Troubleshooting: Expired Credential Offer

- From the moment of the creation of a new Credential the link for the Credential Subject to download the Credential have a lifespan of 72 hours. If the Credential Subject didn't download the Credential in that time or fails to do it there is an option to send a fresh e-mail notification to the Credential Subject with the instruction and a new functional link to start the process. To do so click on the status of the Credential to access its details.
  AD_4nXcspiATnPSSxZy7xSfALZeyUIpilKlDg4NHAs4nojk6HQXE1pKl6YqeNpRwKTWBN140E2hz-LZRFxOl
- In the details view click the "**Send Reminder**" button.
  image.png
- The Credential Subject will receive the new email notification to start de process again.
  image.png

For any other issues you can contact the technical support team by creating a ticket on ticketing system

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