

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](#).

What is a digital/open badge?

How does my certification get displayed as a badge?

What are the benefits of a badge?

Who is Credly?



FAQ

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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 .7 (Y)7.na1 (l)-60 Td(b)2.2 (ad)li1.9 (o)4-6.6 (f)rT0.001 Tw 7.6[.3 (ri)10.6



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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:



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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?

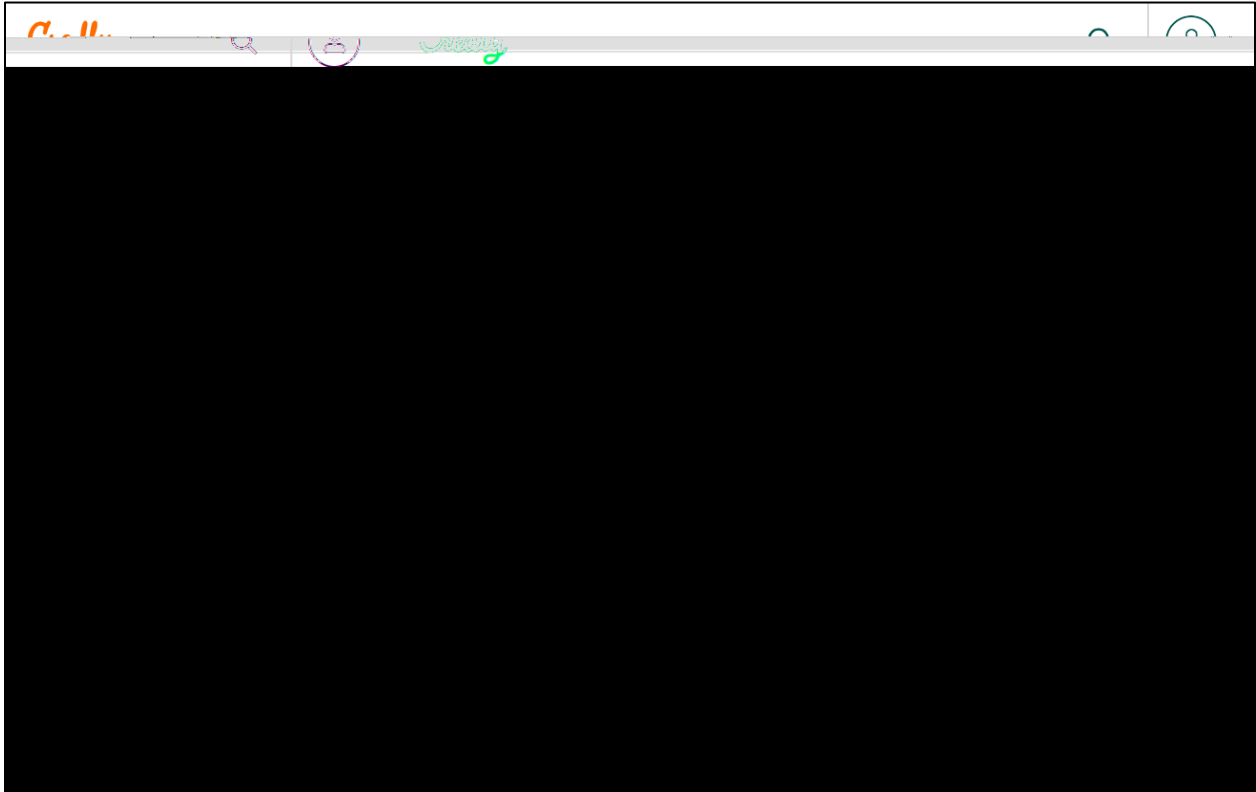
A: To ensure you receive your badge email and it does not end up in a spam/junk folder, add admin@credly.com as a Contact.5 (am)-6.3 (egh1t4ly)-4.-d36



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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](#)



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For all other questions, please contact the department that issued you a badge or Bianca Kumar
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