

About Digital Credentials

What is a digital credential?

- A digital credential is an online version of a traditional certificate or credential.
- It provides verified proof of your skills, knowledge, or achievement and can be easily viewed, shared, and verified online.

Why have you moved to digital credentials?

- Digital credentials provide a secure and verifiable way to showcase your achievements.
- They can be easily shared with employers, colleagues, and professional networks, making it simpler to demonstrate your skills and expertise.

How do I get my digital credential?

- Once you earn a credential, you will receive an email with a link and instructions for accessing, managing, and sharing it.

Where are they stored?

- Your credentials are securely stored in the cloud and can be accessed anytime through your credential account.

Are they secure?

- Yes. Digital credentials are issued directly by Sage and are protected through a secure platform.
- You control who can view them and whether you choose to share them.

How does someone verify my credential?

- Anyone who receives your credential can use the verification link included with it.
- The platform will confirm that the credential is valid and provide details such as the date it was awarded and the skills or achievements it represents.

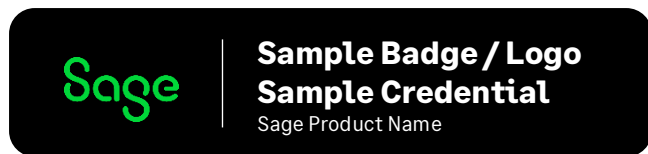
My Credentials

How can I share my credential?

- You control how and when your credentials are shared through your credential dashboard.
- For step-by-step instructions, visit [How to Share Your Credential](#).
- You can also save your credential wallet as a browser favorite and share your wallet link directly with others.

How do I add my credential to my email signature or website?

- You can use the embed link available from your credential page after signing in.
- We recommend using one primary badge or credential image that links to your full credential wallet to keep your email signature clean and professional.
- For detailed instructions, visit [Embedding Credentials](#).



Example: Use your primary credential badge or logo and link the image to your credential wallet.

What is displayed in my credential wallet?

- Your credential wallet displays all credentials issued to you by Sage. For each credential, you can view:
 - The credential image
 - Issue and expiry dates (where applicable)
 - Associated skills and competencies
 - Any supporting evidence you have uploaded

Can I display the skills I was certified in?

- Yes. Each credential includes the skills and competencies it represents.
- You can also add supporting evidence to showcase your experience and achievements.
- To learn how to add evidence, visit [Add Evidence to Your Credential](#).

How will my credential be issued?

- You will receive an email from **credentials@credentials.sage.com** with instructions on how to view and accept your credential.
- Once accepted, you can create an account to manage and share your credentials.

What happens when it is time to renew my credential?

- If your credential has renewal requirements, you will receive notifications and reminders throughout the year.
- To ensure you receive these updates, add **credentials@credentials.sage.com** to your safe sender list.
- All credential-related notifications will come from this email address.

What happens if I leave my employer?

- Your credentials belong to you and remain valid even if you leave your employer.
- If you need to update the email address associated with your credential, use the Contact Issuer option found under More on your credential page.
- For details, visit [Update Your Credential Email Address](#).

What happens if my credential expires?

- Expired credentials are not deleted.
- They remain visible in your credential wallet and to anyone with whom you have shared them.
- The credential will be clearly marked as expired until it is renewed by Sage.

Why does my credential show as unverified?

- Credentials issued through other platforms and added to your wallet cannot be verified through Accredible.
- You can add supporting evidence, including links and documentation, to provide additional context.

How do I add evidence?

- You can add evidence to any credential you have earned, such as work samples, project links, or supporting documents.
- For instructions, visit [Add Evidence to Your Credential](#).

I lost my credential email. How can I retrieve my credential?

- If you no longer have the original email, follow the instructions in [Credential Retrieval Instructions](#) to access your credentials.

Need more assistance?

Our team is here to help. For customer and partner inquiries, please contact us using the [contact form](#).