

# Brunel University London

## VerifyAward Service User Guide for Students



### What is VerifyAward?

VerifyAward is a service provided by Brunel University London for alumni who have graduated since November 2014 to access and view their qualification details and documents securely online 24/7. It is planned to extend the service over the forthcoming months to include data further back in time.

Using this service, former Brunel University London students can access basic award details and view their certificate. Additionally, undergraduates who registered after September 2012 and have graduated since July 2015 will be able to access and share their HEAR document.

We will be piloting Transcript of Studies from Summer 2016 for any alumni whose details are held within VerifyAward and who are not eligible to receive a HEAR document.

Alumni will be able to authorise employers, recruitment agencies and other third parties to view and verify the authenticity of these details and documents without the need to contact the University in the first instance.

To register online for our VerifyAward service alumni or third parties should go to <https://verifyaward.brunel.ac.uk>.

### Emails



- An email is sent out to you the first time you have a document to view in the VerifyAward service.
- Depending on whether you have an account on the VerifyAward service you will either be asked to register or login to your account to view the new documents.

Click on the link within the email, this takes you to the registration process in VerifyAward



[Home](#) [Registration](#) [FAQ's](#) [Login](#)

#### WELCOME TO THE QUALIFICATIONS VALIDATION WEBSITE OF BRUNEL UNIVERSITY LONDON

This service allows Brunel University London alumni to access and view their qualification details and documents securely online.

Former students will additionally be able to authorise employers, recruitment agencies and other third parties to view and verify the authenticity of these details and documents without the need to contact the University in the first instance.

This is a pilot scheme that is currently available for students conferred from November 2014.

For conferrals between 2000 and November 2014 requests should be directed to our Student Centre [student\\_centre@brunel.ac.uk](mailto:student_centre@brunel.ac.uk)

For conferrals prior to 2000 requests should be directed to the Awards Team [awarding@brunel.ac.uk](mailto:awarding@brunel.ac.uk)

#### Alumni

Log into your document dashboard to:

- View your certificate
- View your education verification letter
- View your HEAR (if applicable)
- Share your degree documents with employers, recruitment agencies and other third parties

REGISTER

#### Third Parties

Connect with alumni or graduates to:

- Verify their attendance at Brunel University London
- Validate their qualifications
- View their certificate
- View their education verification letter
- View their HEAR (if applicable)

REGISTER

#### Login

Username \*

Password

Remember me

LOGIN

FORGOTTEN PASSWORD

# Alumni Registration

In order to register, as alumni you will need to enter:

- An email address (this can be any. It does not have to be your old Brunel address).
- A password (must have a minimum length of 6 character and contain at least 1 special character (i.e. ! \$ ? £))
- Your student number (without the /). If you are unsure then we are asking for you to enter details of your award (ie Bachelor of Science in Chemistry 2.1). This will assist the Student Centre verifying your account.
- First name (we only want one name)
- Last name
- Date of Birth

The student number, first and last names and date of birth are all mandatory fields:

If you have any problems registering then you should contact the [Student Centre](#) who will be happy to help.

The screenshot shows the 'ALUMNI REGISTRATION' page. At the top, there is a breadcrumb trail: HOME > REGISTRATION > ALUMNI REGISTRATION. Below this, the page title 'ALUMNI REGISTRATION' is followed by a brief instruction: 'Follow our simple 3 step process to create your account and access your Document Dashboard. If you have registered already, you will not be able to register again with the same email address and student number.' A progress bar at the top indicates three steps: 1. REGISTER (active), 2. ACTIVATE, and 3. ACCESS. Below the progress bar, there are three columns for each step: '1. REGISTER' with a pencil icon and the subtext 'Enter your registration details below.', '2. ACTIVATE' with an envelope icon and 'Activate your account.', and '3. ACCESS' with a person icon and 'Login to access your account.'. The main form area shows the '1. Login' step selected. It contains fields for 'Email Address \*', 'Password \*', and 'Confirm Password \*'. A note below the fields states: 'Please note passwords must have a length of 6 character and...'. A callout box on the right says: 'Step 1 of the registration process'.

Step 1 of the registration process

Within this step you will need to create your VerifyAward username (valid email address) and the password needed for the VerifyAward site. Fields marked with an (\*) are mandatory

The screenshot shows the 'ALUMNI REGISTRATION' page at the '2. ACTIVATE' step. The breadcrumb trail is the same. The progress bar now shows '2. Profile' as the active step. The main form area contains several mandatory fields marked with an asterisk (\*): 'Student Number \*' (with a hint: 'If you are unsure, please enter your award details (e.g. Bachelor of Science in Chemistry) or your passport name'), 'First Name \*', 'Last Name \*', 'Telephone Number \*', 'Mobile Number \*', and 'Date of Birth \*' (with a date picker). A callout box on the right says: 'Step 2 in the registration process is to enter your personal details including your university student number'. At the bottom of the form, there are 'PREVIOUS' and 'NEXT' navigation buttons.

Step 2 in the registration process is to enter your personal details including your university student number

Please fill in all of the fields as best you can, as correctly filled in information will be processed quicker. (\*) Indicate that these are mandatory fields

**ALUMNI REGISTRATION**

Follow our simple 3 step process to create your account and access your account.  
If you have registered already, you will not be able to register again with the same email address and student number.

1. REGISTER  
Enter your registration details below.

2. ACTIVATE  
Activate your account.

3. ACCESS  
Login to access your account.

1 Login

2 Profile

3 Confirm

LOGIN

Email Address test@email.com

PROFILE

Student Number 01234567 First Name John

Last Name Smith Telephone Number

Mobile Number Date of Birth 09/03/1999

© PREVIOUS SUBMIT

Step 3 is the review section which summarises what you have entered in the previous steps

Congratulations you have completed the registration process

## After Registration



After the completion of the registration process

- An email is sent confirming your registration or informing you that your registration needs to be approved (due to information not matching what the university has on record)
- Upon a Successful registration you will be sent to the student dashboard / homepage

## VerifyAward Benefits for a Student

- Students can give employers and other third parties access to their HEAR / transcript / award details and certificates when applying for jobs, providing valuable evidence to support themselves.
- There is no need to wait for certificates, HEAR's or transcripts to be delivered; learners can access their electronic documents online shortly after exam boards have taken place. Award details, HEAR's and transcripts are available before certificates. Certificates are not available until their conferral date.
- Security is paramount. All documents, both physical and digital, include unique security such as the electronic representation of the qualification looking vastly different from the physical paper document.

# Alumni Home Page / Dashboard

This is the main area you will see in VerifyAward. This dashboard allows you to reach all of the VerifyAward functionality.

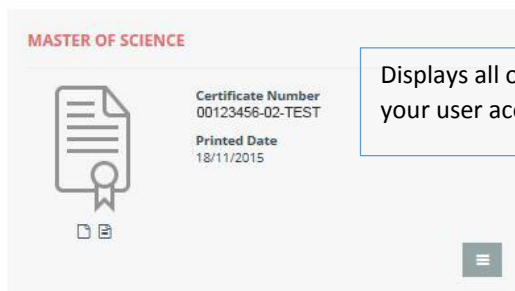
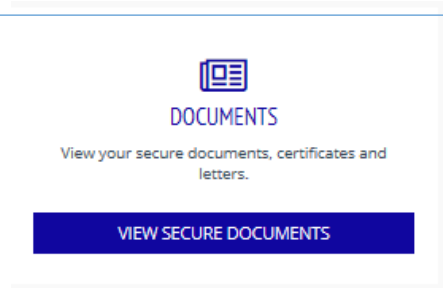
Your dashboard is where you are able to view, share documents, edit your profile, support information and FAQs

The screenshot shows the 'Alumni Home Page / Dashboard' interface. At the top left, there is a breadcrumb trail: 'HOME > ALUMNI HOME'. Below this, the heading 'YOUR DASHBOARD' is displayed. The dashboard is organized into a grid of five main sections, each with an icon, a title, a brief description, and a call-to-action button:

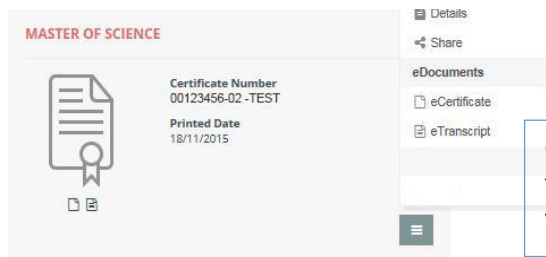
- DOCUMENTS:** Represented by a document icon. Description: 'View your secure documents, certificates and letters.' Button: 'VIEW SECURE DOCUMENTS' (blue).
- CONNECTIONS:** Represented by a group of people icon. Description: 'Authorise third parties access your details and documents.' Button: 'CONNECTIONS' (green).
- PROFILE:** Represented by a person icon. Description: 'Edit your user profile and view your VerifyAward account.' Button: 'PROFILE' (orange).
- CONTACT SUPPORT:** Represented by a lifebuoy icon. Description: 'CONTACT SUPPORT'. Button: 'CONTACT SUPPORT' (red).
- FREQUENTLY ASKED QUESTIONS:** Represented by a question mark icon. Description: 'VIEW FAQs'. Button: 'VIEW FAQs' (grey).

# Documents

This option allows you to view your qualifications and the options available to you



Displays all of the academic qualifications associated with your user account



Clicking the 3 bar hamburger menu gives you access to all of the various options associated with that document, such as viewing an electronic document

## CERTIFICATE DETAILS

Certificate Number	00123456-02-TEST
Certificate Name	Jane Louise Smith
Date of Birth	14/12/1986
Start date	23/09/2013
End date	02/10/2015
Award Name	Master of Science
Award Title	Occupational Therapy
Classification	with merit
(if applicable)	
Award date	02/10/2015
Conferral date	18/11/2015

The **DETAILS** screen shows your full award details including your start and end dates

PRINT CLOSE

**SHARE QUALIFICATION** will take you to the share qualifications page. This is the same as choosing the Connections option from the main dashboard.

This is not valid as a printed document



## Brunei University London

This is to certify that  
JOHN THOMAS SMITH  
was admitted to the award of

Bachelor of Science  
in

Sport, Health and Exercise Sciences (Human Performance)  
with first class honours

at a Congre

  
Profes:  
Vice-Ch:

Please remember that documents are only valid when viewed in VerifyAward. Third parties will need to validate your award independently through VerifyAward.

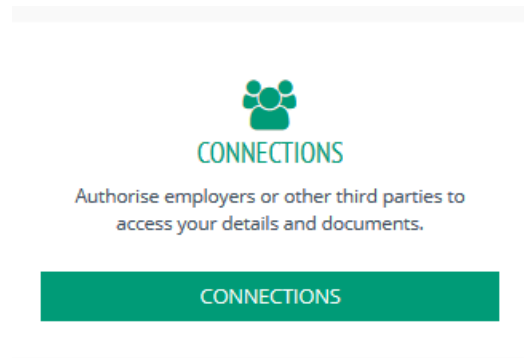
### eCertificate / eHear / eTranscript (Summer 2017)

From here you will be able to view and save a pdf copy of your certificate and/or HEAR. For alumni for whom a HEAR is not available, your Transcript of Studies will be available to view within the next couple of months

Only valid when viewed on [verifyaward.brunel.ac.uk](http://verifyaward.brunel.ac.uk)

# Connections

Connections allow for the authorisation of employers and other third parties to view your electronic documents



HOME > ALUMNI HOME > CONNECTIONS

## CONNECTIONS

[+ ADD CONNECTIONS](#)

Page < 1 > of 1 | View 10 records | Found total 2 records

Company	Name	Email Address	Status	Created Date	Approved Date	Expiry Date	
Getajob here!	John Smiyth	bulemployer2@gmail.com	Account is currently active	03/08/2017	03/08/2017	31/12/2017	
TEST	TEST Blu employer TEST	bulemployer5@gmail.com	Account is currently expired	22/06/2017	22/06/2017	30/06/2017	

Page < 1 > of 1 | View 10 records | Found total 2 records

On this page you can invite an employer and see the status of any existing connections, you have requested to share documents with.

To add a connection to a third party click on

[+ ADD CONNECTIONS](#)

HOME > ALUMNI HOME > CONNECTIONS > ADD-CONNECTIONS

## ADD-CONNECTIONS

### THIRD PARTY DETAILS

First Name \*

Last Name \*

Email \*

Company \*

Expiry Date

[SEND](#)

### DOCUMENT PERMISSIONS

[CERTIFICATE](#)

Qualification	eCertificate
Doctor of Philosophy	<input checked="" type="checkbox"/>
Diploma of Higher Education	<input checked="" type="checkbox"/>

To connect to a new third party simply fill in the fields of the employer/third party that is needed

All fields with an asterisk are mandatory. By default, the third party will be able to view your award details, certificate and HEAR / transcript. If you want to remove a permission then click on the relevant tick box. When complete, click the send button, this sends an email to the third party letting them know that they have a document that you are willing to share via this site.

This table allows you to keep a record of the requests that you have made to third parties

Page < 1 > Of 1 | View 10 records | Found total 3 records

Company	Name	Email Address	Status	Created Date	Approved Date	Expiry Date	
DSSL	Edward Pearson	employer3@edwardpearson.com	Account is currently pending registration	13/01/2016			☰
edwardpearson.com	Ed Pearson	employer@edwardpearson.com	Account is currently expired	13/01/2016	18/01/2016	18/02/2016	☰
edwardpearson.com	Edward Pearson	employer2@edwardpearson.com	Account is currently expired	13/01/2016	13/01/2016	13/02/2016	☰

Page < 1 > Of 1 | View 10 records | Found total 3 records

Clicking on a third party that does not have an approved date. (You can do this by clicking on the menu button with three bars) You can delete that connection or resend the email to them.

Page < 1 > Of 1 | View 10 records | Found total 3 records

Company	Name	Email Address	Status	Created Date	Approved Date	Expiry Date	
DSSL	Edward Pearson	employer3@edwardpearson.com	Account is currently pending registration	13/01/2016			☰
edwardpearson.com	Ed Pearson	employer@edwardpearson.com	Account is currently expired	13/01/2016	18/01/2016	18/02/2016	☰

- ✉ Resend invitation
- ✕ Delete

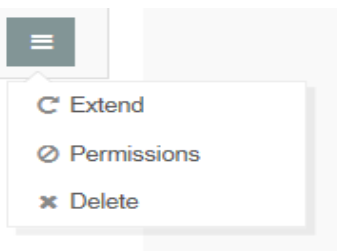
Note that hitting the resend button is only available once every 24 hours (if the recipient has not accepted your request)

With an already approved third party you have the following options below (again by clicking the three bar hamburger menu button)

Company	Name	Email Address	Status	Created Date	Approved Date	Expiry Date	
edwardpearson.com	Ed Pearson	employer@edwardpearson.com	Account is currently expired	13/01/2016	18/01/2016	18/02/2016	☰
edwardpearson.com	Edward Pearson	employer2@edwardpearson.com	Account is currently expired	13/01/2016	13/01/2016	13/02/2016	☰

- ✉ Resend invitation
- 🔄 Extend
- 🔑 Permissions
- ✕ Delete

Note third parties can also make requests to you. It is then left to you to decide to approve or delete that request



Click on the hamburger menu button and set the permissions or extend the expiry date



### DOCUMENT PERMISSION



Terry Henry  
jobs jobs jobs

✖ DELETE

In Document Permission you can choose precisely which documents you would like the third party to view

#### MASTER OF SCIENCE



Certificate Number:

- Certificate
- Transcript



### CONNECTION EXPIRY DATE EXTENSION



Expiry Date +

08/04/2017



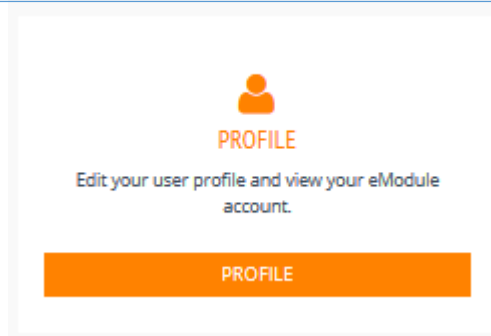
In Connection Expiry Date Extension you can set a new expiry date

EXTEND

CLOSE

# Profile

Profile section is your own personal area and your online presence within VerifyAward



The profile page will look something like this, allowing changes to be made to your profiles. Such as creating an avatar, account admin and personal details

A screenshot of the user profile page. The breadcrumb trail at the top reads "HOME > ALUMNI HOME > PROFILE". The page title is "USER PROFILE". On the left, there is a circular profile picture placeholder with "350x350" and the name "John Smith". Below the name are three statistics: "ORDERS 0", "DOCUMENTS 2", and "LETTERS 0". The main form area is divided into two sections. The left section contains fields for "Username \*" (johnsmith@testemail.com), "Password" (masked with asterisks), and "Confirm Password" (with a "Confirm Password" label). The right section contains fields for "Student Number" (01234567), "First Name \*" (John), "Last Name \*" (Smith), "Telephone" (with a phone icon), "Mobile" (with a phone icon), and "Date of Birth" (03/02/1999 with a calendar icon). A green "SAVE" button is located at the bottom of the right section. Navigation tabs for "DETAILS" and "ADDRESS BOOK" are visible at the top right of the form area.

You have the following areas in order to customise and make this area really unique to you

A screenshot of the profile page showing the avatar upload section. It features a circular icon with a blue cloud and an upward arrow, indicating the upload function. Below the icon is the name "Edward (student) Pearson". At the bottom, there are three statistics: "ORDERS 5", "CERTIFICATES 4", and "LETTERS 1".

This section allows for you to upload a picture/avatar for the site.

Please keep in mind that the avatar can be seen by site administrators and employers.

Username \*

Password

Confirm Password

This is the change email address or password section

Only valid email addresses can be used as this information is required to send any request emails from VerifyAward. Please be aware that any password changes need to follow the same password rules that were part of the registration process

Personal information can be entered in here

[DETAILS](#) [ADDRESS BOOK](#)

Enrolment Number 123456

First Name \*

Last Name \*

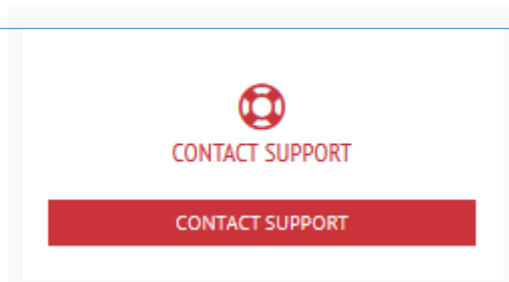
Telephone

Mobile

Date of Birth

# Contact Support

If you need to contact somebody about your award details, certificate, HEAR or transcript, or have an issue with the site then here is the best place to start.



HOME > SUPPORT

Our support details are provided here

## SUPPORT

If you are having problems using the Brunel University London VerifyAward please contact us as detailed below. If you are a registered user please have your username to hand to help us answer your query as quickly as possible:



EMAIL

You can email us at [student.centre@brunel.ac.uk](mailto:student.centre@brunel.ac.uk)

# FAQ



## FREQUENTLY ASKED QUESTIONS

[VIEW FAQs](#)

Help and guidance section of VerifyAward

HOME > FAQ'S

### FAQ'S

#### FREQUENTLY ASKED QUESTIONS

- Can I download my documents?
- When will my documents be available for me to view?
- Can I use the online verification service?
- What can I do on the VerifyAward website?
- Is it secure to share my qualification documents with other people?
- How are the electronic documents created?
- My award was made before November 2014.
- I have two awards, but can only see one. How do I verify the other One?
- I can't register!
- I can't log in!
- Can I change my login name?
- Do I have a Higher Education Achievement Report (HEAR)?
- I have not received my original certificate?
- Can I view my documents if I have an outstanding account with the University?
- I have received my certificate. Can I still attend graduation?
- Can I order additional copies of my qualification certificate?
- My name has changed since I was awarded. Can I get a new certificate?
- Who do I contact with any feedback?

#### Q. CAN I DOWNLOAD MY DOCUMENTS?

A. Yes. When you are in the document viewer looking at your certificate, verification letter or HEAR you can click on the download icon and download the document as a PDF file. The PDF will state that the document is not valid as a printed document and that it should be verified by third parties by registering with VerifyAward.

[TOP OF PAGE](#)

A user centric page focusing on many of the common question related to VerifyAward