

FAQ – Micro-credentials and Badges

Below are answers to frequently asked questions about micro-credentials and badges. If your question is not answered below, please contact Bianca.Kumar@du.edu or visit the [Credly Support Page](#).

Common FAQ Questions

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FAQ – Micro-credentials and Badges

Q: What is a digital/open badge?

A: Digital badges are the visual representation of having earned a micro-credential. Badges demonstrate that a student has obtained a certain level of mastery for a definable skillset or competency/ies.

Q: How does my certification get displayed as a badge?

A: The University of Denver has partnered with Credly's digital badge platform to translate the learning outcomes you have demonstrated into a badge. The technology Credly uses is based on the Open Badge Standards (OBI) maintained by IMS Global. This enables you to digitally manage, share, and verify your competencies.

Q: What are the benefits of a badge?

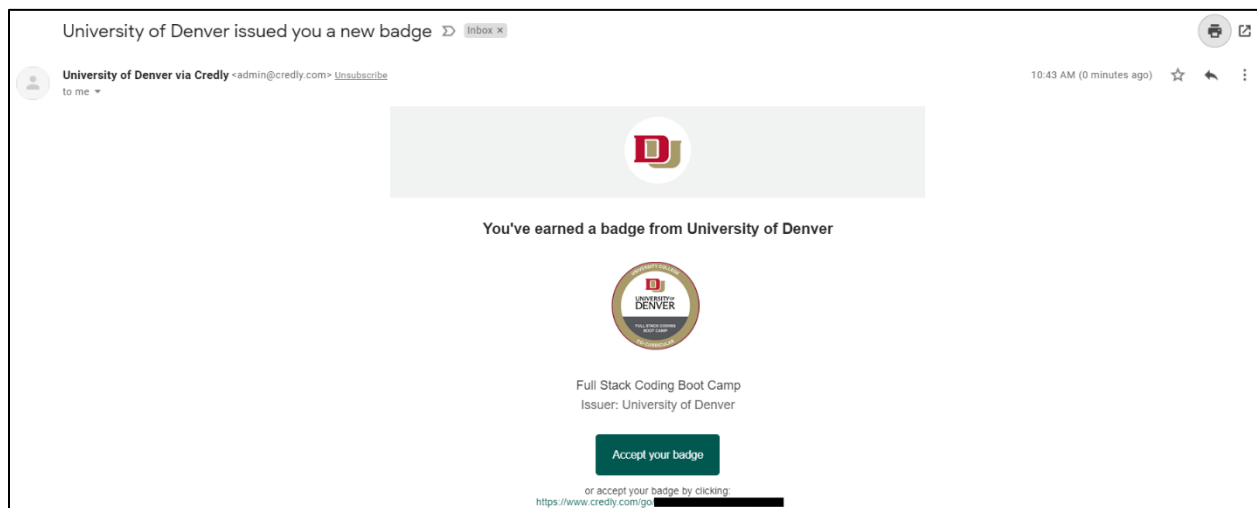
A: Representing your skills as a badge allows you to share your abilities online in a way that is simple, trusted, and can be easily verified in real time. Badges provide employers and peers concrete evidence of what you had to do to earn your micro-credential and what skills you are proficient in. Credly also offers labor market insights based on your skills. You can search and apply for job opportunities right through the Credly platform.

Q: Who is Credly?

A: Credly is a digital badge platform that works with organizations to provide digital credentials to individuals worldwide.

Q: How will I know if I have earned a badge?

A: You will receive an email notification from Credly (admin@credly.com) with instructions on how to claim your badge and set up your account. The email will look something like the picture below:



Q: How do I get started and accept my badge?

A: You will first receive an email from Credly stating you have earned a badge. From there, you need to create a Credly account with that same email address, confirm your email, and accept your badge. For more information, please read our **Tutorial on Accepting Your Badge** (available on the [Office of the Registrar webpage](#)), contact Bianca.Kumar@du.edu or visit [Credly's How Do I Get Started article](#).

FAQ – Micro-credentials and Badges

Q: What if I do not want my badge to be public?

A: You can easily configure your privacy settings in Credly. You are in complete control of what information about yourself is made public.

Q: Can I hide my name from appearing within my badge?

A: No, this is not an option. You can set a badge as public or private, but your name will still be attached to the badge’s metadata.

Q: Is there a fee to use Credly?

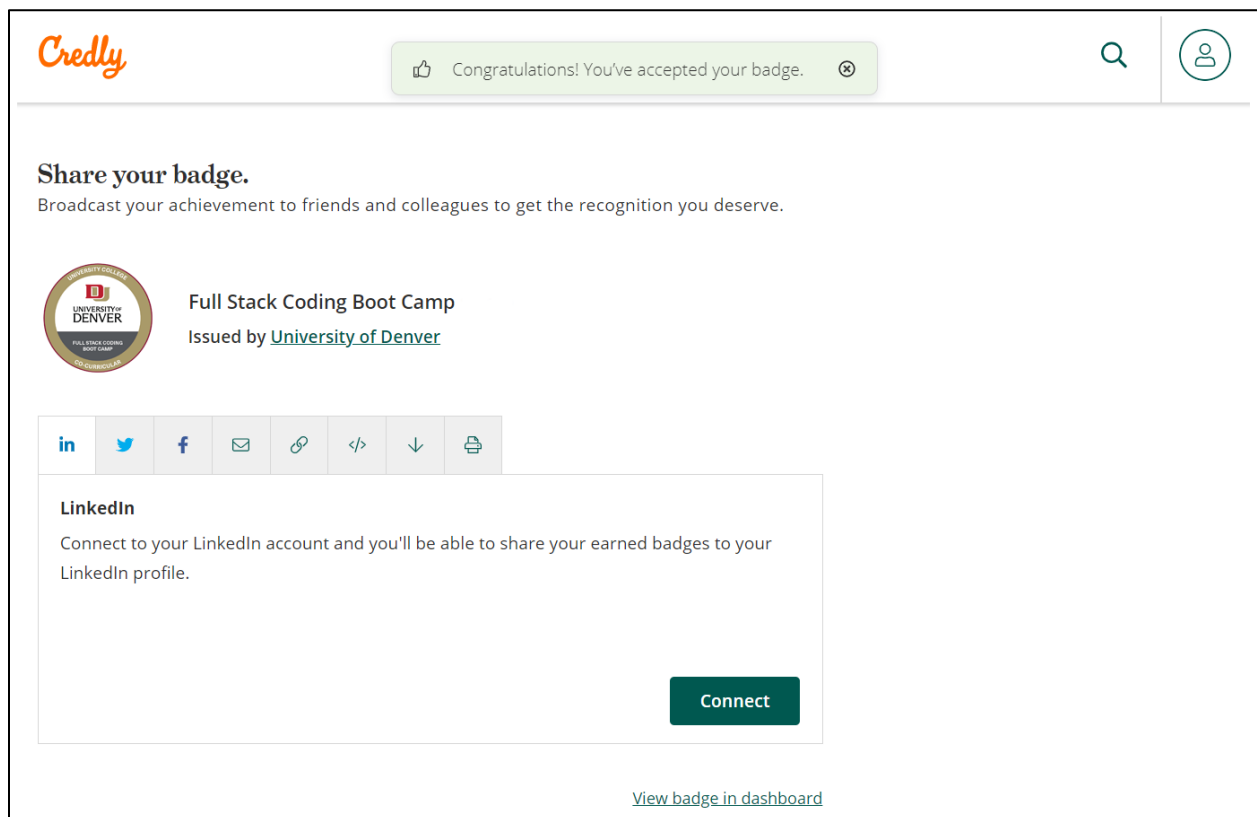
A: No. This is a service we provide to you, at no cost.

Q: What prevents someone else from copying my badge and using it?

A: While badges are simply digital image files, they are uniquely linked to data hosted 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.

Q: Where and how can I share my badge through Credly?

A: You can share your badge directly from the Credly platform to LinkedIn, Twitter, and Facebook; over email; embedding it in a website, or in your email signature. To share, navigate to your badge on the Credly platform, select **Share**, and then select how you want to share the badge. Please see the image below to see what the **Share** page looks like. **Please note: In order to embed a badge in a website, the badge must be public.** For more information, please visit [Credly’s Sharing to Social Media articles](#).



FAQ – Micro-credentials and Badges

Q: I want to share my badge on a platform that is not available on the Share screen, what do I do?

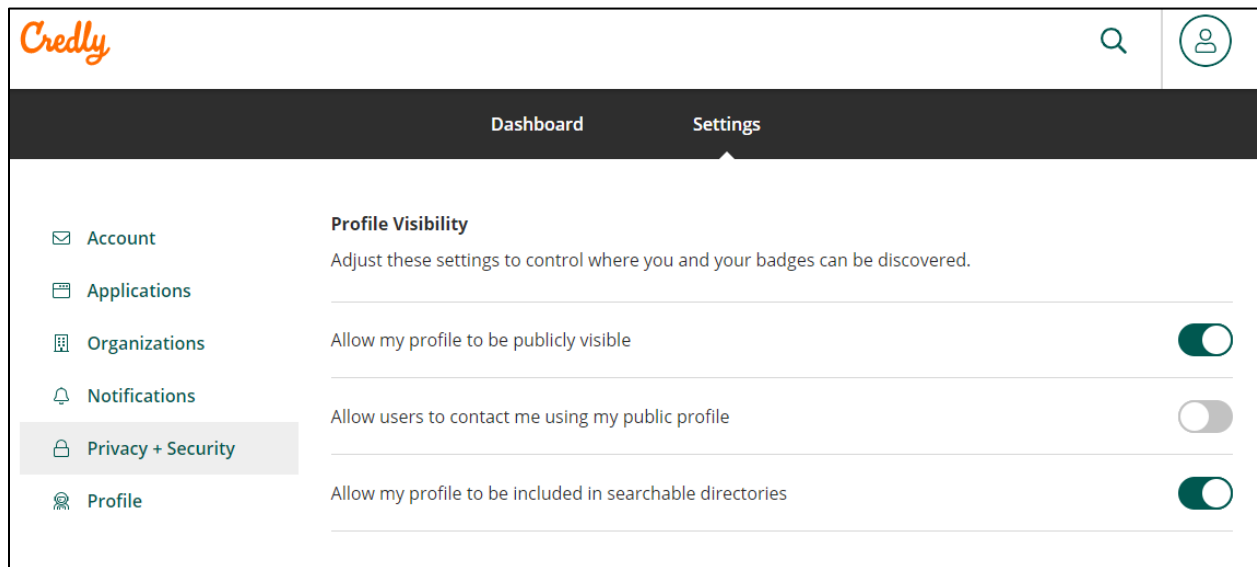
A: Please contact the Office of the Registrar if you would like to share your badge on a social media platform not listed on the Share screen. We can enable some platforms. For ones that are not Credly-compatible, you will need to embed or link to your badge on the social media platform.

Q: Can I share my badge profile?

A: Yes – on your profile, select the **Share my profile** link.

Q: Can I make my profile private?

A: Yes. Navigate to **Settings > Privacy + Security** to change your profile settings.



Q: What are labor market insights and how can I access them through Credly?

A: Labor market insights are pulled from live job requisitions. Based on your skills, you can learn which employers are hiring, what job titles you might be qualified for, salary ranges, and more. Search active job listings and even apply for them with just a few clicks through Credly. Access the labor market insights from your badge details page by clicking on **Related Jobs**, or by clicking on the skill tags assigned to your badge.

Q: Can I automatically accept badges?

A: Yes. Once you have created your Credly account, navigate to your profile, select **Settings > Organizations**, and enable the auto accept function for DU. You may have also been prompted to turn on auto accept when you accepted your first DU badge.

Q: I accidentally rejected my badge. How can I recover it?

A: [Please contact Credly support and submit a request](#). You will receive another badge notification email which sets the badge back into a pending state. From there, accept the badge from your dashboard.

FAQ – Micro-credentials and Badges

Q: Can I export badges issued through Credly to other badge-storing platforms?

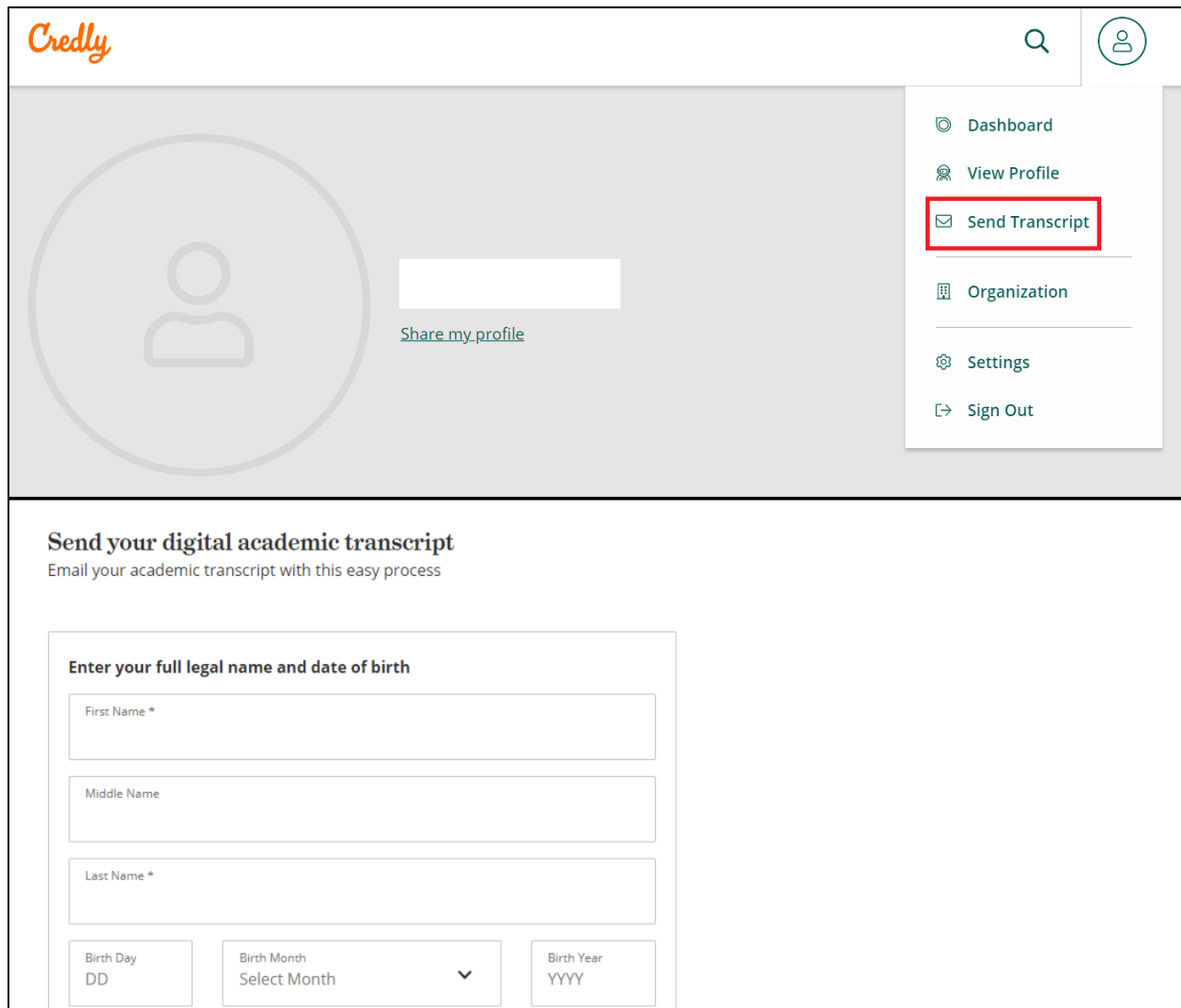
A: Yes, you can download your badge from the **Share Badge** page. Your downloaded badge contains Open Badge Infrastructure (OBI) compliant metadata embedded into the image. This allows you to store your badge on other OBI-compliant badge sites, such as Mozilla backpack.

Q: Can I import badges issued from other platforms into Credly?

A: Not currently.

Q: How can I send my micro-credential transcript?

A: Credly offers the ability to produce a consolidated, competency-based transcript. Transcripts include records of professional and academic credentials that can be easily shared digitally. You can now share your official transcript directly with registrars via Credly. You can send your transcript by accessing your Dashboard. From the dashboard, click the profile icon drop-down menu in the upper-right corner and select **Send Transcript**. Please make sure to fill out all the required fields on the Send Transcript page.



FAQ – Micro-credentials and Badges

Q: Can I download my badge?

A: Yes. On your Credly Dashboard, click your badge and then the **Share** button at the top of the page. You will then see all your badge sharing options. Select the **Download** icon to download an image of your image. You can then add a hyperlink to the image depending on where you share it.

Q: Can I print a certificate of my badge?

A: Yes. On your Credly Dashboard, click your badge and then the **Share** button at the top of the page. You will then see all your badge sharing options. Select the **Print** icon to download a PDF of your certificate.

Q: I am missing a badge, what should I do?

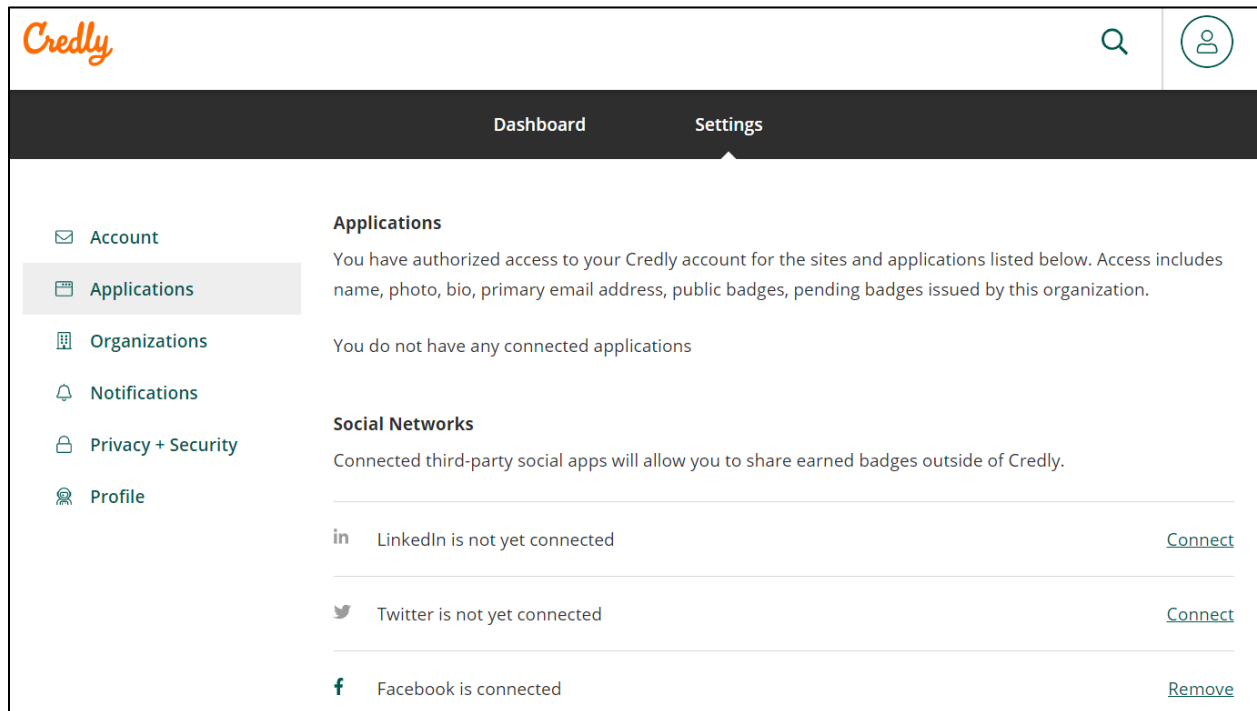
A: If you are expecting to receive a badge from DU and have yet to receive it, first make sure that badge was issued to the email address associated with your Credly account. If the badge is issued to another email address, you will need to add the secondary email address to your account. [Please see how to merge Credly accounts for instructions](#). If your account is registered with the correct email address and/or the secondary email address is added and confirmed, please reach out to Office of the Registrar (contact: Bianca.Kumar@du.edu) for assistance.

Q: My badge is showing as expired, what should I do?

A: If your earned badge is showing as expired, but you have already re-certified with DU, please reach out the DU department who issued you the badge. We can update your badge accordingly.

Q: How do I add or remove social accounts?

A: In order to authorize platforms such as LinkedIn, Facebook, and Twitter, you need to add authorization for Credly. Navigate to your Credly Profile, select **Settings > Applications > Connect** to authorize an app to share your badge. To revoke authorization, select **Remove**.

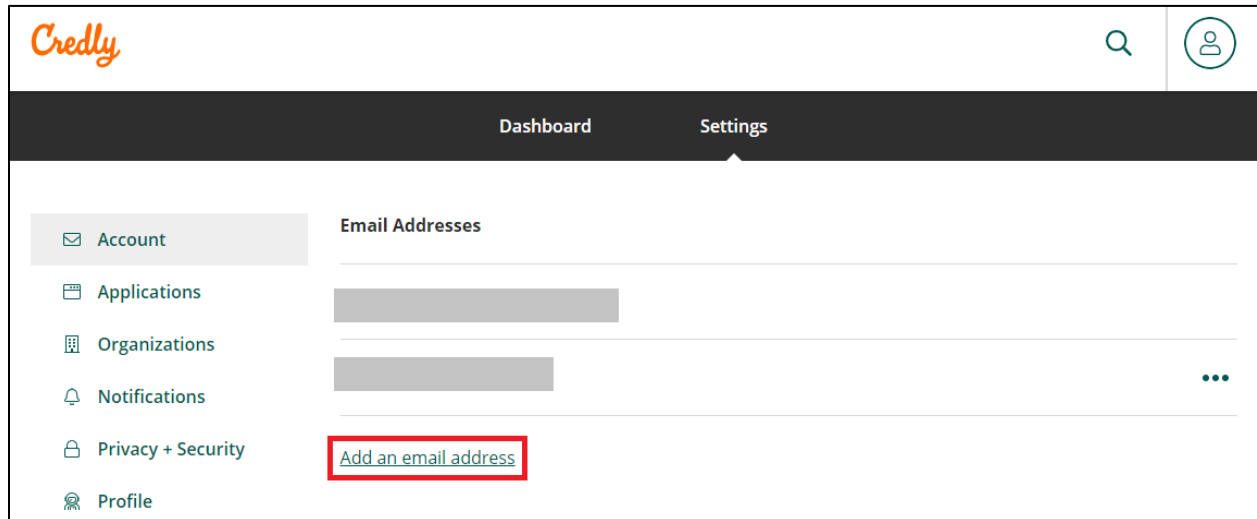


The screenshot shows the Credly user interface. At the top left is the Credly logo. To the right are a search icon and a user profile icon. Below this is a navigation bar with 'Dashboard' and 'Settings' tabs, with 'Settings' being the active tab. On the left side of the settings page is a sidebar menu with options: Account, Applications (highlighted), Organizations, Notifications, Privacy + Security, and Profile. The main content area is titled 'Applications' and contains the following text: 'You have authorized access to your Credly account for the sites and applications listed below. Access includes name, photo, bio, primary email address, public badges, pending badges issued by this organization.' Below this, it states 'You do not have any connected applications'. Underneath is a section titled 'Social Networks' with the text 'Connected third-party social apps will allow you to share earned badges outside of Credly.' This section lists three social media accounts: LinkedIn (not yet connected, with a 'Connect' link), Twitter (not yet connected, with a 'Connect' link), and Facebook (connected, with a 'Remove' link).

FAQ – Micro-credentials and Badges

Q: Can I add multiple email addresses to my Credly account?

A: Yes. Navigate to **Dashboard > Settings > Account**. You can add emails on this screen. Adding multiple emails ensures that all your badges are issued to the same account.



Q: How can I be sure I receive my badge notification email?

A: To ensure you receive your badge email and it does not end up in a spam/junk folder, add admin@credly.com as a Contact or Safe Sender in your email settings. These settings will vary between email providers.

Q: How do I reset my Credly password?

A: If you have forgotten your password, select the **Forgot Password** link in the sign-in box and follow the reset instructions: https://www.credly.com/users/sign_in

Q: Not receiving a password reset email?

A: Your badge notification email may be going to your spam/junk folder, or you may be trying to generate a password reset email for an email address not listed as your primary or secondary email. Please see the [Ensure Email Notification](#) and [Adding Email Addresses](#) questions for more information.

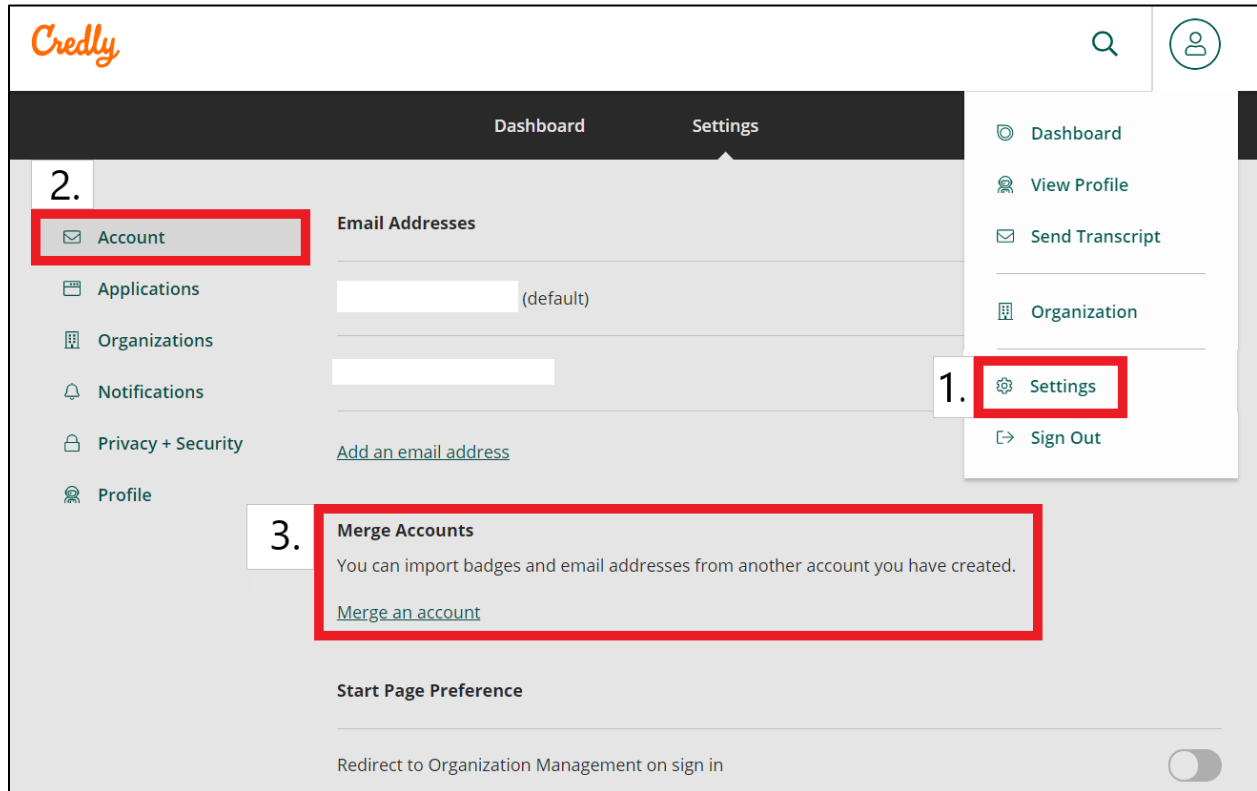
Q: How do I reset my Two Factor Authentication?

A: In order to reset, you will have to first disable your current Two Factor Authentication. Please go to https://www.credly.com/users/sign_in and select **Forgot Password** to reset your password. This will disable your current Two Factor Authentication settings and allow you to access the account. Once you have access, go to **Settings > Privacy + Security** to reenable Two Factor Authentication.

FAQ – Micro-credentials and Badges

Q: How do I merge my accounts?

A: If you have more than one Credly account with different emails, log into the one you want to designate as your default account. Select **Settings > Account > Merge Account**. Enter the email account you are trying to merge. You will then receive an email to account asking you to verify the merge. For more information, please visit [Credly's Merging Accounts article](#).



Q: I have a question about the Credly platform, or my question was not answered here. Where can I find support?

A: You can find answers to more frequently asked questions here: support.credly.com

Credly Earner Support Pages

[General Information Articles](#)

[Accepting a Badge Articles](#)

[Managing My Account Articles](#)

[Sharing to Social Media Articles](#)

FAQ – Micro-credentials and Badges

Contact Information

For all other questions, please contact the department that issued you a badge or Bianca Kumar (Bianca.Kumar@du.edu) in the Office of the Registrar.

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Links

[University of Denver – Credly platform](https://www.credly.com/organizations/university-of-denver/badges)

(<https://www.credly.com/organizations/university-of-denver/badges>)

[University of Denver – Micro-credentials and Badges](https://www.du.edu/registrar/academic-programs/micro-credentials-bdges)

(<https://www.du.edu/registrar/academic-programs/micro-credentials-bdges>)