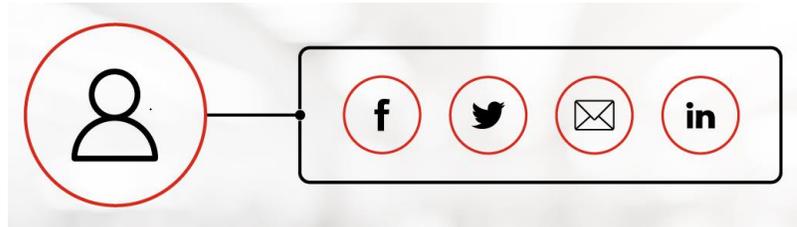




Avaya Digital Badges - FAQ



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1. General

1.1 What is a Digital Badge?

- » A Digital Badge is an electronic representation of a skill achievement. Digital Badges are issued via the Acclaim platform which provides context and verification uniquely linked to the badge holder. Digital Badges can be shared across the Internet (social media) for maximum visibility and recognition.
- » Anyone who views the social media channels you chose to share your Credential achievements on, will have the ability to view the details and validation of the Digital Badge.

1.2 Why is Avaya issuing Digital Badges?

- » Avaya is providing individuals with the ability, where they so choose, to securely share their Avaya Credential program achievements through social media using Avaya Digital Badges.

1.3 What are the benefits of an Avaya Digital Badge?

- » Credential holders can choose to easily share their skill achievement online and through social media platforms.
- » Skill achievements are increasingly important for the modern workplace. Digital Badges recognize skill achievement and show how those skills relate to different job roles.
- » Avaya Credentials, like Avaya Digital Badges, outline an individual's achievements and skill journey.

1.4 Is there a cost associated for receiving an Avaya Digital Badge?

- » No, the acceptance, storage and sharing of Avaya Digital Badges are all free to the badge holder.

1.5 How are Avaya Digital Badges issued?

- » Avaya Digital Badges are issued based on the credential records housed in the Avaya Credential Management System hosted by Pearson Vue. To accept an Avaya Digital Badge, earners need to create a separate Acclaim Account. Acclaim is the name of Credly's digital badging platform that shares the digital badge with your social media.

1.6 How do I get started with an Avaya Digital Badge?

- » In the event Avaya issues you an Avaya Digital Badge, you will receive an email from Avaya Digital Badges <admin@badges.avaya.com> sent to the email address stored in your Avaya CMS account.
 1. Click the "Accept your badge" link in the notification email.
 2. Create an account on the Acclaim platform (If you do not already have an account).
 3. Confirm your account by clicking the confirmation link in the separate confirmation email that is generated after you set up your account.
- » Accepting future badges is as easy as clicking the link in the notification email and logging into our Acclaim account or you can customize your settings to auto-accept Avaya Digital Badges.

1.7 I received the Avaya Digital Badge Issuing Notification, is there an immediate action for me to take?

- » No, you can claim your badge at any time. You can access your badge through any of the badge notification or reminder emails. Or, if you no longer have those emails, you can access the system directly through your Acclaim account. If you don't have an account, you can create one at Acclaim using the same email address that Avaya has for you on your Avaya Learning Center / Avaya Credential Management profile. Your badge will be pending in your Acclaim account.

1.8 When I have qualified to earn an Avaya Digital Badge, how long does the notification take?

- » From the time you have earned a credential and you received an email from the Avaya Credential Management System you will typically receive within 24 hours your Avaya Digital Badge Issuing Notification.

1.9 Do I continue to have access to the credential logo and certificate for the Avaya Credential I have earned?

- » Yes, at this point, Avaya will continue to provide access for existing program logos and electronic copies of certificates, accessible through the Avaya Credential Management System.

1.10 How does an Avaya Credential I earned gets displayed as an Avaya Digital Badge?

- » If an Avaya Digital Badge for the Avaya Credential is issued you will receive a Digital Badge image issued from the Acclaim platform on behalf of Avaya. Once you log into the [Acclaim](#) platform and accept the badge, you will have the option to share this digital badge with your social media platforms, like LinkedIn, Facebook, Twitter, etc.

1.11 How do I know which Avaya programs have an associated Avaya Digital Badge?

- » The Avaya Digital Badges will be rolled out in a phased approach based upon different Credential groups. The initial Avaya Digital Badges to be released will focus on active credential programs from the Sales and Technical Sales audience groups and for Avaya Certified Implement and Support Specialists. The next phase will be to extend the Digital Badges to other programs. Avaya Learning will communicate all new Digital Badges through the [News section](#) on the [Avaya Learning Center](#).

1.12 Once an Avaya Digital Badge is issued, how long does it remain accessible?

- » You can accept your badge at any time. It will remain accessible as long as the specific Digital Badge program is available. However, Avaya reserves the right to assess its digital badging program and make changes as required.

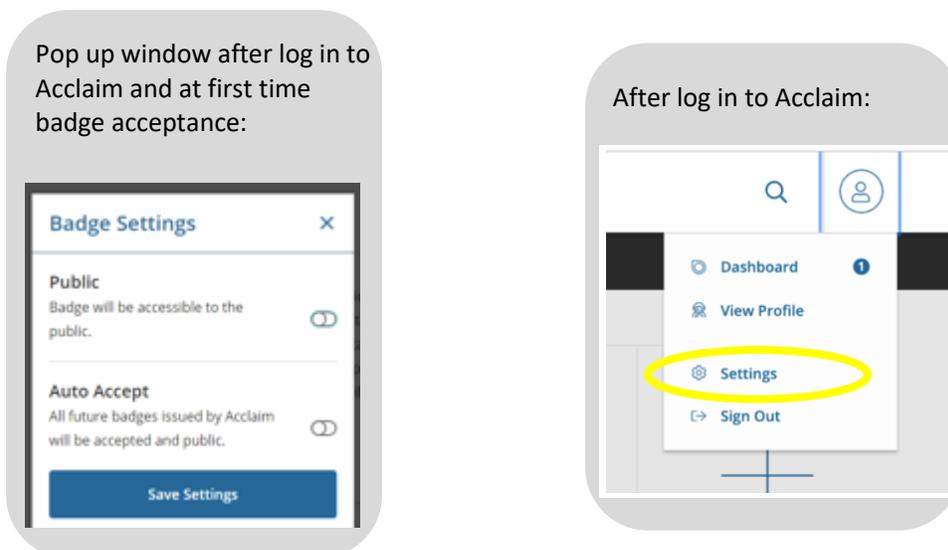
2. Badge Settings

2.1 Can I automatically accept Avaya Digital Badges issued to me?

- » Yes, you can determine if you would like to accept Avaya Digital Badges automatically via your profile settings.
- » When accepting your first badge, you have the option to enable the **Auto-Accept** feature so that any future Avaya Digital Badges issued will be automatically displayed on your Acclaim Account.
- » When auto-accept is enabled, a badge will automatically be accepted and displayed on your profile. You will receive an email informing you of a new badge, but no action will be required.
- » You can also toggle off the auto-accept option at any time in your Acclaim profile settings.

2.2 How do I manage my privacy?

- » You can choose to make your Acclaim profile - and your individual badges - viewable to the public or viewable only to you.
- » When accepting your first badge, you have the option to enable the Public feature so that any future Avaya Digital Badges issued to you will be visible to the general public.
- » To manage your privacy and badge settings, log in to your Acclaim account.



- » Note: Credly's Acclaim's platform is a 3rd party application. To view their privacy statement, click [here](#).

2.3 I accidentally rejected my badge. How can I recover it?

- » If you have accidentally rejected your badge please contact the Acclaim' Help Center by submitting a support [request](#). One of Acclaim's representatives will reset your badge and resend the badge notification email. Doing so places the badge back into a pending state and allows you to access your account and accept the badge.

2.4 How do I delete my information from Acclaim?

- » After being issued an Avaya Digital Badge, the meta data (such as your name, email, etc.) of the badge is stored in the Acclaim platform. If you would like to have this information removed you first need to have an account created, and then you can have the account deleted. This will delete all information.

2.5 How do I add or remove my Digital Badge from social accounts?

- » In order to share your badge from Acclaim to a social media account such as for example LinkedIn, Facebook and Twitter, you will need to authorize your accounts. Follow these steps to either add or revoke an authorization for sharing from Acclaim.

Login to your Acclaim account:

1. Click the Profile icon from the top right side of the screen
2. Select "Settings"
3. From the left-hand navigation, click "Applications"
4. Click Connect if you'd like to authorize an app to share your badge
5. Click Remove if you'd like revoke authorization for an app to share your badge

2.6 How do I delete my Acclaim Account?

- » In compliance with GDPR regulations implemented on May 25, 2018, users will have the option to delete their Acclaim account and request the deletion of all subsequent badges. Deleting an account will permanently remove that user's profile and any information they have provided to Acclaim; this action cannot be undone.
- » To delete your account:
 1. Log into your account on www.youracclaim.com
 2. Click on the profile icon at the top right-hand corner and click "Settings"
 3. Click on the "Profile" option from the left-hand menu
 4. Scroll to the bottom of the page and click the hyperlink "Delete my profile"
 5. Confirm you'd like to delete your account by clicking "Delete Profile"
 6. The Acclaim system will send you an email confirming the Profile Deletion has been completed

Please note: Deleting your profile will not deactivate any Digital Badges that have been previously issued. In order to remove all historically issued Avaya Digital Badges from the Acclaim platform, you should complete the "Delete profile process" outlined above and contact the Avaya Learning Helpdesk to request that the Avaya Digital Badges be removed entirely from the Acclaim Platform Database. Avaya will work through the process to remove those including any historic information for any Avaya Digital Badges issued to you.

3. Email Notifications

Avaya Badge Issuing Notifications are sent to the email address listed in the Avaya Credential Management System (CMS) profile. The email stored in the Avaya CMS should match the email address stored in the Avaya Learning Center (ALC) profile. If you have questions on the email alignment between the CMS and ALC, please contact the Avaya Learning Helpdesk.

In the event the email address is changing in your Avaya Learning profile and / or Avaya CMS profiles please add the new email as a secondary email to your Acclaim profile.

- 3.1 I received an Avaya Badge Issuing Notification, what action do I need to take?
 - » Click in the email body on "Accept your badge", you will be directed to the Acclaim webpage. You need to login to the Acclaim platform to accept the badge.
- 3.2 Acclaim is new to me; how do I create an account to view my badge?
 - » Follow the steps outlined on the Acclaim webpage to create a new account, use the same email address associated with the Avaya Badge Issuing Notification.
- 3.3 I have an Acclaim account and received an Avaya Badge Issuing Notification, what should I do?
 - » Log in to your [Acclaim Account](#) and accept the badge. If auto-accept is enabled, no action is required – unless you'd like to share your new badge.
 - » If the notification email address differs between your Acclaim Account and the Avaya CMS account (email address used to send the Avaya Badge Issuing Notification), then add the Avaya CMS email address as a secondary email address to your Acclaim Account.
- 3.4 What is the secondary email option?
 - » Badge holders can easily add other email addresses to their Acclaim profile to ensure that all Digital Badges issued to them are assigned to one Acclaim profile, no matter which email address is used for issuing badges across different badge sponsors. Acclaim also suggests users consider adding a personal secondary email address to their account. This way if the user's business email address changes in the future, the user will always be able to access their account. You can add multiple email addresses as secondary emails to your Acclaim profile.

3.5 I cannot remember if I have an Acclaim account or not, what should I do?

There are several options:

- » [Submit a request](#) to the Acclaim's Help Center to validate if you have an account.
- » From the Acclaim Account webpage, click on "I forgot my password" and enter your default (primary) email address.
- » In the event you have created a new account and have multiple accounts on Acclaim you can have them [merged](#).

3.6 I did not receive a password recovery email from Acclaim, please advise.

- » Please check your spam / junk folder in your email account. You may want to consider adding Avaya Digital Badges <admin@badges.avaya.com> / admin@youracclaim.com as a Contact or Safe Sender in your email system settings to avoid emails from Acclaim ending up in the spam / junk folder.
- » The email address you generate a password reset for must be the registered default (primary) email address on your Acclaim Account or needs be listed as a secondary email address on your Acclaim Profile.
- » Another reason why you may not have received the password recovery email from admin@badges.avaya.com / admin@youracclaim.com is that this address was blocked by a network firewall. Please contact your company's IT administrator.

3.7 Are Avaya Digital Badge Issuing Notification reminders sent?

- » Yes. If you have not accepted the Digital Badge issued, you will receive reminder emails post-issuance at 1, 4, and 12 days.

3.8 I did not receive an Avaya Digital Badge Issuing Notification, please advise.

- » Please ensure you have checked your spam / junk email folder.
- » Please validate the email accuracy on your Avaya Learning Center (ALC) / Avaya Credential Management System (CMS). The Digital Badge notification email is sent to the email on your ALC / CMS profile.
- » Contact the [Avaya Learning Helpdesk](#) to confirm on the Avaya Digital Badge availability.

4. Additional resources

- » [Avaya's Digital Badge program information](#)
- » [Avaya's Digital Badges on Credly's Acclaim platform](#)
- » [Credly's Acclaim Earner Knowledgebase](#)

5. Need Help?

For questions regarding the Avaya Digital Badge Issuing Notification, or if you accidentally deleted an Avaya Digital Badge invitation and you need to have it reissued please contact the Avaya Learning Helpdesk [Global Support Numbers](#).

If you have any questions about how to navigate Credly's Acclaim platform, please submit a request to [Acclaim's Help Center](#)

Questions?

For any other questions, please contact one of the [Global Support Numbers](#).