

Centre Guide for City & Guilds e-Certificates



PURPOSE OF THIS DOCUMENT

This document explains what you, as a City & Guilds centre what you need to know to use e-Certificates. There is more information which can be accessed at www.cityandguilds.com/ecertificates.

ABOUT e-CERTIFICATES

e-Certificates is a new service offered via Walled Garden which will enable customers to view and download PDF versions of certificates 48 hours after they have claimed results.

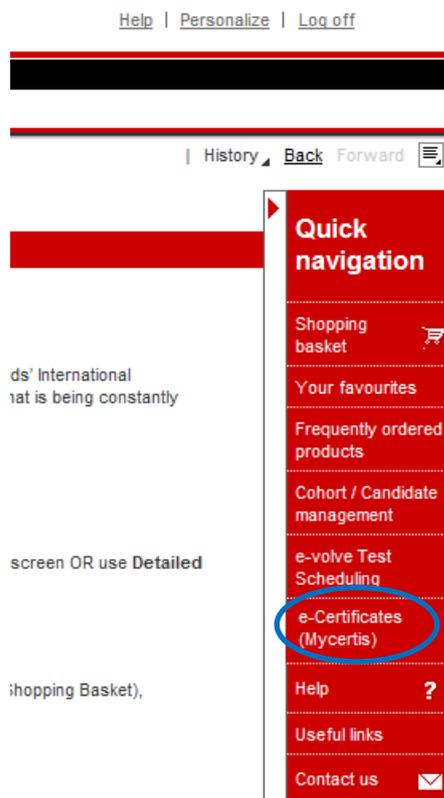
To get to City & Guilds e-Certificates you should login to Walled Garden using your existing login details.

Then click the “Catalogue/Shop” menu bar.



On the quick navigation pane, depending on your account, you should see the: “e-Certificates (Mycertis)” link.

On clicking the e-certificates link a new window or tab will open taking you to a new section of the Walled Garden. e-Certificates will hold information about those candidates who have achieved certification since April 2013; it will not hold candidate registration details.



“CERTIFICATES” TAB



Home > Certificates

Insufficient Access

You do not currently have access to City & Guilds e-Certificates.

City & Guilds e-Certificates can help you:

- improve your operational efficiency
- speed up your funding claims process
- demonstrate time and cost efficiencies

To find out more about City & Guilds e-Certificates contact your Business Manager or email ecertificates@cityandguilds.com. Or visit our web-site: cityandguilds.com/ecertificates

The ecertificates@cityandguilds.com inbox will be monitored by group marketing.

If your centre has not been granted access to this tab, you will see the message above and should follow the instructions if you're interested in gaining access.

Once granted access the “Certificates” tab enables you to filter by a range of options (enrolment number, awarded date, type of certificate, candidate name etc).

It will look like this:



Home > Certificates

Certificates

Below is a list of certificates.

To select one or more rows for download click on each items checkbox.

Tools

Filter: Download:

<input type="checkbox"/>	Student Name	ENR	DOB	Gender	Type	Qual.	Centre	Issue Date	<input type="button" value="View"/>
<input type="checkbox"/>	Ocean Ecerts	VZK7868	01/01/1981	F	Full Certificate	8984-76	SAP Test INT CR1 (899990)	11/06/2013	<input type="button" value="View"/>
<input type="checkbox"/>	Polly Ecerts	VZK7870	01/01/1981	F	Full Certificate	8984-76	SAP Test INT CR1 (899990)	11/06/2013	<input type="button" value="View"/>
<input type="checkbox"/>	Quinn Ecerts	VZK7882	01/01/1981	F	Full Certificate	8984-76	SAP Test INT CR1 (899990)	11/06/2013	<input type="button" value="View"/>
<input type="checkbox"/>	Anita Ecerts	VZM0699	01/01/1981	F	Full Certificate	7082-05	SAP Test INT CR1 (899990)	11/06/2013	<input type="button" value="View"/>
<input type="checkbox"/>	Anita Ecerts	VZM0699	01/01/1981	F	CUC	7082-05	SAP Test INT CR1 (899990)	11/06/2013	<input type="button" value="View"/>

Certificates which have been issued (or re-issued) since 1 April 2013 will be displayed.

You can add multiple filters by selecting the category you wish to filter on, then by entering the search criteria in the empty box and clicking "filter". You can continue to add filters and search by multiple categories at the same time. Once a filter is applied, you can remove it by clicking the "X" next to the filter being displayed.

Once you have selected your criteria, you can preview certificates on screen (click "View") or select one or more certificates to download by highlighting the tick boxes to the left of each line and clicking "Download Selection".

Please remember to make a note of the location where you are saving the file, once downloaded and unzipped, you can save, print or email as you wish remembering these certificates contain sensitive information.

When downloading certificates they will download in a zip file in the following structure.

- >**Date (YYYY/MM/DD)** eg 2013206
- >**Delivery Batch ID** eg 00001
- >**Centre Number** eg 094793
- >**Purchase Order Number** eg 5500650251
- >**Certificates**
- >**White Paper**

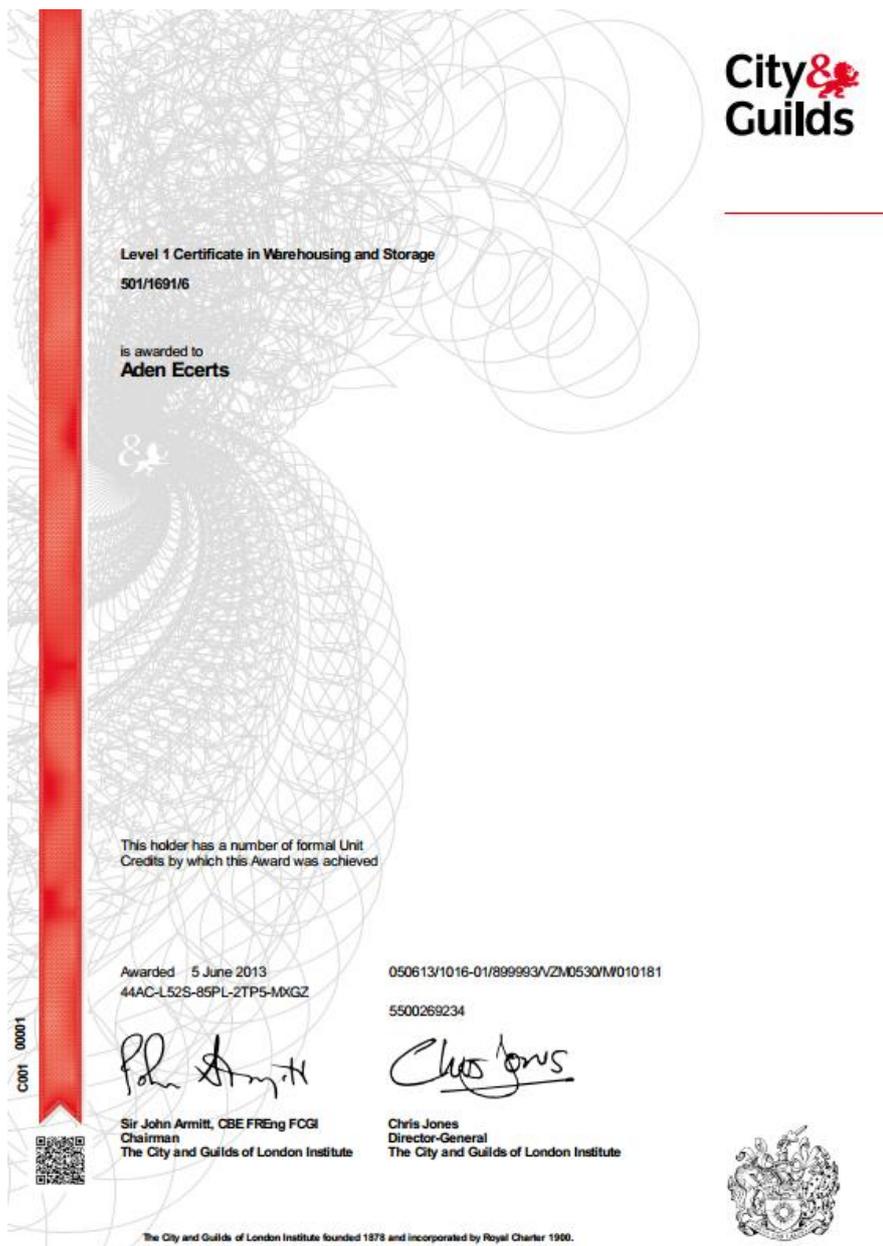
Certificates/White Paper folders will contain the PDF's.

You will need an unzip tool (Windows has one built in) as well as Adobe PDF reader in order to view these. A PDF reader can be downloaded from here: <http://get.adobe.com/uk/reader/>

The unit results list is not displayed; however, the delivery note will download when you download the related certificates. To look for candidate unit results you should use the main section of the Walled Garden. (See later in this document).

DIFFERENCES OF E-CERTIFICATES

The certificates which appear in the e-Certificates system have a number of differences compared to the hard copies you will receive in the post. Here is an example of one:



Differences

- Some of the images and logos will appear slightly different.
- There are minor variations in font.
- A QR code (a 2 dimensional barcode) has been added in the bottom left corner. (Please see verification section of this document for more information).
- There is a 20 digit authentication code below the “awarded date”. (Please see verification section of this document for more information).
- Alignment of some words and images may be slightly different.

VERIFYING A CERTIFICATE

An individual can verify a certificate by either:

- Scanning the QR code on the certificate using a QR reader on most smart phones and following the onscreen prompt.
- Going to **www.cityandguilds.com/verifycertificate** and manually entering the learner name and certificate authentication code.

Your existing certificates are still valid and valuable as a way to demonstrate accreditation, but they are no longer the only way you or a learner can prove valid certification.

EXAMS TAB

Please note the “Exams Tab” & “Candidates tab” are only relevant for ESOL/IESOL customers at this time – you should continue to use other sections of the Walled Garden as you do currently to administer your examinations.

HOW TO UNZIP

1. Open My Computer, and then locate the compressed folder.
2. Do one of the following:
 - To extract a single file or folder, double-click the compressed folder to open it. Then, drag the file or folder from the compressed folder to a new location.
 - To extract all files or folders, right-click the compressed folder, and then click **Extract All**. In the Compressed (zipped) Folders Extraction Wizard, specify where you want to store the extracted files.