

Troubleshooting

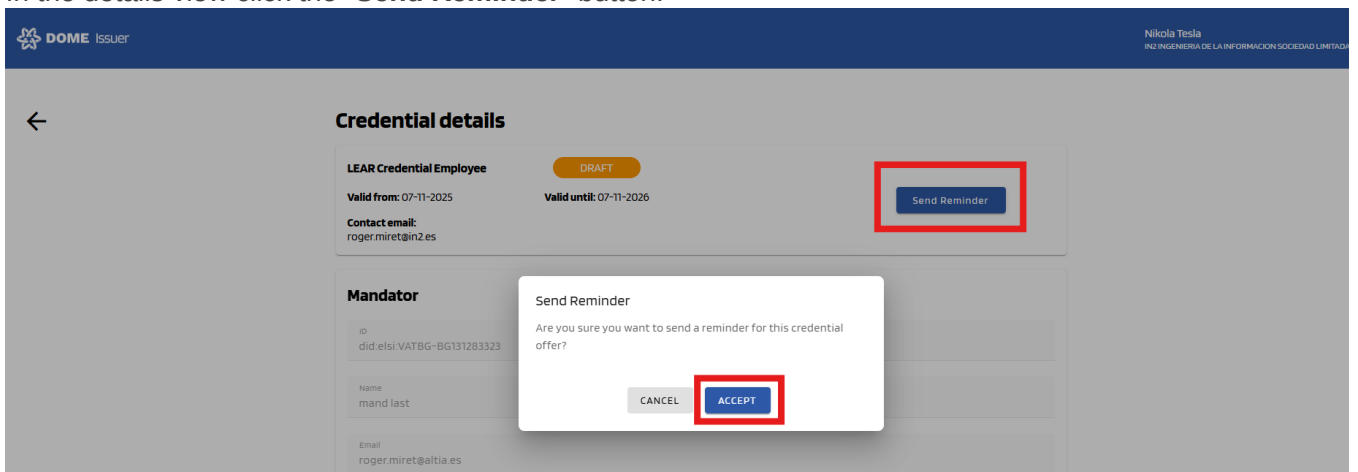
Expired Credential Offer

- From the moment of the creation of a new Credential the link for the Credential holder to download the Credential have a lifespan of 72 hours. If the Credential holder 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 holder with the instruction and a new functional link to start the process. You can click the row of the corresponding credential to see its details and [send the reminder](#).



Subject ↑	Organization ID ↑	Credential Type ↑	Updated ↑	Status ↑
test-config-power full power re...	VATES-B60645900	LEAR_CREDENTIAL_EMPLOYEE	07-11-2025, 14:51h	VALID
test-org-qa-alike one	VATBG-BG131283323	LEAR_CREDENTIAL_EMPLOYEE	07-11-2025, 13:12h	DRAFT

- In the details view click the "Send Reminder" button.



Credential details

LEAR Credential Employee DRAFT

Valid from: 07-11-2025 **Valid until:** 07-11-2026

Contact email: roger.miret@in2.es

Send Reminder

Mandator

ID: did:elsi:VATBG-BG131283323

Name: mand last

Email: roger.miret@altia.es

Send Reminder

Are you sure you want to send a reminder for this credential offer?

CANCEL ACCEPT

- The Credential holder will receive the new email notification to start de process again.

Activate your new credential



digitalidentitysupport@domo-marketplace-sbx.org

To: Roger Miret



Wed 08/10/2025 13:20

ADVERTENCIA: Este mensaje se generó fuera del dominio de **IN2**. No haga clic en ningún enlace ni abra ningún fichero adjunto a menos que confíe en el remitente y tenga certeza de su autenticidad. Gracias.

Activate your new credential

Dear Cloud Provider,

DOMO has generated your credential. Please click the button below to start the activation process.

Start Activation

This link is valid for the next 72 hours.

If the activation button does not work, you can access the [link](#) directly.

Failed signature

Occasionally, a credential might not be signed correctly upon issuance due to the signing service being temporarily unavailable. In such cases, the credential will have a status of "**PEND_SIGNATURE**", an email notification will be sent to the person responsible for the issuance (or the signing attempt in case of retrying). See the [credential management guide](#) to learn how to solve this issue.

Ticketing support system

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

Revision #5

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