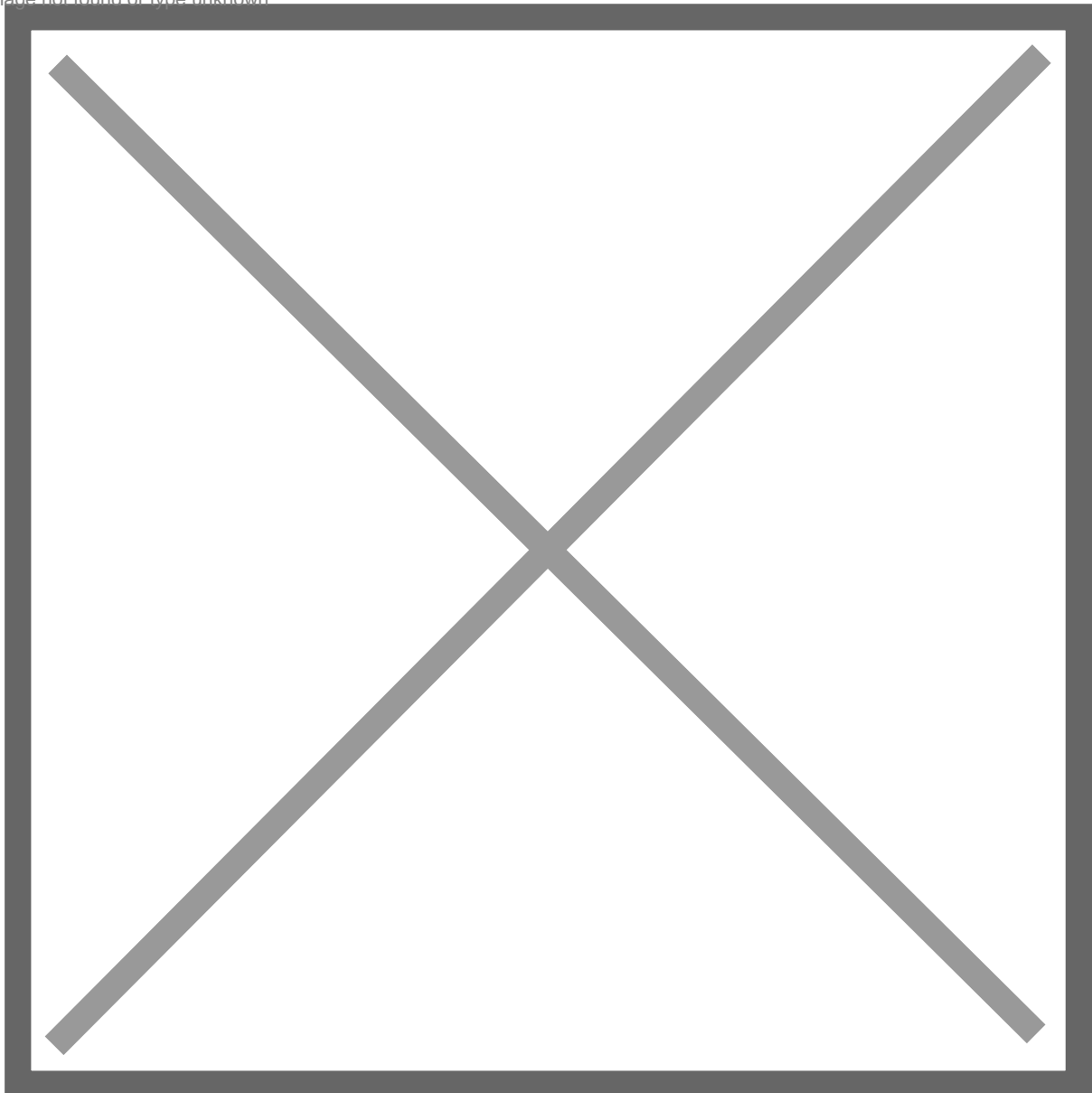


Troubleshooting: Expired Credential Offer

- From the moment of the creation of a new Credential the link for the Credential Subject to download the Credential have a lifespan of 72 hours. If the Credential Subject didn't download the Credential in that time or fails to do it there is an option to send a fresh e-mail notification to the Credential Subject with the instruction and a new functional link to start the process. To do so click on the status of the Credential to access its details.

Image not found or type unknown



- In the details view click the "**Send Reminder**" button.
- The Credential Subject will receive the new email notification to start the process again.

Image not found or type unknown

Image not found or type unknown

For any other issues you can contact the technical support team by creating a ticket on [ticketing system](#)

Revision #1
Created 10 March 2025 10:15:35 by Roger Miret
Updated 10 March 2025 10:15:57 by Roger Miret