

## **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, 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 OpenCerts ([opencerts.io](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 of 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 are the e-certificates and transcripts sent to you and how you can use them?

### STEP 1

Look out for an email sent by SUSS Student Records to your alumni email address (Example: henryong001@suss.edu.sg) registered with us.

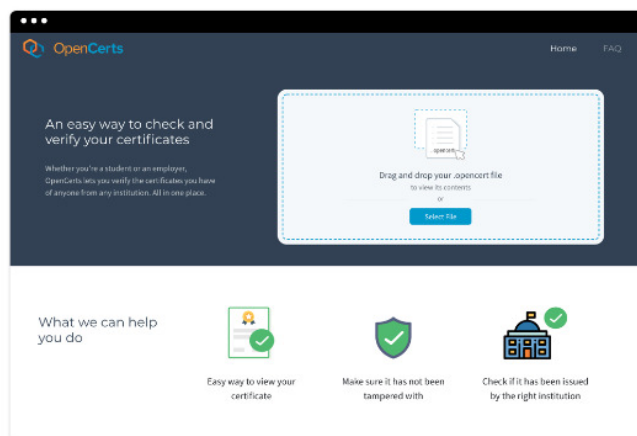
### STEP 2

Download the OpenCerts file attached in the email. The OpenCerts file is an encrypted file of your certificate and transcript.



### STEP 3

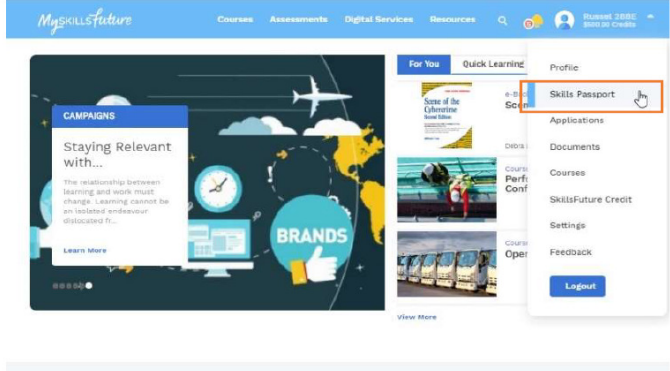
Send the OpenCerts file and **OpenCerts website link** to potential employers or universities that you are applying to.



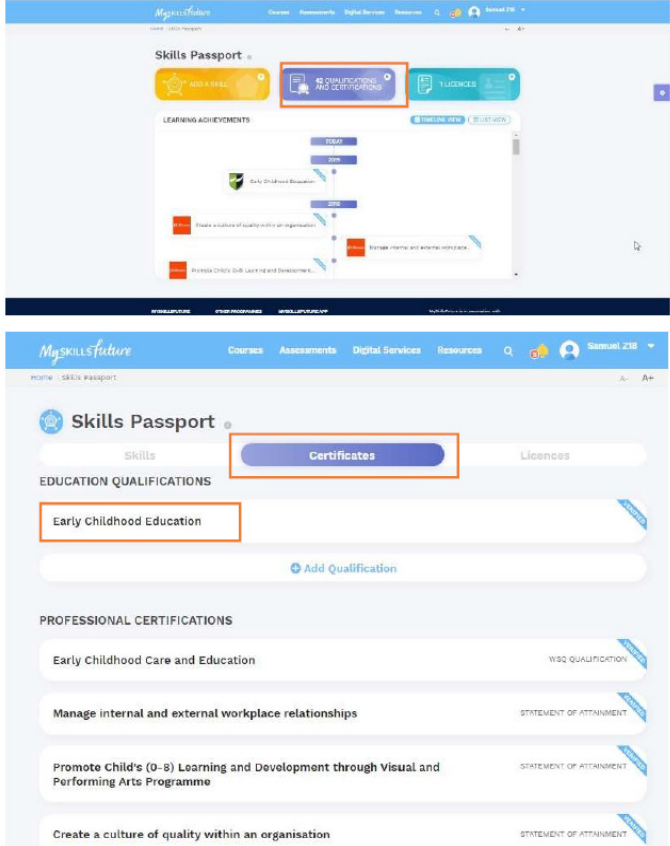
## 11. Where do I view and retrieve my OpenCerts certificate?

### STEP 1

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

<p>1 Visit MySkillsFuture.sg (<a href="http://www.myskillsfuture.sg">http://www.myskillsfuture.sg</a>)</p> <p>Login with your SingPass or Portal ID.</p> <p>After login, click on your profile name for a drop down menu and select Skills Passport.</p>	 <p>The screenshot shows the MySkillsFuture website interface. The user is logged in as 'Sumit 2882'. A dropdown menu is open from the user's profile name, and the 'Skills Passport' option is highlighted with a red box. Other menu items include Profile, Applications, Documents, Courses, SkillsFuture Credit, Settings, Feedback, and Logout.</p>
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### STEP 2

<p>2 In Skills Passport, click on 'Qualifications and Certifications' to view your records.</p> <p>To view your digital certificates, click on the 'Certificates' tab.</p> <p>To view fuller details and download, click on the respective digital certificate.</p>	 <p>The top screenshot shows the Skills Passport dashboard with the 'Qualifications and Certifications' tab selected and highlighted with a red box. Below it, a list of learning achievements is visible, including 'Early Childhood Education'.</p> <p>The bottom screenshot shows the 'Certificates' tab selected and highlighted with a red box. It displays a list of qualifications under 'EDUCATION QUALIFICATIONS', with 'Early Childhood Education' highlighted. Below this, there are sections for 'PROFESSIONAL CERTIFICATIONS' and 'STATEMENT OF ATTAINMENT' for various programs.</p>
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## STEP 3

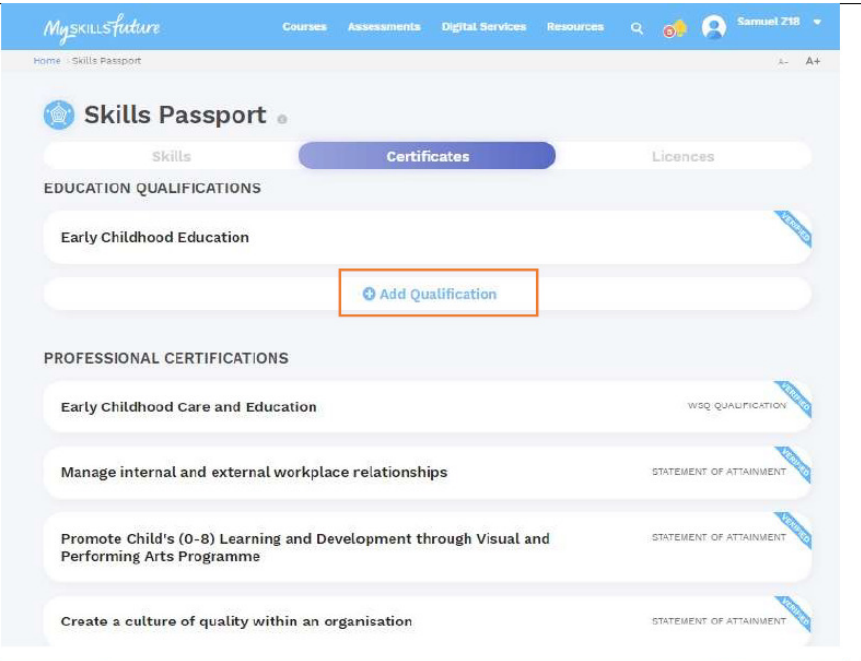
3 To download the OpenCert file format of your digital certificate, click on the OpenCert icon.

The screenshot shows the 'MySkillsFuture Skills Passport' interface. The user is logged in as Samuel Zhi. The 'Certificates' tab is selected. Under 'EDUCATION QUALIFICATIONS', the 'Early Childhood Education' section is active. The form includes fields for 'Qualification type' (set to 'Not Defined / No Formal Qualification'), 'Qualification name (optional)' (set to 'Early Childhood Education'), 'Name of school / institution (optional)' (set to 'Republic Polytechnic'), 'Field of study (optional)' (set to 'Please select'), and 'URL of school / institution (optional)' (set to 'https://www.rp.edu.sg'). The 'Proof of certification' field contains an 'OpenCert' icon, which is highlighted with a red box. Below the form is an 'Add Qualification' button.

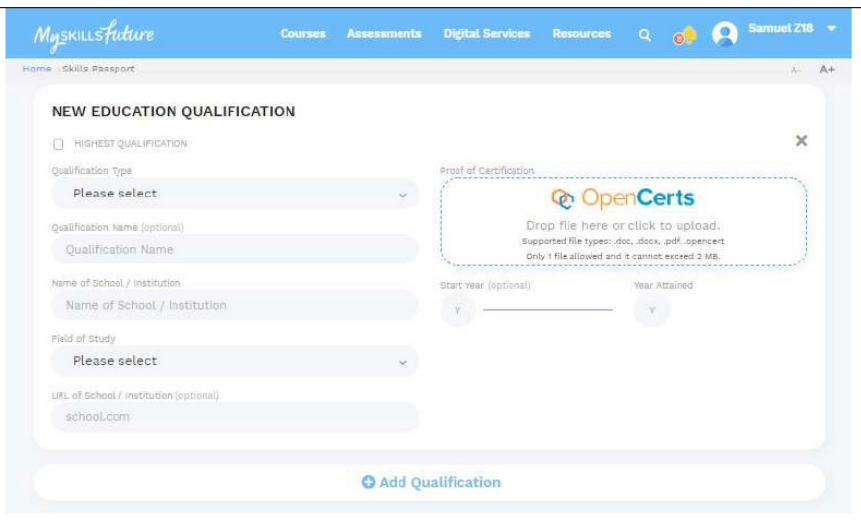
**12. I received an OpenCerts file (.opencert) from an institution, but it is not stored in Skills Passport. Can I upload it on my Skills Passport?**

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**

<p>1 To upload OpenCerts certificate, click on ‘Add Qualification’ under the ‘Certificates’ tab.</p>	 <p>The screenshot shows the 'MySKILLSfuture' Skills Passport interface. The 'Certificates' tab is selected. Under 'EDUCATION QUALIFICATIONS', there is a card for 'Early Childhood Education' with an 'Add Qualification' button highlighted by a red box. Below this, under 'PROFESSIONAL CERTIFICATIONS', there are four more cards, each with an 'Add Qualification' button.</p>
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**STEP 2**

<p>2 Fill in the relevant details and upload the OpenCerts file.</p>	 <p>The screenshot shows the 'NEW EDUCATION QUALIFICATION' form. The 'Proof of Certification' field is highlighted with a red dashed box and contains an 'OpenCerts' logo and the text: 'Drop file here or click to upload. Supported file types: .doc, .docx, .pdf, .opencert. Only 1 file allowed and it cannot exceed 2 MB.' Below the form, there is an 'Add Qualification' button.</p>
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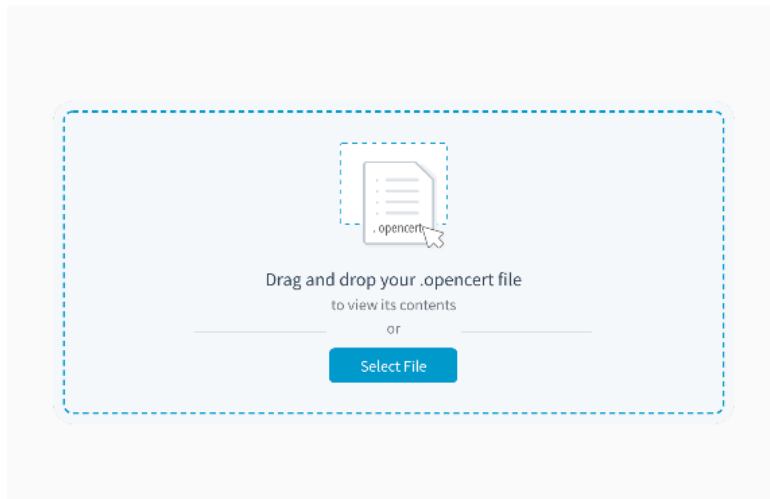
**13. How do potential employers or other universities access and verify the e-certificates and transcripts?**

**STEP 1**

Obtain the certificate in OpenCerts file format from your applicant.

**STEP 2**

Verify the certificate by dropping the OpenCerts file on the **OpenCerts 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 transcript?**

Starting mid October 2019, SUSS will progressively rollout e-certificates and transcripts for students who have graduated in July 2018 and Jan 2019 semesters for full-time undergraduate programmes and thereafter to the same batches for part-time undergraduate programmes.

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

SUSS is reviewing the policy for back issue to alumni and alumni will be notified of the policy when available.

## Do's 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 certificate .json file?**

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

### **21. What does it mean by 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 just copy my certificate file and pass off as me?**

Yes, the certificate file can trivially be duplicated. However, the recipient's name in the certificate cannot be altered without failing the verification process. Thus, it is extremely important that the person doing the verification ensures that the recipient indicated in the certificate/transcript is actually the entity presenting the certificate file.

### **23. What is my alumni email address?**

If you have forgotten your email address, please contact Alumni Relations at 6248 9215 or email [alumni@suss.edu.sg](mailto: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 Alumni Relations an email, [alumni@suss.edu.sg](mailto:alumni@suss.edu.sg), with the following information and we will resend you the OpenCerts file.

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

**25. Can I use any Internet browser to view OpenCerts website?**

The OpenCerts website is best viewed in Chrome browser.

**26. Can the cert be open up in all browsers?**

Yes, it can. However, it is best recommended to use Chrome browser for a better user experience.

**27. Graduates applying for overseas application would usually require a hard copy to send overseas. How can this printing be done, if needed? Any charges?**

SUSS will continue to issue hardcopies of certificate and transcripts (1 copy each) to graduates at no charge to complement the e-cert and e-transcripts. If they require extra copies of printed transcript, the current request process still holds.

**28. Any estimate timeline to inform those whose certs are not ready? (old batch of PT graduates)**

SUSS is reviewing the policy for back issue to alumni and alumni will be notified of the policy when available.

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

SUSS is reviewing the policy for back issue to alumni and alumni will be notified of the policy when available.

**30. Can the student have a printed copy of certificate and transcript from SUSS if they request?**

SUSS will continue to issue hardcopies of certificate and transcripts (1 copy each) to graduates at no charge to complement the e-cert and e-transcripts.

**31. The Open certificate will be available for life for alumni?**

SUSS is reviewing the policy for back issue to alumni and alumni will be notified of the policy when available.

**32. What is the difference in lead time of getting the e-certs as compared to getting the hardcopy ones for the students?**

The current plan is to issue transcripts (both electronic and hardcopy) before convocation ceremonies and certificates (both electronic and hardcopy) after convocation ceremonies.

**33. Is there a backup plan if the open cert platform is compromised?**

The OpenCerts platform does not store the information of the cert but only a “digital signature”. Information in the cert is as per what is in the cert file. “Digital signature” are not useful information for hackers.

**34. As this is something new, how do we assure the students and alumnus that this platform is safe for use and information will not be leaked?**

Same as #21.

**35. So to confirm for Convocation 2020, there will be no hard copies certs to be given?**

SUSS will continue to issue hardcopies of certificate and transcripts (1 copy each) to graduates at no charge to complement the e-cert and e-transcripts.

**36. Suppose if there are changes required (i.e. name change, error in name etc.), which party will be fronting the amendment?**

SUSS will revoke the original e-cert and e-transcript and send a replacement e-cert and e-transcript with the correct name.

**37. Will there be any compatibility issue if student/alumnus wishes to access the cert via their mobile phone?**

No, there will not be any compatibility issue whether the e-cert and/ or e-transcript are/ is viewed on a desktop or on a phone.

**38. What is the password to open the e-cert and e-transcript file?**

The password will be denoted as the last 4 digits and alphabet of NRIC + Date of Birth in DDMmmYYYY format. For example, 1234A01Jan1999.