. Select 'Add' when prompted to 'Add loyalty card'

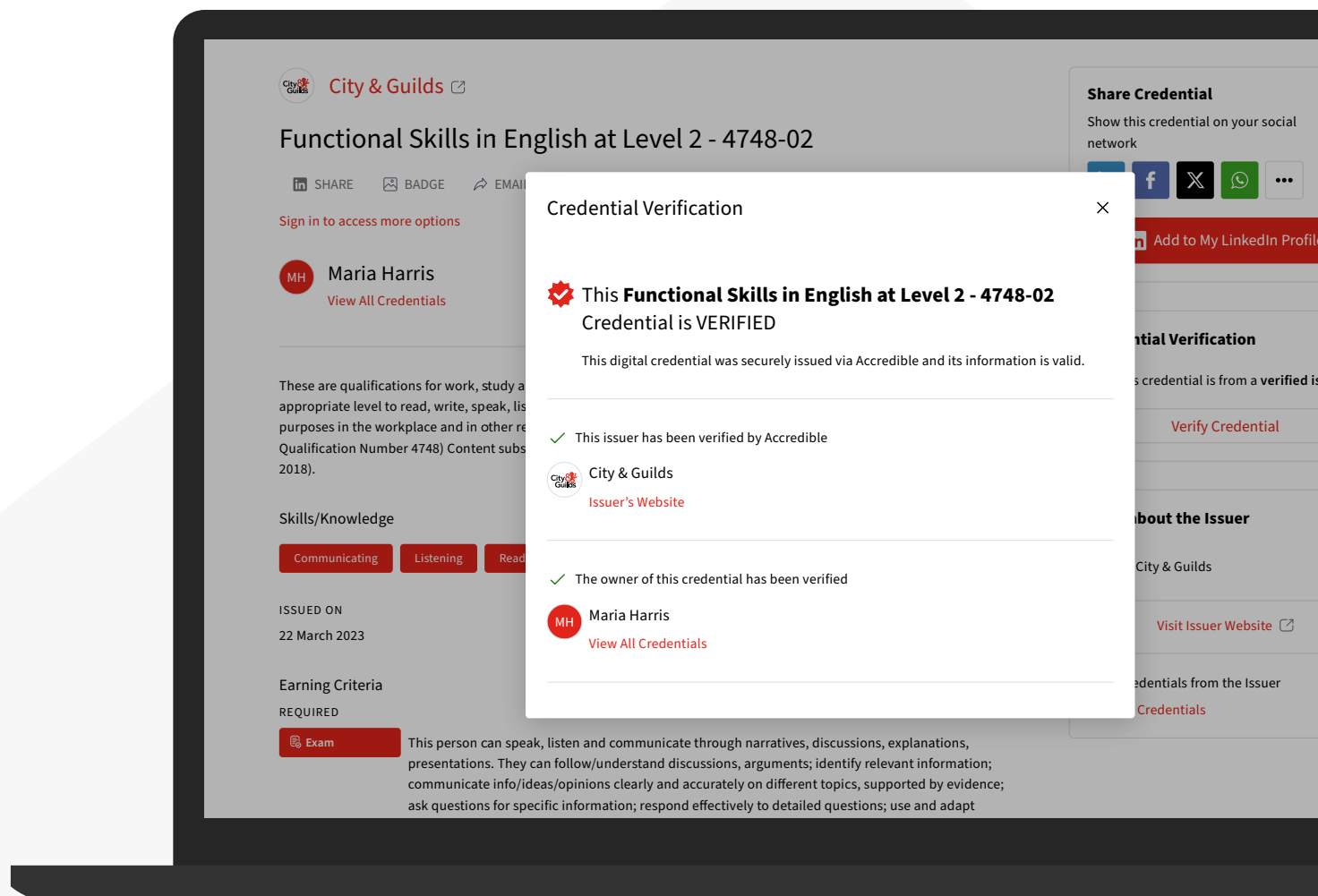


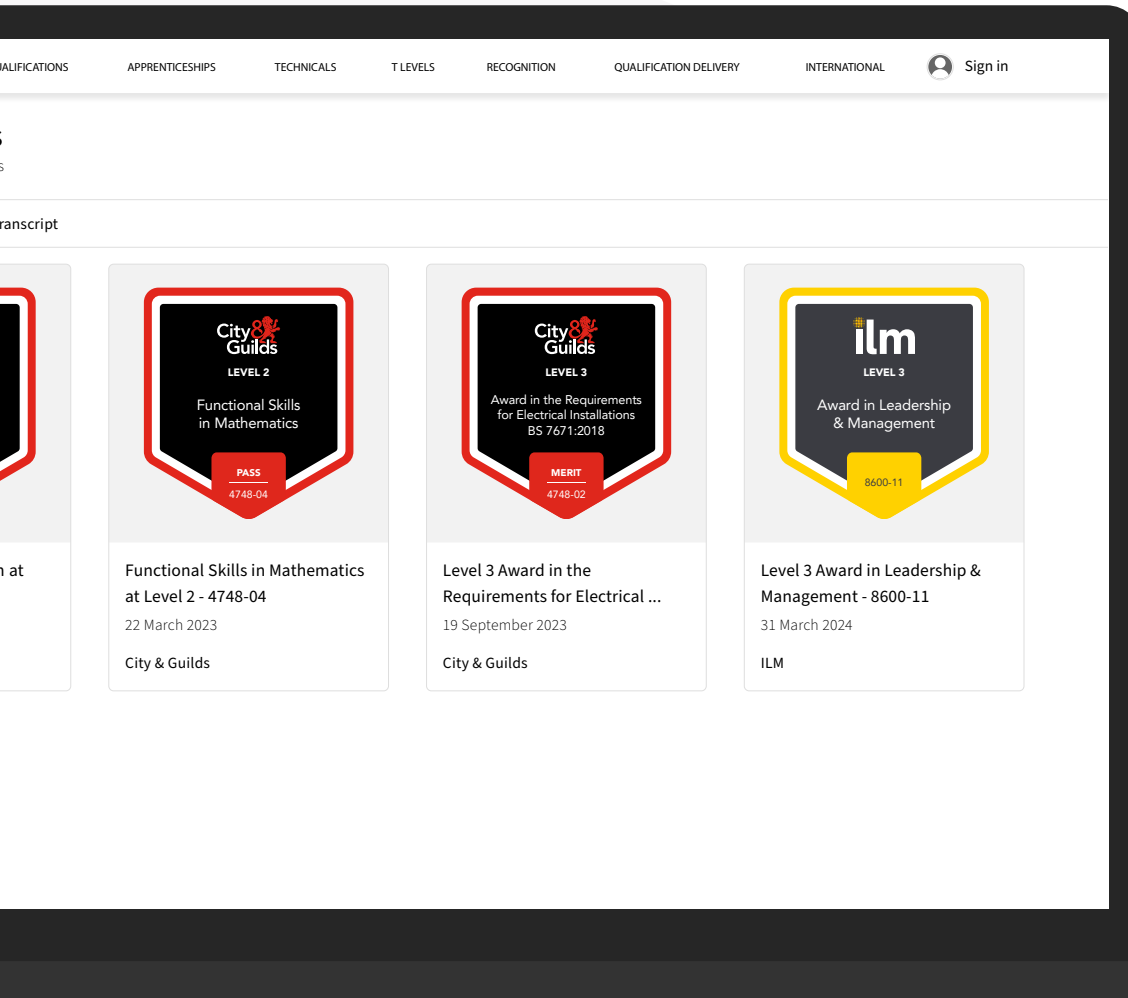
If you can't see 'Add to Mobile Wallet' / 'Add to Google Wallet' on your mobile phone, then follow these steps first:

1. Tap the three lines in the top right corner of the screen and select **'Sign In'** to go to the Accredible login page.
2. On the Accredible login screen, click **'Forgot Password'**.
3. Follow the steps to reset your password which will allow you to finish setting up your account.
4. Once your account is set up you will be able to access all features, including adding your credential to your mobile wallet.

Verifying your digital credential

Digital credentials allow you to recognise and communicate all skills in a single consistent way, one that is portable, verifiable and secure.





My credentials

If you have received more than one digital credential, you can view them all in your wallet by clicking 'View All Credentials'.

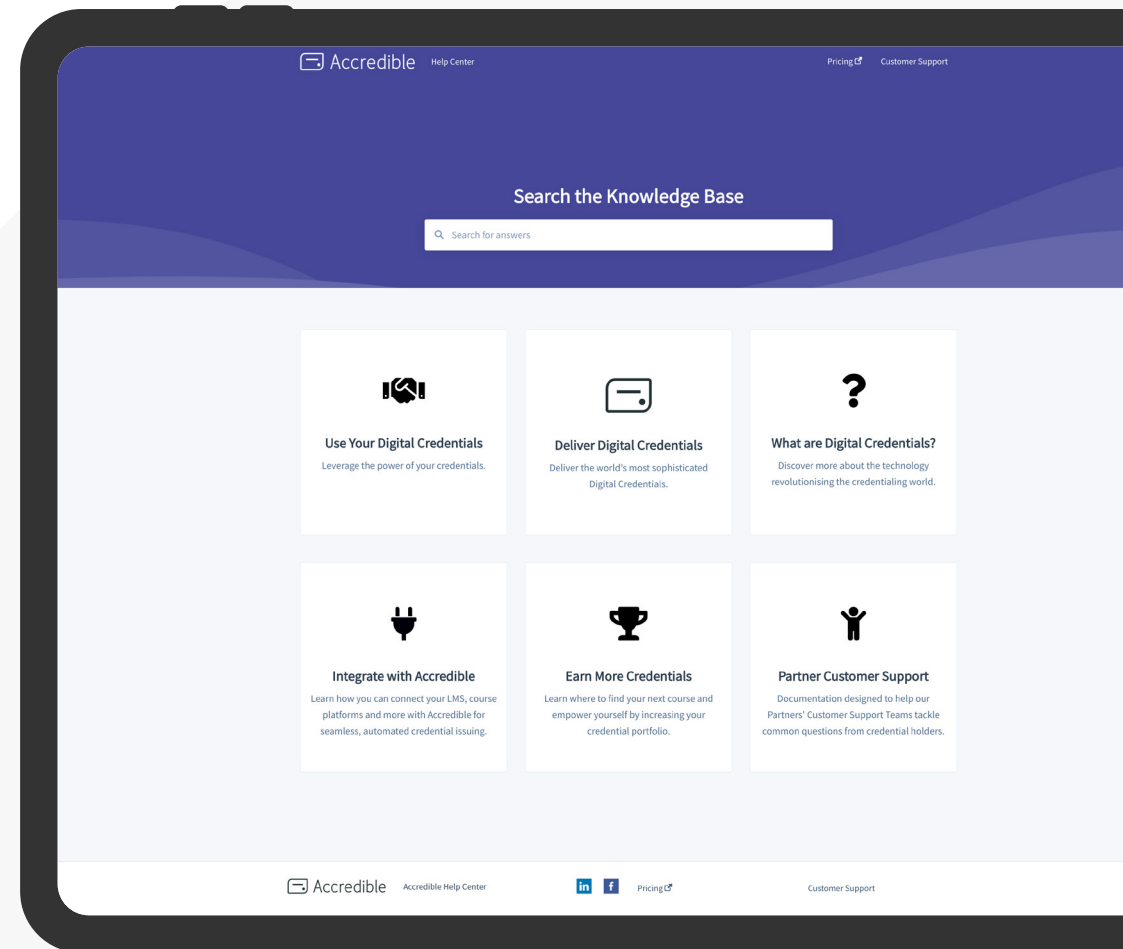
From here, you can click on the digital credential thumbnails to see the details of each digital credential, including the issuer, issue date and metadata as well as sharing options.

Help and support

Contact us by email or access the online help resources in the Knowledge Base.

Got a question? You can most likely find the answer you're looking for in the Knowledge Base, just select the link to access it. Look at the lists of step-by-step guides and videos to find what you need. Or, use the Search function to find it.

Can't find the answer you need? Just email us at: digitalsupport@cityandguilds.com





About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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