

# Digital Certificates Web - Student Portal

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## 1. Introduction

This guide describes user functions for the Student Portal of the Digital Certificates Web software application for University of Exeter certificates and transcripts.

## 2. Functionality of the Student Portal

- Students can view electronic versions (in PDF format) of qualification and status documents.
- Share your electronic documents with third parties by creating connections.
- Keep your personal details up to date by managing your profile.

## 3. Website URL

The URL of the Student portal will be made available <https://student.exeter.ac.uk> .

## 4. Useful links

On the home page there are a number of useful links including About, Privacy, FAQ, Cookies, Terms and Support on the bottom right of the page.

## 5. Registration

- You will need to create an account using your details as recorded in the University's Student Record System (SRS). You need to ensure that the details you register with exactly match those contained in the Student Record System e.g. spelling and format of first name/last name.
  - Information known by the student and University.  
You must provide information during the registration process which is checked against existing data held in the portal e.g. student number, first name and last name. There may also be additional items of information required.
  - If you do not provide exact matching data then the system will put the registration in a Pending authorisation queue. This will need to be manually checked by a Website administrator, who will either accept or deny the registration.

## 6. Login

- Username – this is your UOE email address.
- Email address – This can be changed from within your profile. We recommend you specify a permanent personal email address and not your University of Exeter student address which will have a limited life span.
- Password – This can be changed from within your profile.
- Locked out – If you become locked out you can either wait until the system automatically unlocks you (this is configurable and varies between customers) or contact support using the details provided in the link.

## 7. Forgotten password

In the event that you have forgotten your password you will be able to recover from this by using the Forgotten Password procedure.

## 8. Dashboard

- Documents  
Displays eDocuments available to the student which are PDF representations of their paper qualification documents. Here they can view or report an issue about a qualification.
- Connections

Allows students to invite 3<sup>rd</sup> parties to have access to their secure documents online. Which documents are made available and for how long, are controlled by the student who may end the connection at any time.

- Orders

This provides a historic list with the details of all your orders made on the portal.

- Profiles

- Photo
- Personal details
- Additional Contact information
  - Phone numbers
  - Email addresses
  - Social media
- Addresses
- Change password

## 9. Logout

Logout by using the logout button which is found by clicking on your name or profile photo (Initial if no photo is uploaded) at the top right of the web page.