ARMA Digital Credentialing - Frequently Asked Questions

What is a digital badge?
A digital badge is a verified, graphic representation of knowledge and skills earned in various learning environments. Because digital badges are issued and verified online, unlike paper certificates, they make it easy for individuals to demonstrate their competencies to employers, clients and peers. Each digital badge has a unique URL that can be shared electronically via social media, in your email signature, on your resume, and more.
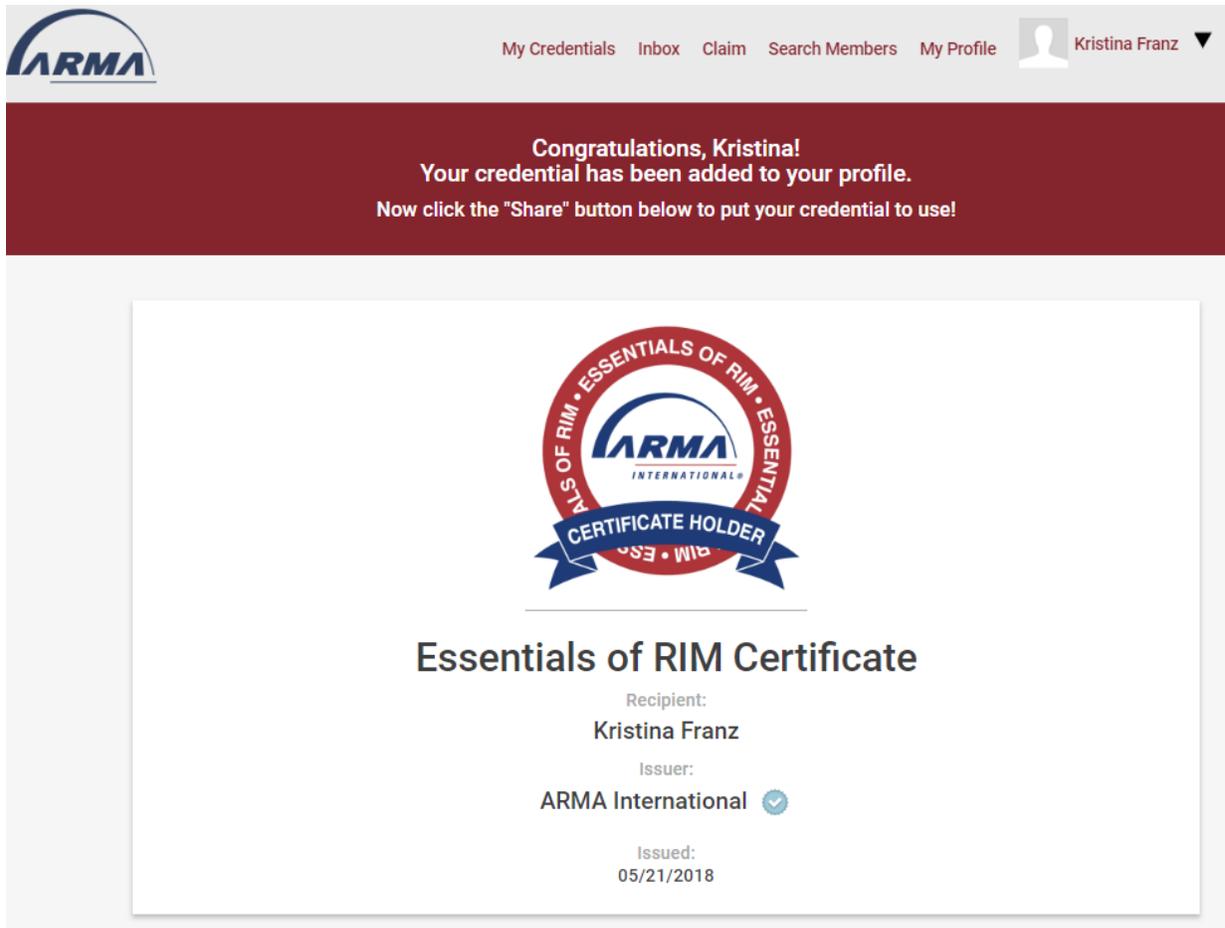
What is the benefit of having a digital badge?
A digital badge helps you gain recognition by allowing you to easily display and share your achievement. As it is available online, a digital badge is portable and transparent; others can see what it took for you to earn your achievement, often including evidence. According to a recent LinkedIn study, profiles with certifications and badges receive six times the number of profile views.

How do I accept my badge?
Within six weeks of earning your credential, you will receive email notification from the ARMA Digital Credentialing System (from arma@credly.org) that you have earned a digital badge. When you click through the Get Started button, you'll be asked to create an account by assigning a password.

Once the account is created, your badge will be added to your profile.

You will be given the option to have the badge be publicly visible and to make the issuer "Trusted."

What does it mean to "Trust" the issuer?

Making an issuer "Trusted" means you can automatically accept all future credentials from them. This is a good idea if you are planning to enroll in more certifications or certificate programs that may result in credentials.

How do I share my badge?

Once your badge is accepted, you can click on the badge and explore the Share button. You'll see several options for Facebook, Twitter, LinkedIn and more. With each social media organization, you'll be asked to sign into that service and allow Credly (our digital badge solution provider) to share.

You can also give anyone a direct link to your public profile page, which will demonstrate that your badge has been verified and allow the viewer to see all of the badges you hold through our program. Many people include the linked badge name on their resume, LinkedIn page, or in the signature of their emails.

What if I have more than one email address?
You can link multiple e-mail addresses to your profile, so if your digital badge is delivered to your work e-mail, but your social media accounts are linked to a personal e-mail, it is a seamless experience to share your accomplishment. Use the dropdown to the right of your name at the top. Select Account Settings and you will see the option to add an email.

Do I have to accept the badge?
You do not have to accept the digital badge. However, you will not be able to share the badge publicly unless you accept it (after creating an account).

How long do I have to claim or accept the badge?
There is no time limit to claim or accept the badge.

What happens if my badge expires?
Your inactive digital badge will still be listed on your account with the expiration date prominently displayed.

How will someone know my digital badge is authentic?
Your badge is linked to your profile on the ARMA Digital Credentialing site, which includes verified information. Every badge and profile has a unique URL.

Who is Credly?
Credly empowers the recognition of lifelong achievement by offering the leading platforms for verifying, sharing and managing digital badges and credentials. Thousands of organizations use Credly to make achievements visible, including AICPA, Yale University, Harvard, the New York City Department of Education, Adobe, SUNY, University of Central Florida, Training Magazine, and Smithsonian.

How does Credly protect my information?
In order to claim your badge, you are required to share your name and email address with Credly, however you are in control of what you share and make visible to other users. You can read more about Credly's privacy policy at https://credly.com/privacy (link is external).

If I have other badges that aren't from this site, is there a way to consolidate them into one place?
Yes, when you create your account on the ARMA Digital Credentialing site, your credentials issued and received on Credly.com are fully compliant with the emerging Mozilla Open Badges standard. All Credly account holders can send their badges to the Mozilla Open Badge Backpack and import other open badges earned elsewhere into their Credly profile.

Can someone copy or steal my badge?
No, your digital badge is awarded to your unique name and email address. If someone were to copy the badge image, it would be unverified and invalid. There would be no "meta-data" or additional information about the badge.

Where do I go if I have questions about my digital badge?
For your ARMA International certificate program badges, you can email education@armaintl.org.
For your IGP Certification badge, you can email certification.staff@armaintl.org.
You can also find more support information from Credly about Earning Credit (external link).