

## **Digital Badging FAQs**

### **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; embedded in a website or in your email signature. Learn how to [share 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 Mozilla backpack. Learn how to [download your badge!](#)

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

A: Not at this time.

### **Q: Who is Credly?**

A: Credly is a product of Pearson, the world's leading learning company. Credly works with credible organizations to provide digital credentials to individuals, worldwide.

### **Q: Is there a fee to use Credly?**

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

### **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: Should I be concerned with sharing my information with a third party?**

A: Credly was built because people should own and control their achievements. That mission is aligned with a larger global trend of empowering individuals with control over their own data. Credly's policies and procedures operationalize that commitment to protecting the security and privacy of their customers and their employees, members, learners, and users. Credly invests in best practices and compliance with industry standards. All Credly employees are trained in data security and privacy principles.

**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 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: How can I verify that a badge is valid?**

A: When you click to view a badge, the badge page should open and you should see a blue **Verify** box in the top right corner of the page. Clicking on that badge will run a verification process to ensure that what you are viewing is a valid badge. If you do not see the blue **Verify** box, please contact APCA ([other@inteleos.org](mailto:other@inteleos.org) or 800-943-1709, option 1) for additional assistance regarding verification of the earner's status.

Additionally, you may directly verify the badge earner's status with APCA by clicking on the link at the bottom of the badge where it indicates *Verify the status* or by clicking [here](#).

If you click to view a badge and you receive the following error, *Unable to Verify Badge: We are unable to verify the status of this badge. Please contact the earner of this badge for more information.*, please contact APCA ([other@inteleos.org](mailto:other@inteleos.org) or 800-943-1709, option 1) for additional assistance regarding verification of the badge earner's status.

**Q: What is an open badge?**

A: Open badges are web-enabled versions of a credential, certification or learning outcome which can be verified in real-time, online.

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

A: You can find answers to frequently asked questions here: [support.Credly.com](https://support.credly.com).