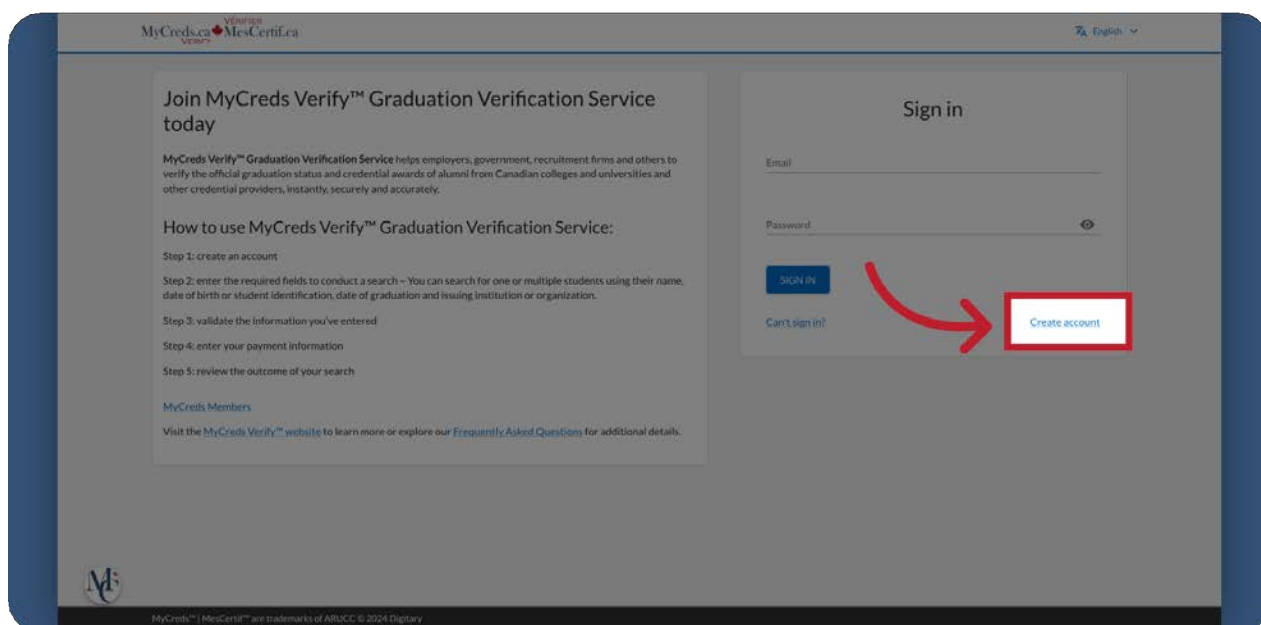# How to use the Graduation Verification Service

This guide will give you an overview to using the MyCreds Verify Graduation Verification Service. From searching for information, to making a payment and downloading a record, you will be guided through each step to ensure a seamless experience.

Go to gvs.member.mycreds.ca

`01` Click "Create account"

If you have not done so already, create an account by clicking "Create account" on the login page and complete the form. **Check your email for a verification notice.** You may need to look in your spam or junk folder. Click the button on the email to verify your account and then login.

02 Enter search information.

After logging in, complete the "Verify a graduate" form.

03 Use either Date of Birth or Student ID Number, not both.

Note that you should use **either the birth date, or the student ID number, not both.** Graduation year is optional and when the field is left blank all credentials earned at the specified institution, no matter the year, will be found.

04 Click the "Search" button.

Once the form is complete, click the "search" button.

05 Review your search criteria.

Be sure to review your search criteria before proceeding to payment. If you've made a mistake, you can edit the search criteria by clicking the pencil icon.

![MyCreds.ca Verify / Vérifier MesCertif.ca logo]

06 Click "Proceed to Payment".

When you've confirmed your search criteria click proceed to payment.
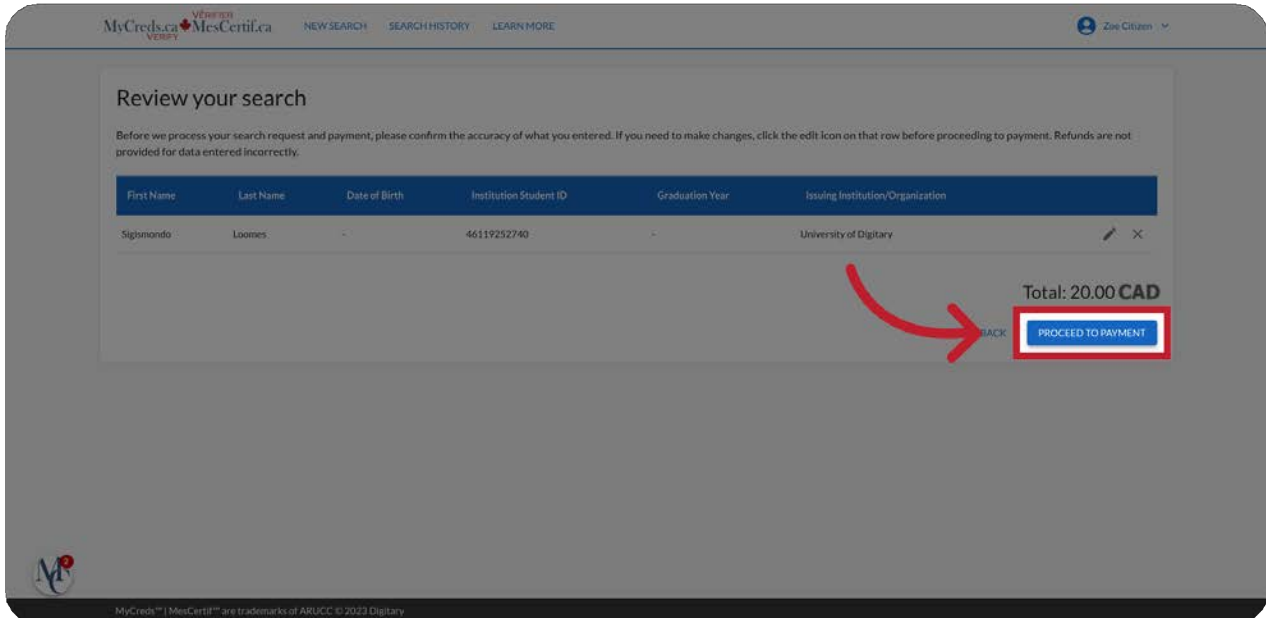
07 Fill in the form for payment

Start by entering the residential address or the company address. The billing address **must match the address on the payment card.**
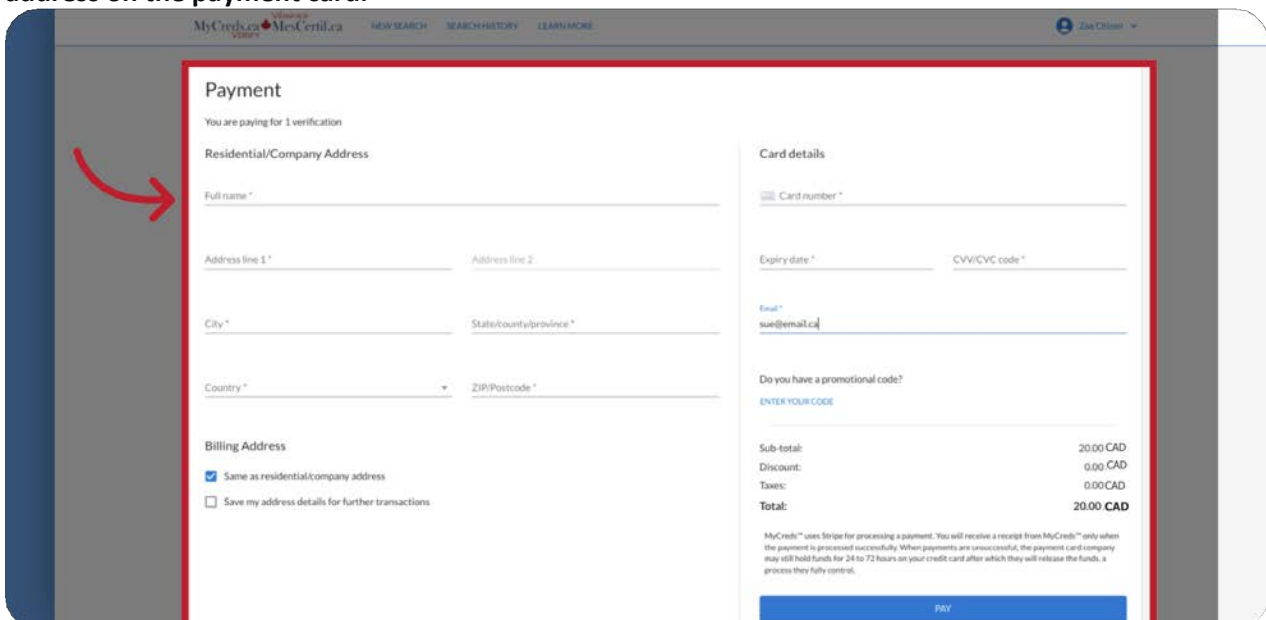
08 Click "Pay"

Complete the form. The cost is $20.00 per each learner searched. Please ensure your information is accurate since multiple searches will require additional payments. Click the pay button.

09 Click "Start".

After successful payment, you will be given another opportunity to check your search criteria. Once confirmed, click the "Start" button.
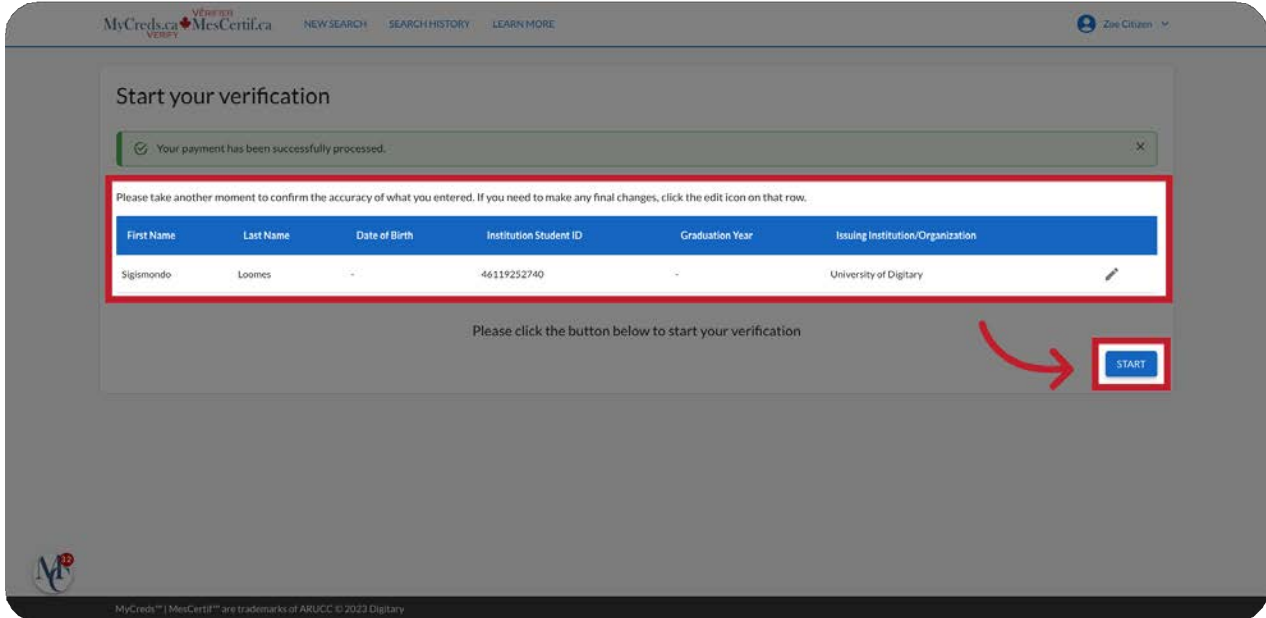
10 Click "Certificate"

If the search is successful, a green check mark will be displayed together with a link to a record. Select the "certificate" link to display a PDF of the graduation verification record.
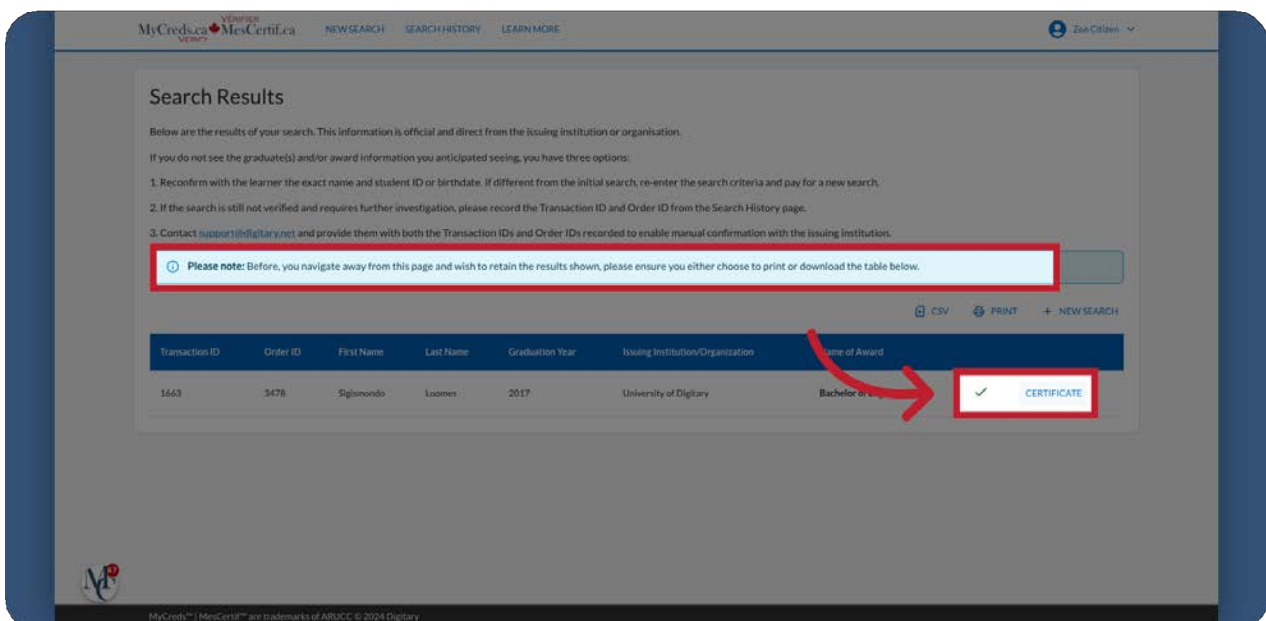
11 Download Certificate PDF immediately.

Please **download this PDF immediately** as it will no longer be available once you leave the search results page.
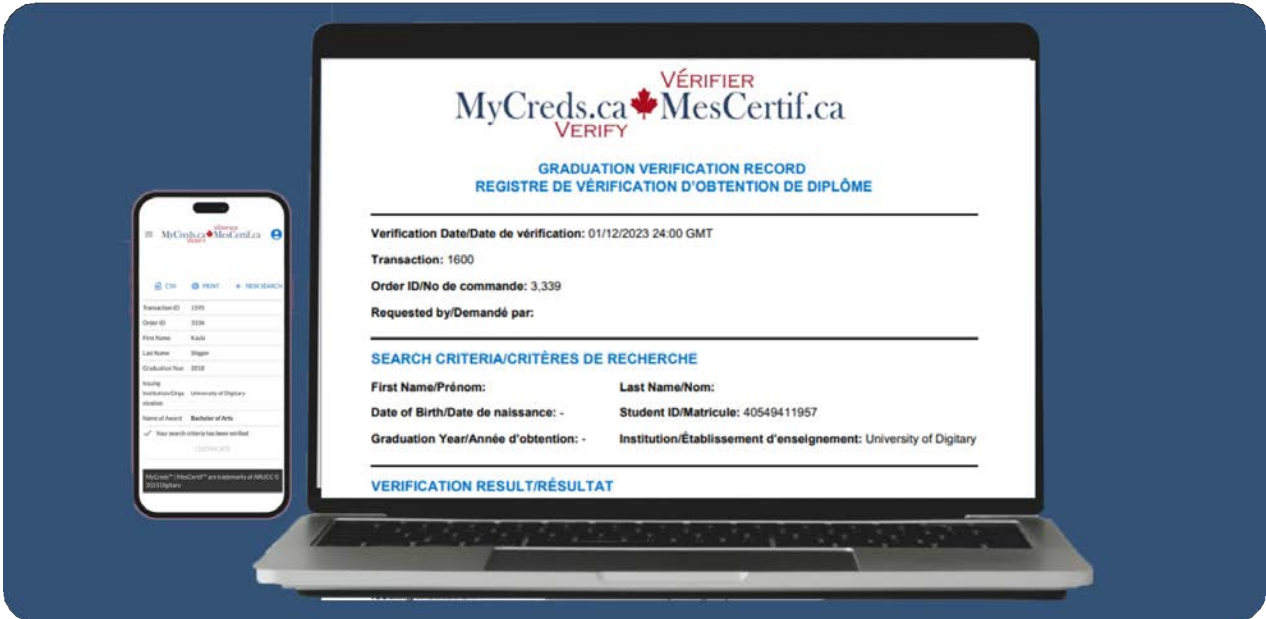
12 Search shows a red circle with a question mark and no certificate link.

If your search does not confirm a credential, you will see a red circle with a question mark. You will want to review and verify your search parameters. If you discover an error, then you should conduct another search with the correct search data. You will need to pay the associated fees.

7
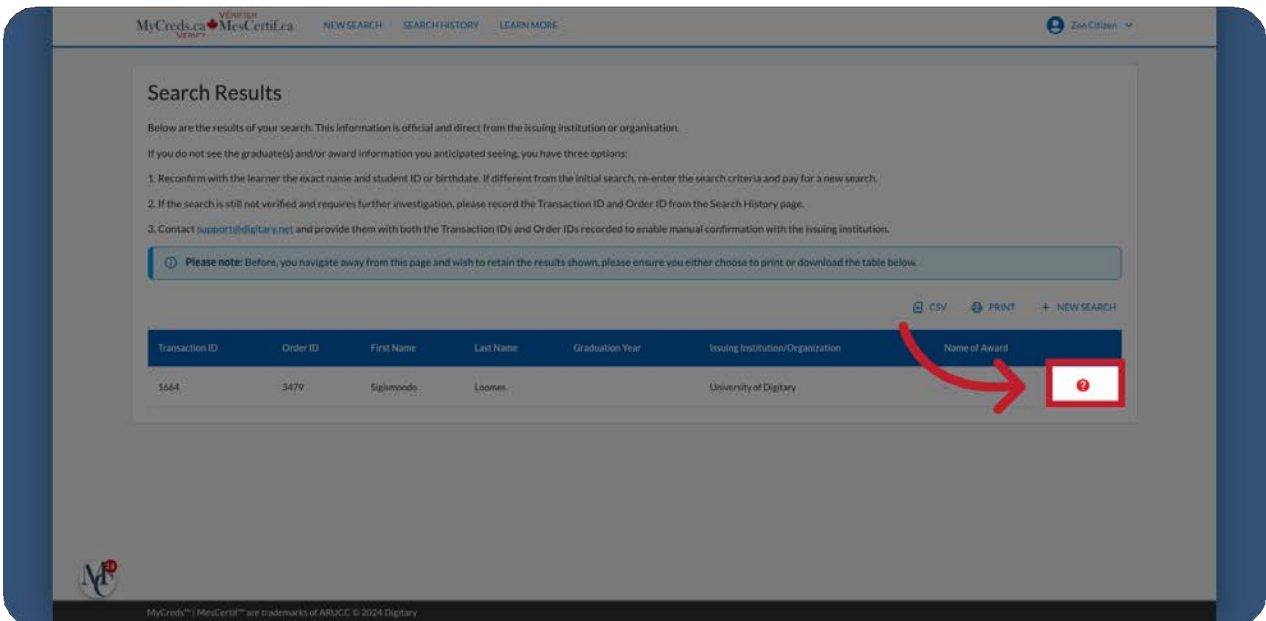
13 Non-Verification

If you are unable to verify results then you need to take two steps.

1. Reconfirm with the individual their exact name as it would be recorded by the issuing organization, their student ID number and birth date. If the information is different to what you originally used, then re-do the search with the correct information.
2. Go to the Search History tab in the menu. Find and record the transaction and Order ID. Then contact support @ digitary.net and they will manually verify with the issuing organization.

MyCreds.ca ✦ MesCertif.ca
VÉRIFIER
VERIFY

What to do if you are unable to verify results

Step 1
Reconfirm with the **learner their exact name and Student ID or birthdate.** If different from the initial search, re-enter the search criteria and pay for a new search.

Step 2
If the search is still not verified and you believe that the learner has graduated from the institution, go to the search history page and record each of the Transaction ID(s) and Order ID(s) recorded for this learner.

Contact support@digitary.net and provide both the Transaction ID(s) and Order ID(s) recorded to enable manual confirmation of the results with the issuing institution.
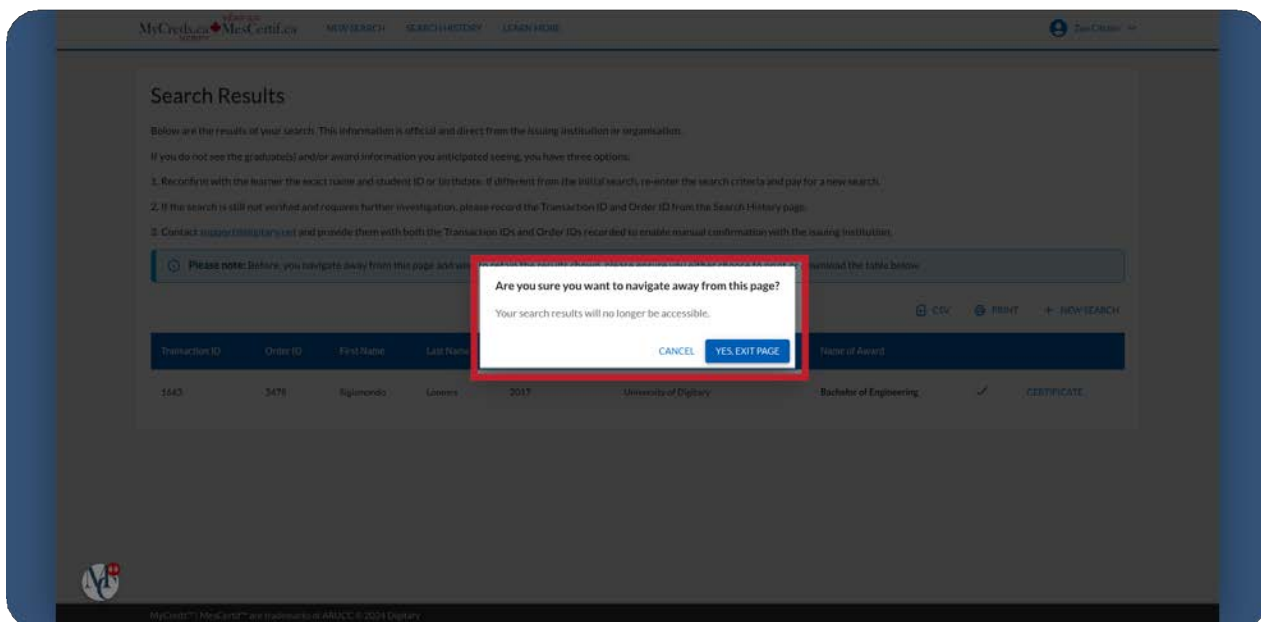
14 Click "New Search"

If you wish, you will have the option to conduct another search. Click "new search" to continue verifications.
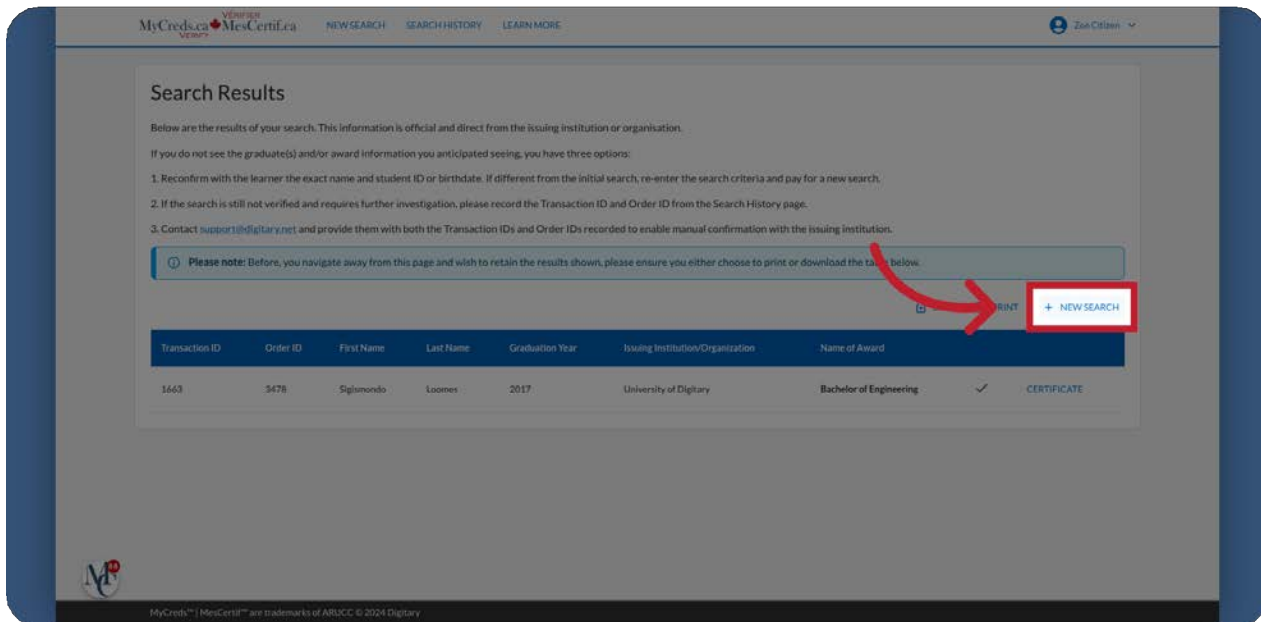
15 Click "Yes, exit page"

You will be asked if you want to exit the page and you will be reminded that your search results will no longer be available. Click "Yes exit page". After leaving the page, you can either conduct another search, or log out.

16 You also have the option to conduct a 'bulk' search.

You also have the option to conduct a bulk search. Select "Click here" if you want to search for more than one graduate". A downloadable CSV template is provided in the bulk search option. By completing this template and selecting the completed CSV file, a search for multiple users can be conducted. The charge will be $20 per individual learner searched.

In this guide, you learned how to navigate through the Graduation Verification Service, to search for information, fill in necessary details, make a payment, and download a certificate.

Visit our FAQs page for more information, including troubleshooting tips.