
D.4 User manual



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List of Abbreviations

The following table presents the acronyms used in the deliverable in alphabetical order.

Abbreviations	Description
European Digital Credentials Infrastructure	EDCI
European Skills, Competences, and Occupations	ESCO

Executive Summary

As the overall aim of A3 is software development, of the Credibly pilot system, this user manual aims to guide users through the key features and functionalities of Credibly, offering step-by-step instructions to help them make the most of the system.

1. What is the Credibly system?

Credibly is an online system for youth organizations that want to issue digital credentials. The system is delivered at a prototype level and serves to issue custom-made credentials by following EU standards and frameworks in credentialization. The Credibly prototype acts as a bridge between the European Digital Credentials for Learning (EDCI) and YouthPass, enabling the seamless issuance and validation of digital credentials that reflect meaningful learning outcomes within youth initiatives. The platform supports compliance with EU standards and promotes the structured recognition of non-formal learning.

2. Credibly's system features

By addressing the need for recognition of skills and competences gained through non-formal learning and youth work, Credibly offers the following unique advantages that distinguish it from other digital credentialisation systems:

- Innovation through enrichment and validation:

Credibly introduces a six-step process that allows users to enrich, validate, and upload their credentials to recognised European infrastructures such as the Europass Wallet. This workflow ensures that credentials evolve to accurately reflect the learner's competences, fostering authentic and dynamic recognition of learning outcomes.

- Interoperability with European digital frameworks:

Through integration with the European Digital Credentials Infrastructure (EDCI) and compatibility with tools like YouthPass, Credibly strengthens the bridge between the youth sector and the formal credential ecosystem. This interoperability ensures that non-formal and informal learning achievements can be securely recognised and shared across Europe.

- User empowerment and agency:

Unlike many credential platforms, Credibly gives learners the opportunity to request the addition of specific competences, ensuring personalised and meaningful digital credentials that reflect their real-world experiences and learning paths.

- Authenticity and security through digital sealing:

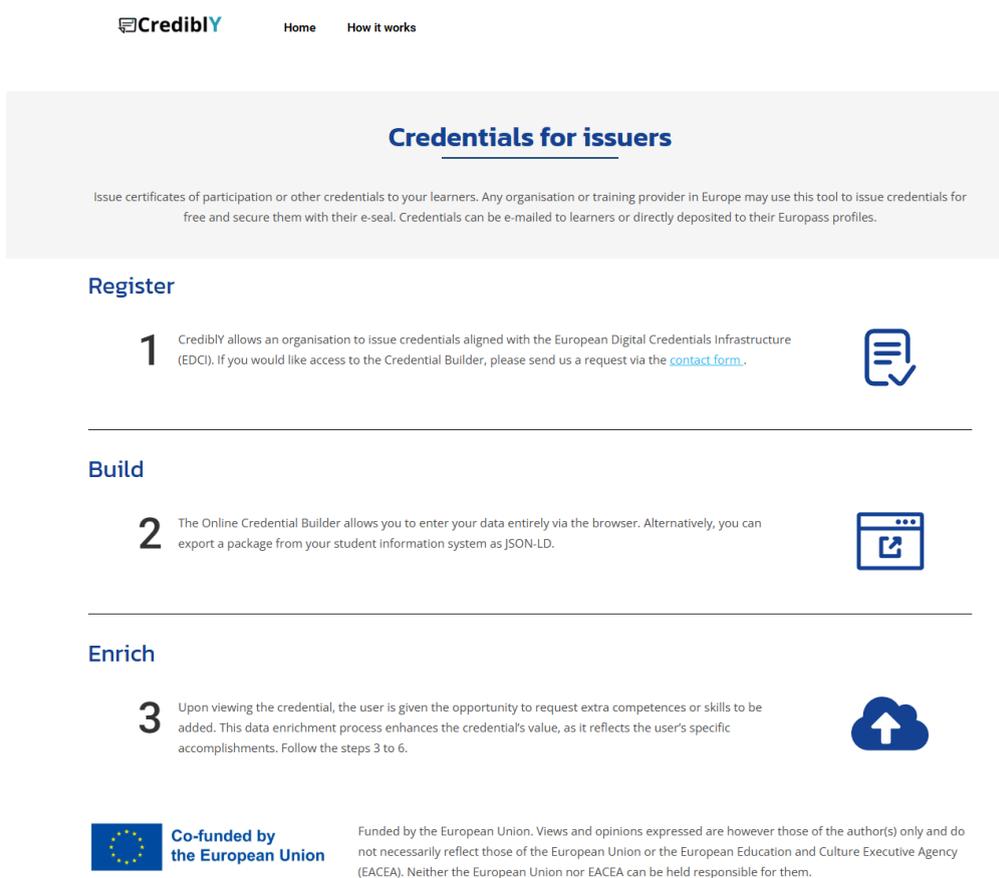
Credibly employs an e-sealing mechanism to guarantee the authenticity and integrity of issued credentials. This approach ensures trustworthiness and compliance with European standards for secure digital accreditation.

- Forward-looking approach and scalability:

Credibly adopts a future-oriented perspective in digital credentialisation for the youth and non-formal learning sectors. Its scalability potential is guaranteed through alignment with European policy directions on digital recognition, enabling future expansion and adaptation to evolving educational and labour market needs.

3. Introduction to the system

To test the system, which is free of charge, please email the Credibly technical team at info@web2learn.eu to receive your login information. Once this is done, you can visit the system at <https://web2learn.eu/credibly-issuer> and press the “Build” icon.



The screenshot shows the 'Credibly' logo and navigation links 'Home' and 'How it works'. The main heading is 'Credentials for issuers'. Below this, a paragraph states: 'Issue certificates of participation or other credentials to your learners. Any organisation or training provider in Europe may use this tool to issue credentials for free and secure them with their e-seal. Credentials can be e-mailed to learners or directly deposited to their Europass profiles.'

The page is divided into three main sections:

- Register:** Step 1: 'Credibly allows an organisation to issue credentials aligned with the European Digital Credentials Infrastructure (EDCI). If you would like access to the Credential Builder, please send us a request via the [contact form](#).' Accompanied by a document icon with a checkmark.
- Build:** Step 2: 'The Online Credential Builder allows you to enter your data entirely via the browser. Alternatively, you can export a package from your student information system as JSON-LD.' Accompanied by a browser window icon with a document and a plus sign.
- Enrich:** Step 3: 'Upon viewing the credential, the user is given the opportunity to request extra competences or skills to be added. This data enrichment process enhances the credential's value, as it reflects the user's specific accomplishments. Follow the steps 3 to 6.' Accompanied by a cloud icon with an upward arrow.

At the bottom, there is a 'Co-funded by the European Union' logo and a disclaimer: 'Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.'

Figure 1: Home page

Build

2 The Online Credential Builder allows you to enter your data entirely via the browser. Alternatively, you can export a package from your student information system as JSON-LD.



Figure 2: Building your online credential

Access to the system by putting the login credentials:

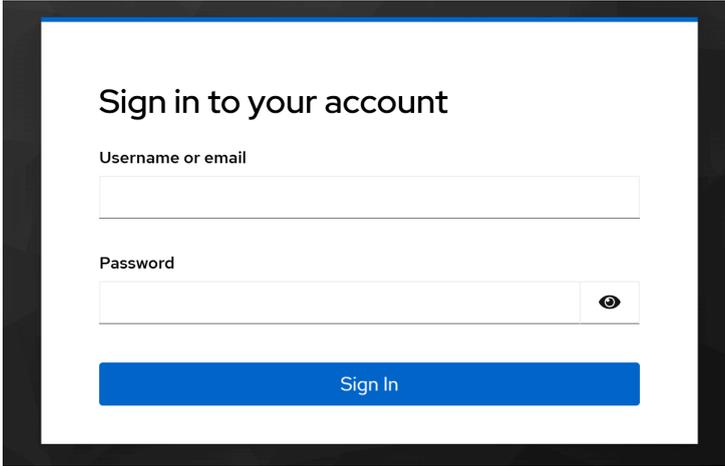


Figure 3: Log in to the Credibly system

4. Issue Credentials Tool

The process begins with the issuer creating the credential through the credential Builder system. Through this process, the issuer customises the credential with relevant user details, such as the user's name, the title of the course or training programme, the issuing organisation, and the date of issue.

4.1. Step 1: Create your credential template

The first step is about providing the necessary information to create your digital credential template. By clicking on "New credential template", you will be directed to a page where you will be asked to enter key information about your credential. Once you add this info, click "Save".

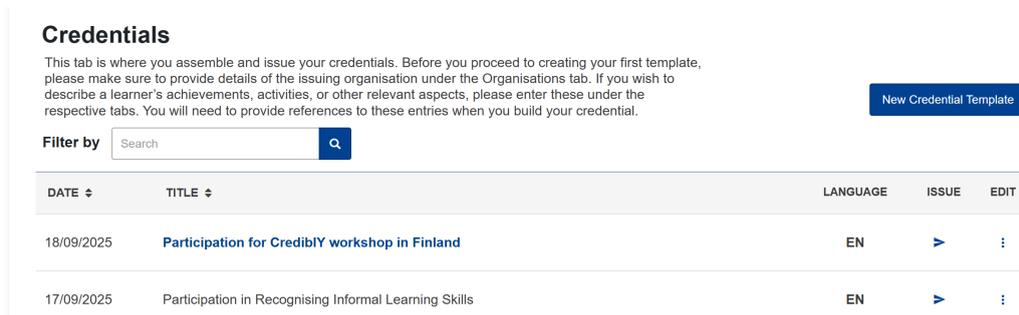


Figure 4: New Credential Template

New Credential Template

Please provide details about the learning credential using the data fields below. Hover over the  icon to see what the expected data/information is.

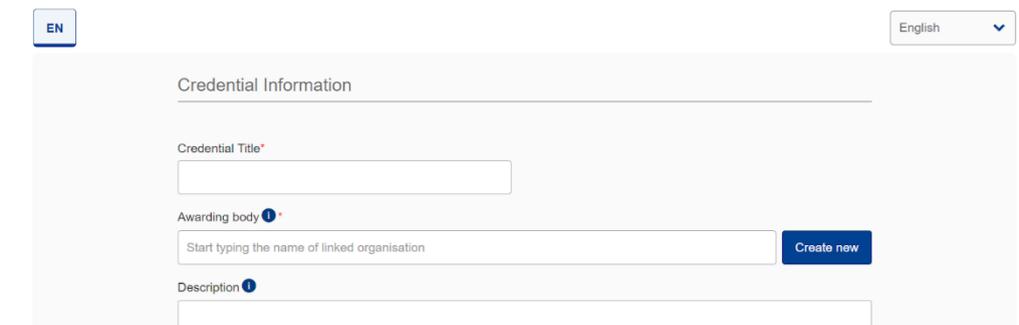


Figure 5: Key info about issuing organisation

To begin using the Credibly system, you must first register your organisation. In the field labelled “Awarding Body”, check whether your organisation is already listed in the system. If it does not appear, select “Create New” to open the registration form. Enter all the required details about your organisation carefully and accurately. Fields marked with an asterisk (*) are mandatory and must be completed before you can proceed. Incomplete forms cannot be submitted, so ensure that all required information is provided to successfully register your organisation and enable it to issue digital credentials within the system.

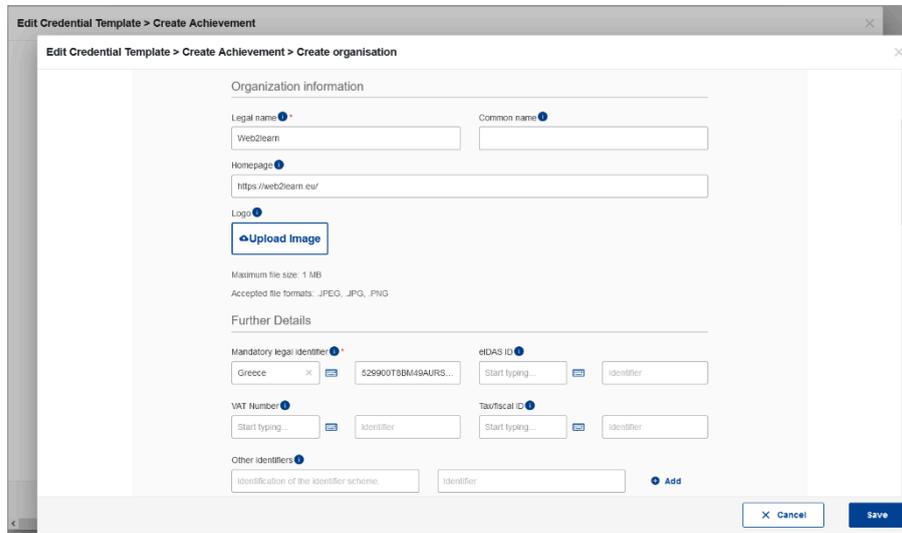


Figure 6: Organisation information

Next, proceed to enter the credential information. Provide the title and a clear description of the credential to accurately represent the learning achievement. You must also specify the dates of validity, including the issue date and, if applicable, the expiration date. Please note that the expiration date is optional; if the credential does not have a defined expiry, you may leave this field blank.

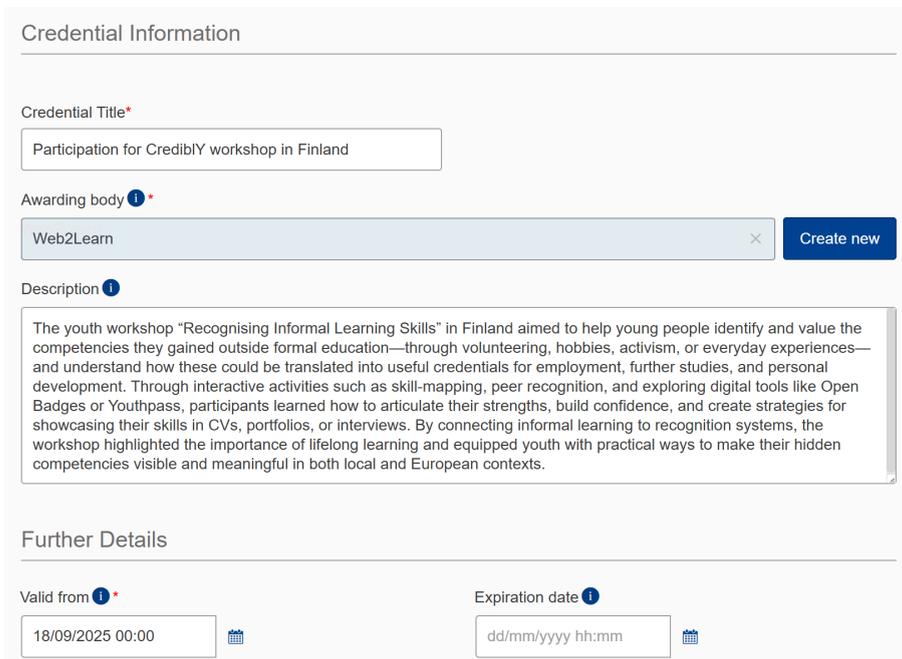


Figure 7: Credential information

In the Claims section, the focus is on defining the Achievements and the Activity related to the credential. The Achievements correspond to the eight key competences established by YouthPass, which reflect the essential learning outcomes developed through youth work and non-formal education. These competences include, Personal, social and learning to learn competence, Citizenship competence, Multilingual competence, Mathematical/STEM competence, Digital competence, Competence in cultural awareness and expression, Entrepreneurship competence, Literacy competence.

Within the Credibly system, these competences have already been predefined. Therefore, you only need to select the relevant competences from the available options in the dropdown menu. This ensures consistency and alignment with the Youthpass framework while simplifying the process of associating achievements with each credential. Additionally, you should specify the corresponding Activity that led to these achievements, providing context for the learning experience being recognised.

Claims *

Achievements ⓘ

Start typing the title of linked achievement Create new

Personal, social and learning to learn competence ⓘ Citizenship competence ⓘ

Multilingual competence ⓘ Mathematical/STEM competence ⓘ Digital competence ⓘ

Competence in cultural awareness and expression ⓘ Entrepreneurship competence ⓘ

Literacy competence ⓘ

Activity ⓘ

Start typing the title of linked activity Create new

Workshop in Finland ⓘ

Figure 8: The 8 competencies

In the Activity section, you will provide detailed information about the activity or workshop through which the learner acquired the skills, competences, and learning outcomes represented by the credential.

Begin by entering the activity Title and description; this can be the same as the Credential information. Start Date and End Date fields define the time frame during which the learning experience occurred.

Next, specify the Volume of Learning and the Workload in hours, these indicate the intensity and duration of the learning process.

From the dropdown menu, select the Learning Activity Type that best describes the nature of the activity (for example, workshop, training course, or project). Then choose the Mode of Learning, indicating whether the activity was conducted in person, online, or in a blended format.

Finally, specify the Language(s) of Instruction by typing the language name(s) used during the activity. You should also provide details in the field “Activity Took Place At”, describing the venue, location, or hosting organisation where the learning experience was implemented.

Completing this section accurately ensures that each digital credential is supported by verifiable and transparent information about the learning context. When finish press “Save”.

Figure 9: Activity information

If you need to edit any of the information you added the first time you saved your credential, you can do so by clicking on the 3 dots you find in the credentials menu, and then click “Edit”.

DATE	TITLE	LANGUAGE	ISSUE	EDIT
18/09/2025	Participation for Credibly workshop in Finland	EN		⋮
17/09/2025	Participation in Recognising Informal Learning Skills	EN		⋮

Figure 10: Edit your organisation key info

4.2. Step 2: Enrichment of the credential

The participant is given the opportunity to request extra competences or skills to be added. This data enrichment process enhances the credential’s value, as it reflects the user’s specific accomplishments. This happens through an online form.

<https://web2learn.eu/forms/CrediblyForm>

 **Credibly**

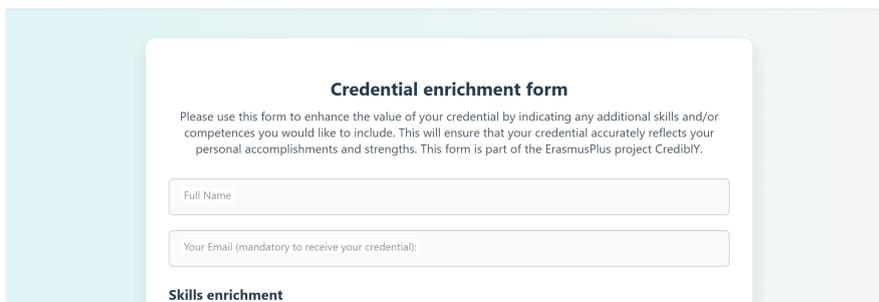


Figure 11: Enrichment form

In this step, the participant provides their personal information by entering their name and email address. Once this is completed, they can proceed to the Skills Enrichment section. Here, the participant can select additional skills they have acquired, based on the European Skills Classification (ESCO), and provide a description explaining how and why they gained each skill. This allows the learner to personalise their credential by reflecting the specific abilities developed during the activity.

Following this part, participants have the option to complete the eight competences aligned with the YouthPass framework. For each competence participants may indicate whether they believe they have acquired it and provide a brief explanation of how they developed or applied that competence. After, they complete, they can press the “Submit Form” button. This sends an email to the organisation, to finish with the issuing of the credential.

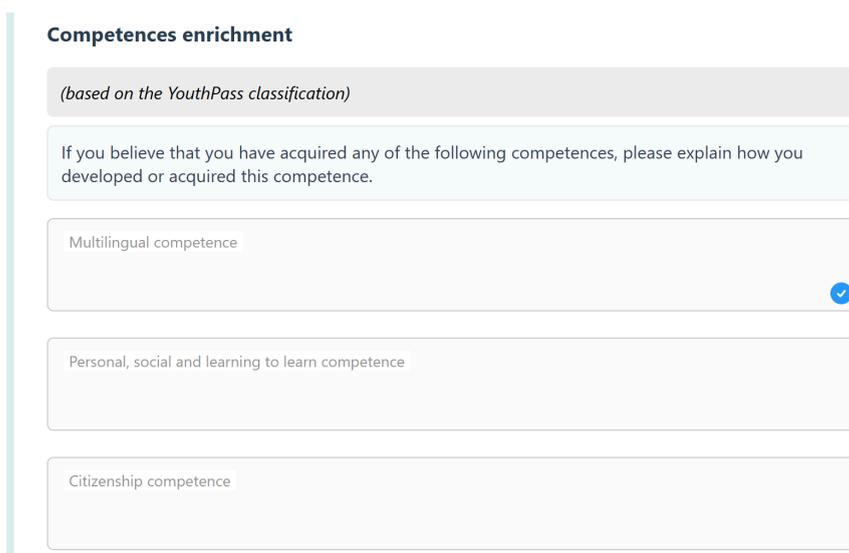


Figure 12: Competences in the enrichment form

4.3. Step 3: Customise the properties of your credential

The next step involves selecting the properties that are specific to each recipient and adding the competences text provided by the participant. These properties allow the credential to reflect the individual achievements and skills of each learner.

Within this step, the only mandatory field that should be selected is the “Description” under Achievement Data. This field refers to the competences or learning outcomes that are unique to each participant and should clearly summarise the skills, knowledge, or abilities they have developed. All other fields are optional, allowing flexibility while ensuring that the most important information is accurately captured for the digital credential.

Select recipient Data

Select the properties which are different for every recipient. If you have already entered the data on the previous screen, and the same applies to all recipients, do not select the fields here.

Personal Data

- Given name
- Family name
- E-mail Address
- Wallet Address
- Date of Birth
- Country of birth
- Country of citizenship
- Gender
- Country that issued national ID
- National ID number

You can enter the recipient data in the browser, or download an Excel template to fill in the customisable data

Enter recipient Data in Browser >

Download Excel Template >

Once you have completed the Excel template, upload it here



Figure 13: Select properties to display in your credential and upload recipients' data

Personal Data ▼

Credential Data ▼

Achievement Data ▲

- Achievement title
- Awarding Date
- Description
- Additional note(s)
- Influenced By
- Proven By
- Sub-Achievements

Activity Data ▼

Figure 14: Select the specific features that are different for every recipient

Next, you are also called to enter your recipients' data, either manually by clicking on the “Enter recipient data in browser” option, or by uploading your excel file. If you choose the latter, you should first download the excel template provided in your screen and once you have filled in

your recipients' data, upload it by clicking on the arrow icon. Once you complete this step, you move to the final stage of issuing your credential.



Enter recipient Data

Add as many Recipients as you need to issue the credential. All data entered on this screen will not be stored after the credentials are issued.

The screenshot shows a form titled '1. Recipient'. Under 'Personal Data', there are two input fields: 'Given name *' and 'Family name'.

Figure 15: Enter recipients' data in browser

4.4. Step 4: Seal your credential

At this stage, the system will seal your credential with the unique code we provide. This ensures the authenticity and integrity of your credential. Please review all the details carefully before proceeding to seal your credential. If everything looks correct, proceed to finalize and seal your credential with the provided code. In case you lost it, please email the Credibly technical team at info@web2learn.eu. After your final check, you are ready to click on "Seal" and then your credential will be sealed and ready to be sent to the recipient!

The screenshot shows a table with the following columns: RECIPIENT, CREDENTIAL TITLE, VALID, SEALED, SENT, DEPOSITED, and ACTIONS. There is one row for 'Stefania' with 'josh test' as the title and a green checkmark in the 'VALID' column. Below the table, there is a 'Download' button and pagination information: 'Items per page 5', 'Showing 1 - 1 of 1 items'. A checkbox is checked with the text 'I am certifying the authenticity of a credential issued by another organisation'. Below this is a disclaimer: 'Every claim inside this credential is to be construed as having been made by the indicated awarding body, who maintains sole responsibility for said claim. By applying its electronic seal, the signing organisation certifies the correctness of origin of each claim, as having been made by the indicated awarding body.' At the bottom, there are three buttons: 'Previous', 'Seal', and 'Send'.

Figure 16: Final step, click on "Seal"

5. View your sealed verifiable credential

Once the credential has been issued, the recipient will receive a JSON file attached to an email. To view the contents of this file, the recipient should follow the instructions to access the EDC Viewer page. Additionally, the credential can be uploaded to the recipient's Europass Wallet, providing a secure and portable way to store and share their achievements.

Uploading the JSON file allows the recipient—or any authorised reviewer—to thoroughly access and examine all the detailed information contained within the credential. This process ensures that every element of the credential, including achievements, skills, competences, and activity details, is transparent, verifiable, and accurately represented.

6. Conclusion and support

The Credibly system provides a secure, flexible, and user-friendly platform for recognising and validating skills, competences, and learning outcomes acquired through non-formal and informal learning. By following the steps outlined in this manual, organisations can efficiently create, issue, and manage digital credentials, while learners can personalise and enrich their credentials to reflect their individual achievements.

For any additional questions or technical issues, please do not hesitate to reach out to the support team at info@web2learn.eu.