



# Digital Certificate Centre Portal Manual

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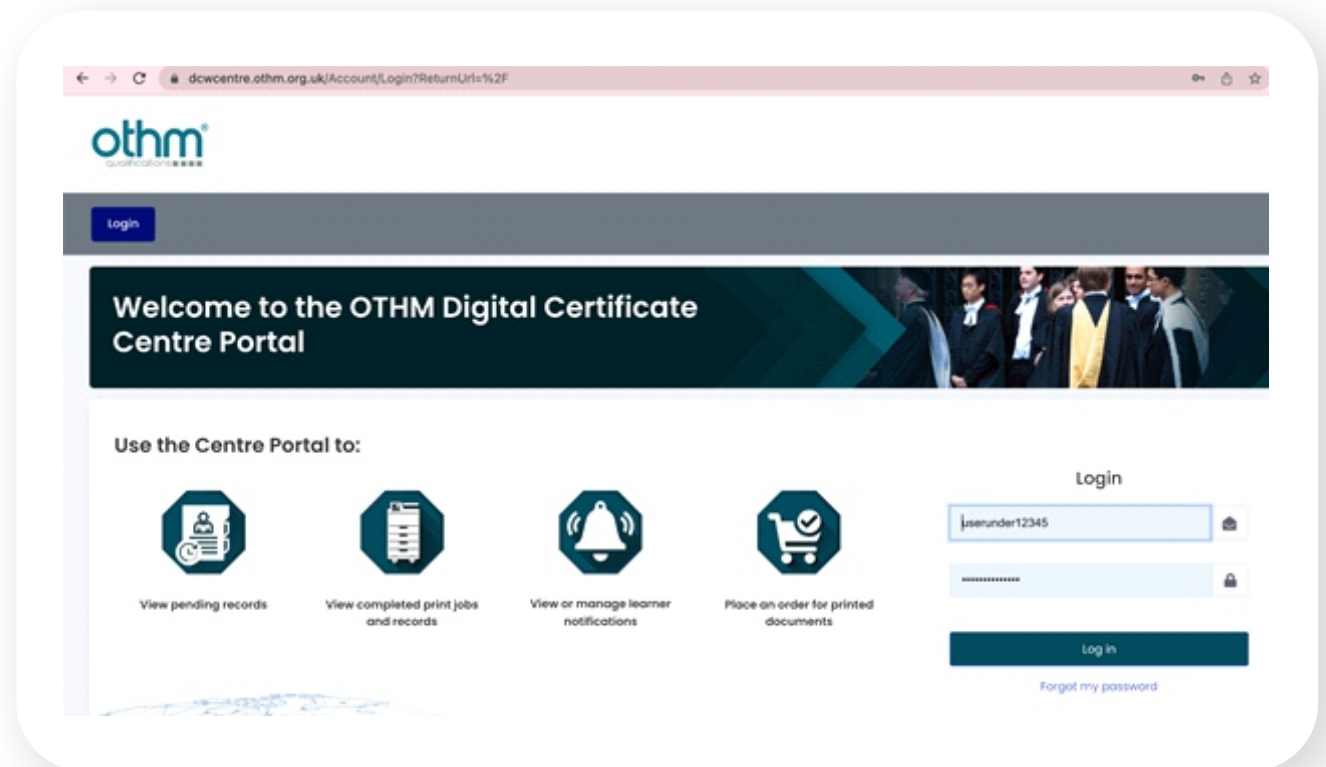
## INTRODUCTION

The Digital Certificates Web Centre Portal provides an online portal for centres to securely view, download and order certification documents for learners undertaking courses at their centre

## ACCESS & LOGIN

**dcwcentre.othm.org.uk**

**On accessing the portal, the login screen is displayed:**



User accounts for each user who wishes to access the portal will be created by [Customer Name]. Please contact us if you wish to have an account set up.

Login using the account details with which you are provided.

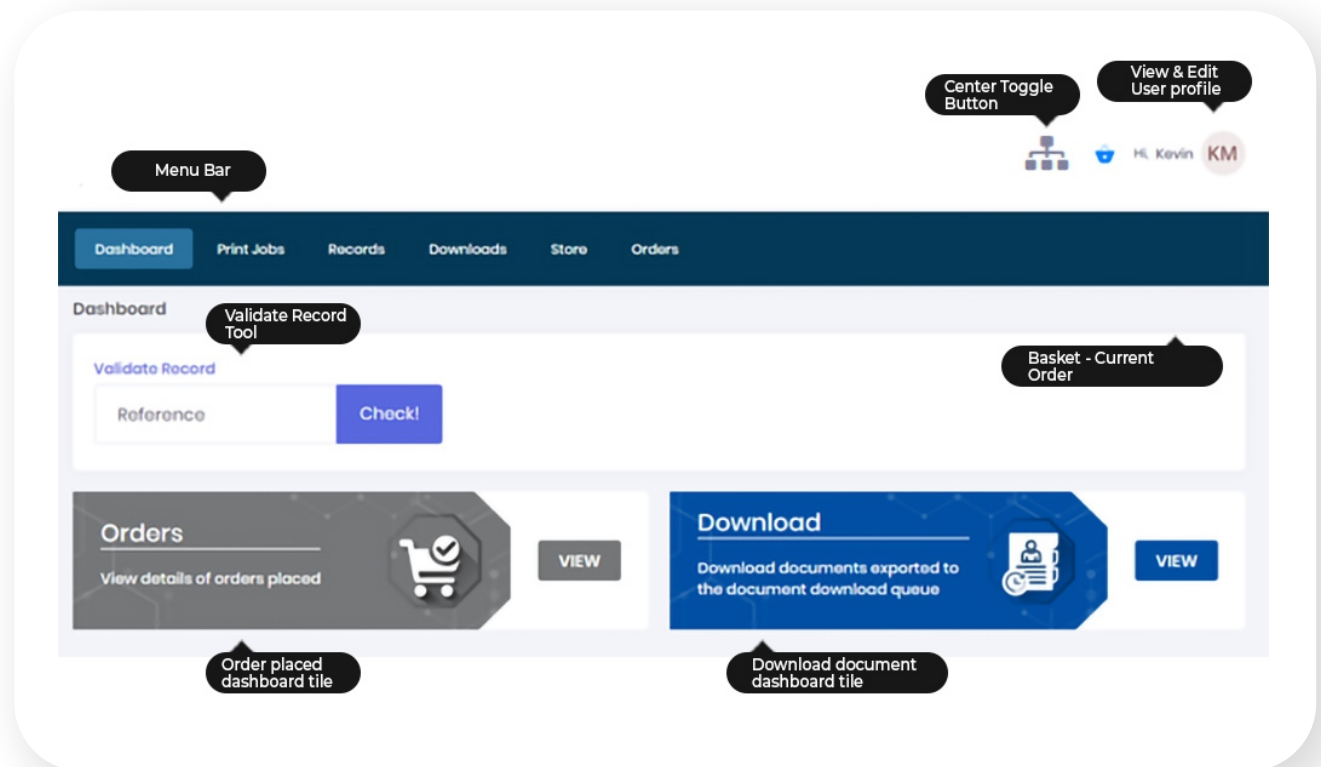
If you have forgotten your password, please click the "Forgot my password" link and follow the instructions to retrieve your password.

## Users Associated to Multiple Centres

Your user account will be set up by us to view records for the centres with which you are associated. If you are associated with more than one centre, you can switch between centres by selecting the relevant centre using the Centre Toggle button



## Centre Portal Dashboard



## View and Edit User Profile

Your user profile can be accessed by clicking the user profile menu at the top right-hand corner of the Centre Portal:

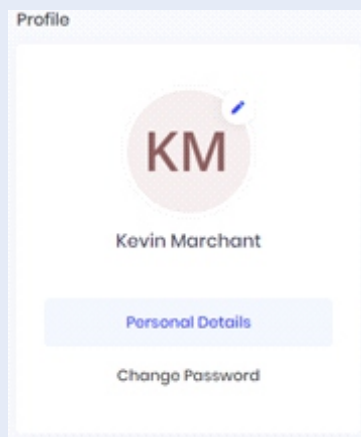


- To view your profile, click the “My Profile” link
- To logout of the application, click the “Logout” button

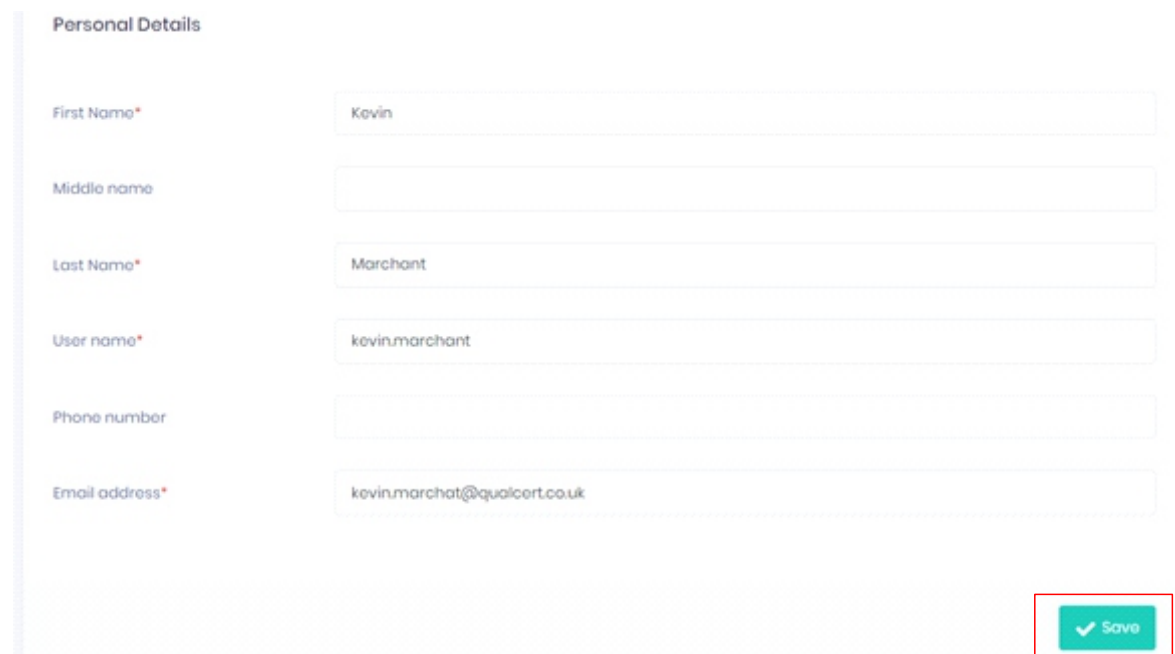


## USER PROFILE

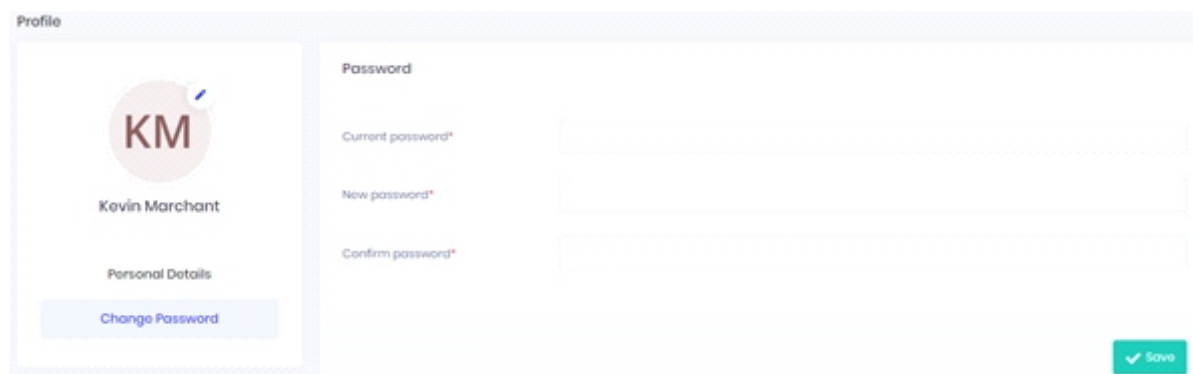
Click on the “My Profile” link. You can add or change your profile picture by clicking on the icon on the left-hand side, which, by default, shows your initials.



Your personal details can be changed by clicking the “Personal Details” button. Change any of the information and click the “Save” button.

A screenshot of the 'Personal Details' form. The title 'Personal Details' is at the top. Below it are six input fields: 'First Name\*' (containing 'Kevin'), 'Middle name' (empty), 'Last Name\*' (containing 'Marchant'), 'User name\*' (containing 'kevinmarchant'), 'Phone number' (empty), and 'Email address\*' (containing 'kevinmarchant@qualcert.co.uk'). At the bottom right is a green 'Save' button with a checkmark icon, which is highlighted with a red rectangle.

You can change your password by clicking on the “Change Password” button, entering your current password, and then entering and confirming the new password that you would like to set.

A screenshot of the 'Change Password' form. The title 'Change Password' is at the top. Below it is a profile summary card on the left showing the 'KM' initials, name 'Kevin Marchant', and buttons for 'Personal Details' and 'Change Password'. To the right of the card are three input fields: 'Current password\*', 'New password\*', and 'Confirm password\*'. At the bottom right is a green 'Save' button with a checkmark icon.

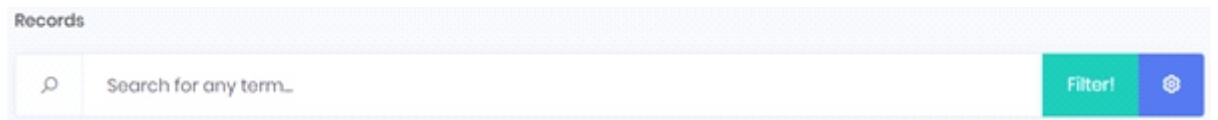
## VIEW AND DOWNLOAD SECURE DOCUMENTS

### Search for Issued Documents

It's also possible to search for and export issued documents for download. To do so, click on the Records link on the menu:



Use the filter at the top of the grid to find specific print jobs.



Advanced filtering can be accessed by clicking the blue cog button. Click "Filter", and the list of records will be displayed.

	Reference	Enrolment Number	Full Name	Award Date	Due	Actions
<input type="checkbox"/>	57957623-01-HUMD	99886710	Steve Jones	01/05/2020	29/10/2019	
<input type="checkbox"/>	95276789-01-UOU	99886711	Darren Philips	22/05/2020	29/10/2019	
<input type="checkbox"/>	71727279-01-MF12	99886712	Jimmy Anderson	22/05/2020	29/10/2019	

For each record displayed it is possible to:

1. View the details (data) of the record by clicking the View button.
2. Preview the electronic documents by clicking on the "Preview" button.

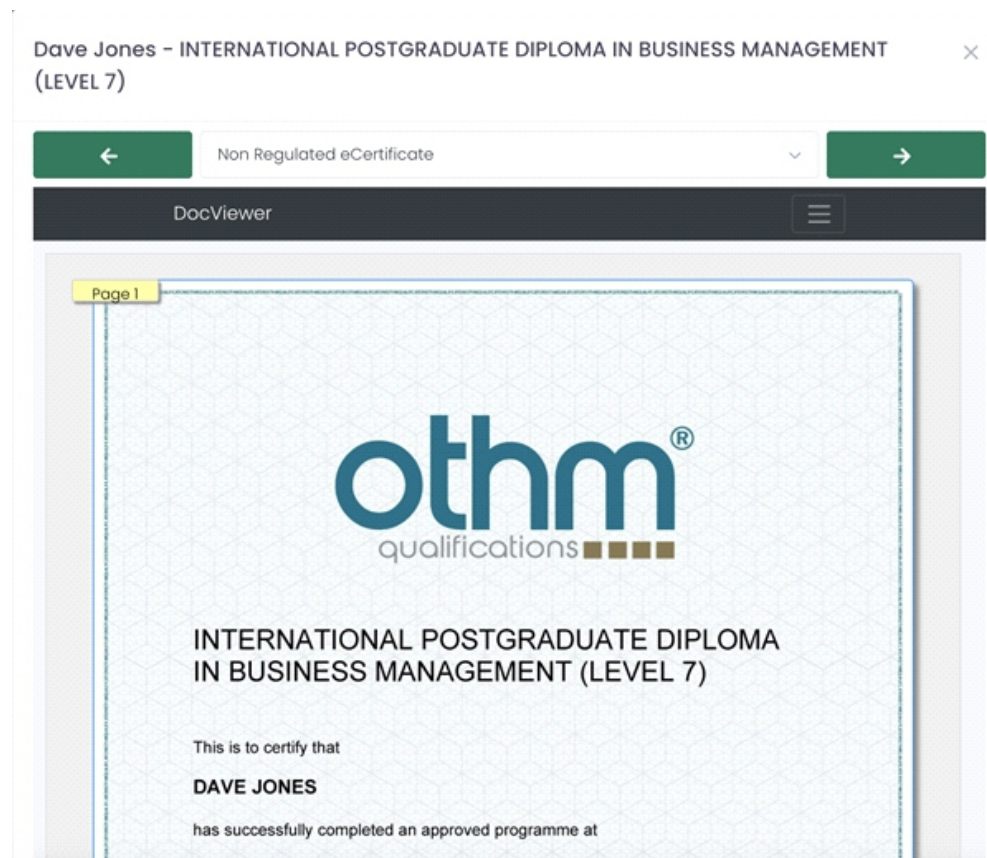
This will launch the Document Viewer as previously described, however if more than one document has been issued for the record, it is possible to toggle between the available documents using the document selector:




## VIEW AND DOWNLOAD SECURE DOCUMENTS

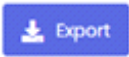
### Search for Issued Documents

It's also possible to search for and export issued documents for download. To do so, click on the Records link on the menu:



3. Report an issue with the document by clicking on the "Report an Issue" button .  This will send an email to us with details of the issue so that we can consider it.

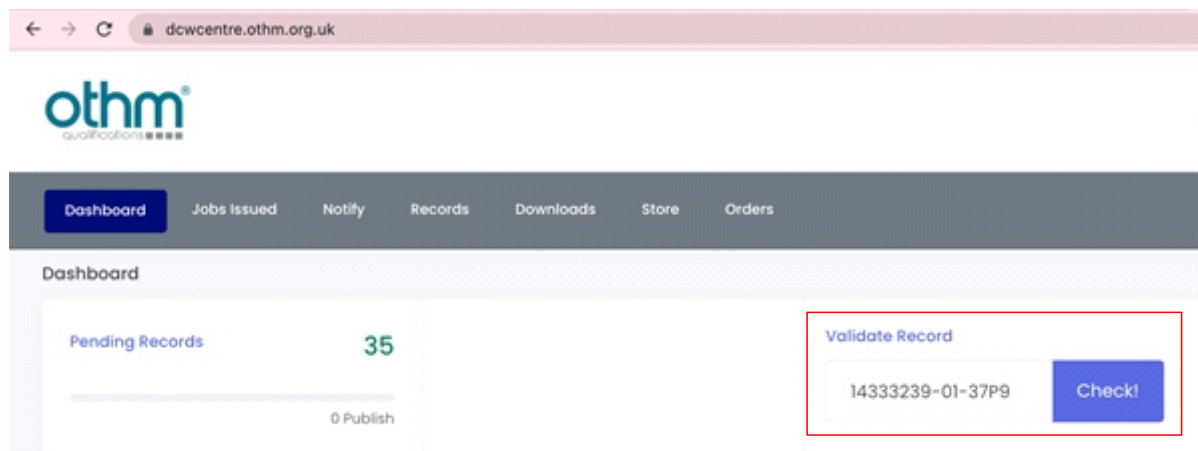
**It is also possible to export selected records for download as a folder of PDF documents. To do so:**

1. Select the records you wish to export. You can do this by ticking the check box next to each record to be exported, or by ticking the check box next to the grid title, which will select all records.
2. Click the "Export" button .  You will be prompted to give the export file a name for ease of reference in the Download Documents screen.

## VALIDATE DOCUMENTS

### Validate Record

Each document produced will have a unique reference number. By entering the unique reference number in the “Validate Record” tool, the authenticity of the document can be checked, along with its current status:



### Smart Verify Portal

3. In addition, each document produced contains a Smart Verify Code; a QR code which, when scanned using a device such as a mobile phone camera, will redirect you to the Smart Verify Portal. This will display the electronic document, together with key information about the document. Crucially, the Smart Verify Portal provides the real-time status of the document. For example, whether the document is valid, expired or cancelled.

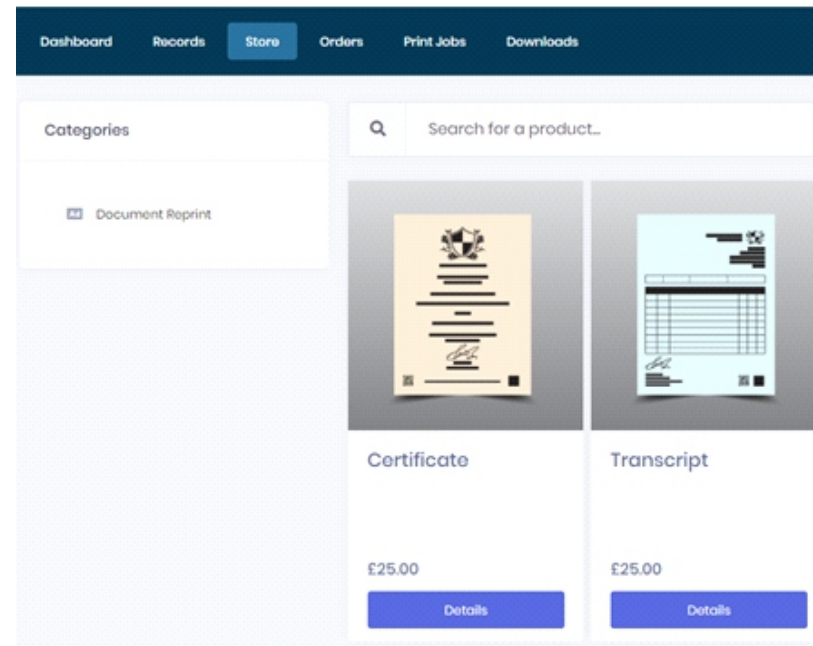


When enabled, this will be accessed via the “Store” menu item:

## ORDER DOCUMENTS

### Order Printed Copies of Documents

Printed copies of secure documents for learners that have been issued can be ordered via the Centre Portal. The process enables documents to be added to the basket, then ordered in a single check out process. It is possible for orders to be placed on account then invoiced back to the centre. Alternatively, orders can be paid for by credit card via the portal.



- Select the relevant product to order by clicking details. This will display the learners for which the product can be ordered (i.e. all learners for which that product type has been issued)
- Select the learner(s) for which you want to order that product type and add to basket.
- Continue purchasing products until you are ready to checkout. Check out can be initiated from within this progress, or by clicking the basket item at the top right of the page.

## VIEW PREVIOUS ORDERS

Previous orders placed can be viewed by clicking on the “Orders” button:





*For any assistance required:*

<https://www.othm.org.uk/contact-us.html>



[www.othm.org.uk](http://www.othm.org.uk)