

Frequently Asked Questions for digital badges and e-certificates

1. I already have an Accredible account. Do I need to create a new account to access my credentials?

You need not create a new account. You can link your email e____@u.nus.edu address to the existing account by logging in and going to Settings > Linked Emails. For more information, please visit <https://help.accreditable.com/should-i-link-an-email-address-in-my-credential-wallet>
2. Can I change the email attached to the credentials?

We do not encourage the change of email attached to the credential. If you wish to login to Accredible using your personal emails, you can link all emails under one account (Settings > Linked Emails), so credentials issued to the linked emails will all appear in that Accredible account. But the NUS/CLS credential will stay issued to the e____@u.nus.edu address.
3. How do I download a digital badge?

You can refer to the steps at <https://help.accreditable.com/how-do-i-download-a-digital-badge>
4. How can I download and print my certificate?

You can refer to the steps to download the certificate at <https://help.accreditable.com/how-can-i-download-or-print-my-certificate>
5. I have questions related to Accredible system, whom should I contact?

For Accredible system related questions, please refer to <https://help.accreditable.com/recipients>
6. Can I access my email NUS mailbox (e____@u.nus.edu) after graduation?

Yes, your NUS mailbox (e____@u.nus.edu) is for life.
7. Can I still request for hard copy certificates from Centre for Language Studies?

With the implementation of digital badges and e-certificates, the Centre had ceased to issue hard copy certificates. Hard copy certificates are issued to students who have completed the eligible modules with us prior to AY2019-2020 semester 1.
8. I completed the eligible module(s) prior to AY2019-2020 semester 1. Can I request for the digital badge(s) and e-certificates?

We are sorry to inform that the digital badge(s) and e-certificates are only applicable to students who have completed the eligible modules with effect from AY2019-2020 semester 1.
9. Can I request for a change of name on the digital badge and e-certificate?

Digital badge and e-certificate will be issued according to your registered name with National University of Singapore (NUS) at the point of time when you have completed the eligible modules.