FAQs for e-Certificates and e-Transcripts

Available @ OpenCerts

1. **Why is SUSS going digital for certificates and transcripts?**

   The benefits of going digital for you (SUSS graduates) are as follows.
   - (a) Your certificate and transcript will be in one place where you can have 24/7 access anytime, anywhere
   - (b) With a secured verification platform, the verification process by your potential employers or universities is simplified resulting in time and cost savings

2. **Why the OpenCerts platform is chosen?**

   OpenCerts is backed by the Ethereum block chain technology to generate cryptographic protections for educational credentials issued by legitimate issuing institutions. Singapore University of Social Sciences is one of the legitimate issuing institutions on the OpenCerts platform.

3. **What is Project OpenCerts about?**

   OpenCerts provides a common standard for the issuance of digital certificates and verification of authenticity of those certificates. By adopting this common standard, we aim to allow Singaporeans to easily access and retrieve their digital certificates from a single location through their Skills Passport on MySkillsFuture.

4. **Which digital certificates are covered currently?**

   OpenCerts will be progressively extended national-wide to digital O, N & A Level Statement of Results, digital certificates issued by Arts Institutions, Institutes of Higher Learning, and SkillsFuture Singapore (SSG)-issued Singapore Workforce Skills Qualifications. Digital certificates from other institutes may be added subsequently. More details will be provided when ready.

5. How will I benefit from using OpenCerts?

Individuals can conveniently store, access and share their digital certificates all in one place through their Skills Passport on MySkillsFuture. This will support their own skills and career development journey.

6. How does it work?

Each digital certificate is assigned a cryptographic proof, which is the digital fingerprint of the certificate, which allows for secure verification of the digital certificate. This digital fingerprint is stored on blockchain which is a decentralised online ledger. Because the online ledger is decentralised, with multiple copies stored in different servers, records made on it cannot be altered or destroyed by a single person. The certificate can be easily verified by employers directly through the OpenCerts website (https://opencerts.io/) which will check the certificate data against its code on the blockchain for validity and signs of tampering.

7. Who maintains the registry of the recognised issuers?

SkillsFuture Singapore (SSG) maintains the registry of recognised issuers for academic and skills certificates.

8. Who is the developer of OpenCerts?

Government Technology Agency (GovTech) is the developer of OpenCerts and oversees the development of the features and enhancements based on the roadmap.

9. Who is registered as a recognised issuer of OpenCerts in the initial phase?

For a start, the registry includes all Polytechnics, Institute of Technical Education (ITE), Autonomous Universities, LaSalle College of the Arts, Nanyang Academy of Fine Arts, SkillsFuture Singapore and Singapore Examinations & Assessment Board and the National Institute of Early Childhood Development.

10. How will graduates receive their e-certificates <mark>and/or</mark> e-transcripts and how to use them?

STEP 1

Look out for emails sent by Student Records to your SUSS alumni email address (alumni lifelong email address) (Example: henryong001@suss.edu.sg) registered with us. You will receive <mark>separate</mark> email for e-transcript and e-certificate.

STEP 2

Download the attachment from the email. The OpenCerts file is inside the attachment. Extract or move the file to another location (eg Desktop). <u>Do not double click on the file</u>.
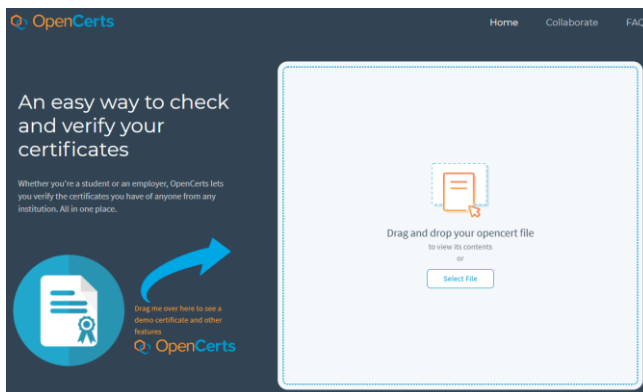

10123456A_BS_
HCM.opencert

STEP 3

A window should pop out, prompting to enter the password. Your password is the last 4 characters of your NRIC followed by the date and month of birth (eg 789A29Jan). After the password is entered, the file should be extracted or moved to the selected location. You can rename the file but must retain the (.opencert) extension.
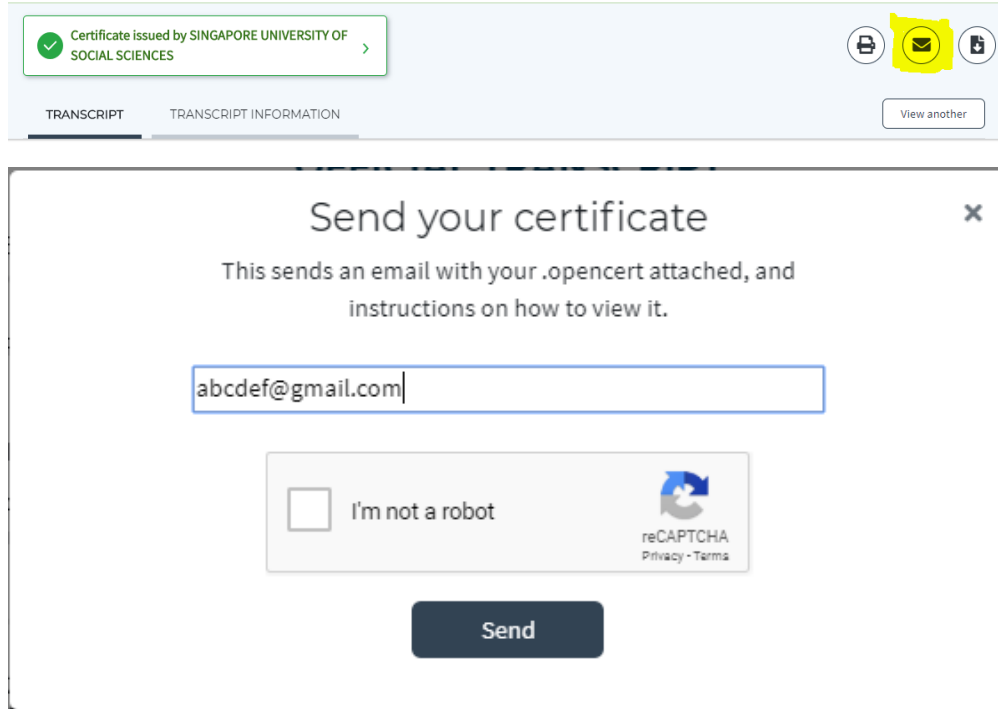
STEP 4

Access the OpenCerts website (https://opencerts.io/) using only Google Chrome. You can drag and drop the OpenCerts file on to the website, or select the file directly.

STEP 5 (OPTIONAL)

Should you wish to share the file (for example, to your employers), you can do so by clicking on the email button and enter the email address you wish to send the file to.

11. Where do I view and retrieve my e-certificate and e-transcript?

STEP 1

Individuals will be able to access such digital certificates through their Skills Passport https://www.myskillsfuture.gov.sg/content/portal/en/individual/skills-passport.html on your personalised MySkillsFuture accounts.

| 1 | Visit MySkillsFuture.gov.sg

https://www.myskillsfuture.gov.sg/

Login with your SingPass or Portal ID.

After login, click on your profile name for a drop down menu and select Skills Passport. | |

STEP 2

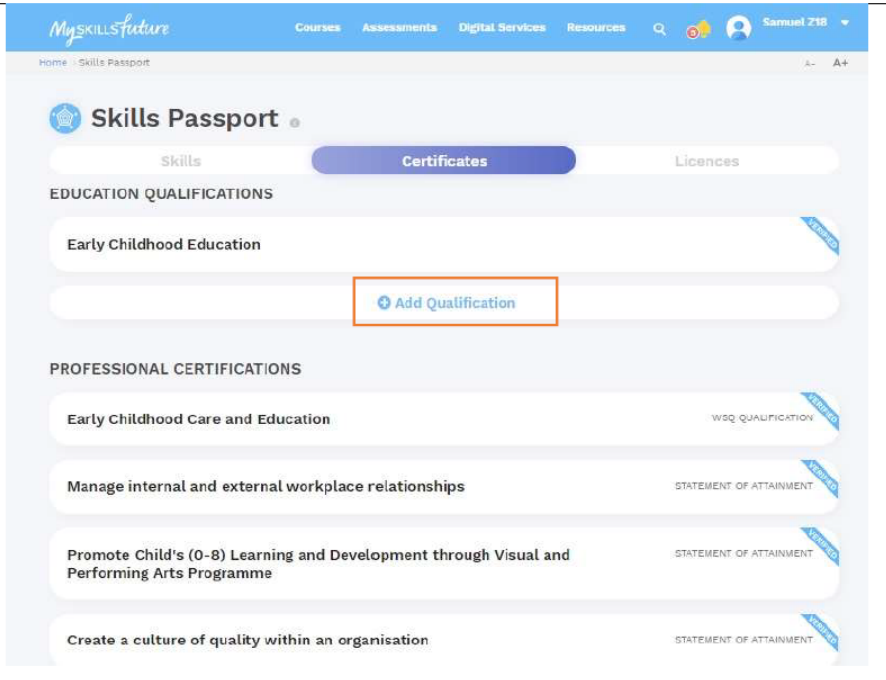| 2	In Skills Passport, click on 'Qualifications and Certifications' to view your records. To view your digital certificates, click on the 'Certificates' tab. To view fuller details and download, click on the respective digital certificate.	

STEP 3

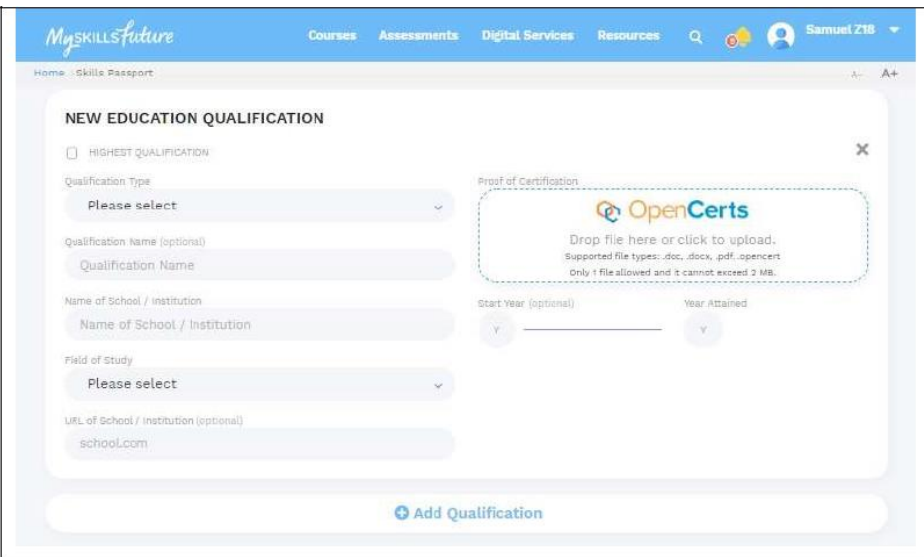| 3	To download the OpenCert file format of your digital certificate, click on the OpenCert icon.	

12. I received an OpenCerts file (.opencert) from an institution, but it is not stored in Skills Passport. Can I upload it on my Skills Passport?

Yes, you can upload your OpenCerts file in the Skills Passport. Under Skills Passport, click on "Add qualification" to upload your OpenCerts file.

STEP 1

1	To upload OpenCerts certificate, click on 'Add Qualification' under the 'Certificates' tab.	

STEP 2

2	Fill in the relevant details and upload the OpenCerts file.	

13. **How do potential employers or other universities access and verify the e-certificates and e-transcript?**
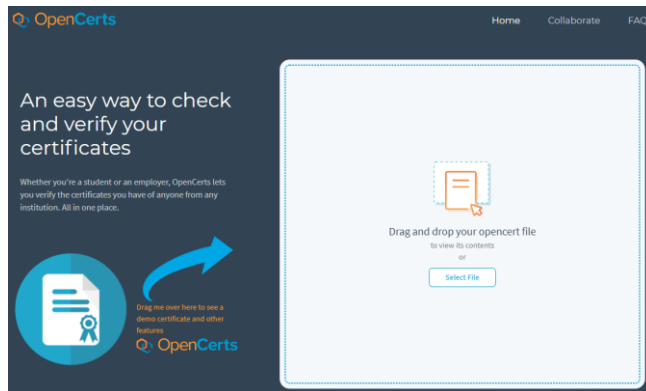
STEP 1

Obtain the certificate in OpenCerts file from your applicant.

STEP 2

Verify the certificate by carrying out one of the following actions:

- Option A: Drag and drop the OpenCerts file on the OpenCerts website (https://opencerts.io/) or
- Option B: Select the file directly from the website

14. **Is there any fee involved for me to use OpenCerts?**

No. There will not be any fee involved.

15. **Who can expect to receive e-certificate and e-transcript?**

Starting December 2019, SUSS has progressively roll out e-certificates and e-transcripts for students who have graduated from July 2013 semester.

16. **Would all alumni receive e-certificates and e-transcripts?**

Only students who have graduated from July 2013 semester will receive the e-transcripts and e-certificates.

Dos and Don'ts

17. Can I rename my OpenCerts file?

You may rename your OpenCerts file but you must retain the file extension (.opencert).

18. How do I send my OpenCerts certificate to someone?

You may use the share button that is visible when you view your certificate, or you can simply email the OpenCerts file to them.

19. Why can't I print the certificate?

Printing the certificate discards all the advanced cryptographic protections we have built into OpenCerts, hence printing is not recommended.

20. What happens if I modify the OpenCerts file extension?

The modified certificate will fail validation and show up as having been tampered with.

21. What does it mean when my transcript/certificate has been revoked?

The issuer has explicitly published a notice of revocation for the certificate/transcript and it is no longer a valid certificate/transcript.

22. Is this safe to use? Can anyone get hold and duplicate a copy of my e-certificate and pass off as me?

Yes, the certificate file can be duplicated and used by other parties should they have access to it. However, the name in the certificate cannot be altered in any form. Thus, it is extremely important that employers, or persons conducting checks, use other forms of identification such as NRIC for verification of the person in procession of the certificate. It is also the responsibility of the graduate to ensure proper safekeeping of the e-certificate and e-transcript.

23. What is my SUSS email address?

This is the alumni lifelong email address given to you upon graduation. If you have forgotten your email address, please contact Alumni Relations at 6248 9215 or email alumni@suss.edu.sg for assistance.

24. I have misplaced my OpenCerts file. What do I do?

The OpenCerts file is unique to you. If you have misplaced your OpenCerts file, please drop an email to Alumni Relations at alumni@suss.edu.sg, and state the following information for a re-issue of the digital copy:

   a. Full Name
   b. NRIC no.
   c. Year of Graduation
   d. Programme Name

25. Which is the most suitable Internet browser to view the OpenCerts website?

The OpenCerts website can only be viewed in Google Chrome.

26. Can I use other Internet browsers to view the OpenCerts website?

Yes, you can. However, it is recommended that you use Google Chrome for a better user experience.

27. Graduates applying for overseas application would usually require a hard copy to be sent overseas. What are the current procedures?

SUSS will continue to issue, a copy of, the official transcript and certificate at no charge. Graduates will have to make their own arrangements to send the transcript and/or a certified true copy of the certificate to the overseas institution(s). Additional charges apply should they request for additional copies of the transcript.

28. I am a graduate from SUSS. However, I did not receive my digital certificate from the institution. Who should I contact?

Please contact Alumni Relations at 6248 9215 or email them at alumni@suss.edu.sg for assistance.

29. Can I request for an additional copy of the certificate and transcript?

No additional copy of the official certificate will be allowed. However, you can request for an additional copy of the transcript. Relevant charges apply.

30. How long will the e-certificate be available for alumni?

It is available for alumni so long as the digital certificate has been issued to you.

31. When will graduates be receiving the official transcript and certificate, as well as the digital copy?

Graduates will receive the official transcript and the digital version upon conferment. The official certificate will be given to graduates during the convocation ceremony. The digital copy will be issued to them in the period after the ceremony.

32. Is there a backup if the OpenCerts platform is compromised?

Currently, you are only able to view the digital copy of the transcript and certificate through the OpenCerts platform. However, it does not store the information of the certificate but only a "digital signature".

33. As this is something new, how can we be sure that this platform is safe to use and information will not be leaked?

Please refer to #22.

34. Will there be any compatibility issue if student/alumnus wishes to access the e-certificate and/or e-transcript via their mobile phone?

No, there will not be any compatibility issue if student/alumni decided to access the OpenCerts website and view the e-certificate and/or e-transcript via their mobile phone.

35. What is the password to extract and open the attachment in the email?

The password will be denoted as the last 3 digits and alphabet of NRIC followed by Date and Month of Birth in DDMmm format (eg 123A01Jan).

END