

# Digital Certificates Web Centre Portal User Guide

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## 1. Introduction

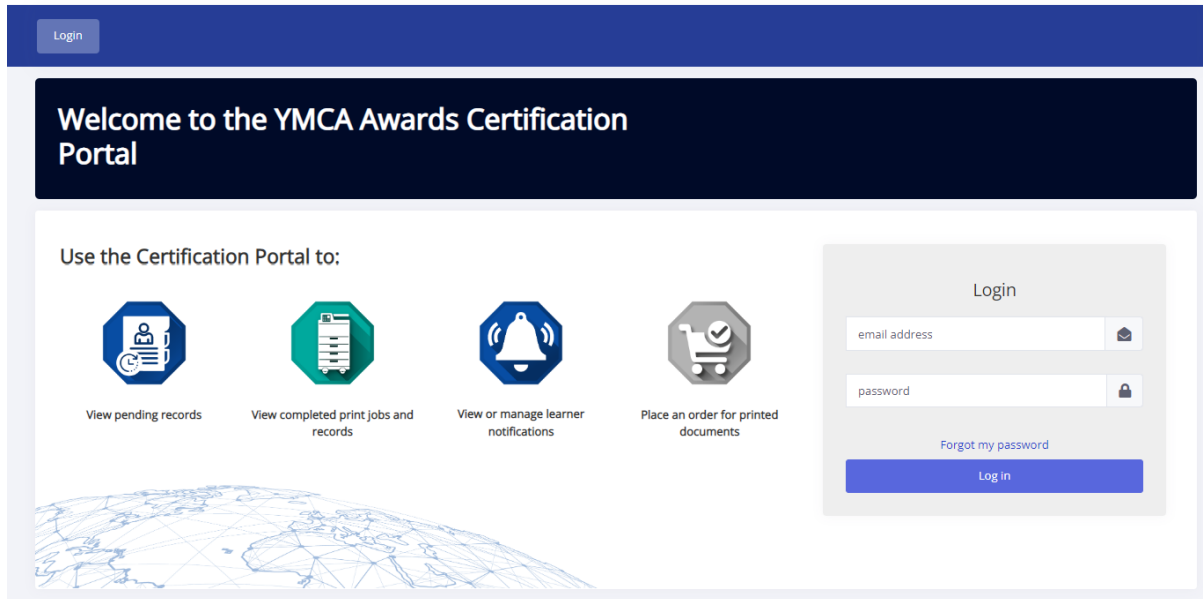
The Digital Certificates Web Centre Portal provides an online portal for centres to securely view, download and order certification documents for learners undertaking courses at their centre.

## 2. Access and Login

The Centre Portal can be accessed at <https://dc-centres.ymcaawards.co.uk/>

On accessing the portal, the login screen is displayed:

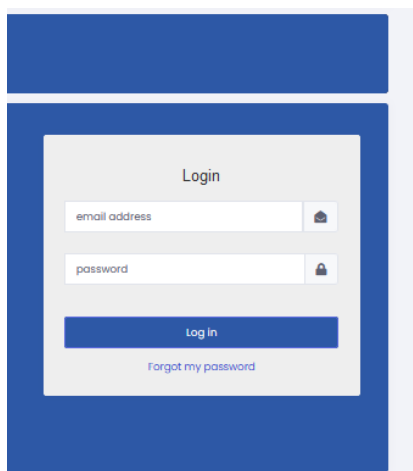
 YMCA awards



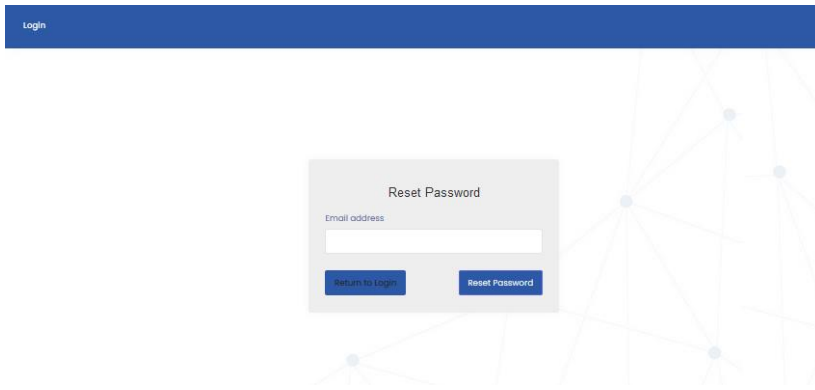
User accounts can be set up by the centre super users. If you're unsure of who has super user access at your centre then please email us at [awards.support@ymca.co.uk](mailto:awards.support@ymca.co.uk).

Once the centre super user has set you up then you'll receive an email to verify your account. The centre super user should advise you of the password details they have set. You then log into the portal using the details that have been provided.

If you get any issue then please follow the 'Forgot my password' link on the log in page.



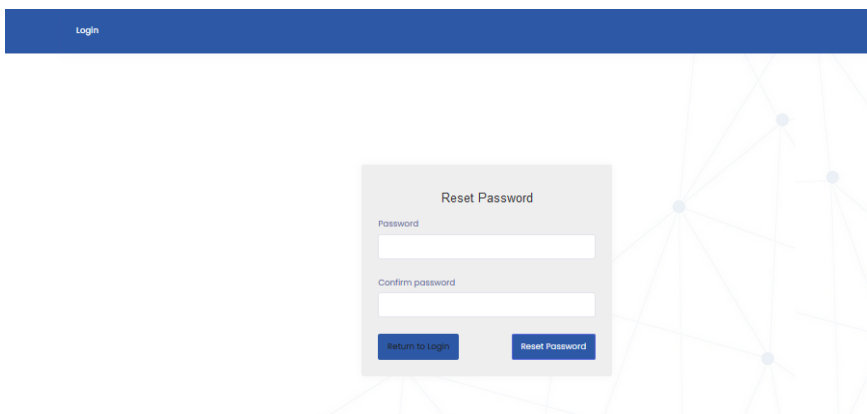
You then be taken to a Reset Password Page



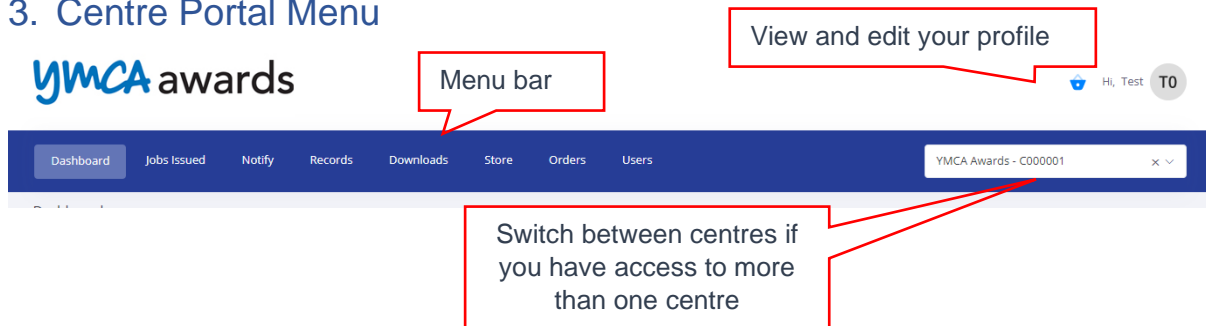
You must enter your email address in the text field and then click on the reset password link. An email is then sent if there is a valid user profile associated with the email used.

You should then receive an email with a link to reset your password.

You need to enter a new password twice to successfully reset your password in order to login to the portal.



### 3. Centre Portal Menu

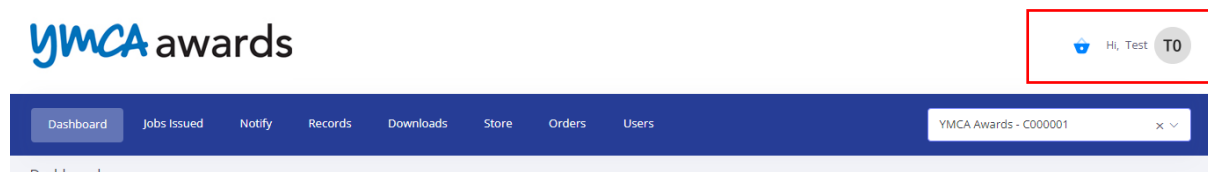


## Users Associated to Multiple Centres

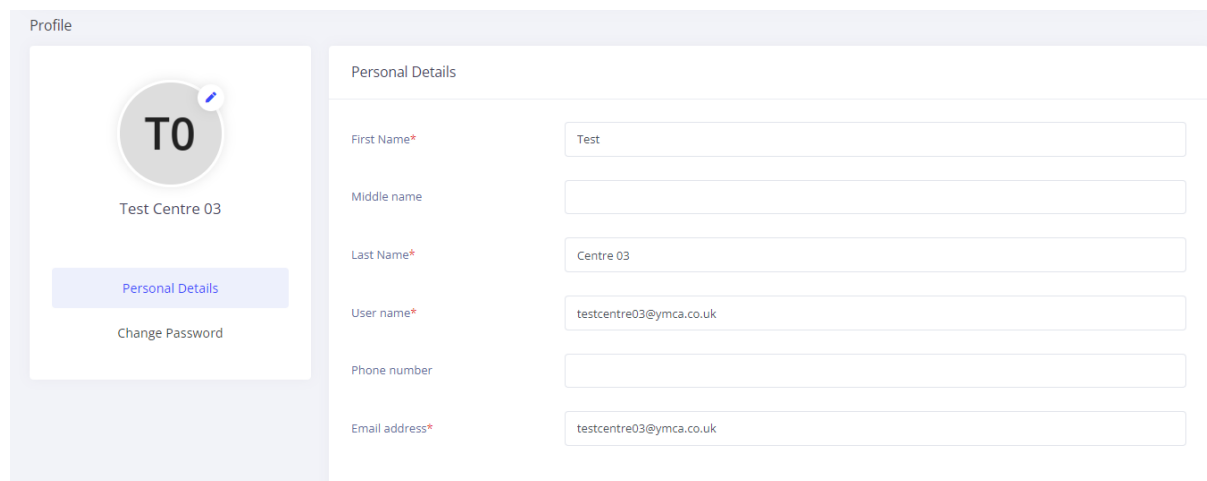
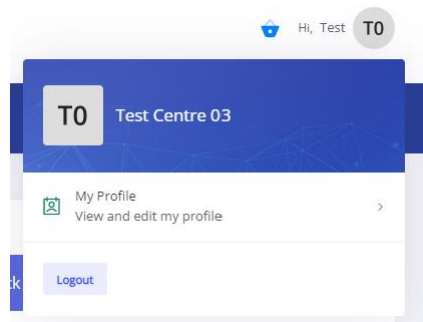
If you have been set up by more than one centre, you can switch between centres by selecting the relevant centre using the centre toggle button

## 4. View and Edit User Profile

Your user profile can be accessed by clicking the user profile menu at the top right-hand corner of the Centre Portal:



- To view your profile, click the “My Profile” link
- To logout of the application, click the “Logout” button

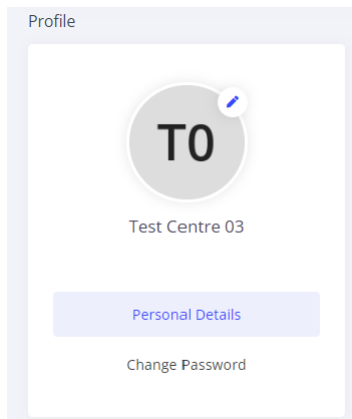


Personal Details	
First Name*	<input type="text" value="Test"/>
Middle name	<input type="text"/>
Last Name*	<input type="text" value="Centre 03"/>
User name*	<input type="text" value="testcentre03@ymca.co.uk"/>
Phone number	<input type="text"/>
Email address*	<input type="text" value="testcentre03@ymca.co.uk"/>

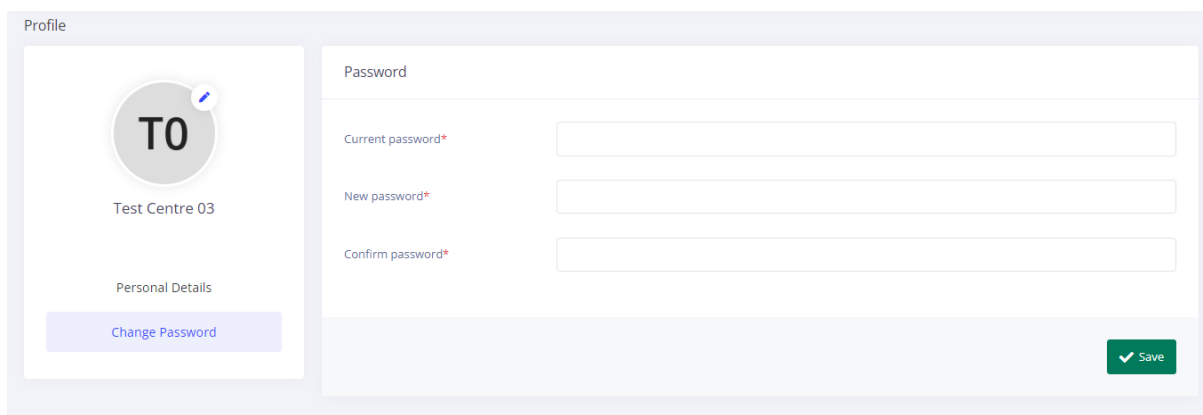
[Logout](#)

## 5. User Profile\Manage Account

Click on the “My Profile” link. You can add or change your profile picture by clicking on the icon on the left-hand side, which, by default, shows your initials.



You can change your password by clicking on the “Change Password” button, entering your current password, and then entering and confirming the new password that you would like to set.



**Note:** In order to change change the password you must know your current password.

Your personal details can be changed by clicking the “Personal Details” button. Change any of the information and click the “Save” button.

## 6. View and Download Secure Documents

### a. Jobs Issued

Each batch of documents we publish for you to view in the Centre Portal is called an “Issued Job”. To access published jobs, on the Menu, select “Jobs Issued”:


 The logo for 'YMCA awards' in a blue, stylized font.


A list of issued jobs (daily print batches) will be displayed, showing the date and time on which the job was issued.

Use the filter at the top of the grid to find specific issue jobs. Advanced filtering can be accessed by

clicking the blue cog button:



Jobs Issued

Search for any term... Filter!

Reference	Created by	Records	Notified	Status	Publish	Print	Created on	Actions
IOSH QA 22.1221	Jan Paley	1	1/1	Completed	✓	✗	22/12/2021 11:38:10	
Auto Publish - 12/2...	IOSH API	4	0/4	Completed	✓	✗	22/12/2021 11:26:...	
IOSH QA	Jan Paley	5	5/5	Completed	✓	✗	21/12/2021 15:42:19	
12/21/2021 2:16:04 P...	admin admin	1	0/1	Completed	✓	✗	21/12/2021 14:16:04	
12/21/2021 11:36:13 A...	admin admin	1	1/1	Completed	✓	✗	21/12/2021 11:36:13	
12/21/2021 11:12:48 A...	admin admin	1	1/1	Completed	✓	✗	21/12/2021 11:12:48	
12/21/2021 10:48:27 ...	admin admin	1	1/1	Completed	✓	✗	21/12/2021 10:48:...	
12/21/2021 10:05:08 ...	admin admin	2	2/2	Completed	✓	✗	21/12/2021 10:05:...	
12/21/2021 9:29:55 ...	admin admin	1	1/1	Completed	✓	✗	21/12/2021 09:29:...	
Auto Publish - 12/2...	admin admin	24	0/24	Completed	✓	✗	21/12/2021 08:54:...	

To view the details of an issue job, click on the view button . This will show each document issued in that issue job.

Jobs Issued ← Back Export All

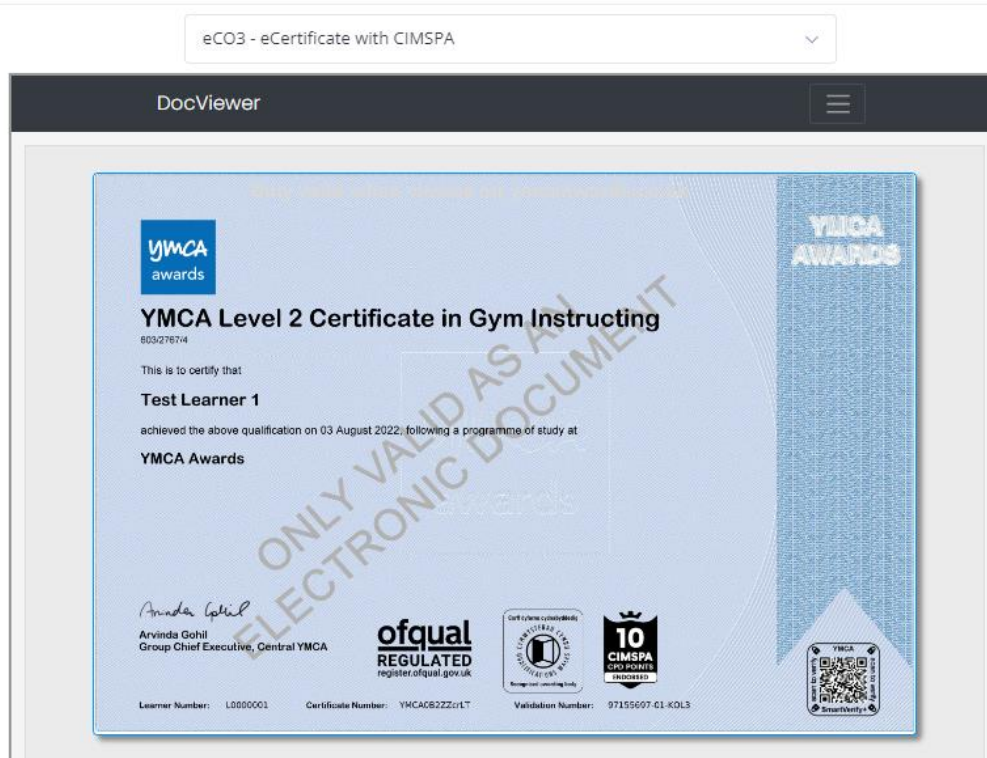
Documents Requested Notified 0 of 1 completed	1	Pending 0.00%	0	Failed 0.00%	0	Completed 100.00%	1
--------------------------------------------------	---	------------------	---	-----------------	---	----------------------	---

Qualification	Record type	Student	Notified	Status	Actions
Donald Truck - Managing Safely V 5.0	Certificate	Donald Truck	Email ✓	Completed	

For each document you can:

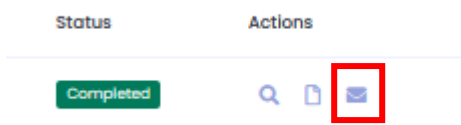
1. View the details (data) of the record by clicking the View button:
2. Preview the electronic document by clicking on the “Preview” button. This will launch the Document Viewer window, and the certificate as well as the workbook is viewable will be displayed:

Test Learner 1 - YMCA Level 2 Certificate in Gym Instructing



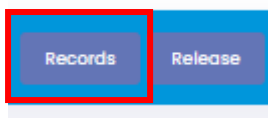
Close the Document Viewer when you have finished viewing the document.

3. Notify the learner that their record is ready to view. Click on the envelope button. This will send a notification email to the learner:



**b. Search for and download issued documents**

It's also possible to search for and export issued documents for download. To do so, click on the Records link on the menu:



Use the filter at the top of the grid to find specific print jobs.





Advanced filtering can be accessed by clicking the blue cog button. Click “Filter”, and the list of records will be displayed.

Records

Filter!
⚙️

📄 Export

	Reference	Enrolment Number	Issue date	Full Name	Course Code	Certificate Number	Award Date	Due	Actions
<input type="checkbox"/>	28920679-01-LHPC	L0000001	07/03/2022	Test Learner 1	Q000210	YMCA0B2ZZcrLT	03/08/2022	26/08/2022	🔍 📄 🗑️
<input type="checkbox"/>	19544807-01-EQEV	L0000002	07/03/2022	Test Learner 2	Q000212	YMCA0B3AOrdCS	03/08/2022	26/08/2022	🔍 📄 🗑️
<input type="checkbox"/>	90833406-01-LK84	L0000005	07/04/2022	Test Learner 5	Q000212	YMCA0B4AOrdCS	04/08/2022	26/08/2022	🔍 📄 🗑️
<input type="checkbox"/>	04609254-01-A9MM	L0000006	07/05/2022	Test Learner 6	Q000212	YMCA0B5AOrdCS	05/08/2022	26/08/2022	🔍 📄 🗑️
<input type="checkbox"/>	24046189-01-HQYQ	L0000007	07/06/2022	Test Learner 7	Q000212	YMCA0B6AOrdCS	06/08/2022	26/08/2022	🔍 📄 🗑️
<input type="checkbox"/>	57218829-01-9F14	L0000008	29/08/2022	Test Learner 8	Q000212	YMCA0B3AOrdC	29/08/2022	30/08/2022	🔍 📄 🗑️
<input type="checkbox"/>	52904167-01-1390	L0000009	29/08/2022	Test Learner 9	Q000212	YMCA03AOrdC	29/08/2022	01/09/2022	🔍 📄 🗑️

For each record displayed it is possible to:

1. View the details (data) of the record by clicking the View button
2. Preview the electronic documents by clicking on the “Preview” button . This will launch the Document Viewer as previously described, however if more than one document has been issued for the record, it is possible to toggle between the available documents using the document selector:

Test Learner 1 - YMCA Level 2 Certificate in Gym Instructing >

eCO3 - eCertificate with CIMSPA

DocViewer
☰

**YMCA Level 2 Certificate in Gym Instructing**  
60327874


This is to certify that  
**Test Learner 1**  
achieved the above qualification on 03 August 2022, following a programme of study at  
**YMCA Awards**

*Anvinda Gohil*  
Anvinda Gohil  
Group Chief Executive, Central YMCA


**ofqual**  
REGULATED  
register.ofqual.gov.uk


**10**  
CIMSPA  
SUPPORTS  
BTECHNICAL













Learner Number: L0000001    Certificate Number: YMCA0B2ZZcrLT    Validation Number: 97155697-01-K0L3

- Report an issue with the document by clicking on the “Report an Issue” button  that generates an email which is sent to us, this email will detail the learner information and the issue that you have with the record.
- Download – you can download the document(s) by clicking in the box listed against the record. You can select as many as you would like and then selecting export:

Records

Search for any term... Filter! 

 Export

<input type="checkbox"/>	Reference	Enrolment Number	Issue date	Full Name	Course Code	Certificate Number	Award Date	Due	Actions
<input checked="" type="checkbox"/>	28920679-01-LHPC	L0000001	07/03/2022	Test Learner 1	Q000210	YMCA0B2ZZcrLT	03/08/2022	26/08/2022	  
<input type="checkbox"/>	19544807-01-EQEV	L0000002	07/03/2022	Test Learner 2	Q000212	YMCA0B3AOrdCS	03/08/2022	26/08/2022	  
<input checked="" type="checkbox"/>	90833406-01-LK84	L0000005	07/04/2022	Test Learner 5	Q000212	YMCA0B4AOrdCS	04/08/2022	26/08/2022	  
<input type="checkbox"/>	04609254-01-A9MM	L0000006	07/05/2022	Test Learner 6	Q000212	YMCA0B5AOrdCS	05/08/2022	26/08/2022	  

- You then need to give the file a unique reference:

Export Documents ✕

Export Name



Description

Certificate  
 Individual Letter  
 Confirmation of Award  
 Transcript

- You will receive an email notification when the documents are ready to download. You then click on the downloads option on the menu bar and click on the download option at the end of the row:

Dashboard Jobs Issued Notify Records **Downloads** Store Orders Users YMCA Awards - C000001 ✕

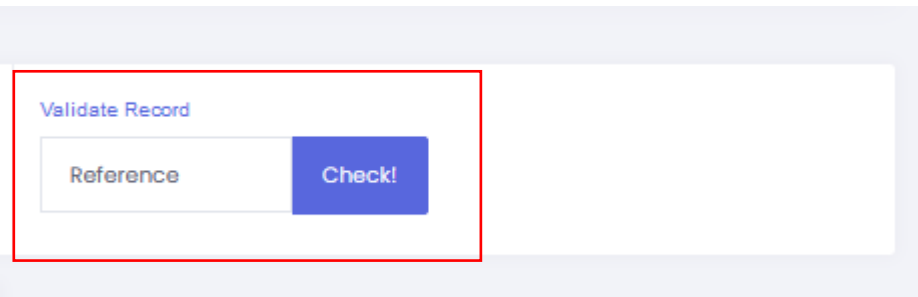
Downloads

Name	Description	Type	Status	ExpirationTime	Actions
Test export	02082022	Documents	Completed	03/09/2022	<span style="border: 2px solid red; padding: 2px 5px;"></span> 

## 8. Validate Documents

### a. Validate Record

Each document produced will have a unique reference number. By entering the unique reference number in the “Validate Record” tool, the authenticity of the document can be checked, along with its current status:



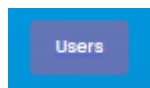
### b. Smart Verify Portal

In addition, each document produced contains a Smart Verify Code; a QR code which, when scanned using a device such as a mobile phone camera, will redirect you to the Smart Verify Portal. This will display the electronic document, together with key information about the document. Crucially, the Smart Verify Portal provides the real-time status of the document. For example, whether the document is valid, expired or cancelled.

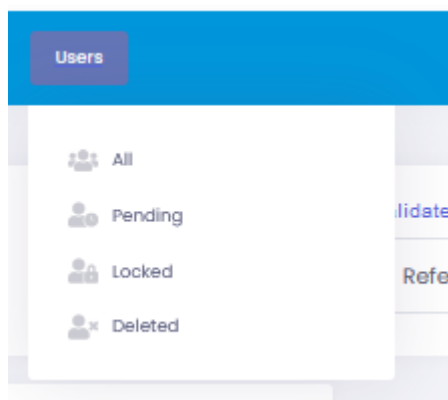
## 9. User Management

Having the ability to manage users in your organisation (only for centre super users)

The super users functionality is available for users that can see the ‘users’ menu option on the menu bar.



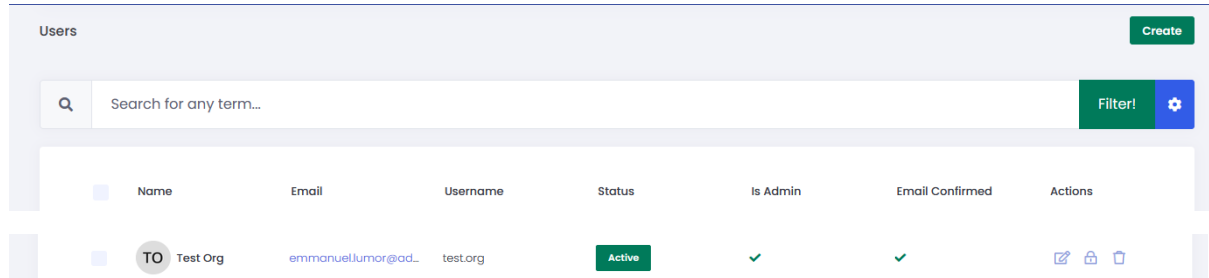
When clicked the options are as follows ‘All’, ‘Pending’, ‘Locked’ & ‘Deleted’.






- **All** shows all users belonging to your organisation, this will be presented in a table form.



You can quickly check the status (Active/Inactive), check to see which users in the organisation are fellow administrators and which users have confirmed their email address (verified their account).



Name	Email	Username	Status	Is Admin	Email Confirmed	Actions
TO Test Org	emmanuelumor@ad...	test.org	Active	✓	✓	  

There is also the ability to perform actions on the user accounts, **Edit**, **lock**, **delete** and **resend verification email**.



**Edit:** Allows the super user to be able to edit a user's details that belong to that organisation. Things such as names, passwords and avatar images can be edited.



**Lock:** Allows a user to lock an account from accessing the centre portal.



**Delete:** Allows for an account to be deleted (please note that this is a soft delete and not a hard delete).



**Resend Verification email:** This is used if an account that has been created has not verified their email. This is done by the user clicking a link in the verification email once an account has been created.



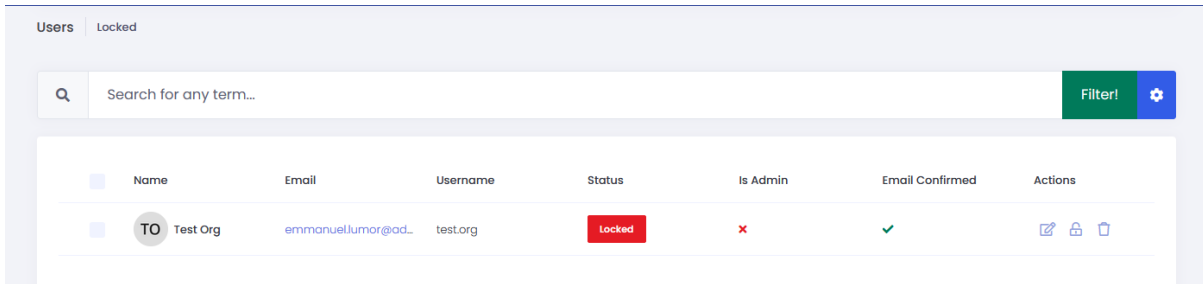
- **Pending** - shows a list of pending approval accounts in the system



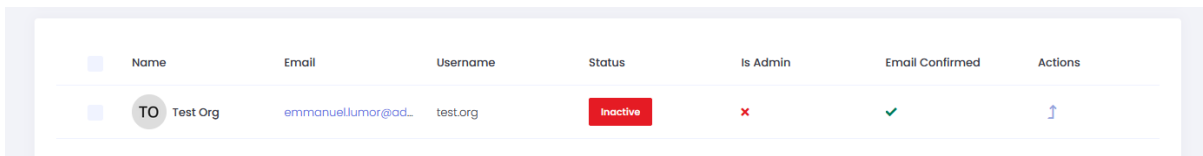
- **Locked** - Shows a list of users that have been locked from the system. A user can be locked one of 2 ways either by entering their passwords incorrectly too many times or by an admin user locking that account.



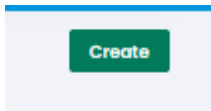
However users can be unlocked in the screen using the open padlock icon button.



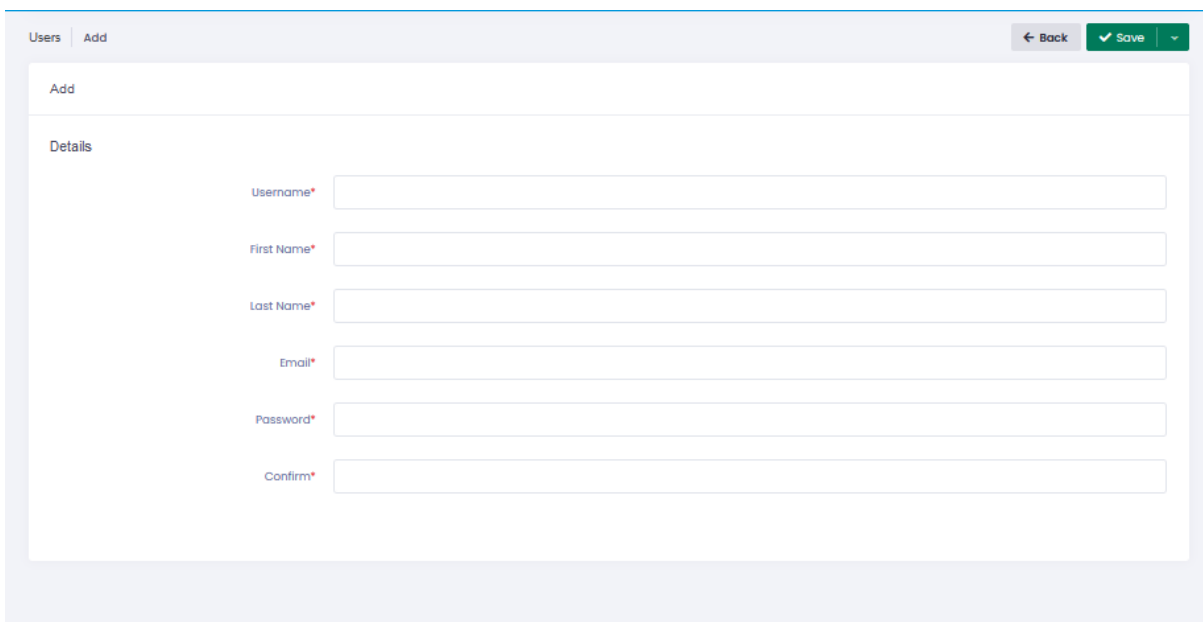
- **Delete** - Highlights the users that have been deleted in the system a user's account can be restored back into the system by clicking the up arrow.

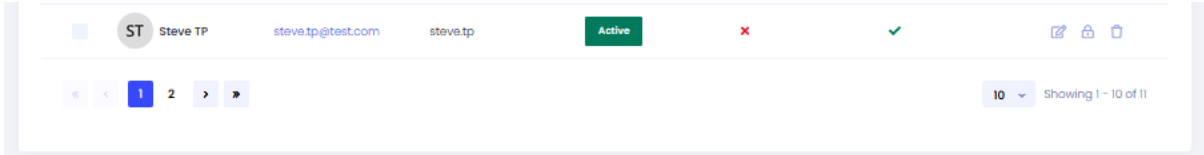


You can create another centre user by clicking on the all menu option for users and then click on the create button



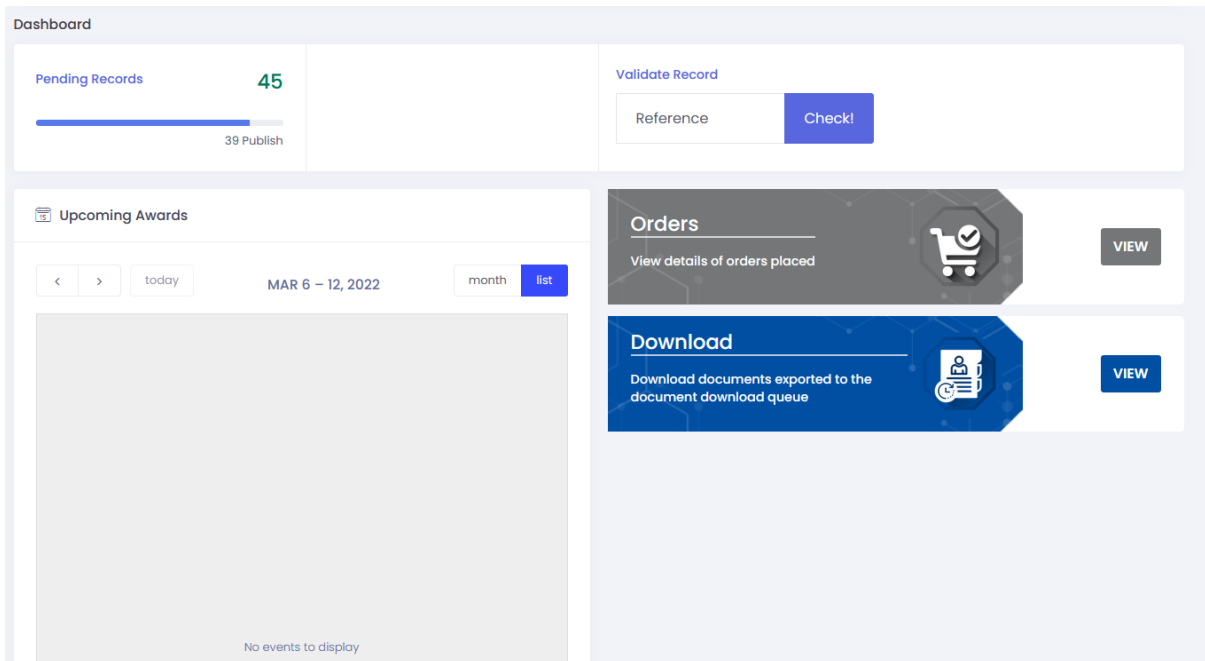
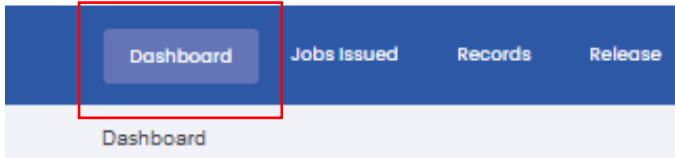
Which then opens a form, fill in all fields in order to create a sub user. Once completed then simply click on the save button to confirm the new account.





## 10. Dashboard

The dashboard is located as the first option in the menu, it's used to navigate to the validation screen that is mention in section 8a of this user guide. This allows for validate on the system generated certificate number that is shown on the electronic certificate.



**Please note:** that the dashboard may change depending on what the centre is allowed to do? Download, please orders & notify learners etc.