

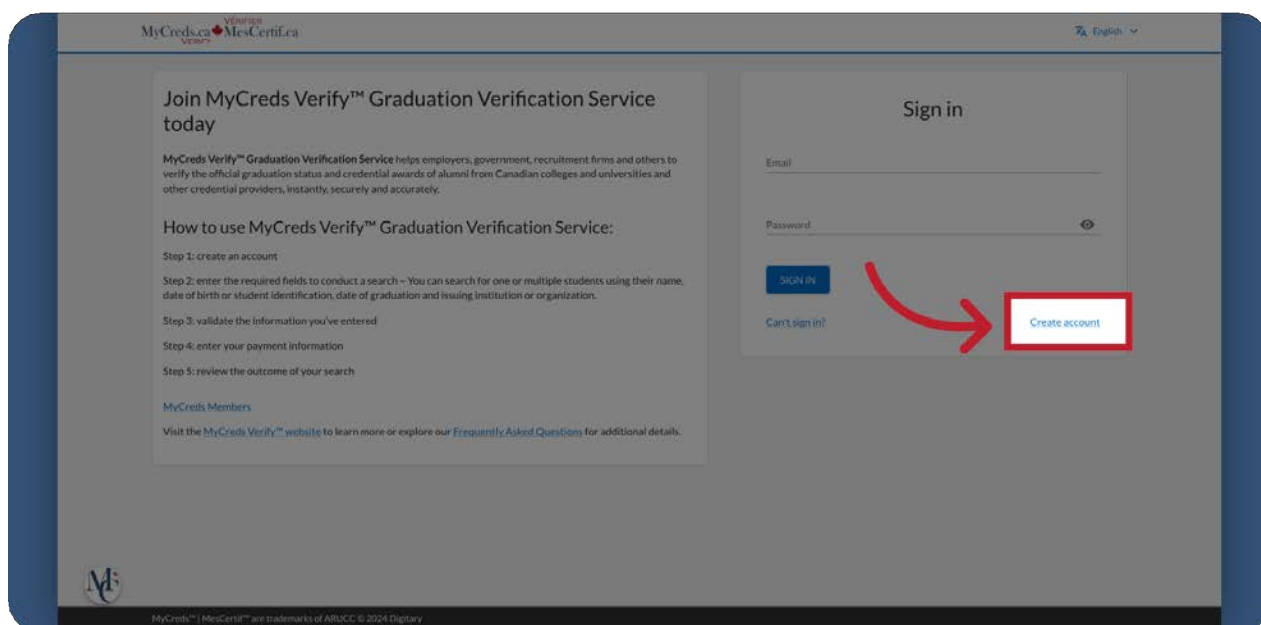
## How to use the Graduation Verification Service

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](https://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.

The screenshot shows the 'Verify a graduate' form on the MyCreds.ca website. The form is titled 'Verify a graduate' and includes the following fields and instructions:

- First Name \***: Please ensure the names match exactly those on the Graduation award; include any spaces, accents, apostrophes, and diacritics.
- Last Name \***: (No specific instructions are provided for this field).
- Date of Birth (mm/yyyy) \***: You will need the month and year of the learner's date of birth to conduct a search.
- Institution Student ID \***: (No specific instructions are provided for this field).
- Graduation Year (yyyy)**: Graduation year is the year the credential was awarded. This may be different from the year in which the course requirements were satisfied by the learner.
- Issuing Institution/Organization \***: Choose the institution/organization from the dropdown list provided. If you do not see one listed that you require, that is because they have not yet loaded their learner's graduation information into MyCreds™ Verify.

At the bottom right of the form, there are 'RESET' and 'SEARCH' buttons. A red box highlights the entire form area.

**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.

This screenshot is identical to the one above, showing the 'Verify a graduate' form. A red circle highlights the 'Or' radio button between the 'Date of Birth (mm/yyyy) \*' and 'Institution Student ID \*' fields, indicating that only one of these fields should be used for the search.

**04** Click the "Search" button.

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

Verify a graduate

Please enter your graduate search request below. All fields with an asterisk (\*) are mandatory.  
 Click [here](#) if you want to search for more than one graduate.

First Name\* Last Name\*

Date of Birth (mm/yyyy)\* Institution Student ID\*

Graduation Year (yyyy) Issuing Institution/Organization\*

SEARCH

**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.

Review your search

Before we process your search request and payment, please confirm the accuracy of what you entered. If you need to make changes, click the edit icon on that row before proceeding to payment. Refunds are not provided for data entered incorrectly.

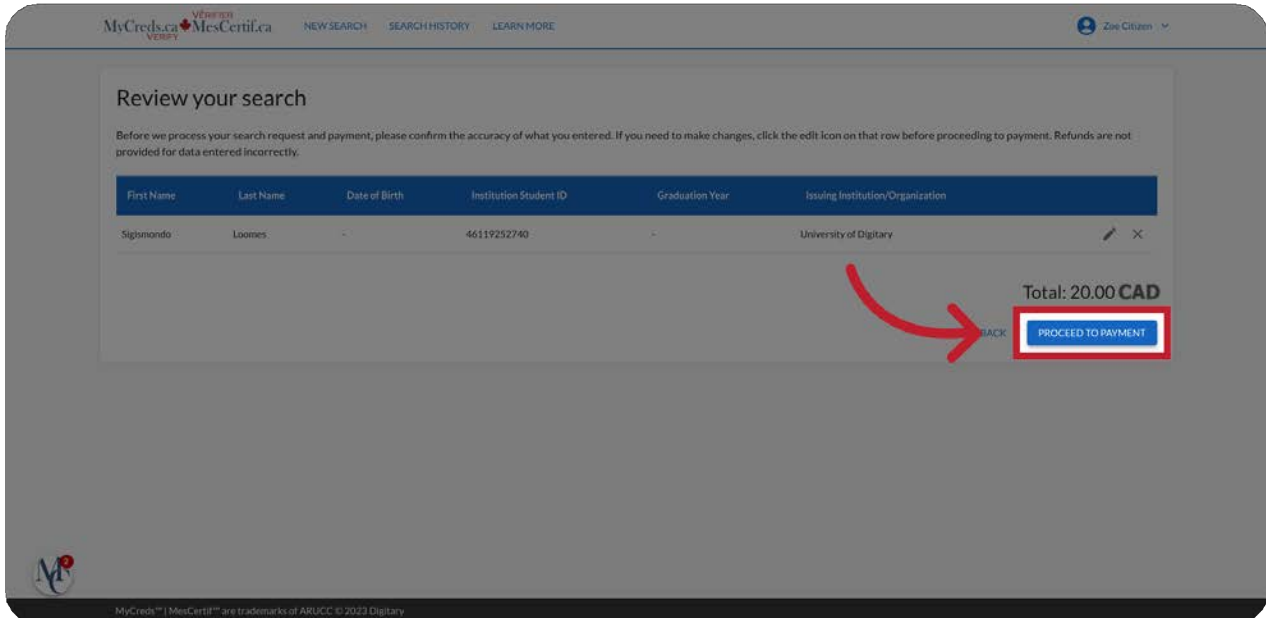
First Name	Last Name	Date of Birth	Institution Student ID	Graduation Year	Issuing Institution/Organization	
Sigismondo	Loomes		46119252740		University of Digitaly	

Total: 20.00 CAD

BACK PROCEED TO PAYMENT

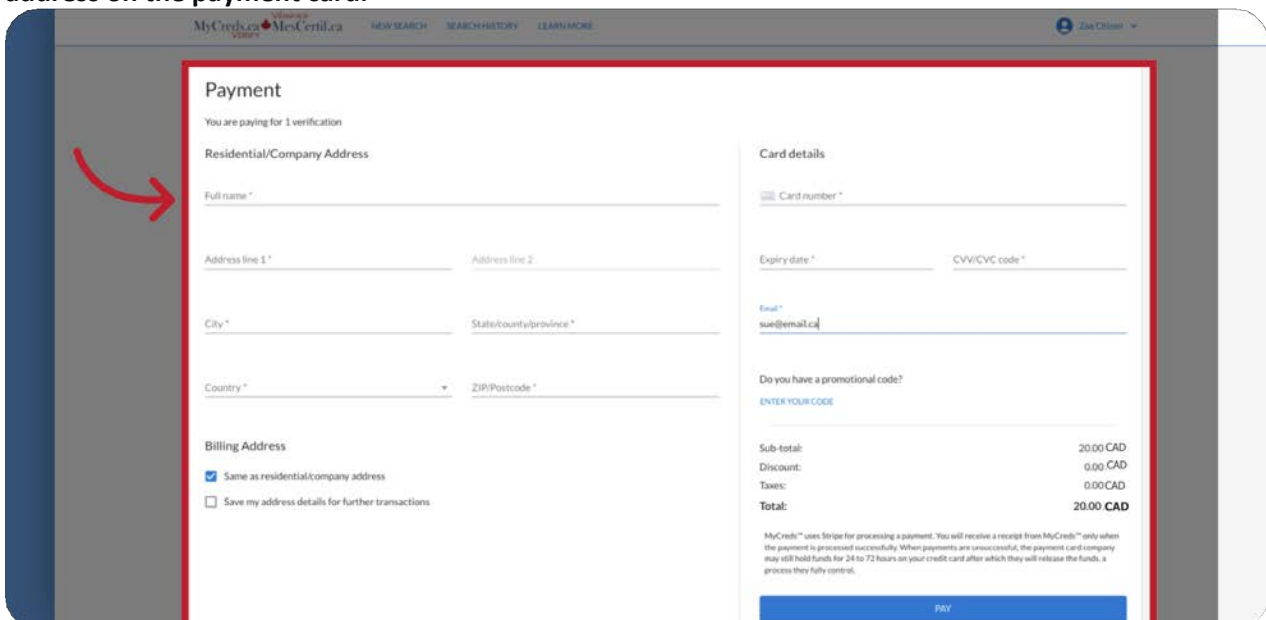
**06** Click "Proceed to Payment".

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.

The screenshot shows the payment interface on the MyCreds.ca website. The page is titled "Payment" and indicates that the user is paying for 1 verification. The form is divided into two main sections: "Residential/Company Address" and "Card details".

**Residential/Company Address:**

- Full name \*
- Address line 1 \* and Address line 2
- City \* and State/province \*
- Country \* and ZIP/Postcode \*

**Billing Address:**

- Same as residential/company address
- Save my address details for further transactions

**Card details:**

- Card number \*
- Expiry date \* and CVC/CVC code \*
- Email \* (example: user@email.ca)

**Summary:**

Sub-total:	20.00 CAD
Discount:	0.00 CAD
Taxes:	0.00 CAD
<b>Total:</b>	<b>20.00 CAD</b>

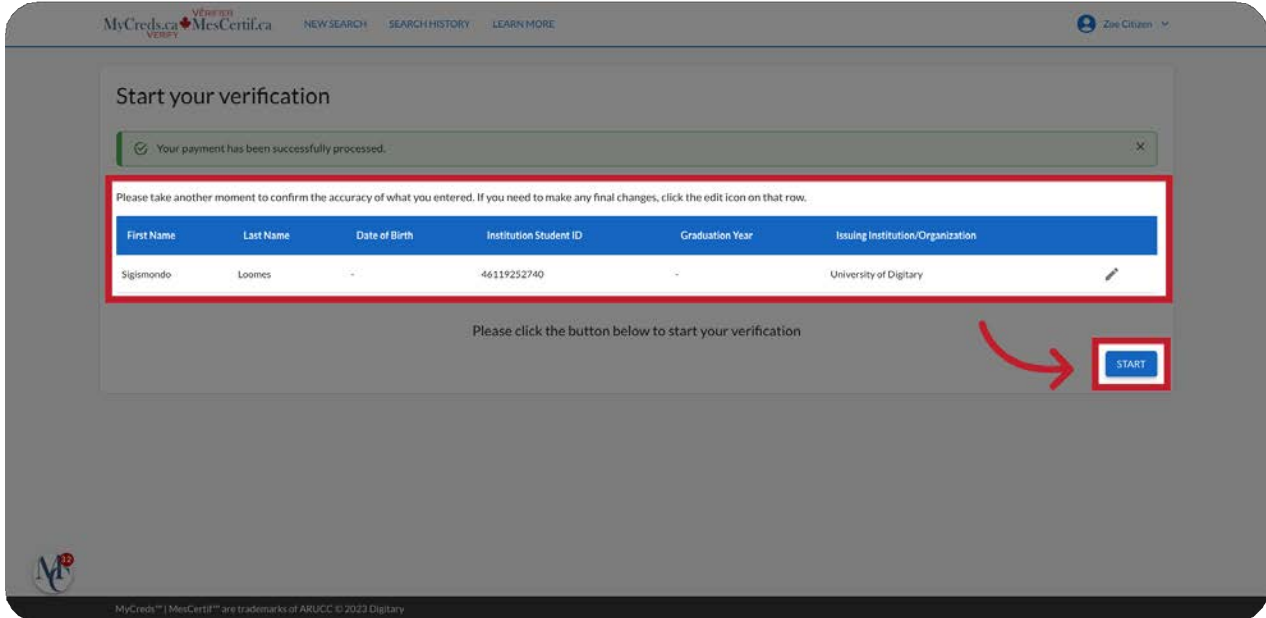
**Do you have a promotional code?**  
ENTER YOUR CODE

**PAY** button (highlighted with a red box and a red arrow pointing to it).

MyCreds™ uses Stripe for processing a payment. You will receive a receipt from MyCreds™ only when the payment is processed successfully. When payment is unsuccessful, the payment card company may still hold funds for 24 to 72 hours on your credit card after which they will release the funds, a process they fully control.

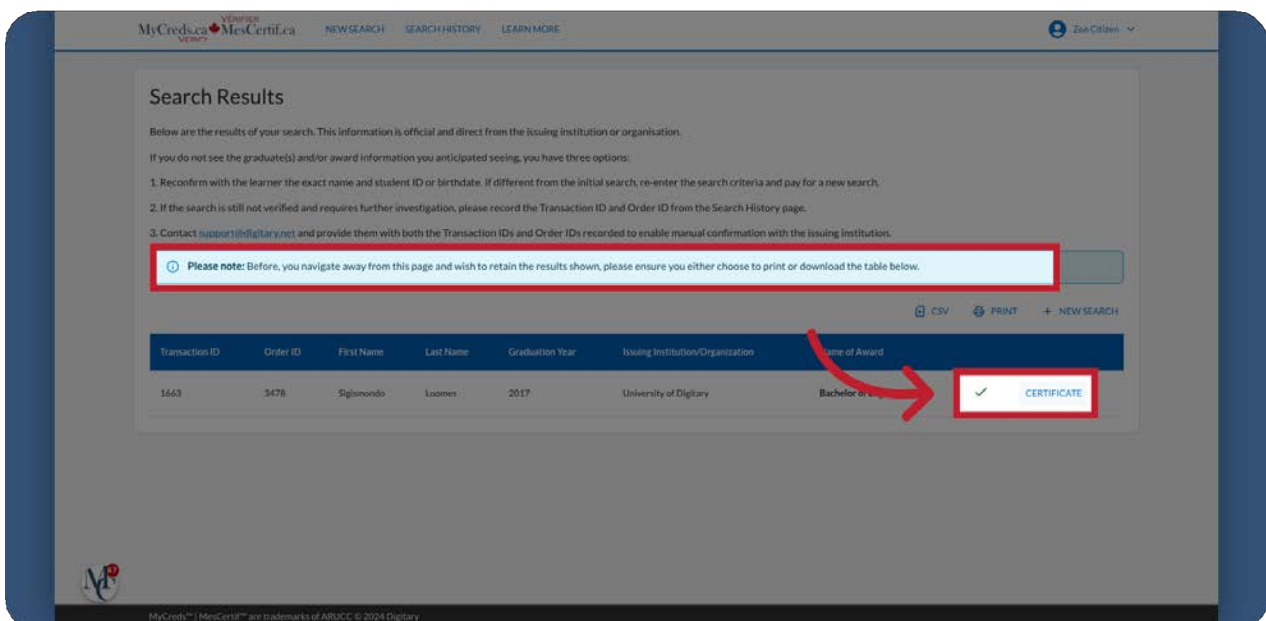
**09** Click "Start".

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



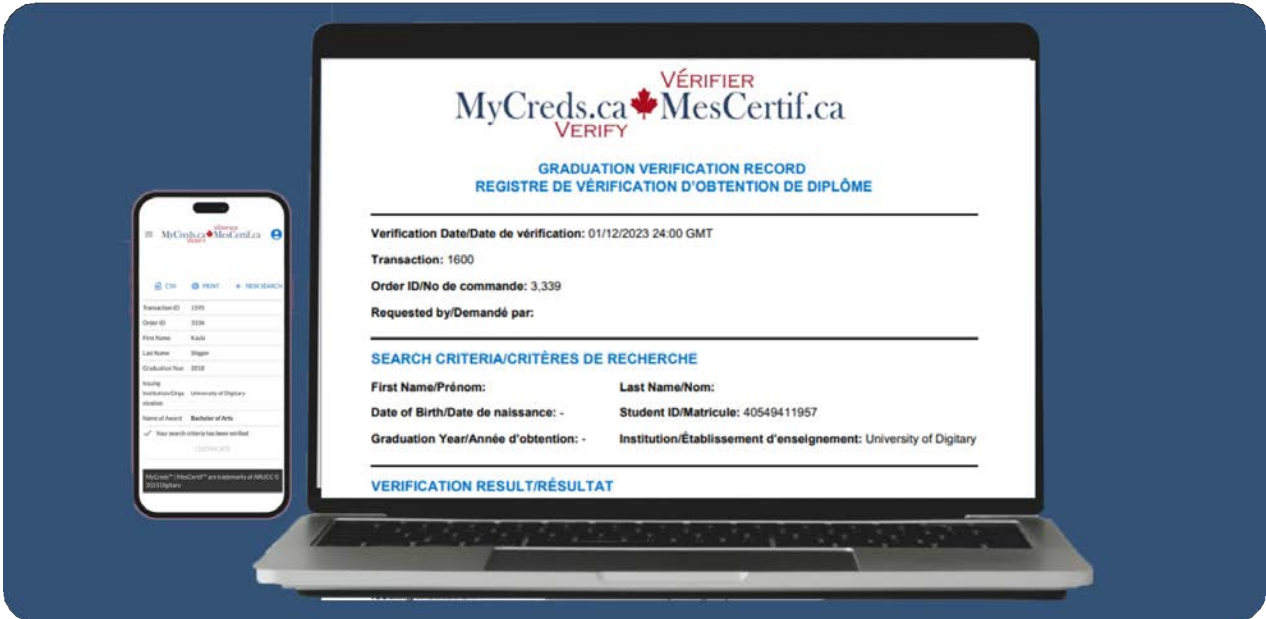
**10** Click "Certificate"

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.



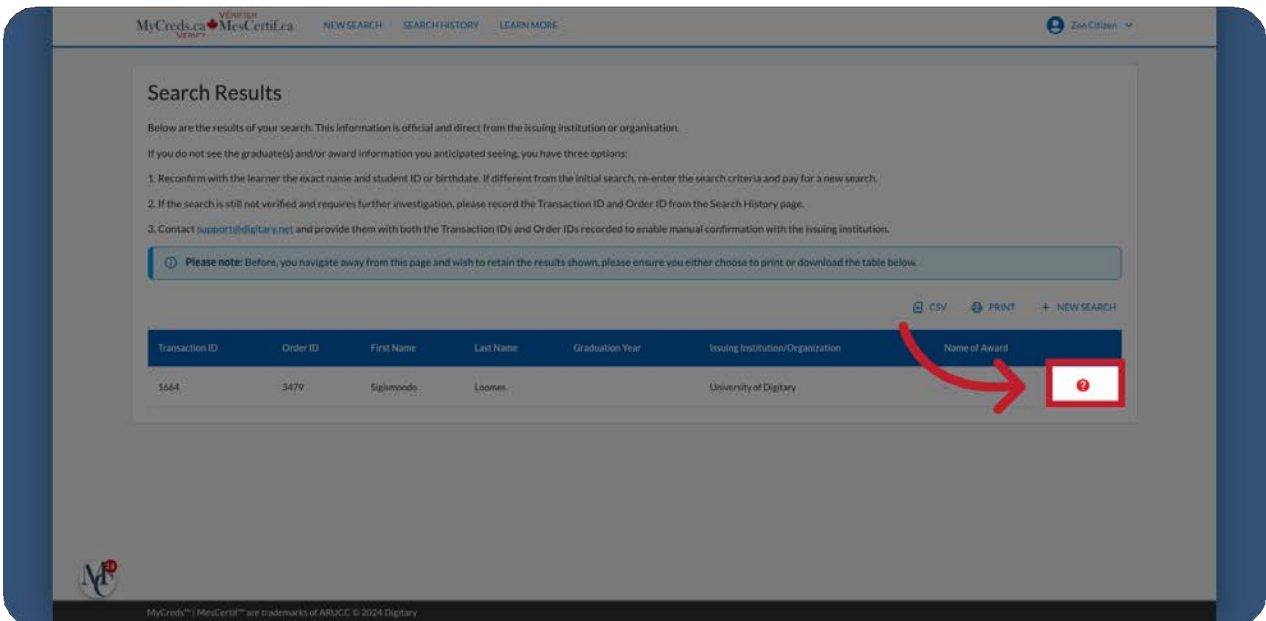
**11** Download Certificate PDF immediately.

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.



### 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.

## 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

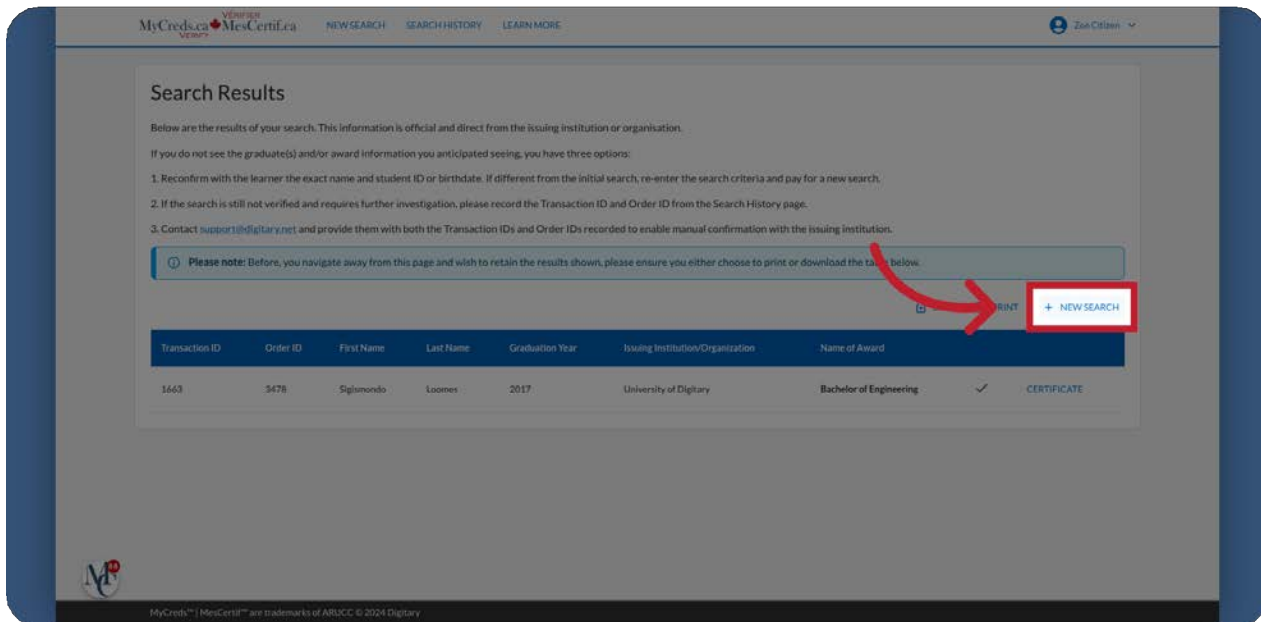
If the search is still not verified and you believe that the learner has graduated from the institution, go to the search history page and record each of the Transaction ID(s) and Order ID(s) recorded for this learner.

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.



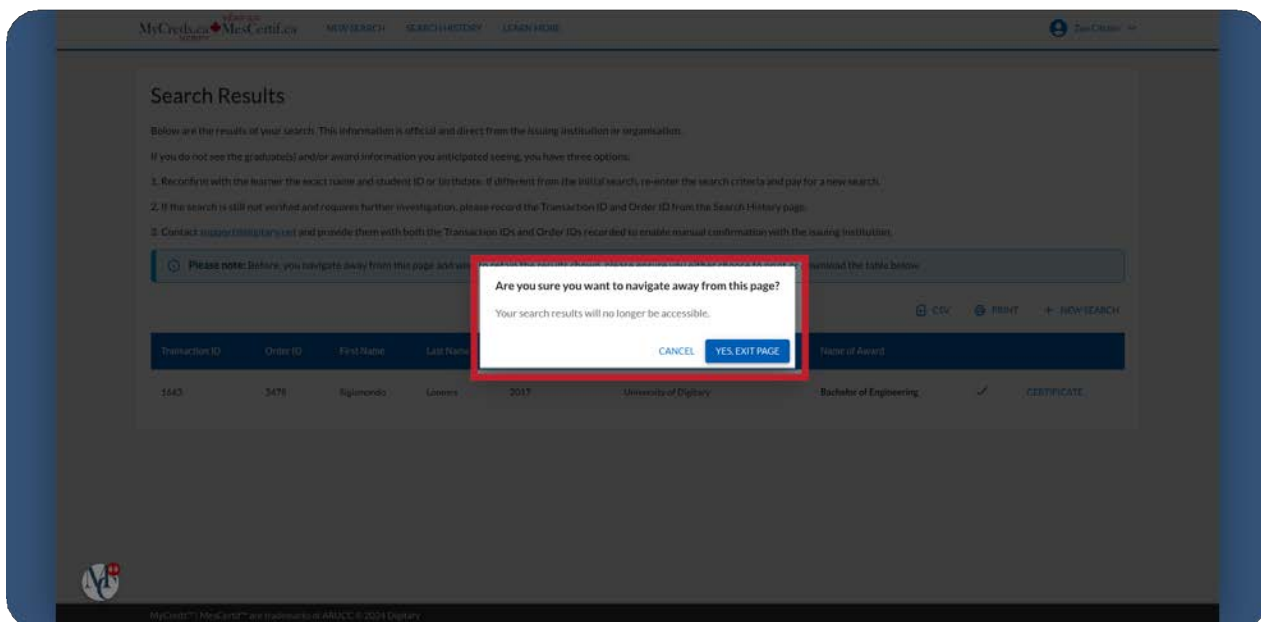
**14** Click "New Search"

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.

The screenshot shows the 'Verify a graduate' form on the MyCreds.ca website. The form includes the following fields and options:

- Click here if you want to search for more than one graduate.** (This link is highlighted with a red box and a red arrow.)
- First Name \*** (Text input field)
- Last Name \*** (Text input field)
- Date of Birth (mm/yyyy) \*** (Date picker)
- Institution Student ID \*** (Text input field)
- Graduation Year (yyyy)** (Text input field)
- Issuing Institution/Organization \*** (Dropdown menu)

At the bottom right of the form, there are 'RESET' and 'SEARCH' buttons. The footer of the page reads: 'MyCreds™ | MesCertif™ are trademarks of ARUCC © 2023 Digitaly'.

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.