



## Digital Credential and Badge Program Frequently Asked Questions (FAQs)

February 2021

**QUESTION:** What is the difference between the digital credential and a badge?

**ANSWER:** It's common in the industry to refer to digital credentials and badges as only "badges". OneStream, however, differentiates the additional level of rigor involved to achieve a OneStream certified status and recognizes the accomplishment as a "digital credential". Digital Credentials are only earned by passing a OneStream Certification Exam. In the future, badges will be able to be earned for completing courses and labs within the OneStream Academy.

**QUESTION:** Can a digital credential or badge be added to an email signature and is it clickable?

**ANSWER:** Yes. While the process differs by email provider, you may find instructions for Gmail and Outlook [here](#).

**QUESTION:** Can multiple digital credentials and badges be added to an email signature?

**ANSWER:** Yes. Please refer to video [here](#).

**QUESTION:** Upon expiration, will a digital credential display as "expired" in a LinkedIn profile view?

**ANSWER:** No. Visually, expired digital credentials will be indicated by the date range (month/year to month/year) displayed beneath the digital credential name. Expired certifications will be reflected as such on Credly.

**QUESTION:** Are digital credentials shared to LinkedIn profiles and social media newsfeeds clickable to verify metadata?

**ANSWER:** Yes. Digital credentials are backed by metadata, which is viewable to anyone who clicks on the share.

**QUESTION:** How does a LinkedIn profile visually appear if a learner has multiple digital credentials, but for different products?

**ANSWER:** The digital credentials will appear as separate items on the profile within the Licenses and Certifications area on LinkedIn. They are distinguished by the name and date range. The digital credential will also be clickable to verify the associated metadata.



**QUESTION:** How does a badge appear when it is shared to a social media newsfeed?

**ANSWER:** The badge will display on a social media newsfeed as a clickable post back to the Credly platform to verify the metadata. The post contains the following information:

1. Image of the badge
2. Name of the badge
3. Customizable verbiage inviting people to “View my verified achievement on Credly”

**QUESTION:** On which social media platform newsfeeds will badges be able to be shared?

**ANSWER:** Credly currently has functionality with LinkedIn, Facebook, Twitter, WhatsApp, XING, and Zip Recruiter. Furthermore, badges can be shared directly via email and embedded on a personal blog or website.

**QUESTION:** What are the benefits of a digital credential or badge?

**ANSWER:** Representing your skills as a digital credential or badge gives you a way to share your abilities online in a way that is simple, trusted and can be easily verified in real time. Digital credentials and badges provide viewers concrete evidence of what you had to do to earn your credential and what you’re now capable of. Credly also offers labor market insights based on your skills.

**QUESTION:** Who is Credly?

**ANSWER:** Credly is a digital badge platform that works with credible organizations to provide digital credentials to individuals, worldwide.

**QUESTION:** How will I know if I’ve earned a digital credential or badge?

**ANSWER:** You will receive an email notification from Credly ([admin@credly.com](mailto:admin@credly.com)) with instructions for claiming your badge and creating your account.

**QUESTION:** What if I don’t want my digital credential or badge to be public?

**ANSWER:** You can easily configure your privacy settings in Credly. You’re in complete control of the information about yourself that is made public.

**QUESTION:** What’s to keep someone else from copying my digital credential or badge and using it?

**ANSWER:** While digital credentials and badges are simply digital image files, they are uniquely linked to data hosted and verified on the Credly platform. This link to verified data makes them more reliable and secure than a paper-based certificate. It also eliminates the possibility of anyone claiming your credential and your associated identity.



**QUESTION:** Where and how can I share my digital credential or badge through Credly?

**ANSWER:** You can share your digital credential or badge directly from the Credly platform to social media, over email, embed in a website, or add to your email signature. You can download your digital credential or badge and link it anywhere online. Watch this [video](#) by Credly for a tutorial on how to manage and share your digital credentials and badges.

**QUESTION:** Can I export digital credentials or badges issued through Credly to other badge storing platforms?

**ANSWER:** Yes. Your downloaded digital credential or badge contains Open Badge Infrastructure (OBI) compliant metadata embedded into the image. This allows you to store your badge on other OBI-compliant badge sites such as the Mozilla backpack.

**QUESTION:** Can I import digital credentials or badges issues from other platforms into Credly?

**ANSWER:** Not at this time.

**QUESTION:** I have a question about the Credly platform. Where can I find support?

**ANSWER:** You can access Credly's support center here: <https://support.youracclaim.com>. There are various articles and videos to assist with your inquiries and you may also submit a support ticket to receive help directly.

**QUESTION:** Will my Digital Credential and Badges expire?

**ANSWER:** Digital Credentials will expire after 2 years; they will still be visible in Credly but flagged as expired.

**QUESTION:** What happens if I do NOT claim my Digital Credential or Badge? Will it disappear?

**ANSWER:** No, they will not disappear, but they won't be shared until you accept the terms to claim and you share them. The first time a user logs into the Credly system, they will see any digital credentials or badges that they are qualified to claim and share.



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