How to
issue Digital telc Certificates & Result Sheets

Congratulations!

You are now part of the group of authorized telc examination centres that can manage verifiable digital certificates and results sheets!
This guide will walk you step by step through setting up your account and getting started with the telc certificate platform @Virtualbadge, so you can issue secure documents with confidence.

You can find more information about the platform and the secure technology behind it at Virtualbadge.

Here is how the process of sending digital documents looks like:

telc receives and evaluates tests → Results are securely added to Virtualbadge.io → Test centers access results in real time → Test centers send digital documents with one click

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1.   First Login and Account Creation

The first step you need to take is activating your Virtualbadge.io account. This process is only done one time, for your first login.

1.1 Activating your Account

You will have received an invitation email to join Virtualbadge as an authorized issuer from telc. Click on the link of the invitation email and follow the instructions:

As part of the setup, you'll need to create a secure password that meets the following

- At least 8 characters long
- Contains one uppercase letter
- Contains one lowercase letter
- Contains one number
- Contains one special character (e.g., !, @, #)

1.2 Accessing your Dashboard

Once your account is active, you can login to your dashboard using the link below:
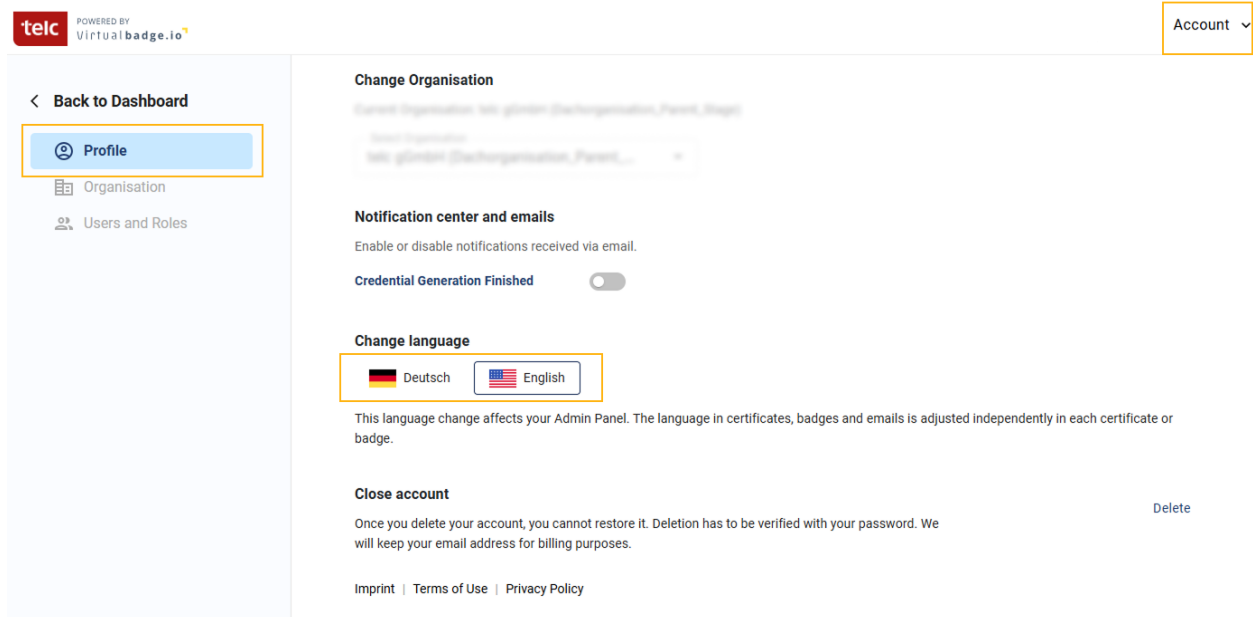
https://admin.virtualbadge.io/

Make sure to use the same email and password originally created.

1.3 Language Preferences

You can choose your preferred dashboard language to manage your digital certificate. Supported languages are English and German.

To manage your language preferences, go to "Account" > "Settings" > "Profile":

1.4 Setting up your Company's Logo and Signature

As your next step to setup your account, you need to upload your company's logo and signature.

From your dashboard, click on "Manage Organisation":

Scroll down to the section "Organisation Images". There you will have the option to upload both your organization logo and your signature.
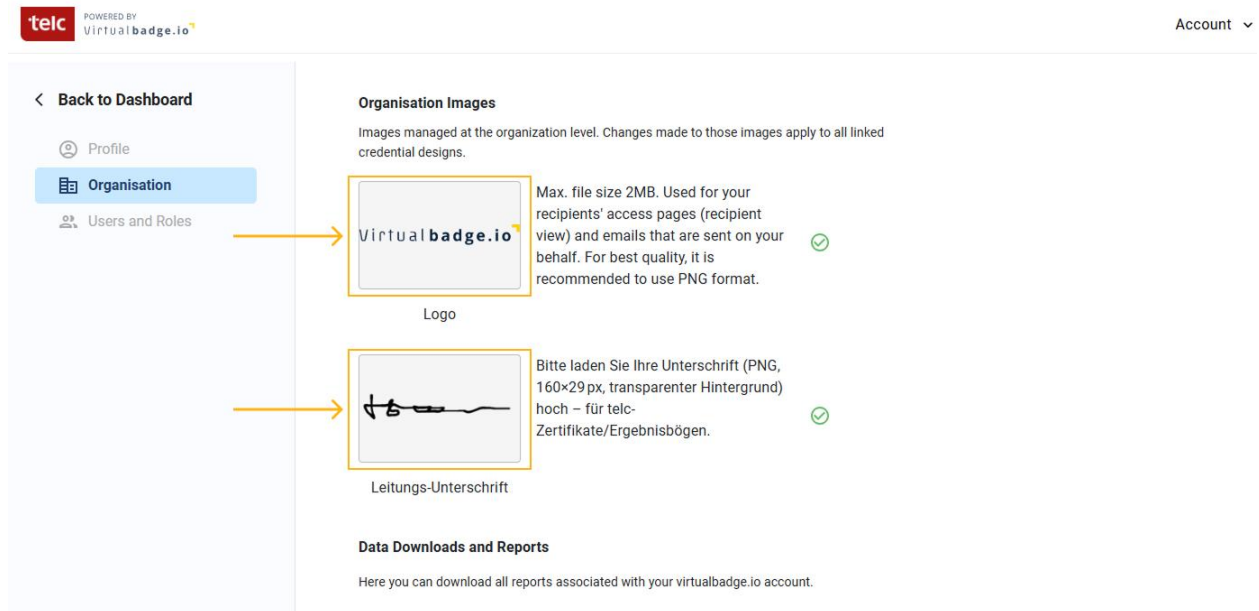
Organization Logo: Your logo appears in the header of all access emails sent to recipients and on the access page where they claim their digital certificates or result sheets.
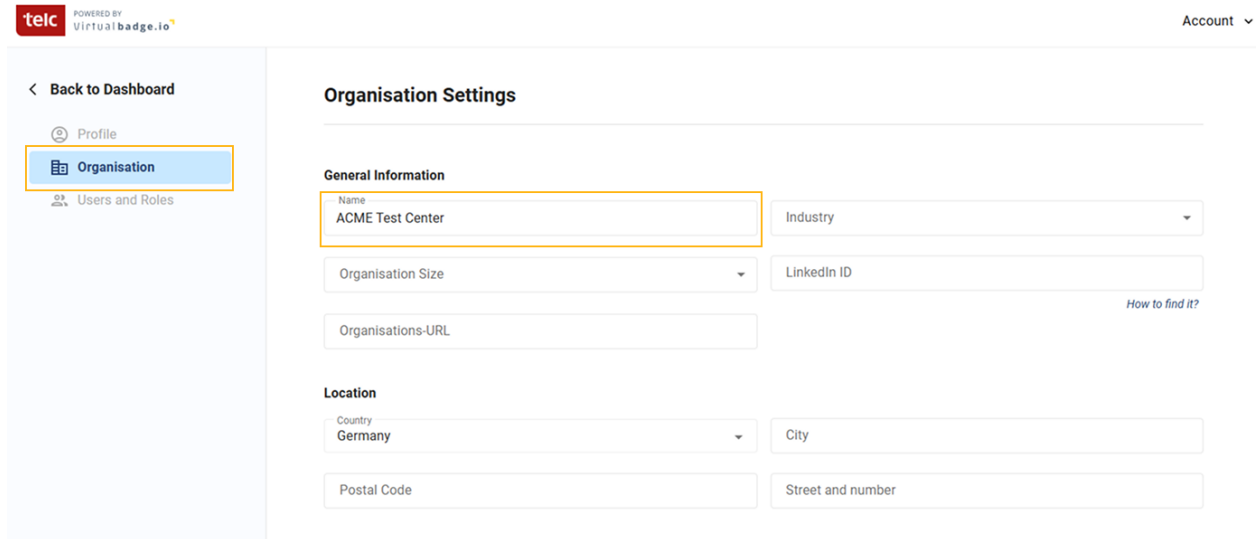
Signature: This is the signature that is added to the first page of the digital certificates and results sheets issued by your organization.

Please make sure to follow the recommended pixel size — images uploaded in other dimensions will be automatically scaled to fit.

1.5 Setting up your Company's Name

Still in the "Manage Organisation" menu, you will find an option to rename your organisation. This is one of the first fields displayed on that page.
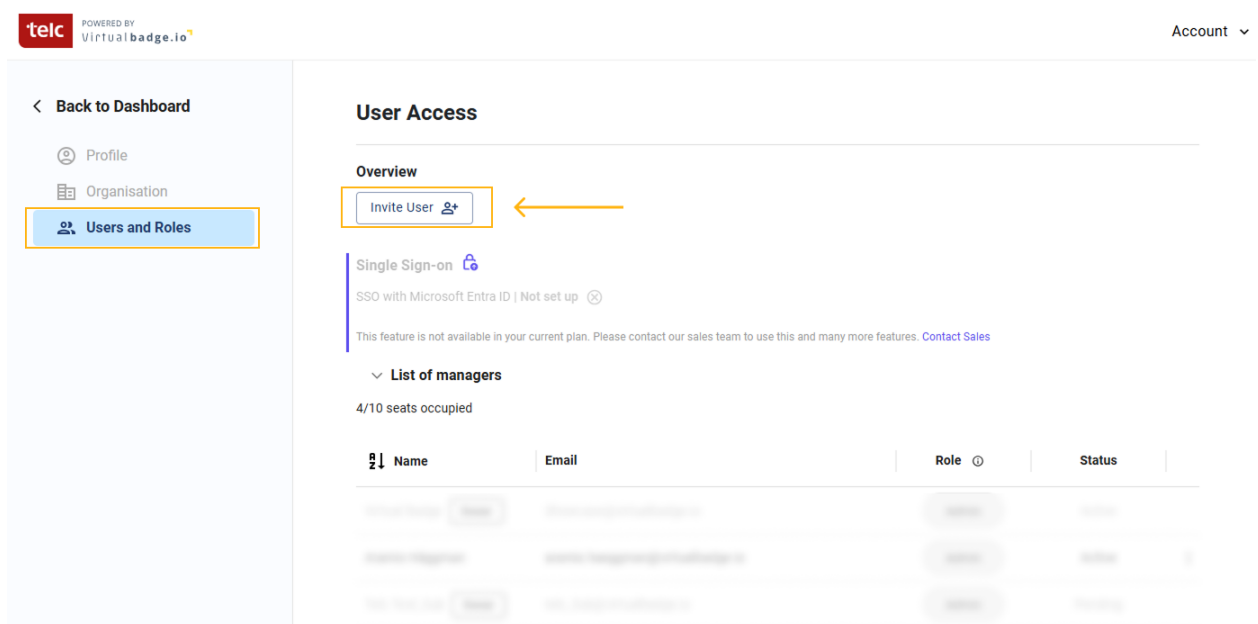
If your organisation was created with a default or placeholder name, please update it to reflect your company's correct name before continuing.

After making the change, scroll down to the bottom of the page and click **"Save"** to confirm your update.

1.6 Inviting your Team

You are now ready to invite the other team members to join your account!
Simply go to "Account" > "Settings" > "Users and Roles" and click on "Invite User".

You will be asked to invite your team members and give them a specific role.
Admin role: Has access to all functionalities
Editor role: Can manage the issued documents, but has limited access to critical functions such as billing and deletion

Your team members will now receive their invitations via email and will be able to create their accounts and join you in your organization's team.

2. Usage for Admins

Now that your account setup is completed, you can get started using your account to issue and manage digital certificates and results sheets.

2.1 Dashboard Navigation

When you open your dashboard (here), you'll see 2 different navigation tabs:

1. **Credentials Tab**
2. **Recipients Tab**

The tab "**Credentials**" gives you an overview of all telc course templates your organization is authorized to issue.
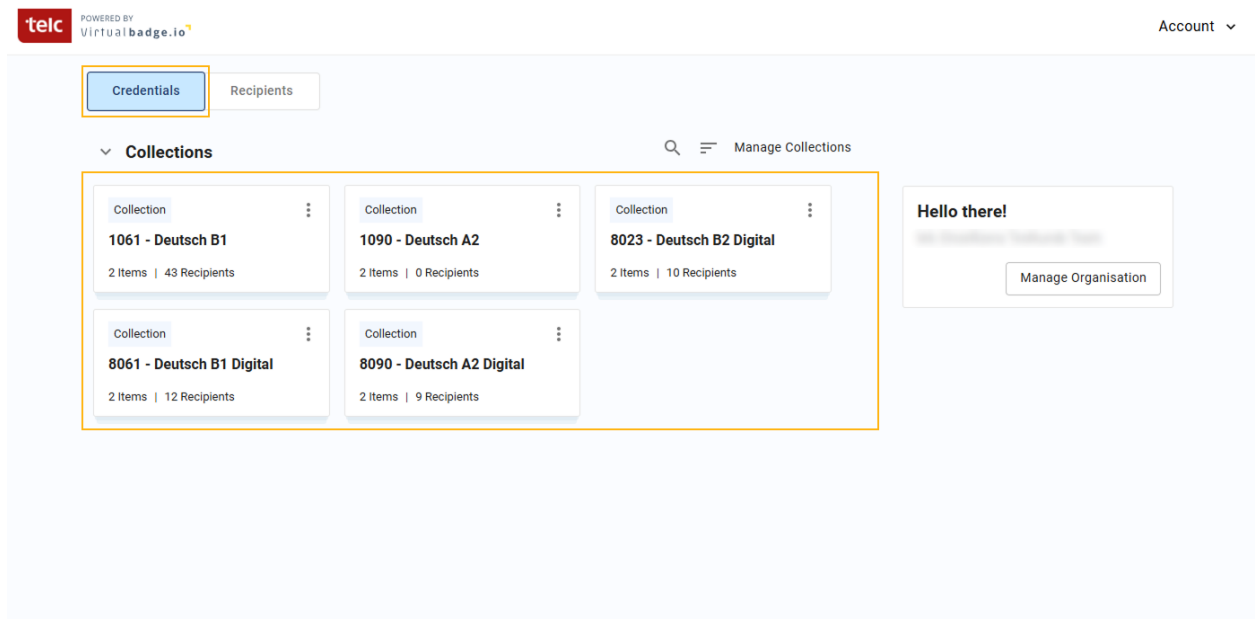

The templates are organized into collections, and each collection includes both the digital certificate template and the results sheet for that level.
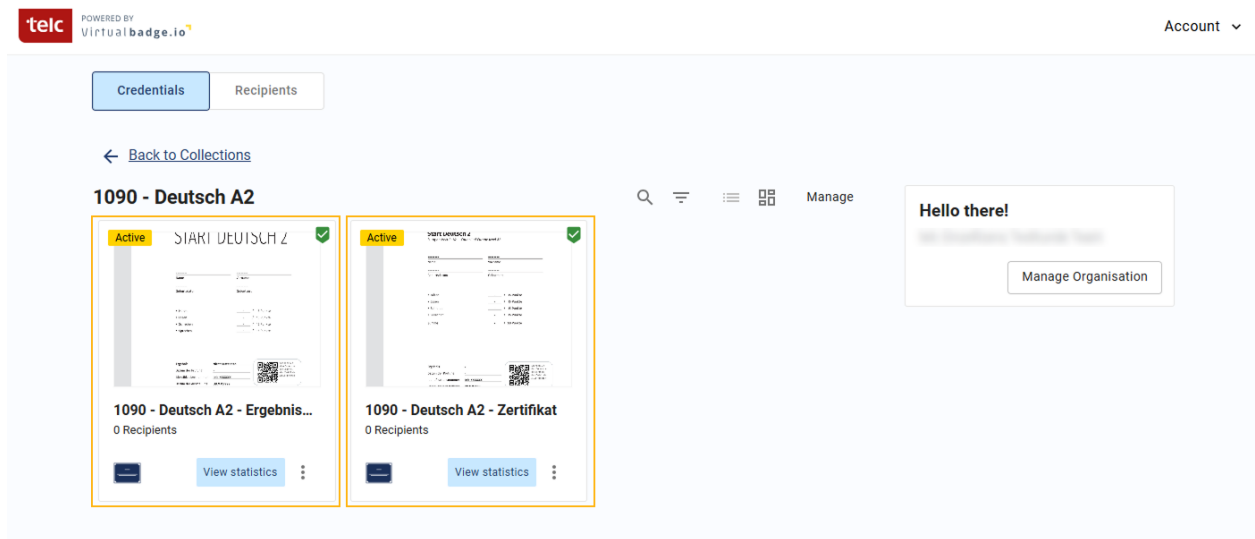
The templates displayed on your dashboard are automatically added and configured by telc. If you notice that any templates are missing, please reach out to the telc administration team to request access:
https://www.telc.net/en/contact/

The tab "**Recipients**" provides you with a consolidated view of all recipients across different certificates and results sheets — all in a single view.
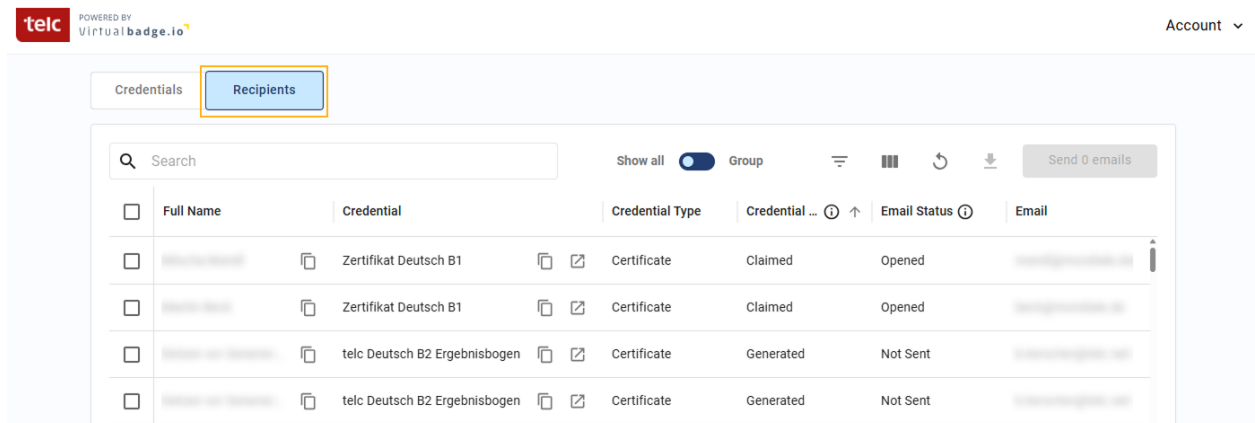
You can also customize this participant list to suit your needs:

- **Adjust columns:** Rearrange columns via drag-and-drop or hide any that you don't need.
- **Search:** Use the search function to quickly find specific participants, dates, or exams.

- **Group:** Group participants by their email address to see all related documents at a glance.
- **Filter:** Narrow down the list using filters to keep an overview, even with large numbers of entries.

2.2 Sending Certificates and Result Sheets

Once the examination of a certain participant has been graded by telc, the digital certificate or result sheet of that participant is automatically added to your Virtualbadge.io dashboard.
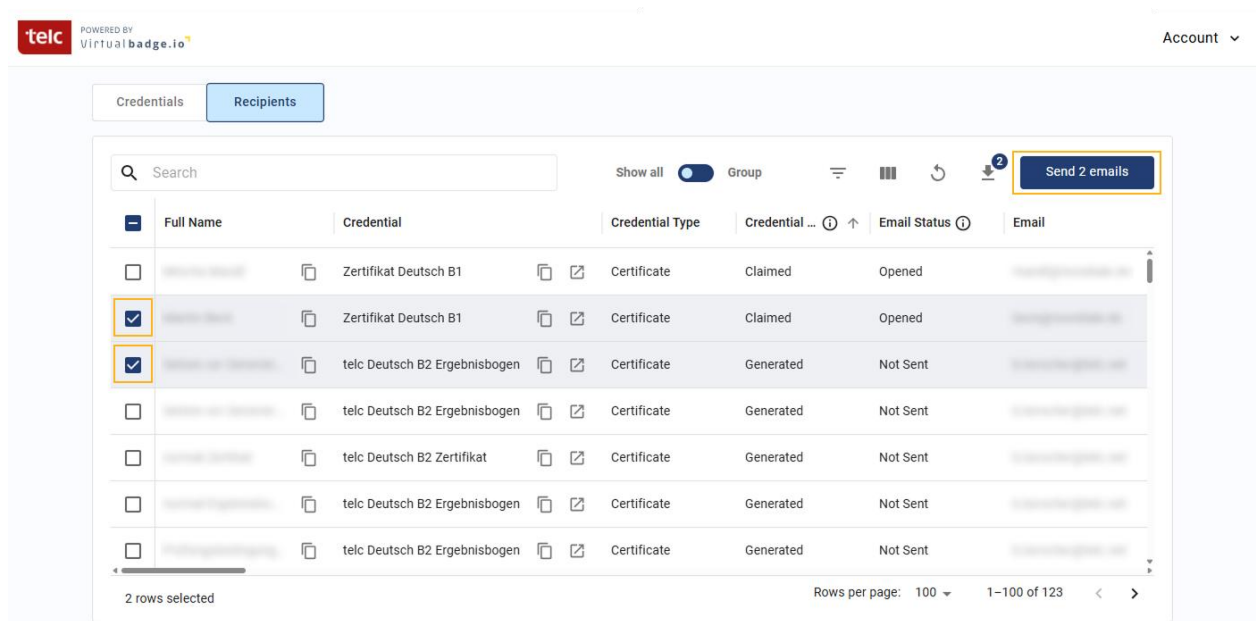
There are 2 different ways how you can proceed with sending the digital version of those documents:

1) Sending from the Recipient Tab

Open your dashboard and go to the **"Recipients"** tab.
Select the documents you want to send by checking the boxes on the right-hand side.
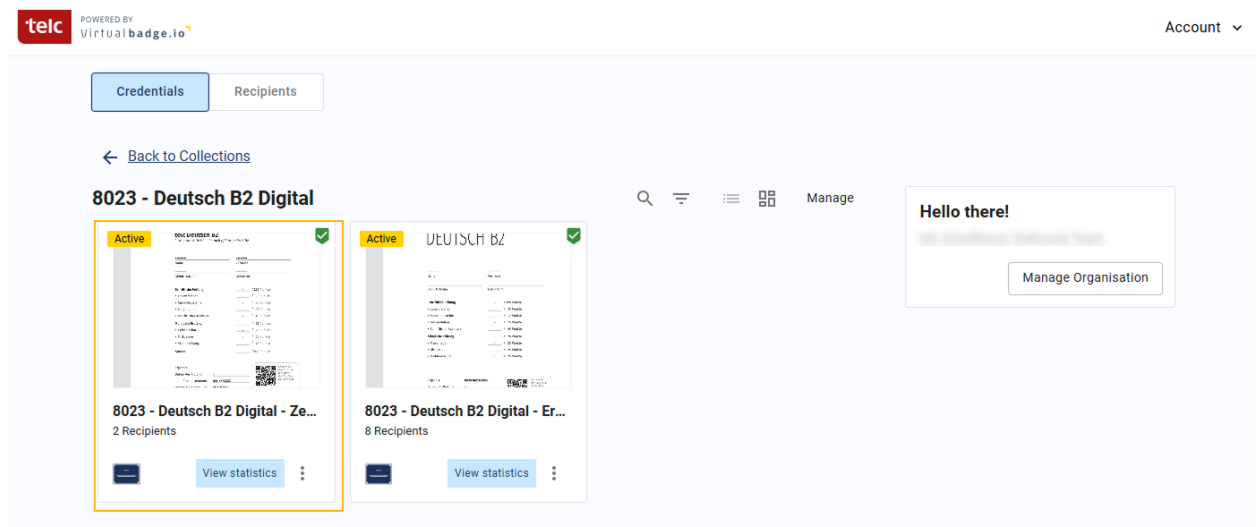Once you've made your selection, click the **"Send Email"** button.

2) Sending from the Credentials Tab

Open your dashboard and go to the "**Credentials**" tab. Select the specific template you would like to send.
In this example, we'll open the template *"8023 – Deutsch B2 Digital – Certificate."*

Within the template's navigation menu, click on the "Recipients" tab. This view shows all recipients who have earned this specific document.

Select the recipients you wish to send the digital documents to by checking the boxes on the right-hand side. Once you've made your selection, click the "**Send Email**" button.
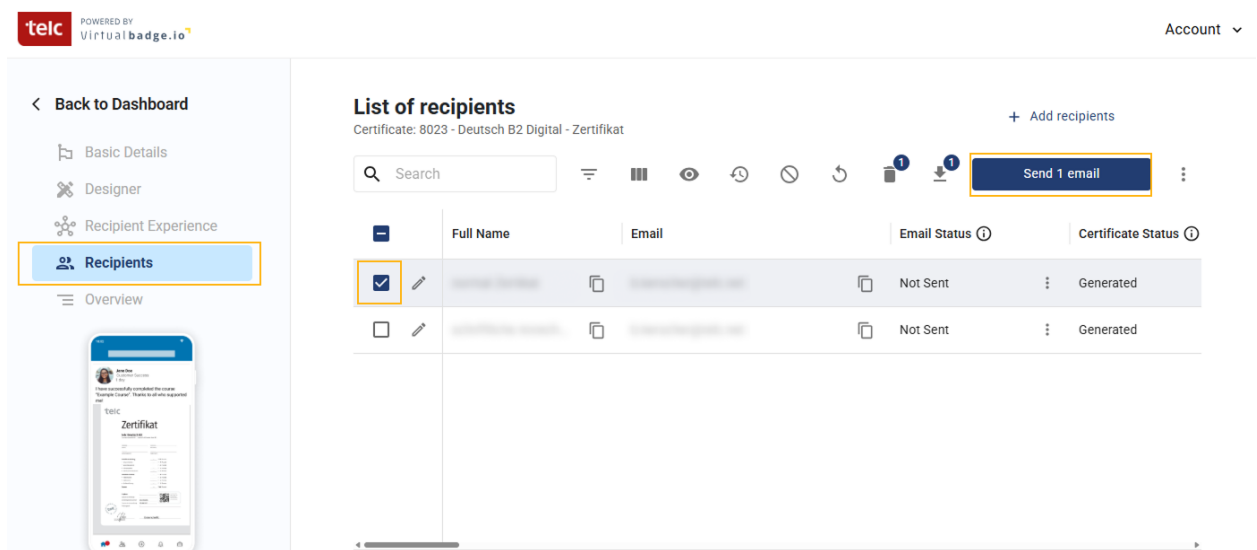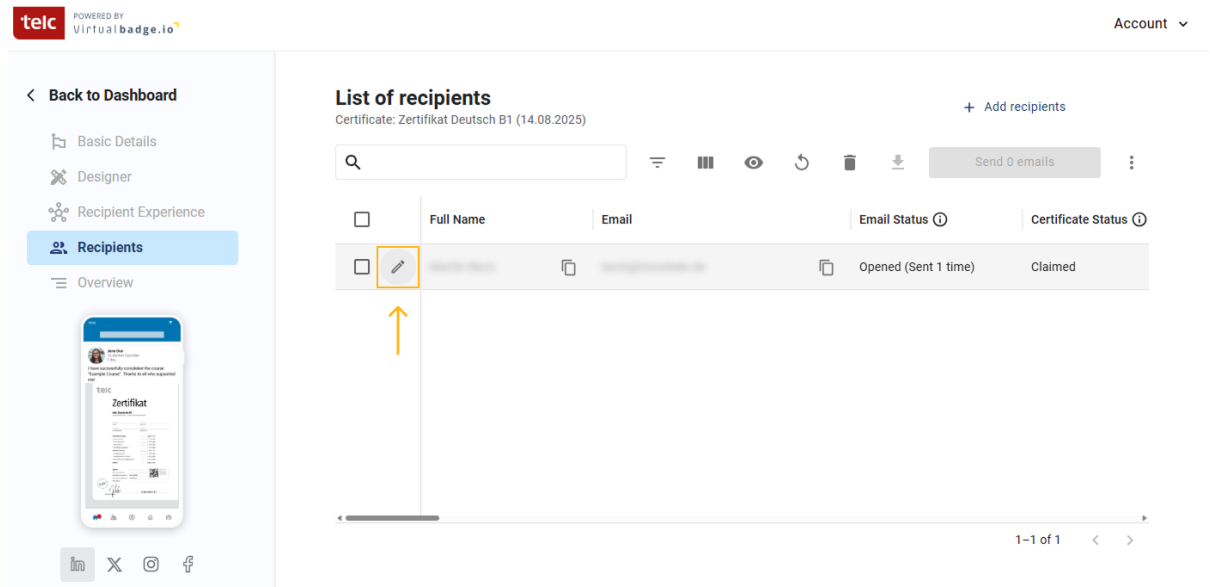
2.3 Editing Recipients' Emails

If you need to update a recipient's email address, you can make the change directly in your dashboard and then re-send the document to the new address.

- Open your dashboard on the "Recipients" tab.
- Locate the recipient that requires changes, for example by using the search function.
- Click the icon next to the corresponding certificate to view the recipient details. This will bring you to the list of recipients who received that specific template:
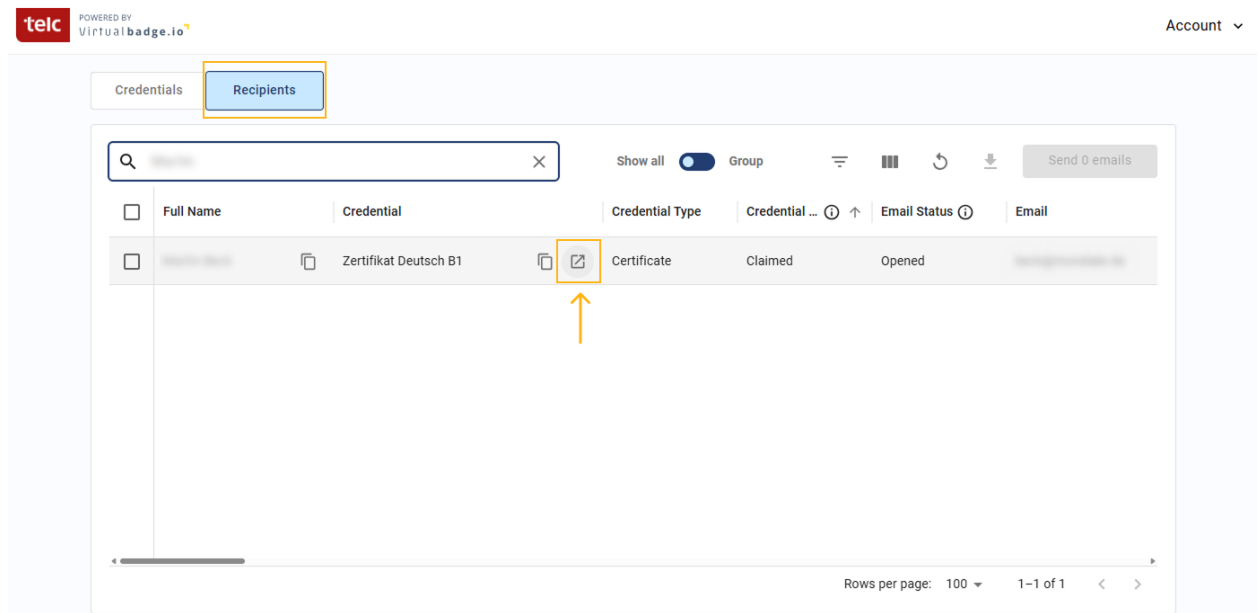
- Select the **edit icon (pencil)** on the left side of the recipient's name:
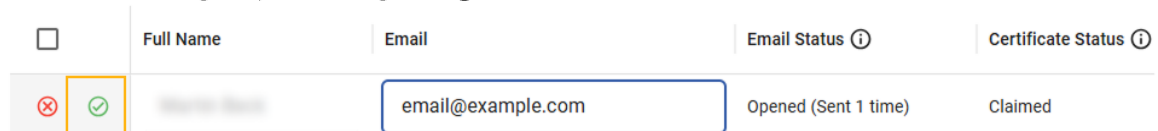
- Update the email address in the corresponding field.
- Save the change by clicking the **green checkmark.**

- Optionally: Select the edited version of this template and click on "Send Email".

This process applies exclusively to updating the email address. All other participant data remains unchanged and cannot be edited directly in the system.

3. FAQ and Troubleshooting

Here are some common questions and challenges you may encounter when managing your digital certificates and results sheets:

3.1 Why are some course templates missing from my account?

The course templates shown on your dashboard are automatically synced from telc's system. If you notice missing templates, incorrect language levels, or templates that are not displayed correctly, please contact the telc customer service team: https://www.telc.net/en/contact/

3.2 Why are some recipients missing?

Recipients are automatically added to your Virtualbadge account once their examinations have been graded by telc. If you don't see a recipient in your dashboard yet, please allow some time: evaluation periods may vary depending on location and local holidays.

3.3 Why is my signature or logo not displayed in the correct format?

The signature and logo images you upload in your organization settings are automatically resized to fit the template.

- **Logo images:** Horizontal logos generally display best on the access pages. If possible, use a PNG image at least 250 px wide.

- **Signature images**: For best results, upload a PNG image with a transparent background, sized 160 px wide × 29 px high.

3.4 Why can't I log in?

Login issues can occur if your invitation link has expired.
If this happens, please ask one of your team members to resend your invitation email so you can activate your account again.