



## FAQ

### Use of badges

I cannot register my account being unable to press the Complete Registration button in the Activate your wallet email.

If you cannot press the Complete Registration button, you can register your account by copying the URL that appears below the button and pasting the copied URL in the URL field of your browser.

Receiving date expired; please re-send Open Badge.

If the ""Receive your Open Badge"" email has expired, please click [Start Receiving], then log in to the wallet and click [Receive] the badge from the badge list screen.

You can receive your Open Badge through the following procedure.

See below for details.

- 1) Check the email titled "Receive your Open Badge"
- 2) Click on the orange button in the Start Receiving email.
- 3) When the message appears, click on the Next button, go to the wallet login screen (if you have an account) or go to the wallet account creation screen (if you do not have an account).
- 4) (After creating your account) Log in to the wallet and receive the Open Badge by clicking on the Receive button on the badge listing page.

I have already created a wallet account, but this time I received an Open Badge at a different email address.

Do I need to do anything about this?

If you have not created an account with the email address you received this time, you can manage your badge collectively by adding a new email address to your account.

Additional instructions are as follows.

- 1) Log in to the wallet
- 2) Click the profile icon in the upper right corner
- 3) Click on Settings
- 4) Then click on Add Email Address under "Email Address"
- 5) Enter the email address to be added in the pop-up that appears
- 6) A Confirmation mail will be sent to the added email address. Click on the Email Authentication button to validate your email (The verification code is valid for 5 minutes)
- 7) When the email authentication is complete and the authenticated mark appears on the page, the email address has been successfully added to your account.

I would like to change the email address (marked with a key) that I used to create my account.

The email address used to create the account cannot be changed.

You can continue to log in to the wallet, manage and use the Open Badge by adding a different email address in advance. This way, you will have no problem logging in even if one of your email addresses is no longer used.

Please tell me how to download and print out an Open Badge certificate.

The certificate of the open badge can be downloaded in PDF format in the wallet.

The download method is as follows.

- 1) Log in to the wallet
- 2) Click on the desired badge.
- 3) Displayed in the upper right corner of the detail screen [Download] Click the button.
- 4) [PDF] Click the button.
- 5) [Certificate] US>or [Content Details] Select and click Download Click the button to complete the PDF download of the certificate.

You can print from the PDF file you downloaded.(Please provide an environment where you can print PDFs.)

24 hours passed since I clicked the Start Receiving button in the "Receive your Open Badge" email, but I haven't yet received the "Check your wallet" email.

If you log in to the Open Badge Wallet and the received Open Badge is marked NEW in the upper lefthand corner, there is no problem. Please log in and confirm this.

When I created the account, I didn't receive the "Activate your wallet" email.

Please make sure that the email is not received in your incoming spam mailbox.

If it is not separated as spam mail, you may not have been able to receive it due to the email settings.

In that case, please follow the steps below to receive the email again.

- 1) Change the setting so that you can receive mail from <noreply@openbadge-global.com>.
- 2) Click the "Start Receiving" button in the "Receive your Open Badge" email again.
- 3) When the wallet log-in page appears, enter your email address.
- 4) Enter the password you set.
- 5) Click on Resend Mail.

Unable to press the "Start Receiving" button.

If you cannot press the "Start Receiving" button, you can copy the URL indicated below the button and paste the copied URL into the URL field of your browser to complete the receiving process.

I registered with my first and last name reversed. Please tell me how to change my name.

The display at the top of the wallet is in the order of "first and last names" in English. This order is fixed, but individual recipients can change the name setting.

Please refer to the following method to change your name setting.

- 1) Log in to the wallet
- 2) Click the profile icon in the upper right corner
- 3) Click on Profile Settings
- 4) Change the First Name and Last Name under Profile Settings
- 5) Scroll the screen and click Save in the lower righthand corner

Please help me create a wallet over the phone.

We are sorry to inform you that after receiving Open Badges, your inquiries will be answered by email on the inquiry form. Thank you for your understanding.

Am I right about using the wallet being free of charge?

Yes, it's free.

How do you handle personal information?

Please check our privacy policy.

Also, the personal information we handle is as specified in the Open Badge Terms of Use.

I accidentally erased the open badge.

You cannot restore an accidentally deleted Open Badge, but you can reissue it. In that case, please contact the Issuer about it.

You have been locked out from your account.

Due to the security settings of the open badge wallet, if you entered the wrong password several times, it will lock you out. The lock will be released after 10 minutes, so please wait a moment and try logging in again.

I can neither import an Open Badge from another company's wallet to my Lecos wallet nor export the Open Badge in my Lecos wallet to another company's wallet.

Our wallet has been certified for import and export, but if the destination or source wallet does not meet the certification, we may not be able to import and export. Thank you for your understanding.