Sage Digital Credentials Frequently Asked Questions

About Digital Credentials

- **What is a digital credential?**
  - A digital credential is the digital equivalent of paper or 'static' credentials.   This Digital Credential is a fully interactive proof of qualification or competence.

- **Why have you moved to digital credentials?**
  - This enhancement to our program will provide a secure, verifiable, credential that could be shared across multiple audiences and platforms to showcase skills and expertise.

- **How do I get my digital credential?**
  - Your credentials will be sent as a link in an email, with instructions on how to access and share each credential.

- **Where are they stored?**
  - All credentials are stored in a secure environment in the cloud; you will be able to access them via a secure ID and login.

- **Are they secure?**
  - Yes, they are 100% secure; they are only issued by Sage, and you choose how these are shared or if they remain private.

- **How does someone verify my credential?**
  - Easy! All they need to do is click on the link you provide, either by embedding it into your credential graphic or by sharing it with them. This will take them to the digital platform, where confirmation will be given that the credential was awarded, when it was awarded and what skills this credential links to.

My Credentials

- **How can I share my credential?**
  - You control how and when you credential is shared via your dashboard, for full instructions, click here.
  - Save your wallet as a favorite in your browser and share your wallet link instead.

- **How do I embed my credentials into my email signature or a webpage?**
  - Use the embed link from your credential, signed-in view.
  - We recommend only using a primary image, then linking to your full wallet, in order to keep your email signature clean.
  - More Information: Embedding credentials
  - Example: Use your primary badge/logo, and link your wallet to the image, as in the example below.

- **What is displayed on my wallet?**
  - Your credential wallet will show all the credentials you have been awarded from Sage. Clicking on each credential will display the credential graphics, issuance, and expiry dates where applicable, and other details about your credential, including skills and evidence if you choose to upload it.

- **Can I display the skills I was certified for?**
  - We will have skills for each credential, but you can also upload evidence to each of your credentials. To learn how, click here.

- **How will my credential be issued?**
  - You will receive an email from SageCredentials@Sage.com with instructions to accept and view your credential. You can then choose to create a login in order to share your credentials publicly.

- **What happens when it's time to renew my credential?**
  - You will receive communications throughout the year if there are requirements to renew your credential(s).Please add SageCredentials@Sage.com to your recognized senders list and keep an eye out for emails from this address as any updates or notifications to your badge or certification will be sent via this email address. We will only send you information related to your credentials.

- **What happens if I leave my employer?**
  - Credentials belong only to the person to whom they were issued. If you leave your employer, they are still valid. Please contact us through the "Contact Issuer" link, under "more" on your credential pages, and we will update your email address.

- **What happens if my credential expires?**
  - Your credential will not be deleted - we will maintain its record. It can still be viewed by you and other people you have shared it with, but it will appear to viewers with a message indicating that it has expired. If Sage renews your credential, the display will be updated.

- **Why does my credential say unverified?**
  - When you add outside credentials to your wallet, since they are issued by another platform, they are not verifiable through Accredible. You can always add evidence, including links, to your credential.

- **How do I add Evidence?**
  - Evidence can be added for each credential that you have achieved.   To learn how, click here.

- **I lost my email, how do I retrieve my credentials?**
  - https://help.accredible.com/retrieve-instructions