BadgeCert Digital Badge Frequently Asked Questions

Q: What is BadgeCert?

A: BadgeCert is NAAEI's new digital badge vendor. When you earn or renew a credential, you will receive an email from certs@naahq.org either with a link to your new digital badge and wallet card or a notification that your credential has been renewed.

Q: I took my exam less than one week ago. When will I receive my digital badge?

A: You will receive an email from BadgeCert (certs@naahq.org) with your digital badge and wallet card one week after you complete a credential program.

Q: I am renewing my credential(s). When can I expect to receive my digital badge with the new expiration date?

A: Individuals who are renewing their credential(s) will receive an email from BadgeCert confirming the completion of the renewal process one week after all required renewal components (continuing education credits and renewal fee(s) have been received and approved by NAAEI.

Q: I was issued a digital badge by ProExam Vault. Is that badge still valid?

A: We have switched vendors from ProExam Vault to BadgeCert. All current credential holders who had current digital badges with ProExam Vault have been issued identical digital badges by BadgeCert. These individuals will receive an invitation to claim their new BadgeCert digital badge(s) from certs@naahq.org Individuals will need to re-claim their new digital badge from BadgeCert as ProExam Vault is no longer be active.

Q: How do I access BadgeCert?

A: Please go to www.badgecert.com. Select "Log In" from the top menu. Reset your password using the "Forgot Password" link and the email address linked to your NAA account.

Q: How do I reset my BadgeCert password?

A: Go to https://badgecert.com/bc/html/login.html Select "Log In" from the top menu. Reset your password using the "Forgot Password" link and the email address linked to your NAA account.

Q: How do I insert my digital badge into my email signature?

A: Instructions to insert your digital badge into your Gmail email signature are here**.** Instructions for inserting your digital badge into your Outlook email signature are here**.**

Q: Is there a way to include an image of my digital badge in my Gmail email signature?

A: No. Currently, Gmail does not support the functionality to link images. However, as outlined in the instructions, you can link your credential acronym (ex. CAM, CAPS, etc…) to your digital badge on the BadgeCert website. When people click on your linked credential acronym, they will be able to view your digital badge (including its image) on the BadgeCert website.

It **is** possible to link an image in Outlook email signatures**.**

Q: I never received an email from BadgeCert inviting me to claim my digital badge. What should I do?

A: Please contact Elizabeth Zolotukhina at the NAA Education Institute (NAAEI), or via phone at 1-703-797-0605.