



## OneStream Digital Credentials and Micro-credentials Frequently Asked Questions (FAQs)

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**QUESTION:** What is the difference between a certification, a digital credential, a micro-credential, and a badge?

**ANSWER:** It is common in the industry to refer to digital credentials and micro-credentials collectively as “badges.”

We often follow this practice as well at OneStream, however, the digital credential is differentiated by the additional level of rigor involved in achieving the OneStream Certified status. Digital Credentials, also referred to as “Certifications” are only earned by passing a high stakes OneStream Certification Exam.

Micro-credentials are earned for completing one or more of a range of requirements, including courses and labs, passing assessments, and participation to name a few.

Badges are associated with gaming motivation, course progress, and community engagement and are typically issued within ONECommunity rather than Credly.

**QUESTION:** What are the benefits of earning a digital credential or micro-credential?

**ANSWER:** Representing your skills as a digital credential or micro-credential 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 micro-credentials 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:** How do I know if my badge is a digital credential or a micro-credential?

**ANSWER:** A digital credential represents a OneStream Certification. This is the highest level of credentialing. If you passed a high stakes certification exam with a proctor present, you have likely earned a digital credential. The title of your credential will have ‘Certified’ or ‘Certification’ included.

A micro-credential will be represented by the name of the training you completed, or the program in which you participated. A micro-credential is NOT a certification and should NOT be referred to as such.

**QUESTION:** Who is Credly?

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



**QUESTION:** How am I notified that I've earned a digital or micro-credential?

**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 happens if I do NOT claim my digital credential or micro-credential?

**ANSWER:** They will remain available on the Credly platform and will be available to be shared anytime you accept the terms to claim and share. The first time you log into the Credly system, you will see all credentials that you have earned and are qualified to claim and share.

**QUESTION:** I'm unable to see my digital credential in my Credly profile.

**ANSWER:** Contact [certification@onestreamsoftware.com](mailto:certification@onestreamsoftware.com). They will be able to assist you.

**QUESTION:** I'm unable to see my micro-credential in my Credly profile.

**ANSWER:** There may be several reasons why you are not yet seeing your micro-credential in Credly. Please take the steps below to troubleshoot what may be holding up your micro-credential:

- It takes approximately 10 days to receive your micro-credential. Micro-credentials are typically issued once a week on Mondays.
- Confirm that your training dashboard in Navigator reflects 100% completion of the training.
- Check your spam or junk folder for the email from [admin@credly.com](mailto:admin@credly.com)

If none of these tips work, contact [certification@onestreamsoftware.com](mailto:certification@onestreamsoftware.com). They will be able to assist you.

**QUESTION:** I am unable to see all my digital credentials or micro-credentials in my Credly profile.

**ANSWER:** If you are not able to see all the digital credentials and/or micro-credentials you've earned in your Credly profile, it is most likely that you have two Credly profiles – one under a previous email address and one under a current email address.

If you have access to both email addresses, [this video](#) will help you merge the accounts.

If you do not have access to both email addresses, [this video](#) will help you merge the accounts in reverse.



**QUESTION:** What if I don't want my digital credential or micro-credential 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 micro-credential and using it?

**ANSWER:** While digital credentials and micro-credentials are displayed as 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:** Can a digital or micro-credential be added to an email signature and is it clickable?

**ANSWER:** Yes. While the process differs by email provider, here are links to video instructions for [Gmail](#) and [Outlook](#).

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

**ANSWER:** Yes. While the process differs by email provider, here are links to video instructions for [Gmail](#) and [Outlook](#).

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

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

You can share your digital credential or micro-credential 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 micro-credentials and link it anywhere online.

[How to accept and manage your digital badge](#)

[How to accept your badge](#) (shorter version)

[Share to LinkedIn](#)



**QUESTION:** How does a digital or micro-credential appear when it is shared to a social media newsfeed?

**ANSWER:** The digital or micro-credential 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 credential
3. Customizable verbiage inviting people to “View my verified achievement on Credly”

**QUESTION:** Are digital and micro-credentials that have been shared to LinkedIn profiles and social media newsfeeds clickable to verify metadata?

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

**QUESTION:** How does a LinkedIn profile display if a learner has multiple digital and/or micro-credentials, but for different products?

**ANSWER:** The digital and micro-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 credentials will also be clickable to verify the associated metadata.

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

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

**QUESTION:** Can I import digital credentials or micro-credentials issued 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.credly.com/hc/en-us>. 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 or micro-credential expire?

**ANSWER:** You can see the expiration date for each individual digital or micro-credential in the metadata for that credential. Expired digital and micro-credentials will still be visible in Credly but will be flagged as expired.

**QUESTION:** Upon expiration, will a digital or micro-credential display as “expired” in a LinkedIn profile view?

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

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