

# Using Verification Portal



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## About Verification Portal

Verification portal is an online portal that allows learners to view their certificates online, share their certificates with employers/3<sup>rd</sup> parties, and order replacement certificates. Employers can also use verification portal to request to see certificates to verify an individual's achievement.

## Learners

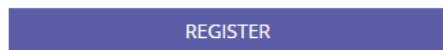
### Registration

1. Select the 'Register' button under Learner.

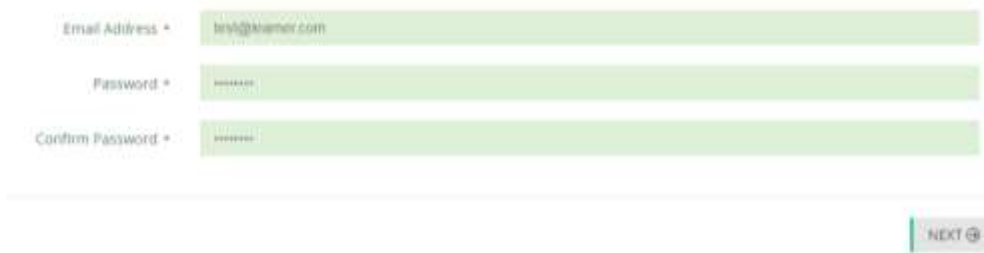


Studied a YMCA Awards qualification? You can use this portal to:

- view certificates and other secure documents
- create connections with employers and other third parties to share your achievements
- order reprints of your certificates.



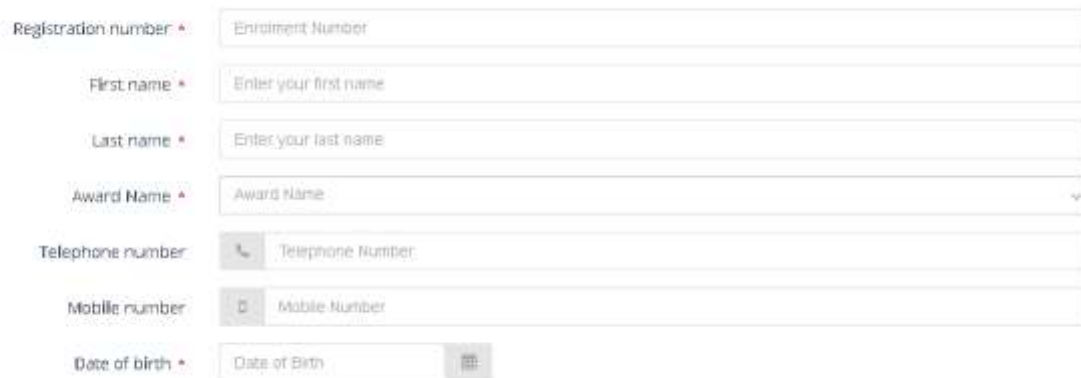
2. Input your email address, create a password and select 'Next'. *The password must be a minimum of 6 characters with at least 1 special character.*



The image shows a registration form with three input fields: 'Email Address' containing 'test@yama.co.uk', 'Password' with masked characters, and 'Confirm Password' also with masked characters. A 'NEXT' button is located at the bottom right of the form.

3. Fill out the rest of the mandatory fields, as indicated by the star. Your enrolment number is your YMCA Awards learner number. This would be listed on your certificate. If you no longer have your certificate then you will need to request this from your training provider. If the training provider no longer holds this information you can request this from us by emailing [awards.support@ymca.co.uk](mailto:awards.support@ymca.co.uk). Under 'Award Name' please type the name of one of your qualifications achieved through YMCA Awards. These will all start CYQ or YMCA Awards.

#### PROFILE



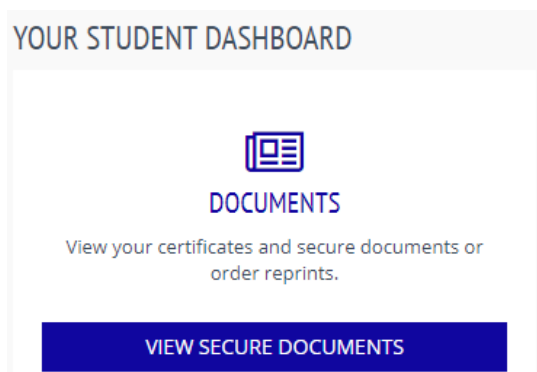
The 'PROFILE' form contains the following fields: 'Registration number' (Enrolment Number), 'First name' (Enter your first name), 'Last name' (Enter your last name), 'Award Name' (dropdown menu), 'Telephone number' (with telephone icon), 'Mobile number' (with mobile icon), and 'Date of birth' (with calendar icon).

4. Once you've completed all the fields, and verified the information as correct select 'Next'. You should receive a verification email shortly thereafter, in order to verify your account. Once your email address has been verified, you'll need to login a second time, which will complete your registration.

You can request to have the verification email resent by logging in with your username/password and choosing 'resend verification email'.

## Ordering Documents

1. Once logged in, you can order documents by selecting 'View Secure Documents'



2. This page will show you the secure documents we currently have published for you\*.



*\*If the qualification you're looking for is not there, please email [awards.support@ymca.co.uk](mailto:awards.support@ymca.co.uk)*

3. By selecting the grey button in the bottom right corner, you have multiple options. You can view a digital version of your certificate and transcript, share a qualification with a 3<sup>rd</sup> party, order replacement documents or a proof of qualification letter (POQ). A proof of qualification letter will list all of the qualifications achieved through YMCA Awards on certification paper.

Hover over the icons below to see which official documents are available for your documents, report an issue, order a proof of qualification letter, reprint

**LEVEL 1 AWARD IN FITNESS AND PHYSICAL ACTIVITY (QC)**




ROC1  
**Certificate Number**  
00098487-01-NT34  
**Site Name**  
Dummy Site  
**Issued**  
04/03/2014

- Details
- Share Qualification
- eDocuments**
  - eCertificate
  - eTranscript
- Order**
  - POQ
  - Order Documents
- Report an Issue

- To purchase a copy of your documents select 'Order Documents'.





**PRODUCT**



**DOCUMENT REPRINT**

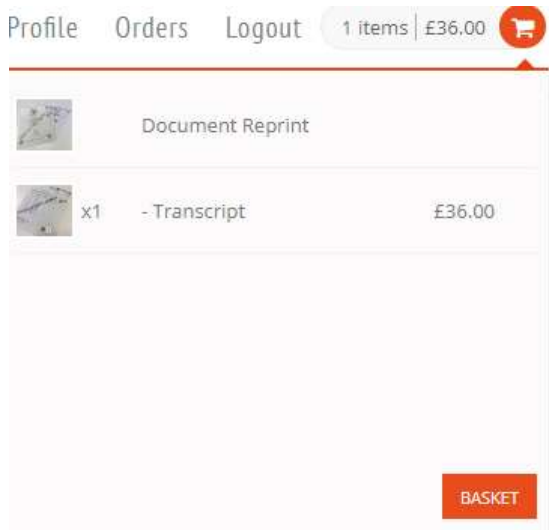
Order additional copies of your YMCA Awards qualification documents. Orders will be processed within 10 working days.

CERTIFICATE: 00098487-01-NT34  
QUALIFICATION TITLE: 29/12/1998  
QUALIFICATION DATE: Smith  
REPRINT REASON: Please select

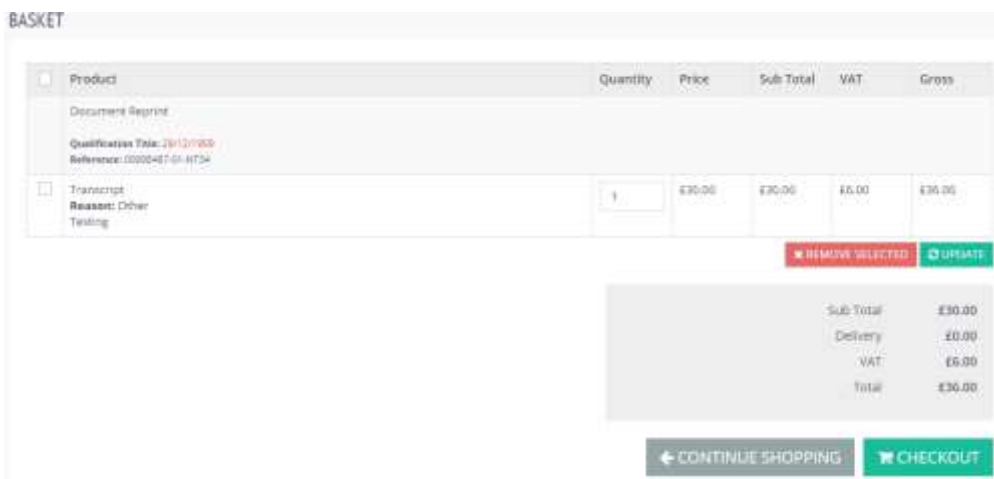
 CERTIFICATE	 eCERTIFICATE	 TRANSCRIPT	 eTRANSCRIPT
0 £30.00	0 £0.00	0 £30.00	0 £0.00

Here you can choose which items you'd like to order by clicking on the arrow buttons. You will also need to select a reprint reason from the dropdown. Once you've chosen all your items select 'Add to Basket'.

- If you would like to check out, go to basket by hovering over the orange shopping cart in the top right hand of the screen and select 'Basket'.



- The basket will show you a summary of the items you've ordered. Review the items to make sure they're correct, you can update the quantity and remove certain items on this page. If you are happy with the items, select 'Checkout'.



- In the checkout area, there are four steps. The first two steps are to enter the billing address and delivery address, or tick 'same as billing address' if they're the same.



8. On page 4 you have the option to choose the delivery type you would like:



9. The last step is to confirm all the information you have entered is correct, click submit and then you will be asked to pay for the order.

## Sharing Documents with an Employer

1. You can share your achievements with an employer or 3<sup>rd</sup> party online without having to purchase a copy of your certificate. You can do this by selecting 'Share Qualification'.



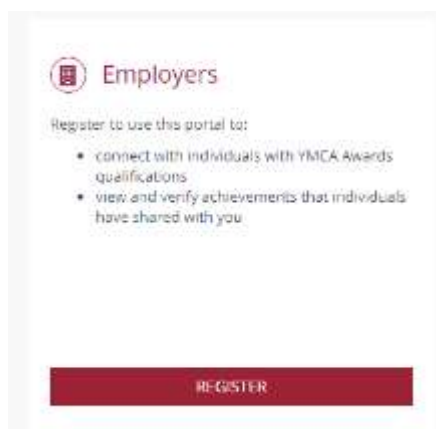
2. It will give you the option to share with an employer/3<sup>rd</sup> party you already have added as a connection, or you have the option to add a new connection. In order to add a new connection, fill out the mandatory fields and indicate which qualification you would like to share with them.

Once you've completed the form, select send. The employer/3<sup>rd</sup> party will be notified via email that you would like to share documents with them. The employer/3<sup>rd</sup> party then needs to register on the home page (see instructions below on how to complete the registration). When they log in they will see a watermarked version of your certificate.

## Employers

### Registration

1. Select the 'Register' button under Employers.



2. Fill out all the mandatory fields as indicated by the red star.
3. Once you've reviewed all the information, select submit. You should receive a verification email shortly thereafter, in order to verify your account. Once your email address has been verified, you'll need to login a second time, which will complete your registration.

You can request to have the verification email resent by logging in with your username and password and choosing 'resend verification email'.

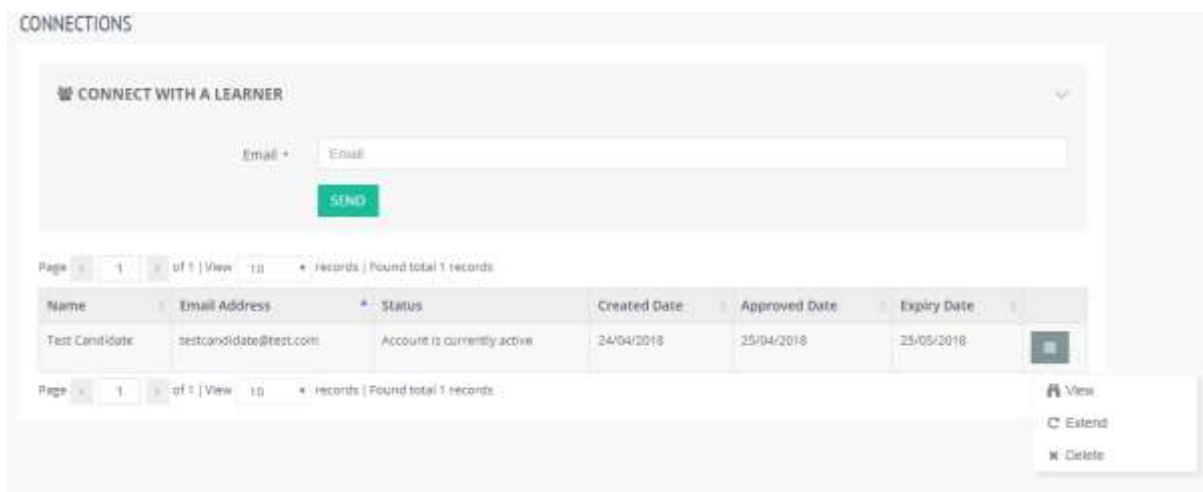
## Viewing a Learner's Documents

1. If you're not already connected with the learner, you will need to request to 'connect' with them, underneath 'Connections'. All you need to do is enter the learner's email address, and they will receive an email stating that you are requesting to view their documents\*.



The screenshot shows a web interface titled 'CONNECTIONS'. Below the title is a section labeled 'CONNECT WITH A LEARNER'. It features a text input field labeled 'Email' with the placeholder text 'Email'. Below the input field is a green button labeled 'SEND'.

2. Once the learner approves the connection, you can view their documents, by selecting the grey icon and choosing 'view'.



The screenshot shows the 'CONNECTIONS' section with the 'CONNECT WITH A LEARNER' form at the top. Below the form is a table with the following columns: Name, Email Address, Status, Created Date, Approved Date, and Expiry Date. The table contains one row with the following data: Name: Test Candidate, Email Address: testcandidate@test.com, Status: Account is currently active, Created Date: 24/04/2018, Approved Date: 25/04/2018, and Expiry Date: 25/05/2018. A grey button is visible next to the last row. Below the table is a context menu with three options: View, Extend, and Delete.

Name	Email Address	Status	Created Date	Approved Date	Expiry Date
Test Candidate	testcandidate@test.com	Account is currently active	24/04/2018	25/04/2018	25/05/2018

The learner will be notified via email every time you view their documents.

3. The documents have an expiry date on them, so you can also request to extend the length of time you're able to view a document by selecting the grey button and choosing 'extend.' This will send a request to the learner to extend the expiry date on the document.

If you encounter any problems, please contact us at [awards.support@ymca.co.uk](mailto:awards.support@ymca.co.uk) or call 020 3994 9500 for assistance.