



WSET DIGITAL CERTIFICATES

Step-by-Step and Troubleshooting Guide for Students

Welcome to WSET Digital Certificates!

Accessing your Digital Certificate and Badge is simple, but there are a few steps you need to ensure you complete first. Below is a step-by-step and troubleshooting guide to help you. If you run into issues and have exhausted the troubleshooting suggestions below, please contact your course provider who will be able to support you or will liaise with us to find a solution.

There are 4 key steps to complete which are detailed here:

1. [Register an account with WSET and validate your email](#)
2. [Claim and view your credential](#)
3. [Finish setting up your Accredible account](#)
4. [Enjoy your Digital Certificate and Badge and all the Accredible features](#)

1. Register an account with WSET

This step ensures your certificate is sent securely, only to you as the credential holder, and at the correct email address. Please follow the below steps to validate your email:

The screenshot shows a registration form titled "Registration". It includes the following fields: "Title *" with a dropdown menu showing "Please select"; "First Name *"; "Last Name *" with a note "Name and surname must match your ID card"; "Preferred Name"; "Email Address *"; "Date of birth" with a calendar icon; "Password *"; and "Confirm Password *". A blue "SUBMIT" button is at the bottom.

Go to <https://www.wsetglobal.com/registration/> to register an account with WSET.

Make sure your personal data **matches the details you provided your course provider when enrolling for your course**. This is the information WSET will have registered on your student record. Make sure you are:

- Using the correct email address
- Including any middle names used when enrolling
- Including any special characters (diacritics) used when enrolling

NOTE: Have you previously registered an account with WSET? If so, you do not need to re-register – your email address will already have been validated with this existing account. Your course provider can confirm if your email is validated when they receive your grades.

2. Claim and view your credential

When you successfully pass your exam (congratulations!) your course provider will send you a student letter with a QR code or a unique link so you can view your well-deserved certificate and badge.

- If you **have** validated your email (registered an account with WSET), this QR code or link will trigger an automated email to be sent to you, giving you access to your certificate.
- If you **have not** validated your email, you will be directed to do so on the WSET registration page. Follow the steps in Step 1. Once you've validated your email, it will trigger the automated email as above.
 - o If you are having issues registering, check the guidance in the [troubleshooting](#) section below.

IMPORTANT

The email contains a one-time only access link to your certificate, think of it as a sneak-peek. It doesn't allow for continued access to your Accredible account. Make sure to follow the instructions below in Step 3 to continue to have access to and enjoy all the features.

3. Finish setting up your Accredible account

Access the Accredible log in page at: <https://v2.eu.accounts.accredible.com/login>.

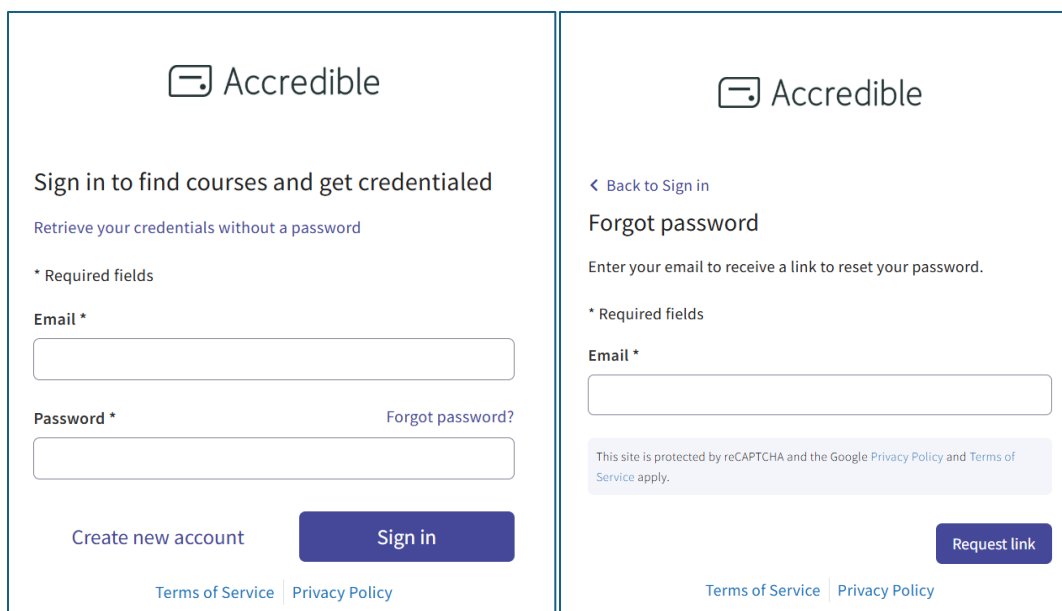
An account has already been created for you; all you now need to do is establish a password to access it. To do this, please:

1. Select 'Forgot Password'
2. Enter your email address
3. Select 'Request Link'. Accredible will send you a link to reset your password.

IMPORTANT

Be sure to use the EU version linked above. There's also a US version of this site and you will have problems if trying to login via this site.

You can now access your Accredible account!



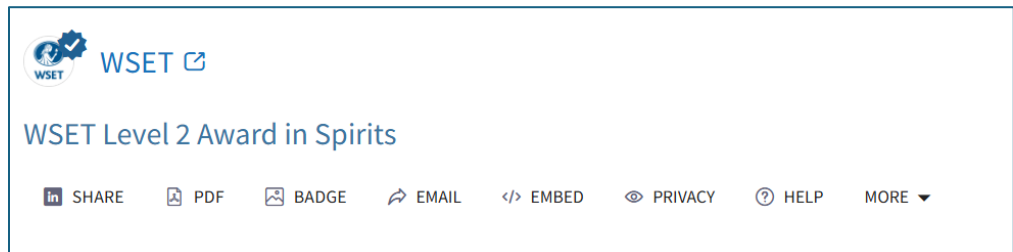
The image shows two side-by-side screenshots of the Accredible website interface. The left screenshot is the main login page, titled 'Sign in to find courses and get credentialed'. It features a 'Sign in' button and a 'Forgot password?' link. The right screenshot is the 'Forgot password' page, which prompts the user to 'Enter your email to receive a link to reset your password.' and includes a 'Request link' button. Both pages have a header with the Accredible logo and footer with 'Terms of Service' and 'Privacy Policy' links.

4. Using the Accredible credential features

Your certificate landing page will look like the screenshot shown here. You can flip between the certificate and the digital badge.



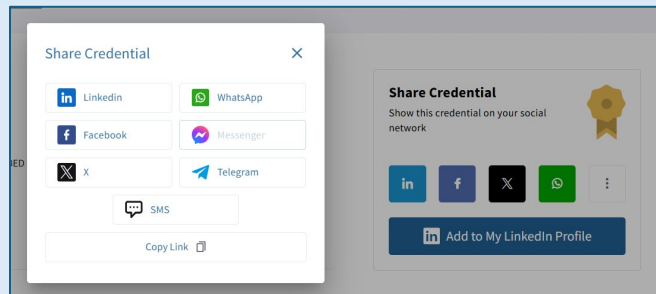
Below your certificate, you will find a menu of items:



This Accredible [help page](#) gives a lot of guidance on the various features, we highlight some of them here:

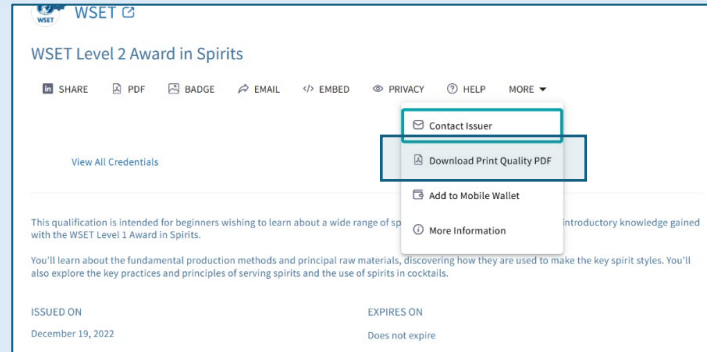
SHARE YOUR CERTIFICATE ON SOCIAL MEDIA

With Digital Certificates you can now securely share your certificate on social media. With Digital Certificates you can now securely share your certificate on social media. Use one of the widgets shown below or select 'copy link' to share the URL.



REGULAR VS. PRINT QUALITY PDF

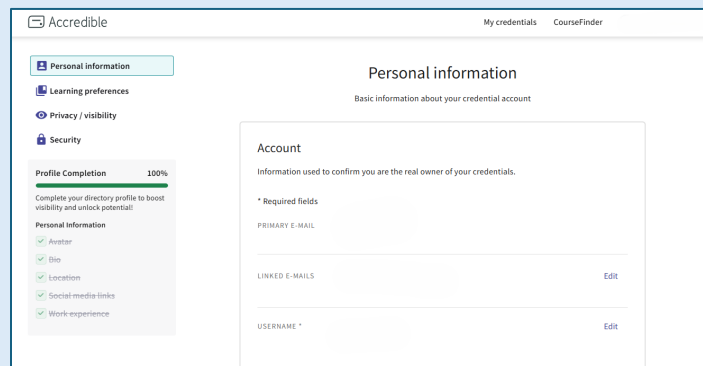
You can download your PDF from the 'PDF' item in the menu. If you wish to print your certificate through a professional print company, we recommend downloading a Print Quality PDF, available under the 'More' menu:



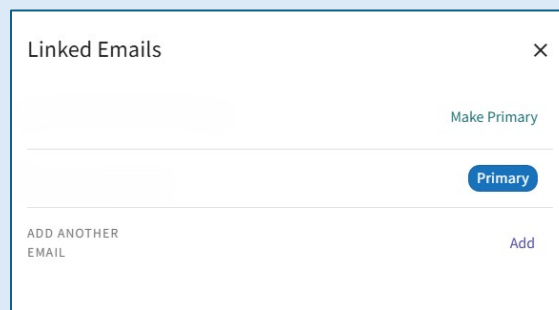
LINKED EMAIL FEATURE

If your credential is attached to a work email, we recommend linking an additional personal email address to your Accredible account. This can help to prevent access issues in the future. To do this:

1. Go to 'Personal Account Settings' and select 'Edit' on Linked Email



2. Select 'Add' and input preferred additional email



Troubleshooting Guide

Problem	Solution
<p>I can't register with WSET</p> <p>I can't validate my email</p>	<ul style="list-style-type: none"> - Are you using the correct details? Your details should match what you provided your course provider when enrolling for your course, as these are the details that will be on your WSET student record. Please make sure you are: <ul style="list-style-type: none"> ○ Using the correct email address ○ Including any middle names used when enrolling ○ Including any special characters (diacritics) used when enrolling - Have you previously registered an account with WSET? If so, you do not need to re-register – your email address will already have been validated with this existing account.
<p>I can't access my certificate</p>	<ul style="list-style-type: none"> - Have you registered on the WSET site? This is a necessary step before the certificate is released. <ul style="list-style-type: none"> ○ Please go to https://www.wsetglobal.com/registration/ to register an account - Are you trying to use the one-time link again? The link you initially received is for you to claim and view your credential, not for accessing your account. <ul style="list-style-type: none"> ○ Go to https://v2.eu.accounts.accreditable.com/login ○ Select 'sign in', then 'forgot password' and finally 'request link'. ○ Accredible will send you a link to set a password and access your account - Find more login support here.
<p>It says my credentials have already been claimed</p>	<ul style="list-style-type: none"> - This means you are trying to use the one-time link or scanning the QR code again. The link you initially received is for you to claim and view your credential, not for accessing your account. <ul style="list-style-type: none"> ○ Click sign in on the top right of the page you have been directed to (alternatively, go to https://v2.eu.accounts.accreditable.com/login and select 'sign-in') ○ Select 'forgot password' and finally 'request link'. ○ Accredible will send you a link to set a password and access your account.

<p>My certificate is incorrectly translated</p>	<ul style="list-style-type: none"> - WSET certificates are issued in English only. If it appears to be translated, please check that your browser doesn't have an add-in that automatically translates your webpages. If it does, please deactivate this temporarily while you download your certificate.
<p>I don't see any credentials under my account</p>	<ul style="list-style-type: none"> - Please make sure you are using the EU version of the Accredible website. The browser address should include 'eu' in it, like this: https://v2.eu.accounts.accreditable.com/login - For continued issues, please inform your course provider
<p>My name is misspelt on my certificate</p>	<ul style="list-style-type: none"> - Please inform your course provider so we can update your student record and correct your certificate
<p>How do I change my email address?</p>	<ul style="list-style-type: none"> - Make sure to check the 'linked email' feature above. - If you can't access your account and need to update your email, contact us at customerservice@wsetglobal.com.

Still having issues?

Don't worry, we'll get it resolved for you. Please contact your course provider and provide them with details regarding the issue. If you can, provide screenshots of any error pages or messages as this will help us resolve the issue quicker for you.