

Digital Badge FAQ's

Q: What is a badge?

A: A badge is a digital representation of a learning outcome, experience, or competency. Badges can be shared and verified online in a way that is easy and secure. They contain detailed information that provides context around what exactly was achieved, which organization recognizes the achievement, and the individual who earned the recognition.

Q: What are the benefits of a badge?

A: Representing your skills as a 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. Badges provide employers and peers 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. You can search and apply for job opportunities right through Credly.

Q: Who is Credly?

A: Credly is the end-to-end solution for issuing and managing digital credentials. Credly works with credible organizations to provide digital credentials to individuals, worldwide.

Q: How will I know if I've earned a badge?

A: You will receive an email notification from DIA via Credly (admin@credly.com) with instructions for claiming your badge and setting up your account.

Q: What if I don't want my badge to be public?

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

Q: Where and how can I share my badge?

A: You can share your badge directly from Credly to LinkedIn, Twitter, and Facebook; over email; embedded in a website or in your email signature.

Q: How is displaying my achievement as a badge useful?

A: If you've been issued a badge, it's because you've earned recognition for a learning outcome, credential, association or professionally-relevant achievement. Take credit for your abilities and increase your chances of being noticed by your network and potential employers by displaying your badge over LinkedIn, Facebook, Twitter, and other online destinations including in your email signature.

Q: How do I share my badge on social media?

A: [Click here](#) to view instructions on how to share your badge on various social media channels including LinkedIn, Twitter, Facebook, WhatsApp, XING, and more.

Q: Can I attach my badge to my email signature?

A: Yes. Adding a hyperlinked badge image to your email signature is a great way to make sure your professional network is aware of digital credentials.

Email clients handle images within signatures differently. Some, like Outlook, require a resized image and a hyperlink.

Q: Is there a fee to use Credly?

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

Q: What's to keep 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 Credly. 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: How can I be sure I receive my badge notification email?

A: To make sure you receive your badge notification email, and that it doesn't wind up in your spam folder, add admin@credly.com as a Contact or Safe Sender in your email settings.

Instructions for adding a new contact vary by email provider, so consult your email provider to learn how. Or contact Credly support team through the Credly Help Center with the name of your email provider (Outlook, Gmail, etc.) and we'll connect you with instructions.

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 the 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 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 the Badgr Backpack.

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

A: Not at this time.

Q: I have a question about Credly. Where can I find support? A: You can find answers to frequently asked questions here: support.credly.com