

## Frequently Asked Questions

### *What are the benefits of blockchain Diploma credential?*

A blockchain credential can be used to verify your credentials to prospective universities employers and other interested third parties. You can also publicly share your Diploma credential with family members and friends on social or privately share via text or email using a credential link.

### *What does this mean for me?*

When you own your official records, you no longer have to get original copies from the registrar every time you are applying for a new opportunity, whether that is at a school, employer or other relevant third parties. You can simply send your digital Diploma credential via email or text message or paste a link to your Diploma credential in your resume or LinkedIn profile for easy verification.

### *How do I get my Diploma credential?*

Your Diploma credential will be sent to you via email to be imported into the secure mobile app, which is designed to receive, store, and share your Diploma credential. In the email, you will receive an attachment of your credential file – a coded file intended for secure storage – so you can store them wherever you like.

**Receiving credentials is an easy, three-step process:**

- **First, download the free mobile app.**

You will receive an email from the Institute of Tourism Studies inviting you to download your free Blockcerts app from your phone's App Store. Once it's installed, ***it's recommended that you copy your secure passphrase and store it somewhere safe.*** The passphrase lets you prove that you own your credentials if you ever delete the app or lose/change your phone.

- **Next, add the Institute of Tourism Studies as an issuer.**

Once you have installed the app, click the link in the email to add the Institute of Tourism Studies as an issuer. You only need to add them once; after that, they can send you as many credentials as you earn.

- **Finally, add your credential to the app.**

When it's time to receive your credential, you will receive a second email from the Institute of Tourism Studies with your actual credential attached. This file is your real blockchain credential; you can store it wherever you store your other important data files. You can also click the link in the email to add the credential to your app, which makes credential sharing and online display easy.

### *How does the app work?*

Your app works just like a private folder. It's cryptographically secured, so nobody but you can access it. It talks to the organizations that issue you credentials, so they know where to send them. It also lets you keep credentials from many different organizations all in one place on your own devices, so you don't have to rely on anyone else to store your credentials. It's not tied to any public identity you have (like a social media profile or a school account), so you choose when and how you want to share the information in your app.

What this means, though, is that you are completely responsible for managing your app. It will have a secure passphrase to which only you have access to. Make sure you save your unique passphrase in a secure place, like a password manager/vault. This will let you regenerate your app and prove you own your credentials if you ever delete your app or lose/change your phone. If you lose your passphrase, it's like losing the ID that says you are who you say you are; you will need to contact us to re-issue your Diploma credential to you.

### *What can I do with my blockchain Diploma credential?*

Having your Diploma credential on the blockchain means that your original record is always in your possession. You control how it is used. You can choose to share your Diploma credential publicly, like on a social media profile (Facebook, LinkedIn, etc.), or send your Diploma credential privately by email or text message. Finally, you can include links to your Diploma credential on your resume, public portfolio, or applications, so that people like potential employers can verify your achieved credential with the click of a button.

### *How long will I have my blockchain Diploma credential?*

Once a record is on the blockchain, it's there forever. Your credential may expire (if it's time-delimited, like a license) or be revoked (if it was issued in error, or as part of disciplinary action), but you will always have it in your possession. If it is expired or revoked, however, it will no longer verify as a valid credential by third parties.

### *What if I lose my phone or my mobile app?*

As long as you have your **passphrase**, you can import your Diploma credential to a new app at any time and still prove it belongs to you. Just download the app from the App Store, enter your passphrase, and import your Diploma credential.

The passphrase is also what allows you to maintain ownership of your Diploma credential across multiple devices. So, for example, you can enter the passphrase into apps you download on your tablet or another phone, then import the same Diploma credential to those apps, too.

If you lose your passphrase, however, there is no way to prove ownership of your Diploma credential. It's like losing the ID that says you are who you say you are; even if you still have your Diploma credential, you can't prove it's yours. If this happens, you will need to download the app again, get a new passphrase, and contact us so we can re-issue your Diploma credential to you.

### *Who can I contact if I have more questions?*

If you have more questions about your blockchain credential app or the issuing process, please contact [blockcerts@its.edu.mt](mailto:blockcerts@its.edu.mt).

We're here to help make accepting and using blockchain credentials easy!