

ACCREDIBLE CREDENTIAL FRAMEWORK

# TEST AND ISSUE CREDENTIALS

## ACTIVITY T11

**DESCRIPTION:** END TO END TESTING IN PRODUCTION ENVIRONMENT

**INPUTS:** TEST CRITERIA

**OUTPUTS:** TEST RESULTS

## CREDENTIAL TESTING BEST PRACTICES

Before you publish credentials for the first time, it's essential to check that their issuance is flawless and all information is filled in, to ensure the value of your credentials to your recipients, as well as your organization.

### A Note on Sandbox Accounts

A Sandbox Account functions exactly like a production account but uses a separate data space. Accredible provides their Connect and Growth customers with Sandbox environments, which allows them to test functionalities such as integrations. Anything you do in your Sandbox account cannot be migrated to your Production account, as these two instances are entirely separate.

To avoid replicating the set-up from a Sandbox account manually, we recommend testing basic functionalities such as credential creation and issuance within your regular/production Accredible account.

### Internal: Credential Issuance Testing

Before we test the recipient experience, let's make sure that the process of creating and issuing credentials is one that your team is comfortable with performing. Accredible provides you with 20 test credentials. This means you can publish as many test credentials as you like to 20 different email addresses!

#### ✔ API Issuance

- Are your triggers creating credentials within your Accredible account?
- If you have set your credentials to publish via the API automatically - is this triggering correctly?

**API Settings**

**Publish Settings**

Automatically publish credentials created via the API

[Save](#)

Connect to Accredible using our built-in API

[Get help integrating Accredible with your system](#)

[View our API documentation](#)

Create and assign API keys for your departments

[Manage API Keys](#)

# CREDENTIAL TESTING BEST PRACTICES

## ✔ Spreadsheet upload

- Are your spreadsheet columns mapped correctly to all your credential attributes?



## TEA-TEST-01 | Create Credentials Step 2 of 3

File Name: **Example Upload.csv** | Showing **1** of **1** spreadsheet entry

<p>✔ <b>Assigned to</b> <b>Recipient Name</b></p> <p>Re-assign</p> <p><b>recipient_name</b></p> <p>Daniella Malan</p>	<p>✔ <b>Assigned to</b> <b>Recipient Email</b></p> <p>Re-assign</p> <p><b>recipient_email</b></p> <p>daniella@accredible.com</p>	<p>⊖ <b>Will be skipped</b></p> <p>Assign</p> <p><b>publisher</b></p> <p>Accredible</p>
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- Have you performed spot-checks after uploading your spreadsheet to check if and how your attributes are populating on your credential design?

## ✔ Name change requests

- If you have name change requests enabled, have you tested [reviewing and approving/denying these requests from your recipients?](#)

Credentials
Name Change Settings ⚙️

### ← Name Change Requests

Viewing 1 - 1 of 1 Name Change Requests Page 1 of 1 < >

0 Selected Requests Approve Deny

	Credential ID	Email Address	Current Name	Requested Name Change Name	Date	
<input type="checkbox"/>	64744	daniellamalan@gmail.com	Daniella	Daniellaaaaaaaaaaaaaaaaa	Feb 7, 2023	<span style="margin-right: 10px;">Approve</span> <span>Deny</span>

## CREDENTIAL TESTING BEST PRACTICES

### External: Recipient Journey Testing

#### Publish Test Credentials

Accredible provides you with 20 test credentials. This means you can publish as many test credentials as you like to 20 different email addresses!

It's good practice to publish some credentials to different email providers e.g. @gmail.com, @outlook.com, @yourcompanyname.com to ensure the delivery of these meet expectations across a wide range of recipients.

#### Preview Credentials: Testing Without Publishing

Now that your team is comfortable with issuing credentials, you can issue a few to your colleagues so that you may test the full recipient journey together. Try opening, sharing, downloading, and requesting name changes—and any action that you anticipate your recipients to perform will benefit from your testing.

You're also able to create a 'fake' credential to preview how the user journey and credentials function for any Group on your account. You can do this by following the below steps:

- Go to 'Groups' at the top of the Accredible Dashboard.
- Navigate to the group for the credential you want to see a preview of and click 'Group Settings.'
- Click the 'Preview' button at the top right-hand corner of the page. The name will automatically populate with 'Jordan Smith', and the issue date will automatically appear as today's date. From here, you will be able to see:
  - How your badge design will appear when it is populated with the correct information.
  - How all of the options you have selected in 'Group Settings' and 'Department Settings' will affect the credential view.
  - From here, you can either email a preview to someone or share a link directly to the Credential View.

#### ✔ Email delivery and functionality

- Are your sender and reply-to email addresses populating correctly?
- Have all your attributes (images and text) in your email subject and body populated correctly?
- Are all your links and CTAs working and pointing to the correct locations?

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from: Accredible via Accredible <support@credential.net>  
 reply-to: alan+awards@accredible.com  
 to: daniella@accredible.com  
 date: Jan 6, 2023, 4:35 PM  
 subject: Daniella Malan, here is your credential for Accredible Product Training - API and Integrations

## CREDENTIAL TESTING BEST PRACTICES

### ✔ Credential Page

- When clicking through to the credential page, does your selected Primary Design (if you have both certificates and badges) load first?
- Is your custom URL populated correctly?




- Are your [Issuer and Domain Logos](#) loading correctly?
- Is your Issuer name, Group description and [Custom Marketing Message](#) (if applicable) populating correctly?
- Does the “Share to LinkedIn” flow [work correctly?](#)
- Are your [referral links](#) appearing and pointing to the correct locations?

[Visit Issuer Website](#)

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Look at that - you can make tea with the pros!  
 Congratulations on behalf of all of us here at the Master Brewers Association of Cornwall, on completing your training. We look forward to being invited to have tea with you soon.



Sir Orkney Ellis

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More credentials from the Issuer  
[View All Credentials](#) →

Custom Marketing Message Example

### More about the Issuer



MBAC

[Visit Issuer Website](#)

[Sign up to this Course](#)

[Visit Course Page](#)

Referral Links Example

## CREDENTIAL TESTING BEST PRACTICES

### ✔ Issuer Page

- Is your banner image loading correctly?



### MIT Sloan School of Management

The mission of the MIT Sloan School of Management, one of the world's to develop principled, innovative leaders who improve the world and to advance management practice. These online programs expose you to ne business management as you're encouraged to embrace intellectual dis and pursue innovation.

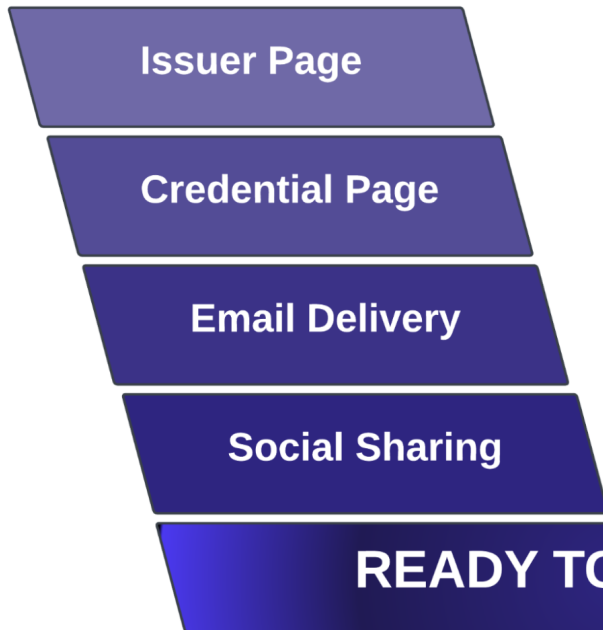
 @getsmarter
  LinkedIn
  Facebook

- Are your social media links loading and pointing to the correct locations?
- Is your Issuer Description completed to your satisfaction?
- Are your Groups visible/hidden according to your preference? Are they arranged, by default, according to your preference?

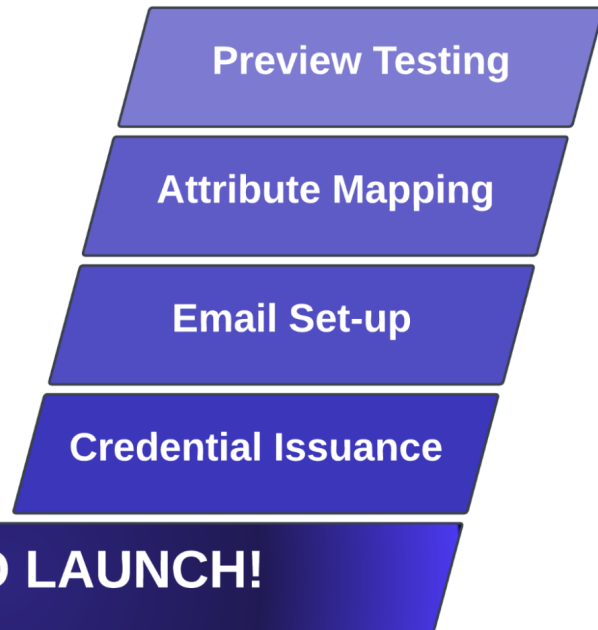
## CREDENTIAL TESTING BEST PRACTICES



### Recipient Journey Testing



### Issuer Process Testing



**READY TO LAUNCH!**





## Accredible

*Accredible is the industry-leading digital credentialing platform that securely issues, manages, tracks, and verifies millions of high-stakes credentials across the globe. Accredible integrates with leading learning software including Canvas, D2L Brightspace, Kajabi, Kryterion Webassessor, Moodle, Thinkific, and more. Over 1,900 leading universities, associations, and technology companies such as Google, Skillsoft, Slack, the Association of Corporate Treasurers, Chartered Banker Institute, University of Cambridge, AMPP, Hootsuite, IEEE, Cengage, MIT, Rutgers, INSEAD, IAPP, UC Berkeley, AMBA, and The Digital Marketing Institute rely on Accredible to create, deliver and manage digital certificates and open badges. Learn more at [accreditable.com](https://accreditable.com)*

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